

VIVALDI

accelya



Contents

VIVALDI	1
VIVALDI CardClear	15
VIVALDI Reconciliation	27
VIVALDI Chargeback Managed Solution	33
VIVALDI Payment Services	43

VIVALDI

Cards and alternative forms of payment offer great convenience to travelers but increase complexity and cost to airlines. It also poses challenges for various departments within the airline, such as revenue accounting, treasury and fraud management. These include increase in cost, revenue leakage, presence of multiple acquirers, the lack of consolidation across locations, and data security compliance.

Accelya's VIVALDI is the only end-to-end card and payment management solution for airlines covering front-end sale (payment acceptance tools), aggregation and presentation, transaction

level reconciliation (from sale to bank), finance systems interface, and chargeback management. With over 160 airlines as customers, VIVALDI enables airlines to centralize, optimize and manage all card and payment processes in a secure PCI-DSS compliant environment.

High automation in VIVALDI ensures accuracy and timeliness of payments, thereby preventing revenue leakage. Access to consolidated intelligence on card payments helps airlines negotiate better conditions with acquirers and improve cash flows.

The end-to-end payments solution for airlines

The VIVALDI suite of payments solutions includes:

VIVALDI CardClear which helps airlines reap the benefit of consistent processes across their global payment operations. It streamlines and centralizes payments processing in desired currencies for airline's BSP and direct sales through selected global acquirers. CardClear offers daily billing and settlement of all card types, and provides centralization of payments to more than 160 airlines across the world.

VIVALDI Reconciliation that provides transaction-level reconciliation of all cards and alternative forms of payments. VIVALDI covers end-to-end reconciliation from sale to bank, thus preventing revenue leakage. Minimal human intervention results in increased productivity.

VIVALDI Chargeback which streamlines the chargeback process and helps airlines reduce incidence of claims becoming chargebacks. By automating the information received and gathered, prioritizing the claims following the airline's criteria, and MIS reporting, it increases control and quality assurance along the process.

VIVALDI Payment Services that completes the payments management cycle from sale to banked. The services address an airline's payment acceptance, authorization, authentication and risk control needs.



Key Benefits



Leverage the payments solution designed exclusively for airlines

Vivaldi Payments solution is designed exclusively for airlines. It has been successfully managing payments for 160+ airlines over the last 25 years. VIVALDI is completely automated, scalable, flexible, and easily connects with all airline systems, with minimal effect on their existing IT infrastructure, such as GDS, revenue accounting and ERP systems.



Cover all forms of payment

The solution accepts all forms of payment, including all card types, cash and alternative forms of payment. It also supports and facilitates multicurrency billing and processes more than 82 different currencies. Airlines can conveniently settle transactions in a currency of their choice, irrespective of the currency of the sale.



Key Benefits



Prevent revenue leakage

VIVALDI, being an end-to-end solution, prevents revenue leakage at each stage from authorization to banked. It ensures that payments are processed in time, billed accurately and reconciled at a transactional level and claims are processed in time. The results of the end to end service are interfaced directly to the airline's finance system to ensure that accountancy postings are made upon receipt with zero delay. This enables the airline to focus on a minimal number of actions and can ensure that period closure is achieved on time.



Reduce cost of processing payments

The solution enables airlines to centralize their payment processing and manage without local acquirers, settlement processes and teams in multiple countries. VIVALDI's high degree of automation means fewer errors, faster settlement cycles and improved efficiency. This reduces the overall cost of processing payments. Additionally, airlines have access to consolidated intelligence on payments that helps them negotiate better terms with acquirers, further reducing the acquirer cost.



Key Benefits



Decrease claims to chargeback ratio

With increased instances of friendly fraud, airlines need to proactively manage chargebacks. VIVALDI's chargeback solution reduces the number of claims becoming chargebacks through prioritization, faster response to claims and presentation of better quality documentation.



Realize cash faster

VIVALDI's integrated payment services eliminate processing delays and errors, resulting in faster recovery of cash.



