

Product News

A Newsletter for Amadeus users in the Indian subcontinent

Issue 1, 2010

Focus on Amadeus Ticket Changer

With Amadeus Ticket Changer you can service your customers' change requests anywhere in the world in a matter of seconds.

Contents:

- ▶ Amadeus Ticket Changer
- ▶ Amadeus Auto Refunds
- ▶ Search Hotels by lowest rates
- ▶ Amadeus Hotels Update
- ▶ Product Talk
- ▶ Automatic Selection of validating carrier
- ▶ Password Protection program for travel agents
- ▶ Decommissioning of LM and LMB entries
- ▶ Amadeus selling platform 5.3
- ▶ Amadeus New Training Platform
- ▶ Manual e-Ticket Controller product module launch
- ▶ Amadeus Selling Platform certification with Microsoft products
- ▶ Removal of "YY" capping
- ▶ New Enhancements & Products



Amadeus Ticket Changer

With Amadeus Ticket Changer you can service your customers' change requests anywhere in the world in a matter of seconds, giving them the right fare and the right penalty charges – guaranteed Airline debit memos, 30 minute calls to your call centre, lengthy and expensive staff training, these are just some of the factors involved in manual ticket reissuing. Sweep them all away with Amadeus Ticket Changer, an entirely automated solution that will help you significantly reduce costs.

React quickly to customers' needs

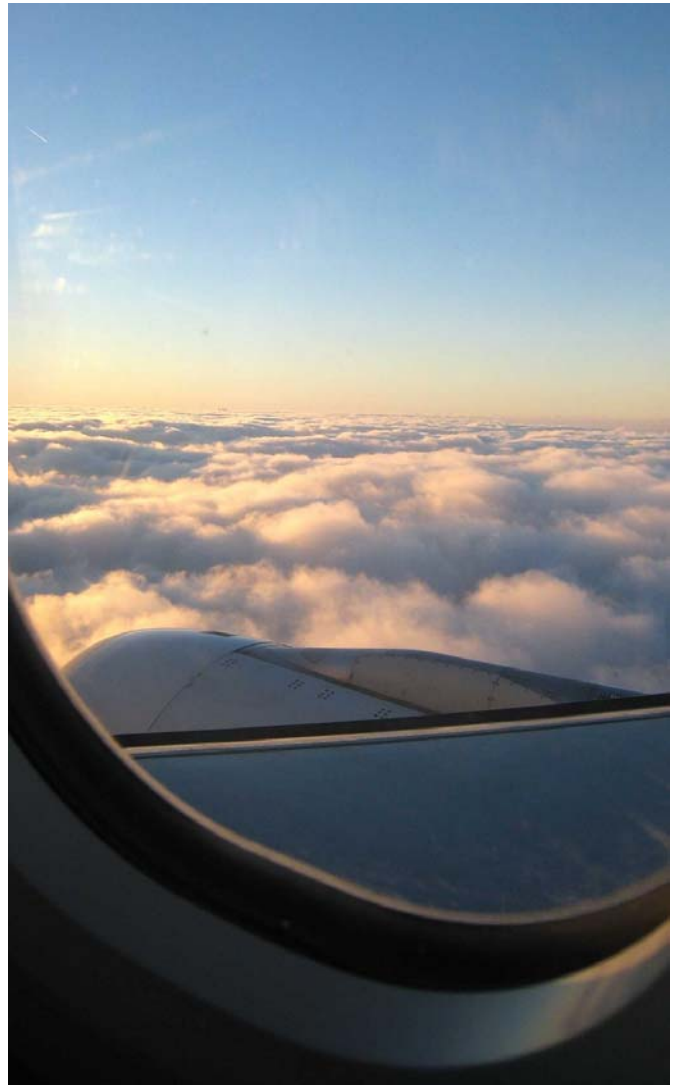
In today's environment of last minute alterations, having the flexibility to change flights is increasingly important to both business and leisure travelers. For 1 in 5 customers, the ease of change and cancellation is the most important factor when deciding where to purchase their travel. Amadeus Ticket Changer allows all kinds of changes, including date, flight and routing, and processes a vast range of tickets, giving your customers unprecedented control over their itineraries. With Amadeus Ticket Changer, you will retain and gain customers.

