



Product News

A Newsletter for Amadeus users in the Indian subcontinent



Focus on Thomas Cook Visa Knowledge Centre now available on the Amadeus India & BirdRes

The users of Amadeus Selling Platform & BirdRes.com can now avail the Visa information provided by Thomas Cook Visa Knowledge Centre.

Thomas Cook Visa Knowledge Centre now available on the Amadeus India & BirdRes distribution platform



The users of Amadeus Selling Platform and BirdRes.com can now avail the Visa information provided by Thomas Cook Visa Knowledge Centre. The user needs to purchase the subscription through Thomas Cook and obtain their User ID & Password to access the site. Along with relevant & updated Visa information the users can also download the Visa application forms. The information available on this site is for Indian National travelling from India to other countries.

Key Features & Benefits

- Simple & Easy Interface
- General Information about Country of Travel Embassy / Consulate contact details & Jurisdiction
- All type of Visa Information available for Indian nationals travelling outside India
- Visa application Forms
- Requisite Documents Check list
- Visa fee
- VFS/IVS charges
- Holiday list and processing time

Pre-Requisites

- For subscription contact you Amadeus Sales person
- The Travel agent should be a registered user of www.birdres.com, and should have access to Amadeus Selling Platform
- Thomas Cook would provide user id and password to agency user in order to access the site on Amadeus Selling Platform & BirdRes
- In order to get timely email updates on the subscription period all the Amadeus Selling Platform users should be registered users of BirdRes.com

For Subscription:

Contact **Amadeus Helpdesk:** 1800-111-200 | **BirdRes:** +91 11 46092654 | **Thomas Cook:** 1800 2099 100

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

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

Hotel Figures for May'11

- 287 hotels chains representing over 90702 properties
- 281 hotel chains using interactive cancel and seamless policies
- 275 hotel chains using Amadeus Dynamic Access
- 203 hotel chains using Best Available Rate
- 198 hotel chains using Total Pricing
- 177 hotel chains using Increased Occupancy Pricing
- 106 hotel chains using Alternate Property display
- 162 hotel chains using Multi Room Shopping & Booking
- 6 hotel chains using Flight info details
- 5 hotel chains using Instant rate & Availability updates



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

Amadeus CheckMyTrip Next Gen

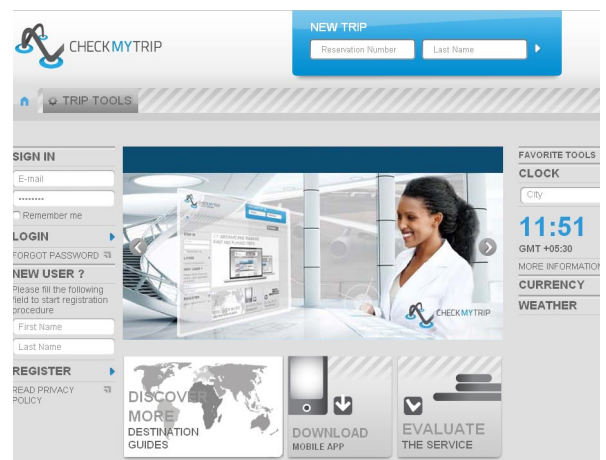


Amadeus CheckMyTrip is a service that gives all travellers with an Amadeus reservation access to display their travel itinerary.

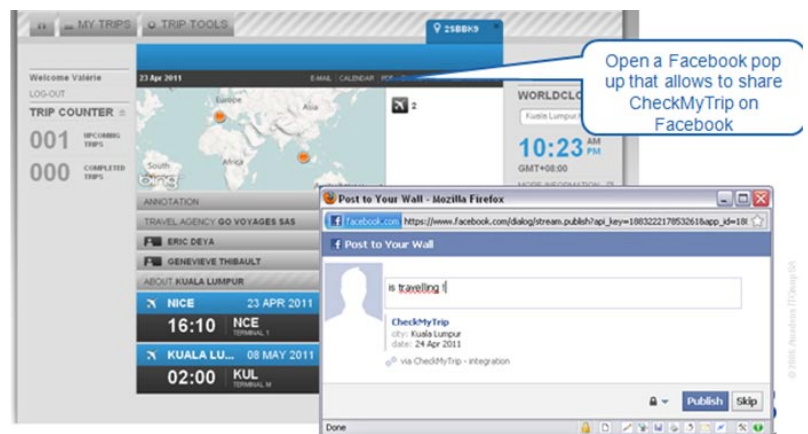
By connecting to the Internet address www.checkmytrip.com, real-time reservation details are presented to the traveller together with context sensitive destination information such as weather, dialing codes, event guides, currency exchange rates, etc.

