

FLIGHT SYSTEM

 $A \ short \ overview \ of \ the \ system$

Flight System is a dedicated airline booking and inventory system with yield and revenue management functions, all integrated and in real time.

Trans-Atlantic & Zofly Corp January 2013



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A short overview of the system

SCREEN SNAPSHOTS AND A FAST PRESENTATION OF FLIGHT SYSTEM

Flight System is a dedicated airline booking and inventory system with yield and revenue management functions, all integrated and in real real time.

What's the difference to the others?

- Flexibility (we can do it, usually within hours or days not years.)
- Cost of ownership (low license fees and cost per sector booked)
- High knowledge of the airline business and the needs for LCCs as well as normal airlines.
- Integrated inventory of hotel allotments for dynamic packaging and set packages
- Easy to integrate into corporate wide solutions with ERP, OP and so forth via a well formed web service API

Flight System is completely Internet based and all users share the same user interface. Users are;

- General public
- Corporate accounts travel management functions
- Agents multiple levels
- Internal users with multiple security roles
- Concealed accounts for banners in order to track bookings

SOME CLIENTS

www.wowair.is

xpressair.id.com

www.icelandexpress.com

www.flystar.com

www.icelandexcursions.com

www.airaland.com

http://booking.transatlantic.is

THE FRONT END

This is what you see. Powered by a lean backend, you're free to design the front ends to your needs or use our template and modify as you wish in order to suit your needs.



The front end can be one of our standard templates customised into every detail, or something developed by the airline using our web services for fast development and completely independent design, thus ensuring 100% flexibility at all times.

So what does this mean?

Well in short it means that the development can be done by us, a consultant of your choice and updated whenever the needs are there.



Our integrated functions for accommodation and product sales can easily be integrated for both packages and free combinations of flights + accommodation in any configuration.

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FLIGHT AVAILABILITY

Flights can be presented in different views, like lists or calendar modes with the detail level of your choice.



List view with multiple cabins and selectable number of departures per sector.

Internal users can also see number of avail seats for facilitated group bookings (not disclosed to the public).

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Calendar view with optional additional departures (one way).

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CLASSES AND FARES

Flight System has 26 cabins (Y, C, F \dots) and 32.000 subclasses to each class. This allows for advanced yielding as well easy fine tune with readymade fares which can be opened and closed as needed.

Classes can be locked and put available for a certain period only. Ie a class can be $\notin 50$ for 1-9 November but all other months $\notin 73$. Flight System will present the lowest fare automatically.

Some classes may share the same "seat" – like ID50 tickets may actually share a Y class seat and first come, first serve. This makes the need to manual reconfiguration less than minimal.

ALLOTMENTS

Allotments are somewhat tricky and there are two different types of allotments we can handle. First allotments which MAY be used by anyone after a certain time, like up to 30 days prior to departure. No one can sell the seat up to this date. Then we have the locked allotments where no one can ever sell the seats. So if all seats are sold, but allotments have seats, the flight will show up as full anyhow.

PASSENGER AND CONTACT INFORMATION

Flight System can handle complex customer information, like relationships, groups, travel managers, users, consolidated records where certain people can view more than their own bookings.

We're also flexible and can include information like location codes, project numbers and employment codes for easy invoicing and cost control.

Private fares are always shown automatically so corporate users or agents can always see their fare without the hassle to think of different rules and so forth.

Our normal booking process is kept to a minimum of graphics and non-necessary information as we want to keep the process as simple as possible – even enabling smartphone users to book online with their minimal screen.

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VOUCHERS/GIFT CERTIFICATES

This is a complex system that can be used for everything from giveaway tickets at trade shows to selling gift certificates with pre-printed designs.

Vouchers may be issued for either a value, EUR 50, or a certain number of trips. A booking can be paid in part with a voucher and remaining value can be saved for future bookings.

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E-PASSES/PUNCH CARD, SERIAL TICKETS, ANNUAL

PASSES

Buy 10 trips and receive 11. Buy an annual pass for a whole year that allows you to easily book your trips and gives the airline funds up front.

