

Product News

A Newsletter for Amadeus users in the Indian subcontinent

Issue 1, 2011

Focus on Amadeus CheckMyTrip Next Gen

Amadeus CheckMyTrip is a service that gives all travellers with an Amadeus reservation access to display their travel itinerary.

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Amadeus CheckMyTrip Next Gen



Amadeus CheckMyTrip is a service that gives all travellers with an Amadeus reservation access to display their travel itinerary.

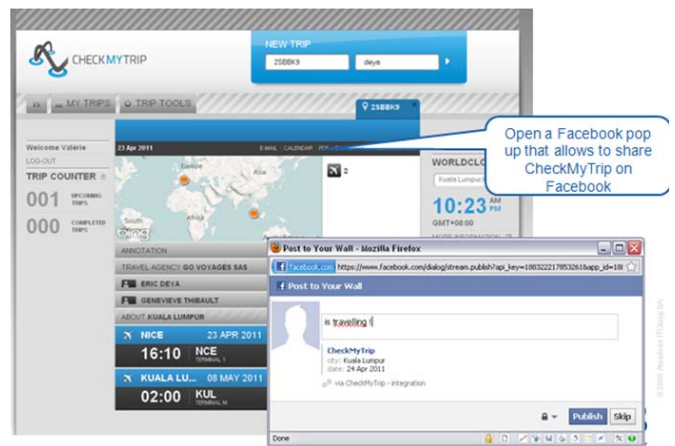
By connecting to the Internet address www.checkmytrip.com real-time reservation details are presented to the traveller together with context sensitive destination information such as weather, dialling codes, event guides, currency exchange rates, etc.

Feature & Benefits

- New Design
- Personal Account
- Airline Online Check-in
- Dynamic Display (TA logotype & website and regional settings)
- Online check-in links
- View a trip(Extended view)
 - Travel Agency information
 - Remarks (for itinerary)
 - Passenger Information
 - E-Ticket number
 - About Destination (trip tools)
 - Flight information
 - Seat number
 - Meals
 - Hotel, Car, Insurance, Cruise, Ferry etc
- Integrated Trip tools(General Page)
 - World Clock
 - Weather
 - Currency
 - Conversion
 - Dialing codes
 - Destination guides
 - Airport guides
 - Subway map



- Aircraft information
- Map
- Driving direction
- Language preference setting and save Trip itineraries into a personal trip list.
- Share your travel details on Facebook



- Trip list
- Trip customization
- New Logotype

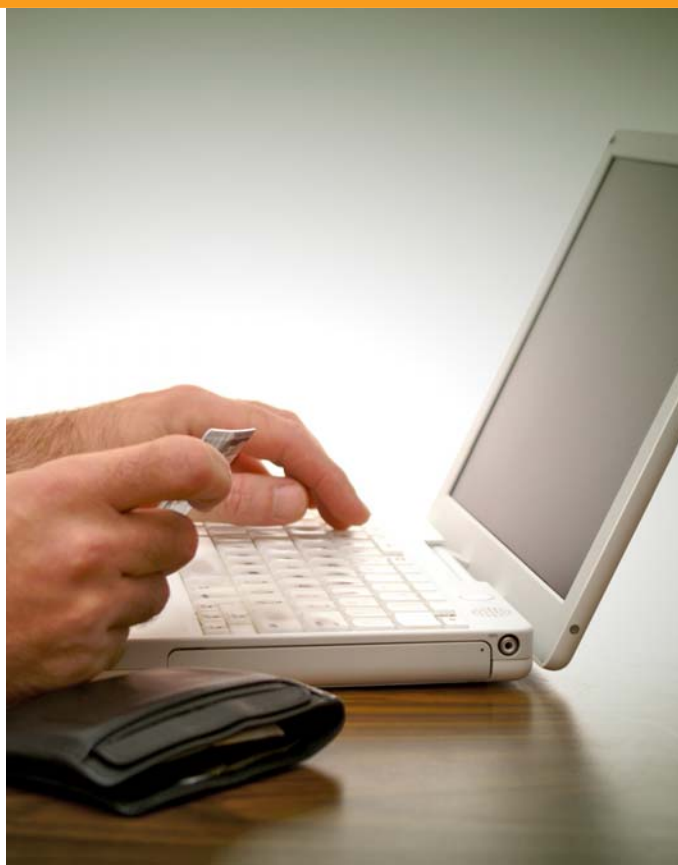
BirdRes- Utility Services

In this challenging economic environment, BirdRes continues to develop products to further empower business partners to drive more revenue and to grow their Business. In this line of action BirdRes presents “Utility Services” as innovative, hassle-free and cost effective service which offer users to sell all leading Mobile & DTH prepaid recharges and utility bill payments under one roof. These enhancements will help business partners more competitively position themselves with their customers and thus enable them to increase their profitability and ensure a good return on their investment (ROI) by selling BirdRes broad product portfolio by using BirdRes Credit Limit and other payment options.

The following services are offered and available under the “Utility Services” on Birdres.com

- All leading Mobile & DTH prepaid recharges with both PIN & EASY Recharges
- Utility bill payments (Mobile & Landline)

For more details contact: BirdRes at contact@birdres.com



BirdRes- Special Services

You can now buy the Special Services at very nominal charges. Trained staff will accompany your guest during their time at the airport, whether on arrival, before departure, or while waiting for a connecting flight. These Special Services can be tailored to the individual needs of your guest. It may also include help with overcoming language barriers, when checking in or picking up luggage and finding your way around the airport.

