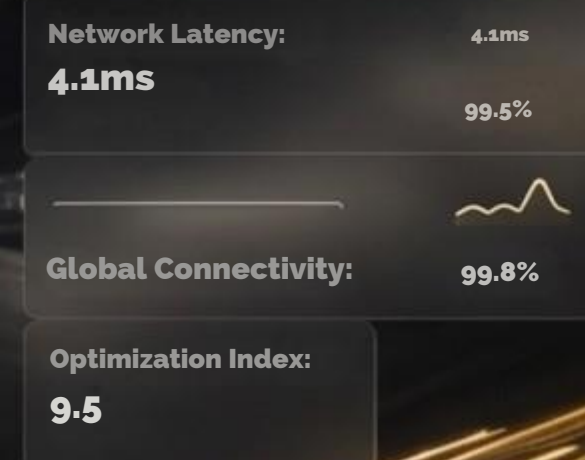




**Travel Bridge
Services**
By JR Technologies



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



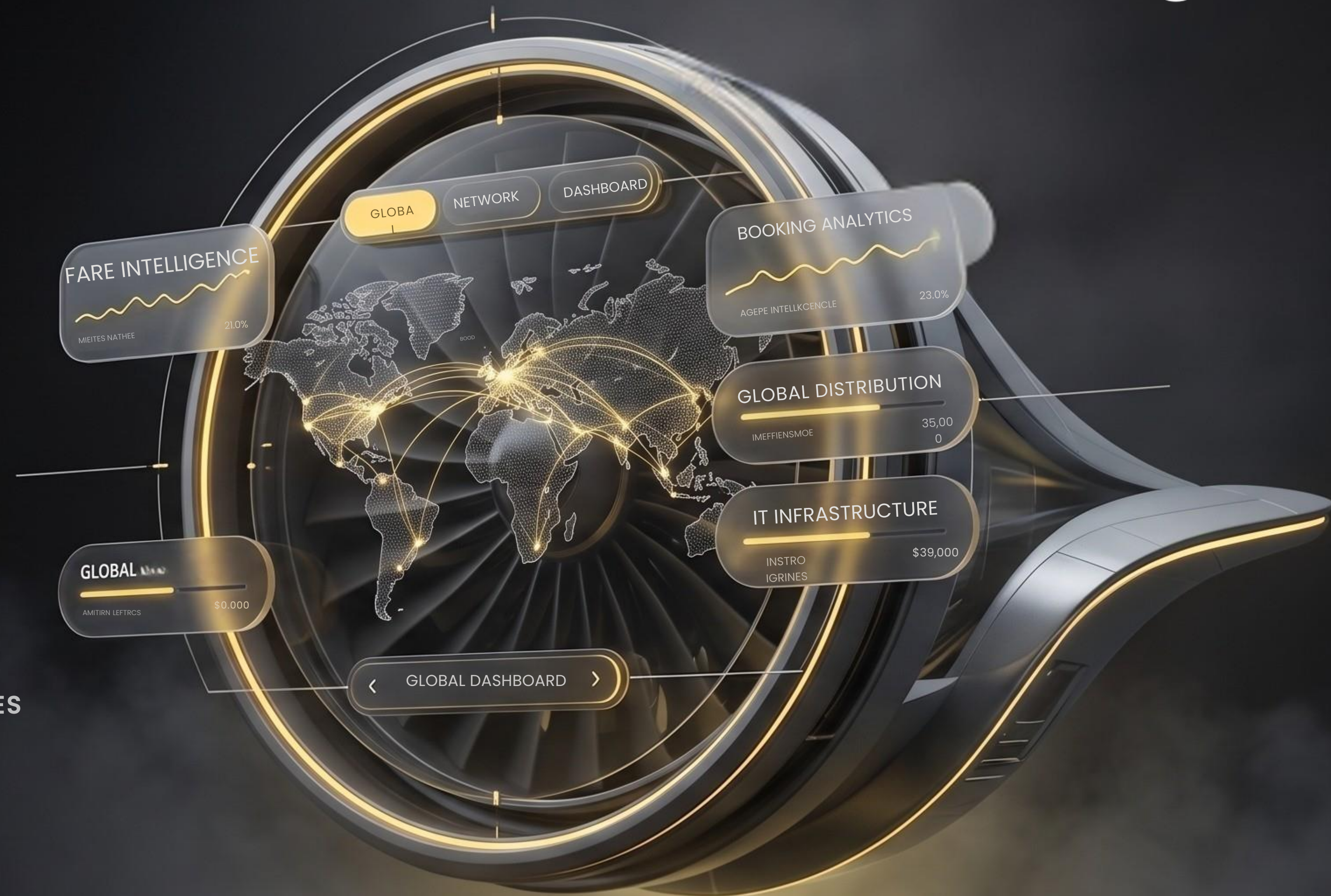
**Travel Bridge
Services**
By JR Technologies

