

Amadeus Touchless Ticketing

Automated and reliable ticketing



Automate close to 100 % of your air bookings, and save at least 2 minutes for each issued ticket. Amadeus Touchless Ticketing is a solution which gives you a high level of automation and quality controlled ticketing, allowing you to focus on value added customer service.

More focus on customers, less on manual work

Amadeus Touchless Ticketing is a web based solution which gives you a high level of automation and quality controlled ticketing. With an automation level close to 100 %, and a time saving of 2 minutes per booking, this means you can focus more on value added customer service, and less on booking process administration.

Your rules are king

The rule engine function gives you great flexibility, allowing you to create rules for managing PNRs in a way that fits your processes and business needs. You can also be sure that you get quality controlled ticketing by creating rules that will process your PNRs in the most flexible way.

Save time and reduce errors

With Amadeus Touchless Ticketing you automate the processing of the time consuming and complex tasks of PNR handling, such as: air ticketing, ancillary services issuance, Light Ticketing issuance, sending itineraries for all types of PNRs, repricing of Ob fees, reissuance of TST with TSM for PENF, handling of TSTs & TSMs of different currencies etc.

The automatic quality control (i.e. check of valid TSTs, form of payment and more actions performed according to rules created by you in the rule engine) ensures a high quality on issued tickets, saving you time and reducing errors.

Keep track of processed PNRs

In the reporting tool you can get a statistical overview of how the solution is handling the PNRs and get daily reports of the number of PNRs being processed and ticketed as well as the number of PNRs that passed quality control.

Key benefits in a nutshell

- _ Save time and resources on repetitive tasks
- _ Ensure quality by creating rules that will process your PNRs to fit your business needs
- _ Increase productivity for ticket & document issuance
- _ Reduce the cost of technology maintenance and management
- _ Handles most types of PNRs (air, ancillary services, non-air, light ticketing carriers, GK segments) and can also be set to automatically send itinerary if desired
- _ High level of automation: close to 100 % of all PNRs are processed, fast and simultaneously

At Amadeus we are 14,000+ experts in 190+ countries, committed to advancing the world of travel. Our solutions help customers and partners:

- _ Connect to the travel ecosystem and grow revenues
- _ Manage operations efficiently and reduce costs
- _ Serve travellers better and increase loyalty

Visit amadeus.com/sca or contact your Amadeus Account Manager to learn more

Let's shape the future of travel.