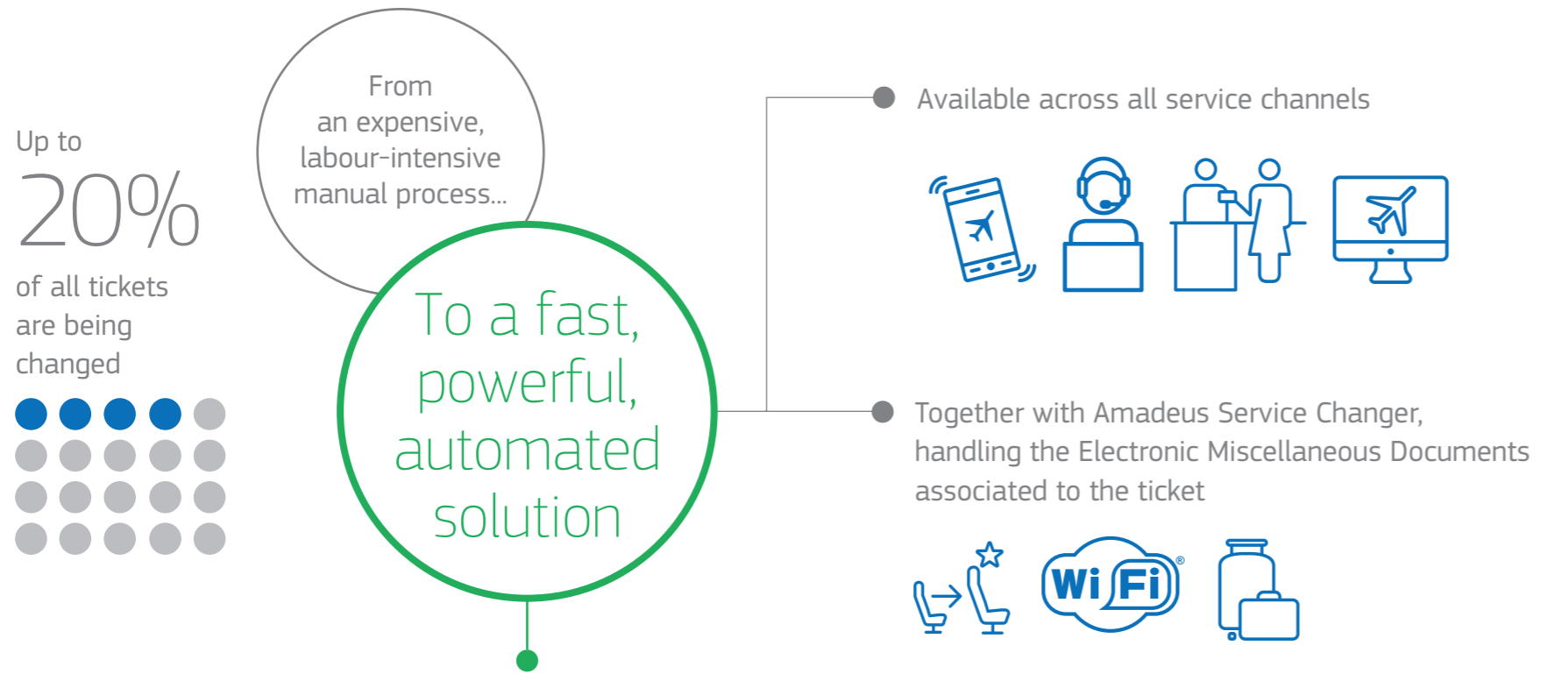


# Amadeus Ticket Changer

Eliminate revenue leakage through ticket change automation



## Disruption service

Continuously enriched capabilities. ATC Disruption **automates ticket handling**, in reactive and preventive use cases

The offer can be available in **self-service** on airline website for passengers, who **can select their preferred alternatives**

**ATC Dynamic Waiver**  
Manage your disruption reissues proactively

**ATC Involuntary**  
Automate your ticket reissues during disruption

## Passenger initiated changes

Passengers expect a quick and efficient ticket change-refund capability included in self-service



Change the ticket

Refund the ticket

- Travel date
- Flight number
- Booking class
- Routing
- Carrier

**ATC Shopper**  
Empower your customers with digital exchanges

**ATC Refund**  
Streamline your refunds

**ATC Reissue**  
Any fare, anywhere, anytime

**ATC Miles Upgrade**  
Automate your commercial ticket upgrades with miles

## Key benefits for airlines



Protect & increase revenue avoid errors during manual reissuance-refund thanks to automation

**30%** of manual processes contain errors



Enforce airline's policy on transfers to partners avoid unwanted transfers to airlines by anticipating scenarios thanks to filed rules

Average cost per transfer **250€**



Save time and costs save 13 mins on average per ticket issuance, and more in self-servicing thanks to automated computation

It can help in reducing **10,000h** per year in call centre workload.

- Akiko Takakuwa, Consumer Sales and Marketing Manager, All Nippon Airways



Increase customer satisfaction Swift processing and digital passenger empowerment