

A woman with curly hair is laughing and high-fiving a colleague at a meeting table. Another woman with glasses is visible in the background. The table has a coffee cup, a smartphone, and some papers.

**Sabre**

TicketExpress

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# TicketExpress



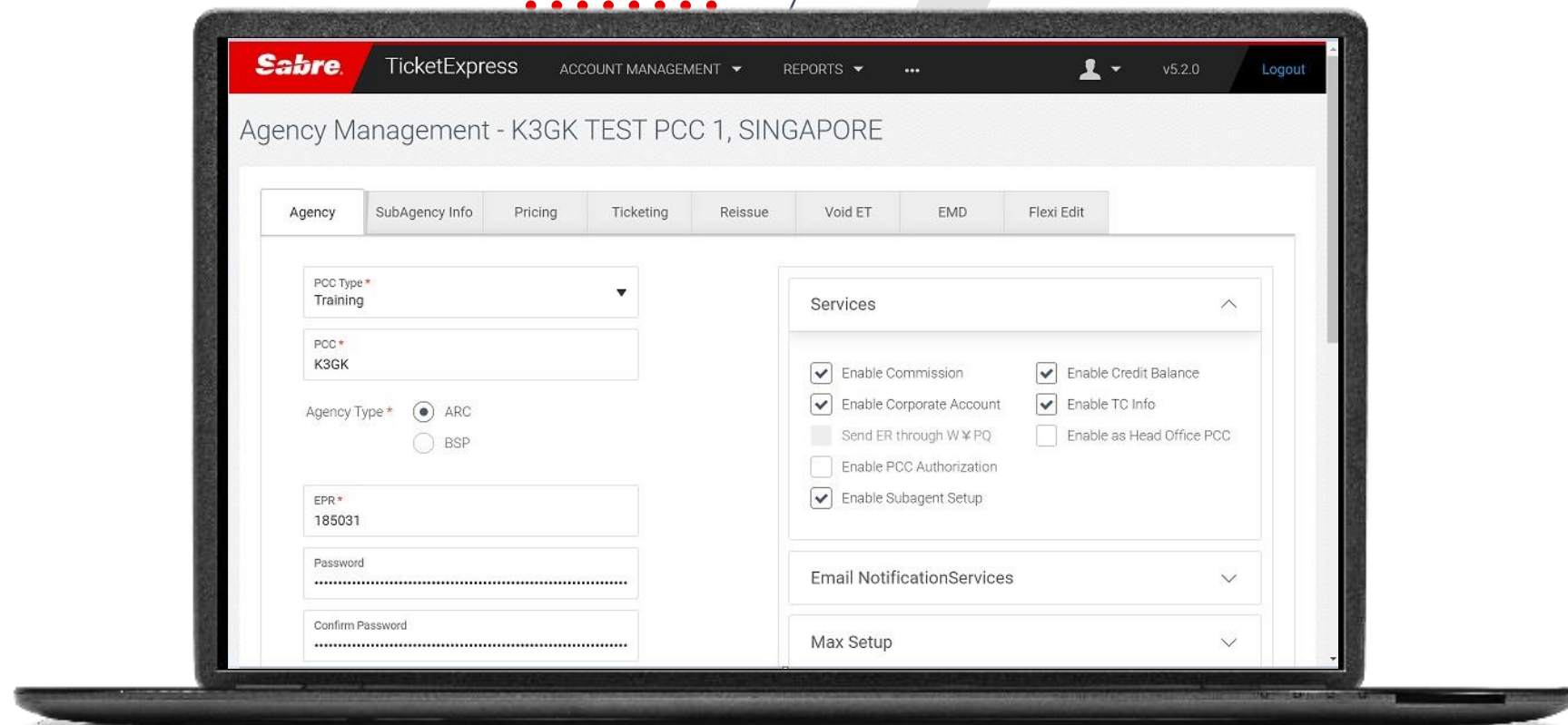
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TicketExpress is a highly configurable agency ticketing automation solution that validates pre-defined agency guidelines at time of Pricing and Ticketing.



# TicketExpress Product Overview

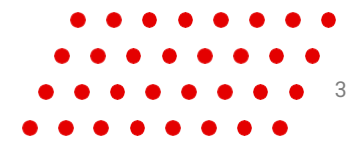
- TicketExpress is a complete solution that automates agency pricing and ticketing processes
- Wide-range of pricing and ticketing specifications including Corporate ID and Commissions with various parameters for accuracy.
- Designed to support end-to-end workflow for majority of agency transactions.
- Seamless workflow presented by module according to function.





