



Ticketing Queue Management Service



About ATI

ATI Business Group has long been a leader in business process outsourcing within the travel and aviation sector, serving clients in over 20 countries around the world. Focused on serving the best customer experience, ATI has developed

several proprietary technology applications, backed with teams of industry experts to provide you an effective solution for sustainable efficiency and organisational growth.

Why ATI?



Multi-GDS Coverage



Competitive Pricing Models



Trusted Travel-Experienced Professionals



Timely Ticket Issuance



Global Coverage



Enhanced Operational Efficiency

24/7

Availability



Prompt Response

How are we Different

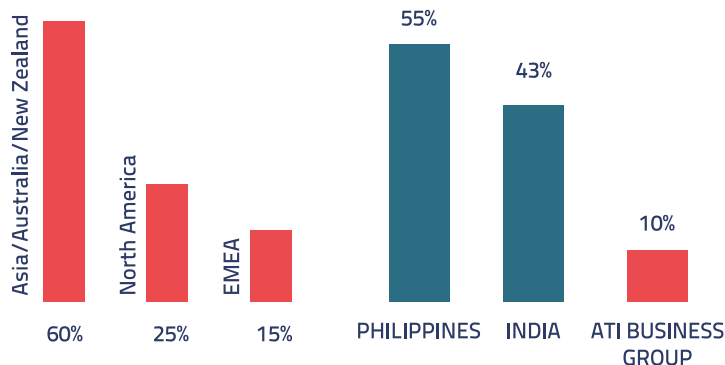
What Sets Us Above (Not Just Apart) From The Rest



Accuracy since 2010

Quality and Speed of Service

We commit to service level standards with penalties where we do not meet these. ATI has loaded more than 10 million fares and incurred 155 ADM errors giving 99.99% accuracy. Cost to our customers \$0.00 with our ADM guarantee.



Global Reach

We know and understand the Travel and Aviation sector - that's all we serve. ATI's team of thousands of travel professionals services it's global customers remotely and from its 6 delivery centres to over 20 countries.

Very Low Turnover of Staff

(ANNUALISED TURNOVER)

With only a 10% annualised turnover, our customers are assured of continuity of service and an in-depth understanding of their business by the team that works with them every day.



We Take Care of our Staff

Over 64% of ATI people have stayed with us for more than 5 years. Over 79% of ATI people have stayed with us for more than 3 years.



Ticketing Queue Management Service

ATI Business Group is excited to announce the launch of our newest support service, the Ticketing Queue Management Service. Offering after-hours support and 24/7 coverage, we bring a dedicated team of experienced travel agents to ensure exceptional service for your clients. Elevate your client services with our Ticketing Queue Management Service, ensuring unparalleled efficiency and reliability. Trust in our exclusive focus on the travel and aviation sectors to redefine travel support for your business.

With our advanced workflow technology platform and dedicated team of experienced travel agents, we offer comprehensive support for your clients urgent requests, ensuring seamless communication and outstanding customer service.

OUR TICKETING QUEUE MANAGEMENT SERVICE COVERAGE

Queue Monitoring

Our team oversees and ensures all ticket fulfilment PNRs queued in the GDS systems for ticketing, both fresh issuance and reissuance, are actioned timely and effectively. This ensures that any urgent items or critical bookings are promptly attended to - allowing you to have a worry-free experience even when your office is closed. You can trust us to handle time-sensitive tasks efficiently and effectively.

Ticketing Fresh Issuance

Effective handling of new tickets issuance that are queued in the GDS are actioned within required timeline, ensuring prompt action and accurate execution whilst minimising any disruption to your clients' travel plans.

Ticketing Reissue

In cases of emergencies or changes in your clients' travel plans, our dedicated team is always ready to assist on ticket re-issuance in their time of need. Ticket re-issuance are actioned promptly, ensuring accurate execution and effective handling to ensure a smooth travel journey.

TICKETING QUEUE MANAGEMENT SERVICE COMMERCIAL RATES

	USD	EUR	GBP	AUD
Monthly Subscription	\$140	€130	£100	\$200
Per Ticket	\$12	€11	£9.50	\$18
Urgent Ticket (Surcharge)	\$10	€9	£7.50	\$15
Account Set-up Fee	\$200	€185	£150	\$300
Public Holiday	\$100	€95	£80	\$150

Monthly Service Subscription

Unlock 24/7 access to our Ticketing Queue Management service, backed by dedicated support for your agency.

Simplified and Efficient Support

Embrace simplicity with our transparent fee structure, tailored for your convenience. All Tickets issued are ADM guaranteed so you are assured of complete coverage. Rest easy knowing we are here to assist, meeting all turnaround times before the ticketing deadline.

Urgent Ticket Surcharge (0 – 2 hours)

When urgency strikes, we've got you covered with swift and effective support with resolution in less than 2 hours whenever requested.

Seamless Onboarding Experience

Get started seamlessly with our services. This onboarding investment ensures swift integration into our Ticketing Queue Management service, allowing your agency to harness the benefits of our support without delay.

Public Holidays: Customized Support When You Need It

Our service offering is provided all year round other than Christmas, New Year, Good Friday & Easter. For an additional charge on each of these days we can provide uninterrupted service and peace of mind for your agency.

PER TICKET FEE

Your ticketing needs are covered and will be supported with resolution within 24 hours of the request. The table below helps breakdown how ticket fees are calculated.

TASKS		PER TICKET DEFINITION
Ticketing	New Issuance Quotation	3 quotations provided
	New Issuance	1 ticket issued
	Reschedule Quotation	1 quotation provided
	Reschedule Exchange	1 ticket reissued
Refund	Quotation	1 quotation provided
	Request	1 ticket processed



WORKING WITH THE BEST IN THE INDUSTRY





CONTACT US!

reach us at

sales@atibusinessgroup.com



atibusinessgroup.com

ATI Business Group

Jl. Batutulis Raya 13C

Jakarta, 10120, Indonesia