

Audit and Revenue Recovery



Contents

Audit and Revenue Recovery Services	1
Passenger Sales Audit	6
Add-on Services	10
PNR and Revalidation Audits	11
BIDT Audit and Intelligence	17
Cargo Sales Audit	23
Waivers Management	29

Audit and Revenue Recovery Services

Leader in Audit and Revenue Recovery for Airlines

The airline industry loses significant revenues due to ticketing errors, mistaken fare calculations, inventory abuse, incorrect refunds and exchanges, unjustified commissions, violations of booking rules and uncollected charges for changed and additional services. This affects an airline's bottom line, its ability to enforce pricing policy, manage inventory and GDS cost, risking further revenue and cost leakages.

To plug these leakages, airlines have to first make sense of the growing quantity and complexity of data sources. It is a challenging and time-consuming task, requiring considerable domain expertise and state-of-the-art technology.

Accelya provides end-to-end audit services – from the booking (ticketed or not) to the expiry of the last coupon. This is supported by comprehensive revenue and cost recovery services – from raising of Agent Debit Memos (ADMs) to fund collection. Accelya helps over 70 of the world's leading airlines across 170+ countries identify and recover revenue and cost losses.

With over 17 years of experience, Accelya brings unique strengths: broad and maximized leakage detection, ADM accuracy, talented teams and account managers, best practices, advanced technology and innovation. The audit and recovery services are offered across passenger and cargo, from Accelya delivery centers, with broad experience in diverse languages and markets.

Passenger Sales Audit

Accelya provides end-to-end passenger sales audit and revenue recovery services on a proprietary platform. Trained and skilled Accelya resources work on mature processes to help airlines plug revenue leakages and improve recovery.

PNR and Revalidation Audits

Accelya's PNR and Revalidation audits ensure that booking rules are complied with and the booking data matches the ticketing. Airlines are able to enforce rules and policies and recover otherwise neglected revenue leakages, which are sometimes

as big as those recovered by conventional audits. Revalidation audit services ensure that only permitted changes are performed by the travel agents.

BIDT Audit and Intelligence

Accelya's BIDT Audit and Intelligence service helps airlines analyze and control distribution cost leakages, prevent inventory abuse and design an effective distribution strategy. It highlights and analyses all discrepancies such as actual bookings and GDS invoice mismatch, abnormal travel agent bookings including fictitious bookings, churning, duplicate, passive and inactive bookings.

Cargo Sales Audit

Accelya provides a comprehensive audit of agency cargo sales reports - covering rates, weights, commissions and other charges. It enables airlines to maximize recoverable and make upstream process improvements to avoid future leakages. The service also identifies unreported sales.

Waivers Management

Accelya's Waivers Management solution helps airlines manage waivers effectively and prevent revenue leakage. It allows airlines to waive just a specific rule instead of the entire document, ensuring that all other rules are checked during the audit. It provides complete visibility over operational and commercial waivers by volumes, amounts, reasons, dates, stations and by the authorizing personnel.



Increase profitability by
covering more revenue
leakage sources

Passenger Sales Audit

Accelya is the leading provider of audit and revenue recovery services to airlines. It provides end-to-end passenger sales audit and revenue recovery services to help airlines plug revenue leakages that may arise due to under-collection from sales, exchanges and refunds. Trained and skilled resources use a proprietary platform to provide the comprehensive audit services to over 70 airlines. As part of its offering, Accelya provides airlines with critical information on travel agency practices.

Accelya has the highest level of recovery in the industry. It helps airlines identify recoverable revenues worth \$180 million in audit annually. Accelya specialists raise accurate ADMs that reduce agency disputes and prevent revenue loss, having a positive impact on an airline's reputation. Accelya audits tickets, refunds, exchanges and miscellaneous documents, and identifies fare, commission and tax errors.

Key Benefits



Improve profitability

Recoverable revenues identified by our service directly improve airline profits. Airlines can educate travel agencies to avoid future mistakes, further protecting revenue.



Maximize revenue recovery

By covering a wide range of leakages, managing travel agent disputes and ADM collection in ARC, airlines can maximize revenue recovery.



Enhance your reputation

Accelya helps airlines raise accurate ADMs, reduce number of disputes, and avoid negative impact on reputation.



Identify your areas of revenue leakage

Accelya provides management reports through a dynamic reporting tool that allows the creation of customer reports covering the main KPIs and identification of problem areas, sorted by agent, error reasons, destination etc.

