

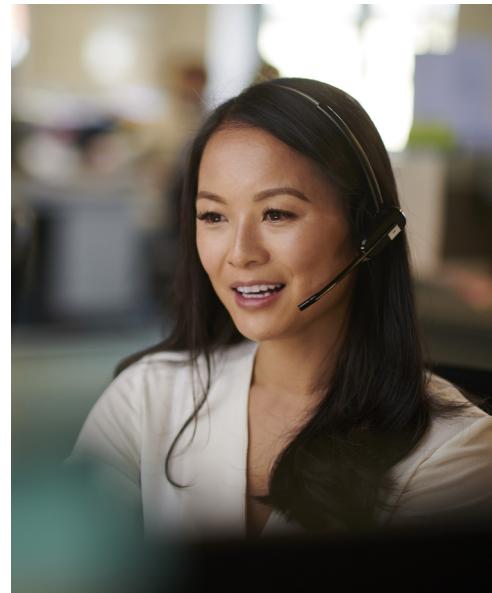
# Amadeus Ticket Changer Reissue

Automate the process for ticket exchanges in the event of voluntary changes requested by travelers

## Key benefits

### Gain on efficiencies

Reduce the time agents dedicate to manual tasks like interpreting fare rules and calculating changes, 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 exchange requests.

### Grow your revenues

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

## How it works

1. ATC Reissue automatically computes the fare difference, taxes balance, and penalty amount, based on ATPCo Category 31 fare rules filed by the airlines.
2. The product automatically prepares the PNRs (Passenger Name Records) for reissuance, or revalidation when possible, by performing the following actions:
  - \_Create the necessary documents for the new ticket (TST & TSM).
  - \_Store the calculation details in reissue panel (TQR).
  - \_Update the form of payment and other mandatory elements to reissue a PNR.
3. Travel agents then issue the prepared documents (new ticket and EMD if applicable).

## Key highlights

<b>All fares</b>	Public, private, and negotiated fares are processed.
<b>All tickets</b>	Domestic, international, interline, unused, and partially unused tickets are processed.
<b>All airlines</b>	Tickets reissued under ATPCo Category 31 are guaranteed by Amadeus.
<b>Any changes</b>	Any changes are processed: date, flight, routing, cabin, class, and more.
<b>Sales channels</b>	Available via Amadeus Web Services and Amadeus Selling Platform Connect.

12 minutes saved per ticket\*

# It's how travel works smoother.

\*Source: Amadeus internal data

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