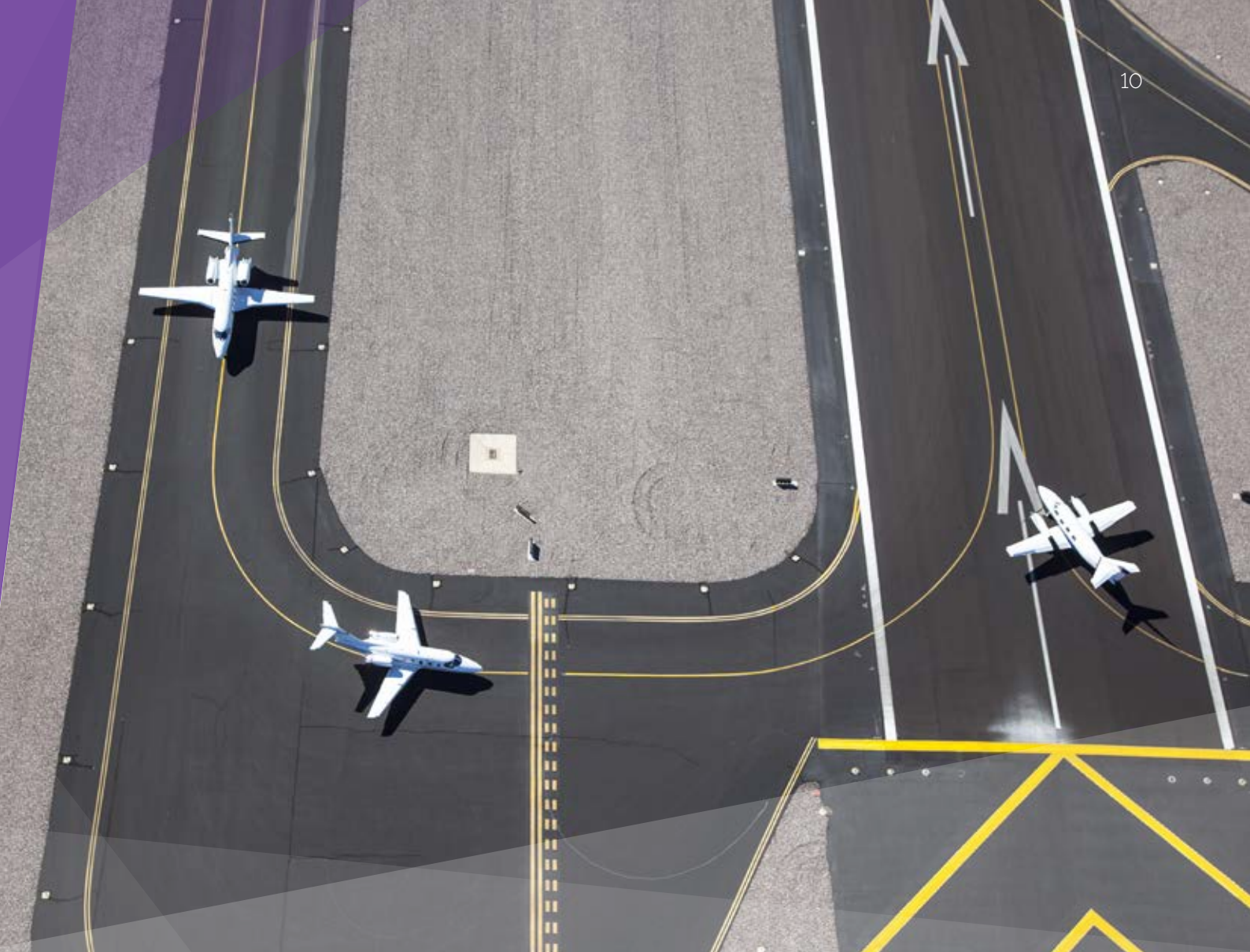
Protect your reputation

The solution processes and stores data in a PCI-DSS-compliant environment. This ensures confidentiality and integrity of payment information, thus protecting airline reputation.



