

→ HORIZON®

AIRFARE REPRICEREFUND

Multi-channel repricing

SITA's Horizon® Airfare RepriceRefund (Horizon ARR) enables you to automate the process of calculating ticket reissues and refunds, helping to remove errors and prevent lost revenue. With Horizon ARR you can radically reduce the time it takes to issue refunds or new tickets, and ensure a consistent response across all channels. It's available as an option that's fully integrated with Horizon Airfare Price.



It's estimated that 10% of all air tickets are reissued or refunded due to itinerary changes or cancellations. Recalculating airfares or refunds can be a complex, time-consuming task, requiring specialist training.

This means it's easy for mistakes to creep in, which can lead to under-collected fares, penalties and fees.



Key features and benefits



Features

Central Processing – Horizon ARR considers all applicable fare rules and conditions from the previous ticket to:

- Determine how the new itinerary should be repriced
- Calculate the difference
- Return the result to the passenger or airline agent. This includes a full breakdown of applicable penalty fees and fare differences.

Multi-channel delivery – Horizon ARR works consistently across all direct channels, such as agent interfaces, e-commerce sites and mobile applications.

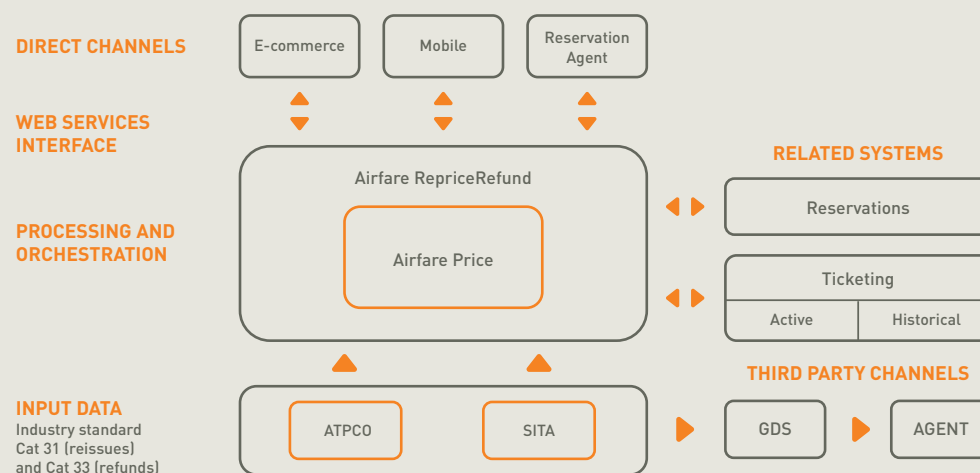
Benefits

- Enables non-specialist agents to process a ticket reissue or refund in a fraction of the time needed to do it manually
- Minimizes the need for a specialist helpdesk for fares and ticketing support
- Protects revenues by enforcing ticket change and cancellation penalties
- Ensures accurate and consistent responses in all channels
- Reduces the need to maintain individual channel logic, which can create costly anomalies in recalculation
- Reduces waiting time for customers and improves self-service, thereby increasing usage, revenues and customer satisfaction.

How does it work?

- Fully supports industry standard data
- The above common data source ensures consistency in all points of distribution
- Handles public and private fares, multi-carrier, domestic and international
- Accessible via all direct channels – reservations, e-commerce, mobile and kiosk
- Third-party integration interface available for e-commerce, mobile and desktop applications
- Supports reissues and refunds of tickets originated via indirect channels (GDS)
- Processes e-tickets and manually priced tickets
- Supported with 24 months of history of fares and fare rules.

Horizon ARR is the engine at the center of automating repricing processes. It enables consistent interaction with reservations and ticketing systems and ensures uniformity among all direct sales and service channels. It uses the same source of data that is supplied to Global Distribution Systems (GDS) to ensure consistent results among all airline distribution channels.



SITA AT A GLANCE

SITA is the world's leading specialist in air transport communications and IT solutions. Owned by the industry, SITA delivers solutions to airlines, airports, GDSs and governments over the world's most extensive communications network.

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