Mozart

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Claiming refunds from an airline could be a test of the airline's customer care efficiency. Given the highly competitive nature of the industry and the power of social media, airlines today cannot ignore the impact of a disappointed customer on the airline's business. This makes it necessary for airlines to have refund experience as a part of their customer care initiative. Airlines traditionally manage refunds in a fragmented way, without clear SLAs and updates for passengers. This results in customer dissatisfaction and a negative impact on the airline's reputation.

Accelya's Mozart is a comprehensive refund management service for airlines, delivered through a combination of proprietary tools, robust processes and trained staff. It helps airlines manage refunds in a centralized and professional manner according to service level agreements (SLAs). Airline staff and agents have real-time information on refunds status, enabling them to provide instant updates to their customers. Passengers receive regular updates on refunds status via e-mail and text messages, resulting in enhanced customer satisfaction.

Make refund experience a part of your customer care initiative

Key Benefits

✅ **Deliver customer satisfaction**

Accelya's refund management service, Mozart, is designed to process refunds as per SLAs with airlines. Real-time refund status and regular alerts to agents and passengers result in service excellence.

✅ **Process refunds across all channels**

Mozart is capable of handling refund requests from all channels – travel agents, internet, airline sales offices, call center and help desk. Mozart also integrates with airline website to enable passengers to apply for self-refunds.

✅ **Timely and accurate refunds calculation**

Accelya has been auditing refunds since 1998 for airlines in over 150 countries. Experienced and skilled team of professionals is well-versed with refunds audit, local policies and their impact on refunds, ensuring accurate refund calculations. Refunds are concluded as per SLAs with airlines. Rejected refunds are supported with proper explanation.

Mozart integrates with airline website to enable passengers to apply for self-refunds

Key Benefits

Simplify refunds process through standardization

Being centralized, Mozart allows airlines to unify and standardize their refund policies across countries, locations and sources such as the Internet, travel agents (including requests through BSPlink), airline sales offices, call center sand help desk. This facilitates greater control and application of global rules. Mozart handles refunds homogeneously, according to airline policies, ensuring consistency and accuracy.

Reduce cost of refund management

Accelya invests in systems, training, customization, upgrades, and technology enhancements to streamline and optimize the refund process. This enables it to deliver better service at a lower cost. Since the pricing is transaction-based, the airline only pays for the number of refunds processed.

Process all refunds, including credit card

Mozart enables airlines to process refunds for all tickets issued, including the ones against credit cards by automatically presenting the card refunds to the airline's selected acquirer.

Passengers receive regular updates on refunds status via e-mail and text messages

Key Features

- Mozart handles refunds across all channels (web, call center, ATOs, CTOs, and travel agents)

- Mozart integrates with airline websites to enable passengers to apply for self-refunds

- The solution includes a refund request interface, waiver module, refund status tracking facility and communications tool

- Regular updates are sent to passengers and agents on refunds status via e-mail and text messages

- Transparent refunds process, where the airlines are able to track status, review results and authorize refunds

- All refunds that are denied are supported by relevant explanation

- Mozart manages recall of commission by issuing ADMs to travel agents

- Web-based dispute management facility for travel agents

- Flexibility to integrate with different data sources and systems

- Credit card refund payment module that accepts major credit cards and is linked to 34 multi-currency acquirers and card companies

- Over 200 trained and experienced staff handling the refund processes at multiple locations across the world

- Refunds are processed in a PCI DSS-compliant environment

- Secure IT infrastructure and robust BCP-DR

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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