ONTRACKplus®

FREQUENTLY ASKED QUESTIONS

Q - How are tickets collected in the platform?

A - Electronic tickets and residual-value MCOs (where applicable) are automatically harvested from the GDS (Sabre, Amadeus, Travelport). Alternatively, tickets can be added via the cancel queue and script queue, or by using the manual 'add ticket' tool in the OnTrackplus® Web Portal user interface. For agencies employing the web service access API with "create" and "modify" permissions, unused tickets can be added or updated through this feature as well. We automatically harvest newly issued tickets (EDIFACT & GDS NDC) at time of ticketing from:

- Amadeus: BJT and TJQ
- Apollo/Galileo: HMPR
- Sabre: DWLIST, DQB*, DQB*ETU
- Worldspan: DDLIST

Q - What counts as a transaction for billing purposes?

A - A transaction is every unique booking (when issued) harvested from the GDS, plus any unique PNR going to the cancel queue and script queue (if used). If the agency places PNRs in either their Cancelled Queue or Script Queue, each PNR placed will count as a transaction. However, if a PNR is placed in either queue multiple times within the same calendar month, the PNR will count as a single transaction for the entire month. N.B. Non-flight PNRs (e.g. Hotel only) will also count as transactions towards billing as the service still needs to process them.

Q - How do you know if a ticket is open?

A - Our source for validating a GDS-issued ticket's flight status is the GDS flown status in the electronic ticket record display. If you have non-GDS bookings that you know are open or available (e.g. vouchers etc.,) you can add these through the script queue, via a bulk upload/import, by manually adding individual tickets in the web portal user interface, or – if enabled – via the web service API with "create" and "modify" permissions.

Q - What if we have a list of historical credits from before we started with OnTrackplus?

A - No problem! The OnTrackplus Web Portal user interface has a Data Import section where you can download a template to fill in your historical unused ticket data and import it into the database. Of course, if you have any questions or require assistance with the import, our helpdesk is more than capable to assist. The historical data import is best done at implementation, but you can use the self-service upload option at any time - for example if you buy a business or take over an account.

Q - What if we have multiple PCCs/ OIDs or a client has multiple accounts?

A - We can consolidate your reporting across PCCs/OIDs, (even from different GDSs) and we can consolidate reporting for your clients with multiple accounts - so they can simply receive one complete report in their inbox.

Q - Is there a way to be alerted before credits expire?

A - You can set up regularly scheduled unused ticket/"tickets on hold" reports to be sent directly to your clients, so they will always be aware of their available credits. Internally, you may also want to schedule an automated '90 days left' report to pursue usage of any significant credits. Another option is to set scheduled email notifications of newly added individual unused ticket credits as well as periodic reminders of these credits' availability leading up to their expiration dates.

Q - Can I report on *Expired or Expiring* tickets to try to claim some taxes back?

A - Up to two years' of historical 'Handled' data is kept so you can run reports on expiring or expired tickets - you may wish to schedule these for internal action for any potential tax back claims.

Q - Does Magnatech take a commission of the exchanged ticket or credit value?

A - No.