Travel: Post Ticket Change / Amadeus Ticket Changer (ATC)

Travel Service Guide

Last Revised: June 6, 2022

Applies to Concur Travel:

☒ Professional/Premium edition
- ☒ TMC Partners
- ☐ Direct Customers

☒ Standard edition
- ☒ TMC Partners
- ☐ Direct Customers

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Revision History

Date	Revision Notes/Comments
July 25, 2023	Updated *Overview* section with note on SAP Concur UI themes; no other changes
June 06, 2022	Added item to *Known Limitations* section.
February 01, 2022	Reversed changes from previous update; updates were not vetted by SME before being sent to UA.
January 20, 2022	Updated *Part 1: Professional and Standard Editions – GDS Activation*, re: Office Profile DTD field
December 31, 2020	Updated *Known Limitations* section
September 15, 2020	Updated *FAQ* section
August 3, 2020	Updated *Known Limitations* section
April 9, 2020	Initial Publication

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Post Ticket Change / Amadeus Ticket Changer (ATC)

Section 1: IMPORTANT – About this Guide

Be aware of the following:

- **Infinite variables:** Certain scenarios have an infinite number of variables or extremely unusual circumstances, like rare cancellation or refund situations. So, not all scenarios can be presented in this guide. Also, certain processes may be influenced by third- or fourth-party providers. In some cases, you must contact the provider directly.
- **User interface, fees, rates, schedules:** When other providers change their user interface (for example, web site) or their fees/rates/schedules, they are under no obligation to make SAP Concur aware of those changes. If a screen sample in this guide is outdated because of a change made by a provider, we will update that screen sample when we become aware of the change and at our earliest convenience.
- **Permissions:** A company's admin may or may not have the correct permissions to manage the feature described in this guide. If an admin needs to manage this feature and does not have the proper permissions, they should contact the company's SAP Concur administrator.

  Also, the admin should be aware that some of the tasks described in this guide cannot be completed by the company. In this case, the client must contact their TMC or SAP Concur for support.

Section 2: Professional and Standard Travel

This guide discusses both Professional and Standard Travel. In those cases where a feature applies to one but not the other, that difference is noted.

Section 3: Overview

NOTE: Multiple SAP Concur product versions and UI themes are available, so this content might contain images or procedures that do not precisely match your implementation. For example, when SAP Fiori UI themes are implemented, home page navigation is consolidated under the SAP Concur Home menu.

Ticket exchange headaches have become a thing of the past; Concur Travel and Amadeus work together seamlessly to take the hassle out of changing tickets so travelers spend less time on hold waiting for assistance from an agent. Tickets can be re-priced online. Concur Travel delivers itineraries finished for agency auto-ticketing using the Amadeus Ticket Changer (ATC) product.

