The future of airline management software **is in the cloud.**

ZAPWAYS

ZAPWAYS

Simple. Powerful. Flexible.

Zapways' hosted airline reservation and management software provides a comprehensive, low-cost solution for all aspects of the airline business, effectively integrating reservations, sales, flight operations, fleet management, finance, personnel and other data into one system.

Accessible.

By leveraging the latest cloud-based (SaaS) technology, airline managers have secure, real-time visibility into command and control aspects of airline operations. Airline employees have instant access to information necessary to perform their responsibilities, improve collaboration, and increase efficiency. Critical data is available anytime, anywhere, from any Internet-enabled device – that's SMART.

Affordable.

Zapways' hosted software offers the most affordable, intuitive, integrated solution on the market today. Powerful features, flexible configuration, and comprehensive functionality at a lower cost – that's SMART.

Zapways' hosted software is engineered to optimize the latest generation of cloud-based (SaaS) computing.

- ✓ No software to install or hardware to purchase.

- ✓ Rapid, flexible configuration for any airline.

- ✓ Scales easily for growth, custom features, and functions.

- ✓ Intuitive user interface reduces training time to hours rather than days or weeks.

- ✓ Seamless integration between functions and features.

- ✓ Cloud connectivity enables every authorized employee to access the system from any device or location.

- ✓ Advanced security technology.

- ✓ Compatible with legacy GDS, accounting, and other systems.

RESERVATIONS & E-TICKETING

SALES CHANNEL MANAGEMENT

LOYALTY PROGRAMS

FLIGHT PLANNING

CREW SCHEDULING

FLEET MANAGEMENT

MAINTENANCE SCHEDULING

FUEL ANALYSIS

VENDOR RELATIONS

INVOICING & COLLECTIONS

FINANCIAL CONTROLS

HUMAN RESOURCES

Reservations

From automated e-ticketing to online travel agencies to internet booking engines, airline reservations and distribution are more complex and dynamic than ever. Successful airlines require a comprehensive distribution and sales strategy to fuel revenue growth and maximize profitability.

Zapways' software provides the functionality to generate reservations and sales, with the flexibility to offer passengers an extensive range of travel options and ticketing enhancements.

Reservations and distribution are the heart of the commercial airline business. Don't let yesterday's infrastructure ground your profits. Our comprehensive reservations and sales functions provide all the tools you need to generate today's revenues and optimize tomorrow's strategies. Intuitive interfaces virtually eliminate the learning curve for employees, customers, and channel partners alike.

Our cloud-based architecture has the flexibility to keep your airline at the forefront of the dynamic air travel market, with a rich suite of features, including real-time flight inventory management, instant payment processing, and ancillary product sales.

Features include direct sales options via the web and call centers, GDS connectivity, and Application Programming Interfaces to web portals and code share services.

The reservation and e-ticketing process is fully automated through Zapways' web-based interface, and includes all the options required for a broad variety of ticketing scenarios and ancillary product sales.

Travel agencies and other sales channel partners obtain real-time flight inventory and pricing. International sales proceed smoothly with automated exchange rate currency conversions and credit and cash management features.

Payment processing solutions are built into each distribution channel, including real-time credit card processing, cash drawers for direct sales locations, and automated billing for travel agents and other third parties.

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KEY RESERVATIONS FEATURES

ANCILLARY PRODUCT SALES
- Baggage, in-flight entertainment, food, etc.
- Product up-sales, inventory control

CUSTOMER DATA REPOSITORY AND PROFILES
- Track booking and flight activity at the customer level
- Passenger notification tools - emails and messaging

CALL CENTER SUPPORT
- Frequent Flyer account management, history, and bookings
- No-shows, cancels, refunds, exchanges

DISTRIBUTION CHANNELS
- Direct sales from airline web site
- GDS sales, Web portals, Internet booking engines
- Travel agents, corporate accounts, sales offices

