



Unused Ticket Credits Post COVID-19

The challenges the travel industry has faced this past year have been extraordinary, surpassing all previous crises. Between travel restrictions, event cancellations and the continued closure of international travel, the COVID-19 outbreak brought an enormous number of canceled flights creating an abundance of unused ticket credits.

As more countries re-open their borders, airlines are beginning to increase their flight schedules. The travel industry has reason to be optimistic. Less countries are requiring travelers to quarantine, and more countries are allowing restriction-free entry. Now that travel has restarted, companies need to manage unused ticket credits into their travel payment strategy and are working with UATP on this front.

CHALLENGE

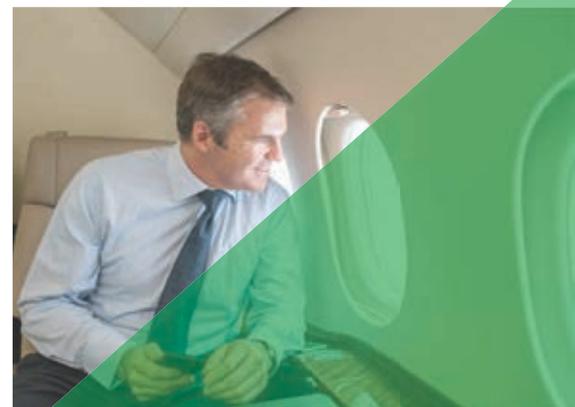
Airlines were faced with unprecedented levels of cancellations and needed a solution to help manage the situation. The same was true for travel managers. Managing and utilizing unused ticket credits became an enormous challenge. As the crisis continued, changes in employee status caused further disruption to travel programs. Airlines and corporates alike, came to UATP.

SOLUTION

UATP, working with airlines around the globe, created an unused ticket credit solution that issues credits onto a prepaid UATP card. UATP also worked together with TMCs to enable the necessary logic for the credits to be applied to future bookings. UATP worked with the industry to help get programs in place with the flexibility necessary to meet the needs of corporates' demands.

"Using a UATP card makes the process of using credits for different passengers very easy."

- Anonymous Respondent



To gain better insight into the unused ticket credit challenge from the travel manager perspective, UATP surveyed close to 100 corporate travel managers. Over 70 % of companies stated concern over the credits expiring before they are able to use them. Flexibility in using the funds corporate-wide versus original individual traveler were also noted. Responding to this need, funds can be tied to the respective organization as opposed to an individual traveler which allows companies to use the credit towards future travel as it best fits their corporate strategy. Half of responders stated that they use UATP for their unused ticket credits and 40 % work with a TMC. The ability to recoup costs and allowing name changes is frequently listed among responders satisfied with the process.

“We had UATP cards issued and this works brilliantly. No cons.”
- Anonymous Respondent

RESULT

Over 70 % of companies currently have an unused ticket credit program with an airline and 83 % have a formalized program with at least 2 airlines. A vast amount of credit is on these programs, ready for use as travelers are returning to the skies.

The latest GBTA poll found that 2 in 5 companies plan to resume domestic travel in the near future, and 53 % of companies expect sales trips to fully recover within a year. The UATP survey found that some unused travel credits are already being used by 37 % of companies, 35 % of companies plan on using most of their unused ticket credits in 2021, and 55 % plan on using them in 2022.

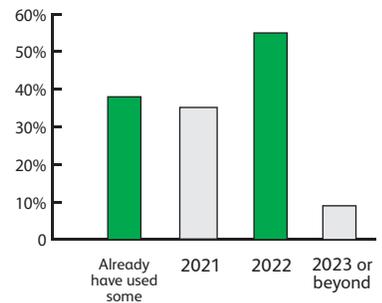
The industry needed a solution that UATP provided. With most travel managers (83 %) stating satisfaction with the process to redeem unused ticket credits, per UATP survey, the UATP unused ticket credit program continues to prove its’ success.

As more business travel returns, UATP is here to help with all your travel payment needs.



Resumed travel or have a start date to travel

When do you anticipate using the majority of your unused ticket credits?



*Note: UATP does not set program rules.

“All airlines should use UATP.”

“UATP was the best way to manage these airline credits.”