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Benefits

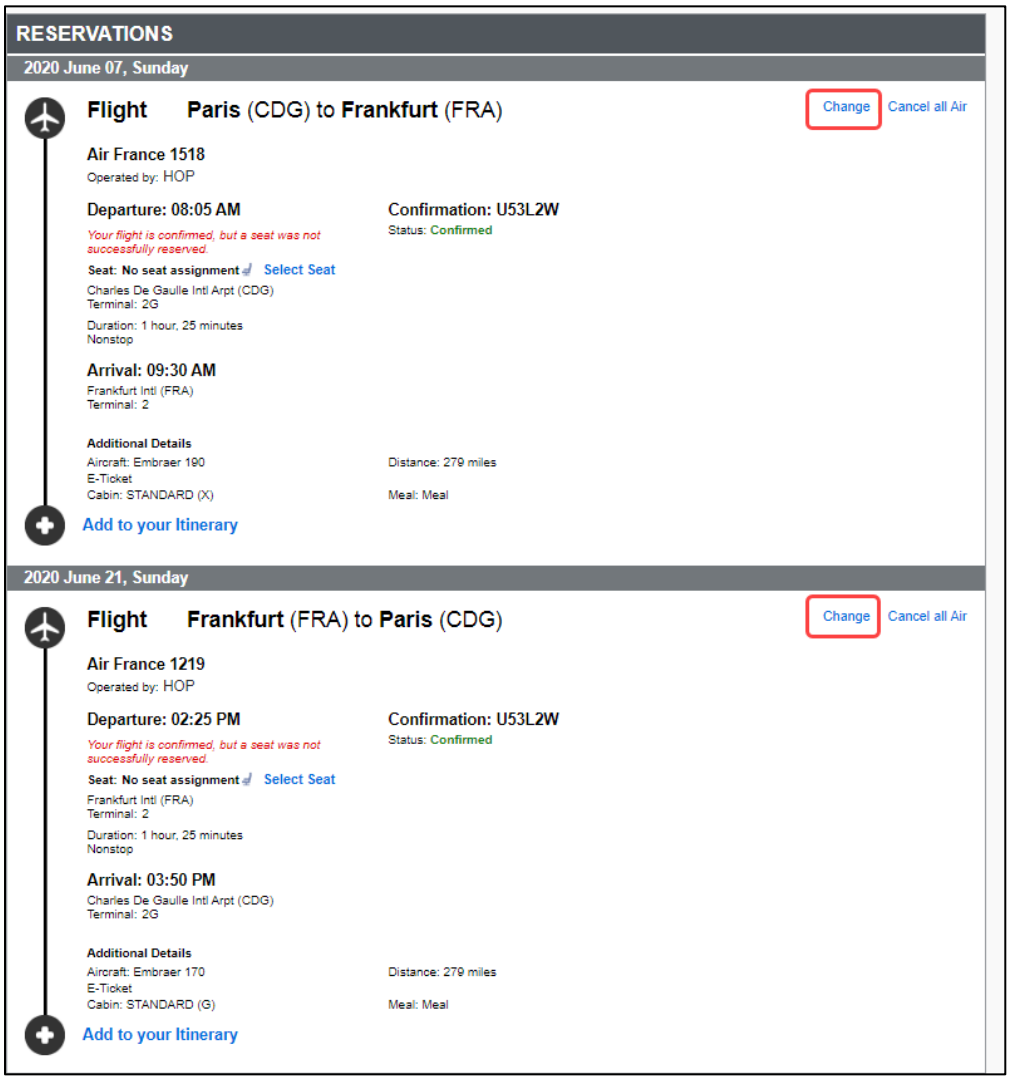
Using ATC, travel agencies experience dramatic increases in productivity, efficiency, and accuracy. These time-saving benefits enable travel agents to focus on new business and expand their levels of customer service. Speed, accuracy, and efficiency during the ticket repricing process also lower travel agency operational costs with respect to re-booking and build customer satisfaction and retention.

Section 4: End-User Experience

Amadeus Ticket Changer is available for itineraries booked with airlines participating in the Amadeus Ticket Changer program.

To modify a booking:

1. The user opens their trip from **My Trips.** To change the trip, the user locates the desired Flight and clicks **Change**.



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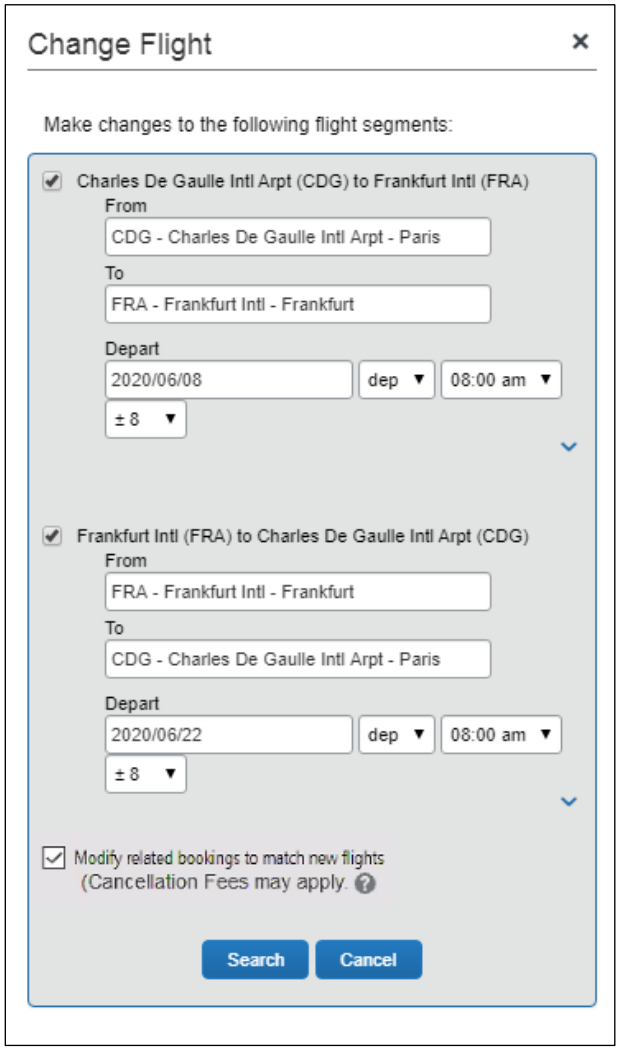
2. In the **Change Flight** window, users can change either segment of their flight. Concur Travel will automatically adjust any car of hotel reservations to match the days of the flight change. The user selects the updated day and time for the flight(s) they wish to change, and then clicks **Search**.

