AMADEUS

Amadeus Ticket Changer Refund
is a comprehensive, automated
refund calculation tool that simplifies
and accelerates the refund process,
delivering impressive productivity gains.

Amadeus Ticket Changer Refund

Simplifying refunds with guaranteed results

**5-10% of all airline tickets issued are
refunded, resulting in an estimated
350,000-500,000 refund transactions
globally each month.**

**However, current refund processing
methods are complex, time-consuming
and a source of frustration for travel
professionals. Manual handling brings
a high risk of errors which can increase
the number of debit memos and
potential loss of revenue.**

Automate your ticket refunds
Amadeus Ticker Changer (ATC) 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.

ATC Refund covers the complete refund
workflow, from the initial request and
calculation through to final confirmation
and reporting. It can process all public,
private and negotiated fares for any
electronic ticket issued in Amadeus or
any other GDS. Refund fully or partially
used tickets whether a first issue,
reissue or revalidation.

Accurate results with ATPCO filed voluntary refund fare data
ATC Refund uses ATPCO filed voluntary
refund fare data which has already
been adopted by a number of airlines.
This ensures that you have the correct
fare, tax and penalty information for
transparent, accurate processing.
Automated refund results are covered
by the Amadeus fare guarantee policy,
giving you and your customers peace
of mind.

Amadeus is the first travel technology
partner to offer automated refunds
for all airlines using industry standard
ATPCO filed penalty data. Refunds can
still be processed using the same time-
saving process for airlines that do not
yet file voluntary refund data. These
results are not covered by our guarantee
as assumptions have to be used to
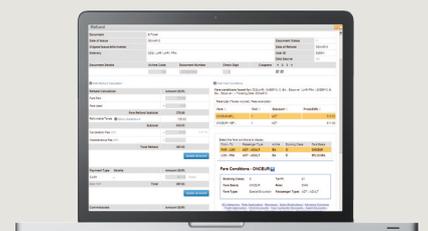complete the refund calculation.

Simplify and accelerate your refund workflow
ATC Refund requires minimal training
and is intuitive to use. A refund
transaction can be completed in just a
couple of entries. It cuts the time spent
on issuing a refund from 15-30 minutes

to less than a minute. Automation
eliminates the risk of errors, helping to
secure revenue and reduce the number
of debit memos received.

Get seamless integration
ATC Refund is seamlessly integrated
in our Central Ticketing System (CTS)
Auto-Refund solution. It can be accessed
through Amadeus Selling Platform,
Amadeus Selling Platform Connect, Web
Services and API. You can now offer
consistency across all sales channels
and give your customers a smoother
travel experience.

ATC Refund record display in Amadeus
Selling Platform Connect

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Key features and benefits

Refund any ticket, any fare for any airline
_ Refund any electronic ticket issued in any GDS or automated paper tickets originally issued in Amadeus

_ Refund all fully or partially used tickets, whether first issue, reissue or revalidation

_ Process all public, private and negotiated fares

_Automated refunds using ATPCO voluntary refund data are covered by the Amadeus fare guarantee policy

Transparent, accurate process
_ Industry standard ATPCO voluntary refund data ensures the correct fare, tax and penalty information

_ Calculation of the flown portion of the itinerary, any penalty, the refundable fare and any refundable taxes & surcharges

_ Application of airline tax & surcharge refund policy

_ New option including assumptions to calculate refunds for all airlines that do not file voluntary refund information

Automated solution
_ Fully automated from the initial request through to the final confirmation and reporting

_ A refund is issued in a couple of entries, taking less than a minute

_ Eradicate manual refund calculation errors

_ Minimal additional training required

Seamless integration
_ Integrated in Amadeus Central Ticketing System Auto-Refund

_ Can be used in Amadeus Selling Platform, Amadeus Selling Platform Connect, Web Services and API

Amadeus Ticket Changer Refund at a glance
_ Streamline your business processes with a fully automated refund calculation tool for all tickets, all published fares and for all airlines

_ Support recognised industry standards using ATPCO voluntary refund data, with automated results covered by the Amadeus fare guarantee policy

_Generate impressive efficiency and productivity gains by greatly reducing the time spent on refunds

_ Eliminate the risk of errors, helping to secure revenue and reduce the number of agency debit memos

_ Enhance your customer service with fast, efficient handling

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** or speak to your Amadeus Account Manager today.

amadeus.com