E-TICKETING, PNR BOOKING, RESERVATIONS
- Industry standard eTicket and PNR formats
- Flight search, price comparison, online booking, seat selection, ticketing

FARE MANAGEMENT
- Comprehensive support for fares, fees, taxes, promos, up-sales, etc.
- Multi-currency support

FREQUENT FLYER AND REWARD PROGRAMS
- Customer status recognition
- Partnership (e.g., Bank) Rewards Programs, Card Exports

GDS, CODE-SHARE, INTERLINE
- Supports SITA Type A and Type B messaging
- Integrate with third party APIs

PNR DATA
- Real-time view of booking flow and payment status per PNR
- Real-time access to each individual check-in record online

SALES TRANSACTION DETAIL & SUMMARY REPORTS
- Real-time transactions by channel

TRAVEL AGENCY AND CORPORATE ACCOUNTS
- Account Management: credit limits, commissions, invoices, payment, etc.
- Agency Billing and Collections (BSP)

> With the Zapways solution, we have secure, instant access to all important information anytime, anywhere, on any Internet-enabled device."
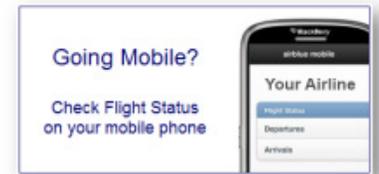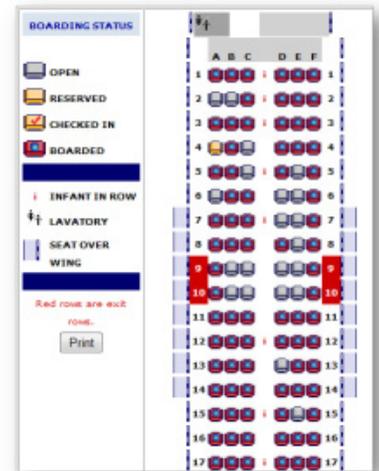
- AIRLINE EXECUTIVE

Flight Operations

Airline operations executives know that success depends on controlling both large assets and tiny details, from purchasing or leasing an aircraft to handling the smallest suitcase.

Zapways' Flight Operations solution provides managers with the tools necessary to get planes in the air and passengers to their destinations.
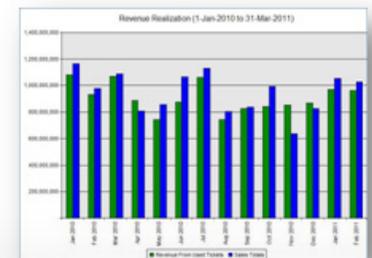
All the elements of flight operations are seamlessly integrated into a single platform, allowing operating managers and executives to work from the same robust system and data. Zapways' software comprises everything from baggage and cargo management to flight scheduling and real-time status to security notifications, to departure control systems and ground handling information.

Our departure control system ("DCS") interacts seamlessly with third-party and airport systems. Our fully-integrated DCS is capable of communicating with outside systems through a variety of methods, including SITA messages for airport transmissions, relaying any changes instantly, thus allowing airport resources the time needed to react effectively.

Our software provides senior managers with the information they need to increase operational efficiency, accurately measure plans vs. performance, and improve utilization of staff and equipment. Zapways' fully-hosted platform helps airlines mitigate factors that can cause delays and cancelations that frustrate passengers, enabling airlines to focus on customer service and smooth, on-time departures.