   Note the ability to automatically modify car/hotel bookings to match new flights:



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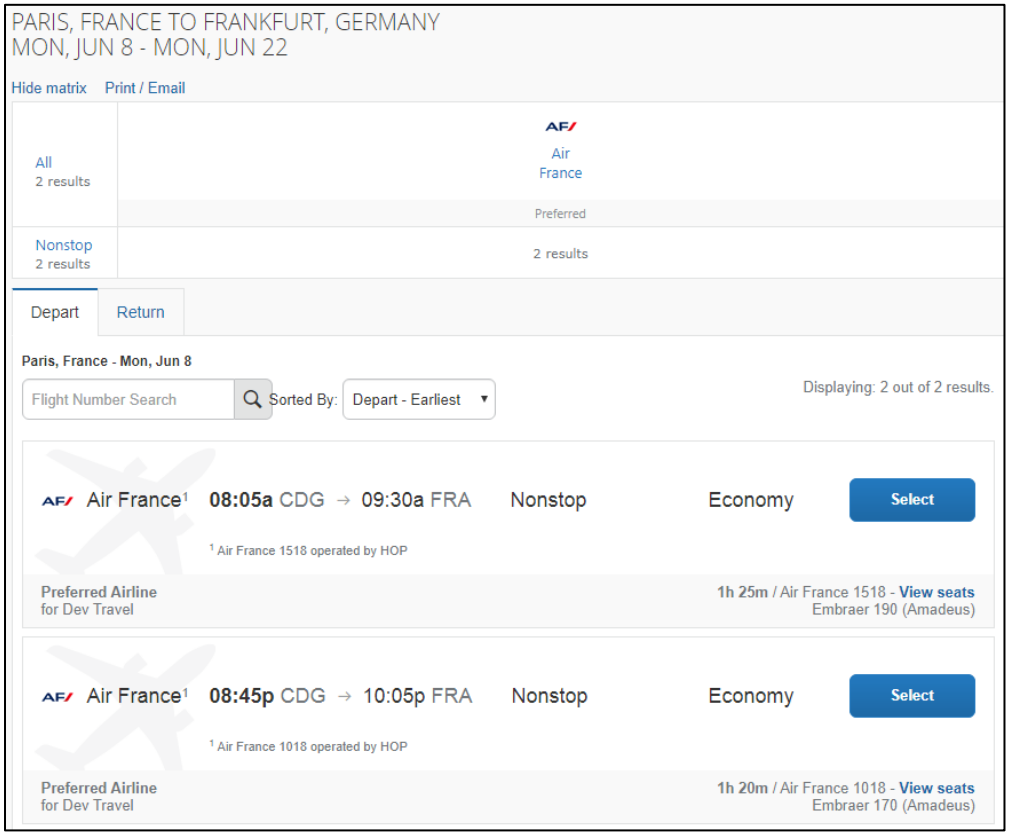
3. Concur Travel performs a search for the requested dates/times; the user then selects their desired flight(s) from the results.



4. Once flight selection(s) is complete and the user clicks **Get Price**, updated cost information about the trip is displayed. This includes original airfare, new airfare, airfare difference, exchange fee, and the total cost of the exchange.

