AMADEUS

Amadeus Ticket Changer

Eliminate revenue leakage through ticket change automation

Amadeus Ticket Changer
provides airlines with a
comprehensive portfolio of
automated solutions
to efficiently manage ticket
exchanges and refunds
across all channels

From an expensive, labour-intensive manual process..

To perform ticket changes or refunds, airlines rely on highly experienced staff to process complex tariff calculations. This runs the risk of human error, resulting in potential revenue leakage and is also a slow, cumbersome process for passengers. With airlines re-issuing 5-20% of all tickets, there is an urgent need for a new, more efficient approach to ticket change management.

...To a fast, powerful, automated solution

Amadeus Ticket Changer (ATC) combines Amadeus' state-of-the-art Fares & Pricing engine with a powerful, multi-channel ticketing functionality, to facilitate fast and accurate ticket changes.

ATC is available across self-service channels (airline websites and mobile), empowering customers to take control of ticket exchanges and refunds, whilst reducing processing costs for airlines.

Towards wider self service capabilities in times of disruption

In case of schedule changes or operational disruptions, ATC Involuntary allows airlines to propose free flight alternatives online, based on the customer value.

Passengers are able to select their preferred option for involuntary changes, in accordance with airline policies. This key capability includes the management of ancillary services, and reduces the demands on call centres.

ATC overview

ATC includes a full range of products and features which offer ticket re-issue and refund solutions, based on the ATPCO category 31 and 33 rules.

ATC Reissue automatically calculates the price difference and any penalties in the chosen currency, based on the ATPCO Category 31 rules filed. Airlines can then issue a new ticket through offline and online direct channels.

ATC Shopper automates online ticket exchanges using the advanced shopping logic of Amadeus FlexPricer, combined with ATC Reissue.

ATC Miles Upgrade automatically computes the upgrade of a paid ticket to an upper cabin using air miles. The calculation includes the required number of miles based on ATPCO OC fees and the tax difference in the payment currency.

ATC Involuntary computes the new ticket data corresponding to flight re-bookings, resulting from cancellations.

ATC Dynamic Waiver enables airlines to introduce special commercial measures in response to longer-lasting disruptions such as strikes or adverse weather conditions, and prepare for anticipated disruptions.

ATC Refund uses the voluntary refund conditions coded in the ATPCO Category 33, to automatically compute the ticket refund calculation.

ATC Services are available to help airlines maximise the value of ATC products. Amadeus experts will support airlines to optimise Cat 31/33 filing
- making sure the correct amounts are computed by ATC, and to develop product, functional and technical expertise, increasing the airline's knowledge and autonomy.

⚙️ Key features

ATC Reissue

Any fare, anywhere, anytime

_ ATC Reissue is the core of ATC.

_ Automates ticket re-issue calculation and stores in the correct ticketing format for document issuance.

_ Ticket changes can be made in less than two minutes using a four-stepped approach: retrieve itinerary, rebook, re-price, issue new travel documents.

_ Automatically applies airline rules to new itinerary re-pricing.

_ Re-calculates ticket pricing for multiple passengers PNRs, in any currency, and in one entry.

_ Unlimited ticket changes can be made to any part of an un-flown or partly flown route.

_ Standard implementation time has been enriched to achieve faster return on investment for airlines and now includes a post-cutover audit.
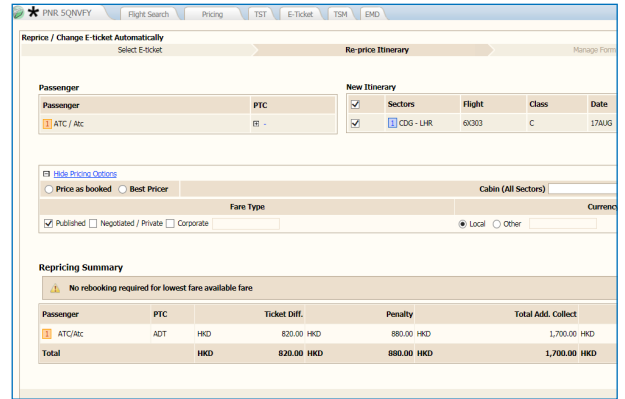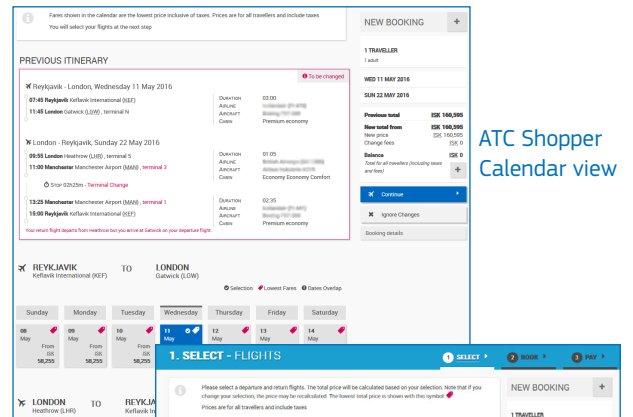

