

Amadeus Ticket Changer

In today's fast-paced travel landscape, travelers expect swift and effective post-booking service. Meanwhile, travel sellers face tedious processes handling ticket change requests, often navigating complex airline policies and industry regulations. Addressing these challenges is paramount for travel sellers to deliver smooth traveler experiences and position themselves at the forefront of a competitive marketplace.



How do I differentiate my business from competitors and boost revenue streams through exceptional post-booking service?

Embracing ticket change automation enables you to excel in meeting your travelers' needs. Speeding up response times and resolving ticket change requests swiftly is essential to gain a competitive edge in the marketplace. By offering fast and convenient service, you have the opportunity to introduce service fees for ticket changes to boost revenues. Automated processes also ensure accurate handling of changes, reducing the potential for revenue losses due to airline penalties and ultimately protecting your agency's profitability.

How do I relieve my call center agents from being overwhelmed with traveler inquiries about ticket changes?

Ticket change automation solutions ease the burden on your call center agents by eliminating laborious tasks associated with ticket changes. With automated systems, your agents can expedite the resolution of traveler requests, allowing them to dedicate more time to upselling additional services and fostering client relationships. Offering travelers prompt resolutions and convenient response times not only enhances traveler satisfaction but also positions your business to potentially introduce service fees, further enhancing revenue streams.

How do I ensure post-booking processes accuracy and achieve seamless integration within my agency?

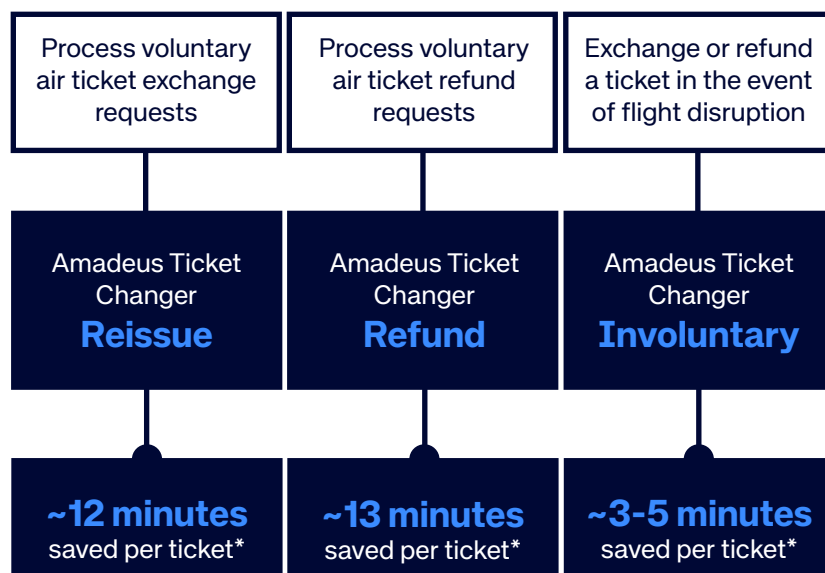
As intermediaries between travel providers and travelers, travel agencies have the responsibility of ensuring flight transactions adhere to airline policies and industry standards. Ticket change automation is essential to manage that ticket change requests in compliance with these regulations. Automation facilitates seamless integration of operations across multiple agency points of sale. By automating processes, you not only minimize the risk of manual errors, but also speed up the resolution of ticket changes for exceptional traveler service.

How do I enhance both productivity and service quality when managing ticket change requests?

Travelers often encounter changes in their travel plans, requiring adjustments to their flight tickets. By implementing an automated system, you can reclaim your time from labor-intensive tasks related to ticket changes like interpreting airline fares, verifying eligibility for ticket changes, and computing fees. This system enables you to promptly address requests, freeing you to focus on high-value activities, like upselling additional services and providing excellent traveler care, contributing to enhance your agency's reputation and increase profitability.

Automatically service your travelers' offline ticket change requests in a matter of seconds

Say hello to **Amadeus Ticket Changer**, our smart suite of air ticket change solutions designed to help travel sellers streamline traveler requests and deliver outstanding service.



Gain on efficiencies

Automate ticket change tasks to **handle greater volume of transactions without adding to the staff productivity.**

Minimize the risk of manual errors, while ensuring **seamless integration of your operations across multiple agency points of sale.**

Grow your revenues

Ensure ticket changes comply with airline policies and industry regulations, **minimizing the risk of incurring ADMs (Agency Debit Memos) from airlines.**

Enhance agency reputation as a trustworthy service provider, **enabling service fee charges for ticket changes to travelers.**

Enhance customer experience

Offer **faster response times and increased flexibility and transparency** to your travelers when managing ticket changes.

