



# Using Airline Credits in Egencia

Egencia is one of IU's [Designated Travel Agencies \(DTAs\)](#) which allows users to book university-related flights, hotel reservations, train tickets, and rental cars online or through a customer service agent. As an employee traveling on official university business, you must arrange travel using IU's DTAs.

As of June 1, 2020, all domestic and international travel is subject to the guidelines published in Travel Management Services' [COVID-19 Resource Center](#). Check this page for updates and ensure you have the required level of approval before making any reservations.

This guide walks through using airline credits to book a domestic flight in Egencia. IU faculty, staff, and students needing to cancel travel reservations due to COVID-19 should consult [SOP-TVL-02](#) for guidance.

## What is an Airline Credit?

An airline credit, sometimes referred to as an “unused ticket” in Egencia, is a usable credit on your Egencia account that usually results from cancelled airfare. Credits can be used like currency towards reserving a flight. Credits are **airline specific**, meaning you can only use them with the same airline that issued them. If the credit doesn't cover the full cost of the new trip, additional payment methods may be used. Credits cannot be used towards the payment of booking fees, cancellation fees, or other fees.

## Possible Reasons Why Your Credit May Not Work

- The airline selected doesn't match the airline on the credit. Flights booked with credit must be booked through the same airline with whom your original flight was canceled.
- You may have selected a seat class that is not valid with your credit
- Credits cannot be used on multi-destination trips
- Credits cannot be used on multi-passenger trips

If you encounter any of these errors, reach out to [travel@iu.edu](mailto:travel@iu.edu) or call an [Egencia agent](#).

## Using Airline Credits

Any credits made available through Egencia must be managed in the Egencia booking tool. In other words, you must book through Egencia to use the credit.

To check if you have a credit on your Egencia account, log in to your Egencia landing page. In the right-hand column, you can see any credits associated with your account.

In the screenshot below, Juliet Roberts has an airline credit worth \$338.80 to use with American Airlines. The credit expires on 3/4/2021.

If you have an expired credit, you may be able to extend the expiration date by contacting [Egencia support](#). Egencia will contact the airline on behalf of the traveler and update if allowable.



EGENCIA Book Trips Tools Help Feedback Juliet Roberts Indiana University

# Hello, Juliet

UPDATES ON COVID-19 (CORONAVIRUS)  
Egencia is closely monitoring the coronavirus situation and we'll share regular updates with you. To support you during this time, we've got the latest news, alerts, and information on how to stay safe while traveling. [Learn more](#)

Flights Hotels Trains Cars

Juliet Roberts (julcrobe@iu.edu)

ROUND TRIP ONE WAY MULTI-CITY

Indianapolis, IN, United States (IND-India) + Nearby New Orleans, LA (MSY-All Airports) + Nearby

10/13/2020 10/16/2020

Depart At Anytime Depart At Anytime

ADVANCED SEARCH ^

Search for airlines

All flights Refundable

Non-stop

Up to 1 stop

ALLIANCE No Preference CLASS Economy / Coach

SEARCH FLIGHTS

INDIANA UNIVERSITY

Itinerary search

Egencia Itinerary # FIND

Airline Credits 1

JULIET ROBERTS

AIRLINE	EXP DATE	VALUE
American Airlines	3/4/2021	\$338.80

Learn how to redeem unused tickets

Message center

Messages from Indiana University

- Travel Reminders
- Mobile App – Egencia TripNavigator

Enter your destinations, travel dates, and any other desired search criteria in the appropriate fields. When using a credit, we recommend searching for flights by airline. Enter the airline your credit is valid for in the “Search for Airlines” box. Click on **SEARCH FLIGHTS**. In this example we are searching for flights from American Airlines.

ADVANCED SEARCH ^

American A

All flights Refundable

Non-stop

Up to 1 stop

ALLIANCE No Preference CLASS Economy / Coach

SEARCH FLIGHTS

AIRLINES

- American Airlines (AA)
- Latin American Wings (LW)
- American Eagle (MQ)
- North American Airlines (NA)

You can continue to modify the search using filters in the left-hand column after the results are populated. Click on the departure and return flights you want to book.