Just follow three simple steps

- Book and Pay on BirdRes.com
- Get confirmation
- Print the voucher & avail the service at the airport

E-vouchers are sent once your request is accepted and confirmed.

Special Assistance can be given to first time travellers, expecting mothers, unaccompanied minors, senior citizens, passengers with special medical needs, and the ones travelling with Infants. Assistance can be given with carrying of baggage, check-in and check out, pick and drop-off at the desired location. So book now and enjoy this new service!!!



For more details contact: BirdRes at contact@birdres.com

BirdRes PNR Service.com

BirdRes PNR Service is a service that gives all travellers.

By connecting to the Internet address www.pnrservice.com real-time reservation details are presented to the traveller together with the add & modify options for certain services like Seat , Meal , Frequent Flyer , Mobile Number and email id.

Features & Benefits

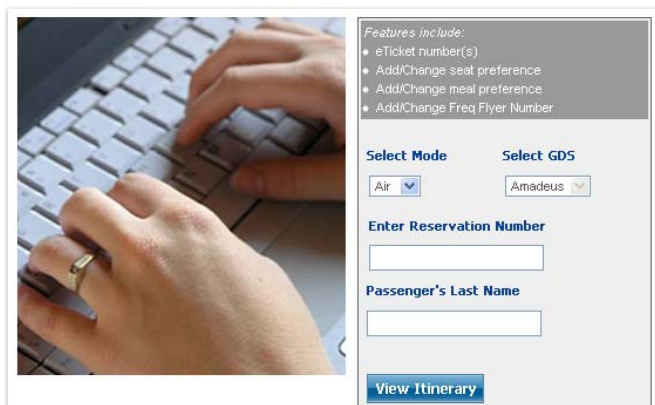
Extended services - The BirdRes online itinerary function is available through the internet from anywhere in the world at any time. Opening hours of offices or call centers are no longer a limitation.

On top, the function gives access to the traveller to add or modify valuable information in their itinerary.

Cost savings – Any query to the online itinerary function possibly saves a call to the call centre. The BirdRes subscriber can achieve significant savings by directing standard enquiries to the site.

No investment - BirdRes provides this function centrally for all travellers and subscribers. There is no cost associated to this function neither for BirdRes subscribers nor for the traveller.

Ease of use – All the user needs to do is entering the record locator (PNR) and the last name. That's all it takes to access a wealth of real-time information.



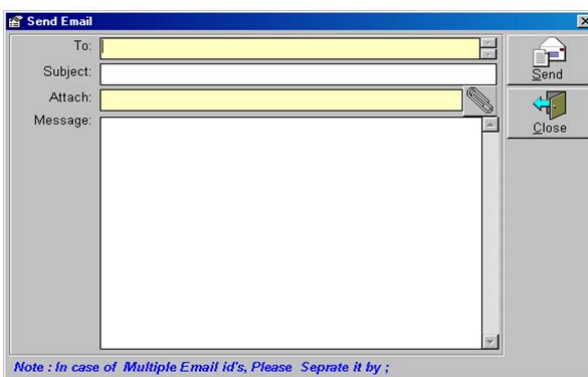
Complete display of the entire itinerary – The traveller may visualize the complete itinerary at once. The graphical display makes it easy to read and easy to understand.

Communicate travel plans to others – The service allows to print the itinerary or to send it to anyone by e-mail.

Add & Modify Services in Travel Itinerary – The product allows add/modify Seat, Meal, Frequent Flyer, Mobile number and Email-id in the Travel Itinerary

Amadeus Insurance with PDF (Email)

Amadeus Travel assistance is a powerful distribution marketing and sales tool for travel assistance and insurance providers. For travel agents travel assistance providers the opportunity to sell insurance and travel assistance, thereby offering a value added service to its client.



The advantages are

- ◆ Online selling if insurance with no internet cost or telephone cost for agents
- ◆ Available 365 days 24hrs in a day
- ◆ Integrated with the Amadeus system

The latest enhancement to an existing insurance print script is that now Amadeus offers you apart from printing the Insurance also emailing the same. We can send the PDF file of the insurance policy with the logo and signature of the authorized provider to multiple email ids at the same time. And in a Matter of minutes the email is received by the user with the policy of the desired insurance provider.

For more details contact: Amadeus India Products & Solutions at product@amadeus.co.in

Amadeus Hotel Store



A new level of hotel consolidator content.

“I need hotel consolidator content integrated into my Amadeus Selling Platform”.

Amadeus Hotel Store offers you an integrated solution at the point-of-sale that provides access to over 50,000 hotel consolidator properties. The solution will significantly widen your choice of hotels and secure your commission upfront.

Features & Benefits

- A simplified and optimized booking process
- Integrated as a PNR into the Amadeus Selling Platform.
- Upfront commissions through hotel bookings when Travel Agency Credit Card option is used.
- Easy Monitoring of your bookings and commission activity.
- No need to sign a separate contract with Tran hotel that is the consolidator offering net rate content to Amadeus Users.
- Highly competitive rates available as hotels are contracted with directly.
- Vouchers can be printed with which passengers can check-in in the hotel, avoiding payment upon
- Departure and currency exchange
- Full itinerary and accommodation details available online via checkmytrip.com.
- Can be sold as a stand alone segment or with an existing Air, Car or hotel Booking.
- Vouchers and invoice are emailed to clients refer the email address given
- Hotel Bookings can be modified /cancelled and vouchers can be reissued
- Credit Card Options available: Customer Credit card when commission will come directly (handling charges involved) and Travel Agency credit card where commission is upfront
- Credit card can be charged either immediately or closer to the date –Both Options will be given

Amadeus Hotel Plus

Selling more hotels on the GDS is now as fun as on the web!

