

Because You Need Accurate Re-Pricing Fast Travelport Rapid Reprice™



Ticket re-issues: A customer service nightmare

Manually re-pricing and re-issuing tickets is a complex process which can lead to significant customer service issues and considerable revenue losses. In addition, this manual process also results in the inability to shift more customer service functions to an airline's self-service channels.

Accelerate airline efficiency, improve customer service

Making modifications to traveller tickets can be frustrating and time-consuming, jeopardising the quality and level of your customer service. Travelport Rapid Reprice automatically processes cumbersome re-pricing information, reducing the transaction time involved in re-pricing a ticket to less than one minute. Fewer keystrokes lead to faster ticket transactions, which accelerates airline efficiency and builds customer loyalty by offering employees more time to focus on the customer. The newly calculated fare reflects appropriate fare rules, taxes, additional collections, refunds, change fees or administrative fees in any currency – no matter where the ticket is issued.

TRAVELPORT RAPID REPRICE HIGHLIGHTS

- > Provides speed, accuracy and efficiency during the ticket re-pricing process
- > Lowers airline operational costs per re-booking and promotes customer satisfaction
- > Empowers agents to handle irregular operations more effectively and reduce overuse of waivers
- > Allows airline agents to quickly re-price single or multiple passenger itineraries
- > Available across multiple airline distribution channels
- > Easily implemented with any host system provider
- > Ensures consistency by calculating all published, private and negotiated fares filed via the Airline Tariff Publishing Company (ATPCO) and SITA
- > Processes ATPCO and SITA fare filing data, including Category 31 (Voluntary Changes), Category 35 (Net Fares), Category 15 (Private Fares) and Category 25 (Fare by Rule)
- > Integrates 13 months of historical fares and rules data into the re-pricing process



Travelport was the first to launch an automated ticket re-pricing solution that is easily deployed to various airline touchpoints – from call centres to airline Web sites to self-service kiosks – for tickets issued through any distribution channel. Shifting time-consuming and manual re-issue processes to automated self-service channels empowers airline passengers to help themselves, resulting in reduced wait times and consistent results across multiple channels. Rapid Reprice is easily implemented with any host system and automatically adheres to unique re-issue, refund and waiver policies. Travelport’s exclusive, industry leading waiver functionality allows agents to handle irregular operations more effectively and reduce the overuse of waivers – allowing you to decrease overhead costs and improve customer service.

Error-free ticket re-pricing

Rapid Reprice represents the most advanced ticket re-pricing technology available on the market today. The programme utilises an Electronic Ticket Record (ETR) to compare old and new itineraries and returns a fully validated re-price option, giving you flexibility, functionality and efficiency not available anywhere else in the industry. Overall pricing errors are virtually eliminated due to superior data integrity.



“Our strategy to deploy efficient technologies made Rapid Reprice a good fit for United Airlines. The product has provided financial and operational benefits while improving the overall service we deliver to our customers. We are very pleased with this innovative solution.”
– United Airlines



Airline

Reduce operating costs, protect revenues and boost customer service with the leading re-pricing tool

For more information, please contact your Travelport Account Representative at: airline.marketing@travelport.com