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Sabre Travel Network upgrades Quick Refunds and Exchanges product

Travel agents in Europe are able to refund more tickets automatically following an upgrade of Sabre Travel Network's Quick Refunds and Exchanges product. This automates the entire refund and ticket exchange process and now allows agents to refund or exchange tickets that have previously been altered.

Reet Wiseman, Sabre Travel Network's vice-president for the UK and Ireland, said: "There's a constant demand for agents to change or alter client travel arrangements. This can lead to agents issuing, canceling and then re-issuing tickets several times over. This is time consuming and it can lead to problems with inaccurate financial data and reconciliation. The new capabilities should ease the situation for agents quite considerably."

Using screens pre-populated with the original ticket information, Quick Refunds and Exchanges guides travel agents through the whole refund process, reducing the amount of time required to undertake the task and the need to input data manually. The product also processes the refund, issues applicable documentation, retains refund information and transmits the transaction data to both the back office system and the BSP (Billing and Settlement Plan).

Wiseman added: "Travel agents are looking to their GDS partners to help them streamline their back offices and cut down on unnecessary manual processes. Sabre's Quick Refunds and Exchanges ticks all the right boxes and, because it automatically calculates the correct fare and leaves no room for manual errors, it potentially brings greater revenue to agents".

About Sabre Travel Network

Sabre Travel Network, a Sabre Holdings company, provides access to the world's leading global distribution system (GDS) enabling agents at more than 53,000 agency locations worldwide to be travel experts. The Sabre GDS, the first system to connect the buyers and sellers of travel, today includes more than 400 airlines, approximately 60,000 hotels, 37 car rental companies, nine cruise lines, 35 railroads and 220 tour operators. Key brands of Sabre Travel Network include GetThere, the leading Web-based corporate travel reservation technology, and Jurni Network, the unique leisure travel agency consortium that enables members to sell more products from preferred travel suppliers using sophisticated market intelligence.

Sabre Holdings Corporation (NYSE: TSG) is a world leader in travel commerce, retailing travel products and providing distribution and technology solutions for the travel industry. More information about Sabre Holdings is available at <http://www.sabre-holdings.com>.

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