1. Description

1.1   This solution recovers certain APMs transactions that failed or were abandoned by the consumer before completion.

1.2   Transactions can be abandoned due to several reasons such as internet issues, closed browsers, or the consumer clicking on "come back to the previous page" without validating the payment.

2. How does the solution work?

2.1   This solution operates through back-end callbacks (from the Customer Selected Provider to our Payment Platform), instead of front-end callbacks (browser internet notifications).

2.2   This solution automates e-tickets and EMD issuance where (i) the consumer is not redirected to the Customer Selected Provider's website, or (ii) the consumer is not redirected back to the Customer's e-commerce channel within a certain period of time.

2.3   In these cases, this solution automatically triggers a ticketing issuance request on eligible PNRs.

2.4   If the transaction is approved by the Customer Selected Provider, e-tickets and EMD will be generated.

3. Disclaimers and limitations

3.1   This solution only works with certain one-step synchronous alternative payment methods with inquiry capabilities or are able to send back to u the final payment status via a server to server call.

3.2   This solution is available only for direct sales.

3.3   This solution is available only for e-commerce primary bookings when the PNR is generated (for instance, flights).

3.4   This solution is not available for servicing flows and add-ons (for example, chargeable seat or excess baggage).

3.5   This solution only works for web redirection (no server to server connection).

3.6   This solution works when no callback has occurred and therefore no tickets have been issued for the affected transaction.

3.7   This solution does not cover partial issuance (two tickets are purchased in the same transaction, but only one is issued).

3.8   Ticket Exchange flows (Amadeus Ticket Changer/rebooking) cannot be recovered by this solution, as no front-end can save the PNR changes before redirection.

3.9   This solution is not recommended for more than ten (10) office IDs, as it may degrade the performance of this solution. Implementation charges are driven per office ID.

4. Dependencies

4.1   Customer must contract our solution Alternative Payment Methods.

4.2   Customer must enter into an agreement with the relevant Customer Selected Providers.

4.3   PNR integrated payment works only if Customer has contracted Amadeus Altéa Reservation System.

5. Integrations

5.1   This solution can be integrated into certain Amadeus front-ends.

5.2   Other integrations with Customer's front and back ends may be available, subject to further scoping.