AMADEUS

Amadeus Ticket Changer Involuntary Refund

Automate the process for ticket refunds in the event of flight disruptions.

Key benefits

Gain on efficiencies

Free agents from time-consuming and repetitive tasks associated with ticket refunds due to airline flight changes, enabling them to concentrate on more complex aspects of customer service.

Enhance customer experience

Improve customer satisfaction and loyalty by providing faster responses to unexpected ticket changes, ensuring that travelers receive timely and complete refunds for their tickets.

Grow your revenues

Leverage automated process to ensure accurate processing of ticket refund requests, reducing the risk of errors leading to airline penalties.

How it works

1. Travel agents retrieve impacted PNRs from the corresponding input queue, containing cancelled portions or segments.

2. ATC Involuntary Refund automatically waives penalty fees and calculates the refund amounts for the impacted tickets:

_Un-flown tickets are fully refunded. For partially flown tickets, only the un-flown portions are refunded.
_For un-flown tickets, taxes and surcharges are fully refunded. For partially flown tickets, only the taxes and surcharges of un-flown segments are refunded.

3. Upon confirmation of the refund transaction by travel agents, the ticket status is automatically updated to "refunded," and a corresponding reporting record is generated.

Key highlights

All fares	Public, private, and negotiated fares are processed.
All tickets	Domestic, international, interline, unused, and partially unused tickets are processed.
All airlines	Travel sellers are required to have a prior agreement with the airlines to handle this activity on their behalf. Tickets refunded with ATC Involuntary are not protected by Amadeus Fare Guarantee Policy as the process is not based on airline filling.
Sales channels	Available via Amadeus Web Services and Amadeus Selling Platform Connect.

3-5 minutes saved per ticket*

It's how travel works smoother.

Source: Amadeus internal data

amadeus.com