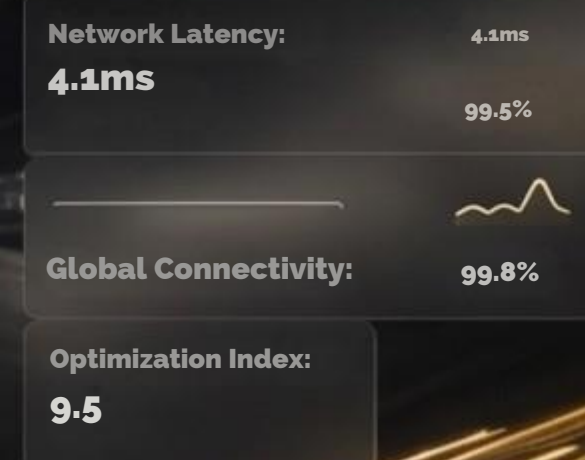




**Travel Bridge
Services**
By JR Technologies

JR Technologies

DELIVERING TRAVEL TECHNOLOGY SOLUTIONS





**Travel Bridge
Services**
By JR Technologies

WHO WE ARE

A trusted travel technology partner
since 2004

 **JR Technologies**

OUR MISSION

To continuously deliver exceptional service & experience to our clients and members within the organization.

20+



**YEARS
IN BUSINESS**

24/7



SUPPORT

100%



**CLIENT
DEDICATION**

Connecting Systems People Processes – delivering service and savings



**Travel Bridge
Services**
By JR Technologies

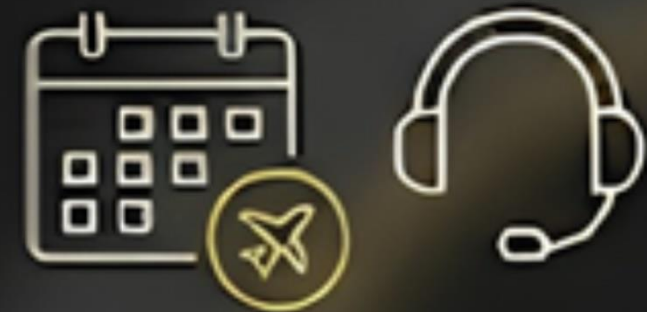
JR Technologies

WHAT WE DO

JR TECHNOLOGIES | COMPREHENSIVE
TRAVEL TECHNOLOGY SERVICES

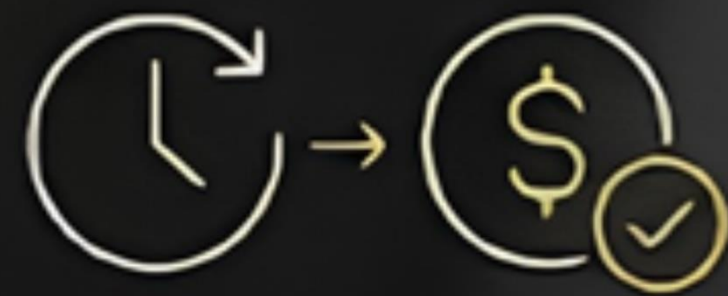


Reservations, Ticketing and Customer Support



BOOKING & SERVICING.

Booking and post-ticket servicing across voice and digital channels for airlines, travel companies and customer support teams. Flight reservations, ticket booking and group reservation support.



TICKET LIFECYCLE.

Ticket changes, cancellations, rebooking and schedule change notifications. Refund processing, refund status support and post-ticket servicing.



CUSTOMER SUPPORT CHANNELS.



Chat, email, social media and voice-based customer support.



EXPERIENCE & RECOVERY.

Customer complaints, escalations and service recovery handling. Seat selection, ancillary services and passenger service support.

Airport Handling and Special Services

Front-line airport servicing and special passenger handling support for smoother travel operations.



Unaccompanied minor (UMNR) service coordination and passenger assistance support



Chauffeur, limousine and premium passenger service coordination

Premium Passenger Satisfaction



Special passenger requests, disruption management and escalation handling



Stakeholder communication and service delivery coordination across airport operations



Revenue Accounting, Finance Operations and Reconciliation

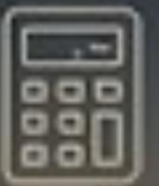
Revenue & Finance

Revenue accounting ,finance operations built around BSP, ARC, interline settlement and financial control.



