



**distal & itr group**

General Sales Agent for Italy

Aerpostal . Air Gabon . Air Mandalay. Air Zimbabwe . Avis .Biman Bangladesh Airlines. Blue Panorama Airlines. Corsair .Cubana de Aviacion.  
Eritrean Airlines. E.R.L . Mea Cargo. MIAT Mongolian Airlines. Montenegro Airlines .Nationwide. Myanmar Airways International .  
Rossiya. Srilankan Airlines. Ukraine International Airlines . Varig

## **COMPANY PROFILE**

Distal & ITR Group has been formed with the sole purpose of servicing airlines, by integrating all the services offered by a General Sales Agent in a territory.

Distal & ITR Group as a true GSA servicing on line and off-line airlines provides full commercial, administrative and representation support in Italy and neighbouring markets.

Distal & ITR has NO agency-related activity (passenger or cargo) nor has the company any affiliation with such agencies. This allows Distal & ITR to sustain a non-aligned position in the vast IATA and non-IATA agents market and achieve equal product placement, distribution and effective penetration for the client airline.

The company's commitment to the trade as well as the professionalism of its organization have made Distal & ITR Group one of the most recognized airline servicing companies in Italy today.

The human resources of the group consist of more than 100 staff, who have extensive experience in the airline business, are market-oriented and trained to perform specialized tasks.

## **Group Participation & Legal Names**

### **DISTAL S.R.L.**

(General Sales Agent activity)

Established in 1987

Chamber of Commerce Registration n. 639098

### **I.T.R. INTERNATIONAL TOURIST REPRESENTATIVES S.R.L.**

(General Sales Agent activity)

Established in 1981

Chamber of Commerce Registration n.467628

### **I.T.R. HANDLING S.R.L.**

(Cargo & Airport Services activity)

Established in 2001

Chamber of Commerce Registration n. 968308

### **CIM AIR S.R.L.**

(General Sales Agency activity)

[www.cimair.it](http://www.cimair.it)

Established in 1968

Chamber of Commerce Registration n. 565517



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## **BLUE PANORAMA AIRLINES**

(Private Italian Carrier)

[www.blue-panorama.com](http://www.blue-panorama.com)

Established in 1998

Based in Rome-Fiumicino Italy performs schedules and charter operations

## **BLU-EXPRESS**

In November 2005 Blue Panorama Airlines has launched its “low cost” activity under the Blu Express brand name. Sharing Blue Panorama crew and aircraft, Blu Express flies to domestic and european destinations from the Rome Fiumicino airport base. Its “low cost” fares, starting from a little as € 9,99 per sector are available through its [www.blu-express.com](http://www.blu-express.com) website, the call center and the traditional travel agencies network.

The immediate success of the Blu Express is perfectly defined by the “pay less-fly blu” formula.

The Chairman and C.E.O. of the Group and Blue Panorama Airlines, Mr. Franco Pecci, has a rich background in commercial aviation and is well established in the European and International airline community.

Founded in December 1998, Blue Panorama Airlines currently maintains a fleet of 4 Boeing 767-300ER, 2 Boeing 757-200, 3 Boeing 737-400 and 2 Boeing 737-300 aircraft, plus 2 Piaggio P180 for executive flights and is proud to be launching customer for the new Boeing 787 ‘dream liner’ in Europe.

Scheduled & chartered services operated from Italy include destinations in the Caribbean and Central America the Far East, Europe and Africa.

## **DISTAL & ITR REPRESENTATIONS**

SOMALI AIRLINES	- since 1981
BIMAN BANGLADESH AIRLINES	- since 1981
AIR ZIMBABWE	- since 1991
UKRAINE INTERNATIONAL AIRLINES	- since 1994
CUBANA DE AVIACION	- since 1995
MYANMAR AIRWAYS INTERNATIONAL	- since 1996
BLUE PANORAMA AIRLINES	- since 1998
MIDDLE EAST AIRLINES	- since 1999
CORSAIR	- since 1999
AIR GABON	- since 2001
MONTENEGRO AIRLINES	- since 2001
AEROPOSTAL	- since 2002
ERITREAN AIRLINES	- since 2003
SRILANKAN AIRLINES	- since 2005
NATIONWIDE	- since 2005
ROSSIYA	- since 2005
MIAT MONGOLIAN AIRLINES	- since 2006
AIR MANDALAY	- since 2006
VARIG	- since 2007
<u>Other</u> AVIS – RENT A CAR	- since 2003
ERL Emilia Romagna Lines	- since 2007



