

Amadeus Ticket Changer Involuntary Reissue

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

Key benefits

Gain on efficiencies

Free agents from time-consuming and repetitive tasks involved in ticket reissuance 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 are not left waiting at the airport without a valid ticket to fly.

Grow your revenues

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



How it works

1. Travel agents retrieve updated PNRs from the corresponding input queue, containing the new itinerary details such as changes in arrival / departure airports, or flight number, filled by the airlines.
2. ATC Involuntary Reissue automatically prepares the ticket for reissuance by updating the TST with the necessary elements and indicators.
3. Travel agents issue the prepared documents (new ticket).

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 reissued 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