

Product News

A Newsletter for Amadeus users in the Indian subcontinent

Issue 3, 2008

Focus on Amadeus Print Manager

The Amadeus Print Manager is a simple script that runs on your PC. It provides an easy user interface, where you can customize how you want to print your documents.

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Amadeus Print Manager: Simple Saving for your Higher Profits

Now you can choose to print only required documents. With Amadeus Print Manager (APM), you will be no more wasting paper. The Amadeus Print Manager is a simple script that runs on your PC. It provides an easy user interface, where you can customize how you want to print your documents. You only need a one time set up, and there is no change to the way your agents work with Amadeus Selling Platform.

No more wasting paper

Do you know how much it cost you for the printed materials that have never been read? It is just a small amount of money if you print only a few pages per month. But, as your business grows, more and more paper is wasted. In other word, more and more money is also wasted. With Amadeus Print Manager, you can choose to print only the document that required a hard-copy. Moreover, you can choose to print only the required number of copies.

Generates soft-copy of documents Instead of printing out the documents, you can configure the Amadeus Print Manager to save your printout as files on your PC or network drive. The printout of your documents is stored in Text file format. Thus you can retrieve the documents for later printing, only when necessary. When storing the soft-copy of the documents, the Amadeus Print Manager Script stores them in Predefined folders.

Reformatting your documents

The Amadeus Print Manager can also reformatting your document by eliminating all un-necessary space characters and blank lines in your documents (including itinerary, coupons, etc.) As a result of eliminating the space characters and blank lines in documents, more pages of paper can be saved. Additionally, in most cases, the printout looks better and more concise.

Print out to any printer

No more waiting for the slow dot matrix printer, and no more wasting the carbon copies. With Amadeus Print Manger, now you can print your

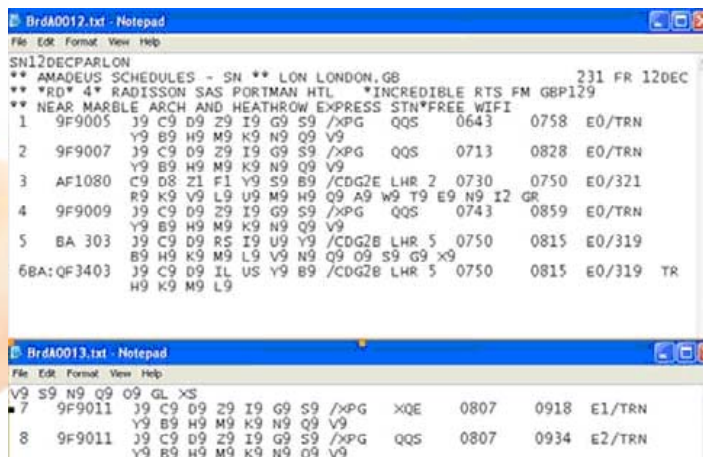
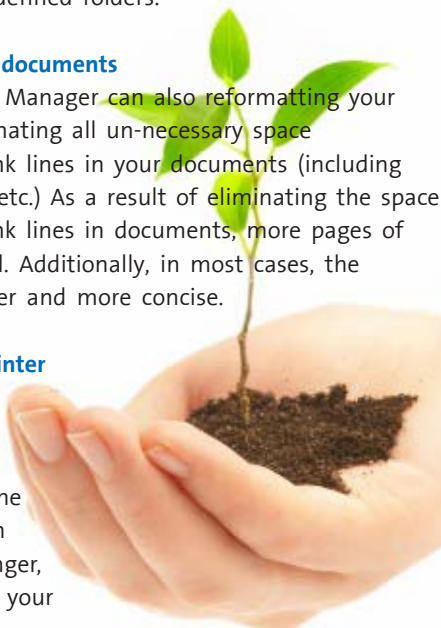
document to any printers in your office. You can print your document to any printers that are supported by your PC operating systems. Thus you can make the most out of nowadays high quality and fast printing technology. The printer can be either a local connected or network connected.

The printing queue can also be easily managed by the printer manager on your operating systems the same way you work with the printout from other applications.

