

Amadeus Ticket Changer

Business Management

With Amadeus Ticket Changer you can rapidly accommodate your customers' itinerary change requests – automatically calculating the right fare and any applicable penalty charges for their journey.

Airline debit memos, lengthy conversations with airline call centres, and specialist staff training; these are just some of the issues associated with manual ticket reissues. Amadeus Ticket Changer can eliminate the hassle factor. Thanks to the entirely automated end-to-end process, Amadeus can help you save money and enhance your customer service.

Reduce your costs

Employing Amadeus Ticket Changer means no longer having to invest in specialist ticketing training to ensure staff understand and remember each airline's cancellation and change policies. Instead, Amadeus does the hard work for you; incorporating different airline policies into one easy-to-use solution. Your agents will confidently handle this once complex task and your processing costs will decrease as a result.

Designed to come up with the correct fares, taxes and applicable penalty fees, Amadeus Ticket Changer will eliminate costly mistakes!

Enhance your productivity

Save up to 25 minutes per reissued ticket. Transform a sometimes tedious and difficult process into a simple transaction that can be completed in just a few minutes.

Amadeus Ticket Changer is a fully automated solution. Since no special training is required, your staff will find it easy to complete a ticket change in only 4 simple steps instead of up to 15.

Comprehensive business benefits:

- > Cost reduction
- > Productivity enhancement
- > Potential increase in revenues
- > Improved service

ATC not only calculates the correct fare, taxes and penalty fees, but it also prepares all travel documents ready for issuance

Increase customer satisfaction

In today's business environment, last-minute alterations happen, and having the flexibility to change tickets is very important to business travellers. For corporations, the ease of change and cancellation is an important factor when selecting a Travel Management Company.

Amadeus Ticket Changer allows all kinds of changes, including date, flight, and routing. It can also process a vast range of ticket types. Significantly decreasing the time spent changing and reissuing tickets will increase customer satisfaction and help secure their loyalty.

Reliable and Accurate

Benefit from Amadeus' technological expertise and automation; mistakes are avoided and airline debit memos become a thing of the past. Amadeus Ticket Changer accurately calculates the airline fare, taxes and penalty fees (if applicable), automatically updating BSP reports.

Amadeus Ticket Changer helps agents consistently process and collect reissued fares and penalties with ease.

Discover potential new revenue opportunities

With your travel consultants using state-of-the-art technology to deliver consistently high customer service, you have greater opportunity to charge service fees and watch your revenues grow.

If you consider that an estimated 10% of airline tickets are changed at least once, the potential to increase revenues is significant. Allow Amadeus Ticket Changer to help you capture this additional source of income.



1 Retrieve original e-ticket record

2 Rebook the itinerary

3 Request Reissue

4 Issue Documents

4 steps instead of up to 15 steps for manually reissuing tickets

Up to 25 minutes saved on complex ticket changes



A better quality of service for your customers

In a few key strokes, the many functions required to make a ticket change is expertly taken care of and guaranteed by the fully automated process. Now that's a service your customers will really value.



A New Revenue Opportunity?

- > Up to 10% of tickets are changed at least once.*
- > Applying a change fee therefore offers the potential to significantly grow your revenues.

*Source: ATPCo

Key Benefits	Key Features
Automated end-to-end process improves efficiency and productivity	<ul style="list-style-type: none"> > Calculates and displays fares/balance of taxes + applicable penalty fees > Creates accounting reports and travel documents
Reliability fosters customer loyalty	<ul style="list-style-type: none"> > New generation technology > Best-in-class pricing accuracy > Reissue guaranteed (upon successful completion)
Easy to learn and use means fast adoption and employee satisfaction	<ul style="list-style-type: none"> > Just 4 new dedicated entries > Shortened and simplified processes > Familiar workflow (similar to what is used to price and issue an original ticket).
Effortless integration with your current Amadeus applications	<ul style="list-style-type: none"> > Available to any point of sale worldwide: offices & call centres via Amadeus Selling Platform Command Page or Graphical User Interface (GUI)
A powerful and comprehensive solution	<ul style="list-style-type: none"> > All types of tickets can be changed: domestic, international, multi-carrier, wholly unused or partially used tickets > Change Electronic tickets regardless of the original issuing GDS > Public & ATPCO Private fares (categories 15 and 35 IT/BT) are processed > All currencies are handled including their conversion



More than 35 airlines of all sizes and in all locations contracted for Amadeus Ticket Changer including Saudi Arabian Airlines.

For more inquiries please contact Amadeus Products & Solutions team at products@amadeus.com.sa or your Account Manager.

AMADEUS SAUDI ARABIA
 JEDDAH(HEAD OFFICE)
 Tel: 02-6905777
 Fax: 02-6905771
 Email: sales@amadeus.com.sa
 Help Desk: 800-244-0401
www.myamadeus.net
www.amadeus.com.sa

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