Refunds-as-a-Service (RaaS)

Ticket refunds are traditionally complex and time-consuming. They are frustrating for customers and pose a fraud risk to airlines. In times of high refund traffic, Refunds-as-a-Service (RaaS) offers a seamless process, reducing customer frustration and ensuring quick, secure refunds.

Only complex cases need hands-on attention: refunds are automated, with exceptional cases handled manually

Virtual convenience: the cloud-based solution grows with your needs to provide secure, efficient refunds no matter the volume

A complete picture: real-time analytics and reporting give you an up-to-date view of the process

Security all but guaranteed: our solution integrates enhanced fraud detection and prevention

RaaS takes much of the work out of refunding tickets, speeding up the resolution process for greater convenience and higher customer satisfaction.

Automation eliminates some of the key challenges – like human errors in calculations, inefficiencies and delays – which can cause or exacerbate customer complaints. The solution is scalable according to fluctuating refund demand – meaning refunds can be processed quickly, smoothly and in large volumes even in the event of another crisis like the COVID-19 pandemic.

RaaS's real-time reporting and fraud prevention capabilities help you minimise revenue loss and avoid accidental duplication of payments.

Key benefits

Speed and efficiency:
faster refund resolution with less manual intervention

Fraud protection:
prevent fraud with real-time monitoring and automated duplicate payment checks

Better cashflow forecasting:
makes costs more predictable and boosts profitability

Consistent improvement:
real-time insights to inform future strategy