Easy to install and setup

The Amadeus Print Manager is a script that is installed on your PC. The installation is simple and quick. After installation, you will need to configure the script to work the way you want, and the configuration is done only once.

With the friendly user interface of Amadeus Print Manager Script, you can easily specify the destination and folder name where you want to save your soft-copies of the documents, and re-formatting the required documents to print without extra space characters and blank lines.



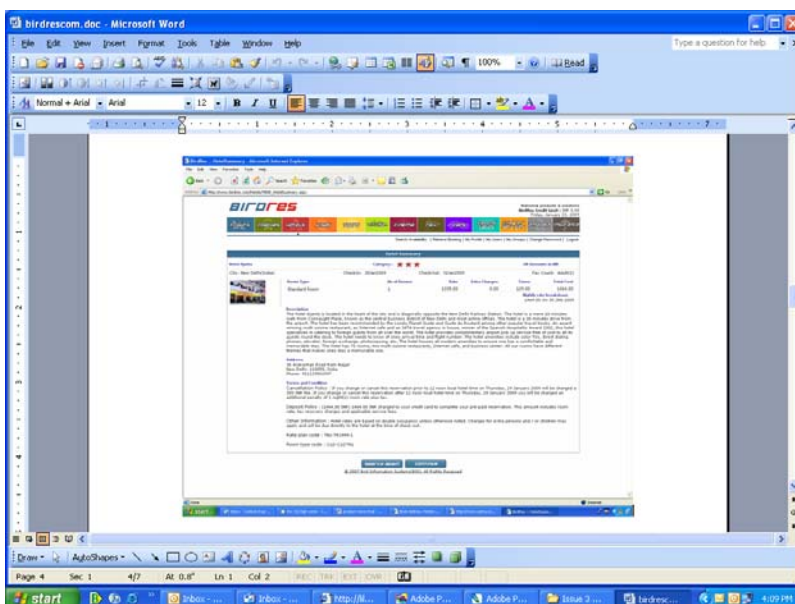
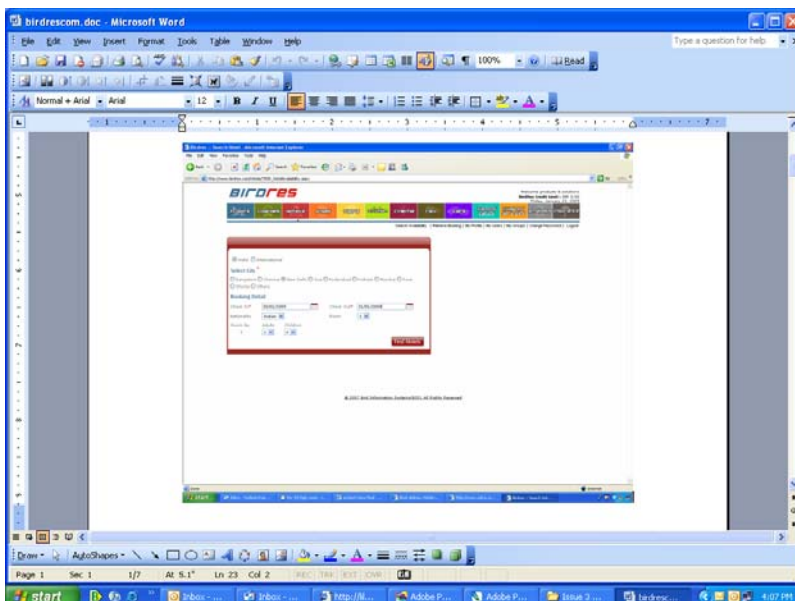
Welcome to BirdRes.com

'BirdRes.com' is a product of BirdRes Technologies Pvt. Ltd. (a 100% subsidiary of the Bird Group of companies) is an information technology and software development company engaged in providing IT services including development and implementation of automated aviation and travel software solutions.

