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Don’t Let Your Department’s Travel Funds Go to Waste [1]

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Does your department have unused airline tickets/credits sitting out there? When a trip gets canceled, it’s easy to forget that the original ticket might still have a usable value. You may be able to recover some of those funds using the credits before they expire.

On top of that, United currently offers partial refunds on certain unused tickets, depending on the fare rules and destination. Not every ticket will qualify, but it’s definitely worth checking to see if your department’s credits might be eligible.

Here’s how to get started:

1. **Request an Unused Ticket Report** – Email PSCtravel@cu.edu [3] and ask for a list of your department’s unused tickets (requested by org).
2. **Check Eligibility** – If you have available funds tied to United Airlines, you can request a refund review.
3. **Understand the Fees** – There is a **$49.00 agency processing fee** for researching and submitting the refund request, which will be billed to your department when a credit is issued. United Airlines will also apply its own Cancel Refund Fee based on the destination and fare type, which will be deducted from the total refund amount refunded (see chart below).

Cancel Refund Fee [4]
The United cancel fee is based on the destination, and fare type. Again, this fee will be deducted from the refund amount, and is in addition to the agency processing fee of $49 charged by the agency.

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