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ADDITIONAL PAYMENT METHODS

On top of the normal credit cards we also support multiple PSP connections, travel accounts, punch cards, invoicing and an internal voucher system for freebees, vouchers/gift certificates for a certain amount.

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RETRIEVE BOOKINGS

All fields of interest can be made searchable in order to retrieve a booking where the pax has forgotten the booking reference or which date/flight he's on.

Additionally your last 20 bookings are shown for quick access if something needs later attention.

The yellow box is an alert system to inform agents of urgent matters in real time.

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TASKS

There's also a task management system that automatically redirects tasks to colleagues and reminds of forgotten issues.

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BOOKING TRANSACTIONS LOG

Who did what and when? Have you heard customers complaining of changes not made, flights booked wrong date? Well here's a one stop shop to prove what has happened.

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Special/private fares

Special/private fares can be assigned to one or a group of users (using a contract) and can be made available for any currency. Fares can be absolute values (\notin 45), discounts (50%) or relative (\notin -10).

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Max fare?					
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TAXES AND EXTRA CHARGES

We currently handle 3 taxes as well as VAT added or being a part of the fares. These taxes may or may not show up to the user.

Agents can add their own service charges (like call centre fees).

The product system also allows for additional products to be sold with the booking as well as name change fees, changing fees, x number of changes free and so forth.

EXCESS BAGGAGE

Excess baggage is easy to handle and can be pre-ordered with the booking or added by the handling agent – the charges goes on the booking and is charged by the airlines systems directly making accounting easy and giving the customer an updated consolidated receipt of all the costs on one single paper.

PROFILE MANAGEMENT

Profiles handle contact information, roles and extended properties for all users to enable/disable functions in the system or restrict access.

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STATISTICS

Reporting tools are real time reports with customisable filtering and at a glance reports for sales by minute, flight loads and yield functions.

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Please note; all date formats and local settings are applied automatically and our screen snapshots shows Swedish locale.

CASHIERS REPORT

These reports split down sales for any given user to show sales/taken money/funds per payment method.

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ACCOUNTING

We can connect to your ERP software in different ways; either an API to direct connect or transfer booking by booking in detail, or use the consolidated transactions day by day.

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If you want export to the ERP, we can offer file exports per booking or day or access via the Web Service API. XML is the normal format.

YIELD

This is the yield screen where all flights for a specific day/period or route are shown.

It's easy to get an overview together with real time estimates of sales goals.

If you like to get more automation, the automatic yield functions help to move seats at specific check points every 10 minutes until departure and can do things like;

- move all cheap seats up 2 weeks prior to departure
- move all seats to a specific class 24 hours prior to departure
- move selected seats from one class to another
- ... at any given time if criteria is fulfilled, like load factor is now x%, has changed more than x% during the last 24 hours, week or month.

The same kind of screen allows for body changes or aircraft configurations with automatic seat reallocation in order to make up for the new capacity. All sales are shown converted to the internal currency and shown in real time sector by sector at any time.

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A click on the flights shows the pax lists or number of pax per category (with SSR summaries).

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Admin system (fare view)

WHEN DO PEOPLE BOOK?

If we lack statistics our reports can show when people book – in selected periods, like number of pax that books same week, same day, same month and so forth.

This can easily be exported to Excel for graphics.

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PAX LISTS ONLINE, CARGO REPORTS

Passenger lists are sent by a connection to SITA and forwarded to the handling agent DCS system for check in.

Passenger lists/check in can also be made in the system directly if the airport allows.

Customs and border police have access to the same pax lists on line ensuring correct data and no manual intervention from the airline.

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CHECK IN

Integrated check-in. Flight System also sends out PNL/ADLs to DCS systems but it has an integrated system for smaller airports.

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In order to speed up the check-in we also support online check-in and automatic passport readers as well as scales to interface with the system.

CATERING

We facilitate the caterers by offering an online tool to retrieve the load for a flight max a week prior to departure.

The report shows the number of pax divided by age group and makes optimisations to the catering.