 **Get expert insights**

An account manager regularly analyzes recoveries to identify trends, impact of audit policy changes and new fares, and advises the airline on industry practices and market trends.

 **Enforce airline policies**

Airlines are able to enforce airline policies on ticketing, refunds, exchanges and ancillary charges.

 **Meet industry requirements**

Increase the ability to face new industry requirements and manage additional data sources that might be necessary for the audit.

 **Focus on your core business**

Reduce back-office administrative tasks needed to identify malpractices and plug revenue leaks.

Key Features

- ✓ Audit all types of documents
- ✓ A powerful and flexible validation tool to check and change ADMs
- ✓ ADMs are uploaded to BSPLink, ARC and ASD
- ✓ A flexible audit process capable of dealing with the requirements of over 150 countries, and customizable according to airline requirements
- ✓ System-controlled audit process that delivers consistent quality
- ✓ PCI compliant
- ✓ ISO 9001:2008/ ANSI-RAB and ISO/IEC 27001:2005/UKAS certified, ensuring continuous quality improvement

Add-on Services

Dispute Management

Accelya improves chances of dispute settlement and revenue recovery by responding to all disputes by travel agents within five working days. The response is presented via BSPLink or e-mail with relevant fare, commission, taxes or surcharge information that was the basis for raising the ADM and are complementary to the reason and comments of the ADM.

Collection Management

Accelya provides collection management services to recover ADMs from ARC agents. The service is customizable to meet the airline's requirement. All travel agencies with unpaid ADM are contacted periodically and asked to complete the payment of pending ADMs, ensuring higher revenue collection.

Audit Intelligence

Accelya's audit intelligence is designed to support business monitoring and control functions. It covers all the main areas of the audit business: ADMs, waivers, travel agency disputes, ARC ADM collection by quantity and value. This helps airlines understand typical malpractices, check compliance by travel agencies with new policies and rules, and control waivers provided by local offices.

PNR and Revalidation Audits

PNR and revalidation audits have the potential to reveal revenue leakages in areas not covered by traditional sales audits. Many airlines, however, have highly complex audit processes, which require skilled staff, specialized processes and technology.

Accelya's PNR audit service validates compliance with booking rules and ensures that the booking data matches the ticketing. This enables airlines to enforce rules and policies and plug otherwise neglected revenue leakages, which are sometimes as big as those in conventional audits.

Accelya's revalidation audit service checks that only permitted changes are performed by the travel agents. The audit is repeated every time there is a change in the booking until the last coupon is used or expires. Moreover, if a change is performed and requires an additional collection, Accelya will raise the corresponding ADM.

Enforce booking
policies and audit
un-ticketed changes

Key Benefits



Prevent revenue leakage

The inclusion of PNR information in audits enables airlines to check booking data against the ticketing. The prevention effect of the audit is extended beyond the ticketing, by enforcing airline policies on revalidation and booking changes, even after the ticket is issued.



Reduce operational cost

For airlines that do not allow travel agencies to perform booking changes without reissue or that only do it through their own call centers, this generates a new saving possibility by permitting travel agents to perform such changes.



Enforce airline rules and policies

The service ensures that agents comply with booking rules. This creates respect for airline policies which will allow better management of inventory and more accurate yield analysis.



Key Features

- ✔ Accelya performs a variety of checks on the PNR data provided by the airline:
 - ✘ Booked class vs. ticketed class
 - ✘ Passenger type booked vs. ticketed
 - ✘ Advance reservation – reservation date vs. flight date
 - ✘ Ticketing time limit – reservation date vs. ticketing date
 - ✘ Fares applicable only with connected ticket fares. For example, AirPasses
 - ✘ No-show (ticketed or un-ticketed)
 - ✘ If there are multiple changes, ensure all fare/fee/tax increases are collected

- ✔ Ensure that all un-ticketed PNR changes are audited, on an agreed frequency, after the initial audit and continued until the last coupon is used

“Accelya is the leading provider of audit and revenue recovery services to airlines.

Accelya’s audit services span across the ticket lifecycle from original booking through to the completion of the journey.

This is supported by comprehensive recovery services - from raising of ADMs to fund collection.”

