



Ticketing & Refund Processing

Ticketing & Refund Processing



Tracking thousands of ticket status and changes are time-consuming. Flight schedules are bound to change unpredictably, and due to the rapid pace of the travel and aviation industry, there is a very high chance that valid tickets are being left unused. ATI is here to support you with any ticketing issues, such as ticketing operations, refunds, and tracking. With ATI's experience in handling ticketing processes for various multinational organisations, our services will increase the efficiency within your ticketing processes and deliver significant operational expense savings for both you and your clients.

What does this include?

- General Ticketing Services
- Ticketing QC
- Ticketing Support
- General Refund Services
- Potential Refund (Air Variance)
- Refund Support
- Ticket Tracking Services

Why ATI?

60

Up to 60 refunds
per day (per team
member)

99%

Ticketing
Accuracy



Dedicated training
academy

80

Up to 80 tickets
per day (per team
member)

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.

Hear what our clients have to say



I would like to say a huge thank you and congrats to the team for all the work in the Ticketing Queue. This task hit a peak of over 1300 bookings to be actioned due to all the COVID cancellations and a backlog we couldn't clear.

And this morning when I run the reports we are down to 131!

Amazing work team!

Maxine Hendriks
Team Leader
Infinity Holidays

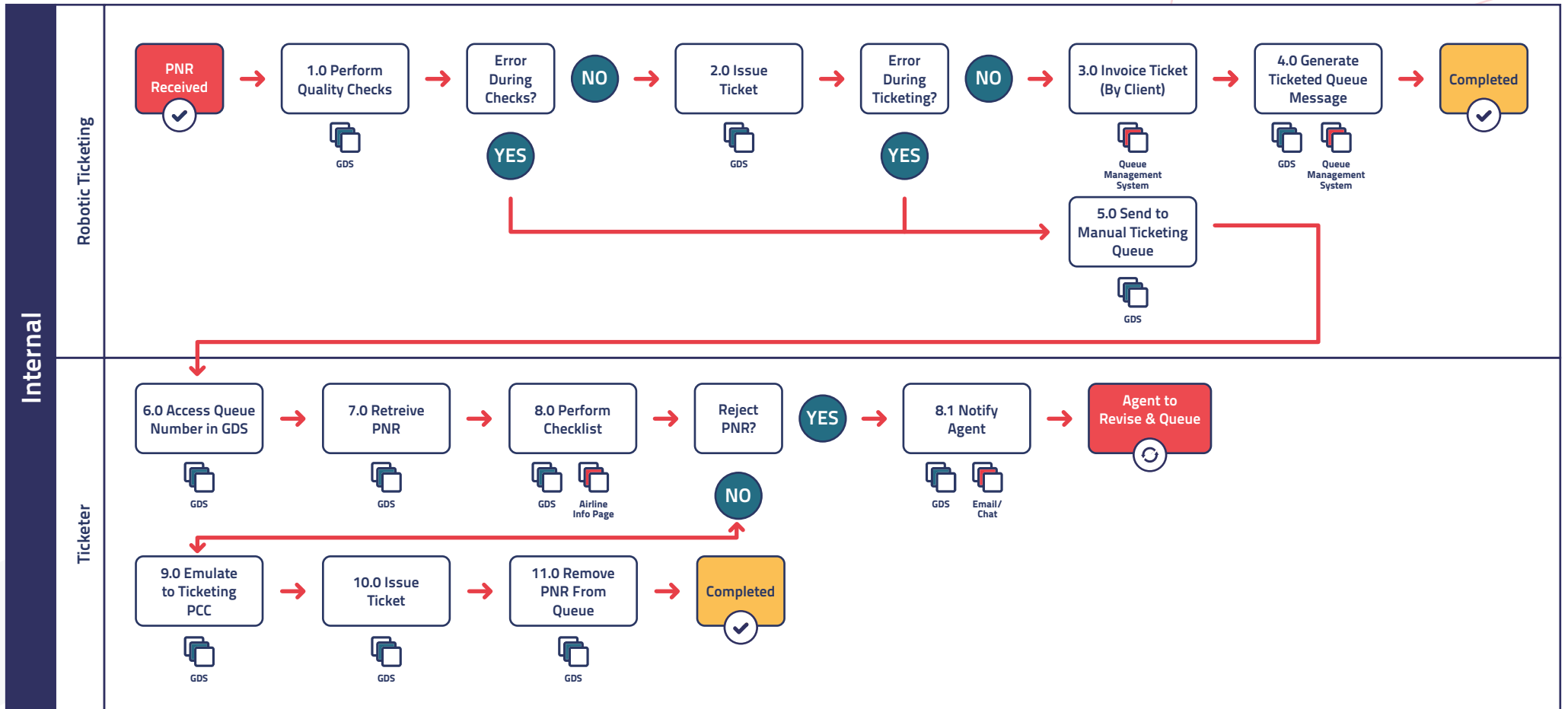
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Ticketing Operations



