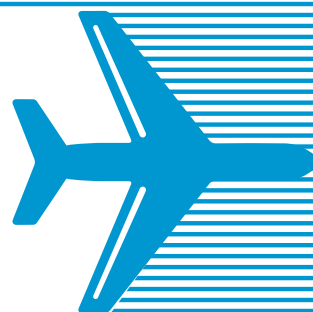


Why should business travel be so complicated?

Post Ticketing Changes



When a **traveller needs to change** an existing booking...**What happens next?**



the old
manual vs.
way

Either...

1. Traveller needs to make a change to an existing booking
2. Traveller submits change request via telephone, email or Online Booking Tool
3. Consultant at TMC receives change request
4. Consultant checks for availability
5. Consultant contacts Traveller to finalise trip change and any inform of any extra fees
6. Ticket sent to ticketing department and is issued up to 2 hours later

the QBT
automated
way

Simply...



1. Traveller needs to make a change to an existing booking



2. Traveller logs on to QBT Online



3. Traveller checks availability, makes the changes and arranges payment of any extra fees



4. Traveller receives updated itinerary

Result

- ✗ Many touch-points = higher fees
- ✗ Slow process
- ✗ Wait times
- ✗ Traveller could miss flight

Result

- ✓ Lower offline fees
- ✓ Immediate changes - instant ticketing
- ✓ No problem if out-of-hours or overseas
- ✓ Simple online process
- ✓ Quick and easy