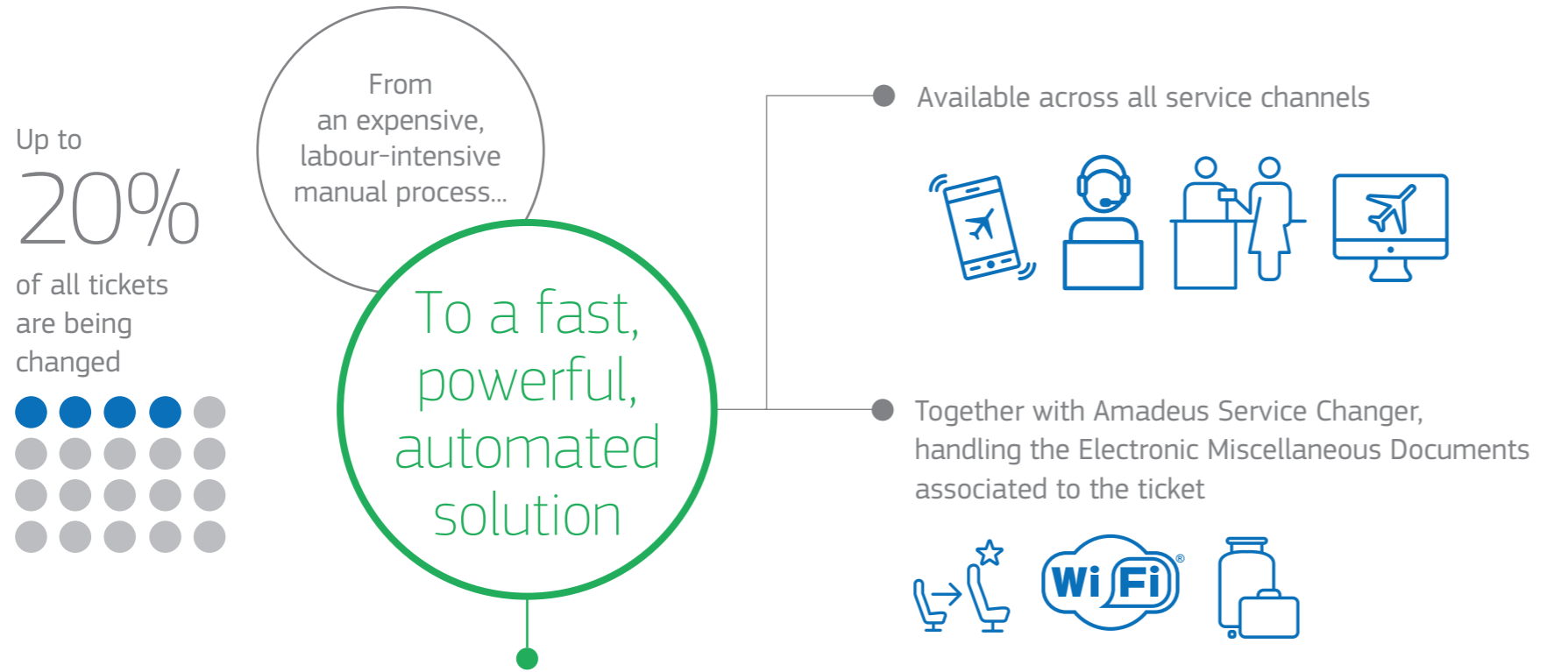


Amadeus Ticket Changer

Eliminate revenue leakage through ticket change automation



Up to **20%** of all tickets are being changed

Disruption service

Continuously enriched capabilities. ATC Disruption **automates ticket handling**, in reactive and preventive use cases

The offer can be available in **self-service** on airline website for passengers, who **can select their preferred alternatives**

ATC Dynamic Waiver
Manage your disruption reissues proactively

ATC Involuntary
Automate your ticket reissues during disruption

Passenger initiated changes

Passengers expect a quick and efficient ticket change-refund capability included in self-service



Change the ticket
Refund the ticket

- Travel date
- Flight number
- Booking class
- Routing
- Carrier

ATC Shopper
Empower your customers with digital exchanges

ATC Refund
Streamline your refunds

ATC Reissue
Any fare, anywhere, anytime

ATC Miles Upgrade
Automate your commercial ticket upgrades with miles

Key benefits for airlines



Protect & increase revenue avoid errors during manual reissuance-refund thanks to automation

30% of manual processes contain errors



Enforce airline's policy on transfers to partners avoid unwanted transfers to airlines by anticipating scenarios thanks to filed rules

Average cost per transfer **250€**



Save time and costs save 13 mins on average per ticket issuance, and more in self-servicing thanks to automated computation

It can help in reducing **10,000h** per year in call centre workload.

- Akiko Takakuwa, Consumer Sales and Marketing Manager, All Nippon Airways



Increase customer satisfaction Swift processing and digital passenger empowerment