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

New Features:

Personal Accounts with Trip list: End users can create a personal account into which they can store itineraries. The traveller can then access his customised website integrating personal preferences which is time-saving and facilitates his navigation.

Trip integration within your calendar – facilitating your overall planning

Trip Tools: Possibility to access Weather information, World clock, Currency convertor, destination guides, etc., from a general trip tool page. Moreover tools like weather, world clock and currency are integrated and contextualized within the itinerary content itself which quickens the access to consistent information

Share trip on your Facebook wall facilitating travel details sharing with friends and relatives.

Online check-in referrals: For participating airlines, Amadeus CheckMyTrip will display a referral link to their own online check-in websites, facilitating the traveller check-in as well as enhancing the airline website value.

Procedure for Registration as well as Login:

Get yourself Register by clicking on “Register” tab.

The email of The User Name And Password will be sent to you which will enable you to “Sign in”

CheckMyTrip Mobile Companion

The CheckMyTrip Mobile Companion v1.0 is now available for many platforms!

<http://ideas.amadeus.com/Ideas/index.php/innovations/cmt>

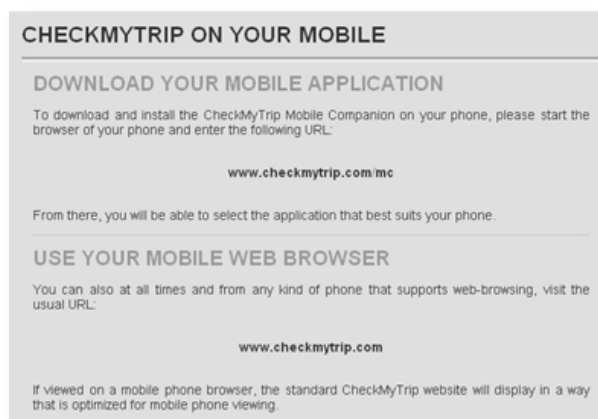
Download Now !

The CheckMyTrip Mobile Companion is the ideal companion for your trip. Once you have installed this application on your mobile device you can use it anytime you travel. Just enter your name and the Amadeus Reservation Number of your trip and download all your trip related information on your mobile device.

Your trip information will be saved on your mobile to be reviewed (in offline mode) at any time (no connection cost). And, at any moment, you will be able to connect to our service to update this information.

Available for:

Android™ - BlackBerry® - Java™ phone - Windows® Mobile - Windows® Phone 7



Features:

Within one single click, you can access to the following data:

- Passenger information including frequent traveler numbers
- Travel agency details with phone number (if available)
- Flight segments with arrival and departure details
- Flight status information (if available)
- Electronic ticket numbers
- Hotel bookings with details about the property
- Car rental pick-up and drop-off information
- Rail segments
- Weather forecasts
- The application is localized into many languages. Time format and temperature units can be adapted in the user settings.

Amadeus Hotel Plus

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

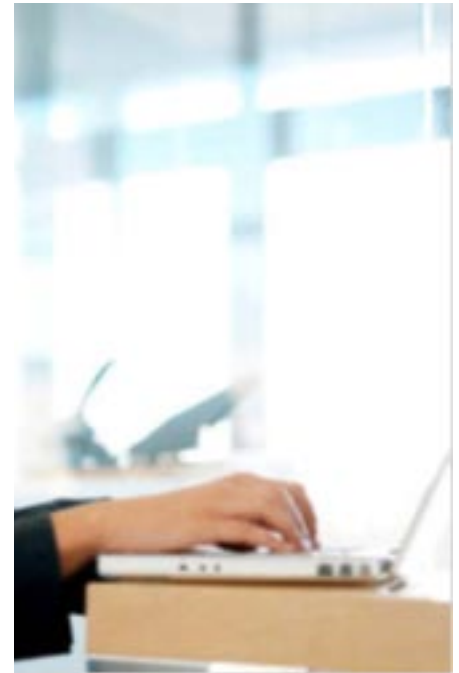
Amadeus Hotels Plus is both a smart tab fully integrated in Amadeus Selling Platform and a hotel booking site -the most reliable and user-friendly booking application enabling you to increase productivity.



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

BirdRes - SBT



A simple solution that enables corporations and TMCs to integrate all the elements of their travel

- Travel policies
- Preferred suppliers
- Negotiated rates

BirdRes SBT is a browser based solution to help streamline and optimize the travel expenditure of a corporate.

The corporation uses “BirdRes SBT” in association with a travel agency which processes the booking and issues the ticket.

