

ITA PSS Schedule Manager

ITA SOFTWARE'S INNOVATIVE PASSENGER SERVICE SYSTEM



Automated & Integrated Flight Schedule Management

Introduction to ITA PSS Schedule Manager

The user-friendly ITA PSS Schedule Manager makes it easy to modify, add, and delete flights for planned schedule changes or irregular operations changes.

Fully automated and integrated with all modules, ITA PSS Schedule Manager can proactively designate, store, and process protection preferences for passengers affected by flight cancellations.

ITA PSS Schedule Manager significantly increases efficiencies, reducing costs associated with both planned and unforeseen schedule changes while improving passenger satisfaction.

> Features

Schedule and flight data management

Automated handling of schedule change requests

Real-time updates with all ITA PSS modules as well as airline internal and external systems

Proactive designation of protection preferences for cancelled flights

Full support for codeshare, alliance, and distribution partners

Intuitive, user-friendly, graphical interfaces

> System Components

ITA PSS Schedule Manager application

ITA PSS Schedule Manager (GUI)

Schedule Manager | Manage schedule | Add new flight | Flight history | Ssim reports

Search | all flights | flights with changes

Flight number range: US300 to US310 (e.g. US123, 789)
 Operating Marketing

Codeshare: (e.g. UA1234, UA)
 Equipment: (e.g. 319)
 Configuration: (e.g. J29Y256G03, J29)
 Departure airport:
 Arrival airport:
[Reset filters](#)

Matches: 11

US307 | [Delete this flight](#) | [Add new flight variation](#) | [Save all user edits on this flight](#)

Next SSM for this flight: 13Jul10

ROUTE	START DATE & DAY	END DATE & DAY	DAYS OF OP	CHANGE TYPES	SOURCE	CHANGES		PUBLISH TO CURRENT SCHEDULE																																				
						SAVED	UNSAVED																																					
CLT-LAS	10JUL10	6 08AUG10	7	1234567	SSM																																							
MCO-LAS	09AUG10	1 09AUG10	1	1	SSM																																							
CLT-LAS	10AUG10	2 07SEP10	2	1234567	SSM																																							
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CLT-LAS	07NOV10	7 12MAR11	6	1234567	SSM																																							
CLT-LAS	13MAR11	7 OPEN		1234567	SSM																																							

Efficient Schedule Edits

Schedule Manager | Manage schedule | Add new flight | Flight history | Ssim reports

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Please enter leg attributes:

NAME: USER EDITED TO BE

Leg position:

Origin*:

Destination*:

Departure time*:

Departure offset:

Departure terminal:

Arrival time*:

Arrival offset:

Arrival terminal:

Service type*:

Equipment*:

Config:

Departure UTC variation:

Arrival UTC variation:

Booking codes:

Meal service note:

Flight track:

Elicket:

Subject to government approval:

Aircraft owner:

Cockpit crew employer:

Cabin crew employer:

Operational disclosure:

Passenger checkin:

Inflight service:

Duplicate leg identification:

Operation leg identification:

Internal service type:

Codeshare type:

Fast & Easy Leg Additions

Schedule Manager Module Highlights

- > Stores, maintains, and processes schedule data and schedule change requests
- > User-friendly interfaces make it easy to modify, add, or delete flights
- > Automates the schedule change process for all ITA PSS modules
- > Processes changes from SSIM, ASM, and manual updates
- > Supports all industry-standard messaging, including communication with GDSs and OALs
- > Provides real-time updates to all ITA PSS modules, airline internal systems, and specified external systems
 - Includes automatic attachment of appropriate seat map
 - Initializes the inventory record for newly created flights
 - Transmits airline SSMs to GDSs and OALs
- > Streamlines processes and improves employee efficiency
- > Includes configurable business logic based on airline rules and processes
- > Allows the input of preferred flights and designation of preferred protection for cancelled flights

Airline Value

Increased Productivity

- Goal-oriented interfaces make it easy for users to modify, add, or delete flights in a matter of minutes
- Automation minimizes manual errors and makes information available to systems, partners, employees, and customers in real-time

Reduced Costs

- Easy to learn interfaces reduce training time from several weeks to a few days
- All ITA PSS modules are built on commodity hardware, which significantly reduces the cost to maintain and operate the system

Improved Customer Satisfaction

- Impact to customers is minimized as customer-facing employees and self service channels (i.e. kiosks, websites, and mobile applications) have access to accurate, real-time information

Efficient IT Model

- Centralized data repository means changes to flight schedules can be viewed and addressed in real-time, across all modules and channels

Focus on ITA Software Innovations

- Centralized data repository across all ITA PSS modules
- Ability to proactively designate protection preferences for passengers affected by flight cancellations -- storing and processing pending flight cancellation data directly with the schedule change
- Real-time changes are automatically transmitted to all systems, including ITA PSS Reaccommodation, with no need for manual intervention

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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