Pay as you use

VIVALDI's transaction-based pricing model eliminates the need for upfront investments by the airline.



Key Features

- ✓ Manages all forms of payment, including card, cash and alternative forms of payment; facilitates multicurrency billing
- ✓ Processes and presents sales from all channels (web, call center, ATOs, CTOs, BSP, non-BSP agents)
- ✓ Provides authorization-authentication services in card present and card not present scenarios
- ✓ Proactive fraud screening tool, based on a scoring system
- ✓ Pre-configured chargeback management workflow solution
- ✓ Centralization of data from different channels in a single database, with the payment data related to each ticket



Key Features

- ✓ Full payments reconciliation at transaction level — for sold, billed, settled, banked, refunded, chargeback, tickets missing payment, commission control and payment date validation
- ✓ At the core of VIVALDI is a sales transaction database that provides an efficient, cost-effective solution for data storage, with 24/7 access to data via a web tool with secure log-ins and passwords
- ✓ Connected with 30 global acquirers, providing flexibility and faster time to market
- ✓ Hosted solution with a pay-as-you-use pricing model
- ✓ Reduces scope of PCI challenge
- ✓ In-depth business intelligence capability



VIVALDI CardClear

The number of air travelers using cards and alternate forms of payments (AFOPs) to purchase tickets is growing significantly. The processing of payments is a fragmented and expensive exercise for airlines because of the presence of multiple forms of payment, countries, acquirers and banks. The lack of a single, end-to-end process and consolidated information across an airline exposes it to fraud and revenue leakage. This limits its ability to negotiate better contracts with acquirers.

To bring greater efficiencies into the process, airlines must centralize their payments systems. Accelya's VIVALDI CardClear solution helps airlines reap the benefit of consistent processes across their global payment operations. CardClear streamlines and consolidates payments processing in desired currencies for airline's BSP and direct sales through selected global acquirers. It offers daily billing and settlement of all card types enabling airlines to repatriate funds more effectively at minimal costs, and provides the centralization of payments to more than 150 airlines across the world.

Centralize card and
payments billing for
BSP and direct sales

Key Benefits



Centralize and standardize processes

VIVALDI CardClear enables airlines to centralize funds through their selected acquirers in currencies of their choice. This means consistent and easier payment processing.



Prevent revenue leakage

As a result of centralization, airlines benefit from a consolidated view across their selected global acquirers. VIVALDI ensures that appropriate accounting standards are applied for improved process control. This greatly reduces the possibility of fraud and revenue leakage.



Negotiate better rates with acquirers

Central submission of bills increases the volume of transactions processed through an acquirer, and brings in advantages of economies of scale. Access to consolidated intelligence on payments helps airlines negotiate better terms with acquirers.



Key Benefits



Gain easier access to new markets

VIVALDI accepts all forms of payment, including card and alternative forms of payment. It supports and facilitates multi-currency billing. It processes more than 82 currencies, allowing airlines to settle any transaction in the desired currency, irrespective of the original currency of the sale.



Reduce cost of processing payments

CardClear is a fully automated process for aggregating and presenting cards and many other forms of payment. This eliminates the need to maintain local acquirers, settlement process and teams in multiple countries, substantially freeing up resources.



Enable flexibility in treasury management

Flexibility to select and change preferred acquirer, currency and country for treasury management.



Key Benefits



Maximize revenue

Manual processing of payments often leads to instances of 'failed to bill' transactions. VIVALDI, being an automated solution, ensures all transactions are appropriately billed in time, thereby maximizing revenue from sales through cards and AFOPs.



Reduce time to cash

Timely billing of payments reduces cycle time from sale to cash, to one day.



Improve efficiency

Fully automated process leads to reduced errors and increased productivity.



Pay as you use

Transaction-based pricing ensures that the airline does not have to make investments in systems, training, upgrades and customization.