Key Features of BirdRes SBT:

- Reduce Travel Costs & Expenditure
- Encourages & Enforces Policy Compliance
- Eliminates Manual Approval Process
- Reports & MIS for the Corporate

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

Amadeus Rail Europe New Payment options

Rail Europe is available on Amadeus Smart Tab with new payment options such as Cash, bank transfer and cheque, Get Tickets/Passes Issued by Bird Travels Private Limited (Bird Group, Ticket fulfillment center)



Advantages to Book Online:

- Easy Booking Process
- All Rates are in Indian Rupees
- Save time, as all the product information including bookings and reservations are readily available on the Rail Europe B2B website and Amadeus smart tab of Rail Europe
- Bookings can be saved and kept on hold for 48 Hours subject to availability and fare change.
- All the Rail Europe Products are commissionable by 5% and 6% on passes the same will be cut and pay so no need to wait for your commission.
- No issuance charges / Remittance fees or Transaction charges.
- Payment can be done through Cash, Cheque & D.D. Payments at all our Branches in India.
- For the Registration procedure kindly logon to the website of <http://agents.raileurope.co.in>

Follow easy steps for registration:

- Please fill in your agency details as mentioned on the 'Get Accredited' page.
- Once you fill in the details & submit the same, Rail Europe will receive your account application.
- Accordingly we will assign you a Rail Europe account number which will help you access the website to get the all the information & also book the Rail Europe products online.
- Rail Europe products can be booked on the website but the Rail Passes / Tickets will be printed / issued by Bird Travels Private Limited, New Delhi office and will be couriered to your respective address in India.
- Outstation Booking Request minimum time (atleast 05 Working Days to Deliver the Tickets.)

After your Registrations kindly logon to <https://agents.raileurope.co.in/about-rail-europe/Terms-and-conditions> to know the general Terms & Conditions about the website

For further information, visit the website: <http://agents.raileurope.co.in>

For queries on Amadeus smart tab, please contact help@amadeus.co.in

Amadeus Worldwide Commission Manager



With Amadeus Worldwide Commission Manager you can check, with one glance, the status of your hotel commissions. Don't spend anymore time gathering information from an endless list of sources. Amadeus Worldwide Commission Manager does it automatically for you.

Key Features

Checking the productivity report: View-only chart giving a clear overview of your total paid, refused and pending commissions per month.

Tracking Functionalities: With Amadeus Worldwide Commission Manager, you can search for hotel reservations made on Amadeus, with check-out dates between 1 month and 1 year.

Booking volumes by hotel/market/month

Commission payment performance by hotel

Basic and advanced statistical analysis functionalities

Basic statistical functionalities: In this section, the user will see yearly comparison information per hotel, per month and per country.

Advanced statistical functionalities: Enables the user to create new charts amongst a list of existing reports as follows:

- Average amount of commissions by hotel
- Average amount of commissions by check-out month
- Total amount of commissions by hotel
- Total amount of commissions by check-out month
- Average number of nights per hotel
- Average number of nights by check-out month
- Total number of nights by hotel
- Total number of nights by check-out month
- Total number of stays by hotel
- Total number of stays by check-out month



Automated commission payment claims

Amadeus Worldwide Commission Manager does not only provide you with status information, it also enables your agents to activate a payment reminder process that will automatically send a claim for unpaid commissions.

The way it works is simple: after a pre-determined period, Amadeus Worldwide Commission Manager will send the reservation information to the hotel or to its representative (Hotel chain headquarters, representation company, payment provider), requesting prompt commission settlement or justification for refusal. The claim for information is then repeated monthly for a whole year after check-out is completed until the payment has been made.

IATA RESOLUTION 302

Overview

Background

The objective of Resolution 302 “Baggage Provisions Selection Criteria” is to define rules for baggage in case of interlining journeys, providing more transparency for travel sellers and better customer service for passengers while reducing costs for airlines.

Pre-requisites

- All airlines are recommended to file their baggage through ATPCO product “Baggage Allowance and Charges in Optional Services”
- New calculation process based on data filed by airlines in ATPCO product “Baggage allowance in Optional Services” applies
- For airlines who have not filed their baggage data through ATPCO, they will also be affected by the new resolution 302 calculation process but in case no data is found on their own operated sector, the current process based on resolution 300/301 will apply.

New change

In compliance with Resolution 302, Amadeus will align the calculation of the ticketed baggage allowance based on the data filed by airlines through the ATPCO product named “baggage allowance and charges in optional services”. Only the calculation will change and will be automatically computed in pricing and ticketing output and on the ticket. No change on format and current display will occur.

Format

No changes regarding the format of pricing or ticketing output nor on the ticket. Free baggage allowance remains displayed sector by sector.

Content

- If free baggage allowance is permitted, the system will display baggage information as it is today i.e. by number of pieces or by weight
- If free baggage allowance is not permitted, the system will display “0P”

Illustration

This example is for illustration purpose only and figures have been modified.