Itinerary repricing panel in
Altéa Reservation Desktop (ARD) Web

ATC Shopper

Empower your customers with digital exchanges

_ Uses Amadeus Flex Pricer logic combined with ATC Reissue to provide a fully automated shopping experience.

_ Enables passengers to re-issue their own tickets online.

_ Clear calendar view makes it quick and easy to compare ticket options and change fees by date.

_ Creates upsell opportunities by displaying more flexible fares.

_ Passengers can access on the web or via their mobile device.

ATC Miles Upgrade

Automate your commercial ticket upgrades with miles

_ Enables passengers to upgrade an existing ticket to a superior cabin using air miles.

_ Automatically calculates any additional tax charges in the passenger's chosen payment currency.

_ Covers segment upgrade of a ticket for which another segment has already been upgraded.

_ Provides high-value customers with an additional service and encourages miles redemption.


ATC Shopper
Calendar view
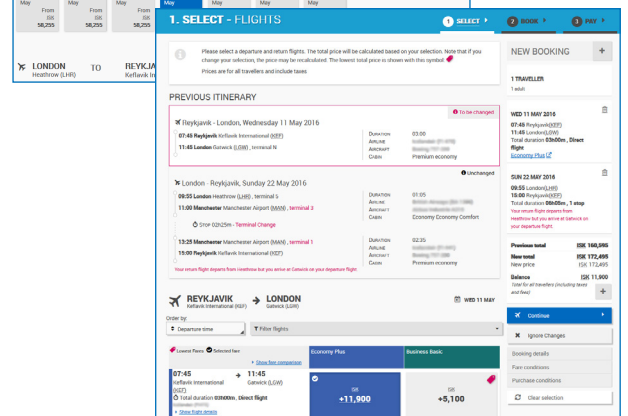
ATC Shopper Upsell view

⚙️ Key features

ATC Involuntary

Automate your ticket reissues during disruption

_ Provides airline agents with an automated solution to prepare involuntary ticket reissues, reducing processing by ten minutes.

_ Available for all e-tickets issued by Amadeus or any other provider.

_ Carries original fare information forward to the new ticket, with no additional balance and penalties due.

_ Relevant indicator highlighting involuntary or planned schedule change is added to the ticket.

_ Available through Altéa Reservation Desktop and cryptic front ends, as well as Altéa Inventory and DCS GUIs as part of advanced automated processes managing disruption.

_ Passengers can perform their own reissues online, selecting from a range of free alternatives controlled by the airline's disruption policy. This reduces peaks in call centre traffic after a schedule change or operational disruption.
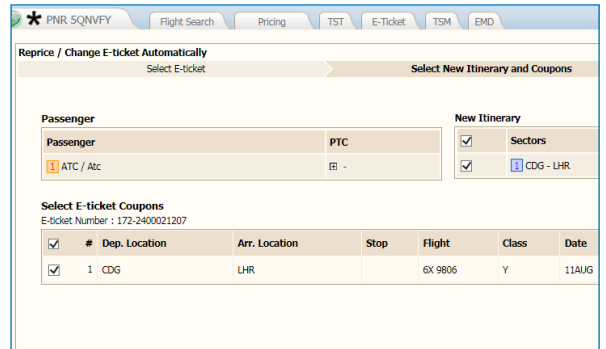

New itinerary panel in Altéa Reservation Desktop (ARD) Web

ATC Dynamic Waiver

Manage your disruption reissues proactively

_ Commercial waiver rules are implemented via Amadeus FareExpert for a range of criteria such as travel dates, flights and geographical location.