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KEY FLIGHT OPERATIONS FEATURES

BAGGAGE MANAGEMENT
- ✔ Baggage tracking, PIR, and claims processing

CARGO MANAGEMENT, REPORTING, BILLING
- ✔ Integrated cargo function reduces 'per unit' cost of processing

CREW MANAGEMENT & SCHEDULING
- ✔ Flight crew roster creation, work schedules and allowances
- ✔ Automated tracking of flight/duty time, certifications, expiry warnings

DEPARTURE CONTROL SYSTEM
- ✔ Passenger check-in and boarding control interface with airport systems
- ✔ Web-based application, KIOSK check-in, mobile device compatibility

FLIGHT INVENTORY MANAGEMENT
- ✔ Flight schedule management
- ✔ Single screen view to manage pricing and seat inventory for all flights

FLIGHT OPERATING DATA
- ✔ Key performance indicators: Yield, SF, RPK, ASK, etc.
- ✔ Real-time flight and segment analysis

FLIGHT STATUS INFORMATION
- ✔ Real-time flight status reporting
- ✔ Passenger list, cargo manifest, fuel uplift, departure/arrival details

GROUND HANDLING INFORMATION
- ✔ GPU, AC vans, air start, tractors, trolleys, stairs, cleaning, catering, etc.
- ✔ Equipment use analysis

SECURITY INTEGRATION
- ✔ Support for government security requirements: APIS, eBorders(UK)

THIRD PARTY SYSTEMS SUPPORT
- ✔ Supports SITA Type A and Type B messaging
- ✔ Flight data import and export – integrate with third-party APIs

Aviation fleet management is where the rubber meets the tarmac. Our feature-rich solution was designed to provide the highest possible levels of performance, compliance, and accuracy when it comes to managing inventory and valuable aircraft assets.
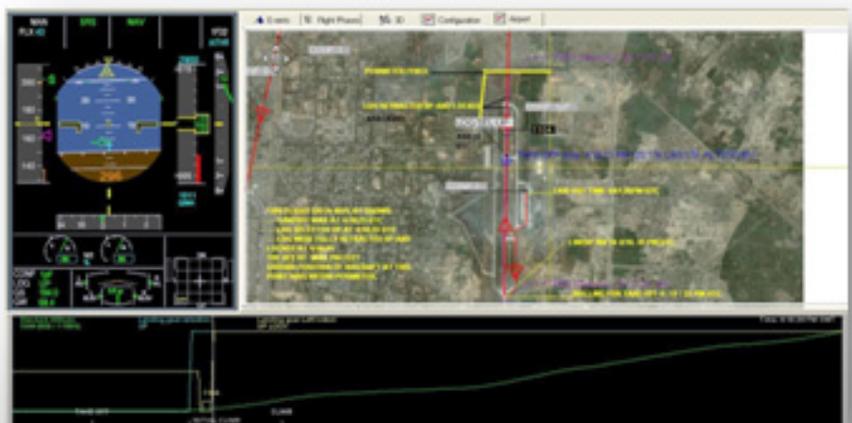
Fleet Maintenance

Zapways' fleet maintenance system integrates everything from equipment management and tracking to contract/lease compliance and reporting. It facilitates the creation of efficient maintenance plans, and incorporates commercial, operational, and technical requirements and restrictions.

Utilization Summary:

Description	SN	Utilization	
Airframe 6YR Check	3364	1	Month
Airframe 12YR Check	3364	1	Month
APU	P-3779	203.00	Hours
Engine	697595	346.47	Hours
Engine LLP	697595	167	Cycles
Engine	697598	346.47	Hours
Engine LLP	697598	167	Cycles
Landing Gear	B2844	1	Month

Check	Check Interval			Last performed		
	FH	C	D	Hours	Cycles	Date
A	600	750	100	11,801	5,422	15-Aug-2011
C	6000	4500	600	11,801	5,422	15-Aug-2011
D	72 months					3-Mar-2008

With user-friendly navigation tools and system-wide access to multiple functions and levels of data from a single screen, our software gives airline executives a complete picture of fleet status, as well as the ability to track parts, service agreements and vendor communications. Individual aircraft and part history, cycles, and checks are automatically updated to enable cost-effective equipment management and component replacement scheduling.