JR Technologies

WHAT WE DO

JR TECHNOLOGIES | COMPREHENSIVE TRAVEL TECHNOLOGY SERVICES

JR Technologies



Our Services



Reservations and Ticketing

Booking and post ticket servicing across voice and digital.

Flight reservations and ticket booking

Ticket changes, cancellations and rebooking

Refund processing

Schedule change notifications

Group reservation support

Customer Service and Travel Support

Chat, email, social and voice support

Customer complaints and escalations

Frequent flyer program support

Seat selection and ancillary sales

Lost baggage inquiries

Travel insurance

Our Services

Revenue Accounting and Finance Operations

Revenue accounting built around BSP, ARC and interline settlement.

Revenue accounting



Ticket sales reconciliation



BSP and ARC reconciliation



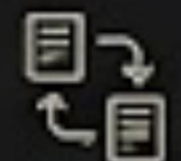
Credit card reconciliation



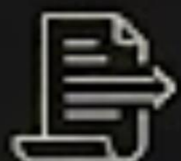
Interline billing and settlement



Accounts payable and receivable



Invoice processing



MIS, financial reporting and ledger scrutiny

Revenue Management and Commercial Support

Commission management and commercial support.

- Airline commission management (Sabre AMC, Amadeus FareXpert)
- Competitor pricing analysis
- Travel support desk



- Competitor pricing analysis



- Travel support desk



Our Services

Loyalty Program Administration

Administration of loyalty and partner programs.

- Membership enrollment
- Points accrual and redemption support
- Missing mileage claims
- Partner program reconciliation
- Elite status management
- Loyalty campaign support

ADM and ACM Management and Recovery

Debit and credit memo control with structured recovery

- ADM settlement and dispute handling
- Billing to clients
- ADM recovery reporting and MIS
- Coordinating with operations
- Root cause analysis (RCA)





TECHNOLOGY



IT & Technology Services

Technology support across service desk, applications, GDS and data.

- Help desk and desktop support
- Application support
- GDS support (Amadeus, Sabre, Travelport)
- Infrastructure monitoring
- Cybersecurity operations
- Software development
- Data engineering and analytics

POWERING
AIRLINES.
ELEVATING
EXPERIENCES.

PEOPLE OPERATIONS



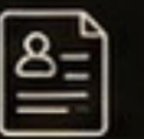
HR Shared Services

People operations handled as a managed back office.

- Recruitment coordination
- Background verification administration
- Employee helpdesk
- HR records maintenance
- Learning and training administration
- Payroll management and compliance
- CSR support



RECRUITMENT



RECORDS



LEARNING



PAYROLL



CSR

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

BATH/NIZ



OUR OFFICE

24701 Swanson Road,
Southfield, MI 48033, USA



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YOUR PARTNER IN TRAVEL TECHNOLOGY

Delivering exceptional service
and experience since 2004

www.jrtechnologies.com



**WE ARE READY TO SUPPORT YOUR
NEXT PROJECT WITH EXPERTISE
AND INNOVATION.**



SCAN THE QR
TO CONNECT WITH
OSCAR MEJIA



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