GAIN A FULL WORK DAY EACH MONTH BY AUTOMATING TICKET EXCHANGE

AUTOMATED EXCHANGES

How many tickets do you exchange a month? What if you could gain a full work day back with all the extra time you’d receive if that process was automated. Well for every 50 tickets exchanged with Automated Exchanges, one full day of manpower can be saved.

Automated Exchanges gives you the highest level of repricing automation to calculate complex fare, tax and penalty information on exchanges. We reference the airline-filed Category 31 Voluntary Changes rule, and automatically rebook the lowest reissue price. And only Sabre® alerts agents if buying a new ticket actually ends up costing less.

Competitor solutions require separate workflows when the airline does not qualify for their voluntary changes tool, and for all refunds. Sabre does not. Automated Exchanges automatically redirects non-qualified transactions to Refunds and Exchanges, saving you time. Together they are the only toolset you need for all ticket exchange and refund transactions.

Sabre has your exchanges covered… HOW FAST DO YOU WANT TO FINISH?

REFUNDS & EXCHANGES

15 STEPS & 5:05 MINS for simple change
PLUS 3 STEPS & 6:20 MINS for a complex change
PLUS 4 STEPS & 3:00 MINS to check reissue prices across several options
TOTAL TIME 14:25 mins

AUTOMATED EXCHANGES

4 STEPS & 1:02 MINS for or a simple or complex change
NO ADDITIONAL EFFORT for a complex change
PLUS 1 STEP & 20 SEC for Automated Exchanges Shop
TOTAL TIME 1:22 mins

Steps/timing based on single fare component ticket changes using Refunds and Exchanges, a core Sabre capability, and Automated Exchanges, a Sabre premium product. For a full detail on the steps and timing, visit our website.

WHAT’S IN IT FOR YOU

SEARCH AND RE-PRICE AUTOMATICALLY for up to 80 percent of ticket exchanges.

INCREASE TICKETING PRODUCTIVITY up to 20 percent and save up to 20 minutes per exchange.

REMOVE DUPLICATE WORKFLOWS by checking the best exchange and new ticket pricing at same time.

AVOID HUMAN ERROR AND REDUCE DEBIT MEMOS as Automated Exchanges are included in the Sabre Fare Guarantee Policy.

IMPROVE CUSTOMER SERVICE AND INCREASE TIME FOR MORE SALES by removing the complexity in the exchange process.

Automated Exchanges helps you become more efficient. It’s part of the Sabre Red Efficiency Suite, which includes Apps, Business Intelligence, Consulting, Developer Tools, Direct Fare Filing, Post Booking Automation and Workflow Management.
HOW IT WORKS FOR YOU

With the addition of Automated Exchanges, around 80 percent of an agent’s ticket exchanges can qualify for quicker and easier processing using the Voluntary Changes rule. You can then expect up to 20 percent improvement in your overall ticketing productivity, and up to 20 minutes saved per exchange. This will protect your agency’s revenues and improve customer service.

To expedite and add accuracy to the process, Automated Exchanges uses the highest level of automation to calculate complex fare, tax and penalty information on reissues. Original ticket information is retrieved, removing the need for complex cryptic entries. And electronic coupon status is verified to ensure accurate processing.

Automated Exchanges includes many features to make an agent’s life easier. A “Best Price Exchange” automatically rebooks tickets into other classes to secure the lowest price. Search the lowest price reissue options for price conscious customers. See detailed marketing intelligence and productivity reporting on all tickets exchanged in an Automated Exchanges Report. And protect your revenue as transactions are included in the Sabre Fare Guarantee Policy.

HOW YOU WILL STAND OUT

AUTOMATICALLY KNOW WHICH OPTION IS BETTER for your travelers as Sabre is the only technology provider to proactively tell you this. Sometimes that will be a ticket exchange, and sometimes buying a new ticket is cheaper. Automated Exchanges simultaneously checks both options and advises with a banner message if a new ticket is cheaper. Then simply choose: reissue or buy.

CHECK THE EXCHANGE PRICE AT NO CHARGE as Sabre does not levy a fee. The Automated Exchanges pricing model is based on completed exchanges, allowing you to easily map cost to revenues.

“I have found Automated Exchanges to be one of the greatest enhancements to my job as a travel agent. Automated Exchanges rocks!”

Janet Bates
Colpitts World Travel

Only Sabre alerts you when a lower fare is available during your exchange process.