Ticketing operations are sure to be an administrative burden and a very labour-intensive process, especially with the increasingly complex airline-specific conditions. Our ticketing operations team helps process unresolved PNRs that cannot be processed through automated ticketing systems, in cases with ticketing errors in passenger details or fare differences. Our experienced team members accurately issue tickets and address any urgent requests, supporting our multinational clients around the clock.

Ticketing Operations

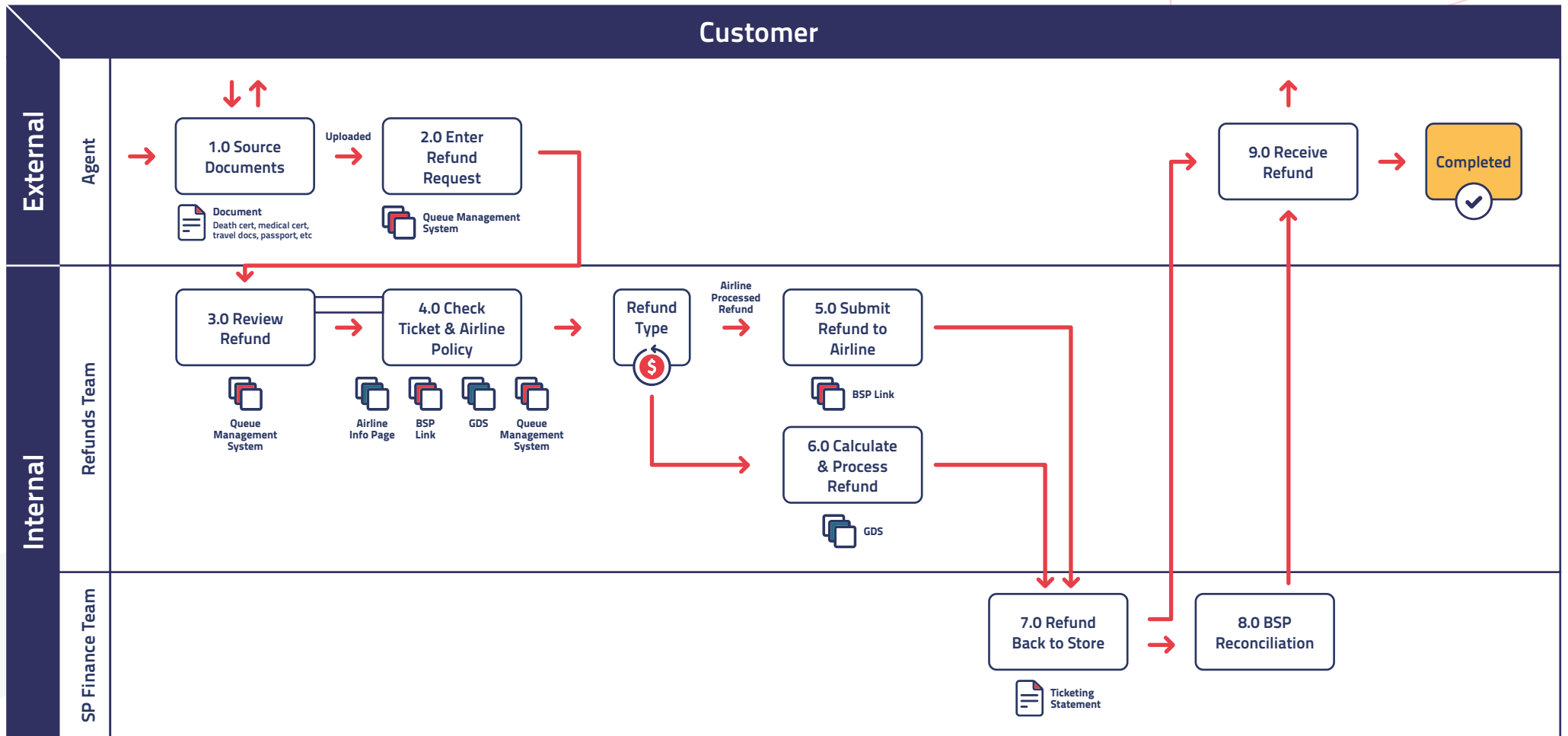


Ticketing Refund



Refund processes are a hassle. Not only intricate and time-consuming, it also detracts you from new sales activities. ATI's Ticket Refund services enables travel agents to process clients' refund requests quickly and efficiently, in accordance with the designated airline specific conditions. This refund service also provides the ability to refund eligible components of unused airline tickets before they expire.