Even more flexibility & efficiency

Amadeus Ticket Changer is a multi-carrier and highly international solution, which gives your customers an unparalleled level of flexibility and reactivity to all their itinerary change needs. Tickets for several different passengers can all be changed at the same time in one transaction and with the multi re-issue function an unlimited number of successive changes can be made to the ticket before departure. You're not restricted only to bookings made in Amadeus either as Ticket Changer can be applied to tickets for bookings made in other GDSs – broadening the breadth of your customer service. Lastly, your customers are no longer unfairly charged when tickets have to be changed due to unforeseen circumstances (such as bad weather). Dynamic Waiver applies the airline's policy seamlessly to waive the penalty. A win/win situation for you and your customers.

Streamline workflows and slash costs

You will no longer have to spend vast sums of money training staff, to make sure that they understand and remember each airline's cancellation and change policy. Instead, Amadeus Ticket Changer does it all for you, incorporating the myriad airline policies into one easy to use solution which even reissues the ticket, does the reporting and results in the reduction of debit memos!



Amadeus Ticket Changer gives us true peace of mind thanks to the automated fare recalculation, the automatic collection of taxes and the application of penalties. This allows us to avoid all potential Airline Debit Memos. As well as the financial gain, we save enormously on time, with minimal steps needed to change a ticket. The reliability, the time saving and the ease of use allowed us to integrate this re-issue solution very easily into our work environment.

A comprehensive list of business benefits:

- > Customer satisfaction
- > Revenue increases
- > Cost reductions
- > Workflow efficiency

Revenue opportunity:

- > Up to 10% of tickets are changed at least once*.
- > Apply additional fees to your Ticket Change service to maximize this revenue potential.

Cost optimization:

- > Save up to an impressive 25 minutes per re-issued ticket.
- > In a few key strokes the multitude of functions required to make a change is expertly taken care of and guaranteed by the fully automated process. An effortless service your customers will want to be loyal to.

Automated end to end process improves efficiency and productivity	<ul style="list-style-type: none"> > Calculates and displays fares/taxes balance + penalty fee > Creates accounting reports and travel documents > Full integration in Amadeus Reservation system
Reliability assures customer Loyalty	<ul style="list-style-type: none"> > New generation technology > Best-in-class pricing accuracy > Reissue guaranteed (when successfully completed)
Easy to learn and use means fast adoption and satisfaction	<ul style="list-style-type: none"> > Dedicated entries with many options similar to pricing ones > Process shortened: 4-5 steps from 14 > Similar workflow as to price and issue a first ticket
Multi-channel – effortless integration into your applications	<ul style="list-style-type: none"> > Available to any point of sale worldwide: offices & call centers via cryptic access or Amadeus Selling Platform command pages and GUI (from v3.0 onwards) > For corporations in Amadeus e-Travel Manager (from v11.2 onwards). On your website via Amadeus Web Services. Compliant with Amadeus Agency Manager, Sales Manager and Service Fee Manage
A powerful and comprehensive solution	<ul style="list-style-type: none"> > All types of ticket can be changed: domestic, international, multi-carrier wholly unused or partially used tickets > Electronic tickets regardless of the original issuing GDS > All public fares and private fares from Amadeus, SITA & ATPCO (categories 15, 25 and 35 IT/BT) are processed

Amadeus Auto Refund

This is a solution that allows the refund on same day for E-Tickets issued. More and more airlines are now advocating the use of Auto refunds rather than using Void to register cancellations. Especially airlines like 9W have taken out circulars to tell the agents not to use the Void entry.



Search Hotels by lowest rates

Searching for the lowest rates is about to get simpler on Amadeus. As part of an investment into improving shopping, Amadeus is proud to announce a new functionality that will allow travel agents to find the cheapest rates for the customers who are concerned about price:

Search by Lowest Rates: /LOW

The new functionality (optional) Search by Lowest Rates speeds up considerably the search for lowest rates offered by the hotels in a specific area (multi-property availability) When the option Search by Lowest Rates is used by Travel Agents along with a Hotel Availability entry, the display will show the prices in increasing order, from the one offering the lowest rates at the top to the one offering the highest rates below.

