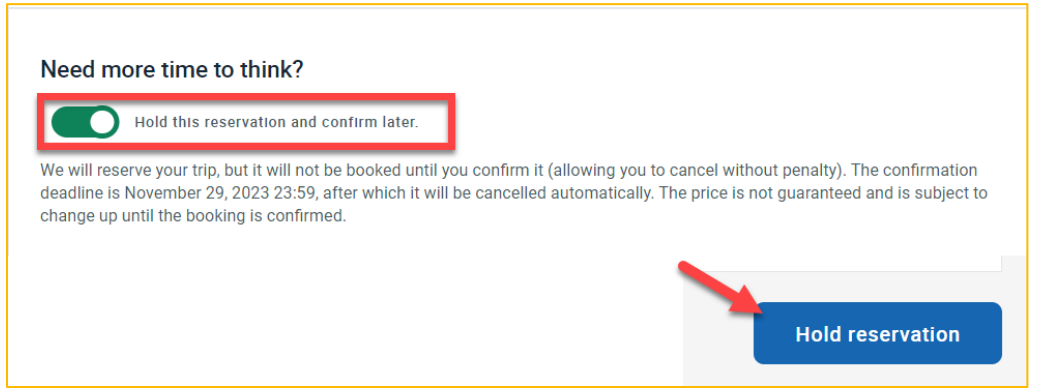
Using Airline Credits Requiring a Name Change

1. Contact the travel office for information on the credit you can use for your flights. The travel office will give you the original ticket number and the original traveler's name. **You will need this information to redeem it for your flights.**

2. Reserve the flight you want to use a credit on in Egencia. On the checkout page select "need more time to think" and click "hold reservation". Make note of your itinerary number and flight cost as you'll need it for the exchange.



3. Contact an Egencia Travel Consultant.

   You can contact them via phone or email using the help button on you Egencia app or website. You can also email directly to slac@customercare.egencia.com . If emailing, please use the template provided below. If calling, please make sure you have the same information on the template ready to give to the agents over the phone.

   SUBJECT: Name Change Exchange/YOUR NAME
   Unused Credit Traveler Name: Name on old ticket
   Unused Credit Ticket Number: Old ticket number
   New Traveler: Your Name
   Draft Itinerary Number: Itinerary number you saved on step 2
   Draft Itinerary Fare: Cost of the flights you saved in step 2

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