

# CASE STUDY:

## Using Air Travel Credits Efficiently



### OUR CLIENT

An industrial construction company with over 500 travellers.

### SITUATION

This client had approximately 11% of their total air travel spend sitting as credit. There are a number of reasons why tickets go unused in general. Travellers aren't aware of the 'use it or lose it' rules adopted by airlines which required you to cancel a ticket before the flight departs in order to keep the ticket's value. Travellers sometimes forget, or the person arranging their travel isn't aware that they have unused tickets.

For our client, keeping track of these credits and using them by the expiry date was a huge headache for this client because they were doing it manually. By not using taking advantage of these credits the client was losing them, resulting in wasted money.

### SOLUTION

At UNIGLOBE Travel, we implemented the UNIGLOBE Future Credit Tracking technology which is accessible by the client on their own desktop. The online dashboard tool ensures that the client is aware of all credits available, and our reporting feature allows our client to produce real time reports on the status of unused tickets. Travellers are also notified on a regular basis directly via email. Our system also automatically notifies our travel consultants during the booking process to ensure that if there is a credit available it is used by that traveller.

### RESULT

100% of air travel credits are now used, for an overall savings of \$80,000 per year for our client.

FAST



SIMPLE



EASY