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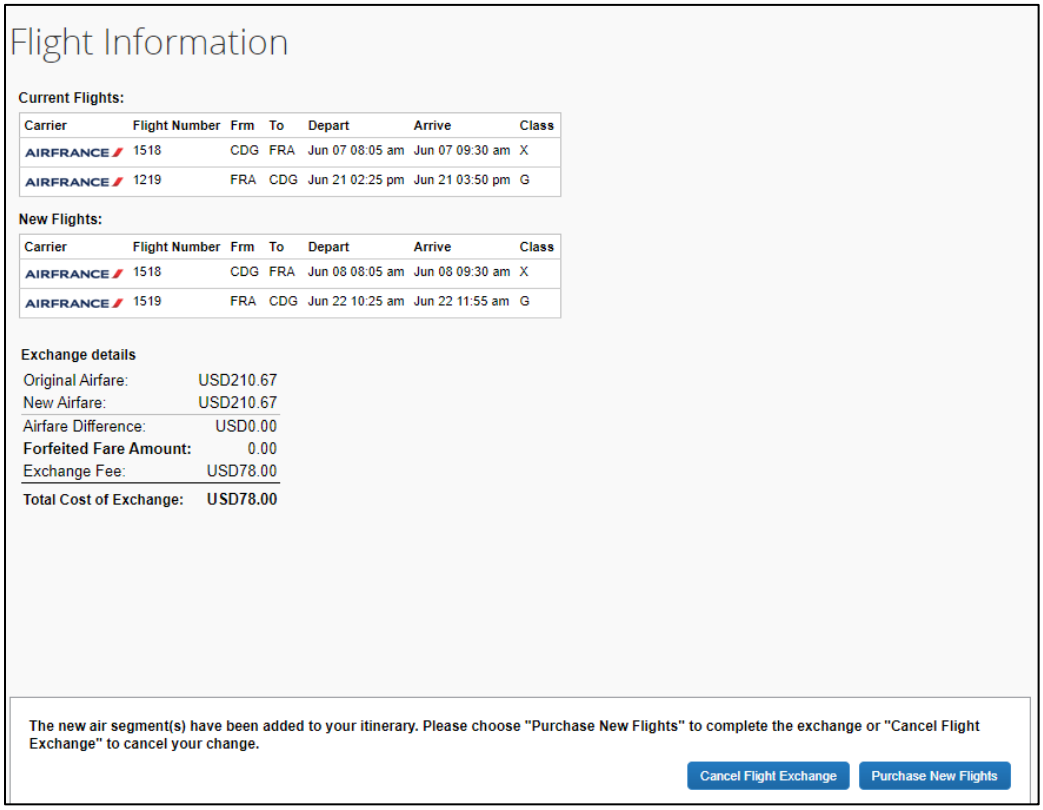
5. To finalize the change, the user clicks **Purchase New Flights**.

NOTE: At this point, the user can still maintain their original flights by clicking **Cancel Flight Exchange.**