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### **MANAGEMENT**

Franco	PECCI	(Chairman & Managing Director)
Francesco	VENEZIANO	(VP Products, Operations, Sales & Distribution)
Massimo	DE DONATO	(VP Accounting & Finance)
Alessandra	PECCI	(Marketing & P.R. Manager)
Antonio	BARRECA	(Products Manager)
Alessandro	CUCIUC	(Products Manager)
Roberto	SCALZITTI	(Product Manager –Varig)
Raffaele	PISACANE	(Operations & Distribution Manager)
Fabrizio	GMEINER	(Sales Force Coordinator)
Raffaele	CHELINI	(Airports Handling Manager)
Francesca	MILAZZO	(Cargo Manager)
Marino	MARINI	(Contract Manager Air Brokers Department)
M.Cristina	PEPE	(Assistant to Chairman)
Giovanna	RIZZONI	(Assistant to VP Products, Operations, Sales & Distribution)
Barbara	ALBANESE	(Assistant to VP Accounting & Finance)

### **INFRASTRUCTURE**

[www.distal.aero](http://www.distal.aero)

### **CITY OFFICES**

Rome, Fiumicino, Milan.

#### **Rome:**

Sales Office, registered as legal main office

00187 - Via Barberini, 111 - ground floor (170 sqm)

Phone 0039 06 487711 r.a. Fax 0039 06 4883342 - [bookingrom@distal.it](mailto:bookingrom@distal.it)

(Agency Supervisor – Enrico NATALI)

#### **Fiumicino:**

Commercial Division: Marketing, Sales, Product Management, Call Centre, Internet and Space Control, Customer care, Lost & found.

Administration: Auditing, Accounting, Revenue Account, BSP monitoring)

00054 – Viale delle Arti, 123 – Pal. D – 2<sup>nd</sup> floor (510 sqm)

Phone 0039 06 60214.1 Fax 0039 06 60214.860

Email: [commerciale@distal.it](mailto:commerciale@distal.it); [adm@distal.it](mailto:adm@distal.it); [lost&found@itrhandling.it](mailto:lost&found@itrhandling.it)

#### **Milano:**

Sales and Representative Office

20122 - Via Paolo da Cannobio, 2 - 3rd floor - (180 sqm)

Phone 0039 02 885517.1 r.a. Fax 0039 02 72.00.16.70

Email: [bookingmil@distal.it](mailto:bookingmil@distal.it) [commercialemil@distal.it](mailto:commercialemil@distal.it)

(Agency Supervisor – Sonia LUPI)



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## **AIRPORT OFFICES**

Fiumicino, Malpensa, Bologna

### ***Fiumicino:***

(Management, Passengers & Ramp services)

00054 – RM - EPUA Building – 6th floor - Room n. 622 (20 sqm)

Phone 0039 06 65011277 – Fax 0039 06 65019742

Sita Code : FCOKKBV

Airport ticketing office c/o Terminal C

Email: [r.chelini@itrhandling.it](mailto:r.chelini@itrhandling.it)

(**Station Manager** – Raffaele CHELINI)

### ***Malpensa:***

(Management, Passengers & Ramp services)

21010 VA - Aeroporto di Malpensa – Terminal 2 (100 sqm)

Phone 0039 02 74854853 - Fax 0039 02 58587075

Airport ticketing office c/o Terminal 1

Email: [paxmxxp@itrhandling.it](mailto:paxmxxp@itrhandling.it) [cargomxxp@itrhandling.it](mailto:cargomxxp@itrhandling.it)

(**Station Manager** – Michele SCUDERI)

### ***Bologna:*** passengers & ramp service

40132 – Aeroporto G. Marconi – Via Triumvirato 84

Phone 0039 051 6479297 – Fax 0039 051 6479298

Email: [r.chelini@itrhandling.it](mailto:r.chelini@itrhandling.it)

(**Station Manager** – Raffaele CHELINI)

## **CARGO OFFICES**

Fiumicino, Malpensa

(**Cargo Manager** – Francesca MILAZZO)

Email: [f.milazzo@itrhandling.it](mailto:f.milazzo@itrhandling.it)

### ***Fiumicino:*** Cargo Handling office

00054 – RM - Cargo city, entrance 3, 2° floor,

Phone 0039 06 65011450 – Fax 0039 06 65011420

Email: [cargofco@itrhandling.it](mailto:cargofco@itrhandling.it)

### ***Malpensa:*** : Cargo Handling office

21010 VA - Aeroporto di Malpensa – Terminal 2

Phone 0039 02 58587127 - Fax 0039 02 58587075

Email : [cargomxxp@itrhandling.it](mailto:cargomxxp@itrhandling.it)



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## **DISTAL AIR BROKERS OFFICE**

**(Contract Manager - Marino MARINI)**

***Milano:***

20122 - Via Paolo da Cannobio, 2 - 3rd floor

Phone 0039 02 885517204 Fax 0039 02 72.00.16.70

Email: [m.marini@distal.it](mailto:m.marini@distal.it) ; [airbrokers@distal.it](mailto:airbrokers@distal.it)

## **BRANCHES & SERVICING OFFICES ABROAD**

Havana (Cuba), Bangkok (Thailand), Colombo (Sri Lanka), Tripoli (Libya), Athens (Greece).