Key Features

- ✓ Load balancing: VIVALDI allows airlines to spread their transactions across multiple merchant accounts utilizing the terms of their acquiring agreements. This ensures that an airline can operate within any ceiling or collateral held with the acquirer
- ✓ SMART routing: It enables airlines to save money by automating the process of routing payment transactions to a specific processor based on the criteria configured in the gateway. This means that the airline can use the most optimal terms of their acquiring agreement based upon the card or payment type
- ✓ Automatic and manual checks to create the billing files
- ✓ Ability to centralize all payments through selected global
- ✓ Automatic resolution of the most common billing issues
- ✓ Processes multi-currency submissions and offers settlements in one or more currencies of the airline's choice
- ✓ Comprehensive and fully reconciled electronic reporting via a secure website



Key Features

- ✓ Extensive query and reporting facilities on ticket and payment data, including pre-configured reports like
- ✓ Forward sales risk and point of sale performance monitor
- ✓ PCI-DSS compliant environment
- ✓ Archiving and faster retrieval of data through the online portal
- ✓ Dedicated team of analysts providing a single point of contact for enquiries and resolution
- ✓ Supports sales from all channels such as BSP (including those processed by ACCA), ARC and direct

ECONOMY CLASS

Boarding Pass

Name of the passenger

ECONOMY CLASS

Boarding Pass

Name of the passenger



FLIGHT NO	CLASS	DATE	TO
133	J	2MAY	BUDAPEST
TIME	GATE CLOSURE	GATE	
5	13:30	C	

VIVALDI Reconciliation





The presence of multiple forms of payment, sales channels, countries, currencies, acquirers, dynamic currency conversion and banks makes payments reconciliation a complex and resource intensive exercise for airlines. When this complexity is not controlled and reconciled at a transaction level, the airline is exposed to potential revenue loss. The leakage could result from missing payments, lack of control on commissions applied by the acquirers, or violations of service-level agreement parameters.

Accelya's VIVALDI Reconciliation is an automated solution for airlines that provides transaction-level reconciliation of all cards and alternative forms of payments. VIVALDI covers end-to-end reconciliation from sale to bank, thus preventing revenue leakage. Minimal human intervention results in increased productivity.

VIVALDI Reconciliation is a hosted solution, fully integrated with the VIVALDI CardClear service.

Automated transaction-level reconciliation for airlines

Key Benefits

-  **Prevent revenue leakage**
Transaction-level reconciliation identifies transactions missing payment and incorrect commissions applied by the acquirers, enabling airlines to reduce revenue leakage.
-  **Improve productivity and efficiency**
VIVALDI Reconciliation is an automated solution that speeds up the reconciliation process, resulting in optimization of resource time. Automated reconciliation reduces human intervention and therefore the number of errors.
-  **Exercise better control over bank agreements**
Reconciling payments at the transaction level gives more control over contractual agreements with acquirers, covering missed SLAs, discount rates and foreign exchange rates applied.
-  **Reconcile payments end-to-end**
The solution provides an end-to-end reconciliation process along the sold-billed-settled-banked cycle.



Key Features

- ✓ Automatic reconciliation at the transactional level as against batch level
- ✓ Three-step automated process to reconcile the sold-billed-settled-banked cycle
- ✓ Automatic reconciliation of instalment payments for card sales in Brazil
- ✓ Control and monitoring of discount rates, foreign exchange rates charged and settlement lag days
- ✓ Daily report with direct focus on non-paid and non-compliant transactions
- ✓ Daily electronic interface to the airline's revenue accounting system and/or general ledger, stating any changes on the payment status of each ticket
- ✓ Ability to raise ADM for non-matched BSP transactions as per airline policies
- ✓ Integrated with leading financial systems used by airlines
- ✓ Class leading interfaces with multiple acquirers
- ✓ PCI DSS compliant providing data security and peace of mind



VIVALDI Chargeback Managed Solution

The increasing use of credit cards and alternative forms of payment and the corresponding rise in incidents of fraud have led to a surge in the number of claims becoming chargebacks. As a result, managing chargeback claims within agreed timescales becomes increasingly difficult.

