Interline Travel Zone

Market overview

Many airlines offer discounted air travel and special terms and conditions to closed user groups of key customers and industry partners, whether it be duty travel for airline or cargo company executives, travel agents and their spouses, or the crew positioning departments of partner airlines.

However, the provision of interline travel services can be complex. In addition to providing a booking and ticketing function, the airline must; register and verify customers, manage and control multiple agreements and ensure terms and conditions are adhered to. On top of this fares must be calculated based on percentage discounts, and they need to agree on how the payment process should operate.

The operation of the interline service itself is usually the responsibility of individual business units within the airline, or in some cases the airline's staff travel department, who are constantly juggling resources and priorities. They tend to utilise a combination of adapted legacy systems and manual processes in order to fulfil the service requirement.

System overview

Calrom's Interline Travel Zone is enabling airlines to automate the interline travel process for closed user groups, improve service levels and the user experience, reduce operating and distribution costs, and gain complete control over the interline travel process.

It allows airlines to automate the registration process and specify how verification should operate, offer an online booking and ticketing service, and set up and control differing interline agreements and priority codes for specific closed user groups. In addition the system enables the management of credit terms and payment methods, and ensures bookings adhere to the appropriate terms and conditions.

Users are able to access the Interline Travel Zone at their convenience, and have full control over their bookings from passenger selection through to ticketing, and automated refunding if plans change.

### System architecture

System features and capabilities

- The airline has full control over the customer registration and verification process, all interline travel agreements, and the fulfilment process.

- Enables customers to self-service via the system's online passenger selection, flight availability, pricing, payment, ticketing and refunding functionalities.

- Supports ID and AD fare types, multi-currency and multi-language.

- Enables the airline to manage varying interline agreements and priority codes for specific closed user groups through one system.

- Can be integrated with the airline's own PSS or via NDC.

- Can be utilised to merchandise the airline's own NDC content.

- Can be white labelled to reflect the airline's brand and identity.

- MIS reporting capability.

Key benefits to airlines

- Low capital expenditure and a user pay transactional model ensures a rapid return on investment.

- Builds customer loyalty by offering state-of-the-art interline booking and management services.

- Optimises use of available inventory and network capacity.

- Lowers operating and distribution costs through effective use of automation.

Key benefits to customers

- Provides a high degree of self-service and control, available 24 hours a day.

- Intuitive user interfaces, logical flows and system generated reminders reduce complexities and simplify the interline travel booking process.

- Improves service levels and user experience.
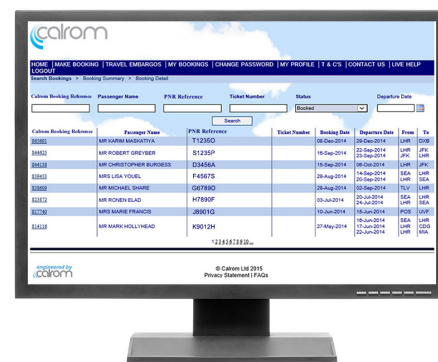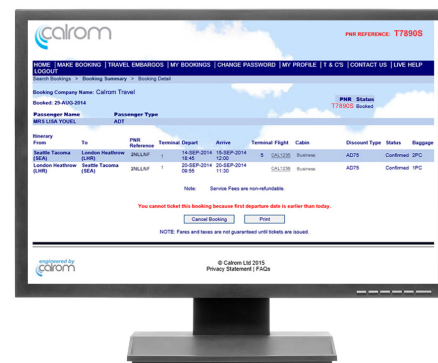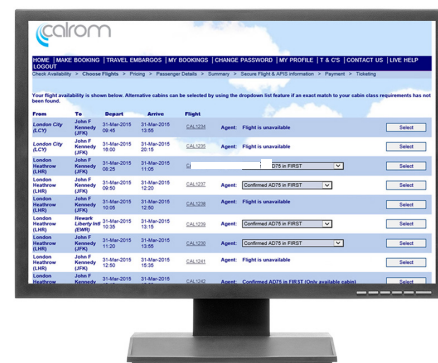
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