**EGENCIA** Book Trips Tools Help Feedback Juliet Roberts Indiana University

1 PASSENGER

RESULTS 55 of 55

IND → MSY Anytime, Oct 13 --- Anytime, Oct 16 Economy / Coach [CHANGE SEARCH](#)

TRAVEL POLICY BENCHMARK

	10:50 am → 2:30 pm Southwest Airlines 637, 2464	4h 40m IND - MSY	1 stop 1h 25m at ATL	Economy \$174
	6:40 pm → 11:35 pm Southwest Airlines 2520, 1262	3h 55m MSY - IND	1 stop 0h 50m at ATL	

Best Fare Option [SELECT](#)

Select your departure flight - Oct 13

Smart Mix	Departure	Arrival	Duration	Recommended	Price
	5:15 am → 8:32 am American Airlines 4661, 1930	4h 17m IND - MSY	1 stop 0h 36m at CLT		\$242 roundtrip
<a href="#">AIRLINE CREDIT MAY APPLY</a> <a href="#">View details</a>					
	12:10 pm → 3:38 pm American Airlines 4399, 656	4h 28m IND - MSY	1 stop 0h 43m at CLT		\$242 roundtrip
<a href="#">AIRLINE CREDIT MAY APPLY</a> <a href="#">View details</a>					
	2:23 pm → 5:59 pm American Airlines 2842, 2257	4h 36m IND - MSY	1 stop 0h 40m at DFW		\$243 roundtrip
<a href="#">AIRLINE CREDIT MAY APPLY</a> <a href="#">View details</a>					
	5:38 pm → 9:31 pm American Airlines 5399, 1943	4h 53m IND - MSY	1 stop 1h 11m at CLT		\$242 roundtrip
<a href="#">AIRLINE CREDIT MAY APPLY</a> <a href="#">View details</a>					

Stops

1 stop \$242

2+ stops \$243

Times

DEPARTURE TIME - INDIANAPOLIS

5:15 am 7:16 pm

ARRIVAL TIME - NEW ORLEANS

8:32 am 11:30 pm

Duration

4h 17m 9h 12m

Price

\$242 \$469

Airlines

After choosing your flights, select your fare class and your seats, where applicable. In general, IU-sponsored airfare should be Economy per the [IU Travel Policy](#).



**Flight details and options**

**Fare selection**

FARE CLASS	Price
<input checked="" type="radio"/> ECONOMY / MAIN CABIN x0 Non-refundable ✓ Changeable ⓘ	\$242
<input type="radio"/> ECONOMY / MAIN CABIN x0 Non-refundable ✓ Changeable ⓘ	\$252 Egencia Preferred Rate
<input type="radio"/> ECONOMY x0 ✓ Refundable with charge ✓ Changeable ⓘ	\$500 Egencia Preferred Rate
<input type="radio"/> FIRST / FIRST x2 Non-refundable ✓ Changeable ⓘ	\$520
<input type="radio"/> FIRST / FIRST x2 Non-refundable ✓ Changeable ⓘ	\$522 Egencia Preferred Rate
<input type="radio"/> ECONOMY / MAIN CABIN FLEXIBLE x0 ✓ Refundable ✓ Changeable ⓘ	\$747 Egencia Preferred Rate
<input type="radio"/> FIRST / FIRST FLEXIBLE x2 ✓ Refundable ✓ Changeable ⓘ	\$1,000 Egencia Preferred Rate

**Seat selection** **Select**

Select free seats for your trip

After fare and seat selection, Egencia offers you the option to use your credit on eligible flights as shown below. Select the credit and click on **USE THIS CREDIT**. The value of the credit will be deducted from your overall flight price, excluding fees.

**Redeem an airline credit** ✕

Choose one of the options below or continue without using a credit. The value of the airline credit will be deducted from your new flight price.

ⓘ If your airline credit was created as a result of the COVID19 crisis, you may be eligible to reduced change fees by the airline. Please call an agent if that is the case, and do not proceed online.

AIRLINE	EXP. DATE	VALUE
<input checked="" type="radio"/> American Airlines	03/04/2021	\$339

CONTINUE WITHOUT USING A CREDIT
**USE THIS CREDIT**



On the next page, complete the required **traveler information fields**. Required fields are marked with an asterisk. Add any optional fields such as loyalty cards and TSA PreCheck as desired.