# BUSINESS AND TECH CHALLENGES

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# Travel agency's key pain points with manual processing



## Staff training requirements

Expensive and time-consuming repetitive agents' training to ensure operational accuracy.



## Prone to human errors

Travel agents commit errors by not using critical pricing qualifiers, commissions and tour codes, resulting in uncompetitive fare quotations and lost sales opportunities.



## Incur unnecessary expenses

Travel agencies incur Agency Debit Memos issued by the airline when critical information is inaccurate including Tour Codes/Value Codes or incorrect commissions.



## Customer support staffing challenges

Difficulty in serving customers during after office hours and providing 24X7 staffing support usually required by an online travel agency.

# Imagine If...

Imagine if your fulfillment processes were **fully automated** to allow you to focus exclusively on what matters most:



## Reduced training requirement

As a result of implementing TicketExpress, constant training is no longer required.



## Reduced costs

With automation, the agency can achieve exceptional quality service delivery while reducing operational costs.

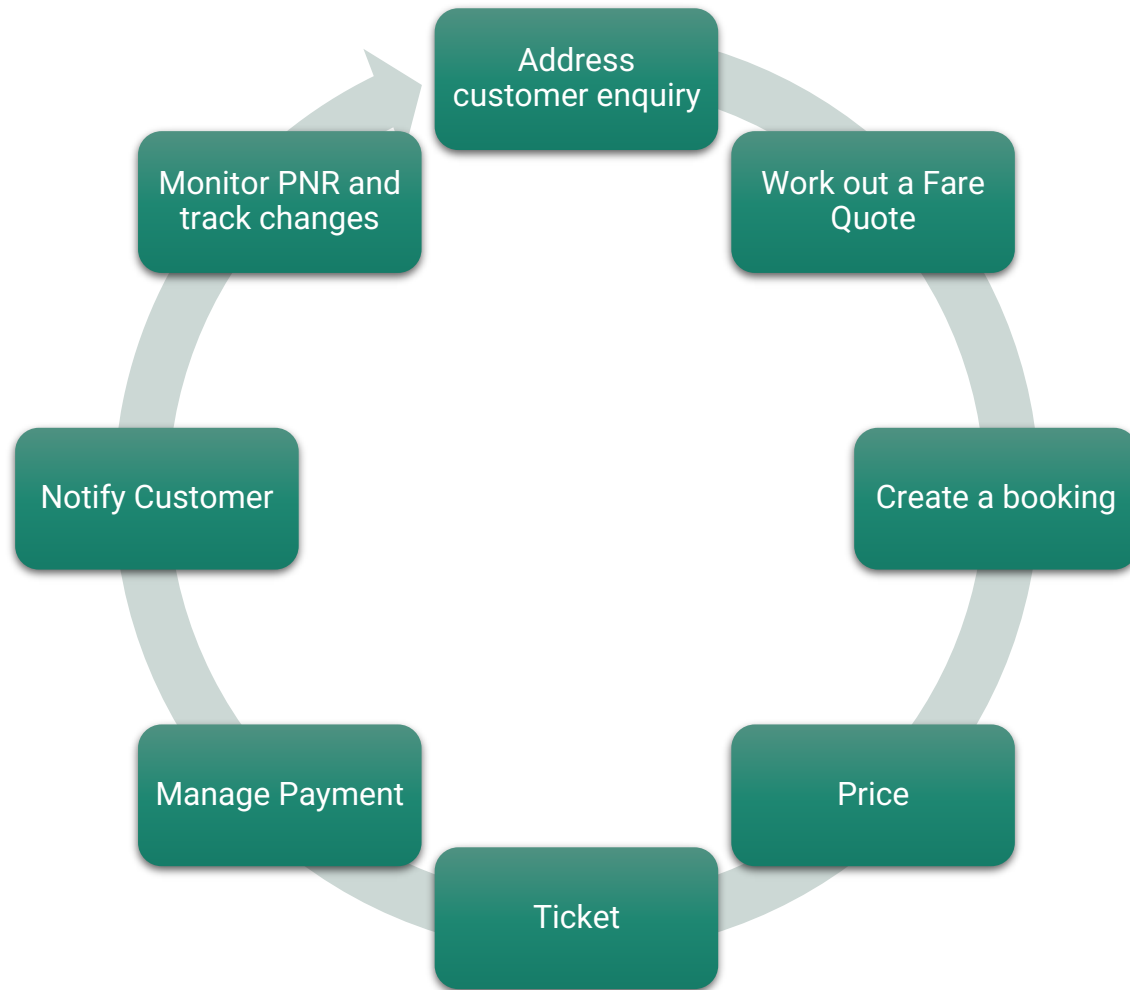


## Customer engagement

TicketExpress improves quality standards, implementing a consistent process, better customer engagement, personalization and relationship management.

