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 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.
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.
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.
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.

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.
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.

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.*
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.

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.
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.