



When schedule changes occur, **Amadeus Schedule Change Update** handles them for you, from start to finish. This includes reissue, revalidation and notifying your customers about the change.

# Amadeus Schedule Change Update

Automate your handling of schedule changes and ticket updates

## Automated and reliable handling of schedule changes

Amadeus Schedule Change Update handles your schedule changes from start to finish – fast and according to your needs. You decide what actions to take per airline depending on the schedule change. I.e. no action, reissuance, revalidation or manual queue. It updates the itinerary automatically, and sends a notification to the customer via email or SMS.

## Automated processing of reissues and revalidations

Reissues and revalidations are time consuming. Thanks to the integration of Amadeus Ticket Changer Involuntary functionality into Amadeus Schedule Change Update, this process is done automatically. Endorsements, OSI, Tour codes may be added or replaced automatically. By automating the process of reissues and revalidations you will save time and reduce errors.

## More focus on customers – less on manual work

Amadeus Schedule Change Update automates the time consuming and complex handling of the airlines' schedule changes. Here follows a few examples of the manual tasks the solution can do:

- \_ Automate the reissue/revalidation of schedule changes, based on your settings
- \_ Possibility to notify and ask for confirmation from the customer when time changes cannot be handled automatically
- \_ It identifies cancelled ancillary services, so they're not forgotten
- \_ Possibility to ignore time changes around midnight if minor time change has occurred
- \_ Keeps track of accumulated time changes, and ensures appropriate action
- \_ Make sure to focus on the most

urgent PNRs: queue sorting based on reason / priority

- \_ Possibility to ignore PNRs with schedule changes within near departure time

## Keep track of your PNRs in the reporting tool

In the reporting tool you can get a statistical overview of how the solution is handling the PNRs, and get:

- \_ Number of processed PNRs
- \_ Number of reissued and revalidated PNRs
- \_ Number of PNR on manual queues and for what reason
- \_ Search for specific airline
- \_ Search for specific PNR

At Amadeus we are 14,000+ experts in 190+ countries, committed to advancing the world of travel. Our solutions help customers and partners:

- \_ Connect to the travel ecosystem and grow revenues
- \_ Manage operations efficiently and reduce costs
- \_ Serve travellers better and increase loyalty

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