***Havana:*** Sales & Passenger office

**Hotel Havana Libre Tryp – office 1-08 Calle L Y 23 Vedado, Havana, Cuba**

Phone 00537 8332248 – fax 00537 8332392

Email: [miguelangel@distalcaribe.co.cu](mailto:miguelangel@distalcaribe.co.cu)

***Bangkok :*** Sales & Representative office

27<sup>th</sup> floor, Rajanakarn Building, 183 South Sathorn road, Bangkok 10120

Phone 0066 02 6143030 – Fax 00537 6766131

Email: [bvbkk@federal.co.th](mailto:bvbkk@federal.co.th)

***Colombo :*** Sales & Representative office

« Jetwing House », 46/26 Navam Mawatha, Colombo 02, Sri Lanka

Phone 0094 11 234 5727 – Fax 0094 11 4710702

Email : [airlines@jetwing.lk](mailto:airlines@jetwing.lk)

***Tripoli :*** Sales & Representative office

Ibn Khaldoun str. In front of Tripoli International Fair

P.O. Box: 91558 Tripoli - Libya

Phone 00218 21 4442902 , 00218 21 3330097 - Fax 00218 21 3334906

Email : [ashah@sky-itr-libya.com](mailto:ashah@sky-itr-libya.com)

***Atene :*** Sales & Representative office

IntermodalAIR S.A.

25, Fillelinon Str., 10557 Athens - Greece

Phone 0030 210 3716370 - Fax 0030 210 3249152

Email : [info@intermodalair.gr](mailto:info@intermodalair.gr)



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## AIRPORT OFFICES ABROAD

**Havana:** ( passengers & ramp service)

Josè Marti Airport – Terminal 3 Arrival Area

Phone 00537 6497343 – Fax 00537 2664711

Email: [distalaeropuerto@enet.cu](mailto:distalaeropuerto@enet.cu)

**Bangkok :** ( passengers & ramp service)

c/o TAGS

room 5725 5<sup>th</sup> Passenger Terminal 2 Bangkok International Airport

Vibhavadi-Rangsit Rd. Seekan, Donmuang Bangkok 10210

Phone: 0066 02 5354780 – Fax 0066 02 5351941

Email: [pipat@tags.co.th](mailto:pipat@tags.co.th)

**Colombo :** ( passengers supervisor & service)

c/o Jetwing

F5, Level #1 Bandaranaike International Airport, Katunayaka, Sri Lanka

Phone: 0094 11 2252861 (General) Ext. 4947

Fax: 0094 11 2251514 (Direct)

Email: [manjulah@jetwing.lk](mailto:manjulah@jetwing.lk)



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## **MAIN ACTIVITIES**

### **RESERVATIONS & TICKETING**

The group maintains modern facilities with all up-to-date equipment, as necessary for the reservations & ticketing services of the client airline at all city and airport offices.

Main source for this performance is Distal's own tailor made software specific for booking and management, ABS (Airline Booking System).

This system, internet based, is capable to search into any CRS, whose access is granted by authorized signature and password, furnishing, both in a professional layout and in a friendly windows screen, immediate answer and confirmation of seats availability to any client, being individual customer or professional travel agent.

ABS, besides its reservation and selling performances is a full management software capable of registering daily sales, generate statistics, manage tickets stocks, generate invoices and create monthly sales reports for airline.

### **SALES**

A vibrant sales force composed by 8 sales representative led by one Sales Coordinator makes around 13.000 sales calls per year throughout the country.

### **DISTRIBUTION**

DISTAL & ITR GROUP carries out the distribution of the product to the entire market by means of:

- ✓ The group's own offices network;
- ✓ Travel agencies (more than 10.000);
- ✓ Tour Operators;
- ✓ Ethnic Agencies;
- ✓ Business Houses;
- ✓ Incentive Houses;
- ✓ Specialized and niche Tour Operators;
- ✓ Corporations, Government entities and NGO.