Deliver smooth and seamless traveler experiences, leading to **higher satisfaction and reinforced customer loyalty.**

*Source: Amadeus internal data.

Amadeus Ticket Changer Reissue

Amadeus Ticket Changer Reissue automates the ticket exchange process in the event of voluntary changes requested by travelers.

The product computes the fare difference, taxes balance, and penalty amount based on ATPCo Category 31 fare rules filed by airlines. First, the tool automatically prepares PNRs (Passenger Name Records) for reissuance or revalidation when possible, by creating the necessary documents for the new ticket (TST and TSM), storing calculation details in reissue panel (TQR), and updating the form of payment and other mandatory elements to reissue the PNR.

Any changes	Any changes are processed: date, flight, routing, cabin, class, and more.
All fares	Public, private, and negotiated fares are processed.
All tickets	Domestic, international, interline, unused, and partially unused tickets are processed.
All airlines	Only tickets checked under ATPCo Category 31 are protected by Amadeus Fare Guarantee Policy.
Sales channels	Amadeus Ticket Changer Reissue is available via Amadeus Selling Platform Connect (cryptic and Graphical User Interface), and Amadeus Web Services.



Amadeus Ticket Changer Refund

Amadeus Ticket Changer Refund automates the ticket refund process in the event of voluntary changes requested by travelers.

The product computes refund balance, considering the fare and the taxes to be refunded, and the penalty amount based on ATPCo Category 33 fare rules filed by the airlines. Upon confirmation of the refund transaction by consultants, the ticket status is automatically updated to “refunded”, and a corresponding reporting record is generated.

Any currency	All currencies are processed.
All fares	Public, private, and negotiated fares are processed.
All tickets	Domestic, international, interline, unused, and partially unused tickets are processed.
All airlines	Only tickets checked under ATPCo Category 33 are protected by Amadeus Fare Guarantee Policy.
Sales channels	Amadeus Ticket Changer Refund is available via Amadeus Selling Platform Connect (cryptic and Graphical User Interface), and Amadeus Web Services.

Amadeus Ticket Changer Involuntary

Amadeus Ticket Changer Involuntary product offers two modules that empower travel sellers to automate both the ticket exchange and the ticket refund processes in the event of flight disruption. Travel sellers are required to have a prior agreement with the airlines to handle these activities on their behalf.

Amadeus Ticket Changer Involuntary Reissue automates the ticket exchange process in the event of flight disruption. Travel agents need to retrieve updated PNRs from the corresponding input queue, containing the new itinerary details filed by airlines such as changes in arrival or departure airport or flight number. Then, the product prepares the impacted tickets for reissuance by updating the TST with the necessary elements and indicators.

Amadeus Ticket Changer Involuntary Refund automates the ticket refund process in the event of flight disruption. Travel agents need to retrieve impacted PNRs from the corresponding input queue, containing cancelled portions or segments. Then, the product waives penalty fees and calculates the refund amounts for all impacted tickets. Upon confirmation of the refund transaction by consultants, the ticket status is automatically updated to “refunded”, and a corresponding reporting record is generated.

All fares	Public, private, and negotiated fares are processed.
All tickets	Domestic, international, interline, unused, and partially unused tickets are processed.
All airlines	Reissued and refunded tickets through Amadeus Ticket Changer Involuntary are not protected by Amadeus Fare Guarantee Policy as the process is not based on airline filing.
Sales channels	Amadeus Ticket Changer Refund is available via Amadeus Selling Platform Connect (cryptic and Graphical User Interface), and Amadeus Web Services.



As the travel industry rapidly evolves, the adoption of air ticket change automation solutions becomes increasingly critical for travel sellers. These solutions play a pivotal role in optimizing processes, enhancing agent productivity, and responding promptly to the dynamic demands of contemporary travelers.

Now is the moment to reexamine your approach and ensure your business realizes the full potential of **Amadeus Ticket Changer**. By embracing automation, travel sellers gain the ability to deliver faster and more responsive service to travelers, positioning themselves at the forefront of a competitive marketplace and fueling revenue growth.

It's how travel works

smoother.