

Alitalia Adopts Travelport Rapid Reprice™ to Simplify Ticket Exchanges

20 February 2017



Langley, UK. 20 February 2017: [Travelport](#) (NYSE:TVPT), a leading Travel Commerce Platform, and Alitalia, Italy's largest airline, have announced the successful implementation of Travelport Rapid Reprice™ the industry-leading ticket exchange technology. Under this agreement, Travelport-connected agencies in over 180 countries, servicing hundreds of millions of consumers around the world are able deliver the widest choice of relevant content for travel-buyers and consumers, while now gaining the ability to automate ticket refunds on Alitalia tickets.

ATPCO estimates that up to 15% of airline tickets issued by travel agencies are reissued or refunded. Travelport Rapid Reprice™ enables travel agents to update the itinerary and re-issue the ticket without having to manually check extensive fare rules, penalties, administration fees and taxes. Travelport-connected agents booking Alitalia tickets can now recalculate a fare in seconds rather than approximately 25 minutes of travel agents' work for each PNR if completed manually. The automation of the guaranteed re-pricing process not only saves time, but also eliminates the possibility of human errors, significantly reducing the likelihood of the airline issuing an agency debit memo (ADM) as well as ensuring a better traveler experience thanks to the speed of the exchange process.

Sandro Gargiulo, Travelport’s Country Manager for Italy, added: “Processing reissued tickets manually can result in countless hours of additional work and an increased chance of human error. With Travelport Rapid Reprice, we offer our agencies and airline customers a tool that simplifies the manual processes and procedures, producing savings through reduced costs per booking and fewer airline issued agency debit memos.”

About Travelport

Travelport is the technology company which makes the experience of buying and managing travel continually better. It operates a travel commerce platform providing distribution, technology, payment and other solutions for the global travel and tourism industry. The company facilitates travel commerce by connecting the world’s leading travel providers with online and offline travel buyers in a proprietary business-to-business (B2B) travel platform.

Travelport has a leading position in airline merchandising, hotel content and distribution, car rental, mobile commerce and B2B payment solutions. The company also provides IT services to airlines, such as shopping, ticketing, departure control and other solutions. With net revenue of over \$2.5 billion in 2018, Travelport is headquartered in Langley, U.K., has over 3,700 employees and is represented in approximately 180 countries and territories.

Media Contacts

Sergio Pellegrini

PR Manager

Tel: +39 6 51055 756 [Call: +39 6 51055 756]

Email: sergio.pellegrini@travelport.com

© 2019 Travelport

[Events](#) | [Investor Center - Archive](#)

[Privacy policy](#) | [Terms and conditions](#) | [Code of conduct](#) | [Business partner](#) | [Cookies](#) | [Modern slavery act](#)