Zapways' software integrates flight operations, technical records, and leases, providing accurate, timely and reliable information at the fingertips of the entire maintenance organization. Our unique, cloud-based architecture allows both real-time monitoring and task management, as well as the insight needed to accurately forecast fuel requirements and other costs. Minimize aircraft downtime and maximize revenues with Zapways' fleet maintenance solution.

KEY FLEET MAINTENANCE FEATURES

AIRCRAFT INFORMATION MANAGEMENT SYSTEM
- Airframe, APU, engine, landing gear, etc.
- Real-time hours and cycle log usage reports, engine LLP status
- Maintenance event and task management

CONTRACT MANAGEMENT
- Lease compliance and reporting
- Maintenance and service agreements
- Online document management

E-INVENTORY (W/MIN-MAX LEVELS)
- Parts availability tracking, min-max reorder quantities
- AOG vendor directory and reports
- Multiple warehouse support

E-PURCHASING W/VENDOR INTERFACE
- Integrated material request processing
- Automated Purchase Orders

FUEL UPLIFT ANALYSIS
- Automated use confirmation
- Fuel vendor interface and audits
- Fuel requirements and efficiency from historical data

MAINTENANCE SCHEDULING
- Maintenance planning and real-time task management

UTILIZATION MANAGEMENT
- Real-time monitoring of hour/cycle ratios

VENDOR MANAGEMENT
- Directory, orders, electronic invoicing

Finance and Personnel

Finance and personnel features enable airlines to optimize crew scheduling and human resources, while providing the financial controls needed to compete and succeed.

Business intelligence tools help managers understand and monitor key performance indicators and other critical data to effectively manage operations and personnel.
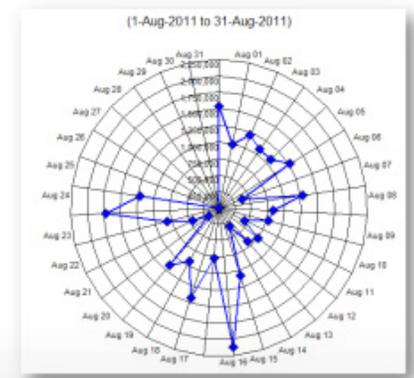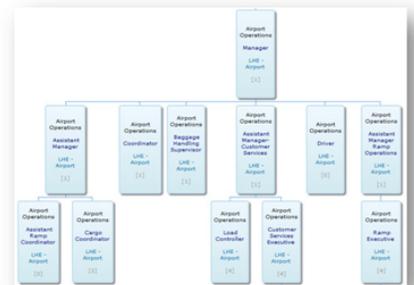
Zapways' software enables airlines to easily and instantly identify the most profitable routes, on-time performance – and reasons for any delays, and crew availability status.

We give managers the ability to generate pilot and crew schedules for maximum efficiency, minimizing costs while ensuring full compliance with all regulations, qualification checks and certification requirements. Comprehensive human resource management features include automated hiring, employee reviews, promotions, and payroll functions.

Our robust and comprehensive suite of financial features provides real-time cost and revenue data, and drill-down detail to monitor profitability by market, flight segment, and individual aircraft, giving management the ability to respond rapidly and make necessary adjustments. The system produces custom reports and includes banking, cash management, and accounting system interface functions. Advanced econometric techniques enable real-time monitoring of essential financial metrics.

KEY FINANCE FEATURES

ACCOUNTING SYSTEM INTERFACE
- Data import/export, API integration
- Real-time revenue accounting
- Purchase request, PO generation, and order fulfillment

AGENCY BILLING AND COLLECTIONS (BSP)
- Automated invoicing to travel agencies
- Custom BSP solutions for developing markets

BANK STATEMENT RECONCILIATION

CASH STATUS – CASH DRAWERS
- Deposits, payments, transfers, adjustments, audits
- Daily reconciliation

CHECK-IN AGENT CASH RECEIPTS

CREDIT CARD PAYMENT PROCESSING
- Real-time payment processing
- Utilize multiple payment gateways for redundancy

CREDIT LIMITS MANAGEMENT
- Travel agents, corporate accounts, etc.