'BirdRes.com' is a new distribution channel for providers/suppliers who are not available on Amadeus GDS platform and would like to distribute their content in a B2B space. It will act as a launch vehicle for products like Hotels, Tours, Cinema, Car Rentals, Bus Services, Insurance, Calling Cards, Railways and Visa services, in the days to come.

We have launched BirdRes.com Website with the first phase of Hotel content and would be coming up with other travel products in subsequent phases.

Hotel content comprises of Hotel Properties including low budget hotels to star category hotels across India offering best available prices with the real time availability of the last room available in the displayed hotel.



For further details contact:
reservations@birdres.com or Deblina at +91 11 41336655 or Vipin at +91 11 41336600 ext 1502.
Assuring you of our best services at all times."

Product Talk



Mr. Bilolaksha Das, Director of Citi Travels, is one of the few dynamic leaders in the travel industry. His vision for the industry has helped many to step into the next generation in extremely competitive and ever changing environment. He is famously known as “Bilo_da” in the trade and shares his responsibilities as TAFI Secretary- Eastern India Chapter.

About the company: CITI Travels started its operation in Kolkata with a space of 50sqft in the year February 1994 as a NON-IATA with small business in hand in south of the city Kolkata. It received its IATA accreditation in September 1994.

Q: What is the mantra for Citi Travels?

A: Citi Travels has been in the travel business since 1994 in south of the city till it received IATA accreditation in September 1997. Building strong relationships with airlines and suppliers is what keeps Citi Travels growing and expanding in the region. Transparency in the business, focus on system & tools and thirst for training has always been the aim for the agency.

- Additional revenue opportunities.
- The regular updation on new products according to the market requirement.

Q: How has Amadeus helped you in building your business and extending your reach in the industry?

A: Key ingredient from Amadeus to help us grow the business is the wide range of products and the flexible system to adapt the changing demands of dynamic travel industry. We were offered the Product Price Scheme Management some seven months back in anticipation that the market is moving into 0% commission.

Q: Describe your graph and ratio over the last few years and how has Amadeus helped you in your operations?

A: OAs on date Citi Travels has got a very good business association with Corporate in the region. Our association with Amadeus since 2007 has played a significant role in developing high touch service what the corporation's travel business needs today. The user friendliness to the GDS and adding verticals through continuous innovation has been the core strength of Amadeus.

Q: What is the first thing that comes to your mind when you hear about Amadeus?

A: One stop IT solution for travel and tourism industry

Q: What are the future prospects / new trends of the industry and can Amadeus be a part of them?

A: We want Amadeus to work for allied product information

- More composite, concrete fare modules
- NON-AIR PRODUCTS like Hotels / Leisure / Tours

Q: What is the one key factor / USP of Amadeus that has helped you in attaining business?

A: The key factor is certainly the Technology which is:

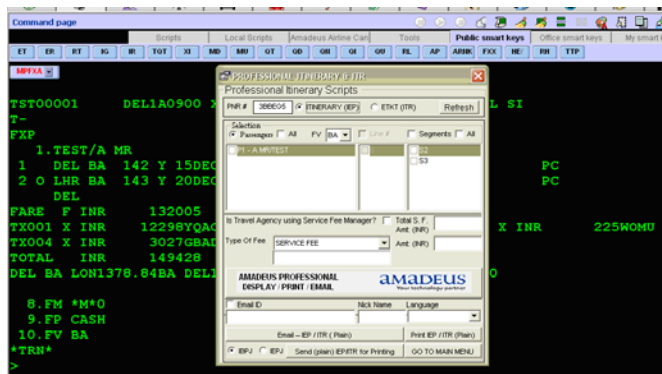
- In exploring ways to better serve our corporate customers.

Advanced Amadeus Professional

It is a solution to include service fee on the Travel itinerary.



With Advanced Amadeus Professional, the agent will be able to generate Travel itinerary with the service fee amount incorporated, whether or not the agent is activated with the product Amadeus Service Fee Manager.