Accounts payable

Accounts payable, accounts receivable and invoice processing support



Support

BSP and ARC reconciliation, reporting and settlement support



Account coordination

Interline billing, interline settlement and partner account coordination



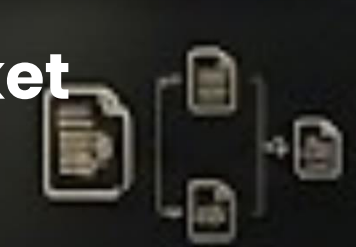
Reconciliation

Credit card reconciliation and payment transaction verification



Transaction control

Revenue accounting, ticket sales reconciliation and transaction control



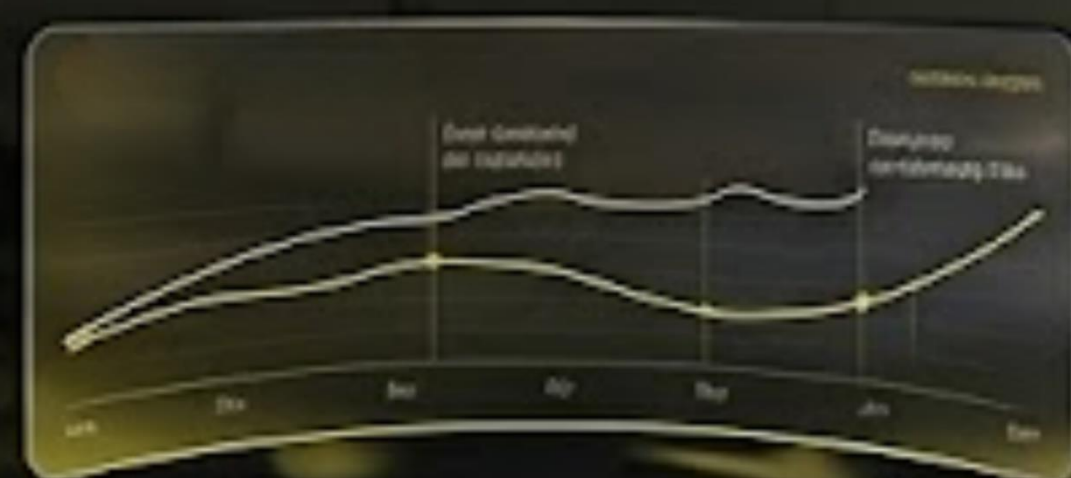
Reporting

MIS, financial reporting, ledger scrutiny and finance operations reporting



ADM, ACM, Fare Audit and Revenue Integrity

A dedicated discipline for agent debit memo, credit memo, fare audit and revenue leakage control. ADM and ACM identification, audit and memo control support



BSP and ARC ADM issuance, tracking and recovery coordination



Agent dispute handling, documentation and resolution support



A screenshot of a software interface for fare audit, ticket audit, and refund audit. It features a table with columns for 'Fare Audit', 'Ticket Audit', and 'Refund Audit'.

	Fare Audit	Ticket Audit	Refund Audit
Fare Audit	✓	✓	✓
Ticket Audit	✓	✓	✓
Refund Audit	✓	✓	✓

Fare audit, ticket audit and refund audit for compliance control



Revenue leakage analysis and recovery opportunity identification



ADM recovery reporting, MIS and revenue integrity performance tracking

Revenue Management, Commercial Support and Loyalty Administration

Commercial intelligence, fare support and loyalty program administration for airline growth and customer retention.

- **Fare filing and fare audits using ATPCO Fare Manager, Sabre AMC and Amadeus FareXpert**
- **Competitor pricing analysis, market intelligence and commercial research**
- **Route profitability analysis and revenue performance support**
- **Agency support desk for commercial queries and trade coordination**
- **Membership enrolment, elite status management and frequent flyer support**
- **Points accrual, redemption support, missing mileage claims, partner reconciliation and loyalty campaign support**



IT, Technology and HR Shared Services

01

Enterprise Infrastructure & Cyber security Proactive monitoring, threat detection, and system resilience.



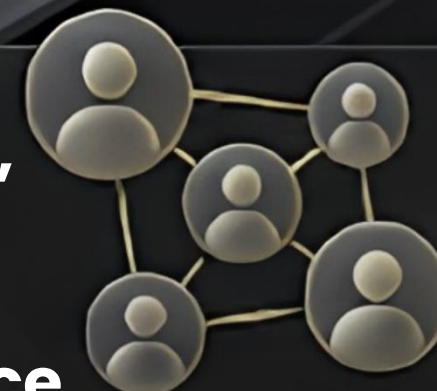
GDS support across Amadeus, Sabre and Travelport platforms



Software development, data engineering and analytics support



HR records maintenance, learning and training administration, payroll management, compliance and CSR support



Recruitment coordination, background verification and employee helpdesk support



WHY JR TECHNOLOGIES

STRENGTHS – WORLD AT FINGERTIPS



Follow the Sun Model

Round-the-clock global coverage across time zones



24/7 Customer Support

Dedicated or designated support for each client



Global Reach & Contracts

International contract management capabilities



Cost & Benefits Balance

Optimized pricing for maximum ROI



Multi-Currency Flexibility

Multiple payment types and currency support



ADM Compliance Oversight

Ensuring accurate ADM validation and airline compliance management.

CUSTOMER SERVICE



Tread the Extra Mile



NAME: Oscar Mejia

DESIGNATION: Sales Director
North America

БАТИ/МІЗ



OUR OFFICE

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YOUR PARTNER IN TRAVEL TECHNOLOGY

Delivering exceptional service
and experience since 2004

www.jrtechnologies.com



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NEXT PROJECT WITH EXPERTISE
AND INNOVATION.**



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TO CONNECT WITH
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