Amadeus Hotels Plus is both a smart tab fully integrated in Amadeus Selling Platform and a hotel booking site - the most reliable and user-friendly booking application enabling you to increase productivity.

Features & Benefits

- Accessible to all kind of Travel Agencies
- Increase productivity
- Optimise costs and save time
- Compare hotels and Email proposal to the customer
- Advanced interactive map functionality
- Dynamic filter criteria, hotel ratings, sorting
- From the multi availability page, hotel's overview through a pop-up
- Hotels pictures and descriptive text available
- Bird eye View, available in 150 cities in the USA and 100 in Europe
- Filter and check hotel price and information from a single page
- 3 views on a single page: listing, details and map (only visible in geo-coded countries)
- Guided mode
- Automatically save 10 last searches
- Save your 10 favorite hotels
- Ability to book from the multi-availability page
- Confirmation page could be sent by mail

Amadeus Hotels

Amadeus Hotels allows agent to book hotels from thousands of top city.

It is a full and integral part of Amadeus Selling Platform, features room availability; a wide range of rates - both negotiated and public - so agent can find the right room for their customers.

Features & Benefits

- Faster than any other booking channel!
- All it takes is four simple steps, and the booking process can even be faster if agent know's which hotel they want to sell.
- All content is available in real time on a single display.
- Amadeus helps to collect agency commissions whether they just want to track their commissions or track and collect, Amadeus has the solution for each.
- Apply flight details to hotel bookings (or vice versa) with just one click!
- Agent get's immediate access by making reservations in Amadeus.
- Bookings are made in seconds, and confirmation is instantaneous.
- With Amadeus Best Available Rate program participating hotels guarantee to supply Amadeus with rates that are the same or lower than those available through other distribution systems.
- Track and manage agency commissions

Net Trans

The complete hotel commission recovery and reconciliation service for travel agencies – integrated with Amadeus for seamless transfer of hotel bookings.

Amadeus has signed a preferred supplier agreement with Net Trans offering the service to Amadeus users at a pre-negotiated price, the contractual relationship being between the travel agency and Net Trans. Active Commission is a commission handling.

Features & Benefits

- More commission
- Lower administrative costs
- Lower bank charges for commission handling
- Faster payment
- Better reporting
- Automation – Net trans system reduces costs by automating as much of the process as possible
- Expertise – commission collection
- Net Trans does not charge any membership or installation fees. What agent to pay is a fixed amount per confirmed, commissionable room night, no charge is made for bookings confirmed as being Net rates, No show etc.
- The Amadeus pre-negotiated rate is: € 1,35

How to join:

Download the "Net Trans Service Agreement" from

www.ntrans.com/amadeus

Fill out all 4 pages, print two sets and sign the forms. Send by post to:
Net Trans Services AS, P.O. Box 529 N-3101 Tonsberg, Norway
or scan and send as e-mail to

tasupport@ntrans.com

Travel agent will receive an e-mail confirming the receipt of the agreement and further steps, it usually takes one week to set up the data feed from Amadeus.

Hotel Figures for Feb'11

285 hotels chains representing over 87497 properties

- 278 hotel chains using Interactive Cancel and Seamless policies
- 272 hotel chains using Amadeus Dynamic Access
- 199 hotel chains using Best Available Rate
- 188 hotel chains using Total Pricing

- 168 hotel chains using Increased Occupancy Pricing
- 104 hotel chains using Alternate Property display
- 148 hotel chains using Multi Room Shopping & Booking
- 6 hotel chains using Flight info details
- 5 hotel chains using Instant rate & Availability updates

Product Talk



Mr. Raju Choksi- Managing Director, Ace Tours Worldwide Pvt. Ltd. Located in Surat, Choksi Family founded this company on 13th April 1996' and have made greater contributions to run the show successfully and even today they remain the foundation upon which we continue to build our success.

Ace Tours believes in its Punch Line "SEE THE WORLD WITH OUR EYES". We strive to reflect comfort, luxury, & the highest ethical standards in our relationships with customers, employees, shareholders and all the people we touch. We strive to be acknowledged as global leader not only in travel industry but also in hospitality, aviation and other industries we excel, at competitive prices and with consistent customer service. We aim in "Bringing the best to everyone we touch". By "The best", we mean the best products & services, the best people and the best ideas, these three pillars have been the hallmarks of our Company since it was initiated.

Q: What is the mantra for Ace Tours?

As Our Punch Line Indicates "See The World with Our Eyes" It's A sure Assurance to provide best Services in the Hospitality Industry and to become Leading Travel Company Worldwide.

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

We Have Amadeus since the Company have started and are growing 100% every year joining hands with Amadeus.

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

Amadeus is easily manageable and very user-friendly.

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

Amadeus is excellent product and can help to grow any Travel Company.

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

Easily Manageable.

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

Amadeus has all the major facility available in the product but will definitely add up values if Customer & Supplier Relation Management which relates with the Final Accounting Tool.