There are two scenarios:

- o Agent using Amadeus Service Fee manager
- o Agent not using Amadeus Service Fee Manager

Steps:

Agent using Amadeus Service Fee Manager

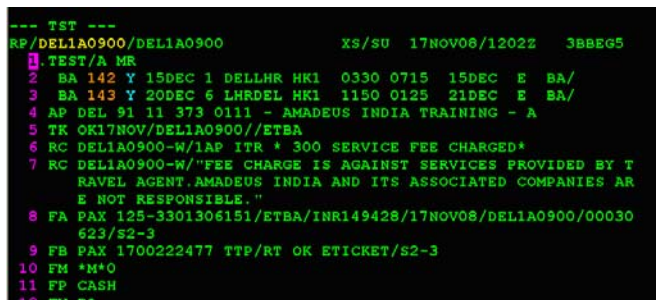
- The agent creates the PNR, Update the Price Scheme through GUI and issues e-ticket
- Click on the icon of Advance Amadeus Professional
- Select the option that says ETKT (ITR)
- Select the line number (FA)
- Check on the box that says “Is Travel agency using Service Fee Manager?”
- This tool will automatically capture the fee amount under “Total SF Amt”
- Click on the tab that says Amadeus Professional Display/Print/Email

Agent not using Amadeus Service Fee Manager

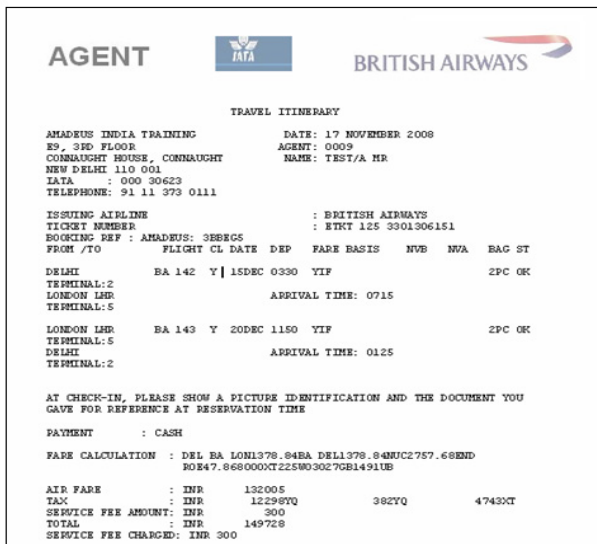
- The agent creates the PNR, Update the Price Scheme through GUI and issues e-ticket
- Click on the icon of Advance Amadeus Professional
- Select the option that says ETKT (ITR)
- Select the fee from the drop down menu
- Manually update the fee that you want to apply under “Amt”
- Click on the tab that says Amadeus Professional Display/Print/Email

Features:

RC remark added with service fee charged information.



Document exported is with Travel Itinerary as heading.



Amadeus Service Fee Manager

Amadeus Service Fee Manager automatically calculates a fee that reflects the services delivered by the agency for a customer.

The fee calculation rules, called price schemes, are defined by a system administrator and entered in the system using the price scheme manager. A price scheme has a unique identifier, called the price scheme reference (PSR).

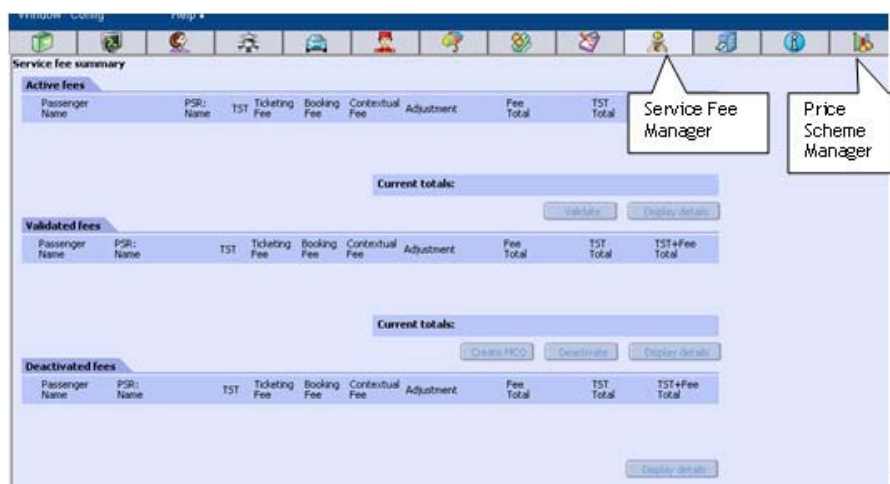
The administrator can create several price schemes for an office so that

Ticketing fee, based on ticketing parameters such as fare amount, itinerary type, validating carrier, class of service, ticket type, form of payment type, credit card type and provider.

