

# RightFlight

RightRez  
Travel Automation Solutions

**RightFlight facilitates air sales** while securing lower fares and reducing the need for GDS trained agents to sell air.

## KEY BENEFITS:

- Sales agents without GDS training can book air reservations within company business rules
- Reduces workload when processing in a robotic, auto-booking mode
- Travelers can choose the itinerary, which increases satisfaction and decreases complaints
- Net and published fares are supported
- Access the lowest fares on a wide range of carriers in 10-25 seconds (depending on GDS)
- Accommodates complicated travel needs such as travel-withs, stopovers and itinerary changes
- Works with: **amadeus** | **Sabre** | **Travelport**



**RIGHTFLIGHT** displaying flight availability and shopping features.

## KEY FEATURES:

RightFlight is an automated booking engine that can be accessed through an easy to use interface or operated in a robotic, auto-booking mode. It provides APIs, enabling your host reservation system to easily integrate for your reservation agents, air agents or even travelers themselves to book air seamlessly. RightFlight can also operate as a standalone website with a user log-in if integration is not possible.

**RightFlight works within your business rules. Some common categories are:**

- Apply markups
- Apply a budget and only show additional cost
- Add airline content
- Manage sale + CAT25 fares
- Validate connection requirements
- Validate arrival/departure time parameters
- Multiple airports in the same city/region
- Add TSA Information

After the air booking is complete, RightFlight can return the chosen itinerary and fare (quoted and actual) to your reservation or host system to complete the reservation process. RightFlight also integrates with the other RightRez products to manage the booking and secure the best fare available as inventory changes. *Note: RightFlight provides a full REST API, allowing the customer to develop a personalized user interface.*

# RightFlight By The Numbers



**850,000** passengers booked in 2019



**89%** booking success rate in 2019



**Over 5 million** passengers booked over the lifetime of RightFlight



RightFlight has provided air sales to agencies for **over 10 years**



## INTEGRATING TO RIGHTFLIGHT:

### HOW DO I INTEGRATE WITH RIGHTFLIGHT?

**RightFlight accepts API requests with all of the needed flight request details from your reservation system.** Results from the shopping request can either be directed to the RightFlight UI or a custom UI created on the reservation system side. After the air booking process is complete, an API response will be sent back with the air booking details. RightRez provides support to your developers during this integration.

### WHAT IF I CAN'T INTEGRATE RIGHTFLIGHT?

**Integration to RightFlight is not required.** There is an interface available that will allow users to input all flight request details. *Note: This method is not recommended for use by the end traveler.*



## SERVICES WE OFFER:

- Retrieve availability
- Book a PNR
- Retrieve a PNR
- Change a PNR
- Cancel a PNR
- Create shell PNR
- Generate email quote
- Seat maps
- Upsell



## RIGHTFLIGHT PROCESS:

### FLIGHT VALIDATION

**Certain business rules must be met in order for a flight to be considered valid.** These are based upon your needs. Some example validations are:

- Arrival/Departure Time Parameters
- Misconnects/Connection violations
- Invalid routes/Codeshares/Flight Numbers
- Too many connections or carriers
- Alternate/Multiple Airports

### FLIGHT ORDERING

**Flight ordering is completed based upon your company preference of best price or number of stops.** After the flights are displayed, the following shopping features are supported to enable the user to find their desired flight:

- Filter by carrier
- Filter by connection city
- Filter by flight number
- Filter by arrival/departure times
- Filter by number of stops
- Include/exclude codeshares



**RIGHTFLIGHT** displaying seat selection.

## FARE TYPES AND PRICING

**RightFlight can support several different fare types:**

- Net Fares (CAT35 and CAT25)
- Published Fares
- Consolidator Fares (if filed in same PCC/Office ID as other fares)

**The fare setup will depend on what is available to you through your GDS and what your internal air processes support.**

## ITINERARY PRICING

RightFlight is flexible in the way that it displays fares for each flight option.

