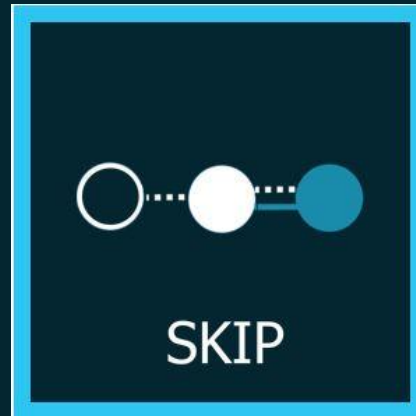




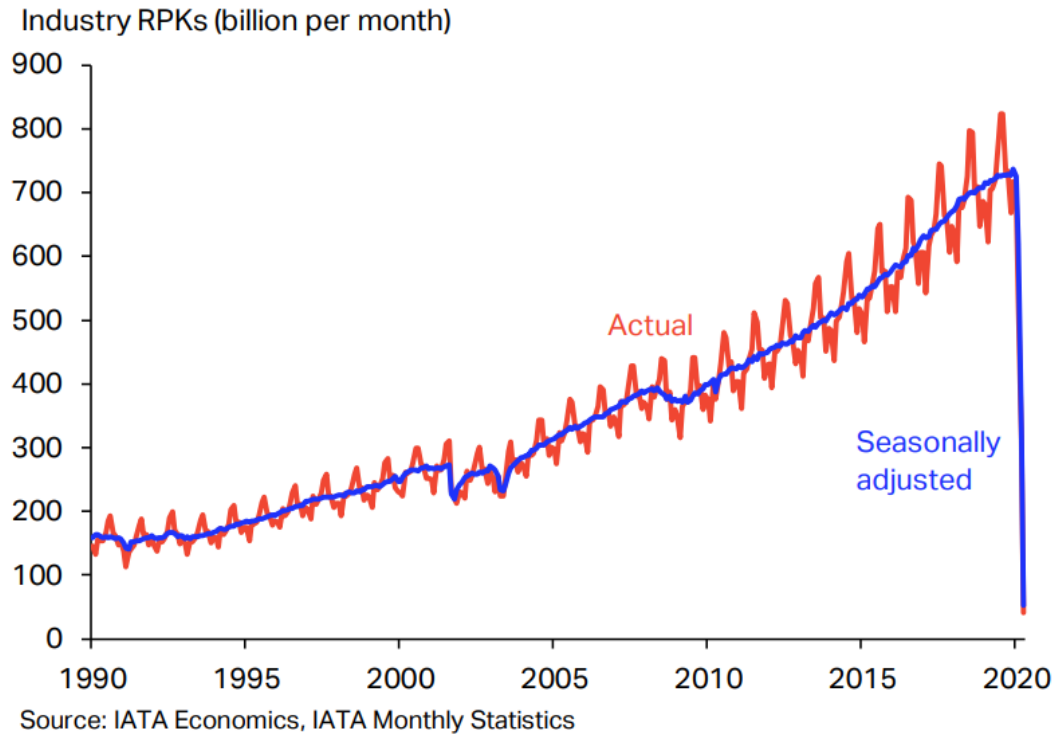
Case Study



Comprehensive solution for
flights cancellations

Covid-19 outbreak: 80 to 90% of flights are cancelled Hundreds of millions of customers need to be refunded

An unprecedented crisis



Airlines want to protect cash by issuing vouchers using the industry standard EMD
But the EMD issuance is a manual time-consuming process for Customer support

A burning pain
point for airlines
and customers

It takes...



5-8min /PNR

For a Customer support agent
to issue the related
Vouchers/EMD*

() : based on 15 contacted airlines/call centers*

Leading to...

Millions of requests

In Customer support backlog



High Costs



**Very long process
for customers**



**Huge workload for
Call Centers**

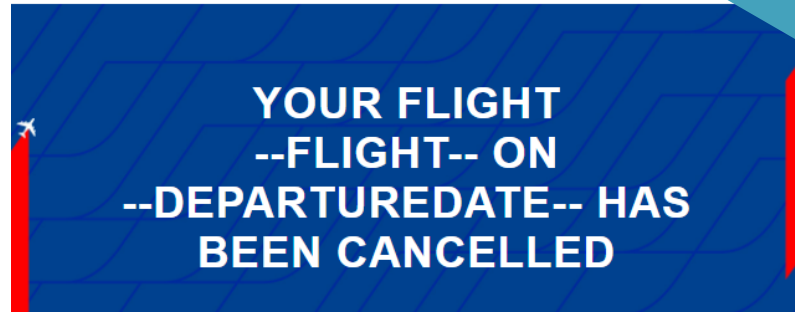
SMOOSS delivered a first solution in 5 days

Contacting customers to offer them instant voucher collection

smooss

A SMOOSS solution
delivered in 5 days

Email sent by SMOOSS
in white label



Votre vol --flight-- du --departureDate-- a été annulé - version en Français ci-dessous.

