

ITA PSS Reaccommodation

ITA SOFTWARE'S INNOVATIVE PASSENGER SERVICE SYSTEM



Empowered Employees & Better Reaccommodation Management

Introduction to ITA PSS Reaccommodation

ITA PSS Reaccommodation efficiently automates reaccommodation for your schedule changes and day-of-operation flight changes, based on airline-defined business logic and customer value metrics. Configurable, intuitive interfaces enable quick determination of the priority and status for impacted itineraries and itinerary groups. This allows support operation employees and airport agents to quickly and easily determine the best way to manage the reaccommodation process.

With ITA PSS Reaccommodation, you will benefit from more informed and empowered employees, faster and better resolutions, and happier passengers.

> Features

Automated, event-driven reaccommodation

Real-time notification and access to data

User-specified reProtection options for single itinerary or itinerary groups

Configurable and comprehensive dashboard

Intuitive graphical interfaces for efficient transaction management

Integrated customer profiles and customer value metrics

Advanced search options

True O&D reaccommodation

Automated seat reassignment

Automated reTicketing

Automated compensation calculation

Automated messaging with internal and external systems

Integrated travel credit repository (EBank)

Highly configurable business logic

Full self-service capabilities

> System Components

ITA PSS Reaccommodation application

ITA PSS Reaccommodation (GUI)

QPX™ airfare pricing and shopping

QPX™ Reward Shopping

DACS® (Dynamic Availability Calculating System)

Reacom Dashboard

Passengers affected by recent schedule changes from any source [Customize](#)

Refresh

Summary

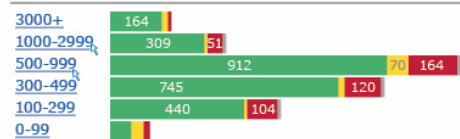
4812 total passengers affected



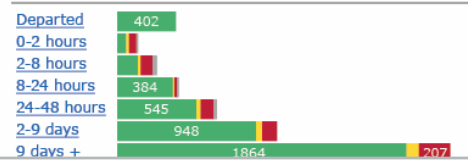
SCHEDULE CHANGES (117)

FLIGHT	LEG	DATES	DAYS	CHANGE	SOURCE	STATUS
AC432	YYZ-YVR	20 Dec - 03 Jan	____7	Config chg	ASM 08 Nov	41 51
AC181	YYZ-YVR	21 Dec - 30 Dec	1_3	Config chg	SSIM 07 Nov	104 31
AC214	YVR-YUL	12 Nov - 30 Dec	1234567	Time chg	SSIM 08 Nov	300 1913
AC309	LGA-YYZ	01 Dec - 31 Jan	_2_4_6_	Time chg	SSIM 07 Oct	93 26
AC400	YVR-YUL	17 Dec - 30 Dec	____6_	Leg delete	ASM 06 Oct	71
AC218	YUL-YQM	24 Nov - 02 Feb	_3_5_	Leg delete	SSIM 07 Oct	60 13
AC366	YYZ-YVR	12 Dec - 12 Nov	_3_	Config chg	SSIM 07 Oct	108
AC22	LHR-YYC	20 Nov - 05 Jan	1_3_7	Time chg	SSIM 07 Oct	224

CUSTOMER VALUE



TIME TO TRIP DEPARTURE



Comprehensive Reaccommodation Dashboard

Customer value: 500+

DISPLAY OPTIONS Done Needs review Needs reacom

ITINERARY GROUP	DEPART	CURRENT ITINERARY	STATUS	RESERVATIONS	VALUE	SPECIAL
<input type="checkbox"/> AC943 BDA-YYZ 13:10 - 15:25 AC424 YYZ-YUL 19:00 - 20:11	07 Nov	AC943 BDA-YYZ 13:10 - 15:25 AC424 YYZ-YUL 19:00 - 20:11	✓	<input type="checkbox"/> (2) Myers (R81OHS) <input type="checkbox"/> Mr Arthur Myers <input type="checkbox"/> Mrs Katherine Myers	5790 360 5790	
<input type="checkbox"/> AC181 YYZ-YVR 12:00 - 15:05	02 Nov	AC181 YYZ-YVR 10:30 - 12:32 AC3 YVR-NRT 13:55 - 17:30 (+1)	✓	<input type="checkbox"/> (1) Hertweck (RDR3LW)	3370	--
<input type="checkbox"/> AC854 YVR-LHR 17:20 - 10:30 (+1)	21 Oct	AC854 YVR-LHR 17:20 - 10:30 (+1) Additional travel: 6 Nov	✗	<input type="checkbox"/> (1) Junius (R74R1J)	2550	✗
<input type="checkbox"/> AC854 YVR-LHR 17:20 - 10:30 (+1)	24 Oct	AC854 YVR-LHR 17:20 - 10:30 (+1) Additional travel: 2 Nov	✗	<input type="checkbox"/> (1) Unaminor (R1TTGN)	2550	✗
<input checked="" type="checkbox"/> AC1142 YVR-YYZ 08:00 - 15:23 AC856 YYZ-LHR 18:25 - 16:25 (+1) AC6686 LHR-AMS 08:40 - 11:00 08:55 - 11:15	30 Nov	AC1142 YVR-YYZ 08:00 - 15:23 AC856 YYZ-LHR 18:25 - 16:25 (+1) AC6686 LHR-AMS 08:40 - 11:00 Additional travel: 12 Oct, 7 Nov	⚠	<input checked="" type="checkbox"/> (4) Bruggen (R66DVC)	1130	--
<input type="checkbox"/> AC108 YVR-YYZ 07:00 - 14:25 AC364 YYZ-BOS 16:15 - 17:47	03 Dec	AC108 YVR-YYZ 07:00 - 14:25 AC364 YYZ-BOS 16:15 - 17:47 Additional travel: 26 Nov	✓	<input type="checkbox"/> (9) Parnell (R2NXLD)	820	👤
<input type="checkbox"/> AC108 YVR-YYZ 07:00 - 14:25 AC364 YYZ-BOS 16:15 - 17:47	04 Dec	AC108 YVR-YYZ 07:00 - 14:25 AC364 YYZ-BOS 16:15 - 17:47 Additional travel: 12 Dec, 19 Dec	✓	<input type="checkbox"/> (9) Hillwig (R6271X)	820	--