Ticketing Refund



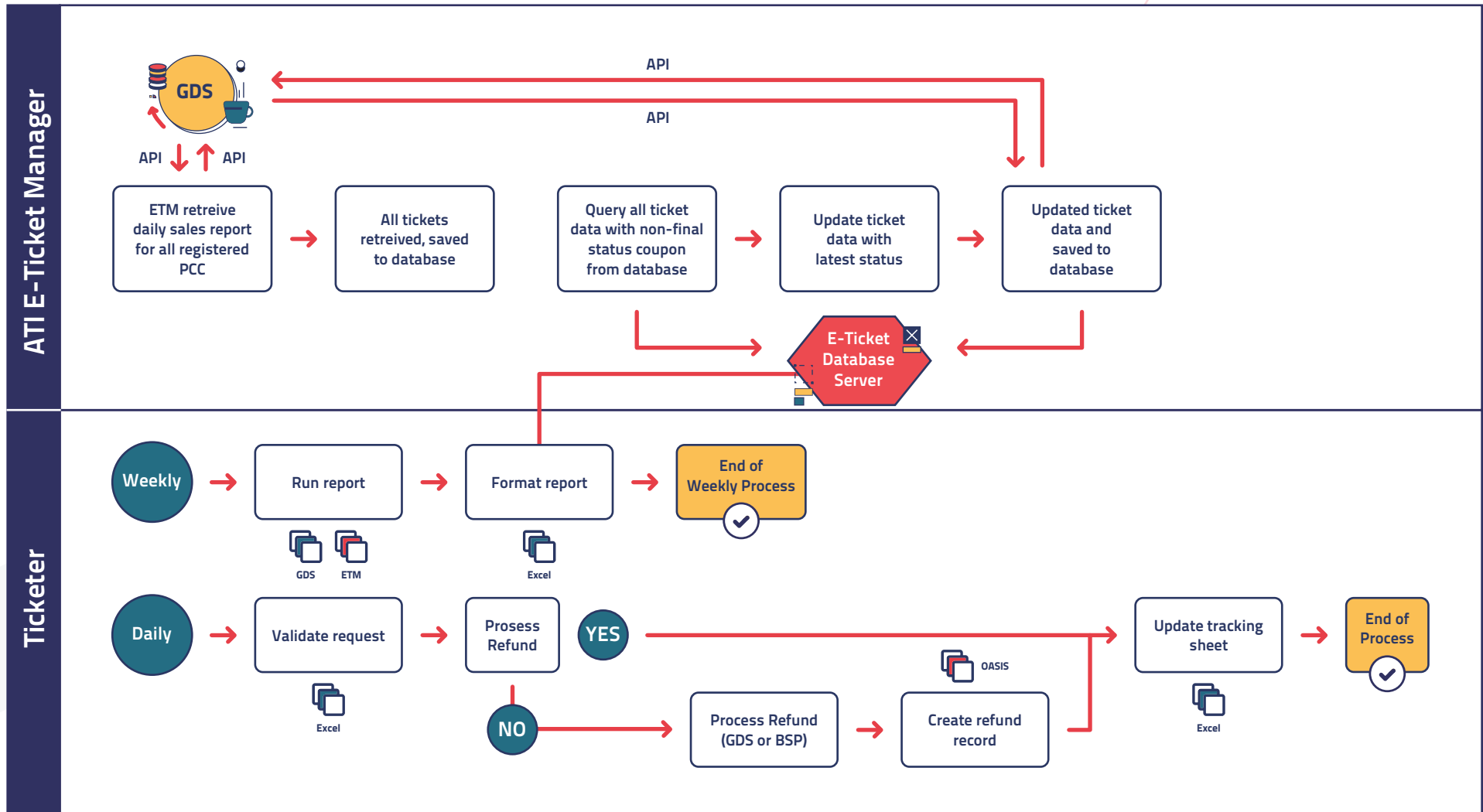
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Ticket Tracking Service



Every day large volumes of airline tickets are processed with a large portion of them still eligible for refund. Most travel agencies do not keep track of unused tickets due to the large volumes of airline tickets to validate. ATI's Ticket Tracking Service enables you to track down any refundable components of unused tickets efficiently, in accordance with the airline specific conditions, before they expire. By tracking unused coupons, we provide a new revenue stream opportunity for our clients and a significant travel expense saving.

Ticket Tracking Service Process





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ATI Business Group

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