John Hagan, Passenger Revenue Account
Manager, British Airways

Key Features

- ✓ Check that only allowed changes were made to the service to be delivered
- ✓ Check that all charges were collected for the changes made and for additional services, for example:
 - ✘ Additional taxes applicable if airport code is different, and attracts higher taxes
 - ✘ Additional surcharges applicable
 - ✘ Additional fare due to the booking class being upgraded
 - ✘ Additional fare if the routing is changed
 - ✘ Fare/fee/tax increases if there are multiple changes



BIDT Audit and Intelligence

Analyze and prevent GDS cost leakages

Airlines incur unnecessary booking costs due to incorrect usage of GDS, through abuses like churning and inactive segments. This can add up to 4% of the GDS bill. It is proven that a robust and consistent audit, relevant and timely intelligence can help airlines enforce their policies, save these dollars and prevent the loss of sales opportunities. Accelya's BIDT audit and intelligence service enables airlines to analyze and control their distribution cost, prevent continued inventory abuse and design an effective distribution strategy.

With Accelya services, airlines can:

- Educate travel agents in order to prevent malpractices
- Enforce booking policies by penalizing abuses
- Analyze the main sources of GDS costs and monitor policy compliance
- Verify GDS invoices and claim undue charges

Accelya brings these benefits to airlines through a combination of its BIDT Audit, BIDT Intelligence and GDS Invoice Validation.

Services

BIDT Audit Service

Accelya's BIDT audit highlights unproductive bookings and inventory abuse by travel agents and airline own stations. Accelya also generates ADMs on behalf of airlines, to penalize travel agents for violating booking policies. This is useful in educating the agents and deterring continued malpractices.

BIDT Intelligence

BIDT Intelligence generates dynamic and instantaneous reports on Key Performance Indicators related to distribution costs and abuse.

This allows airlines to identify the main sources of GDS costs and booking abuses, analyze the existing distribution strategy and design a more effective one.

GDS Invoice Validation

Accelya matches airline's GDS invoices with the BIDT data, and highlights any discrepancy. Such information is crucial in identifying incorrect invoices and claiming undue GDS charges, preventing cost leakage.

Key Benefits



Educate travel agents

Accelya's BIDD audit highlights unproductive bookings and inventory abuse by agents. Such information allows you to educate your agents to avoid future mistakes and thereby, prevent leakages.



Enforce booking policies by penalizing abuse

Failure to penalize travel agents for violating booking policies encourages further abuse. To tackle that, Accelya

generates ADMs to agents, as per airline policies, to penalize abuses and malpractices.



Know your agent performance and potential

The BIDD audit service enables you to know your agents' performance so that you can respond with appropriate incentives and schemes



Key Features

- ✓ Accelya has the capability to verify invoices for all GDSs
- ✓ Accelya generates ADMs to the abusing travel agents as per airline policy for the following abuses:
 - ✘ Churning
 - ✘ Inactive segments
 - ✘ Duplicate segments
 - ✘ Fictitious Bookings
- ✓ Submission of ADMs to BSPlink, ASD and ARC Memo Manager
- ✓ With BIDD Intelligence, airlines can:
 - ✘ Get a snapshot of their booking cost and policy compliance KPIs on a dashboard
 - ✘ Easily and instantly create custom reports on cost and abuse KPIs, with multiple parameters such as the GDS, region, country, booking class, flight, etc.
 - ✘ Drill down reports to the transaction level and extract detailed listings
 - ✘ Export reports to PDF, Excel and CSV

“Accelya’s sales audit service has helped us identify significant amount of recoverable revenues. And with their BIDT audit, we complete the audit cycle. As a result, we have seen marked improvement in the accuracy of our inventory because now the agents create a PNR when it is actually needed.”

Carlos Paneiro, VP – Sales, TAP Portugal

Cargo Sales Audit

Airlines lose significant revenues from their cargo operations without even being aware of it. The reasons for revenue leakage are varied: lack of accurate information throughout the logistics cycle, incorrect rates, discrepancies in weight and volume, and incorrect fuel and security charges.

Accelya's cargo audit services help airlines identify the highest level of recoverables in the industry – up to 1% of AWB (air waybill) value. The service also enables clients to make upstream process improvements to avoid future leakages. The audit covers rates, weights, commissions and other charges. It also identifies unreported or unbilled sales of the airline.

Increase profitability by
maximized and accurate
revenue leakage detection

Key Benefits

✔ Organize cargo operations

Accelya improves legacy processes of airlines by helping them better organize and control data related to pricing and deals. Deal-wise violations and recovery reports simplify rate sheets, which are often ambiguous and are liable to be misunderstood by the agents.

