

**PSS Project - Statement of Work – Reaccommodation Automation**

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Table of Contents

[1. Document Revision History 3](#_Toc509520391)

[2. Executive Summary 3](#_Toc509520422)

[3. Current Process 4](#_Toc509520516)

[4. Business Requirements 4](#_Toc509520517)

[5. Out of Scope 9](#_Toc509520518)

[6. Appendix A 10](#_Toc509520562)

# Document Revision History

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# Executive Summary

## Business Objective

Reaccommodation module of SPRINT ENTERPRISE needs to be enhanced to cater the flydubai requirement for reaccommodating passengers to and from disrupted flights due to operational requirement changes.

Currently this is a tedious & time consuming manual process being done by the Reservation Support Team. Reaccommodation Automation process will bring efficiency as well as accuracy further to reducing time, cost and effort in the man power resource utilization for this task.

The automation of the process will be where user can input disrupted flight details and the system runs to identify alternate flights and passengers are reaccommodated. This will be beneficial to accommodate operational changes both planned and disruption schedules rapidly.

This project will be done in phases which are to be decided based on the complexity on the solution and effort of development required for the same.

# Current Process

Following are the details of the current business process and required functions:

## Extracting passenger list from the disrupted flights:

Currently Planning Team send the details of the disruptions flights to Reservation Support team. Reservation support then cancels these flight(s) and then fetches the flight disruption reports from Crystal Reports. Based on the reports, passengers are reaccommodated to alternative flights via SPRINT ENT.

## Types of Disruptions & Action taken currently:

|  |  |  |
| --- | --- | --- |
| **SI #** | **Type of Disruption** | **Action taken** |
| 1 | Only Flight number change | New flight is created in SPRINT and passengers are reaccommodated to new flight with their onward connection if any and the old flight number is cancelled. In this case, reaccommodation is done first & then cancel the old flight number |
| 2 | Flight Cancellation | Passengers are reaccommodated to next flight to the destination with their onward connection, if any |
| 3 | SCHD change - Flight delayed without flight number change | No action required - Passengers are not reaccommodated as they will be travelling on same flight with new timings |
| 4 | SCHD change - Flight delayed with flight number change | New flight is created in SPRINT and passengers are reaccommodated to new flight with the new timings with their onward connection if any and cancel the old flight number |
| 5 | SCHD change - Flight departing earlier without flight number change | No action required - Passengers are not re accommodated due they will be travelling on same flight with new timings. |
| 6 | SCHD change - Flight departing earlier with flight number change | New flight is created in SPRINT and passengers are reaccommodated to new flight with their onward connection if any and cancel the old flight number. |
| 7 | Routing Change | TBA |

# Business Requirements

## Flight Number Search & Alternate Flight Listing:

### Ability to input a disrupted flight number and the tool should identify alternate prospective flights & the list of affected passengers. The search criteria should be:

O&D

Flight No

Date filter (Single or date Range)

Day of Week (Single or multiple Days of week or all days of week)

### The tool should have a configuration setting to list alternate flight list based on +/- hours or +/- days

### Ability to search and list alternative flights for the date (single or date range) and provide the next flight number(s) closest to departure for the same O&D

### Once the flights are displayed based on the search criteria, user should be able to see the disrupted flight(s) on the left side of the screen & the alternate flight on right side of the screen. The search results should display (both flights):

Departure date/time

Departure day

Arrival date/time

Flight Number

\*Flight Status (ACTIVE, CANCELLED etc….)

\*Booked load PTP – Business cabin

\*Booked load PTP – Economy cabin

\*Booked load – Total

\*\*No. of seats Available PTP – Business cabin *(Available seats should consider the number of seats available in J RBD)*

\*\*No. of seats Available PTP – Economy cabin *(Available seats should consider the number of seats available in Y RBD)*

Operating Aircraft type

Display More option.

Input Parameter for Alternate flight.

\**To be displayed on LEFT side of the UI*

\*\**To be displayed on RIGHT side of the UI*

## Reaccommodation Action:

### Ability to select alternate flights for all /selected number of passengers in the flight. There should be a provision to enter the passenger count to be reaccommodated to the alternate new flight in case the new flight does not have sufficient inventory for all passengers of the disrupted flight. For e.g. If there are 50 pax booked on the affected flight, there should be a provision to input a value, for say, only 30 pax to be reaccommodated to the alternate flight

### ~~There should be a provision to enter the passenger count to be reaccommodated to the alternate new flight in case the new flight doesn’t have sufficient inventory for all passengers of the disrupted flight~~

### There should be an option to select “Check all” or “Uncheck all’ flights from the list displayed based on the search criteria

### Insufficient seats availability on the alternate flight – If the alternate selected flight’s availability is less than the corresponding disrupted flight, the alternate flights should be highlighted to let the user know about the non-availability of sufficient seats.

### For the Inventory check, if available seats on the alternate flight are less than the number of PAX to be reaccommodated, flight records should be highlighted. The inventory check should be based on total PAX decrementing inventory and/or non-inventory decrementing PAX whichever applicable.

### Reaccommodation of all type of bookings should happen concurrently at 1 SAVE action

### All elements in the booking should be moved as-is to the reaccommodated flight without any change i.e. No change in cabin, O/D, PTC and also should move All/Selected passengers

### Reaccommodation should happen irrespective the booking is Fully paid/unpaid or Partial paid.

### Ability to extract SEAT report for manual handling. Current ‘Missing Seats Report’ can be used for tracking seat assignments.

