

Amadeus Ticket Changer Involuntary

is a fully automated tool that simplifies the handling of planned schedule changes for your customers.



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Your ticket to a better service

Flight disruption is the most critical of all ticket changes as it has a big impact on travellers. Involuntary ticket changes might result from a disruption of service due to bad weather conditions, strikes or security issues, for example.

Fast, efficient processing is key to providing excellent customer service to minimise the inconvenience to travellers. However, manual reissue of these bookings can be a time-consuming, tedious task.

Amadeus Ticket Changer (ATC) is a suite of products that reduces a reissue transaction to three simple steps. This automated process helps you to lower your operational costs, saving you time in managing voluntary changes, disruption and voluntary refunds. Amadeus Ticket Changer does all the work for you, easing your workload and allowing you to increase agents' productivity so they can focus on more beneficial activities.

When a dedicated agreement exists between the issuing travel agency and the airline, planned schedule changes can be handled directly. The airline rebooks the passenger on an alternative

flight and queues the impacted booking to the travel agency for reissue.

Amadeus Ticket Changer Involuntary automatically prepares all documents for reissue in a single transaction. All e-tickets are eligible, whether issued by Amadeus or by any other GDS. Involuntary changes do not rely on any airline content and the ticket exchange is made at no cost to the traveller (no penalty, additional collection or residual value). As a result you can provide an improved range of rebooking services for your customers.

Reissue tickets with confidence

Amadeus Ticket Changer Involuntary is fully automated and compliant with IATA standards. This means you can reissue any bookings impacted by planned schedule changes, however complicated, with complete peace of mind.

Enhance the service you offer and boost customer retention

Provide additional value to your customers by quickly processing any changes to their itineraries, avoiding the need to send them to the respective airline office for ticket changes. Do not take the risk of losing this

passenger forever, as they may decide to make all future purchases directly with the airline.

Save valuable time

A single transaction is all that is needed to prepare all documents for reissue. No manual updates are needed, reducing the time to process an involuntary reissue from several minutes to just a few seconds.

Seamless integration

Amadeus Ticket Changer Involuntary is seamlessly integrated in our front office solutions and can be accessed through Amadeus Selling Platform, Amadeus Selling Platform Connect, Amadeus Web Services and Amadeus API.

This allows you to offer consistency across all your sales channels and give your customers a smoother travel experience.

Key features and benefits of Amadeus Ticket Changer Involuntary

Reissue tickets with confidence

- _ Amadeus Ticket Changer Involuntary is a fully automated solution
- _ A single entry automatically prepares all documents for reissue
- _ Compliant with IATA standards
- _ Reissue any booking, however complicated the itinerary

Enhance service and retain customers

- _ Save valuable time: process a reissue in just a few seconds instead of several minutes
- _ Provide additional value to your customers: don't lose business by sending customers to airlines to change tickets
- _ No cost to the traveller: no penalty, additional collection or residual value
- _ Reissued tickets are eligible for subsequent voluntary reissue or refund

Offer consistency across all your sales channels

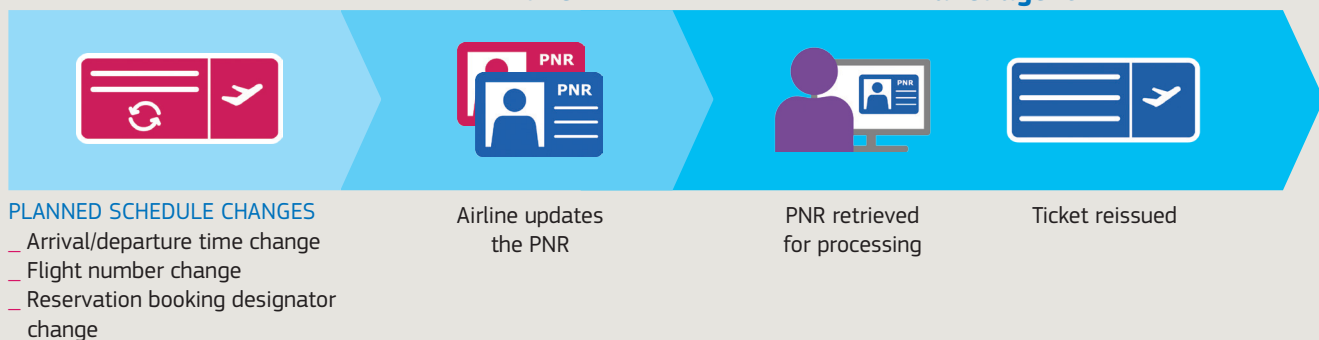
- _ Available to any point of sale worldwide through Amadeus Selling Platform and Amadeus Selling Platform Connect in cryptic/command page
- _ On your website via Amadeus Web Services

"We've just started using Amadeus Ticket Changer Involuntary and the benefits for our agents are outstanding. We've estimated the time saved for each involuntary reissue performed to be around two minutes. We need to keep in touch with our customers efficiently in all situations.

Amadeus Ticket Changer Involuntary provides us with an ideal tool to remain in control of time-consuming scenarios such as schedule changes and easily demonstrates our value to our customers."

Benedikte van den Heuvel,
Manager, IATA Department, TUI Nederland

THE BUSINESS FLOW:



Let's shape the future of travel

Amadeus provides solutions which facilitate the entire travel journey, improving the traveller's experience whilst helping airlines manage their own business more effectively. We are at the heart of the global travel industry, working with our customers and partners to shape the future of travel.

Find out more

For further information, visit amadeus.com or speak to your Amadeus Account Manager today.