Dear --firstName-- --lastName--,

Due to the health situation linked to the Coronavirus (Covid-19), your flight --flight-- from --origin-- to --destination-- on --departureDate-- has been cancelled.

If you no longer wish to travel, and choose to cancel all your remaining flights, for all the passengers in your reservation, you can immediately collect your voucher worth your ticket amount by clicking on the below link (one voucher per passenger*).

- This voucher can be used until December 31st 2021 to purchase flights and options (Bag, Seat, Meal, Lounge...), totally or partially for flights operated by Air France, KLM, Delta Airlines or Virgin Atlantic, directly on our website or any Air France or KLM point of sale. It is non transferable.
- If you have not used your voucher, it will become refundable one year after its issuance date.
- You will benefit from a bonus up to 15% of your voucher value may you use it before October 31st 2020 for a travel date until June 15th 2021.

*If you have purchased additional services linked to your travel (Bag, Seat, Meal, Lounge...), a separate voucher will be issued for each of these services. The conditions of use and bonus will apply in the same terms to these vouchers.

CANCEL YOUR TRIP AND COLLECT
YOUR VOUCHERS

AIRFRANCE



In less than one week, SMOOSS delivered an efficient solution automating EMDs issuance. Customers can collect their EMD with only one click! This solution helps us to lower the number of requests sent to our Call Centers



Aurélie Redon, Disruption Manager

Air France was recognized for its Customer service thanks to SMOOSS solutions



Air France stands out from its competitors for its proactivity in taking care of customers impacted by COVID-19 flights cancellations



<https://thetravelersclub.boardingarea.com/vol-annule-aussitot-rembourse-air-france-tire-son-epingle-du-jeu-et-fait-figure-dexemple/>

Improving Skip (1)

Automate Voucher issuance considering all the travel specifics of the PNR



Extra-bag

Re-issued &
Partially Flown Ticket



Lounge
Access



Infant



*Skip is the only solution to handle paid options,
re-issued tickets, partially used tickets.*



SVP Customer support
Major Airline



Improving Skip (2)

Automate refund and rebooking / distribute across all touchpoints

Your flight is cancelled
Select one of the 3 instant solutions

You are currently booked on SO4812 Paris - Barcelona on Saturday 11 Apr 2020 at 14:00.

☐ 14:00 - Paris, Charles de Gaulle International Airport (CDG)
SO4812

☐ 15:00 - Barcelona, Barcelona International Airport (BCN)

OPTION 1 – Choose your new itinerary for free

Select your preference among flights eligible to [this special offer*](#)

Friday 10 Apr 2020

Saturday 11 Apr 2020

☐ 13:40 - 14:40	Direct	SO4802	FREE
☐ 16:40 - 17:40	Direct	SO3356	FREE
☐ 17:00 - 18:00	Direct	SO3366	FREE
☐ 18:10 - 19:10	Direct	SO3376	FREE

A comprehensive offer to customer with all options

CORSAIR

My reservation

Passenger name

Reservation number

SUBMIT

Integration to Manage my bookings flow

OPTION 2 – Cancel your trip and collect your vouchers

As our call centers are currently experiencing an unprecedented workload,  has set-up a simplified and automated refund process. If you wish to cancel your trip, including all remaining flights, for all passengers in your reservation, you can request an immediate refund via a voucher by clicking on the below link.

This voucher can be used during one year after its issuance to purchase flights and options (Baggage, Seat, Meals, Lounge, etc.), totally or partially for flights operated by Air France, KLM, Delta Airlines or Virgin Atlantic.

CANCEL YOUR TRIP AND COLLECT YOUR VOUCHER

OPTION 3 – Cancel your trip and get a refund

As our call centers are currently experiencing an unprecedented workload,  has set-up a simplified and automated refund process. If you wish to cancel your trip, including all remaining flights, for all passengers in your reservation, you can request an immediate refund via a voucher by clicking on the below link.