GRAPHICAL REPORTING TOOLS

MULTI-CURRENCY ENABLED

PAYMENT AUTHORIZATIONS
- E-Purchasing w/ vendor interface
- Integrated material request processing
- Automated Purchase Orders

PERFORMANCE METRICS
- Real-time reporting and data feeds, customized metrics
- Profitability analysis by market/ sector/flight/aircraft/etc.

TAX MANAGEMENT & REPORTING

KEY PERSONNEL FEATURES

ADMINISTRATIVE DATABASE
- Complete access to airline procedures, rules, regulations, and documentation

CERTIFICATION COMPLIANCE

CREW ALLOWANCE MANAGEMENT

EMPLOYEE RECORDS

EMPLOYEE REVIEW REPORTS

FLIGHT CREW ROSTERS

HIRING PROCESS MANAGEMENT
- Employment applications
- Interview scheduling
- Qualification screening

JOB DESCRIPTIONS & SECURITY LEVELS

ONLINE APPLICATIONS

ORGANIZATION CHARTS

PAYROLL (WITH AUTO BANK DEPOSITS)
- Adjustments, annual returns, taxes

PERSONNEL ACTIONS
- Approvals, performance reviews, promotions, transfers, terminations

PROPERTY TRACKING

SALARY REPORTS AND HISTORY

WORK SCHEDULES

Zapways' solution is ready when you are.

Zapways' fully-integrated reservations and management software allows airlines to optimize reservations and distribution, sales channel management, customer service, flight operations, fleet maintenance, financial reporting and human resources – with no hardware to buy or software to install.

We provide essential tools designed by airline professionals for airline professionals.

We deliver a robust, proven, state-of-the-art solution for airlines of any size.

Take advantage of the industry's most cost-effective, integrated, and intuitive solution.

Simple. Powerful. Flexible.

Contact us for a complimentary web demo today.

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KEY FEATURES	BENEFITS
Real-time flight status.	Provides management with constant, real-time overview of operations, with ability to change pricing, crew, equipment, etc., as needed.
Critical operating metrics and financial performance by segment, market, aircraft, etc.	Allows management to make informed decisions based on current operating and financial information.
Integrated flight, passenger, employee, fleet, equipment, and financial information in one system.	One source for all critical information. Unified, integrated system can support and promote company culture and brand.
Scales easily to accommodate growth.	Allows managers to continually adapt and innovate in step with evolving needs and conditions. Add routes, aircraft, and ancillary revenue products as needed.
Ability to interface with legacy distribution (GDS), accounting, and other systems.	Leverage past investment and support industry partnerships.
Ability to both use and bypass traditional distribution channels, and grow Internet-based direct sales.	Exploit multi-channel distribution opportunities. Shift sales to lower cost online distribution.
Centralized customer data.	Ability to create effective marketing campaigns and targeted customer promotions.
Internet self-service features such as e-ticketing, online exchanges, and advance boarding passes.	Ease of use, cost-savings, and real-time passenger information.
Automated processes in traditional distribution channels such as travel agency communications and management.	Reduce cost of sales; increase control over channels.
Revenue management for a variety of sales channels and products: Internet sales and check-in; kiosk sales and check-in; online ticketing; e-ticketing; baggage check-in and sales; cargo sales; entertainment sales, etc.	Design revenue models that offer a broader range of service attributes and sales locations.
Customizable Internet booking features for travel agencies and corporations.	Increase revenues. Reduce cost of sales.
Travel-related sales for merchandise, entertainment and ancillary products.	Increase revenues.
Comprehensive HR/employee tools and functions. Automated hiring, employee review, payroll processes, etc.	Manage organizational architectures and internal processes more efficiently. Reduce costs.
Automated inventory controls and purchasing processes.	Reduce the cost of coordinating and transacting business throughout the airline's supply chain.