British Airways Advance Purchase Rules



Our customers may be receiving ADMs from British Airways (BA), due to non adherence of BA Advance Purchasing Rules. These ADMs are being issued because:

- BA has implemented a worldwide policy that the advance purchase date is taken from when the original flights were reserved on a PNR
- If an agent cancels and rebooks in the same PNR, the advance purchase that previously applied still applies, e.g. agents do not extend the ticketing deadline

Unfortunately the rules set in place by BA can not be automated by any GDS including Amadeus. As such these ADM's will not be covered by Amadeus.

Amadeus has already contacted BA to state that there is an increased risk to travel agents, as this condition is not automated. BA has confirmed that their policy stands and that agents will be liable for ADMs if they do not adhere to this policy.

Please note that BA has advised that they will not discuss any ADMs with Amadeus, either head office or local office. If the travel agent wishes to dispute an ADM received due to this issue, they are advised to do so directly with BA.

An initial assessment has been performed to determine if we can implement a solution to automate this process. Unfortunately this is not an easy change to make, and will require budget and time to complete. As this process is only required by BA, Amadeus needs to determine who should be responsible for covering these costs. At present we are awaiting a CR from BA requesting for us to complete a more detailed study of the requirements. To help our customers avoid ADMs, our recommendation is for a market communication to be issued reminding travel agents of the policy implemented by BA, and to recommend that if any amendments need to be made to a PNR including BA flights, then the current PNR is cancelled and a new PNR created.

All Countries except USA and Canada

Ticketing time limit-reminder 17 June 2010

Due to a noticeable increase in volumes of ADMs generating to travel agents for not issuing tickets in accordance with the ticketing time limit of the fare rule, this is a reminder that the audit is based on the PNR creation date.

Ticketing time limits are deadlines by

which time the ticket(s) must be issued and are shown in the fare rules. If there is no time limit in the specified fare rule, then a time limit for ticketing does not apply to that fare.

Depending on the fare the number of days by which a ticket must be issued varies, however in most semi-flexible/restricted fares the fare rules state that ticketing must be completed within 1 or 3 or 7 days after reservations are made. British Airways systems are set so that the count of days begin on the date the original booking is made, this being the PNR creation date. This means that for all applicable fare types, agents will be required to issue a ticket no later than the applicable calendar day (check fare rule) after the original booking was created (creation of the PNR).

Example 1: "Ticketing must be completed within 1 day after reservations are made"

If a booking is made any time on Tuesday 08 June 2010, the ticket must be issued no later than Wednesday 09 June 2010.

Example 2: "Ticketing must be completed within 3 days after reservations are made".

If a booking is made any time on Tuesday 08 June 2010, the ticket must be issued no later than Friday 11 June 2010.

Example 3: "Ticketing must be completed within 7 days after reservations are made"

If a booking is made any time on Tuesday 08 June 2010, the ticket must be issued no later than Tuesday 15 June 2010.

Making changes:

It is important to note that if a change is made to the booking after you create the original reservation, the ticketing time limit clock does not restart. This will apply even if the original reservation has been made in a fully flexible class that does not have a ticketing time limit requirement.

Example:

08 June 2010: Original reservation (creation of the PNR) made for LON NYC LON in fully flexible F class. There is no ticketing time limit applicable to this fare.

14 June 2010: LON NYC LON F class cancelled.

14 June 2010: LON NYC LON S class booked. This fare includes a 3 day ticketing time limit requirement.

14 June 2010: Ticket issued for LON NYC LON S class.

In the above example, the ticketing time limit clock will start from 08 June and NOT 14 June.

As the ticket has been issued on 14 June for travel LON NYC LON in S class, an ADM will generate for the next highest applicable fare as ticketing was not completed within 3 calendar days from the original booking date (creation of PNR) 08 June 2010.

Even if the original reservation is made for travel via a different route, the ticketing time limit clock will not restart.

Example

09 June 2010: Original reservation (creation of the PNR) made for DXB LON DXB in fully flexible J class. There is no ticketing time applicable to this fare.

09 June 2010: DXB LON DXB J class cancelled.

12 June 2010: AUH LON AUH N class booked. This fare includes a 1 day ticketing time limit requirement.

12 June 2010: Ticket issued for AUH LON AUH N class.

In the above example, the ticketing time limit clock will start from 09 June and NOT 12 June. As the ticket has been issued on 12 June for travel AUH LON AUH N class, an ADM will generate for the next highest applicable fare as ticketing was not completed within 1 calendar day from the original booking date (creation of PNR) 09 June 2010.



Please note the following:

Change of booking before ticket is issued: If you need to make a change to a booking and the rebooked fare's ticketing time limit has passed based on the original reservation date, you will have to cancel the booking and create a new PNR.

Change of booking after ticket is issued: If you have already issued a ticket and want to make a change, any change/cancellation penalties or restrictions associated with the fare for the new ticketed booking will apply.

When a booking consists of two or more booking classes, which attract different ticketing time limits, the most restrictive ticketing time limit applies.

Tickets must also be issued within any applicable advance purchase deadline (whichever is earlier).