Contextual fee, based on the booking channel and the delivery type.

Booking fee, based on the number and type of transactions performed in the PNR.

Access to Amadeus Service Fee Manager is controlled by the field of



the agent can choose the most suitable one for the customer. Each office has a default PSR that is used if the agent does not select a particular PSR.

The PSR for a passenger can also be stored in a company or traveler profile and transferred to a PNR when the PNR is created. A service fee can consist of one or several of the following fees:

the office profile. Please contact your local help desk for more information.

Benefits:

- o Control and grow revenues
- o Increase productivity
- o Improve customer service

For better understanding of the functionality, contact us at training@amadeus.co.in or enroll through the Amadeus web Training Registration service.

New training room in Eastern region



A new training room has been added at Guwahati at ANIL PLAZA, 5TH FLOOR, NEAR IDBI BANK, G S ROAD, GUWAHATI – 781005, with this Amadeus has 14 training rooms in Indian subcontinent.

Amadeus certified training courses are offered plus other value added courses such as soft skills. The local market as well as the surrounding areas will greatly benefit from this facility offered by Amadeus.



New Training Room Location in Delhi

The Amadeus training room and the Bird Academy have shifted to a new setup at L-40, 1st Floor, Connaught Place (Outer Circle), New Delhi-110 001.

For further information contact:
+91 11 41336600 or
email at: training@amadeus.co.in

To register for training online, visit us at www.amadeus.co.in

New Amadeus Selling Platform Version 4.2

Amadeus Selling Platform version 4.2 is now available for deployment in all nine languages: English, German, French, Italian, Spanish, Brazilian, Russian, Japanese and traditional Chinese.

Amadeus Selling Platform 4.2 features various functional enhancements improving the agent's efficiency:

Air and Fares in GUI Mode:

The Fare Calculation Mode Indicator will be displayed in graphical TST, providing agents more information on the pricing of the itinerary, which is particularly important when special conditions apply for the fare.

In addition, it will be possible to retrieve fares (and fare notes) for already ticketed segments. During ticket reissuance, the agent can check fare notes applied at time of first ticket issuance.

Agents' efficiency will also be boosted through the redesign of Fare Notes which will be displayed in a single page with a scrollbar. Agents no longer have to "move down" or to go to "next page". The Fare basis will also be displayed in the fare notes headline.

PNR: Search criteria for retrieving PNRs through GUI will be further enhanced, with a new possibility to retrieve PNRs, using "wildcards".

Moreover, users will also be able to retrieve past date records (ie: archived PNRs, that have been already flown), through several research criteria (flight/date, auxiliary segment/date, PTA number, and record locator). This new functionality will be accessible to agents in the PNR tab.



New features in 4.2 for the following product options

Amadeus Service Fee Manager

Service Fee Manager functionality for user defined geographical zones will be fully supported in graphic mode. The Price Scheme Administrator will be able to create and update markets and zones in graphic mode.

Defining a list of geographical zones at administration office level and associating each Price Scheme to a specific zone allows more flexible service fee pricing policy, allows differentiating the pricing policy as to market specificities and ultimately leads to increased revenues. No switching between graphic and cryptic zone functionalities is any longer required.



India tops the Amadeus e-Learning World

India is the top e-learning market for the month of Dec'08 with 15% of the total consumption.

What is ALC?

Amadeus provides online training solutions to all its users. Experience the flexibility of learning at your own pace, anytime, anywhere, 24 x 7 through Amadeus e-learning site www.alc.amadeus.com.