The rates shown in the single property screen, that follows the Multi-property will be consistent with this, thus showing the lowest rates first.

The new option Search by Lowest Rates can also be combined with other availability options, such as hotel category, Special Rates /SR- etc. Thus it allows the Travel Agents to search lowest rates within a specific category of properties.

It does not replace the default behavior in the neutral displays as this is a new entry.

Main benefits

The GDS are often perceived as more expensive than other sources of content, although a benchmark analysis commissioned by Amadeus shows that on average, in 33% of the instances, the rates offered via Amadeus were lower compared to the leading online players. This new

option will facilitate and greatly speed up the search for best rates offered in a specific city or in a specific hotel.

Competitive analysis

This option is not available in other GDS and shows Amadeus leadership in bringing value to its customers.

Implementation guidelines

The option Search by Lowest Rates will be available for all cryptic users (eg "Command page" of the Amadeus Selling Platform or Amadeus terminal Emulators), without any specific action required from Amadeus Commercial Organizations (ACO).

This new option does not imply any change in the format of the availability output screen. The only impact concerns the order in which the properties (in the multi-property) or the rates (in the single property) are sorted in the availability display.

Using the Search by Lowest Rates /LOW

The option /LOW can be used with a Multi-property or with a Single Property (Direct or selection of a property from the Multi-property display) availability requests.

- If the option /LOW is used with another entry than an Availability request (HA), the following error message is displayed:

RESTRICTED OPTION - NOT ALLOWED / LOW

- If the option /LOW is combined with the options: /BI- , /TC- , /HN-*X , or ST-ALL the following error message is displayed:

/LOW AND BI- MUTUALLY EXCLUSIVE
/LOW AND TC- MUTUALLY EXCLUSIVE
/LOW AND HN- MUTUALLY EXCLUSIVE
/LOW AND ST-ALL MUTUALLY EXCLUSIVE

- If the option /LOW is combined with the options: /LOC-, /RP-, /DI-, /TPR-, /FF-, the Search by Lowest Rates will have the priority.

That means that the sorting of the rates in an increasing order will have the priority against the other option (eg sorting by distance).

Nevertheless, the filter by distance, by Hotel Rating (Amadeus Category or Third Party Rating), Facilities, Rate limit (/QU option) etc will apply.

For eg if /DI-5K is chosen, hotels available within this distance will be displayed but sorted from the lowest to the highest rates.

With a Multi-property Availability

The option Search by Lowest Rates /LOW can be done with a Multi-property Availability to allow the sorting of the rates offered by the properties available in a specific city, in an increasing order.

The properties are sorted from the minimum of the rate range from lowest to highest.

- When the option Special Rate /SR- is also used:
 - o With one sole rate code, only the properties with this rate code available will be displayed in an increasing order.
 - o With several rate codes, all properties including properties with public rates will be displayed in an increasing order.
 - When the output includes properties with different currencies, a conversion is made to calculate the correct order of the property into the display (based on the Amadeus conversion table - FQC). However, the exact price as well as its real currency is shown afterwards, into the Availability output screen.
- eg: a rate range in USD 120-145 will therefore be displayed before a rate range EUR 110-140 (because 120 USD = 81 EUR).

- When the option /LOW is used, note that due to technical constraints, the number of properties displayed is limited to maximum of 99 and the following message is shown at the bottom of the screen:
MORE HOTELS AVAILABLE WITHOUT / LOW OPTION

With a Single Property Availability

The option /LOW can be used with a Single Property Availability request either from Multi-property Availability screen:

- ♦ With the entry HA Line number to choose one specific property, if the option / LOW was already requested in the Multi-property Availability query.
- ♦ With the entry HA Line number/LOW if the option /LOW was not previously requested in the Multi-property Availability query.

or with a direct Single Property Availability if the property code is know: eg: HAXXMIA12312JAN/LOW (XXMIA123 = property code)

When option /LOW is used with a Single Property Availability:

The rates are displayed in an increasing order whatever the rate/room type, and according to the daily rate (not the total) whatever the daily rate type is.

