



Grow your revenue, reduce operational costs and increase customer satisfaction with **Amadeus Ticket Changer Reissue**, the solution that enables you to service your customer's change requests in a matter of seconds.

# Amadeus Ticket Changer Reissue

Your ticket to better service

### Cut costs with automation

Amadeus Ticket Changer Reissue's automated process helps you to lower your operational costs, saving time and money on staff training and reducing queries to call centres. Amadeus Ticket Changer Reissue does all the work for you, easing your workload and allowing you to increase agent productivity to focus on more profitable business.

### Change a ticket in just 4 steps

Transform a previously time-consuming and complex process and save up to an impressive 25 minutes per reissued ticket. Amadeus Ticket Changer Reissue is a fully automated solution, using voluntary change and penalty fare rule data to process ticket changes in less than a minute. This means a reissue can be completed in just 4 simple steps and allows you to benefit from the same time-saving process for all airlines.

### Help customers be more flexible

Having the flexibility to modify flights and itineraries is essential for business travellers today. For corporations, the ease of change and cancellation is one of the most important factors

when negotiating fares with a Travel Management Company.

Amadeus Ticket Changer Reissue calculates all kinds of itinerary modifications, including the date, flight and routing, and processes all types of tickets and fares, before and after departure.

### Charge the right fare, tax and penalty

Amadeus Ticket Changer systematically and accurately calculates the fare/tax balance and penalty fee in all your channels, as well as automatically generating the necessary reporting. This ensures the right fare and the right penalty charge are applied from any point of sale and helps to avoid agency debit memos.

Automated results are covered by our fare guarantee policy. With Amadeus Ticket Changer you will have worldwide consistency in implementing and collecting re-issued fares and penalties.

### Generate service fee revenues

Your customers know that nothing comes without a cost, least of all ticket changes. Exploit this opportunity by

charging a service fee per change and watch your revenues grow thanks to this new channel. Given that approximately 10% of tickets are changed at least once, can you really afford not to profit from this nearly untapped market?

Amadeus Ticket Changer Reissue also helps you to retain your customers, providing them with a service previously offered mainly by airlines.

“Amadeus Ticket Changer Reissue is an essential automated tool, saving money, time and nerves. In our world, it stands for increased productivity, faster and better customer services and no more airline debit memos.”

Marko Vidic, Managing Director  
BCD Travel, Czech Republic

## Key features and benefits

### Save time, avoid errors and get accurate results

- \_ Calculate and display fares, taxes and penalty fees
- \_ Eliminate the risk of errors, helping to secure revenue
- \_ Automated reissues are covered by our fare guarantee policy
- \_ Shorten reissue to just 4 steps, compared to 14 steps for manual reissues
- \_ Save up to 25 minutes per reissued ticket

### Provide better customer service; charge optional service fees

- \_ Give customers faster, smoother, more transparent service
- \_ Charge an optional service fee for ticket changes
- \_ Empower agents and travellers with a fast, easy-to-use tool

### Easy integration across all sales channels

- \_ Available to any point of sale worldwide (offices and call centres) through Amadeus Selling Platform and Amadeus Selling Platform Connect, in cryptic/command page and graphical interface versions
- \_ On your website via Amadeus Web Services
- \_ Compliant with Amadeus Agency Manager, Sales Manager and Service Fee Manager

### All tickets. All fares. All changes. All airlines.

- \_ Handle all types of tickets: domestic or international; interline tickets for partner airlines; reissued or revalidated tickets; and wholly unused or partially used tickets
- \_ Change any electronic ticket issued on any GDS
- \_ Change and reissue tickets for any airline, using either voluntary change or penalty fare rules
- \_ Process all public, private and negotiated fares



Travellers increasingly expect to be able to change tickets easily when their plans change - and to pay a fee for this service.

## The full Amadeus Ticket Changer suite

### Amadeus Ticket Changer Involuntary

Disruptions, whether caused by nature or humans, are the most time critical of all ticket changes. [Amadeus Ticket Changer Involuntary](#) helps you manage reissues caused by disruptions by automating your involuntary reissue process, making it quick - approximately **five minutes per reissue** - and reliable, with no airline filing dependency. Combined with Amadeus Ticket Changer Reissue, all your ticket changes, voluntary as well as involuntary, can be reissued automatically. **So don't lose business by sending your customers to the airlines to change tickets - do it yourself!** Available to any point of sale through Selling Platform, or on your website via Amadeus Web Services.

### Amadeus Ticket Changer Refund

Did you know that 5-10 % of all issued airline tickets are refunded? [Amadeus Ticket Changer Refund](#) automates your ticket refunding process, significantly cutting the time spent on calculating refunds and reducing your workload. The result is a faster, more efficient refund service for you and your customers.

### Trusted technology partner

As the global travel industry's leading technology partner, Amadeus is committed to helping you overcome your biggest business challenges by continuing to provide innovative and advanced integrated solutions, plus best-in-class support and expert consulting services.

### Find out more

For further information, visit [amadeus.com/sca](http://amadeus.com/sca) or speak to your Amadeus Account Manager today.