1 2 3 4 5 ... 20 | All

Auto-Fix Fix Manually... Queue...

24 passengers selected in 7 reservations

Integrated Customer Value Metrics

Reaccommodation Module Highlights

- > Automates reaccommodation for schedule changes and day-of operation flight changes
- > Automates reaccommodation of itineraries with broken connections due to Advice of Schedule Change (ASC) messages
- > Provides three options for reprotecting passengers
 - Automatic reaccommodation and repair of itineraries
 - Manual, using prespecified protection flights
 - Search for new flights and itineraries with a comprehensive airfare pricing and shopping system, QPX™
- > Prioritizes need to reaccommodate individual customers and customer groups using intelligent, configurable customer value metrics
- > Intuitive graphical interfaces simplify the reprotection process for departure control and support operation employees
- > Dynamic dashboard displays information and lets agents work reprotection process by:
 - Affected flight
 - Time to journey departure
 - Type of schedule change
 - Customer values
 - Market
- > Gives airlines flexibility to configure business logic for:
 - Reaccommodation triggers, including updates from SSIM, ASM, FLIFO, and custom triggers
 - Replacement or protection flight search parameters
 - Customer value based on factors such as: frequent flyer status, SSRs, booking codes, destinations, and others
- > Follows IATA standards when reissuing tickets for reaccommodated itineraries
- > Once new itinerary is selected, system automatically:
 - Rebooks itinerary and special services (SSRs)
 - Retickets and reassigns seats
 - Refunds unavailable optional services for new itineraries
 - Notifies customer for airline-owned bookings
 - Sends ASC messages for GDS/OAL-owned bookings
- > Offers uniquely integrated ITA PSS Reservations, Departure Control, Inventory Control, and Schedule Manager modules
 - Provides real-time notice of changes to agents in the call center via ITA PSS Reservations
 - Lets agents quickly filter and review detailed information about changes and history of the PNR
- > Quickly and accurately calculates compensation in the form of payment designated by the airline business rules, including monetary, credit, customer care vouchers, and ITA's integrated travel credit repository (EBank)

Airline Value

Increased Productivity

- Intuitive interfaces simplify the rebooking process and let users quickly determine the priority and status of itineraries needing reaccommodation
- Dynamic dashboard lets users filter information and see more details quickly, and only when needed
- Automation, based on airline-configured logic shortens transaction times and improves the customer experience

Reduced Costs

- Easy to learn interfaces significantly reduce training time and costs associated with process errors
- All ITA PSS modules are built on commodity hardware, which significantly reduces the cost to maintain and operate the system

Improved Customer Satisfaction

- Airline customer agents have quicker access to more accurate information and can provide faster and better resolutions
- Affected passengers are empowered with automated compensation calculation, automated notifications of new flights, and full self-service capabilities

Efficient IT Model

- Centralized data repository means changes to flight schedules and corresponding reaccommodations can be viewed and addressed in real-time

Focus on ITA Software Innovations

- Centralized data repository across all ITA PSS modules
- Fully automated processing of reaccommodation for advanced schedule changes requires no user interaction with the application
- True O&D rather than segment-based reaccommodation
- Full integration with QPX™, a comprehensive airfare pricing and shopping solution, and DACS®, a sophisticated availability solution, allows the system to quickly determine the optimal alternate flights through advanced search options
- Full servicing of PNR data after rebooking itinerary allows the PNR to be serviced via all channels, including website, airport kiosks, and mobile applications
- Configurable logic for all steps in the reaccommodation process

ITA PSS: Enabling the Innovative Airline

Built from scratch on modern, open technologies, ITA Software's Passenger Service System (PSS) makes possible the latest advancements in merchandising, self-service, and partnerships. It is easy to learn, use, and manage — and fully supports all network and alliance strategies.

Achieve Business Agility

Grow and Transform with Ease

With its highly configurable modules, ITA PSS readily and cost-effectively adapts to the changing needs of your business. Its service-oriented architecture and highly configurable front-ends make it easy to configure and execute airline-specific business logic. All modules adapt smoothly to changes in your requirements.