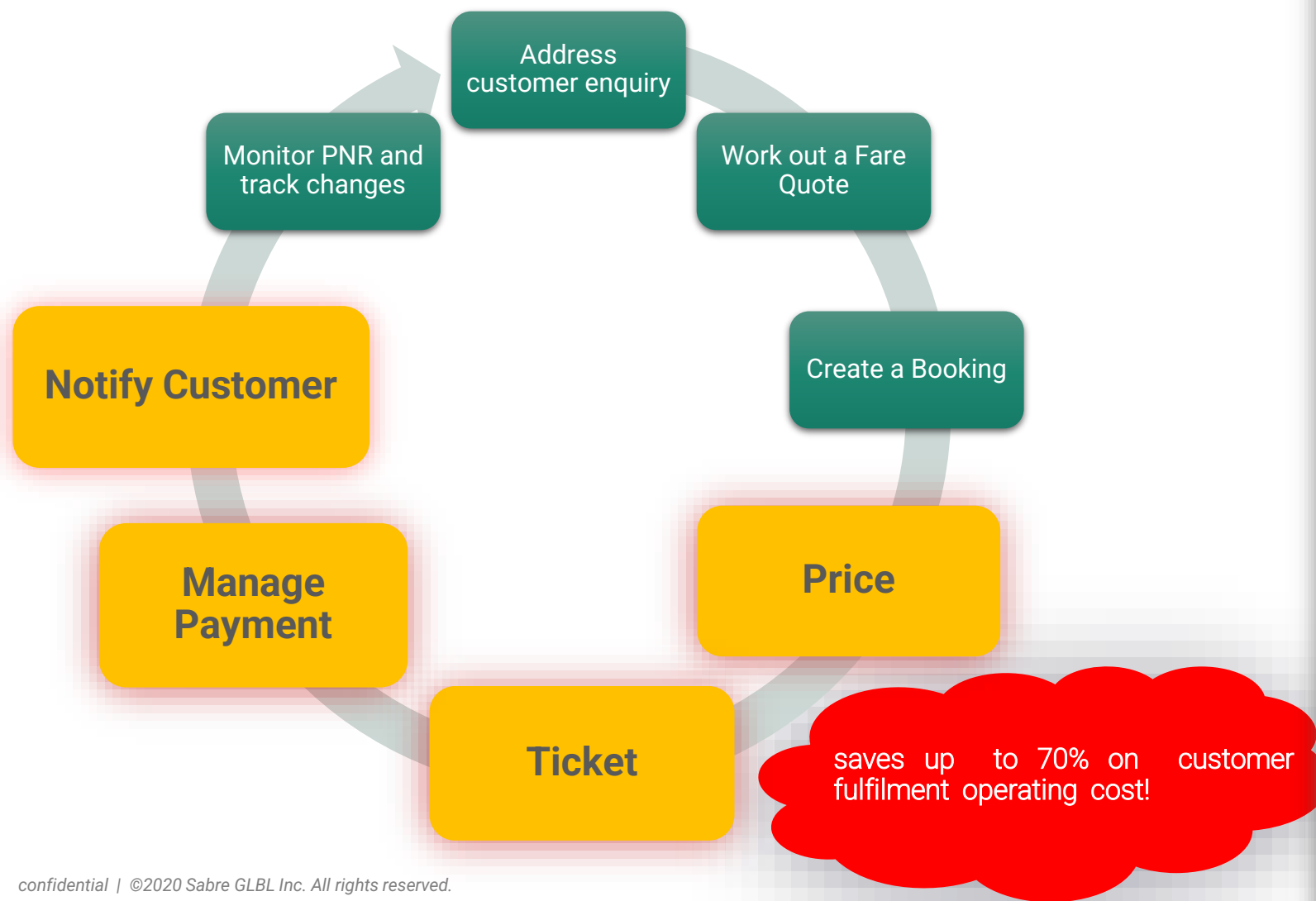
# A Typical Agent's Day

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# With Automation TicketExpress



A Sabre Global Consulting Team study shows that customers using TicketExpress can save an average of 5 MINUTES processing time per transaction

**\*SAVE UP TO 5 minutes per transaction**



# It is time to eliminate all of these

Access **TicketExpress** and discover how defined agency configurations are applied at time of pricing & ticketing, minimizing errors and agent oversight for greater agency efficiency and control.



