

Amadeus Ticket Changer Refund

Automate the process for ticket refunds in the event of voluntary cancellations requested by travelers

Key benefits

Gain on efficiencies

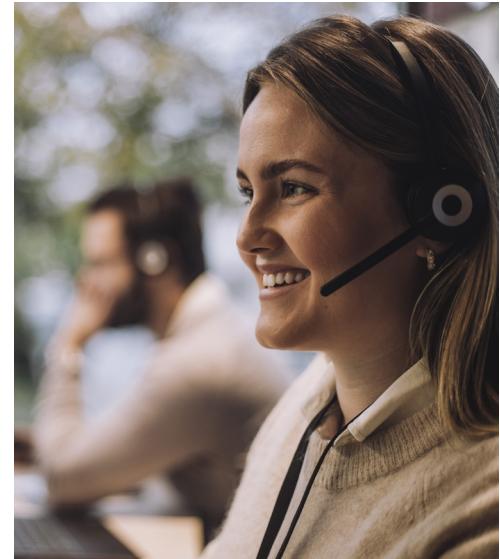
Reduce the time agents dedicate to manual tasks like calculating refund balances or computing penalty amounts, allowing them to focus on other aspects of customer service.

Enhance customer experience

Improve customer satisfaction and loyalty through streamlined processes that result in quicker and more accurate handling of ticket refund requests.

Grow your revenues

Leverage automated calculations to ensure accurate processing of ticket refund requests, reducing the risk of errors leading to airline penalties. With enhanced service capabilities, you can introduce service fees for ticket refunds to travelers, elevating your agency's profitability.



How it works

1. ATC Refund automatically computes the refund balance, considering the fare and the taxes to be refunded, and the penalty amount based on ATPCo Category 33 fare rules filled by the airlines. Tickets refunded under Category 33 are protected by Amadeus Fare Guarantee Policy.
2. 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

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 Tickets refunded under ATPCo Category 33 are guaranteed by Amadeus.

Sales channels Available via Amadeus Web Services and Amadeus Selling Platform Connect.

13 minutes saved per ticket*

It's how travel works smoother.

*Source: Amadeus internal data