navitaire
an AMADEUS company

New Skies® Revenue Protection Services

Revenue integrity and protection

New Skies Revenue Protection Services

Revenue integrity and protection

Go beyond basic revenue integrity with advanced, inventory, fare and PNR controls

Help increase revenue and gain greater control of your bookings and fares by taking steps to prevent leaks and managing access to your inventory. Navitaire's advanced revenue protection capabilities offer integrated proactive booking, fare, and inventory controls, and the capability to provide tailored inventory access to your trusted distribution partners.

Navitaire's New Skies passenger services system offers built-in solutions to allow your company to proactively enforce revenue and booking policies at the point-of-sale

Many airlines rely on separate revenue protection software to help prevent dilution or inventory abuse due to limited or non-existent built-in reservation controls. Yet, relying on separate software is not only expensive, it often only monitors booking activity rather than proactively preventing the undesired action. Carriers must then try to stop the activity by cancelling undesirable or speculative bookings, creating manual follow-up work or even worse — risking the loss of a valid sale from a customer or trusted distribution partner.

Navitaire's New Skies passenger service system helps your staff build on the profitability goals of your pricing and revenue management teams by providing extensive, automated reservation revenue controls at their fingertips — without the need to purchase expensive third-party software.

Features and Benefits

Beyond inventory control: New Skies gives you the flexibility to define booking sale and acceptance terms

Advanced point-of-sale controls help effectively protect your inventory and enable sales for the desired booking channels on your terms, not simply the first party to book

- Control whether agencies have the ability to sell or cancel incomplete journeys or parts of itineraries. Improve proactive distribution control without the higher GDS participation expense.
- Disallow the entire booking request if one or more segments of a booking cannot be confirmed
- Accept bookings from a limited list of agencies, or allow bookings from any agency with the option to restrict specific IATA or ARC locations that have a history of using fraudulent booking practices from selling your flight
- Restrict the ability for agencies to hold seats if a price doesn't exist for that class of service

New Skies Revenue Protection Services

Revenue integrity and protection

Beyond ticketing/purchase follow-up: deploy flexible ticketing/payment policy parameters using automation to eliminate manual verification

Proactive payment ticketing controls with built-in automation

- Set bookings to require instant payment or allow a ticketing time limit (TTL)
- Flexibly establish TTLs, e.g., as a defined number of days and/or hours prior to departure
- Avoid additional work to check or re-check PNR TTLs, New Skies automatically places a TTL in the original PNR at the time of booking to alert the booking agency
- Automatically cancel PNRs at the TTL date, if desired
- Tailor acceptance of payment type(s) using controls by booking channel and by user roles to provide unmatched versatility
    - e.g., Travel agencies can be required to provide immediate payment for GDS bookings, but allowed to use a TTL for bookings made via your carrier's online agency portal

Beyond fare audits

Advanced point-of sale-controls at your fingertips

- Provide PNR pricing directly from your reservation system through Web Services/ Application Programming Interface (API) integration to avoid relying on GDS or other third-party pricing, which may require separate fare audits to verify pricing accuracy.
- Enforce fee collections across all booking channels
- Apply consistent enforcement to help capture passengers attempting to bypass the enforcement chain (e.g., airport/station) to avoid payment of change fees, fare changes or other charges
- Automatically apply and enforce tax rules on all bookings
- Establish electronic voucher application rules (e.g., by market) and create expiry dates to support revenue recognition
- Eliminate the need for post-travel audits by enforcing payment of all change fees or re-priced itineraries. This can also verify inventory is not held by agents who avoid paying required penalties.

Improve fraud prevention and duplicate booking identification

- Create multiple custom lists to monitor for fictitious names (e.g., test a/b/c) and cancel the PNR reserved space
- Apply strict enforcement of immediate booking payment or apply TTL requirements to significantly reduce the need to scan for duplicate names
- Employ automation to prevent acceptance of known fraudulent, declined or blacklisted credit cards or other forms of payment to reduce charge-backs
- Use the Navitaire Data Store to analyze data for suspect bookings, or develop your own "scoring" routine to screen for PNRs exhibiting fraudulent booking behaviors or criteria

Beyond preventing leakage: monetize the power of your brand and help maximize profitability with integrated ancillary revenues through add-on sales, unique promotions and customer offers

- Expand your share of your customers' travel wallet through integrated ancillary revenue sales with Navitaire Travel Commerce. Its in-path shopping basket approach helps raise customer conversion rates of up-sell and cross-sell options of air and non-air services within the booking flow.
- Avoid broadcasting fares and campaigns to your competitors via traditional industry channels, such as ATPCO or GDS pages. Create targeted customer promotions and communicate via email or one-to-one marketing channels.
- Create unbundled fare offerings and let customers select their desired perks with fees supported through any channel – web, call center or GDS. The range is virtually endless; assess fees for booking, flight changes, baggage, credit card use, web check-in, travel assistance, seat assignment, early boarding, lounge access, merchandise and more.
- Automatically re-price all PNR changes to calculate any additional collection or price difference before confirmation to support consistent revenue collection across all channels, and prevent check-in of PNRs with outstanding amounts due. In New Skies, ticketless reservation PNRs show the up-to-date fare payment information without delays or synchronization errors between PNRs and internal ticketing records.

Contact Us

Navitaire's New Skies integrated revenue protection capabilities let you proactively manage your inventory to help improve profitability without having to purchase additional systems. Reach us at navitaire.contactus@navitaire.com to learn more.

Navitaire delivers industry-leading technology services that help enable growth, profitability and innovation to more than 50 airlines and rail companies worldwide, including many of the world's most successful airlines. Navitaire offers a full suite of proven solutions to help clients grow their business, reduce costs, capture new revenue sources and readily connect with digital customers and business partners.

Suite 1700
333 South Seventh Street
Minneapolis, MN 55402-2443 USA
+1.612.317.7000 phone
877.216.6787 USA toll-free
www.navitaire.com
navitaire.contactus@navitaire.com

navitaire
an AMADEUS company

Copyright © 2016 Navitaire LLC An Amadeus company.
All rights reserved.

Navitaire and its logo are
trademarks of Navitaire.

0816