FXP using current process (resolution 300-301)

01 TEST/HR												
	AL	FLGT	BK	T	DATE	TIME	FARE BASIS	NVB	NVA	BG		
NCE												
FRA	6X	2001	Y	Y	25FEB	1900	YIF			23		
SIN	6X	0325	Y	Y	25FEB	2200	YIF			20		
SYD	8X	0032	Y	Y	28FEB	0930	YIF			2P		
EUR	4854.00				25FEB11NCE	6X	FRA1093.81SQ	SIN	8X	SYD	M	
					5518.08NUC6611.89END	ROEO.734131						
EUR	120.52YQ				XT	EUR	7.58QX	EUR	4.00I2	EUR	4.11FR	EUR
EUR	8.38YQ				9.47FR	EUR	15.10RA	EUR	8.22SG	EUR	3.61OP	
EUR	73.95XT				EUR	4.7300	EUR	17.13WY				
EUR	5056.85											

FXP using new process (resolution 302)

01 TEST/HR												
	AL	FLGT	BK	T	DATE	TIME	FARE BASIS	NVB	NVA	BG		
NCE												
FRA	6X	2001	Y	Y	25FEB	1900	YIF			20		
SIN	6X	0325	Y	Y	25FEB	2200	YIF			20		
SYD	8X	0032	Y	Y	28FEB	0930	YIF			0P		
EUR	4854.00				25FEB11NCE	6X	FRA1093.81SQ	SIN	8X	SYD	M	
					5518.08NUC6611.89END	ROEO.734131						
EUR	120.52YQ				XT	EUR	7.58QX	EUR	4.00I2	EUR	4.11FR	EUR
EUR	8.38YQ				9.47FR	EUR	15.10RA	EUR	8.22SG	EUR	3.61OP	
EUR	73.95XT				EUR	4.7300	EUR	17.13WY				
EUR	5056.85											

TQT using current process (resolution 300-301)

TST0001 NCE6X0100 AA/10NOV I 0 OD NCESYD SI											
T- FXP											
1. TEST/HR											
1	NCE	6X	2001	Y	25FEB	1900	OK	YIF		23K	
2	0	FRA	6X	325	25FEB	2200	OK	YIF		20K	
3	0	SIN	8X	032	28FEB	0930	OK	YIF		2PC	
SYD											
FARE	F	EUR	4854.00								
TX001	X	EUR	120.52YQAC	TX002	X	EUR	8.38YQAD	TX003	X	EUR	7.
TX004	X	EUR	4.00I2EB	TX005	X	EUR	4.11FRSE	TX006	X	EUR	9.
TX007	X	EUR	15.10RAEB	TX008	X	EUR	8.22SGAD	TX009	X	EUR	3.
TX010	X	EUR	4.7300SE	TX011	X	EUR	17.13WYDE				
TOTAL	EUR	5056.85									
GRAND TOTAL	EUR	5056.85									
NCE 6X FRA1093.81SQ SIN 8X SYD M5518.08NUC6611.89END ROEO.73413											
1											
7. FP CA											
8. FV 6X											

TQT using new process (resolution 302)

TST0001 NCE6X0100 AA/10NOV I 0 OD NCESYD SI											
T- FXP											
1. TEST/HR											
1	NCE	6X	2001	Y	25FEB	1900	OK	YIF		20K	
2	0	FRA	6X	325	25FEB	2200	OK	YIF		20K	
3	0	SIN	8X	032	28FEB	0930	OK	YIF		0PC	
SYD											
FARE	F	EUR	4854.00								
TX001	X	EUR	120.52YQAC	TX002	X	EUR	8.38YQAD	TX003	X	EUR	7.
TX004	X	EUR	4.00I2EB	TX005	X	EUR	4.11FRSE	TX006	X	EUR	9.
TX007	X	EUR	15.10RAEB	TX008	X	EUR	8.22SGAD	TX009	X	EUR	3.
TX010	X	EUR	4.7300SE	TX011	X	EUR	17.13WYDE				
TOTAL	EUR	5056.85									
GRAND TOTAL	EUR	5056.85									
NCE 6X FRA1093.81SQ SIN 8X SYD M5518.08NUC6611.89END ROEO.73413											
1											
7. FP CA											
8. FV 6X											

Product Talk



Mrs Usha Agarwal- Director, On The Move Travels & Tours Pvt Ltd. Located in Kolkata, is a full service IATA passenger Travel Agency. Since its inception in August 1994, the organization has grown over the years to become one of the India's leading travel agencies.