Engage in strategic partnerships

Because ITA PSS has interline and codeshare capabilities — including full support for pricing, shopping, availability, inventory control, and airport checkin — you can fully participate in airline alliance partnerships.

Empower your employees

ITA PSS puts efficient tools and real-time customer data at the immediate disposal of your employees so they're always productive, well informed, and intently focused on servicing your customers.

Merchandise and distribute your way

ITA PSS has an integrated, extensible profile system and an advanced merchandising system that is easily configurable to your business needs. You'll confidently offer the right products and services to the right passenger at the right time, every time. ITA PSS also uses robust APIs and third party connectivity for merchandising across both traditional and non-traditional channels.

Embrace Customer Centricity

Know Your Customers Well

Real-time information is accessible across all modules and at every touch point via the unique central repository of ITA PSS. It's a 360° view of your customers through all available channels, including self-service, mobile, and social media.

Make it personal

The extensible profile system of ITA PSS contains passenger histories and customer value metrics. Deliver a reliably superior end-to-end travel experience, complete with personal messages and customized services that show your customers how much they're valued.

Empower your customers

Aided by our PSS Internet Booking Engine with intuitive graphics and flexible filters, customers can effortlessly find what they need and complete the transaction — including automatic ticket changes.

Realize Rapid ROI

Unlock Lower Costs

ITA PSS significantly lowers the cost of maintaining and operating the system with a modular platform built on commodity hardware. Goal-driven, user-friendly UIs with flexible workflows for airline employees dramatically reduce process errors and training costs.

Drive incremental revenues

With ITA PSS, airlines can personalize their marketing based on customer preferences, historical buying patterns, and airline-configured customer values. ITA PSS creates opportunities for upselling and promotion at every customer interaction and touch point, including airport kiosks and mobile applications.

Build and maintain customer loyalty

ITA PSS takes self-service and automation to new heights, directing customers and employees alike toward value-added initiatives that distinguish your airline and service offering.

ITA Software Delivers True Business Optimization

ITA Passenger Service System



RESERVATIONS

- Centralized data repository
- Centralized, configurable business logic
- Workflow-optimized front-ends
- Integrated travel credit repository (EBank)

Value to Airlines

- Tailor offers by customer preference and value, personalizing the experience, and provide uniformity across all customer touch points
- Rapidly and cost-effectively modify the system as your business evolves
- Improve productivity and turn service agents into sales agents
- Provide flexible, alternative payment options



INVENTORY CONTROL

- Advanced, configurable, and flexible inventory control
- Integrated and capacity-controlled optional service data

- Inventory and sell *any* combination of products and services
- Merchandise more effectively and increase ancillary revenues



AVAILABILITY

- Advanced set of availability solutions to store, calculate, and distribute seat availability

- Handle all of your availability needs, regardless of volume, while significantly lowering cost per query



PRICING & SHOPPING

- Industry's comprehensive airfare pricing and shopping capabilities for revenue and award fares
- Highly configurable XML interface
- ReShop™, the first to integrate sophisticated shopping into reprice and reissue transactions

- Provide the most competitive and comprehensive shopping and search capabilities available
- Efficiently make changes and rapidly respond to shifting market conditions
- Automate the recalculation of under- or over-payments and the application of waiver rules and penalties



REACCOMMODATION

- Flexible reaccommodation application that offers multiple re-protection options based on configurable airline business logic
- More detailed information regarding priority status of impacted itineraries and itinerary groups

- Rapidly reprotect passengers and streamline airport operations during unplanned events
- Prioritize affected passengers by customer value



SCHEDULE MANAGER

- Flexible and intuitive user interface
- Fully automated across all PSS applications

- Easily modify, add, or delete flights for planned changes to the schedule or reactive changes caused by irregular operations
- Enable real-time updates and notifications of changes



WEB TECHNOLOGY

- Superior front ends for all channels, including airline websites (IBE), travel agency distribution, and call center agents
- Highly configurable web platform

- Provide consistency across all channels
- Create significant efficiency through intuitive user interfaces and filters
- Rapidly implement new e-commerce programs



DEPARTURE CONTROL

- Shared information between ITA PSS Departure Control and Reservations, in real-time
- Efficient quick access keys and one-key options

- Deliver a more personalized and superior airport experience whether customers interact directly with your agents or use self-service tools like kiosks, mobile applications, or online sites
- Significantly reduce agent transaction times



ITA Software LLC (www.itasoftware.com) is a leading provider of innovative solutions for the travel industry. ITA's QPX, a comprehensive airfare shopping system, is used by leading airlines and travel distributors worldwide including Alaska Airlines, Alitalia, American Airlines, Bing, Hotwire, Kayak, Orbitz, Southwest Airlines, TripAdvisor, United, Virgin Atlantic Airways, and others. ITA is now offering a completely new airline passenger reservation system to improve the customer experience. ITA was acquired by Google in April 2011. ITA was founded by computer scientists from MIT and is headquartered in Cambridge, Mass., USA.

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