Steps to Register:

Log on to: www.alc.amadeus.com
Enter site ID as "indiansub", this will show up a link to the self-registration page click on the link to create your profile and user ID password for ALC site.

Did you know?

- It is possible to print yourself a course completion certificate.
- You can set up a learning wish list for courses you want to undertake at a later date.
- You can rate courses as per your feedback and also benefit from ratings given by other users.
- You can attempt the tests and receive an evaluation score for each course completed.
- You can track the progress of your team as to their usage of ALC.



New Training Programmes Launched

Amadeus is pleased to announce new offerings for the travel agents on:

- o Supervisory Course
 - Targeted to Managers, supervisors
 - Focus on GUI modules
- o Non-air training program
 - Focus on Hotel, Car, Insurance, Rail
 - Focus on GUI interfaces of these products



- o Fast track course
 - Targeted to conversion clients
 - Targeted to those who have prior knowledge and experience on reservation and ticketing systems
 - Focus on Basic reservation, Fares and Ticketing functionality in a fast track mode.

For enrollment and further information contact: training@amadeus.co.in

Self-Booking Tool

BirdRes - SBT is a browser based self-booking tool to make travel reservations that are compliant with a corporation's travel policy. Business travellers within a corporation use "BirdRes-SBT" in association with a travel agency which processes the booking and issues the ticket.



Key Features:

- o Enhanced policy compliance and tracking within corporations.
- o Reduced process and direct costs
- o Integration with Amadeus as the GDS partner
- o Integration with third party content (LCC, Hotel, Car rentals etc.)
- o Enhanced negotiation tool with the airlines and other related suppliers due to the various MIS reporting systems.
- o Savings in processing bookings and expense reports
- o Improved data accuracy and security
- o Simplified tool on filing expense reports
- o An all-encompassing view of travel spends for travel managers
- o Compatible with SAP and other local HR software.

For further details contact: sib@bird.in

Updates and Enhancements

Automated Ticketing Limits

Overview: Automated Ticketing Limits allows carriers to accurately calculate and apply ticketing time limits to individual PNRs containing their flights, and notify Travel Agents in real-time.

Customer Value:

It enables agents to easily inform their customers, up-front, of the ticketing time limit. It reduces overbooking and cleans unnecessary blocked seats, resulting in more inventory recycled for sale.

Key Features:

- Notification to the agent by warning message at End of Transaction (EOT)
- Notification to the agent by queue placement prior to cancellation
- Notification to the agent by queue placement after cancellation
- New PNR elements: OPW and OPC

Automated Ticketing Limits process will introduce the following:

Notification to the agent by warning message at end-transaction.>et

WARNING: YY REQUIRES TICKET ON OR BEFORE 01APR/S2

- For further notification to the agent, 24 hours prior to the defined ticketing time limit, the process automatically places the PNR in Q1C7 in the queue planner of the queuing office attached to the PNR.
- After expiry of the ticketing time limit, the process automatically cancels the appropriate segments, and queue places the PNR in the queuing office attached to the PNR in Q1C8.

New elements (OPC/OPW) on the face of the PNR as well as in the PNR history. The OPW element is used for notification to the agent by queue placement 24 hours prior to



automatic cancellation of the associated segments. The following format is observed for OPW elements:

5 OPW-01APR/1C7/6X REQUIRES TICKET ON OR BEFORE 01APR/S2

The OPC element is used to track the ticketing time limit, to initiate automatic cancellation of the associated segments, and to queue place the PNR after cancellation. The following format is observed for OPC elements:

6 OPC-02APR/1C8/6X CANCELLATION DUE TO NO TICKET/S2

Main Benefits

- Information Up-front
- Both you and the passenger are provided with more and accurate information about the carrier's policy on-line, thereby increasing operational efficiency and improving customer service.
- Improve Inventory recycling
- Release unnecessary blocked seats for sale.
- Improved processes
- Provides reliable cancellation date information, increasing agent's confidence in the system.

