



# 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.

Company Name	Customer Name	Customer ID	Credit Number	Amount	Expiry Date	Status
TDI 648812949	Gentle	2318943	AC	152.22	0.00	90.00
TDI 648812949	Winnipeg	2318943	AC	152.22	0.00	90.00
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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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