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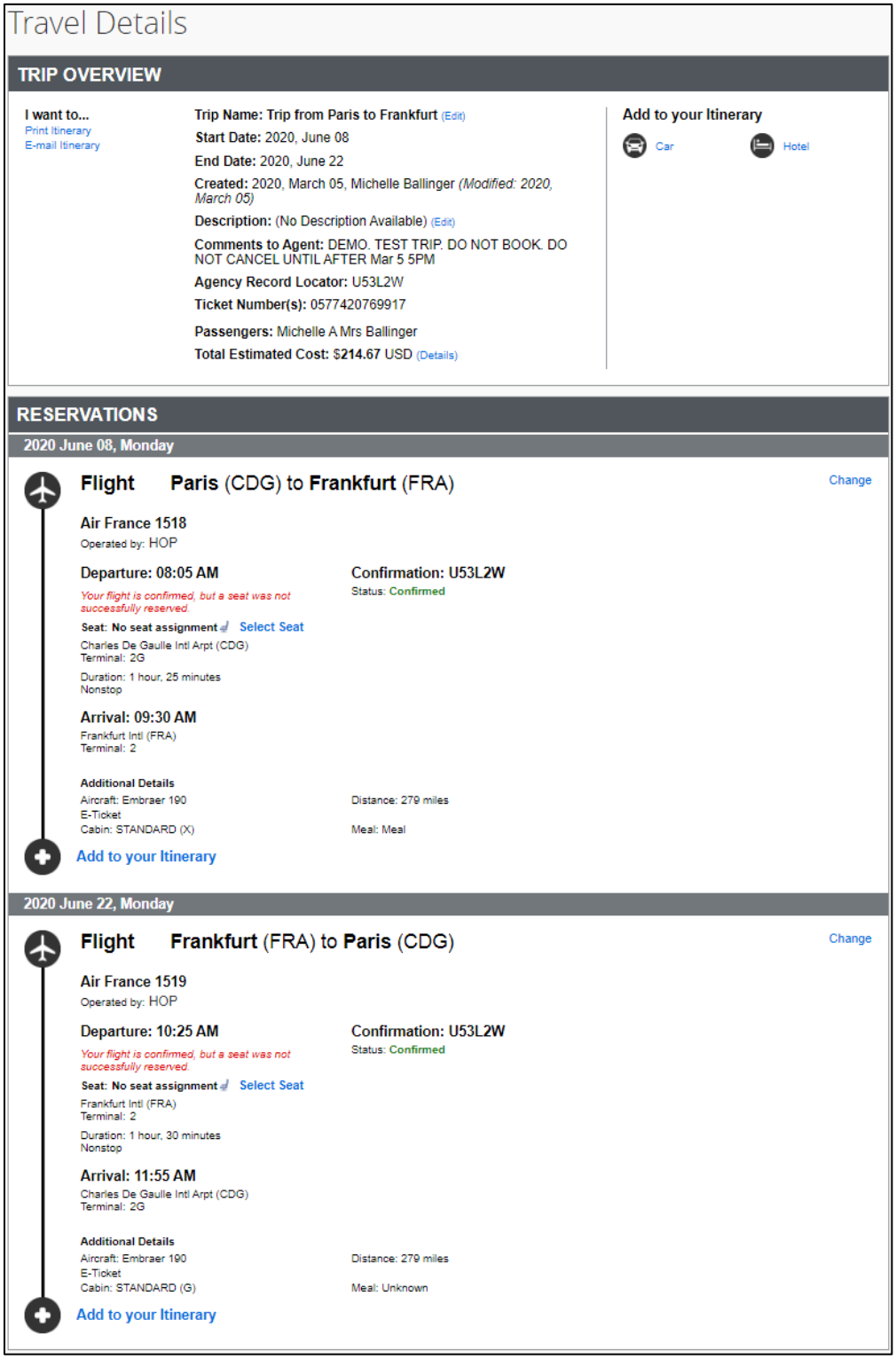
6. An updated itinerary is displayed once the user clicks **Purchase New Flights**:



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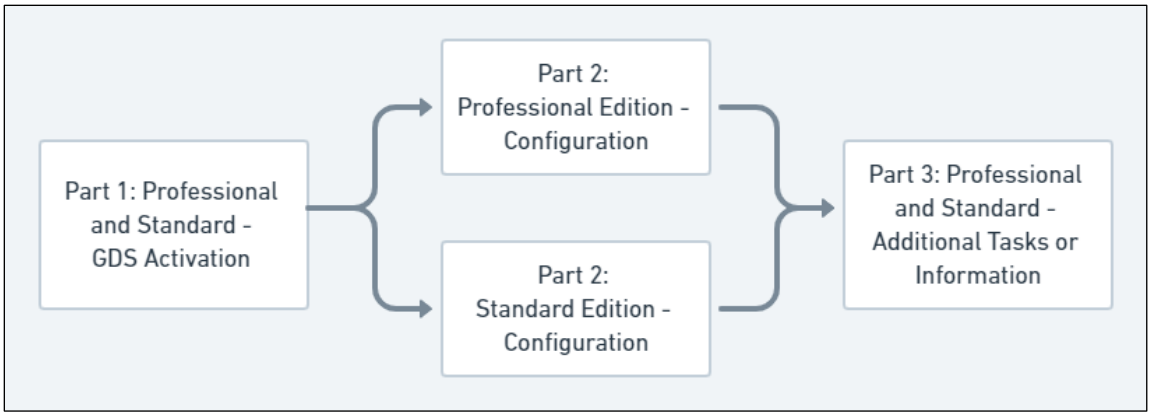
Section 5: Configuration

Overview

Complete these steps based on your edition of Concur Travel.