Implementation guidelines

Application of the ATL rules is controlled by the Airline subscribing to the product. In India, the functionality has been launched by **Air France**.

IATA COP/CPM/DMC/OSC/RSC fare construction checks removal

Background



As per IATA Memorandum PTC COMP 1410, the Industry has decided during the Composite Passenger Tariff Coordinating conference, held in Bangkok from 16th to 19th July 2007, to remove the COP / CPM / DMC / OSC / RSC fare construction checks performed at pricing time.

Following all necessary government approvals, this change with effect from the 15th of October 2008, as per the IATA PTC COMP 1483. As from this date, these fare construction checks won't be applicable anymore on any fare. Amadeus has made all the necessary changes to adapt pricing behavior as per this IATA mandate.



New error message when DOB incorrect for INF and CHD

Whenever a name element is entered with a PTC INF (infant) or CHD (Child) with the date of birth, the system checks that the format of the DOB is correct. The system also checks that the infant is less than 2 years and the child is not more than 12 years. If the checks fail, an error saying "CHECK DATE OF BIRTH" will be displayed.

LPO (Passenger List by Office)



LPO search by Office allows you to create a list of passenger names and record locators and send them to a printer, or place on a queue.

You can search for passengers in PNR's belonging to your own office, as well as those for which you have PNR retrieval rights. The PNR's must contain active or passive air segments. The search does not consider flown, informational, open or cancelled segments.

Entries: - LPO/ALL

```
ACCEPTED - CHECK REQUEST STATUS WITH LPS/PS
>
```

Follow up entry will be LPS/PS

```
PASSENGER LIST STATUS TABLE -
1  LPO/ALL 22AUG COMPLETE 659 PHRS
2  LPO/A(9W)B(BOM) 22AUG COMPLETE 26 PHRS
3  LPO/ALL 22AUG COMPLETE 658 PHRS
4  LPO/B(DEL)D(18AUG-20AUG) 18AUG COMPLETE 39 PHRS
5  LPO/B(DEL)D(18AUG) 18AUG COMPLETE 13 PHRS
6  LPO/ALL 18AUG COMPLETE 588 PHRS
>
```

The next entry to display the search results as given on the screen is LPS/D2

```
LPO/A(9W)B(BOM)
OFFICE
001 BALBIR/BALBIR MR YRZ4JE
002 BANERJEE/DWAIPAYAM MR 2ZZO8H
003 BANSAL/J P MR 3SILCI
004 BANSAL/M N MR 3SILCI
005 BANSAL/RAJESH MRS 3SILCI
006 BANSAL/VIJAY DEVI MRS 3SILCI
```

The entry for retrieving the PNR from the list is LPS3 where 3 stands for the line number.

```
1. BANSAL/J P MR 2. BANSAL/M N MR 3. BANSAL/VIJAY DEVI MRS
4. BANSAL/RAJESH MRS 5. BINDAL/URMILA MRS
6 9W3403 K 19NOV 1 BOMBBD HK5 1330 1545 19NOV E 9W/BTXBAC
7 9W3403 K 25NOV 7 PBDBOM HK5 1615 1735 25NOV E 9W/BTXBAC
8 RP C/O MAM
```

To go back to the passenger list, the entry will be LPSØ

New functionalities available with LPO: -

- Search on non-air and auxiliary segments
- Search on INS element, Entry LPO/N(IN)

Industry Mandate: XT Tax Removal on electronic tickets for Travel Agencies

Expected Implementation Date: February 4th 2009.

Impacts for the Travel Agents

This IATA mandate being mainly a technical one, the impacts for the travel agent will be:

- the e-ticket display.
- the extension of the number of taxes for issuance and follow-up transactions, which will come later.