CANCEL YOUR TRIP AND GET A REFUND



By being accessible directly from Corsair website, Skip enables our customers to seamlessly collect their vouchers



Christophe Palu, Head of Revenue Management

Going further: Spend A plug & play API to redeem vouchers

Airlines HOME BOOK A FLIGHT MY BOOKINGS LOGIN

Your reservation **R7XVTD**

✈ ITINERARY

SAT, 29 AUG

- 10:45 - London, Heathrow (LHR)
SO1012
- 13:35 - New York, John F Kenedy International (JFK)

WED, 2 SEP

- 21:30 - New York, John F Kenedy International (JFK)
SO1313
- 09:35*1 - London, Heathrow (LHR)

👤 PASSENGERS

Mr Frank Sinatra	Passenger 1 (adult)
Mrs Barbara Sinatra	Passenger 2 (adult)

TOTAL PRICE EUR 814.94

- VOUCHER #517-1757913065 - EUR 200.00
- VOUCHER #517-3958056734 - EUR 200.00
- VOUCHER #517-4643810568 - EUR 40.50

Enter a new voucher code **APPLY**

BONUS - EUR 44.05

REMAINS TO PAY EUR 330.39 **PA**

Vous avez un bon de réduction ou un avoir?

Vous pouvez le saisir dans le champs ci-dessous. Pour toutes questions concernant les avoirs, [cliquez-ici](#)

APPLY THE DISCOUNT >

Spend API enables our customers to directly redeem their vouchers in our web booking flow. They can even get a bonus according to our commercial policy or a new EMD if they have not used the whole amount



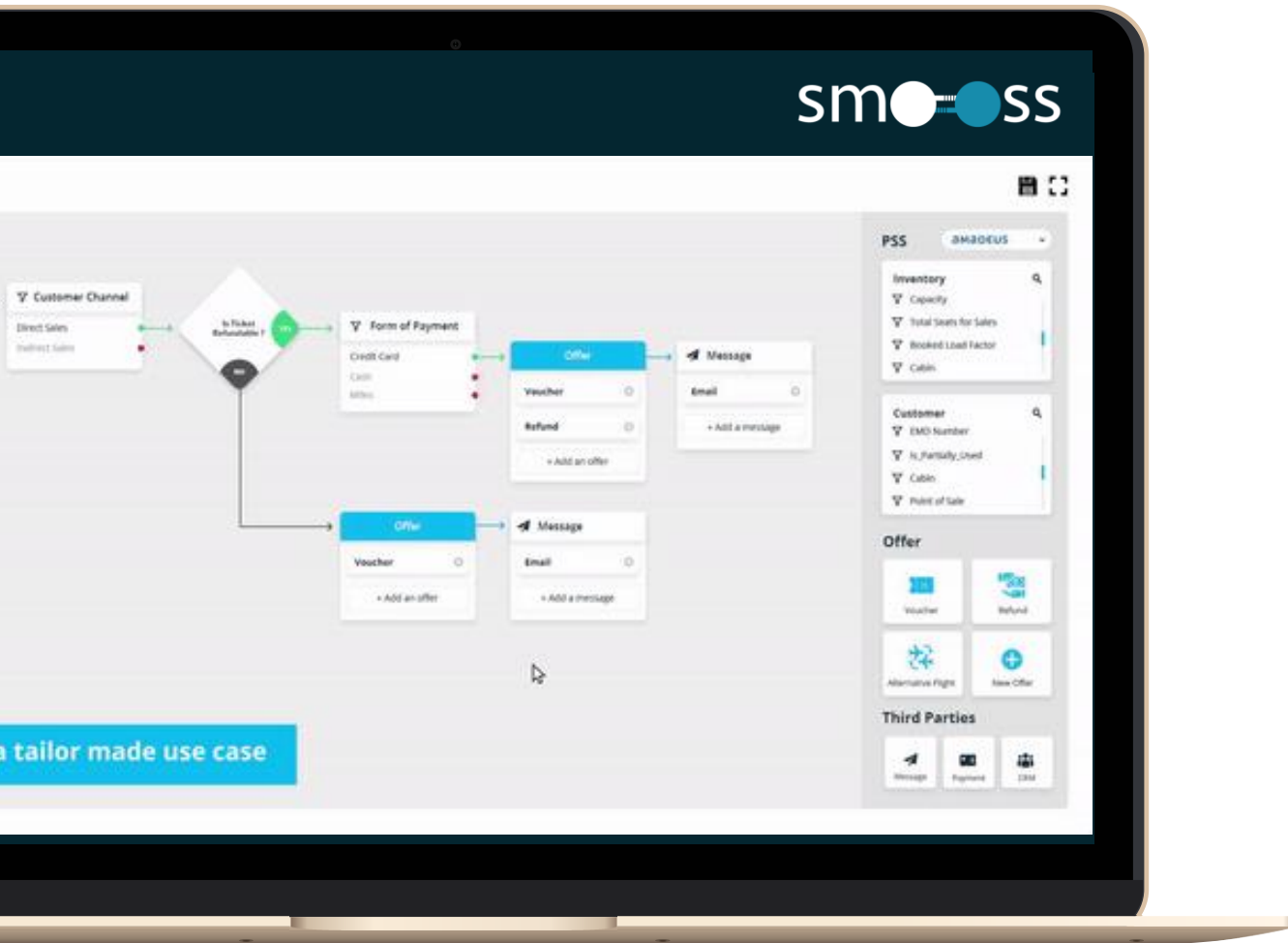
https://www.youtube.com/watch?v=p8J3FREBhjA&feature=emb_logo



Laurent Lunaud, Head of Digital Factory

How do we do that?

