



Uniglobe Credit Tracking

Introducing another great tool from Travel Management Experts at Uniglobe Travel – Uniglobe Credit Tracking

With the advent of e-ticketing and the growing availability of highly competitive one-way fares on-line, most corporations are finding it increasingly challenging to identify, track and maximize the use of unused ticket credits. With no formal record of credits created or used, corporations are finding that they have no reliable internal process nor in many cases, do their travel service provider. Even when the travel supplier does offer to get involved their own internal process is often based on manual intervention and the memory of an assigned agent. With these challenges in mind and given the fact that corporations can easily experience up to 20% lost ticket value of their total travel spend based on the expiry of unused credits, Uniglobe Travel has developed and industry leading solution – [Uniglobe Credit Tracking](#)

What is Uniglobe Credit Tracking?

This innovative solution relies on database technology to remove the typical manual intervention of an agency to create the record of a credit. Then when an applicable reservation is requested the system creates an automated prompt for your Uniglobe Travel Advisor to redeem the credit. The information captured by [Uniglobe Credit Tracking](#) includes all outstanding credits, all used credits and their expiry dates. This data is housed in a web-based environment that can also be accessed by the client via an assigned **SECURE** login.

The screenshot shows the 'Credit Tracker' web application interface. At the top, there is a navigation bar with icons for Active Credits, Expired Credits, Customer Info, Reports, User Account, Help, and Logout. Below the navigation bar, there is a search panel with various filters including Company Name, Customer Number, Type, Source/Airline, Transferable, First Name, Last Name, Traveler's Email, GDS Locator, Record Locator, Ticket/VCR Number, Original Invoice, Original Amount, Expiry Date (Start/End), and Credit Added (Start/End). A 'Search' button is visible. Below the search panel, there is a section for saving files as Excel spreadsheets. The main content area displays a table of credit records with columns for Company Name, Customer Number, Customer Description, Custom Field 1, Custom Field 2, GDS Source/Airline, Confirmation Number, Credit Amount, Change, Credit Used, Remaining Credit, Expiry Date, First Name, Last Name, Flight Pass Name, Transferable, Is Transferable, Ticket Number, Original Invoice, Traveler Email, and Updated By. The table contains several rows of data, including records for 'TED 934851298 Seattle Office' and 'Raymond Jones'.

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How will this help reduce risk of credit expiry?

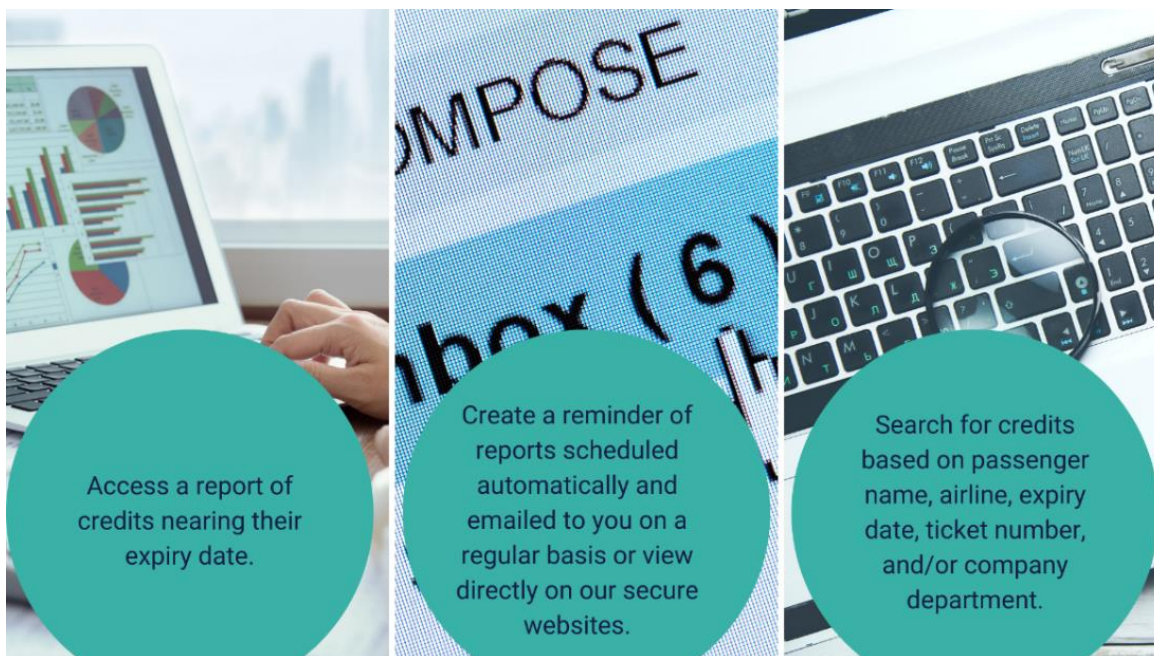
Anyone assigned a login can dynamically create credit reports nearing their expiry date. Reminder reports can be scheduled automatically and emailed on a regular basis or, can be viewed directly on the website. You set the parameters on how far in advance of the expiry date you wish to know, and the software will do the rest!

Do I now have to remind my Uniglobe Agency to use credits?

No! Your Uniglobe Travel Advisor will be more equipped than ever to utilize credits in the most efficient manner possible. Your Travel Advisor will be notified automatically that a credit is available for use.

Will I need to be able to see which credits we've used? I need these for reconciliation at the end of the year, can this tool provide that?

Absolutely! Credits that have been used are housed on an alternate web page to ensure accuracy. You can simply choose the "Fully Used Credits" link. The credits are held in reserve one year after the re-issue date.



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