Illustration of the e-ticket display

```

>TWD
TKT-1725030084950      RCI-          IA LOC-MAX558
OD-AMSLON SI-        FCMI-0    POI-HEL  DOI-17JUL07  IOI-00012095
1. TAX/ISSUE          ADT          S I
1 OHEL 6X 795  Y 22MAY 0620 OK Y          A          2PC
2 OLHR 6X 794  Y 23MAY 1850 OK Y          A          20K
HEL
FARE F  GBP      356.00
1 TOTALTAX  GBP      68.60
TOTAL  GBP      424.60
2 /FC LON 6X PAR706.61NUC706.61END ROEO.503812
FP CASH
NON-ENDORSABLE
3 FOR TAX DETAILS USE TWD/TAX
    
```

Once the e-ticket displayed, the agent will use the entry "TWD/TAX" to display the list of all the taxes.

```

>TWD/TAX
4 TOTALTAX  GBP      68.60
TX01 GBP  40.00YQ TX02 GBP  10.00XX TX03 GBP  5.30GB
TX04 GBP  6.00GB TX05 GBP  7.30GB
    
```



1. The TAX section: This section contains
 - o First line: the sum of all the taxes is displayed under "TOTALTAX".
2. The Fare Calculation (FC): The tax breakdown is not displayed anymore.
3. Informative message:
 - The message "FOR TAX DETAILS USE TWD/TAX" informs the agent on how to display the taxes.
4. The TAX panel: To display the list of taxes, the agent will use the entry "TWD/TAX" from the "TWD".
 - The panel contains:
 - o The total of all taxes.
 - o The breakdown of all taxes under "TXxx" (where TX means Tax and xx is the tax sequential number). The currency and then the amount are displayed.

Amadeus Offices in the Indian subcontinent

Plot No. 7, Local Shopping Centre, Sector-C, Pocket 6 & 7, Vasant Kunj, New Delhi - 110 070 Tel: +91 11 41336600 Fax: +91 11 26891300

STATIONS	TEL NO.	FAX NO.	STATIONS	TEL NO.	FAX NO.
• Agartala	Tel: +91 9862576100		• Kathmandu	Tel: +977 1 4239216	
• Agra	Tel: +91 562 2226136		• Kochi	Tel: +91 484 2356723	Fax: +91 484 2358872
• Ahmedabad	Tel: +91 79 26440639	Fax: +91 79 26440639	• Kolkata	Tel: +91 33 22805320	Fax: +91 33 22806904
• Amritsar	Tel: +91 9814217520		• Lucknow	Tel: +91 522 2610032	
• Bangalore	Tel: +91 80 25591095	Fax: +91 80 25091165	• Mangalore	Tel: +91 824 2446493	Fax: +91 824 2440536
• Bhubaneswar	Tel: +91 9238595224		• Mumbai	Tel: +91 22 24960708	Fax: +91 22 24975510
• Calicut	Tel: +91 495 2727698		• Nagpur	Tel: +91 712 2529971	Fax: +91 712 2524587
• Chandigarh	Tel: +91 172 2703713	Fax: +91 172 2711332	• Patna	Tel: +91 9304871148	
• Chennai	Tel: +91 44 28297501	Fax: +91 44 28297600	• Pune	Tel: +91 20 26059133	Fax: +91 20 26059133
• Coimbatore	Tel: +91 422 4214217		• Raipur	Tel: +91 9826806544	
• Colombo	Tel: +94 11 2321194	Fax: +94 11 5342007	• Rajkot	Tel: +91 9825113018	
• Dhaka	Tel: +88 02 8320111	Fax: +88 02 9346177	• Srinagar	Tel: +91 9906561615	
• Goa	Tel: +91 832 2437411	Fax: +91 832 2437410	• Surat	Tel: +91 9825056898	
• Guwahati	Tel: +91 361 2465082	Fax: +91 361 2465083	• Thiruvananthapuram	Tel: +91 471 2466385	Fax: +91 471 2466387
• Hyderabad	Tel: +91 40 23212681	Fax: +91 40 23210176	• Trichy	Tel: +91 431 2400233	
• Indore	Tel: +91 9826052668		• Udaipur	Tel: +91 9829176262	
• Jaipur	Tel: +91 141 2365100	Fax: +91 141 2365300	• Vadodara	Tel: +91 265 2338357	Fax: +91 265 2337043
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visit us at : www.amadeus.in