On The Move Travels and Tours (OTM) is a full service IATA passenger Travel Agency. Situated in downtown Kolkata and New Delhi (India), OTM had humble beginnings as a passenger travel agency. Since its inception in August 1994, the organization has grown over the years to become one of the India's leading travel agencies. Our offices in Kolkata and New Delhi are both IATA accredited and employ state-of-the-art customer support to cornerstone of On The Move's delivery process. The team comprises of twenty trained professionals ever ready to work round - the - clock so as to provide the best possible service to our customers. We strive to deliver the most reliable and cost - effective solution to customers' needs.

Q: What is the mantra for On The Move Travels and Tours?

As the name suggest we are always "On the Move"

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

The graph of our business has grown many fold in the past few years as we got a very good support in terms of service & product from Amadeus.

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

24 x 7 service and the friendliness of the products.

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

To talk about building my business – from Day 1 we are using Amadeus as our reservation tool and we are glad that we are given prestige as priority customers. Some of the products like RMT / DIAL E-TKT has also helped us to grow in business with no or little maintenance of office required , usage of the Amadeus software remotely has helped us to increase the business by concentrating on client servicing.

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

We have a feeling of being one.

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

We are looking forward for earning through better commission from hotel and car rentals and selling of no frill carriers worldwide through Amadeus.

Amadeus Link Hotel

Amadeus Link Hotel is a new brand, bringing a new energy to the world of hotel representation and multichannel distribution. With the technology expertise of industry-leader Amadeus and a team of experienced and dedicated hotel specialists, we can deliver a suite of hotel products and services that are: affordable, productive and effective. ALH is a multi-GDS and IDS distribution services company which directly interfaces to the world's four global distribution systems- Amadeus, Galileo, Sabre and Worldspan and major internet travel intermediaries powered by Pegasus. How ALH can help travel agent:

- Expand the global reach
- Enhance productivity and drive down costs
- Increase room sales
- Deliver excellent levels of customer service

The connections Amadeus LinkHotel have built between each hotel company's central reservation system (CRS) and the GDS are so advanced that travel agents and corporations can view hotel room rates and availability in real-time, and make a booking in a matter of seconds.

Benefits

Full descriptive and visual hotel content, multiple search criteria, total pricing (including taxes, services, surcharges), alternative properties (when the requested hotel is booked), extensive rates (public and negotiated), last room availability, and full PNR and back office integration.



Infants Turning Two during the Journey

In air travel, specific pricing and ticketing rules apply to infants. By definition, the age of the infant must be less than 2 years, throughout the entire journey. A new check and end-of-transaction will now ensure – for airlines that wish so – that the age criterion is honored, and that out-of-policy PNRs are not filed. The automatic check avoids potential issues for passengers travelling with infants whenever the booking is not in line with airline regulations. All agents performing reservations in the Amadeus system, and/or performing reservations on Amadeus Reservation carriers (Altéa Reservation carriers) will automatically benefit from this feature whenever the itinerary sold contains participating airlines. It protects agents and passengers against filing of reservations that conflict with airline regulatory infant age restrictions.

Changes in cryptic AXR display

The AXR display shows the record locators of all passengers who were originally in a single PNR, but have now been split into multiple PNRs. Such a split may be the result of a manual action by an agent (SP transaction), or an automated action by the system caused by a Non Homogeneous condition (NHP). In order to improve readability of the AXR display, and in order to accommodate for the numerical record-locator, the layout has been changed from dual-columns to a single-column. The single-column layout improves readability of the AXR display. In addition, it will now include the numerical record-locator whenever the itinerary includes airlines that support them. Launch date for production is scheduled for 01 Jun'11.

Use Amadeus Fare Diagnostic

Fare diagnostic tool allows you to target a specific fare when pricing. If the fare is not applicable; it displays the reason for failure. You can then refer directly to the applicable rule restriction to check how to qualify for the fare. This tool is available for Informative Pricing (FQP) and Itinerary Pricing (FXX) only.



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>TC
RP/DELLA0980/
 1 BA 142 Y 23DEC 5 DELLHR DK1 0330 0715 23DEC E 0 744 M
   SEE RTSVC
 2 BA 143 Y 29DEC 4 LHRDEL DK1 1145 0125 30DEC E 0 744 M
   SEE RTSVC
*TRN*
>fxx/df-NRCAS
FXX/DF-NRCAS

01 P1

LAST TKT DTE 21AUG11 - SEE ADV PURCHASE
-----
      AL FLGT  BK T DATE  TIME  FARE BASIS      NVB  NVA  BG
DEL
LON BA  0142  N  N 23DEC 0330  NRCAS                1P
DEL BA  0143  N  N 29DEC 1145  NRCAS                1P

INR      25720          23DEC11DEL BA LON287.56BA DEL287.56NUC
          575.12END ROE44.720000
INR      14224YQ      XT INR 773JN INR 229WO INR 5616GB INR 2294
INR      366YQ      UB
INR      8912XT
INR      49222