British Airways **will not auto-cancel a booking if a reservation is not ticketed within the specified limit.** The responsibility to issue the ticket correctly, based on the original reservation date and within any ticketing time limit/advance purchase requirement (Advance Res/Tkt rule) is solely the responsibility of the Travel Agent. Some GDSs may display a different ticketing deadline date as an automated reminder; **British Airways will not consider this as a valid date.** If you issue a ticket outside the ticketing time limit after the original reservation was created, or outside the advance purchase limit, whichever is earlier, you will receive an Agency Debit Memo for the difference between the ticket issued and the next highest applicable fare.

Don't forget:

It is the Agent's responsibility to check all fare rules associated to a fare including the Advance Res/Tkt rule and issue tickets in accordance with all the terms and conditions of that fare. If you do not, an ADM will generate for the next highest applicable fare.

Amadeus Airline Ancillary Services & Amadeus Automated Issuance Limit



The Amadeus Airline Ancillary Services offers airlines the ability to distribute (book, price and pay) optional services across all their channels – either direct or indirect. The solution is now complemented by the launch of a new product: the Amadeus Automated Issuance Limit. It aims at calculating and applying an issuance time limit to ancillary services. It warns Amadeus agents in real time of the deadline for issuing a document and cancels the service when the time limit is reached.

Key features:

- A warning message with the ticketing time limit for ancillary services is displayed to the agent at End of Transaction (EOT).
- Prior to cancellation a reminder is sent to the agent through a PNR queue placement.
- At service cancellation, a notification is sent to the agent through a PNR queue placement.

Customer value:

- Up-front information about service time limit
- a warning is sent before expiry of the service time limit
- protection of agencies from extra charges if the payment is not collected
- release of services to create other sell opportunity especially for services subject to quotas

Effective Implementation Date:

Production: activation from 01 March 2011 to 19th March 2011

Key features:

For every Amadeus booking that includes one or more ancillary services for the airlines that have subscribed to the Automated Issuance Limit product:

A warning is displayed to the agent at end of transaction (illustration in cryptic mode):

ET Warning: document required for Ancillary Services

A reminder is sent to the agent by queue placing the PNR to a dedicated queue and category. 24 hours prior to the defined ticketing time limit for Ancillary Services, the process automatically places the PNR in Q1C14 of the queuing office attached to the PNR.

The OPW element present in the face of the PNR but also in the PNR history allows the queue placement. It aims at warning the agent that the associated ancillary service(s) will be cancelled if not paid/issued.

The format of the OPW element is as follows:

6 OPW-20DEC:1200/1C14/YY Requires document on or before 20DEC: 1200/E5

A notification is sent to the agent by queue placing the PNR to a dedicated queue and category.

After expiry of the ticketing time limit, the appropriate ancillary services are cancelled and the PNR is automatically queue placed in Q1C15 of the queuing office attached to the PNR.

The OPC element present in the face of the PNR but also in the PNR history allows the automatic cancellation of the associated services and the PNR queue placement after cancellation.

The format of the OPC element is as follows:

7 OPC-21DEC: 1200/1C15/YY cancellation due to no document/E5

As a reminder of previously sent notification, ancillary services are identified through the "/" displayed closed to the SSR element in the PNR 5/SSR VGML 6X HK1/S2

Warning at EOT for missing Secure Flight information

Under the Secure Flight Program, airlines are required to submit specific passenger data to TSA at least 72 hours before departure, or at the time of ticketing if the booking is created less than 72 hours before departure. Passenger data as required by TSA is entered by the booking agent using SSR DOCS.

This enhancement provides a new warning at end-of-transaction in case Secure Flight information is missing on one or more passengers on eligible flights.

Key features

A new warning at end-of-transaction that informs the agent that necessary Secure Flight information is missing in the PNR containing eligible flights. This new warning can be activated /deactivated at office level.

Main benefits

The agent can immediately act and request the mandatory Secure Flight Information while dealing with the customer, without before hand knowledge about SF eligible flights. This results in better service to the passenger, and helps avoid follow-up calls.

The check is performed on a per-passenger basis. Passengers for which Secure Flight Information is missing can thus easily be identified.

For example, assuming the following PNR:

RP/NCE6X0100/NCE6X0100 BM/PR 27SEP10/1321Z 5YCONV

1. MIMOS/A
2. MIMOS/B
3. MIMOS/C
4. MIMOS/D
5. 6X1234 Y 12DEC 7 NCE5FO
HK4 1430 S 1530 0610+1 *1A/E* OPERATED BY CHARLY AIR LINES
6. AP 555-1234
7. TK OK27SEP/NCE6X0100
8. SSR DOCS 6X HK1 P/GBR/987654321//30MAY97/M//MIMOS/AN/P1
9. SSR DOCS 6X HK1 P/GBR/987654321//30MAY97/M//MIMOS/BN/P2



At end-of transaction the system would issue the following message:

Warning: Secure Flight Passenger data required for ticketing pax 3-4

Note : By default, and starting on the launch date, all offices will be automatically set to display this new warning message at end-of transaction. However, it remains possible to deactivate this warning message at office level. This is achieved through the office profile indicator WSF. When set to Y (default value), the warning message is displayed. When set to N, the warning message is suppressed.



Amadeus Sales Training Program/Workshop-Every Cent Counts

We are all aware that the commercial environment that we are selling in today is more challenging than it's ever been. Every week the sales team faces tough negotiations and come face to face with customers and prospects who demand more from them in terms of financial incentives. In many cases, this is to match the very high incentives being offered by our competitors. With this in mind, it's all the more important that we focus on the value we sell to our customers and our unique differentiators.