### Passenger Notification post Reaccom should support functions as today in the new solution, see below. In addition to current function, there should be a provision to select “All” or only “Selected” flights where the notification to be sent

### Change Alert Pop Up

### Notify Passengers by – Email and/or SMS

## Control Checks & Validations:

### Flight Inventory check should happen during reaccommodation action. This is irrespective if a single or range of flights is selected from a date range.

### The inventory check should be based on total PAX decrementing inventory and/or non-inventory decrementing PAX whichever applicable.

### Max INFANT capacity check should be included

### Ability to overbook a Cabin/Flight with prompt message displayed to the user for acceptance & continue

### Standard validation prompt should be displayed in case the user is:

### Reaccommodating a booking from Economy pax to Business & vice-versa

### Reaccommodating a Business booking from 73B Aircraft to ALL Economy Aircraft (73H/73M) – *To be detailed on other A/C types*

### Cabin/Flight overbooking

### INF limit overbooking

### Exception report to be generated for Cabin/Aircraft overbook cases

### In case of insufficient seat availability on the new flight, reaccommodation should go through based on the priority (Detailed in section 4.4). There should be a check that reaccommodation should not happen partially in a PNR.

### For e.g. Group booking of 30 pax and due to insufficient seats availability, system shouldn’t pick up few pax & reaccommodate based on seats left in the alternate flight

### If the new flight time causes a misconnect for a connection flight, system should search for alternate flights for the connection ensuring MCT rules are met– MCT rules to be detailed

## Prioritizing passengers for Reaccommodation

During reaccommodation, passengers should be moved to the new flight based on the priority given below (order should be configurable):

### Business class

* 1. Passengers where the OB is boarded/Journey has started
  2. Connection bookings
  3. FFP with Tier Level
  4. Group bookings
  5. Point-to-point PNR

### Economy class

* 1. Passengers where the OB is boarded/journey has started
  2. Connection bookings
  3. FFP with Tier Level
  4. Group bookings
  5. Point-to-point PNR

## Audit Trails:

### There should be “Reaccommodation History” as a separate tab in the new reaccommodation solution. User should be able to search for the reaccommodation for a specific date or date range

### Any reaccommodation action using the NEW solution should be captured in Reservation History logging. Reservation history should be updated in the below scenarios:

1. Reaccommodated by System with business rules stored
2. Reaccommodated by System with manual intervention (User ID included) for system suggested flight
3. R-accommodated by System with manual intervention (User ID included) for manual input flight
4. Any override action of an overbooking of a Cabin/Flight)

## Minimum Connecting Time (MCT) Rules/Logic

### Currently Res support uses the below 3 reports as checks to ensure post reaccommodation was successfully completed

1. Time less than 1 hour
2. Connecting Time more than 24 hours
3. Connecting Timeless than 1 hour for GDS (FZ to FZ connections)
4. Connection should be valid between 1 and 24 hours
5. If the new time crosses midnight, consider day cross over and new flight date when reaccommodating

**Note** - System should support both DXB & DWC hubs.

Equipment change will not be required for automation as has very limited scope of tasks. Connecting FZ with interline or V.V. will not be handled as SPRINT currently does not allow the same.

## Scheduled & Manual Reports

### The below 4 reports should be generated post reaccommodation action via the module:

1. Affected Point to Point Passengers
2. Connecting Passengers moved to the next connecting flight
3. GDS PNRs where the Passengers need to be moved only for the connecting FZ flight.
4. Exception report

Scheduled & Manual Reports

**Scheduled Daily Reports**: Require scheduled daily reports to be sent for below transaction types:

Reaccommodations done with the reason i.e.

Flight number change

Flight delayed for departures within 24 hours.

Delayed for less than 30 Mins (Configurable time)

Delayed for more than 30 Mins (Configurable time)

Flight delayed for departures beyond 24 hours.

Delayed for less than 30 Mins (Configurable time)

Delayed for more than 30 Mins (Configurable time)

Flight pre-pone for departures within 24 hours.

Pre-pone for less than 30 Mins (Configurable time)

Pre-pone for more than 30 Mins (Configurable time)

Flight pre-pone for departures beyond 24 hours.

Pre-pone for less than 30 Mins (Configurable time)

Pre-pone for more than 30 Mins (Configurable time)

* 1. Reaccommodated by System with business rules stored
  2. Reaccommodated by System with manual intervention (User ID included) for system suggested flight
  3. Reaccommodated by System with manual intervention (User ID included) for manual input flight
  4. Reaccommodations done by User
  5. Reaccommodations done for a Date/ Date Range
  6. Reaccommodations done for booking channel i.e. FZ Channel/ GDS
  7. Reaccommodations done for – Business class, Point to Point or Connecting

**Manual Reports**: There should be an option where user could go to a UI & extract the reports based on above parameters. User should be able to extract the report in excel. Dash Board which will be designed to display the alternate flights can have another tab to input parameters for extracting manual reports.

## Exception/Special handling:

### GDS, Codeshare, Interline & Holidays bookings

# Out of Scope

# Appendix A

Current Flowchart as per current process:  
 