



Ticket Changer

A world of brighter, bolder, better service



With Amadeus Ticket Changer you can service your customers' change requests anywhere in the world - in a matter of seconds - giving them the right fare and the right penalty charge at any point of sale.

Airline debit memos, 30 minute calls to your call centre, lengthy and expensive staff training... these are just some of the factors involved in manual ticket reissuing. Sweep them all away with Amadeus Ticket Changer, an entirely automated end-to-end solution that will help you significantly reducing costs.

Cut down your costs

You will no longer have to spend vast sums of money training staff, to make sure that they understand and remember each airline's cancellation and change policy. Instead, Amadeus Ticket Changer does it all for you, incorporating the myriad airline policies into one easy to use solution which even reissues the ticket. Your agents can now handle the process on their own and your call centre costs will very noticeably decrease.

Designed to come up with the correct fares, taxes and penalty fees Amadeus Ticket Changer will make you forget all about airline debit memos!

Enhance your productivity

Save up to an impressive 25 minutes per reissued ticket, and transform a once tedious and difficult process into a single transaction which can be completed in seconds.

Amadeus Ticket Changer is a fully automated solution, which incorporates every airline's policy. As it doesn't require specific training, your staff will find it very easy to complete the process in only 4 simple steps instead of 15.

Increase customer satisfaction

In today's environment of last minute alterations, having the flexibility to change flights is very important to business travellers. For corporations the ease of change and cancellation is the most important factor when negotiating fares with a Travel Management Company.

Amadeus Ticket Changer allows all kinds of changes, including date, flight and routing, and processes a vast range of tickets. Significantly increasing the time you spend changing and reissuing a ticket will increase your customers' satisfaction and secure their loyalty.

Rock-solid reliability and accuracy

Benefit from Amadeus' technological expertise and precision. Mistakes are avoided and airline debit memos will become a thing of the past. Amadeus Ticket Changer systematically and accurately calculates the fare/tax balance and penalty fee amount for electronic and paper tickets while automatically generating the necessary reporting.

A comprehensive list of business benefits:

- > Cost reductions
- > Productivity enhancement
- > Increase in revenues
- > Customer satisfaction

USP

ATC not only calculates the correct fare, tax balance and penalty fee, but also prepares all travel documents ready for issuance.

With Amadeus Ticket Changer you will have worldwide consistency in implementing and collecting re-issued fares and penalties.

Discover new revenue opportunities

Your customers know that nothing comes without a cost, least of all ticket changes. Leverage this opportunity by charging a service fee per change and watch your revenues grow thanks to this new channel. Bearing in mind that over 5% of tickets are changed at least once, can you really afford not to dive into this nearly untapped market? Let Amadeus Ticket Changer help you capture this new source of income.

amadeus
Your technology partner



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1 Retrieve original

▶ 2 Rebook the itinerary

▶ 3 Reissue request

▶ 4 Document issuance request

- > 4 steps instead of the original 14 step manual reissue process
- > Up to 25 minutes saved on time to change a ticket

A better quality of service for your customers

In a few strokes the multitude of functions required to make a change is expertly taken care of and guaranteed by the fully automated process. A service your customers will be happy to pay for.



A new Revenue Opportunity:

Applying a change fee therefore offers very interesting revenue potential.

Key Benefits	Key Features
Automated end to end process improves efficiency and productivity	Calculates and displays fares/taxes balance + penalty fee Creates accounting reports and travel documents
Reliability assures customer loyalty	New generation technology Best-in-class pricing accuracy Reissue guaranteed (when successfully completed)
Easy to learn and use means fast adoption and satisfaction	4 new dedicated entries Process shortened: 4-5 steps from 14 Similar workflow as to price and issue a first ticket.
Multi-channel - effortless integration into your applications	Available to any point of sale worldwide: offices & call centers via cryptic access or Amadeus Selling Platform
A powerful and comprehensive solution	All types of ticket can be changed: domestic, international, multi-carrier wholly unused or partially used tickets Public & ATPCO Private fares (categories 15, 25 and 35 IT/BT) are processed All currencies are handled including their conversion

Find out more

For further information, visit www.amadeus.com/TicketChanger or contact your local Amadeus representative.

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