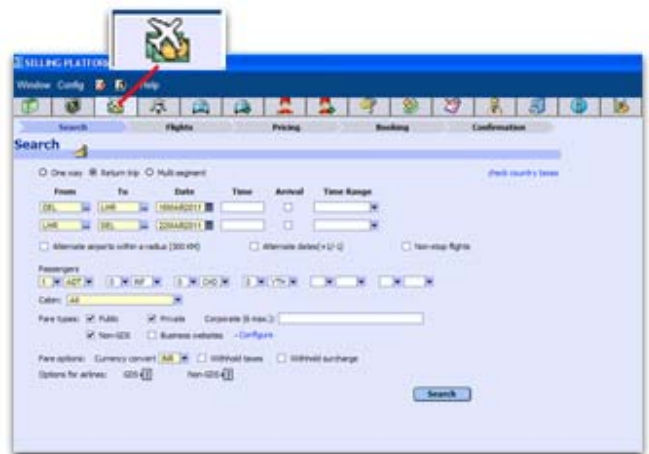
To support the above, a sales training program was conducted at New Delhi (from February 14– 16) & Mumbai (February 16- 18), consisting of a two day training session followed by a one day workshop. The same was run by Central Sales Learning Solutions in conjunction with the Marketing & Sales Effectiveness team in Corporate Marketing. This training forms part of the global programme called "Every Cent Counts: Selling and Negotiating Value Against Incentives".

The training course was delivered by Ricky Coussins and included role plays and real life examples. The workshop was facilitated by Jamie Woolley, who is driving the program from Corporate Marketing. The practical workshop was very hands-on, where the team worked in pairs to discuss how to best apply the new learning's to the actual cases.

Amadeus All Fares

Amadeus All Fares is an added-value option, fully integrated in Amadeus Selling Platform, which enables to find, compare and book the lowest air fares from multiple sources. In a single graphical display, it combines Amadeus GDS content with external content (non-GDS) from selected airline companies, including low cost-carriers, webfares and consolidators. This powerful low-fare search engine ensures travel agents have a fast and seamless access to better deals and displays results immediately so that their clients have a wider range of options to choose from.

Amadeus All Fares is identified with the following icon tab:



Amadeus All Fares allows travel agents to be more productive and more competitive in finding flight recommendations by offering a single integrated workflow. Amadeus All Fares offer around 500 Amadeus airlines including participating low-cost carriers and more than 60 other carriers considered as "non-GDS" all over the world.

Recommendations can easily be sorted according to specific criteria to quickly find the best solution.



Automated Ticketing Limits Enhancement for Re-accommodation

The re-accommodation of ticketed bookings generates e-ticket mismatches that may result in the incorrect assignment of a ticket time limit to the new booking. Amadeus is pleased to announce the launch of an enhancement of Automated Ticketing Limits to protect ticketed bookings during involuntary changes.

This enhancement protects the passenger from incorrect cancellation of their bookings by flight firming applications after re-accommodations performed by Altea Inventory.

The re-accommodation automatically adds a Protection Keyword associated to all rebooked segments that had a valid ticket before the re-accommodation. The presence of this keyword disables the addition of the OPC and OPW elements for those segments.

Key Features

- Addition of Protection Keyword by REACC(Implemented on 3rd February,2011)

The system automatically adds a SK PROT associated to all rebooked segments that had a valid ticket before the re-accommodation. The presence of this keyword exempts those segments from the assignment of a ticket time limit by ATL.

- Removal of Protection Keyword by ATL (Implementing on 23rd Feb)

The keyword is automatically removed by the system as soon as a ticket number is entered for the protected segment. The segment is no longer protected and subsequent changes will be subject to the assignment of a ticket time limit by ATL.



Main Benefits

This enhancement brings:

Reduced costs by eliminating the need for complex offline post-processing by flight firming robots to determine which segments are ticketed and which ones are not when an e-ticket is unmatched.

Higher productivity by flagging for action the ticketed segments modified by a reaccommodation until the e-ticket is synchronized back with the reservation.

Automated Ticketing Limits enhancement for reaccommodation

Amadeus India Product Management, Products & Solutions. Unauthorized use and disclosure is strictly forbidden.

Improved passenger satisfaction by protecting the space that has been previously ticketed. Carriers do not have to make an activation request to Amadeus. All Altea Inventory carriers using Automated Ticketing Limits will have this enhancement activated by Amadeus on their behalf.

Illustration

The system adds a SK PROT associated to all of the TO segments that had a valid ticket before the re-accommodation. This includes FA, SSR TKNE and TKNA elements. The logic applies down to the passenger level and takes into consideration the O&D.

The SK PROT is automatically removed by the system in the following situations:

- After the revalidation or reissue of the ticket.
- Upon manual association of a ticket.
- When the segment is cancelled or rebooked.
- Once the SK PROT has been removed as a result of a segment rebook, the segment becomes again eligible to the ATL process if there is no ticket number associated to that segment.
- For security reasons, the SK PROT cannot be added manually.

FA Element – New Update Process for Revalidation Implementation date on 11 March 2011

Overview

In the near future Amadeus will modify the FA element processing for e-ticket revalidation transactions.

Impacted customers

The new process applies to

- All Amadeus Agents:
- All travel agents.
- All airline agents of system user airlines.