✔ Improve profitability

Revenue identified by Accelya's audit service directly improves airline profits. Process improvements help avoid leakages in future.

✔ Maximize revenue recovery

While Accelya identifies the highest levels of recoverable in the industry, it does not compromise on accuracy. It uses automation in processes to deliver a high degree of accuracy.

✔ Easily identify areas of revenue leakage

Senior airline staff are provided with reports that clearly identify problem areas. The reports provide views by agent, error reasons, destination, etc. Accelya account managers regularly analyze the

evolution of recoveries to identify trends, impact of audit policy changes, new rates and deals and advise the airline on ways to optimize their billing accuracy.

Reduce cost of operations

Accelya's audit service eliminates the need for a back-office for administrative tasks such as identifying malpractices and recovering leaked revenue. Airlines are also able to save on staffing costs, time and other resources.

Enforce airline policies

Accelya's experience shows that a cargo audit brings about behavioral change in agents, and leads to fewer violations in the future.

Key Features

- ✓ Comprehensive audit, covering rates, weights, commissions, other charges and missing / unreported AWBs
- ✓ Strong focus on quality
- ✓ Highly automated processes
- ✓ Experience in cargo accounting and accounting audit
- ✓ Online web access to validate and amend identified under-billings
- ✓ Flexibility – Each implementation is tailored to the airline's specific needs
- ✓ Post audit MIS reports that help plan future rates and deals
- ✓ Web based interface to airlines for review of audit results
- ✓ Performance-based pricing

Highest level of
recoverable – up to
1% of AWB value

Waivers Management

Waivers are an important part of an airline's daily commercial activities. While necessary due to operational perturbations or commercial negotiations, most airlines have little control over its volume and value. Furthermore, normally waivers are fully excluded from the audit scope. This reduces control over the commercial practices and may result in huge revenue leakage.

Accelya's waivers management solution helps airlines manage waivers effectively and prevent revenue leakage. It allows airlines to waive just a specific rule instead of the whole document, ensuring that all other rules are checked during the audit. Additionally, when all waivers are registered, airlines will have complete visibility over the operational and commercial waivers by volumes, amounts, reasons, dates, stations and by the authorizing personnel.

Manage commercial
waivers effectively and
prevent revenue leakage

Key Benefits



Gain control over your waivers

The waivers management solution provides airlines complete control over the waiver process. It allows airlines to set maximum waiver allowance limit and advise who can exceed them. Airlines are also able to track the volume of waivers by a set of criteria including reasons, dates, stations and the authorizing personnel. Airlines can extract reports to analyze the waivers before the month is closed and detect any deviations in behavior.



Prevent revenue leakage

Frequently, waivers are fully excluded from the audit scope, leading to revenue leakages due to non-compliance to fare rules. Accelya's waivers management solution allows airlines to waive specific rules. Waivers are transferred to sales audit without need for an additional airline intervention. Partially waived documents are flagged automatically for audit team considerations, preventing potential revenue loss.



Eliminate errors in processing waivers

Waivers are logged with all required information, ensuring that only the correct documents are waived and that the appropriate authorizer is identified.



Easy to use

Simple and user friendly web interface makes it simpler for the airline stations to log the waivers. It also ensures correct completion of the waiver request.

Key Features

- ✓ Permits registering of new waivers, and modifying or deleting existing waivers
- ✓ Allows tracking and management of waivers
- ✓ All registered waivers are automatically loaded and considered during the audit process to avoid ADMs being raised for those documents
- ✓ A centralized repository of granted waiver information allows the airline to perform queries and downloading into an excel file
- ✓ Airlines can set maximum waiver allowance limit per month. Exceeding such limit by the user will trigger an alert message
- ✓ Configurable user type and access
- ✓ Configurable waiver request/approval





Accelya is a leading global provider of technology products and services to the travel and transport industry. Founded in 1976, Accelya delivers financial, commercial, cargo and analytics solutions designed for a world on the move. Formed through the merger of Accelya and Mercator, Accelya provides the mission critical solutions that account for and manage more than 5 billion financial transactions and 75 million tons of cargo annually. Accelya is headquartered in Barcelona, with offices around the world, and serves as a strategic partner for more than 400 airlines, travel agents and shippers.

For more information please visit
www.accelya.com