



# **Internal Controls for Unused Airline Tickets**

**AO/FO Meeting  
September 20, 2006**

## **APM A8.265 Specialized Purchasing**

- 1. Air Travel will be at the lowest available airfare.**
- 2. Travelers must make reservations in advance to qualify for available discounts.**
- 3. Airfare travel refund statement should be indicated: “Refunds on tickets shall be made payable only to the University of Hawai‘i.”**



**What happens if the  
traveler is unable to  
embark on his/her trip?**



# Airline Ticket Policies

- **Disbursing and Payroll Office contacted Aloha Airlines, Hawaiian Airlines, United Airlines, and Panda Travel regarding their unused ticket policy.**
- **In general, the airlines will allow travelers one year (from date of purchase) to re-use tickets if the trip was cancelled. Re-booking fees ranged from \$125 to \$200 per ticket. In addition, the traveler may have to pay the difference in airfare if the current airfare is higher than the price paid for the original ticket.**



## Airline Ticket Policies (cont.)

- Aloha Airlines: Tickets are non-transferable and non-refundable. Exception: Aloha Airlines Corporate Program. Enrollment in the corporate program allows travelers to make changes without penalty and receive refunds on unused tickets. However, tickets booked under this program are charged at a higher rate than those that can be found on-line.
- Hawaiian Airlines: Tickets are non-transferable non refundable. No corporate program.
- United Airlines: Tickets are non-transferable non refundable. No corporate program.
- Panda Travel: Will follow the ticket policy of the airline that they have purchased a ticket from.



# Discussion Items

- **If business trips are cancelled and the University has already purchased the ticket, how do you keep track of the unused ticket?**
- **What types of internal controls are utilized to ensure that the tickets do not lapse and are eventually used for University business?**



# UH Policy?

- **Should the University develop a policy for tracking unused tickets?**