OVERRIDE DIAGNOSTIC ENTRY USED *J*
FARE SUBJECT TO FARE CONSTRUCTION CHECKS
TICKET STOCK RESTRICTION
PRICED WITH VALIDATING CARRIER BA - REPRICE IF DIFFERENT VC

>mdl
DIAGNOSTIC PANEL

FARE COMPONENT:      DEL-BA-LHR

 1 NRCAS              BA          287.56 R NUC
   INVALID BOOKING CODE

FARE COMPONENT:      LHR-BA-DEL

 2 NRCAS              BA          287.56 R NUC
   INVALID BOOKING CODE

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Cars and Hotels tabs in Selling Platform to be decommissioned

Overview

With the Selling Platform version 7.2 (later this year) Amadeus will replace its traditional Cars and Hotels graphical tabs with Cars Plus and Hotels Plus graphical interfaces of Selling Platform.

Impacts and recommendations

With Cars Plus and Hotels Plus, you will have access to the next generation graphical user interfaces for Cars and Hotels an intuitive and user friendly booking flow offering the entire Amadeus Cars and Hotels content, both leisure and corporate Including all current Cars and Hotels functionalities, plus elaborate new features, including pictures, map driven search, and the ability to visually compare the various options offered.



FA Element – New Update Process for Revalidation

As from the 4th May 2011, the FA element processing for e-ticket revalidation transactions has been enhanced.

Customer value

Thanks to this enhancement, the PNR display is simplified in case of revalidation as the FA lines are merged for the same ticket number.

Illustration

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).

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

Key features

- Better readability of the ticket number segment association for the agent
- Simplification of PNR face after Electronic ticket revalidation
- Full segment association of the FA element after Electronic ticket revalidation

Main benefits

After a TTP/ETRV for revalidation, the FA merge permits to update the segment association of the existing FA element of the PNR instead of adding a new FA element with same ticket number.

Amadeus Schedule Display

Amadeus Schedule Display shows all flights operated by all Airlines (Full Service Carriers & Low Cost Carriers) who submit their schedule information to Amadeus, based on the transaction code and parameters used to request the display. Availability and Schedule displays include flights up to 361 days in the future (Less for some airlines) and upto 3 days in the past are stored in the system.

SN01JUNBLRDEL/AYY												
** AMADEUS SCHEDULES - SN ** DEL DELHI.IN												
21 WE 01JUN 0000												
1	6E 132						BLR	DEL 1	600A	845A	0 320	2:45
2	AI 804	C4 D4 JS Z4 Y9 B9 M9	/BLR	DEL 3	615A	900A	E0/320				2:45	
		H9 K9 Q9 V9 W9 G9 L9 U9 T9 S9 E9										
3	S2 232	W9 Y9 K9 T7 U7 S7 H7	/BLR	DEL 3	620A	855A	E0/738				2:35	
		E7 X7 N7 Q7 M7 O7 G7 R0 I0 Z0										
4	S2:9W7074	Y9 M9 T9 U9 N9 L9 Q9	/BLR	DEL 3	620A	855A	E0/738				2:35	
		S9 K9 H9 V9 O9 W9										
5	IT:BA8882	J9 C9 D9 R9 Y9 B9 H9	/BLR	DEL 1	630A	905A	E0/321	TR			2:35	
		K9 M9 L9 V9 N9 Q9 O9										
6	IT 202	J9 C9 D9 I9 Y9 K9 B9	/BLR	DEL 3	630A	905A	E0/321				2:35	
		L9 Q9 M9 W9 V9 S9 O9 H9 NC TC EC U9										
7	SG 502	C E F H J K L	BLR	DEL 1	635A	925A	0 737				2:50	
		M N O P Q R S T										
8	9W 804	C7 J7 Z7 I4 P0 Y7 M7	/BLR	DEL 3	725A	1010A	E0/73G				2:45	
		T7 U7 N7 L7 Q7 S7 K7 H7 V7 O7 W7										
9	6E 126	Y	BLR	DEL 1	810A	1055A	0 320				2:45	
10	G8 372	F C Y M B Q	BLR	DEL 1	820A	1105A	0 320				2:45	
11	SG 224	C E F H J K L	BLR	DEL 1	845A	1140A	0 737				2:55	
		M N O P Q R S T										

Emirates Chauffeur Drive Service



We wish to re-iterate the booking process of Emirates Chauffeur-Drive Service utility which is fully integrated within the Amadeus booking flow. This Chauffeur-drive service is complimentary, available to Emirates first and business Class passengers in the numerous countries the airline serves.