The distribution is carried out in the Italian market by:

- ✓ Extensive Sales Calls;
- ✓ A frequently updated Confidential Tariff Brochure, containing all fares and schedules for the Client Airlines and directly distributed to the entire market, edited on each IATA season;
- ✓ Internet Sales & Bookings, made available via the company website;



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## MARKETING

DISTAL & ITR GROUP carries out all essential promotional and publicity actions on behalf of the client airline, among which:

- ✓ Marketing analysis and researches used all data available in the Company due to BSP, BOSS and ABS
- ✓ Recurring announcements to all local authorities and entities (including Embassies, Consulates, Chamber of Commerce, Civil Aviation Authority, etc.)
- ✓ Press releases to the trade media with the client airline's news, showing its services available through DISTAL & ITR GROUP and including full contact information (dedicated phone lines, fax & email address).
- ✓ Web Presentation through the group website or, if may be so required, via a dedicated site.
- ✓ Introduction in all relevant directories (trade catalogs, phone books, yellow pages, etc.)
- ✓ Direct Mailings (letters, multi-fax, multi-email, etc.) to the entire network of agencies and tour operators throughout the country.
- ✓ Illustration of the client airline's network and fares in the next issue of the DISTAL & ITR Confidential Tariff brochure, more than 25.000 copies of which are circulated to the entire market and to public as well on each IATA season.
- ✓ Presentation of the carrier and its product at all major trade fairs and events.

DISTAL & ITR shall participate to all major fair trade such as:

BIT MILANO  
BMT NAPOLI  
BARI EXPOTURISMO  
BTC FIRENZE  
TTG ROAD SHOW  
NO FRILL BERGAMO  
TTG INCONTRI RIMINI

Both the management and sales teams participate in trade events, for a more complete presentation of all our Airline clients and their products.

During the fairs press conferences are arranged as well as presentations to the trade media, including snacks and cocktails.

DISTAL & ITR GROUP staff also attend most major trade fairs internationally.



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## PRODUCT MANAGEMENT

DISTAL & ITR Group undertakes all necessary actions on behalf of the carrier in the Italian market, such as:

- Competition monitoring
- Pricing proposal
- Fare Distribution
- Product commercialization
- Assisting the carrier in establishing or streamlining commercial agreements (SPA, etc.) with local carriers.
- Market surveys & reports.

## ADMINISTRATION

Full-scale administration activity conducted for each client airline includes:

- Invoicing
- Credit & Debit Notes
- Ticket & Cargo Revenue Control
- Sales Reports (passengers & cargo)
- Ticket & AWB Inventory
- Statutory Book keeping (if required)
- BSP Monitoring (if the carrier is BSP member):
  - ✓ CIP distribution control.
  - ✓ Agents' production control.
  - ✓ Agents' malpractice control.
  - ✓ Issuing ACM/ADM.

## CARGO

Services are provided by company ITR Handling. Out of its dedicated offices at the Rome (FCO) and Milan (MXP) airports, the company carries out all necessary tasks such as:

- ✓ Promotion of the airlines services and rates to the entire Cargo Agent's network, in the territory.
- ✓ Documents delivery to Cargo Agents.
- ✓ Reservation of space for all outgoing shipments.

Additionally, the following handling activities are carried out:



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#### A) Import

- ✓ Collection of documents on board.
- ✓ Notification and documents delivery to the Cargo Agents.
- ✓ Check of incoming shipments.

#### B) Export

- ✓ Loading instructions to Handling Agents.
- ✓ Cargo Manifest completion.
- ✓ Load preparation check.
- ✓ Issuing air way-bills.
- ✓ Tracing.

### **AIRPORT SERVICES**

Consist of the Representation, Administration, Ticketing & Supervision as both Ground Handling Services of the IATA SGHA and STDSA.

Representation services offered include liaising with the Civil Aviation Authority and airports authorities, as well as slot coordination.

Passenger Services: Dedicated service staff (bearing the insignia of the client airline) is always available prior to/after departure and during transit.

Ramp Services: Constant supervision of all ramp services (baggage, cargo and mail loading, offloading, cabin cleaning etc.)

Operational Assistance: Thorough support in all operational activities, such as flight plan check, ZFW, balance sheet, slot clearance according to flight plan, Meteo briefing etc.

Airport services are offered at the airports of Rome (FCO), Milan (MXP), Bologna (BLQ) but we are able to provide all services in any area and airport in Italy.



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## **AIR BROKERS**

### Aircraft Management for Brokerage & Chartering Solution

- ✓ Aircraft excess capacity visibility in our website and network for last minute sales purposes
- ✓ Aircraft research and selection
- ✓ Passengers ad-hoc flight
- ✓ Cargo and Postal flights
- ✓ Jet executive services
- ✓ Charter chains
- ✓ Commercial Representation of Charter carrier in the Italian market
- ✓ A.O.G. service H24
- ✓ Crew Transport and Hotel Accommodation