



# Sabre Quick Refunds and Exchanges

An automated solution to make reissuing tickets and processing refunds and exchanges easier and efficient

## INCREASE PRODUCTIVITY

- Automates a previously manual process
- Sends refund data electronically to ARC's Interactive Agent Reporting Product (US only)
- Improves cancellation penalty/commission on penalty processing (US only)
- Simplifies the refund, reissue and exchange process
- Features FastPath linear entries to bypass mask processing for simple refunds and exchanges

## INCREASE ACCURACY

- Features mask processing
- Reduces pricing errors and debit memos
- Allows for consistent use of Price Quote Records

## WHAT YOU MAY BE FACING NOW

The sale is made and the ticket is issued. You can now devote your time and energy to servicing the travel needs of other customers. Maybe not. Due to schedule conflicts, illness and other logistical problems, customers sometimes need to have their tickets refunded or exchanged. Today, reissuing a ticket can involve complex rules, different currencies and complicated procedures. This manual process is time consuming, error prone and non-productive, which causes additional revenue to be miscalculated or overlooked. You need an automated solution that helps expedite the process and enhance the accuracy of your calculations.

## HOW WE CAN HELP YOU

Sabre Inc. now offers *Sabre Connected*<sup>SM</sup> agents a simple, automated refund and exchange process. Our *Quick Refunds and Exchanges* solution — part of our *Sabre*<sup>®</sup> *Fulfillment* suite of tools — automates a previously manual process, significantly improving the ticket exchange and refund process. Because the process is more intuitive, your productivity and accuracy will increase greatly.

## FEATURES AND FUNCTIONS

*Quick Refunds and Exchanges* relies on the following features to provide a consistent automated refund and exchange solution:

- *System Price Quote Records* replace current stored fare functionality (WS) and are generated through the *Sabre*<sup>®</sup> global distribution system.
- Stores the details of all ticketed data in a database. Retains electronic ticket information for 13 months and paper ticket information for 70 days, giving you easy access to the information you need if research later becomes necessary.

**A Closer Look.** To process an exchange or refund using the *Quick Refunds and Exchanges* solution, simply enter the ticket number for the refund or exchange. You'll receive an image of the ticket, which populates the mask with all the pertinent information. This feature increases accuracy and speed in carrying out the type of exchange or refund transaction.

And what happens when ticket information is not in the database? Manually enter the ticket information in the mask. The remaining steps are the same as those used when accessing the ticket image database.

**Added Benefits.** The *Quick Refunds and Exchanges* solution automatically provides a comparison between original and new tickets, including a breakdown of taxes. This feature greatly helps you in determining paid and unpaid taxes.

**A Total Solution.** Sabre offers the most comprehensive suite of ticketing solutions in the travel and transportation industry — free of charge. Our total *Fulfillment* solution includes the *Electronic Ticketing* feature, the *Unused Electronic Ticket Report* and, now, our *Quick Refunds and Exchanges* automated solution.

Please contact the Sabre office nearest you or your Sabre account executive for more information.

Visit our Web site at [www.sabre.com](http://www.sabre.com)

With the *Quick Refunds and Exchanges* solution, you can:

- Enhance and simplify the complex steps of refunding and exchanging tickets
- Reduce processing time, pricing errors and debit memos
- Increase productivity and accuracy through consistent mask processing
- Increase revenue through automated calculations
- Reduce the need to call the Sabre help desk

In addition, you can bypass using the masks when simple itineraries (and refunds and exchanges) are present. This option increases your flexibility. Use the mask or use a linear “fast path” entry — it’s your choice.

**For More Information.** For more information, refer to N\*/PQR INDEX or contact your Sabre account executive.