This report can also be used for handling purposes like human resources to staff check in.

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${\rm IMPORT} \ {\rm OF} \ {\rm SSM} \ {\rm FILES}$

Time table files can be imported and will create all flights ready for booking directly.

The flights are created from templates with templates for number of seats per class as well as all fares per class. The template holds information like handling agents, time zone differences and so forth as well as limitations on number of WC*, BLND, INF and CHD.



CANCELLED OR DELAYED FLIGHTS

Cancelled or delayed flights are very easy to handle with a vast selection of sending information to the pax (email/mail merge/SMS) as well as move pax to another flight and make automatic vouchers.

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AIRLINE HOTLISTS

Credit card fraud is exploding and we've developed a local hot list system in order to deny or alert for pax, credit card or IPs in order to not get unwanted pax bookings.

The system can also alert for bookings made close to departure (high tendency for fraud) and alert the call centre for further actions.

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12 NotifyAndDeny 46	08053516044606 Bangura	•	bosska101@yahoo.com	81.7.148.4	Tina W vet mer	System 15001			
<u>13</u> NotifyAndDeny <u>45</u>	0550000085218 *	Zunda	davidzunda@hotmail.com	213.212.1.74	Tina W vet mer	System 15001	. 💌		
14 NotifyAndDeny 45	0550000085218 Zunda	*	davidzunda@hotmail.com	213.212.1.74	Tina W vet mer	System 15001			
<u>17</u> NotifyAndDeny <u>43</u>	05500381373656 *	Anifowoshe	fetuga72@yahoo.com	81.205.59.176	Tina W vet mer	System 15001			
<u>L8</u> NotifyAndDeny <u>43</u>	05500381373656 *	Anifowoshe	fetuga72@yahoo.com	213.180.94.36	Tina W vet mer	System 15001			
<u>19</u> NotifyAndDeny <u>43</u>	05500381373656 *	Anifowoshe	fetuga72@yahoo.com	84.246.8.20	Tina W vet mer	System 15001			
20 NotifyAndDeny <u>43</u>	05500381373656 Bayo Alex	*	fetuga72@yahoo.com	81.205.59.176	Tina W vet mer	System 15001			
1 NotifyAndDeny 43	05500381373656 Bayo Alex		fetuga72@yahoo.com	213.180.94.36	Tina W vet mer	System 15001			
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ROUTING

Some samples of the new interface showing routes, routing tables

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DIF NEX VIL MOR, SOL, INS			DO SUE NA MIDIE SOG CIPG	DEL UPG via MRW, SOQ
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COMMUNICATE WITH OTHER SOFTWARE

PSP (Payment Service Providers, credit card companies) are easy to integrate.

Flight System reports can easily be pasted into MS Excel for manipulation or to create graphics.

We send PNLs via email to handling agents.

Our Web Service API (Application Program Interface) is used by most low cost portals and is easy to adopt for any travel agent that wants a direct connect to their own production systems. The API is easy to use and can be used for all functions of the system, make bookings, change bookings, pay for bookings, retrieve bookings, send email confirmations, ...

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INF L1		
The following is a sample SOAP L1 request and response. The placeholders show	en med to be replaced with actual volum.	
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The following is a sample SOAP 1.2 request and response. The placeholders above	en naart to be implaced with school values.	
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CHER, SARALETS, JF, BRANDER, MD, TTY, Hangle Liferation and Kananan March 1997. Characteristic and a strategic liferation and strategic resolution and the strategic liferation and strategic resolutions. In Computer Sciences Sciences 2010;101 (2010) IEEE Sciences Sciences 2010.	a and finite (see of any 100-100 finite). More any Definite (see of any 100000 range and spec	

TECHNOLOGY

Flight System is developed with Microsoft.NET as the foundation and can be hosted locally, a shared hosting environment or in the MS Azure Cloud (recommended).

Software used by the system is MS SQL Server and MS Internet Information Services (IIS) all standard software delivering a robust platform with proven uptime.

MS Azure has a 99,95% SLA.

http://www.windowsazure.com/en-us/