# Manage change
## DXC Technology Ticket Reissue & Refund

Reissue or refund tickets quickly and accurately with recalculated prices, ensuring all charges, fees, and taxes due to your airline are still collected.

**Insights**

- Things change.
- You need to modify bookings.
- Use an automated solution to exchange or refund tickets.

### Increase revenue

Travel plans change for a variety of reasons— sometimes by passenger choice, other times due to situational circumstances. DXC can help you efficiently and effectively modify passenger bookings when existing travel plans require change.

Existing processes, which are manual or have limited automation, encourage ticket exchange without obtaining all owed payments. With Ticket Reissue & Refund, tickets are quickly and accurately recalculated, including all fees and taxes collected that are due to the airline. You will streamline cumbersome ticket exchanges and the refund process, while increasing revenue.

In addition, to increase calculation accuracy, DXC ensures the process complies with industry standards, and facilitates efficient passenger support during irregular operation conditions.

### Review the system

**Comprehensive—**Provides end-to-end functions for voluntary and involuntary needs and refund or reissue conditions.

**Recognized—**Follows IATA industry standards in the refund and exchange process, and applies ATPCO Categories 31 and 33 to properly administer airline rules for the originally used fare.

**Integrated—**Integrates with electronic miscellaneous documents (EMD) for payment or receipt as a result of

the refund and exchange process; the system also incorporates fare automation and baggage rule information from the DXC Fares system.

**Accessible—**Provides web service XML via service-oriented architecture, enabling flexibility and reliability.

**Reporting—**Supplies reports delivering insight into your airline's system use, including collections summary from exchanges/refunds, waiver financial data, and associated use, and helps determine ongoing return on investment; it also aids in preventing abuse of system flexibility.

### Understand the features

- Provides up-sell quote capability, along with a priced as booked quote, allowing agents to upgrade passengers and increase airline revenue

- Supports partially flown or unflown itineraries

- Provides goodwill waivers to override charges for exception conditions, which can be applied by the carrier based on rule filings with ATPCO, system transaction modifiers, or system-wide using internally defined rules for emergency situations

- Enables threshold amounts to be set on fare, tax, and/or total fields, which trigger collections to be waived if below an airline specified amount or percentage

- Supports private fare exchanges and refunds via ATPCO account security codes

- Provides pricing modifiers to customize requests using criteria such as passenger type, point-of-sale location, discount amount, tax withholding, and other modifiers

- Supports trip-in-vain situations for exception processing, returning the entire ticket amount after a passenger has completed partial travel

- Effectively processes multiple forms of payment in a single transaction

- Displays refund and reissue rules by ticket number using a stand-alone transaction

## Gain from these benefits

**Speed—**Industry figures indicate 25 minutes as the average manual processing time for a voluntary reissue. In contrast, Ticket Reissue & Refund users complete the entire process in seconds, and without overlooking any step along the way.

**Reliability—**Twenty-four months of historical data—fares, taxes, currency exchange rates, and so forth—are used to ensure that calculation results are consistent, even if the same query is made multiple times, giving users the certainty that the results can be trusted.

**Efficiency—**A substantial number of tickets— in excess of 10 percent—are reissued at least once due to customer travel plan changes or airline schedule adjustments. This system provides for broad airline efficiencies in this area to address this highly impacting challenge.

## Work with the best

DXC is an industry leader in fare quote and pricing solutions. This knowledge is key in developing complex functionality for automated ticket reissue and refund.

The DXC Fares product feeds a database archive, storing 24 months of history. This is the foundation of comparing "today" with "original," enabling accurate results for up to two years after the initial ticket issuance.

Our commitment to service excellence is a primary differentiator in the IT marketplace, providing a solution-specific support desk 18 hours per day, which means emergency support during off hours.

We have effectively integrated the Ticket Refund & Reissue process with our Passenger Solution systems and DXC Fares solutions, demonstrating success in bringing quality end-to-end solutions to market.

**Learn more at www.dxc.com/ travel_and_transportation**