

Amadeus Passive Booking Processor is the fastest, simplest way to eliminate the costly misuse of passive bookings. Make sure agents clearly understand your policy on how and when to use passives. With no capital investment, you can immediately begin to recover lost revenue from invalid ticketing practices and to reduce costs by preventing the improper use of passive bookings.



With Amadeus Passive Booking Processor, you can promote the use of non-billable status codes instead of passive bookings, by customising the passive reject message to explain and encourage the alternatives.

Take control of booking fees

Do you know what impact passive bookings have on your GDS booking fee budget? How many of the passives you pay for are really necessary? Are they in line with your policy and properly managed by the booking agent? Amadeus Passive Booking Processor will automatically differentiate between the passive bookings you permit and those you don't. It can also control wholesaler activity, so that you don't pay duplicate booking fees for both the booking agency and ticketing agency transactions.

Recover revenue by detecting invalid bookings

Amadeus Passive Booking Processor effectively covers a blindspot in your Revenue Management system that could allow agents to misuse passives to issue higher inventory class tickets at discounted fares. Amadeus Passive Booking Processor will accurately flag up every mismatch in class of service between the passive bookings that come into your queue, and corresponding active bookings. This information is then reviewed after the date of travel to determine whether the fare used was valid, saving you lost revenue from invalid ticketing.

Train your agents in best practice

Amadeus Passive Booking Processor does not simply reject non-compliant passive bookings back to the booking agent. It also places a customised message in the PNR that advises the agency of the reason for the rejection. This helps to train agents away from improper use of passive bookings, reducing your ongoing costs.

Easy to use

Amadeus Passive Booking Processor is a totally automated solution to enforce your policy on passive bookings. Hosted at our state of the art computing facility, the system allows for customised handling to reflect your individual policy, and for each GDS. There is no equipment to install or maintain, we provide 24/7 support, and using Amadeus Passive Booking Processor requires minimum input from your own staff.

Amadeus Passive Booking Processor will:

- > Enforce your airline's policy on passive bookings
- > Match passive bookings to active bookings in your host system
- > Execute 'instant correction' to improperly booked passive reservations
- > Automatically inform agents of reason for rejection
- > Identify potential invalid tickets (booked in higher class but ticketed at discount)
- > Audit ticketing data to compare booking information
- > Manage wholesaler activity to avoid 'double billing'
- > Issue debit memos for revenue recovery
- > Encourage agents to use non-billable transactions instead of passives
- > Identify duplicate PNR segments between host airline and other airline space
- > Identify duplicate segments across different PNRs

How do passive bookings impact on your revenue?

Some passive bookings are necessary. Many others are not. For example, if the inventory on the passive booking is in a discount class, while the inventory on the 'live' booking is in a higher class, a ticket could be issued from the passive booking, effectively giving the passenger a discounted fare on a higher-class seat – lost revenue. Without a clear picture of what proportion of such transactions are invalid, whether the agent is careless, ignorant or deliberately fraudulent, enforcement of your policy is virtually impossible. Amadeus Passive Booking Processor provides a clear and accurate view of the extent to which you are exposed to this risk. Then, it provides a timely and effective solution.

Cut the cost of passive bookings with one call to your Amadeus consultant.

Best Practice

What's the best way to reduce travel agency malpractice?

This is the story of an international airline that was over-exposed to the risk of fraud and manipulation of its inventory, which it estimated was costing \$millions every year.

In today's intensely competitive airline marketplace, not even a major player can afford to let millions of dollars slip through its systems. Revenue management is a business critical issue, and for this global carrier the time had come to find a more effective and cost-efficient way of policing travel agent behaviour and enforcing its rules. The revenue management team had already identified the misuse of passive bookings as an issue, the only question was how to tackle it without incurring high internal time-costs and a negative reaction from travel agents... The airline contacted us, and found not only a solution, Amadeus Passive Booking Processor, but a proactive partner interested in helping to protect revenue integrity and reduce travel agency booking abuse. We configured the system to automatically explain to agents why passives were being rejected, and to suggest beneficial alternatives. Duplicate booking fees are down, inventory is more accurate and yield is up, as the majority of agents adopt best practice.

December 2005