Key Features

- Automatic transmission of the Chauffeur-drive request at PNR end of transaction.
- Structured display of the Chauffeur-drive reservation via a specific element part of the itinerary elements (SUR element)
- Usual reservation status and action codes (NN, KK, HK, UN, NO, UC, HX)
- Free text remark in order to add all necessary and additional information according to the passenger's specificities.

Benefits

- Additional value-added service to propose to your customer
- Time and cost of reservation handling reduced via an optimized reservation flow (no more phone calls, online requests or manual notification etc)

Emirates Married Segment Logic

Over the past months Emirates has identified some misuse in order to circumnavigate the Married Segment Logic, and some incorrect booking procedures.

In the case of identified misuse and detection of violation, GDS will be notified through SSR/OTHS stating the OD violation which will be visible in the vendor remarks.

Ticketed PNR's will not be cancelled, instead an ADM will be raised for misuse inside the last 72 hours to departure.

ADM will be raised for the fare difference between actual Origin/Destination pair used for booking and the Origin/Destination pair ticketed, plus an ADM fee of USD200 per segment/passenger.

Launch of Qantas Chargeable Pre-assigned Seating



Introduction

Qantas is enhancing Seat Selection options offering more choice to select a seat across Qantas operated domestic and international flights from time of booking through to check-in

Seat request

Travel Agent Action - Booking from the Seat map

1. Seats must be selected using the interactive seat map.
2. Generic seat requests in the economy cabin will not be confirmed

Seat map response

The agent will receive instant confirmation of the seat request by Qantas and the SSR RQST may be flagged as chargeable on Economy Cabin seating

/SSR RQST QF HK1 SINBNE/30KN, P1/S2 SEE RTSTR

Payment Process

Travel Agent Action

Agent sends QF a credit card number in the SSR EPAY format.

SR EPAY QF NN1-CC/
AX371449635311004/EXP0805-
PARKER

Amadeus Electronic Mailer Document



The Electronic Miscellaneous Document (EMD) is the new industry standard which enables travel agents to issue documents for travel related services, including unbundled services.

The Electronic Miscellaneous Document (EMD) is the Amadeus solution for travel agencies to facilitate the sale of airline services, using the latest electronic industry standard, fully integrated in the Amadeus system.

The Electronic Miscellaneous Document (EMD) is the method to document the sale and track the usage of charges collected outside of a ticket, for example residual value or excess baggage charges. Services sold using an EMD may be either linked to a flight coupon, such as for a pet in the cabin, excess baggage or special meal, or sold individually, as for a train ticket or car rental voucher.

The Amadeus EMD is automatically updated in real-time, together with PNR synchronisation, which facilitates servicing and feeds all relevant data to mid-and back-office systems via the Amadeus Interface Record. The EMD also provides automatic fulfilment for the Amadeus ancillary services solution.

Benefits

- A single, standard method to issue all airline services, replacing the automated MCO, Amadeus virtual MCO and IATA virtual MPD
- Follows the latest industry standards/mandates
- High product flexibility; the EMD is fully customizable to market specifications and/or local constraints
- Fully integrated in the Amadeus system, with a one-stop view in the PNR, automatic reporting in the sales report and back-office systems via A.I.R.
- Real time and secured information throughout the whole EMD cycle via the link to an EMD server
- The accountable document for the Amadeus ancillary services solution
- The same workflow as for the current automated/virtual MCO means a minimal impact on existing business practices
- Enhanced functionality compared with the MCO; the EMD also includes interlining, has multi-coupon functionality, and e-ticket association
- Improved customer service thanks to electronic technology, resulting in no paper loss/wastage, and passenger time saving.

There are 2 types of Electronic Miscellaneous Document:

EMD-S (stand-alone)

- Fully replaces the paper automated & virtual MCO
- Not inherently linked to the ticket
- Can be issued in connection with a ticket (as a reference)
- Can be used at different stages of the sales process (at issuance, change of status time, etc.)

Examples: ground transport voucher, residual value

EMD-A (associated)

- Directly linked to an individual flight coupon
- Used to collect charges, and used at the same time as the flight coupon (both coupon status are synchronised)
- Can be automatically or manually associated (and disassociated) to an e-ticket

Examples: excess baggage, special meal

Key & Unique Competitive Advantage

Amadeus is the first GDS to offer travel agents a complete EMD solution following the IATA and ARC mandates, with both stand-alone and associated EMDs available ahead of any of our competitors. As well as being first to market with EMD availability, Amadeus is also the first to receive full IATA sign-off for its EMD product.

Amadeus e-Support Centre for Travel Agents

We take immense pleasure in presenting you state of the art self-sufficiency tool and knowledge base access for instant results at the click of the mouse. The launch of Amadeus E-Support for our subscribers is another milestone for Amadeus towards reaching our goal of maximum user satisfaction.

