

Calendar View

The Calendar view is an option proposed when a customer can be flexible with dates. It displays the lowest priced travel recommendation available for each date within the date range. A maximum flexibility of +/- 3 days for each flight sector, around the selected day, is offered.

Input options:

- Requested flights sectors
- Time flexibility (up to +/- three days)
- Cabin

Output options:

- Flight details of recommendations
- Pricing details (old and new total price of ticket and taxes, penalty, non-refundable amounts)

MyTravelAgency.com Assistance My Account

Home Flights Hotels Cruises Cars Promotions

New travel options

Paris to New York:

6 APR 7 APR 8 APR 9 APR 10 APR 11 APR 12 APR

250 EUR 269 EUR 224 EUR 256 EUR 269 EUR 280 EUR 247 EUR

Price details:

New Price	-	Old price	+	Change fee	=	Additional amount
796 EUR		647 EUR		75 EUR		224 EUR

Next

Travelboard view

The Travelboard view is displayed either directly following the eligibility check (no dates flexibility) or after the Calendar view. Up to 200 recommendations can be returned, all covered by the Amadeus fare guarantee policy. In order to select potential recommendations, the customer can apply the following filters:

- Time of arrival / departure
- Time window
- Maximum elapsed flying time
- Maximum layover
- Include / exclude airline
- Direct flights
- Preferred airline

In the Travelboard view, the output options are exactly the same in the Calendar view. Regarding the input options, there is no time flexibility in Travelboard view.

MyTravelAgency.com Assistance My Account

Home Flights Hotels Cruises Cars Promotions

New travel options

Flights from Paris to New York on APR 8:

Date	From	To	Airline	Additional Amount	Select
8 APR 2014	CDG Paris 9:00 AM	JFK New York 11:00 AM	AIRFRANCE	334 EUR	<input type="radio"/>
8 APR 2014	CDG Paris 9:30 AM	JFK New York 12:05 PM	DELTA	281 EUR	<input type="radio"/>
8 APR 2014	CDG Paris	JFK New York	KLM	224 EUR	<input checked="" type="radio"/>

Price details:

New Price	-	Old price	+	Change fee	=	Additional amount
796 EUR		647 EUR		75 EUR		224 EUR

Next

Reissue selected itinerary

Once the new itinerary is selected, ATC rebooks the PNR, performs a reissue with the traveller's selected itinerary and the new documents are issued.

Online help

For more information on all functional aspects of ATC Shopper, please visit our e-Support Centre.

Quick card

Amadeus Ticket Changer Shopper

Automated online rebooking solutions

July 2015
Distribution Product Management



Welcome to Amadeus Ticket Changer Shopper

Amadeus Ticket Changer (ATC) Shopper allows customers to easily and conveniently change their bookings online, providing an enhanced customer service and reducing call centre workload.

ATC Shopper uses the voluntary reissue conditions (category 31) filed by airlines in their fare rules to provide relevant rebooking solutions that are guaranteed by Amadeus. The results are stored in the correct ticketing format, including the calculation of the new fare, taxes and any penalty change fee.

ATC Shopper offers customers outstanding flexibility, displaying a wide range of dates and fares through two simple and clear views, with up to 200 recommendations displayed. All the recommendations provided by ATC Shopper are checked against the original ticket change conditions, so only relevant change solutions are proposed to customers.

A full list of airlines filing category 31 fare data and markets where ATC is deployed can be displayed with the cryptic entry **FQNATC/CXR**.

