



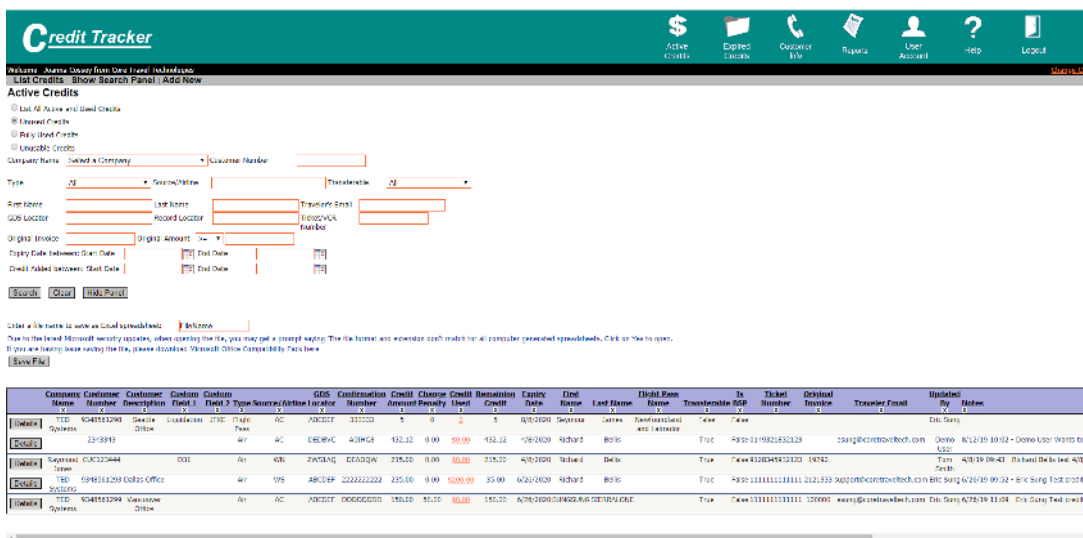
# Uniglobe Credit Tracking

## 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 Help, Reports, User Account, Help, and Logout. Below the navigation bar, there is a search panel with fields for Company Name, Username Number, Type, and various filters. The main content area displays a table of active credits with columns for Company Name, Customer Number, Custom ID, Flight #, Type, Source, Airline, Location, GDS, Confirmation Number, Credit Amount, Class, Credit Expiry, Reservations, Expiry Date, End Date, Last Name, First Name, Email, Telephone, In Transit, Ticket Number, Original Invoice, Traveler Email, and Updated By. The table contains several rows of credit data, including details for Delta and Air Canada flights.

Avenue Travel Limited  
1687 Avenue Road  
Toronto, Ontario M5M 3Y3  
416-789-7011

Clarke-Way Travel  
36 Toronto St #104G  
Toronto, Ontario M5M 2C5  
416-364-0903

Royal City Travel  
163 Suffolk Street West  
Guelph, Ontario N1H 2J7  
519-763-3520

Travel My Way  
370 Queen Street South  
Bolton, Ontario L7E 4Z7  
905-857-1556





## 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.



Avenue Travel Limited  
1687 Avenue Road  
Toronto, Ontario M5M 3Y3  
416-789-7011

Clarke-Way Travel  
36 Toronto St #104G  
Toronto, Ontario M5M 2C5  
416-364-0903

Royal City Travel  
163 Suffolk Street West  
Guelph, Ontario N1H 2J7  
519-763-3520

Travel My Way  
370 Queen Street South  
Bolton, Ontario L7E 4Z7  
905-857-1556