_ Empowers passengers to choose between flight alternatives.

_ E-ticket reissue requests can be performed in all channels (ATO/CTO, website, mobile, travel agencies).

_ Several options offered to airline revenue management: waive penalty, retain fare, change route.

_ Reduced costs by limiting transfer options to preferred airline partners.
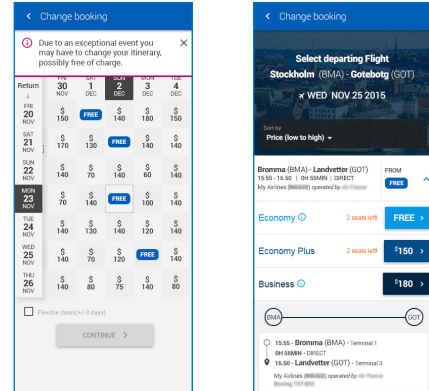
Availability and search panel in Mobile

ATC Refund

Streamline your refunds

_ Automates complex refund calculations, taking into account multiple fares and partially used tickets.

_ Applies correct payback (automatically retaining penalties), preventing revenue leakage.

_ Passengers can cancel their own flights at self-service touch points, quickly and easily.

_ Ensures efficient processing across all channels, including ARD Web and e-Retail.

_ Encourages passengers to cancel tickets that are no longer required, reducing no-shows and releasing available seats for resell.

_ Uses ATPCO Category 33 data to process refunds.
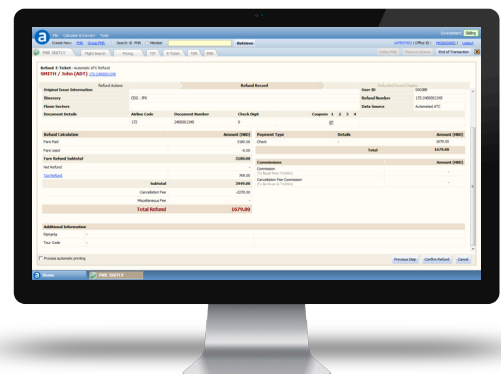
ATC Refund record panel in ARD Web

amadeus.com

Key benefits

Protect Revenues

_ Collect accurate fare and tax differences, as well as re-booking/cancellation fees.

_ Enforce airline policy on fare restrictions.

_ Create additional revenue opportunities with ATC Shopper up-sell panels.

Increase efficiency & reduce operational costs

_ Decrease the workload on call centres, city and airport ticket offices with quicker processing times for voluntary reissues: from 15 minutes to less than 2 minutes.

_ Ensure coherence between all sales channels.

_ Free up agents to sell, instead of handling exchanges and refunds.

_ Reduce reissuance training costs by 80% as the automated process requires far less expertise than manual re-issues.

_ Reduce the requirement for ticket exchange and refund audits.

Enhance customer satisfaction

_ Improve customer service by increasing the speed and transparency of ticket re-issues and refunds.

_ Empower customers by enabling them to process their own ticket changes online or via mobile devices.

_ Increase customer loyalty with more efficient and faster ticketing services.

An efficient IT model

_ Achieve multi-channel integration: call centre, ticket office, travel agency, online and mobile.

_ Benefit from Amadeus' unrivalled experience: ATC has enjoyed commercial success for over ten years and now has 100+ airline customers.

"Amadeus Ticket Changer Shopper leads to significant time savings within TAM, as ticket exchanges can now be directly handled by passengers online, whereas rebookings take on average ten minutes for agents to complete. This alleviates workload from our agents, who can now focus even more on sales or support activities."

Diego Sánchez
IT – Online Channels, TAM

"Enabling our customers to rebook the tickets by themselves online with the implementation of Amadeus ATC Shopper via Amadeus e-Retail, All Nippon Airways reduced the call centre's workload by more than 10,000 hours per year "

Akiko Takakuwa
Consumer Sales and Marketing Manager,
All Nippon Airways
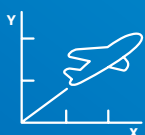
Amadeus
Financial Suite

Amadeus Ticketing belongs to Amadeus Financial Suite, a range of efficient solutions for airlines to streamline their financial processes from sales to accounting.

Visit **amadeus.com/financialsuite** or contact your Amadeus Account Manager to learn more..

Let's shape the future of travel.

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