Itinerary Changes allowed with ATC Shopper

ATC Shopper can process all tickets with up to three flights per outbound or inbound sector. It is a powerful and comprehensive solution for all types of exchange:

Type of change:

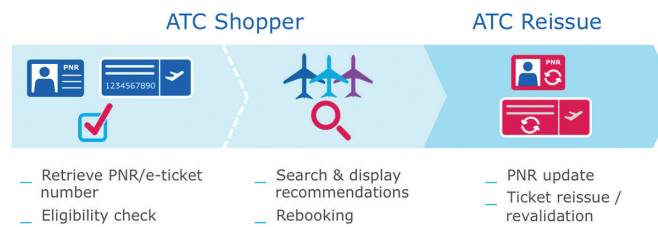
- _ Change of date and/or time of travel
- _ Change of origin and/or destination
- _ Add or remove an inbound/outbound sector
- _ Change part or all the itinerary
- _ All type of tickets and fares
- _ Tickets issued from another GDS

Additional options available:

- _ Include corporate codes
- _ Reissue tickets for up to nine passengers and six different passenger types (PTCs)
- _ Possibility to process different currencies

How ATC Shopper works

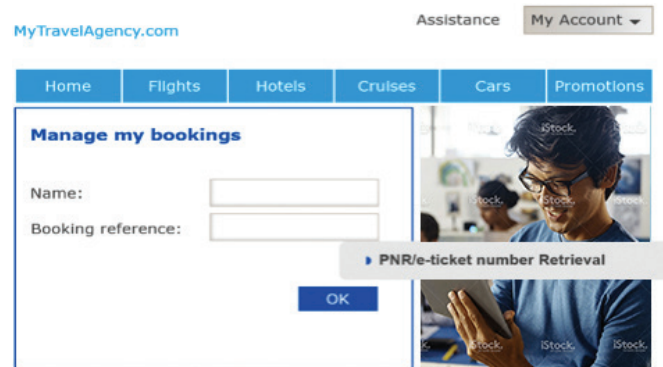
The ATC Shopper online rebooking flow is completed in three simple steps. The **eligibility check** verifies the fare rules to check whether a ticket can be changed. If so, the recommendations are then displayed in the **Calendar** and/or **Travelboard** view, and once a choice has been made the ticket can then be **reissued**.



Eligibility check

The eligibility check is a pre-check in the ATC Shopper rebooking flow that verifies whether the fare rules allow a ticket to be changed. The purpose of this eligibility check is to prevent a customer from starting the rebooking process for a ticket that is not changeable.

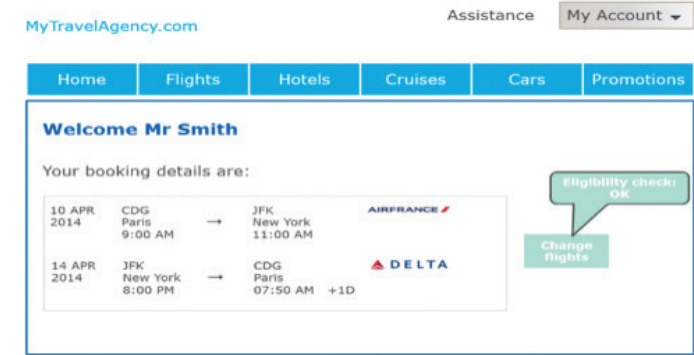
Eligibility is based on the filing of the Voluntary Change conditions (category 31) of the fare rules in the original itinerary.



For the whole itinerary / ticket and for each segment and passenger, the eligibility check:

- _ If a reissue is allowed or not
- _ If a change of route is allowed or not, or restricted
- _ If a penalty applies or not (ticket level)
- _ Provides a list of carriers allowed to be used for repricing
- _ Displays flight and route information (segment level)

When the itinerary is eligible for change, the web site should have a “change” button to guide the traveller through the rebooking process. After successfully checking the eligibility, the customer then enters into the re-shopping flow of ATC Shopper.



Search panels (Calendar and Travelboard views)

Following the eligibility pre-checks, travellers are invited to make their change request. The end user has the following options to search the flight recommendations:

- _ Select the sector(s) to change
- _ Change date / time / origin / destination
- _ Select flexibility (up to +/- three days)
- _ Select the cabin
- _ Add or remove a sector

