



# 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 online, 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 Counsellor 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 UNIGLOBE Credit Tracking web application interface. At the top, there are navigation icons for Active Credits, Expired Credits, Customer Info, Reports, User Account, and Logout. Below the navigation is a search bar and a table of active credits. The table has columns for Company Name, Customer Number, Department, Type, Source, Conf#, Original Amount, Cancel Penalty, Credit Used, Remaining, Credit Expiry Date, First Name, Last Name, and Ticket Number.

Company Name	Customer Number	Department	Type	Source	Conf#	Original Amount	Cancel Penalty	Credit Used	Remaining	Credit Expiry Date	First Name	Last Name	Ticket Number
Valley Consultants	6043940540		Air	MW	WGHQAQ	\$422.23	\$0.00	\$0.00	\$422.23	8/22/2009	Eddie	Scheperd	0129601214138
Valley Consultants	6043940540	Marketing	Air	UA	QOAJWE	\$973.41	\$0.00	\$0.00	\$973.41	9/1/2009	Sandra	Watson	0169681858844
Valley Consultants	6043940540		Air	WS	MDWLZW	\$885.19	\$0.00	\$0.00	\$885.19	7/21/2010	Pauline	Kimpton	
Valley Consultants	6043940540		Air	DL	ZK3895	\$1,293.73	\$0.00	\$0.00	\$1,293.73	7/22/2010	Herbert	Kelly	0067565828641
Valley Consultants	6043940540		Air	DL	D9L335	\$91.14	\$0.00	\$0.00	\$91.14	7/22/2010	Paul	Neal	0067565828640
Valley Consultants	6043940540		Air	AC	MQAG41	\$0.00	\$0.00	\$0.00	\$0.00	7/27/2010	JALIE	LAPLEUR	0149662067527
Valley Consultants	6043940540		Air	HW	ZQ8284	\$0.00	\$0.00	\$0.00	\$0.00	4/11/2010	HYOTAA	BEY	0127564944484
Valley Consultants	6043940540		Air	AC	NBYPMH	\$422.00	\$0.00	\$0.00	\$422.00	7/31/2010	LINDA	ANSELL	0149662067590

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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 Counsellor will be more equipped than ever to utilize credits in the most efficient manner possible. Your Counsellor 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.



Access a report of credits nearing their expiry date



Create reminder reports scheduled automatically and emailed to you on a regular basis or view directly on our secure website



Search for credits based on passenger name, airline expiry date, ticket number and/or company department.

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