

Amadeus Ticket Changer

Business Management

"I need *reliable automated ticketing solutions that save me money***".**

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 charges – guaranteed

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 solution that will help you significantly reduce costs.

React quickly to customers' needs

In today's environment of last minute alterations, having the flexibility to change flights is increasingly important to both business and leisure travellers.

For 1 in 5 customers, the ease of change and cancellation is the most important factor when deciding where to purchase their travel. Amadeus Ticket Changer allows all kinds of changes, including date, flight and routing, and processes a vast range of tickets, giving your customers unprecedented control over their itineraries. With Amadeus Ticket Changer, you will retain and gain customers.

A comprehensive list of business benefits:

- > Customer satisfaction
- > Revenue increases
- > Cost reductions
- > Workflow efficiency

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Amadeus**

Even more flexibility & efficiency

Amadeus Ticket Changer is a multi-carrier and highly international solution, which gives your customers an unparalleled level of flexibility and reactivity to all their itinerary change needs. Tickets for several different passengers can all be changed at the same time in one transaction and with the multi re-issue function an unlimited number of successive changes can be made to the ticket before departure. You're not restricted only to bookings made in Amadeus either as Ticket Changer can be applied to tickets for bookings made in other GDSs – broadening the breadth of your customer service. Lastly, your customers are no longer unfairly charged when tickets have to be changed due to unforeseen circumstances (such as bad weather). Dynamic Waiver applies the airline's policy seamlessly to waive the penalty. A win/win situation for you and your customers.

Streamline workflows and slash 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, does the reporting and results in the reduction of debit memos!



Amadeus Ticket Changer gives us true peace of mind thanks to the automated fare recalculation, the automatic collection of taxes and the application of penalties. This allows us to avoid all potential Airline Debit Memos. As well as the financial gain, we save enormously on time, with minimal steps needed to change a ticket. The reliability, the time saving and the ease of use allowed us to integrate this re-issue solution very easily into our work environment.

Nadine Pathier-Dechenaux,
Business Operations Manager
Sélectour Bleu Voyages

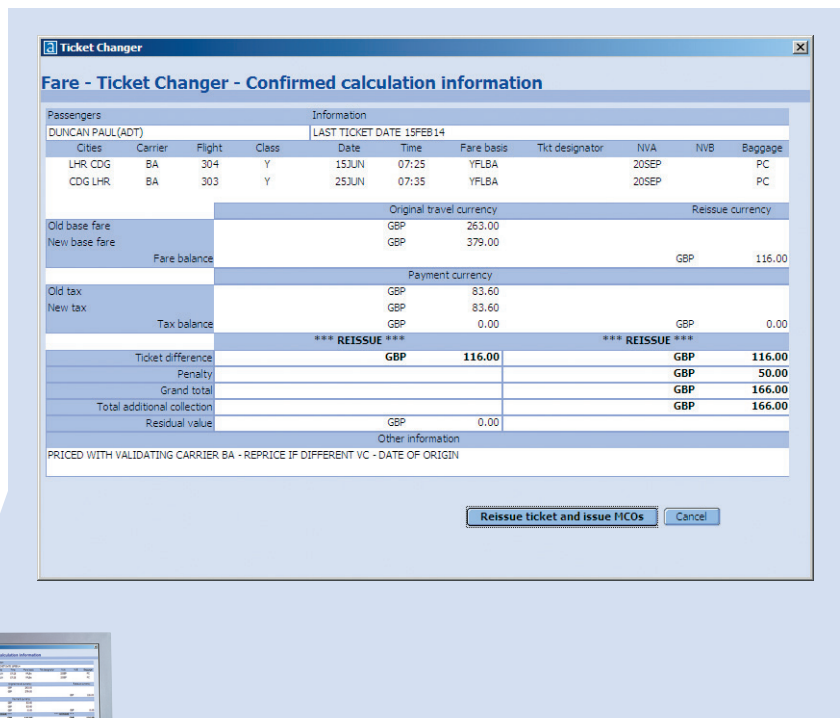
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Discover new revenue opportunities

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 approximately 10% of tickets are changed at least once, this is a channel that must be exploited to reinforce your margins. Let Amadeus Ticket Changer fuel a new source of income.

Rock-solid reliability, whatever your platform

Benefit from Amadeus' technological expertise and precision. Amadeus Ticket Changer systematically and accurately calculates the fare/tax balance and penalty fee amount while automatically generating the necessary reporting. Results are guaranteed on a vast range of fares – not just content received from ATPCO/SITA but also on negotiated and private fares loaded on Amadeus. With Amadeus Ticket Changer you will have worldwide consistency in the re-pricing and the re-issuing of tickets.



Key Benefits	Key Features
Automated end to end process improves efficiency and productivity	<ul style="list-style-type: none"> Calculates and displays fares/taxes balance + penalty fee Creates accounting reports and travel documents Full integration in Amadeus Reservation system
Reliability assures customer loyalty	<ul style="list-style-type: none"> New generation technology Best-in-class pricing accuracy Reissue guaranteed (when successfully completed)
Easy to learn and use means fast adoption and satisfaction	<ul style="list-style-type: none"> Dedicated entries with many options similar to pricing ones Process shortened: 4-5 steps from 14 Similar workflow as to price and issue a first ticket
Multi-channel - effortless integration into your applications	<ul style="list-style-type: none"> Available to any point of sale worldwide: offices & call centres via cryptic access or Amadeus Selling Platform command pages and GUI (from v3.0 onwards) For corporations in Amadeus e-Travel Manager (from v11.2 onwards). On your website via Amadeus Web Services. Compliant with Amadeus Agency Manager, Sales Manager and Service Fee Manager
A powerful and comprehensive solution	<ul style="list-style-type: none"> All types of ticket can be changed: domestic, international, multi-carrier wholly unused or partially used tickets Electronic tickets regardless of the original issuing GDS All public fares and private fares from Amadeus, SITA & ATPCO (categories 15, 25 and 35 IT/BT) are processed

Revenue opportunity:

- > Up to 10% of tickets are changed at least once*.
- > Apply additional fees to your Ticket Change service to maximise this revenue potential.

Cost optimization:

- > Save up to an impressive 25 minutes per re-issued ticket.
- > In a few key strokes the multitude of functions required to make a change is expertly taken care of and guaranteed by the fully automated process. An effortless service your customers will want to be loyal to.

*Source: ATPCo

Contacts

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