



# 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.

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.



The screenshot shows the Egencia website interface. At the top, there are navigation links for 'Book', 'Trips', 'Tools', 'Help', 'Feedback', and a user profile for 'Juliet Roberts, Indiana University'. A personalized greeting 'Hello, Juliet' is displayed. A COVID-19 update banner is present. The main search area includes tabs for 'Flights', 'Hotels', 'Trains', and 'Cars'. A search bar contains the user's name. Below this, there are fields for origin ('Indianapolis, IN, United States (IND-India)') and destination ('New Orleans, LA (MSY-All Airports)'), along with departure and return dates. An 'ADVANCED SEARCH' section is highlighted with a red box, containing a 'Search for airlines' input field, radio buttons for 'All flights', 'Non-stop', and 'Up to 1 stop', and checkboxes for 'Refundable'. A 'SEARCH FLIGHTS' button is at the bottom. On the right, a sidebar shows 'INDIANA UNIVERSITY' branding, an 'Itinerary search' section, and a table of 'Airline Credits' for 'JULIET ROBERTS'. The table lists one credit from American Airlines with an expiration date of 3/4/2021 and a value of \$338.80. A 'Message center' section is also visible.

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

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.

This close-up screenshot shows the 'ADVANCED SEARCH' section. The 'Search for airlines' input field contains 'American A'. A dropdown menu is open, listing several airlines: 'American Airlines (AA)', 'Latin American Wings (LW)', 'American Eagle (MQ)', and 'North American Airlines (NA)'. The 'American Airlines (AA)' option is highlighted. A red box highlights the input field and the dropdown menu. Another red box highlights the 'SEARCH FLIGHTS' button.



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

**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**

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

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**TRAVEL POLICY BENCHMARK**

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

Best Fare Option [SELECT](#)

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**Select your departure flight - Oct 13**

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



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 <small>✈️ x0 ✖️ Non-refundable ✔️ Changeable ⓘ</small>	\$242
<input type="radio"/> ECONOMY / MAIN CABIN <small>✈️ x0 ✖️ Non-refundable ✔️ Changeable ⓘ</small>	\$252 <small>➔ Egencia Preferred Rate</small>
<input type="radio"/> ECONOMY <small>✈️ x0 ✔️ Refundable with charge ✔️ Changeable ⓘ</small>	\$500 <small>➔ Egencia Preferred Rate</small>
<input type="radio"/> FIRST / FIRST <small>✈️ x2 ✖️ Non-refundable ✔️ Changeable ⓘ</small>	\$520
<input type="radio"/> FIRST / FIRST <small>✈️ x2 ✖️ Non-refundable ✔️ Changeable ⓘ</small>	\$522 <small>➔ Egencia Preferred Rate</small>
<input type="radio"/> ECONOMY / MAIN CABIN FLEXIBLE <small>✈️ x0 ✔️ Refundable ✔️ Changeable ⓘ</small>	\$747 <small>➔ Egencia Preferred Rate</small>
<input type="radio"/> FIRST / FIRST FLEXIBLE <small>✈️ x2 ✔️ Refundable ✔️ Changeable ⓘ</small>	\$1,000 <small>➔ Egencia Preferred Rate</small>

#### Seat selection

Select free seats for your trip

Select

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 Intn'l 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
<b>Air booking fee ?</b>	<b>\$5.00</b>
TOTAL	
<b>\$6.03</b>	

**Your payment**

CHOOSE YOUR PAYMENT

IU AIR CARD

EXPIRES 2024/03 ... 1526

IU AIR CARD

... .. 1526

USER CARD(S)  
**TAMMY BEAN**
EXPIRES  
**2024/03**

[Add credit card](#)

Engenia 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

ARRANGER (OPTIONAL)

EMAIL



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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