

**YES** TRANSACT**YES** BANK

## Akbar Travels Online

**API Banking automates collections from 8500+ travel agents across India.**

Akbar Travels Online is the one of leading travel portals providing flight, rail, bus and hotel booking services to travel agents in India. Akbar Travels has 97 branches all over India of which 57 are approved by International Air Transport Association (IATA).

## Challenges

Significant lead time to process agent requests and release tickets

Manual tracking of NEFT / RTGS followed by subsequent calls from agents

Non automated process prone to manual errors, refunds of excess payments

## YES BANK's Innovative Receivable Solutions

### Tracking Transactions

Integration of YES BANK and client system to validate transaction real time, receive exact amounts and release tickets to agents

### Process Automation

Automated identification of agents and subsequent credit / booking reducing call management volumes

Automation of processes at client end for entire agent blocking and booking

## Benefits

Significant reduction in turnaround time leading to better customer experience through instant ticketing

Instant reconciliation of electronic receipts and exact amount credits from agents

Call based manual tracking eliminated in addition to automation of internal processes at client end

## Process Flow: E-Collect through Webservice Validation