In a first phase, the new process will be applied to e-ticket revalidations (transaction TTP/ETRV) of the following plating carriers:

A3, AF, AY, FV, JK, KL, KQ, LH, LY, MP, OS, RJ and TP.

In a second phase, the new process will be applied to all plating carriers.

Important:

The FA processing for e-ticket issuance and exchange is not impacted by this change. The FA processing for paper tickets is also not impacted.

Implementation Date

The activation in production of the first phase was planned for March, 11th 2011.

Simplifies the PNR display and reduces the risk of reaching the limit of 128 FA elements for large group reservations by ensuring that no two FA elements have the same ticket number.

Detailed description

Old FA processing for e-ticket revalidation

Until now, a new FA element was added to the PNR after an e-ticket revalidation (TTP/ETRV).

New FA processing for e-ticket revalidation

With the new process, if a FA element with the same ticket number already exists in the PNR, the system will update the content of this FA element instead of adding a new FA element to the PNR.

Important: This new process applies only to e-ticket revalidation (TTP/ETRV transaction).



Illustration/Example:

Scenario description	Cryptic display	Comments
<p>Initial round trip itinerary with e-ticket issued on November 4th.</p>	<pre> — TST RLR — RP/LON6X0100/LON6X0100 AA/SU 4NOV10/1408Z YFJQUI 1 JOHN/SMITH MR 2 6X7894 C 17APR 7 NCELHR HK1 0700 0810 *1A/E* 3 6X9149 C 20APR 3 LHRNCE HK1 0955 1255 *1A/E* 4 AP LON AMADEUS 5 TK OK04NOV/LON6X0100//ET6X 6 FA PAX 172-2400603290/ET6X/EUR631.01/04NOV10/LON6X0100/9756 3211/S2-3 7 FB PAX 0400000011 TTP/ET/RT OK ETICKET/S2-3 8 FP CASH 9 FV PAX 6X/S2-3 </pre>	
<p>Change date of the outbound flight</p>	<pre> — TST RLR — RP/LON6X0100/LON6X0100 AA/SU 4NOV10/1408Z vYFJQUI 1 JOHN/SMITH MR 2 6X7894 C 16APR 7 NCELHR HK1 0700 0810 *1A/E* 3 6X9149 C 20APR 3 LHRNCE HK1 0955 1255 *1A/E* 4 AP LON AMADEUS 5 TK OK04NOV/LON6X0100//ET6X 6 FA PAX 172-2400603290/ET6X/EUR631.01/04NOV10/LON6X0100/ 9756 3211/S3 7 FB PAX 0400000011 TTP/ET/RT OK ETICKET/S3 8 FP CASH 9 FV PAX AY/S3 </pre>	<p>Notice the segment association update.</p>
<p>Revalidate the e-ticket coupon of the changed segment on November 5th:</p> <p>>TTP/ETRV/L6/S2/E1/RT OK PROCESSED - YFJQUI</p>	<p>Current processing:</p> <pre> — TST RLR — RP/LON6X0100/LON6X0100 AA/SU 5NOV10/1634Z YFJQUI 1 JOHN/SMITH MR 2 6X7894 C 16APR 7 NCELHR HK1 0700 0810 *1A/E* 3 6X9149 C 20APR 3 LHRNCE HK1 0955 1255 *1A/E* 4 AP LON AMADEUS 5 TK OK04NOV/LON6X0100//ET6X 6 FA PAX 172-2400603290/ET6X/EUR631.01/04NOV10/LON6X0100/ 9756 3211/S3 7 FA PAX 172-2400603290/ET6X/05NOV10/LON6X0100/91496716/S2 8 FB PAX 0400000011 TTP/ET/RT OK ETICKET/S3 9 FP CASH 10 FV PAX AY/S3 </pre> <p>New processing:</p> <pre> — TST RLR — RP/LON6X0100/LON6X0100 AA/SU 5NOV10/1634Z YFJQUI 1 JOHN/SMITH MR 2 6X7894 C 16APR 7 NCELHR HK1 0700 0810 *1A/E* 3 6X9149 C 20APR 3 LHRNCE HK1 0955 1255 *1A/E* 4 AP LON AMADEUS 5 TK OK04NOV/LON6X0100//ET6X 6 FA PAX 172-2400603290/ET6X/EUR631.01/05NOV10/LON6X0100/ 9756 3211/S2-3 7 FB PAX 0400000011 TTP/ET/RT OK ETICKET/S3 8 FP CASH 9 FV PAX AY/S3 </pre>	<p>With the current processing, the system adds a new FA element for the revalidated segment.</p> <p>With the new processing, the system updates the date and segment association of the FA element.</p> <p>Note that the office ID and IATA number of the FA element will also be updated if the revalidation is done from a different office than the office that issued the ticket.</p>

Asian Fares Release 4.0

Overview

FareXpert Filing Platform: Negotiated Fares - Hong Kong surcharge

Main Benefits

The enhancement of the surcharge category will provide FareXpert users with the ability to override the Hong Kong surcharge (usually hardcoded) and to apply a specific amount.

Illustration

The Hong Kong surcharge applies to Hong Kong inbound and outbound flights for all fares and passenger types with the exception of transit passengers holding a ticket where Hong Kong is not a ticketed point. For this specific case only, the surcharge is not applied.