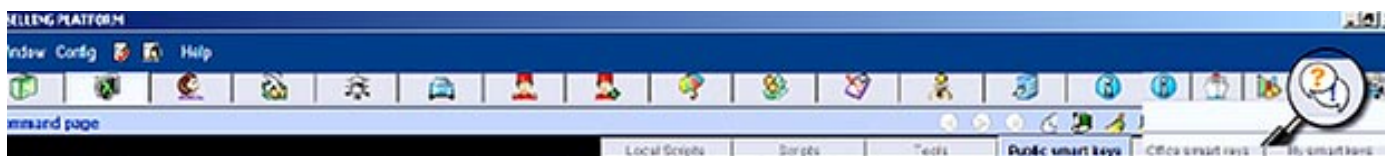
Key Benefits

- Instant query and solution handling 24x7 online with relevant cases & examples
- Remarkably reduced turnaround time for travel agents between their queries and our responses
- Database consists of more than 5,000 solutions
- New scenarios added & updated to the database regularly
- An online self-paced, self-help search just like Google search at no extra cost
- No separate Log-ins credentials needed, just click on the smart tab

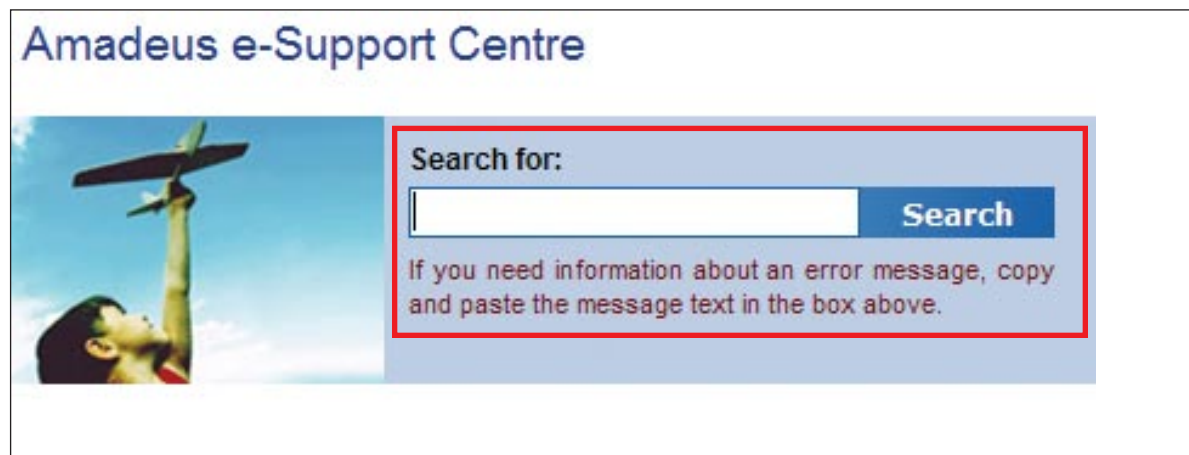
The new e-support is now available via a smart tab on your Amadeus Selling Platform

Key Features

E-Support Centre Smart tab deployed on ASP



E-Support Centre - Home Page & Main Menu



Browse Areas – allows users to search by topic

Advanced Search – enables user to search by a combination of search words, language, area and documents type

Notice Board – to see latest news items

Transaction Guide – to look up cryptic entries codes

Amadeus India – takes you to www.amadeus.co.in

QRG/QRT – you can download Amadeus QRG and QRT from this link

Live Chat – to chat with Amadeus HelpDesk

You may search the resolution to the error message received or system response by specifying Error Message in the Search Box.

Search results will be displayed. Click on the desired link to open the desired error message / system response.

Amadeus training session for Nagpur agents



A two day Amadeus training session was organized for Nagpur agents on 04&05th Aug. The session comprised of refresher training along with new products demonstration which was well attended by travel agents. The session generated a positive response and was appreciated by all agents. Amadeus team comprised of Rahul Nayse and Soham Dadarkar.

Customer Service Excellence-A Soft Skills initiative

BIS signed up an agreement with Regent Airways – A Domestic Airlines in Dhaka, Bangladesh to conduct a 9 day workshop from 30th Jul to 8th Aug in Customer Service Excellence for 74 staff starting from Sales & Marketing, Reservation, Ground-handling and Cabin Crews. The session was conducted by our Training Manager – Ms Avanti Basu Chatteraj from Kolkata. The session included team building exercises, several role plays, physical fitness sessions, grooming and loads of fun while concentrating on how to improve on Customer Service Skills. All the staff actively participated in the session and have appreciated that the session was really helpful to all of them, where they have come to know how to handle difficult customers but with a positive attitude. The feedback post the workshop has been very positive and the Regent Airways Management was happy to have such a work shop conducted.



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