Airlines Revenue Accounting

Best Practices to eliminate revenue leakage.

SITA INNOVATION DAY
August, 30th 2016, Johannesburg
Key Information
Expertise. Dedication. Reliability.

- IATA Strategic Partner.
- More than 42+ Airline Customers.
- 19 years of experience in the Airline Industry.
- 11 years of experience as an Outsourcing Company.
- SITA Partner since 2008.
- Offices in the Indian Ocean.
- ISAE 3402 / SSAE 16 certified.
- PCI DSS Compliance.
- IATA NDC Level 3 Certified
  - First NDC pilot company in AFRICA
42+ customers for REVENUE ACCOUNTING.

14 Airlines in AFRICA
REVENUE LEAKAGE REPRESENTS ABOUT 3% OF AIRLINES REVENUES
General challenges in African Countries

HIGH RISKS OF REVENUE LEAKAGES

- **Sales:**
  - Remaining Manual documents
  - Lack of issuing agent training
  - Permissive IT systems leading to higher error rates and frauds
  - Non-BSP countries

- **Flown:**
  - Poor flight closing
  - Connectivity issues in Airports

- **Interline:**
  - Poor knowledge
WITH A STRONG REVENUE ACCOUNTING:

1. Efficient System
2. Integrated Solution
3. Skilled Ressources
A STRONG REVENUE ACCOUNTING SOLUTION

- Complete Processing
  - Sales / Flown / Interline
- Integrated Prorate Engine
- Accurate Tax Management
- Efficient Flown data reconciliation
- Exhaustive control features incl. Automated alerts
- Enhanced integration with your PSS
- Flexibility from your provider
- Skilled internal team to support this process
New Module: Maureva Agent Web Portal

- Facilitate **Airline – Agent** relationship for non-BSP agencies
- Integration with SITA Wallet Service or Payment Gateway
- Better agent monitoring & reduced errors
WITH A PROACTIVE APPROACH TOWARDS REVENUE ACCOUNTING

- Identify points of improvement in your upstream processes
1. **Identify** agents and stations prone to error:
   - Training efforts

2. **Corrective** measures against fraud
   - Efficient ADM process

3. **Proractive** measures against errors and frauds:
   - ADM Management fees

4. **Encourage** Web Sales & Auto-Pricing
1. Use your Revenue Accounting teams to:
   - **Confirm** technical feasibility
   - **Analyse** profitability

2. Engage into strong bilaterial agreements:
   - **Efficient** invoicing process
   - Better revenue **forecasting**
REVENUE ACCOUNTING DATA IS KEY:

- Clear vision of earned and unearned revenues
- Only source of processed and accurate information delivered at coupon level
- Daily Reports
- Top management dashboards
- Macro and Micro Analysis
- Full audit trails
- KPIs: ASK / RPK / LF / Yield

Integration with other systems
→ Average Coupon Values to RMS
← Bookings integration from RMS
→ BI / DWH solutions feeding
(incl. SITA BI)

![Image of EDGAR Reporting]

Uplift Analysis (Fare+YQ)


Level 1: Route Analysis between 01 April 2016 and 30 April 2016
Revenue Accounting is key to:

1. Plug Revenue Leakages
2. Participate in process improvement
3. Provide accurate and timely analytics

Conclusion
Thank you.

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