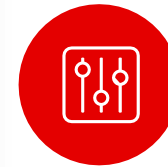
## **Fulfilment carried out manually**

Time consuming agent training to ensure accuracy when fulfilment processes are carried out manually.



## **Errors resulting in uncompetitive fare quotations**

Critical pricing qualifiers not used that may result in lost sales opportunities.



## **Agency Debit Memos**

Missing Tour Codes/Value Codes or incorrect commissions applied as required by the airline.



## **Inconsistency & Timing Challenges**

Difficulty in servicing customers after regular business hours.

# TicketExpress - Benefits of touchless pricing and ticketing



## Increased operational efficiency

TicketExpress helps agencies save on time and effort for greater productivity and resource utilization.



## Eliminate costly errors

Using an automated process can help eliminate errors, reducing potential airline agency debit memos (ADMs).



## Gain Complete Control

Management of pricing and fulfillment process with pre-defined agency configurations on commissions, corporate pricing, ticket and credit management, default form-of-payment and pricing restrictions, among others.



## Effort savings and increased productivity

TicketExpress' touchless ticketing and pricing functionality can reduce processing times by at least five minutes. These reduced processing times translate to more sales opportunities and increased revenue.

# TicketExpress: Summary of Functions

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## Pricing

Critical pricing parameters can be pre-defined to ensure that only targeted fares are returned and applied.



## Ticketing (Including NDC)

In the final stages of a sale, it becomes important that all ticketing conditions, including that of NDC Orders, are supplied and validated and works with Credit Management and TC Controls.



## Void ET

Provides VOID ticket service with last run 10 minutes before midnight so penalties can be avoided.



## Reissue

Tickets that are to be exchanged or reissued can be fulfilled in this module



## EMD

EMD-A and EMD-S can be issued supporting end-to-end workflow that does not end at ticketing only.



## Subagent RedApp

Authorized sub agents can invoke the RedApp for credit management as controlled by the consolidator



# Setup quickly and easily

Ease of activation with intuitive and user-friendly user interface (UI) tool for ease in configuration management, cloud-based and flexible technology solution to meet unique business needs.



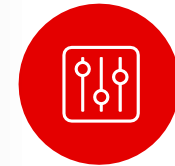
## Activate

Once Product Order is received, User Profile and access credentials are created.



## Discovery

Review sessions on agency's manual processes that requires automation in preparation for system configuration.



## Configuration

Assist in initial setup and building of agency's unique configuration



## Go Live

'Enable' the IPCC for configured processes to run live PNRs that are placed on queue upon activation



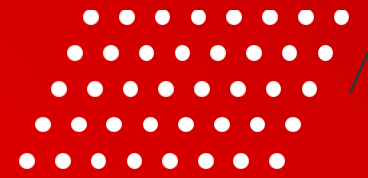


# Shared Services

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SharedServices is a Centralized Data Management System comprised of four Main Modules:

- ☐ Commission
- ☐ Credit Control
- ☐ Corporate Account
- ☐ TC Info



# Keep everything under control in Shared Services

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## Corporate Account

Corporate Account Table helps the agency manage the different corporate/account codes for pricing on different airlines.



## Commission

Commission contracts and corresponding commission rules are stored, validated and used eliminating manual commission look ups and/or manual input of commission percent or amount at time of ticketing.



## Credit Control

Helps manage Consolidator – Subagent relationships in credit control management. Efficient email alerts when ticket stock or credit limit reaches the pre-defined alert levels.



## Travel Consultant Info

Travel Consultant Information including email address are stored to facilitate email notifications and eMessaging functions.



# Contact Us



**Sabre Indonesia**



**021-27535399**



**[marketing@sabretn.co.id](mailto:marketing@sabretn.co.id)**  
**[Solution@sabretn.co.id](mailto:Solution@sabretn.co.id)**



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