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Case Study: Fare Auditing Processes

The Client
A retail consortium of travel agents, producing in excess of 22,000 flight bookings per year.

The Challenge
Like many tour operators, they faced the challenge of having adequate staffing resource for quality assurance with flight ticketing. The company had an average of 5.9% in flight booking errors, which was costing them in excess of £5,000 per month in Airline Debit Memos (ADM's) penalties from airlines.

The Result
Since launching a Business Support Service team with Open Destinations in September 2011, the client has seen a total savings of £285,000 in ADM's. The new process has also provided enhanced reporting, which has allowed them to improve processes and address training issues within the reservations team.

How did Open Destinations increase the efficiency of flight ticketing?

The Open Destinations Business Support Service team created a process for auditing flights, by working directly within the GDS systems to monitor bookings. The team was comprised of two full-time staff, who succeeded in saving the client more than £285,000 in ADM penalties by resolving errors in a timely manner.

Staff knowledge & expertise

The Business Support Service team underwent extensive training in flight ticketing and the nuances of the major GDS systems, which included Amadeus, Galileo, Sabre and Worldspan. The training included:

• Creation of PNR's
• Ticketing for Nett, Published, CAT 35 fares and taxes
• Manual amendment of bookings
• Issue, re-issue and re-validation
• Checking issued and re-issued bookings
• Date and schedule changes
• Re-validated bookings
• Baggage allowance checks
• Handling ADM Disputes
• Checking an EMD (Electronic Miscellaneous Document) for any additional service

Effective use of time and resources

The new Business Support Service team was able to check up to 280 flights per day, which meant errors were found much earlier in the flight ticketing process. The moment an error was found, it was flagged up immediately by the Business Support Service team, which meant that the client was able to correct the majority of errors before incurring penalties.

Having dedicated resources focused on this specific task was not only more cost effective, but it freed up the time of the client's operations team to deal with more critical issues within the organisation.

Timely reporting & communication

The Business Support Service team was in constant communication with the client's operations team, addressing ticketing errors in real time. This included bookings with clients travelling on the same day as tickets being issued.

FARE AUDITING PROCESS

Flight reservations made

Flights queued for ticketing

FLIGHT TICKETING

The reservations team makes flight bookings and the ticketing team issues/re-issues these tickets and then place them in the queue for quality checks. These tickets need to be checked for errors in order to avoid ADM penalties by the airlines.

Quality control checks

ISSUES RESOLVED

The Business Support Service team quality control checks on all PNR's and identifies errors. The Business Support Service team evaluates the timelines and options for fixing the tickets and advises the client to make the necessary corrections.

Tickets audited

www.opendestinations.com

The client received a daily email with a work update, as well as weekly and monthly summaries.
These reports outlined key business challenges,productivity and savings in ADM's.