



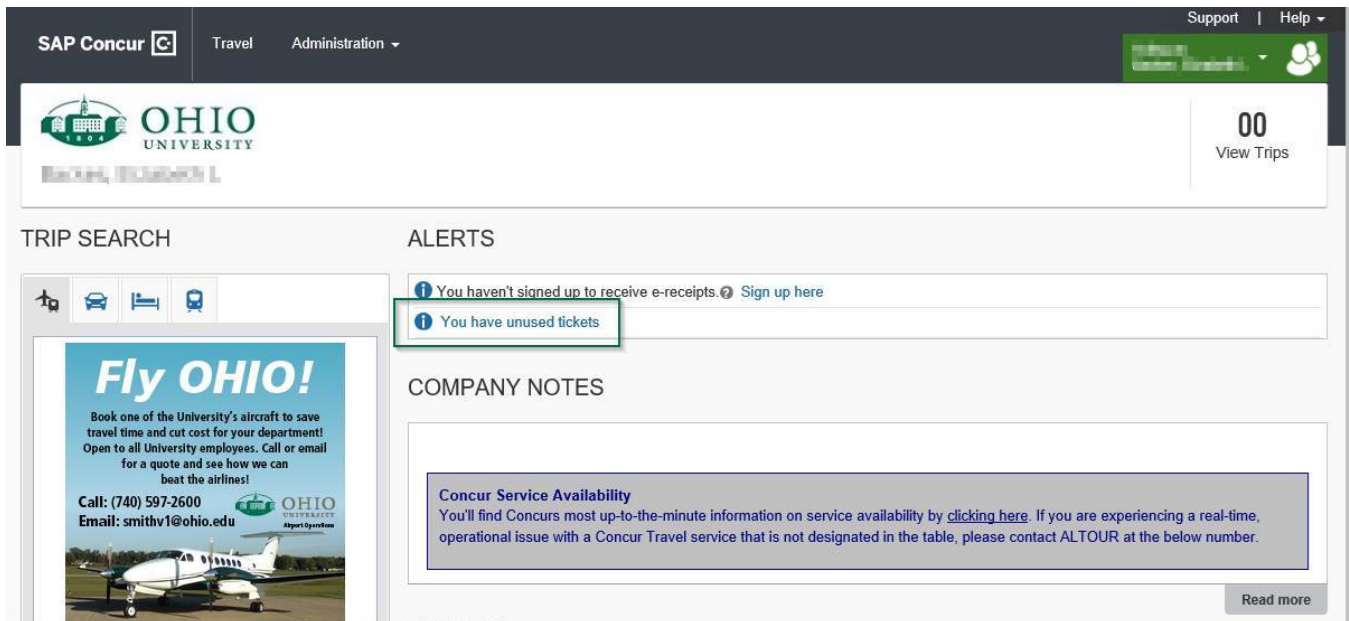
## Objective

The purpose of this document is to guide Concur users through the process of documenting unused airline tickets to assist with the transition to Christopherson Business Travel (CBT).

Unused tickets that were booked with Altour will not appear in Concur after the transition to CBT. To book these unused tickets after April 1, call CBT for assistance. The standard agent assist fee will apply (\$22 for domestic and \$30 for international).

## Navigate to Unused Tickets

1. Log in to [Concur](#) with your OHIO ID and password.
2. If you have unused tickets, **click the “You have unused tickets”** notification in the Alerts section in the middle of the screen.



3. Click the ticket and take note of the ticket details (specifically the ticket number). You can do this either by copy/paste or screenshot.

Carrier	Ticket Number	Credit	Expiration Date	Notes
Southwest	147761666	\$22.00	04/01/2019	Unused

4. Save this information so you have it available after the transition to CBT on April 1.