- Part 1: Professional and Standard Editions – GDS Activation
- Part 2: Professional Edition – Configuration in Concur Travel
  – or –
  Part 2: Standard Edition – Configuration in Concur Travel
- Part 3: Professional and Standard Editions – Additional Tasks or Information

Part 1: Professional and Standard Editions – GDS Activation

Amadeus Ticket Changer must be active in the GDS within the Office ID that is associated to the Concur Travel configuration. To check if ATC is active, perform the following entry in the Amadeus GDS:

```
PVA/ATR
* * * * * * * * * * * *  OFFICE PROFILE   * * * * * * * * * * *
NS OFFICE ID      1A OFFID     AMID      DATE/TIME       ACT
1S/A0003969       MIA1A09PM    056042    27FEB20/0315P   YES
* * * * * * * * * * * *  TICKETING DATA   * * * * * * * * * * *
ATR AUTOMATED TKT RE-ISSUE - 1
```

If ATC is not active, the above field will show **NO**. Customers without ATC activated should contact their Amadeus Account Manager for assistance with activation.

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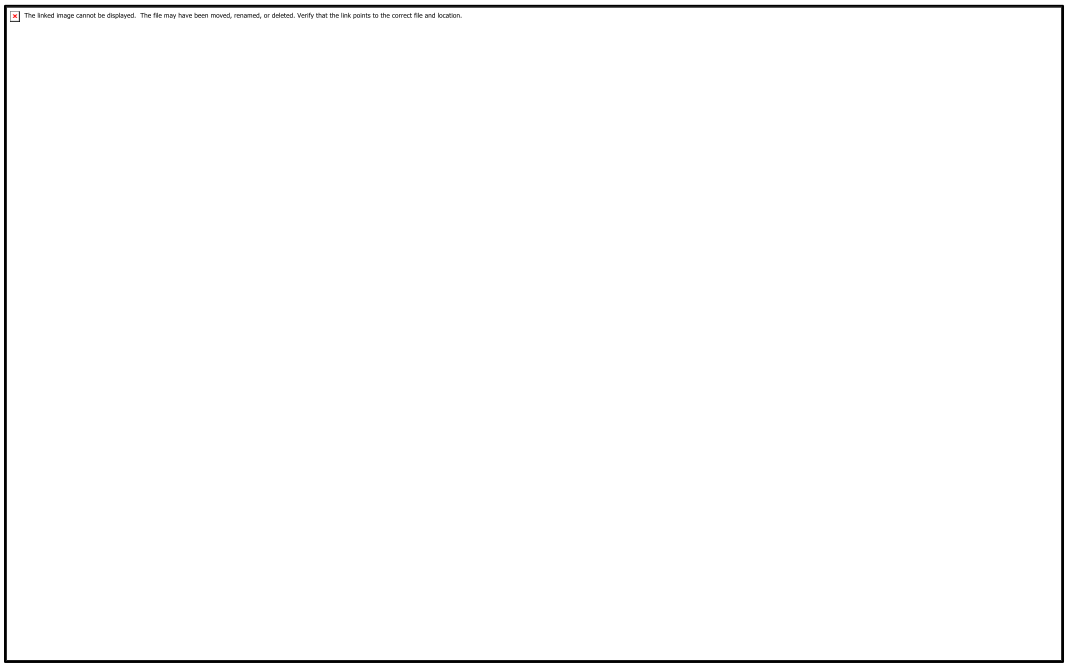
Part 2: Professional and Standard Editions – Configuration in Concur Travel

Once GDS activation has occurred (if required), use the steps below to configure in Concur Travel.

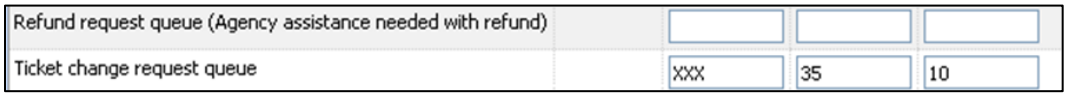
To enable exchanges:

1. In the company configuration (under Travel System Admin), choose **Concur Web** from the **Allow post-ticketing flight changes** dropdown:



! **IMPORTANT**: When viewing the **Allow post-ticketing flight changes** setting, if the **Concur Web** option is not visible, please open a support case and request that ticket exchange billing be enabled for this site. Make sure to provide the site name and Company ID when requesting access to this feature.

