

Online Exchanges & Unused Ticket Redemption

Self-service tools that optimize existing ticket credits

This online solution enables travelers to shop for and exchange tickets online. This easy-to-use feature provides exceptional value to any company's travel program by optimizing the existing credit of unused ticket inventory.

When an unused ticket credit is available, the traveler is alerted to its remaining value and prompted to apply that amount to the cost of the new ticket. In addition, such self-service online ticket redemption reduces the need to call an agent to facilitate the change.

Online exchange and unused ticket redemption eligibility

- Exchanged ticket must be an e-ticket
- Maximum of 16 segments allowed
- Same carrier for all flights (codeshare flights accepted)
- Only pre-trip exchanges are supported online
- All coupons must be in "open" status
- Negotiated rates are supported
- Domestic and international reissues are valid
- Cut-off is approximately 2 hours prior to departure
- Available for U.S. points of sale

Participating Airlines

Participating Carriers	Airline Code	Domestic Exchanges	International Exchanges
Alaska Airlines	AS	Yes	Yes
American Airlines	AA	Yes	No
Continental Airlines	CO	Yes	No
Delta Airlines	DL	Yes	Yes
Hawaiian Airlines	HA	Yes	Yes
KLM	KL	No	Yes
Midwest Express Airlines	YX	Yes	No
Northwest Airlines	NW	Yes	Yes
United Airlines	UA	Yes	Yes
US Airways	US	Yes	Yes

Online Exchange Step 1:

Traveler decides to change a portion of the flight.

1 Do you want to change your departing flight?

No, keep this flight the same. Yes, change this flight.

 **Departure flight:** Seattle - Washington DC

Date: (MM/DD/YY)	Time:	Departing From:	Going To:
12/19/2003	12:00 noon	Seattle, WA (SEA-Se)	Washington, DC (IAD)

2 Do you want to change your returning flight?

No, keep this flight the same. Yes, change this flight.

 **Return flight:** Washington DC - Seattle


Date: (MM/DD/YY)	Time:	Departing From:	Going To:
12/29/2003	12:00 noon	Washington, DC (IAD)	Seattle, WA (SEA-Se)

Online Exchange Step 2:

Flight options and alternatives are returned in the search.


Denver, CO (DEN) to Dallas, TX (DFW)

Your selected flight [Choose a different flight](#)

7:40 AM Depart Dallas (Dallas-Fort Worth Intl.) Arrive Denver (Denver Intl.) 8:34 AM	Tue 25-Oct Duration: 1hr 54mn		American Airlines 2065 Nonstop flight
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Pick a new departing flight

Note: These results cover a metro area with [several airports](#). Review your choices carefully.

 **6:03 AM** - currently booked

6:03 am Depart Denver (DEN) Arrive Dallas (DFW) 8:55 am	Mon 17-Oct Duration: 1hr 52mn		American Airlines 838 Nonstop flight
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[→ Keep this flight](#)

 **6:00 AM**

6:00 am Depart Denver (DEN) Arrive Dallas (DFW) 12:56 pm	Mon 17-Oct Duration: 5hr 56mn		American Airlines 5536 / 1051 Connect at St. Louis (STL)
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[→ Choose and continue](#)

Online Exchange Step 3:

Traveler selects flight(s).


Pick a new return flight


Note: These results cover a metro area with [several airports](#). Review your choices carefully.

 **10:17 PM** - currently booked

10:17 pm Depart San Francisco (SFO) Arrive Seattle (SEA) 12:13 am -1 day	Mon 2-Feb 1hr 56mn Nonstop flight		United 62 Aircraft: Boeing 737-300
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[→ Keep this flight](#)

 **8:30 AM**

8:30 am Depart Denver (DEN) Arrive Seattle (SEA) 10:33 am	Thu 5-Feb 3hr 3mn Nonstop flight		United 875 Aircraft: Boeing 757-200
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[→ Choose and continue](#)

Online Exchange Step 4: After making flight selection:

1 Review cost summary

Ticket costs

New flight price:	\$408.20
Currently booked flight price:	-\$345.00

Change in flight price: \$63.20

[Show pricing details](#)

Additional costs

Airline penalty: +\$100.00

Total price \$163.20

The automated process verifies fare rules and presents the pricing details based on:

- New flight price
- Currently booked flight price
- Penalties charged by the airline
- Total price of the exchange
- Approximately 80% of exchanges will be eligible for online exchange

When a credit is due, the traveler will be directed to call an agent to complete the transaction.

Unused Ticket Redemption

We won't let you forget about existing ticket credit. Our easy-to-use tool allows travelers to redeem unused tickets online. The automated process detects and shows the traveler unused e-tickets eligible toward redemption on the new fare. Any time a applicable credit exists, the traveler will be asked, "Would you like to redeem an unused ticket?" as seen below. Unused ticket details will be accessible by link and the amount to be credited will also be shown to the traveler.

Would you like to redeem an unused ticket?

<input type="radio"/> No thanks. I'll book the flight at \$269.00.	
<input checked="" type="radio"/> Redeem unused e-ticket online - ticket details	\$148.00 off flight price†
<input type="radio"/> Call to redeem airline voucher (expires January 3, 2009) - ticket details	\$100.00 off flight price†

(Travelers with online MCO and paper ticket redemptions will be prompted to call an agent.)