Decentralization of process and poor quality documentation further delay the settlement of chargebacks leading to an increase in revenue leakage.

Designed for the airline industry, the VIVALDI chargeback solution covers the entire dispute management process via a secure platform, supported and managed by Accelya's back-office industry team of specialists. VIVALDI automates the receipt and processing of information, gathering and prioritizing claims in line with the airline's, acquirers and cards schemes criteria. The team of specialists ensure that chargeback policies and procedures are followed to help prevent the airline from undesirable financial losses. The solution is designed to improve efficiency and reduce an airlines revenue leakage.

Streamline and accelerate
chargeback process

Key Benefits



Lowered claims-to-chargeback ratio

Airlines benefit from the reduction in the number of claims becoming chargebacks through prioritization, faster response to claims and improved quality of the documentation presented.



Access to airline payment experts

The VIVALDI chargeback managed solution provides dedicated resources with specialist knowledge of chargeback operational regulations, committed to ensuring accurate dispute resolution.



Improved output quality

Robust workflow and user log monitoring implementing stronger processing controls, thereby ensuring high-quality output.



Minimized fraud protecting airlines' reputation

VIVALDI traces fraudulent behavior throughout the cycle providing risk insights and guidance to prevent these types of claims becoming chargebacks.

Key Benefits



Compliance with card payments scheme

A business intelligent platform that complies with airline's service level agreements as well as acquirers, customers and payment schemes.



Reduced acquirer costs

Reduction in accepted chargebacks can help to lower MSC costs with acquirers when contract negotiations with acquirers are reviewed.



Improved airline accounting systems feeds

Minimized time and delays when closing monthly account.



Credit card payment processes

A managed solution helps to identify current gaps within an airline's payment process.



Key Features

- ✓ Full managed chargeback service performed by Accelya specialists to efficiently process disputes on behalf of the airline:
 - ✦ Handling all dispute types along the entire chargeback process
 - ✦ Gathering all research from any airline's data sources to investigate disputes
 - ✦ Effectively positioning case evidence on card scheme policies for scenarios such as fraud, customer disputes, processing error, and documentation
- ✓ Works across all major credit cards (Visa, MasterCard, American Express, Discover, etc.) and AFOPs, including PayPal
- ✓ Direct interface with acquirers to electronically transmit and receive dispute documentation, using secure data transfer methodology, within agreed timescales
- ✓ Automated interface that links directly with airline systems, ERP and revenue accounting



Key Features

- ✓ Managed service that will supports cross border processing for multi-currency and channel disputes
- ✓ Team of specialists that will address any airline's specific policies
- ✓ The managed solution helps to monitor and reduce Agency Debit Memo's (ADMs) for chargeback claims
- ✓ Ability to mask all credit card data, remaining in compliance with Payment Card Industry Data Security Standard (PCI DSS)
- ✓ Dedicated relationship managers to support queries, hold regular meetings and service performance reviews in line with an airlines KPI's



VIVALDI Payment Services

VIVALDI offers integrated payment services, thereby completing the entire payments cycle from sale to banked. The services address an airline's payment acceptance, authorization, authentication and risk control needs.

Integrated payment services

Key Benefits



Integrate payment services with VIVALDI

All the modules under payment services integrate with VIVALDI offerings.



Manage entire payments cycle

Payment services cover the entire payments management cycle from sale to banked.



Pay per use

Transaction-based pricing model ensures zero upfront investments.



VIVALDI payment services include:



Payment gateway

The payment gateway solution enables an airline to handle multiple forms of payment authorization and authentication. It supports acquirer relationships and assists in setup and maintenance of payment processes.



Online terminal

This is a Windows end-user application to capture and authorize payment card transactions in either card present or MOTO and/or back office environments (call center, ATO and CTO).



Risk manager

This online credit card payment fraud screening service is integrated into a merchant's website. The service provides real-time responses based on the assessment of a number of data items against databases and detailed pre-defined parameters. It stops credit card fraud upfront in a card not present (CNP) environment.





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