2. In the agency configuration under Travel System Admin, complete the queuing configuration for **ticket change request queue** as demonstrated below:



Refund request queue (Agency assistance needed with refund)			
Ticket change request queue	XXX	35	10

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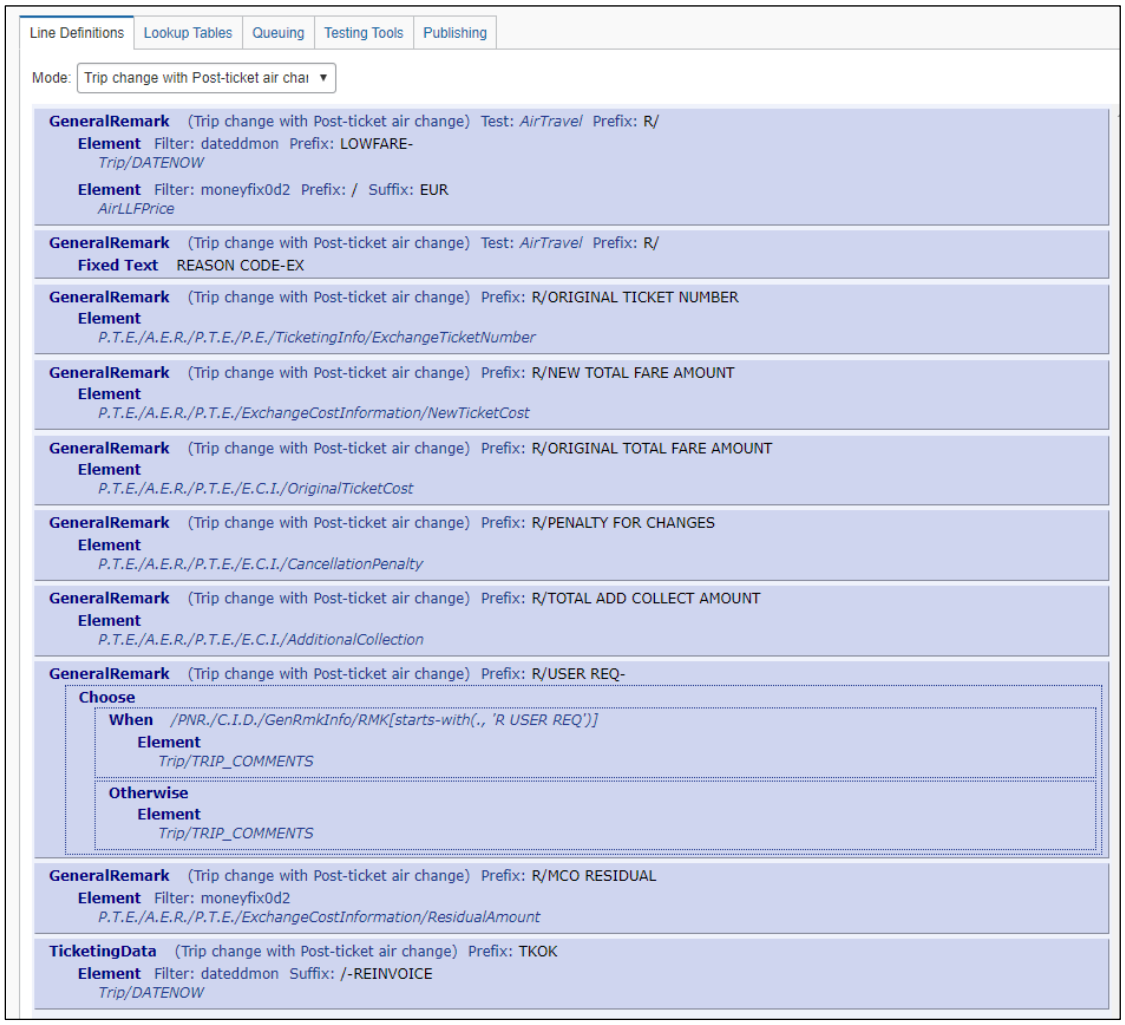
Part 3: Additional Tasks or Information

Finishing Datapoints

The **Trip Change with Post Air Change** mode allows agencies to customized GDS PNR documentation, such as changing the TAW/TAU lines and adding unique remarks. This finishing feature runs independently of other finishing events/modes. The below screenshot provides an example of a typical post-ticket change finishing template:



