

Update on Unused Tickets

Fox World Travel, the University travel management company, has been able to obtain refunds on many unused tickets. To determine if a refund has been received:

- The ticket is no longer listed in your Concur profile
- The cost center associate with the ticket has received a credit
- Contact Melody Stark at the NU Travel Office

As Fox World Travel continues to work on this project and will notify the NU Travel Office once the process is complete. Airline tickets that are not eligible for a full refund will continue to be held in the traveler's profile. All major airlines have extended the validity date of tickets purchased in 2020 to a usage date in 2022. For tickets that are under a student, guest, or separated traveler, FOX and the NU Travel Office will partner together to determine when an exchange will be made for a future university-sponsored travel reservation.

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The University has an overwhelming amount of unused tickets on file with Fox World Travel, the NU travel management company. The NU Travel Office has worked to identify those tickets, cost centers, and values. Due to airlines cancelling flights, we are working closely with Fox World Travel to determine which of the unused tickets can be processed for a refund.

Tickets that can be refunded will take 30-45 days to process. Travelers will be notified by the Travel Office if their ticket qualifies for a full refund. The tickets that do not qualify for a full refund will be held for future use. Most major airlines have extended the validity of the unused tickets until December 2021. Up-to-date airline waiver information can be found [here](#). The NU Travel Office will work with Fox World Travel to exchange tickets for guests and students to a university traveler.

Contact Melody Stark with the NU Travel Office melody.stark@nebraska.edu or (402) 554-3456 for questions regarding unused tickets.

Employees may sign up for the university's travel listserv to receive up-to-date travel information [here](#).
