



Save costs by using a centralized settlement for all your payment streams. Be part of our SIRAX® community.

SIRAX/Credit provides settlement for credit cards and alternative payments including payment reconciliation and claim management for airlines of any size.

Usually airline credit card billing processes differ from country to country. SIRAX/Credit allows significant cost savings through harmonized invoicing. Additional transparency can be created and more detailed data can be provided to the credit card companies.

Beside this, incoming inquiries and claims from card holders have to be answered and chargebacks from the credit card acquirers have to be handled. The data variety and volume require complex invoicing agreements and differentiated accounting procedures.

SIRAX/Credit from Lufthansa Systems is a state-of-the-art solution which meets these challenges. The system supports the entire process of card billing and claim handling.

SIRAX/Credit provides the quick and efficient invoicing of ticket sales paid by credit card. Settlement comprises all internal sales (e.g. from stations, Internet, call centers) as well as transactions conducted through agents. In addition, other credit card sales such as in-flight sales and cargo business can also be settled via SIRAX/Credit.

> Benefits

- Cost savings with centralized settlement
- High degree of automation
- Reliable and scalable for any airline size
- Modular configuration for tailoring to individual business needs

> Features

- Quick settlement and support for alternative payments
- Flexible configuration to customers' needs
- Integrated background real-time accounting
- Perfect ERP Integration

Finance Solutions

SIRAX/Credit is a component of our Finance Solutions. Our portfolio of integrated solutions provide 360° financial process coverage, our community and industry driven products are in best practice with IATA compliance. As a user, you are involved in the implementation of industry changes and vote for free product enhancements. With SIRAX/RA, SIRAX/Cockpit, SIRAX/Convert and SIRAX/Credit, we provide a full set of products in the area of finance to you. This is enhanced by the services p/s-Engine, taxService and our Consulting segment.

Features and functions

Faster credit card settlement

Registering the transactions in the system takes place automatically and can also be performed manually if necessary. The standard incoming formats are HOT (Hand Off Tape), CAT (Carrier Accounting Tape), ACCBF (Automated Credit Card Billing File), and CSP (Credit Card Settlement Plan).

Further formats can also be installed flexibly. SIRAX/Credit features individually definable check routines which monitor the imported data and generate interactive error lists. Faulty transactions can be corrected or excluded from the invoicing process. All changes are logged. Posting rules can be created for different business transactions. The error-free transactions are posted and charged to the respective business partners at individually definable times.

Invoicing is performed either as a data file or in paper format. Grouping according to different parameters is simple. The standard invoice format is CSP. Formats of American Express as well as Discover are also supported. Here too, other formats can be installed flexibly. A database records all the settled transactions including their change history, making them available for online queries and analyses.

Optimized claim handling

Claim processing options are available with the integrated claim module. This reduces manual operations, provides transparency in all claim operations, and allows automated postings of chargebacks. SIRAX/Credit allocates the original billing operation to each claim case via the credit card number and ticket number.

Incoming claims (inquiries and chargebacks) can be registered manually by means of a user-friendly screen. SIRAX/Credit automatically adds relevant information from the originally invoiced transaction.

All actions taken as well as the current status of the claim case can be captured to allow the detailed tracking of all work steps. Corresponding documents (e.g. Word correspondence or any kind of PDF document) can be added as attachments to the claim case.

Pre-defined actions such as card exchange, chargeback, reverse transaction, and transaction corrections for re-billing are also available. The resulting postings are made automatically by the system.

Additional reporting functions complete the range of service functions. SIRAX/Credit can be used together with Lufthansa Systems' Revenue Accounting solution or as a stand-alone product on any SAP platform connecting to any General Ledger (G/L) system.