**It can display:**

- Total fare plus a markup
- Package price - which includes cost of cruise/tour passed to RightFlight plus the fare and markup
- Additional cost based upon your budget
- All pricing models include a configurable Fare Breakdown

*Note: For any given flight option a business upsell and/or published fare can be displayed where applicable.*

## COMPLETING THE AIR BOOKING:

### PASSENGER INFORMATION

**RightFlight will save all of the passenger information passed in the air booking request and prepopulate the following items:**

- Name
- Booking Number
- Nationality
- Gender
- Date of Birth
- Passport Number
- Issuing Country
- Expiration Date

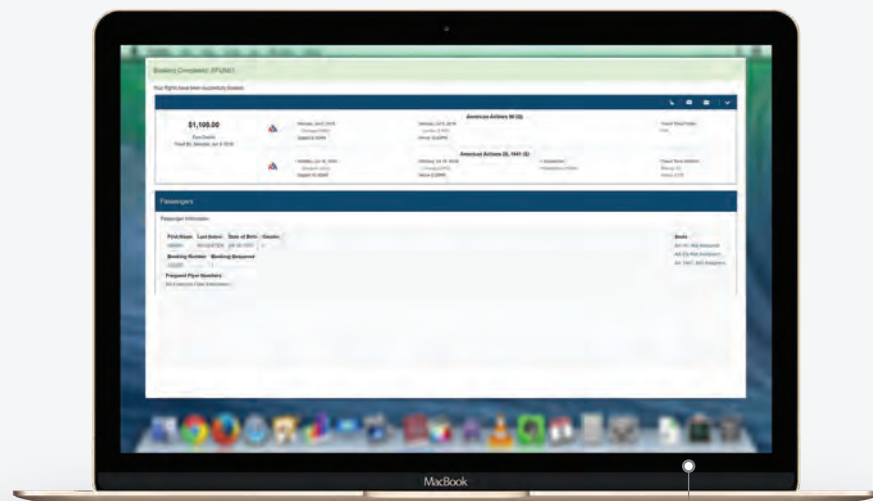
The user can then provide a seat preference, meal preference, request a wheelchair, and add frequent flier numbers.

### SEAT SELECTION

**Select seats for passengers** based on what is available through the GDS seat maps using a simple graphic interface.

### RECORD FINISHING

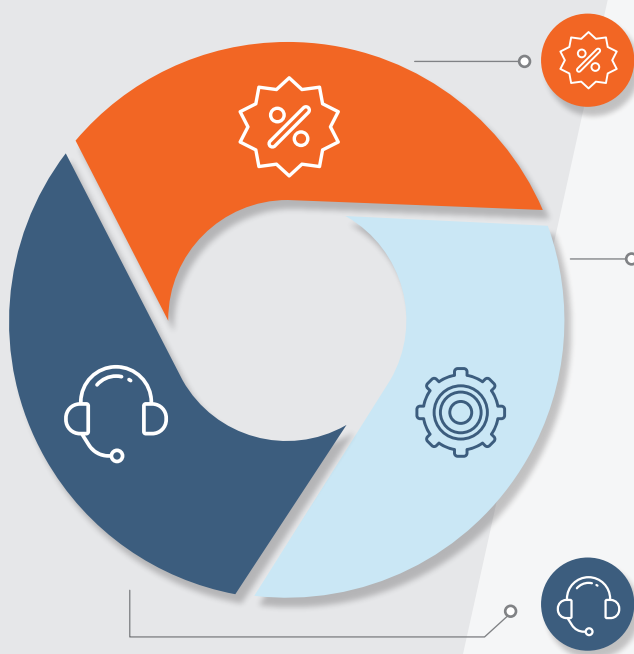
After Book Flights has been selected, RightFlight will create the air reservation in your GDS. It will add any airline content required by the air contract, any incidentals that the user provided in the interface, TSA information, and any custom remarks requested by you.



**RIGHTFLIGHT** displaying record finishing.



## IMPLEMENTATION CYCLE:



### SALES

- Needs Analysis
- Business Rule Discovery
- Proposal

### IMPLEMENTATION

- Business Rule Deep Dive
- Formulation of Implementation plan including team and timeline
- Configure RightFlight
- Train Client
- Client User Acceptance Testing (UAT) Period
- Product Launch

### POST IMPLEMENTATION/CLIENT SUPPORT

- Dedicated technical account manager
- Ongoing training as needed
- Updates to business rules and configuration as needed
- Analysis and support in solving new challenges/problems as they are identified

### CONTACT US:

**RightRez is a leader in air travel technology that provides creative automation to booking, mid-office, fare shopping and ticketing operations.** RightRez delivers results, adds efficiency and powers many of the top cruise and tour operators across the globe with a focus on air travel. RightRez manages your air reservations from start to finish providing automation tools to support and improve your current air department process. Visit [www.rightrez.com](http://www.rightrez.com) for more information.

### A FEW CURRENT RIGHTREZ USERS:



**For more information or to request a product demo, please contact:**

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