

# CASE STUDY:

## Unused Tickets



### CUSTOMER

A global food distributor, with more than 30 locations, had about \$80,000 in purchased unused tickets.

### THE SITUATION

Fox World Travel knows business travel is dynamic and changes may lead to unused tickets, which are an unfortunate part of any travel program. No one wants to close the year with money wasted—much less on flights never taken. Fox collaborated with the client to identify the problem areas and develop a policy focused on curbing the loss.

### THE SOLUTION

Here are few of the ways Fox helped the global company—and can help you—salvage tickets:

- Fox World Travel proactively works to prevent the loss of valuable travel dollars for clients by using **Concur** expense and ticketing technology to salvage tickets for future use.
- Fox World Travel is a Concur Certified Travel Management Company, as well as a Concur preferred partner—one of four Travel Management Companies in the nation with this distinction.
- Because of our Concur status, Fox offers business travelers reliable, and sometimes exclusive, online booking solutions.
- Fox's proprietary **Ticket Trak** technology does what the name implies—tracks tickets.
- The software reconciles the Global Distribution System against the company's back office system, flagging tickets about to expire.
- The technology efficiently turns around unused tickets, making it easier for the traveler.
- Ticket Trak also has the ability to immediately process refunds whenever applicable.
- Because Ticket Trak constantly monitors and automatically reports on unused tickets and used nonrefundable tickets/credits/vouchers/airline certifications, reports are virtually in real-time.

### THE PROCESS

Since the global company uses Concur as their online booking tool, Fox was able to implement an email notification process highlighting unused tickets. Fox also programed a non-refundable ticket credits display on the Concur homepage after login. Reminding travelers of the upcoming expirations allowed travelers the opportunity to take advantage of the tickets.

With Ticket Trak, Fox automatically rolled the nonrefundable tickets into our 21-day expiry process, which extends the life of the tickets. To support the flipping of tickets, Fox has a dedicated in-house Quality Fulfillment team.



### DISCOVERIES

A year after implementing the front-end procedures with Fox, the global company was able to greatly reduce the number of unused tickets, dropping the total dollar value of unused ticket by 82%, or down to \$14,000, which is now their new normal range on any given day.

### CONNECT WITH OUR TEAM

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