The Hong Kong surcharge may be coded either via a

- Hardcoded surcharge using an internal table - the surcharge is fixed to 33 HKD for each departure from Hong Kong.
- Category surcharge: when a surcharge is coded with an amount and a currency in the specific "Hong Kong surcharge" field then a surcharge is applied for each departure from Hong Kong.

The 33 HKD is applied across all the fare levels (net, selling and ticketed fare amount) by default.

How is it processed?

- If the amount coded in the "Surcharge Hong Kong" category is different from 0, the hard code surcharge is overridden by this category amount at the Net and Selling levels. However, the Hong Kong surcharge at ticketed level remains 33 HKD
- If the amount coded in the "Surcharge Hong Kong" category is equal to 0, the amount of 33 HKD is only applied and generated at ticketed level. At the Net and Selling levels, the Hong Kong surcharge is 0 HKD

The surcharge is displayed as a Q surcharge in the fare calculation line and converted into NUCs at IATA Rate Of Exchange (ROE). The surcharge will be displayed after the segment containing HKG location as a ticketed point.

The Hong Kong surcharge applies to Hong Kong inbound and outbound flights for all fares and passenger types with the exception of transit

Surcharge Type	Outbound Amount	Currency	Inbound Amount	Currency	Surcharge Application Details
Weekend	4.00	EUR	4.00	EUR	<input type="radio"/> Yes <input type="radio"/> No
Fuel					<input type="radio"/> Yes <input checked="" type="radio"/> No
Other	3.00	EUR	3.00	EUR	<input type="radio"/> Yes <input checked="" type="radio"/> No
Specific date	20.00	EUR			<input type="radio"/> Yes <input type="radio"/> No
Hong Kong	20.00	EUR			

passengers holding a ticket where Hong Kong is not a ticketed point. For this specific case only, the surcharge is not applied.

The Hong Kong surcharge may be coded either via a

- Hardcoded surcharge using an internal table - the surcharge is fixed to 33 HKD for each departure from Hong Kong
- Category surcharge: when a surcharge is coded with an amount and a currency in the specific "Hong Kong surcharge" field then a surcharge is applied for each departure from Hong Kong.

The 33 HKD is applied across all the fare levels (net, selling and ticketed fare amount) by default.

How is it processed?

- If the amount coded in the "Surcharge Hong Kong" category is different from 0, the hard code surcharge is overridden by this category amount at the Net and Selling levels. However, the Hong Kong surcharge at ticketed level remains 33 HKD
- If the amount coded in the "Surcharge Hong Kong" category is equal to 0, the amount of 33 HKD is only applied and generated at ticketed level. At the Net and Selling levels, the Hong Kong surcharge is 0 HKD

The surcharge is displayed as a Q surcharge in the fare calculation line and converted into NUCs at IATA Rate Of Exchange (ROE). The surcharge will be displayed after the segment containing HKG location as a ticketed point.

Examples of pricing:

Example1: Hong Kong surcharge coded in the surcharge category in inbound/outbound sectors.

Hong Kong surcharge = 50 HKD (6.45 NUC) coded

Net fare:

FXP/R,U

AL	FLGT	BK	T	DATE	TIME	FARE BASIS	NVB	NVA	BG
TPE									
XHKG	CX0401	Q	Y	25DEC	1925	BEE1M		08JAN	20
BKK	CX0709	Q	Y	25DEC	2200	BEE1M		08JAN	20
XHKG	CX0708	Q	Y	29DEC	1050	BEE1M	27DEC	08JAN	20
TPE	CX0400	Q	Y	29DEC	1645	BEE1M	27DEC	08JAN	20
TWD	5544			25DEC09TPE	CX	X/HKG	CX BKK	Q6.45	78.13CX X/HKG CX TPE Q6.45 78.13NUC169.16END ROE 32.771300

Example 2. Hong Kong surcharge coded only in outbound sector.

Hong Kong surcharge in inbound sector = 33 HKD (4.25 NUC) hard-coded.

Hong Kong surcharge in outbound sector = 50 HKD (6.45 NUC) coded

Net fare:

FXP/R,U

AL	FLGT	BK	T	DATE	TIME	FARE BASIS	NVB	NVA	BG
TPE									
XHKG	CX0401	Q	Y	25DEC	1925	BEE1M		08JAN	20
BKK	CX0709	Q	Y	25DEC	2200	BEE1M		08JAN	20
XHKG	CX0708	Q	Y	29DEC	1050	BEE1M	27DEC	08JAN	20
TPE	CX0400	Q	Y	29DEC	1645	BEE1M	27DEC	08JAN	20
TWD	5390			25DEC09TPE	CX	X/HKG	CX BKK	Q6.45	78.13CX X/HKG CX TPE Q4.25 78.13NUC167.16END ROE 32.771300

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• Ahmedabad	Tel: +91 79 26447241	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 30515100	Fax: +91 80 25582397	• Mangalore	Tel: +91 824 2446493	
• Bhubaneswar	Tel: +91 9937798528		• Mumbai	Tel: +91 22 30417000	Fax: +91 22 24975510
• Calicut	Tel: +91 495 2727699		• Nagpur	Tel: +91 712 6460428	
• Chandigarh	Tel: +91 172 2711270	Fax: +91 172 2711332	• Patna	Tel: +91 9304871148	
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• Goa	Tel: +91 832 2437411	Fax: +91 832 2437409	• Surat	Tel: +91 9825056898	
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• Indore	Tel: +91 731 2546681	Fax: +91 731 2546681	• 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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