Juliet Christine Roberts
[VIEW PROFILE](#)

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**Traveler's information**

**Identity information**

FIRST NAME \*  
Juliet

MIDDLE NAME  
Christine

LAST NAME \*  
Roberts

GENDER \*  
▼

DATE OF BIRTH \*  
mm/dd/yyyy

**Passport Information**

NUMBER  
Number

EXPIRY DATE  
mm/dd/yyyy

ISSUING COUNTRY OR REGION  
▼

**Frequent flyer program**

American Airlines

LOYALTY CARD  
▼

CARD NUMBER  
Card Number

**Secure Flight Passenger Data**

Save time at the airport by providing this information in advance.

DHS REDRESS NUMBER  
DHS Redress Number

TSA PRECHECK  
TSA PreCheck

➤ TUESDAY, OCTOBER 13, 2020  
American Airlines 1296, A...

IND  
8:05 am

→  
5h 12m

MSY  
12:17 pm

1 Connecting flight: DFW ▼

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➤ FRIDAY, OCTOBER 16, 2020  
American Airlines 2802, American Airlines ...

MSY  
11:30 am

→  
5h 9m

IND  
5:39 pm

Ticket 1: American Airlines. <	\$313.70
Base Fare	\$286.00
Taxes and Surcharges	\$27.70
Airline change penalty	\$0.00
Airline credit	-\$312.67
Air booking fee	\$5.00
<b>TOTAL</b>	<b>\$6.03</b>

IU accounting information is required to cover any fees. Enter your Chart and Organization (Org) Code (e.g. BL-BI) into the **Department Code** field, followed by the funding account number in the **Account Number** field. Indicate whether this trip is an international trip funded by the U.S. Government. Finally, select your Org's chart code by clicking on the **Campus Code** field and selecting from the drop-down menu.

If you are uncertain of any piece of IU accounting information, contact your supervisor or Fiscal Officer.

**Information requested by your company**

DEPARTMENT CODE \*  
Department Code

ACCOUNT NUMBER \*  
Account Number

IS THIS AN INTN'L TRIP FUNDED BY THE US GVN'T? \*  
Is this an Intl trip funded by the US Gvn't?

CAMPUS CODE \*  
Campus Code

BL - Bloomington

CO - Columbus

EA - Richmond

FW - Ft. Wayne

IN - Indianapolis

KO - Kokomo

NW - Gary

SB - South Bend

SE - New Albany

[Optional fields](#) ▼

**Need more time to think?**

By selecting this option, you can hold this reservation and c...

We will reserve your trip, but it will not be booked until you confirm... deadline is July 17, 2020 02:59, after which it will be cancelled aut... up until the booking is confirmed.



Because credits cannot be used towards booking fees or other fees, there will be a balance to pay regardless of whether the credit covered the full cost of the flight. Use the IU Air Card on your account to pay the balance.

<a href="#">Ticket 1 : American Airlines ^</a>	\$313.70
Base Fare	\$286.00
Taxes and Surcharges	\$27.70
Airline change penalty ?	\$0.00
Airline credit ?	-\$312.67
Air booking fee ?	\$5.00
<hr/>	
TOTAL	\$6.03

**Your payment**

CHOOSE YOUR PAYMENT

**IU AIR CARD** EXPIRES 2024/03 ... 1526

**Add credit card**

Egencia requires an email notification to the Traveler. Adding an email notification for the Arranger is optional. The check mark is in place for both the Traveler and the Arranger by default.

**Notifications**

TRAVELER (CHANGES TO THIS FIELD WILL NOT BE REFLECTED IN THE TRAVELER PROFILE) \*

EMAIL  
julcrobe@iu.edu

ARRANGER (OPTIONAL)

EMAIL  
jhbrumle@iu.edu



Click on **BOOK NOW** to confirm your flight reservation. The IU Air Card will be charged the remaining balance, which will later be reconciled using the IU accounting information you entered above.

TOTAL \$6.03	SAVE FOR LATER	<b>BOOK NOW</b>
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