Thanks to our in-house layer on top of reservation systems powered by our low-code approach



Connect to the PSS through Web Services/APIs
retrieve and update **inventory and passenger data**



An abstract and agnostic **layer on top of reservation systems**
providing main features (book, change, refund, issue and redeem
vouchers, add ancillary)



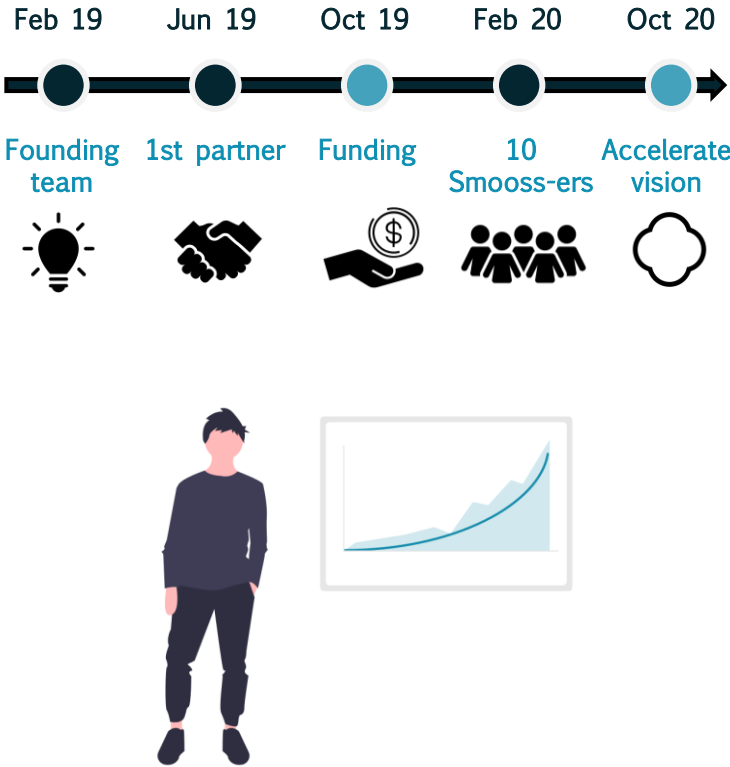
Design and implement a use case in a few weeks thanks to our **low
code approach**



Enrich the use case with **any third-party** like messaging systems,
payment providers or other reservation systems (taxi,
accommodation...)

Who are we?
10 SMOOSS-ers with airline and technology background

6 use cases live in
12 months



4 live partners
6 trial partners



3M+ processed passengers
4 achievements



SMOOSS helps travel companies increasing revenue and improving customer experience thanks to tailor made solutions designed on top of the reservation systems

Ancillary Platform

Offering a personalized experience through innovative ancillaries



Tailor made solutions



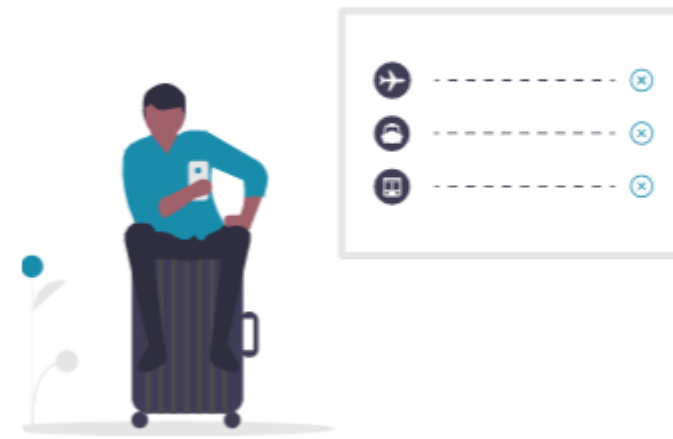
End to End process automation



A White Box Approach

Disruption Recovery

Restoring customer confidence through a smooth journey





Want to learn more ?

Contact us!

contact@smooss.io

www.smooss.io