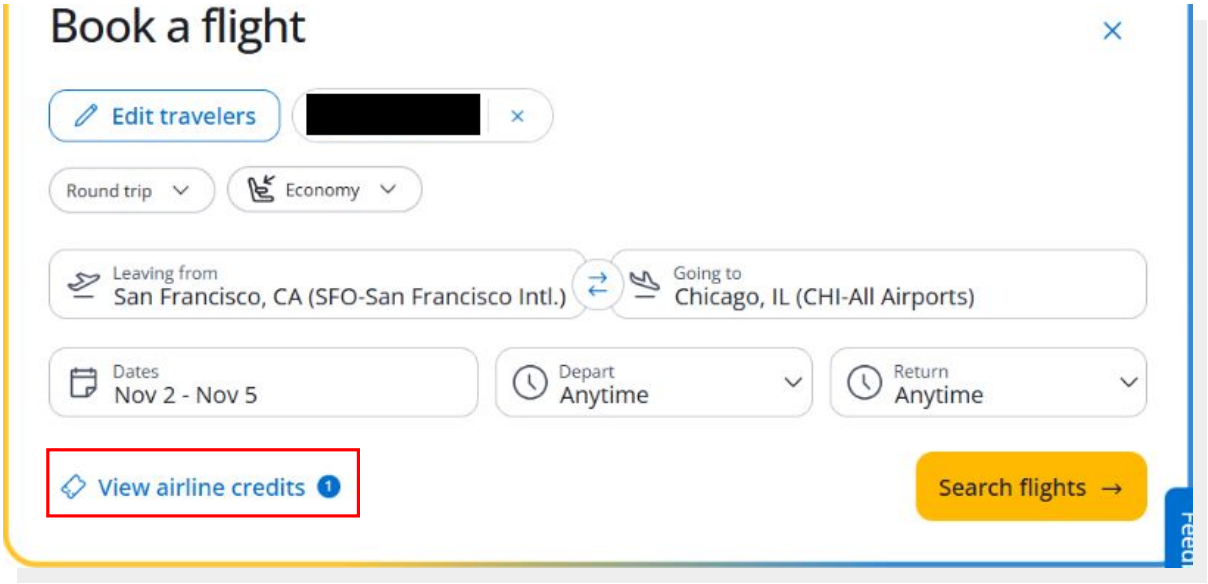
Redeeming Airfare Credits in Egencia

Objective: This section is to guide you through the process of redeeming an unused airfare credit in Egencia for a new flight.

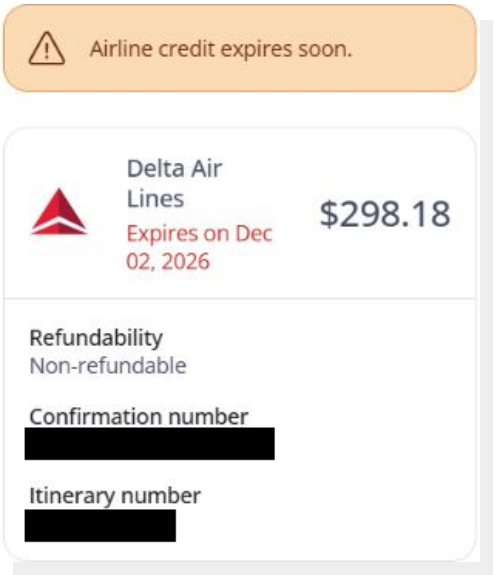
Review the airline, credit value, expiration date, and any travel restrictions before booking. The credit must be used for the same traveler and airline.

Method 1 - To review and select your airline credit.

1. **Log in** to Egencia and open the *Flights* search form. Confirm the correct traveler, and enter the route and travel dates.

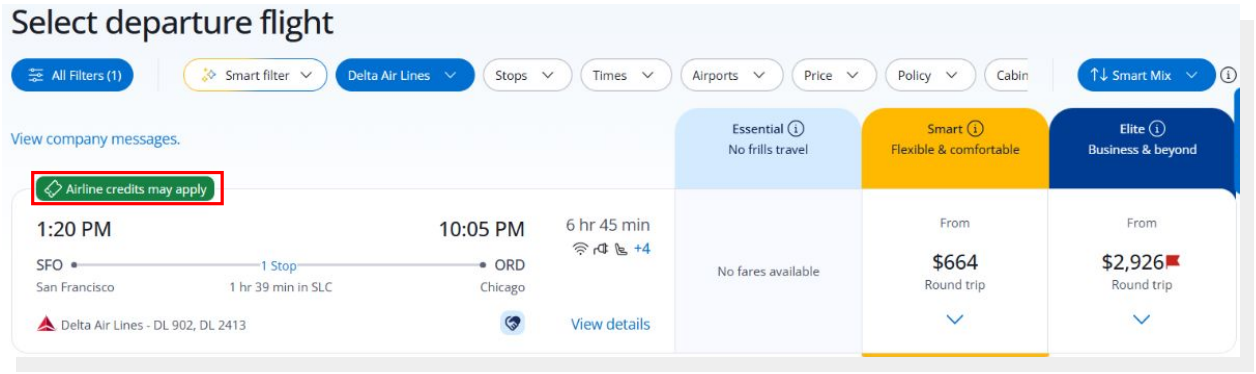


2. **Click** *View airline credits*. Review the available credit and its expiration date. Keep the ticket details available if a travel consultant is needed.