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Standard PNR Finishing

The following PNR remarks are written to Amadeus by Concur Travel by default for all exchanges:

```
23 RM CB/CXL/CANCELLING AIR SEGS FOR POST TICKET
EXCHANGE
24 RM CB/EXCH/1552/TICKET CHANGE PROCESSED 09APR20
25 RM CB/EXCH/1552/OLD
FARE/
26 RM CB/EXCH/1552/B303/YQ65.22/YR17.39/OY14.02/DE10.81/RA28.9/
      GB16.01/UB29.4/TTL484.75
27 RM CB/EXCH/1552/NEW
FARE/
28 RM CB/EXCH/1552/B303/10.81/16.01/14.02/28.9/29.4/65.22/17.39/TTL484.75
29 RM CB/EXCH/1552/ADD COLLECT FARE
0
30 RM CB/EXCH/1552/PENALTY 76.00/TTL ADD COLLECT
76.00
31 RM CB/EXCH/1552/EXCHANGED TICKET NUMBER
2207581617276
32 RM
CB/EXCH/1552/CPNS
33 RM CB/EXCH/1552/ORIG FOP VI4111111111111111/ORIG ISSUE 09APR20
34 RM CB/EXCH/1552/DISC CODE /COMM
0.00
35 RM
CB/EXCH/1552/IT
36 RM CB/EXCH/1552/ED
37 RM CB/EXCH/1552/VAL LH/FARE BASIS TKT DES
VDECLSP1
38 RM
CB/EXCH/1552/
39 RM CB/EXCH/1552/ORIG ISS IATA
40 RM CB/EXCH/1552/TICKET CHANGE
COMPLETED
```


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Section 6: Known Limitations

The following restrictions apply:

- SAP Concur is currently evaluating standard and custom PNR finishing functionality; initially, it may not work as expected
- Air France Abonnement fares are not yet supported; this will be made available within a future release
- The Ticket Change Attempts Travel report is not supported for Amadeus; there is no plan to update this report at this time
- The old and new Itineraries may only consist of a single carrier (multi- carrier bookings are not supported)
- Not available on free tickets
- Only ARC/BSP accredited airlines are available through ATC
- Concur Travel does not support the exchange of unused tickets or credits on file; this limitation is due to Concur Travel's inability to view the original electronic ticket shell if not issued in the same PNR
- Changes may only be made on live flight segments with no support for past date travel
- PNRs with more than 4 segments or coupons may not be changed online
- Ticket change (pre- or post-ticket) is not currently supported with flex faring
- The total estimated cost of the trip includes the original and exchanged ticket price, when accessing the itinerary from the user's trip library or the **Trip Details** page of the online booking tool.

Section 7: FAQ

Q. What is Amadeus Ticket Changer (ATC)?

A. ATC is a ticket re-pricing solution, which automatically researches old and new fares and rules, generating new, accurate pricing in seconds. The newly calculated price reflects appropriate rules, taxes, additional collections, refunds, penalties or administrative fees.

Q. How does ATC work?

A. ATC employs a pricing engine with a comprehensive **Fares and Pricing** database, offering 13 months of historical fare and rule data. It utilizes pricing construction based on historical, current, or a combination of historical and current fare and rule data.

Q. How can I look back at a previous ticket change?

A. Ticket changes with Concur Travel and ATC will cause historical fare quotes (TTHs) to be retained, with all the elements of the ticket change criteria, including old ticket booking date, place of issue, base tax and totals of old ticket.

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Q. How many times can I change a ticket?

> **A.** Once a ticket has been changed, it cannot be changed again.

Q. Which airlines are supported by ATC?

> **A.** In Amadeus, enter FQN ATC/CXR; all ATC carrier participants will be listed.

Q. Can policy be applied to post ticket changes?

> **A.** Yes; post-ticket change rules allow travel managers to use a subset of the standard Concur Travel rule violation options to help enforce corporate travel policy when users change their tickets.

Q. Can exchanges be made in Concur Travel & Expense if the original reservation was made by a traditional agent (offline booking)?

> **A.** Yes, it can be used for offline bookings if the TST was stored at ticketing. There are no limitations on this feature, except limitations imposed by Amadeus.

Q. I am unable to exchange tickets through Concur Travel. When I click **Get price** during change, the following error message appears: "We encountered an issue that prevented us from completing your request. We have encountered an internal error and are unable to complete this request. Please contact your company administrator to report this error and contact your travel agency if you need immediate assistance with this reservation."

> **A.** An issue with Amadeus OID configuration may cause this error during the ticket exchange process. If this happens, the customer must contact Amadeus and have the **office profile DTD** field set to “Yes".

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