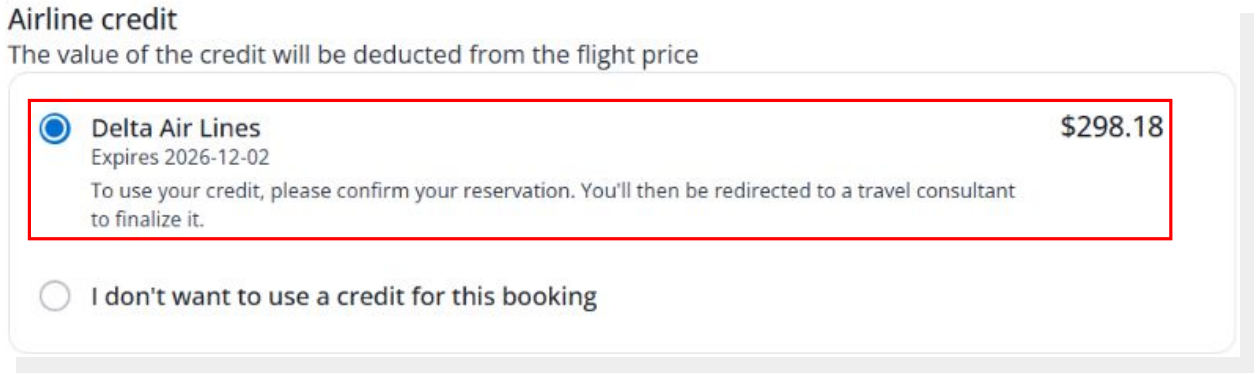
Traveler names and identifying ticket details have been masked in the screenshots.

3. Close the credit panel and **click** *Search flights*. Use the *Airlines* filter to show the airline that issued the credit. Look for *Airline credits may apply*.



4. **Select** the desired fare for each flight. For a round trip, select both departure and return flights. On *Customize your flight*, review your selections, then **click** *Continue*.

5. At checkout, go to *Airline credit* and **select** the credit you want to redeem. Do not leave *I don't want to use a credit for this booking* selected.



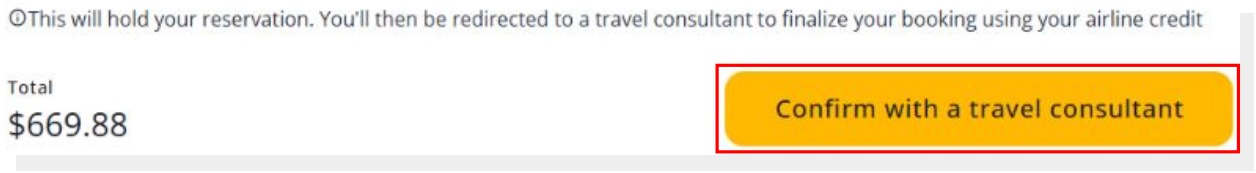
6. **Review** the instructions shown for the selected credit. In this example, Egencia requires a travel consultant to finalize redemption; the credit is not deducted from the displayed total online.

Example route, dates, fares, and credit value are for illustration. Airline restrictions may vary.

Method 2 - To finalize a credit with a travel consultant.

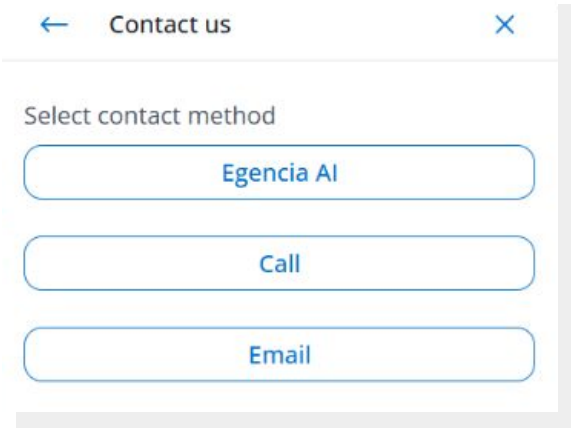
1. **Complete** the required traveler and company fields. Review the total and the credit instructions before proceeding.

2. If the screen requires consultant assistance, **click** *Confirm with a travel consultant* when you are ready to proceed. This holds the reservation and redirects you to a consultant to finalize the booking using your credit.



3. **Ask** the consultant to confirm the credit applied, any fare difference or fees, and the final amount due. Review the ticketed confirmation once the booking is complete.

For assistance, **click** *Help*, then *Contact us*, to view current contact options.



Important reminders on airline credits:

Use the credit before its deadline and follow the airline's fare rules. If the new flight costs more, pay the difference. If it costs less, the airline determines whether any remaining credit is retained or forfeited.

Some credits can be redeemed online. Follow the instructions displayed for the selected credit and verify that it is applied before completing your booking.

Reference: Egencia - How to redeem airline credits online. Current screens captured October 28, 2026.