When the option Special Rate /SR- is used:

- ♦ Special Rates are displayed on the top of the screen, from the lowest to the highest (negotiated rates can therefore be mixed)
- ♦ All other rates available will follow the Special Rates, and will be also sorted from the lowest to the highest
- ♦ In case of multi currencies, the rate is converted for the sorting, but the correct price is shown in the display.



Amadeus Hotels Update



December 1st – NH HOTELES (NS) December 16th – JOLLY HOTELS (JH)

Amadeus is pleased to inform you the changes for **NS - NH HOTELES** representing 303 properties located worldwide and for **JH - JOLLY HOTELS** representing 35 properties located in Italy. These 2 chain codes are displaying under the master chain code **NS - NH HOTELES GROUP**.

It is the third provider to be connected to Amadeus in **Direct Connect** with the OTA 2007A Standard.

Travel agencies will benefit from the following enhancements:

- The rate rules are returns within the sell message.
- This process inhibit any discrepancy between the Itinerary the Hotel Pricing Display.
- The chains also return a fully structured Hotel Pricing Display.

Switch Company: from Pegasus to Amadeus

Switch CRS: from Trust Voyager to Engisoft

Keep functionality: Interactive Cancel, Increase Occupancy Pricing, Total Pricing, Best Available Rate

Keep Connectivity: Dynamic Access

December 09th-MAGNUSON(MS)

Amadeus is pleased to inform you the CRS upgrade of the chain MS - Magnuson Hotels representing 905 properties located in United States, Bahamas and Canada. Today only 1 property Pioneer Lodge Springdale has been migrated, the remaining properties will be done smoothly next year.

CRS upgrade: from Rezview to Rezview New Generation.

Switch company: Pegasus.

Connectivity: keeping Dynamic Access with Interactive Cancel.

Functionality: keeping Total Pricing.

December 10th – VIENNA INTERNATIONAL (VI)

Amadeus is pleased to inform you about implementation of VI -Vienna international representing 28 properties located in Europe. Represented by Trust

Connectivity: Dynamic Access with Interactive cancel.

Functionality: Total Pricing + Alternative Property Availability + Best Available Rate

December 15th–ALL STARWOOD (SW)

Amadeus is pleased to inform you about the upgrade to the Alternate Property Display functionality for All 9 Starwood hotel chains gathered under the master chain code SW:

- ◆ Aloft Hotel (AL)
- ◆ Element Hotels(EL)
- ◆ Global Conextions (GX)
- ◆ Luxury Collection(LC)
- ◆ Le Meridien(MD)
- ◆ Sheraton (SI)
- ◆ W Hotels(WH)
- ◆ Westin Hotels(WI)
- ◆ St. Regis (XR)

December 15th – JURY'S INNS GROUP (JI)

Amadeus is pleased to inform you the changes for JI - Jury's Inn Group representing 30 properties all located in Great Britain.

Switch representation company from Pegasus to Trust

Switch CRS from Pegasus to Trust

Keep functionality: Interactive Cancel

Connectivity Upgrade: Dynamic Access

New functionality: Total Pricing + Alternative Property Availability + Best Available Rate

December 16th – SWISS QUALITY (QO)

Amadeus is pleased to inform you the implementation of the new chain QO - Swiss Quality Hotels representing 75 properties located in Switzerland, Germany and Austria.

Represented by Reconline

Switch company: Pegasus.

Connectivity: Dynamic Access with Interactive Cancel.

Functionality: Total Pricing + Best Availability Rate

December 17th – RYDGES HOTELS (RG)

Amadeus is pleased to inform you about the implementation of the Best Available Rate Program -(B.A.R.) for the hotel chain: RYDGES HOTELS, using chain code RG and representing 39 properties located mainly in Australia.

Product Talk



Shivani Aviates Pvt Ltd started its air travels business in the year 1994 as a non-iata travel agency in Guwahati. Since then it was Mr.Vijendra Jain with two of his son Mr.Vishal Jain & Mr. Vineet Jain who worked hard and got recognised as IATA Travel Agency in 2005. Shivani Aviates also has its branch office in Delhi

Q: What is the mantra for Shivani Aviates Pvt Ltd?

Shivani Aviates believes in providing best and seamless customer service catering from visa, passport, hotels, air services and specialised packages and has achieved customer excellence awards from several Providers.

The kind of service we get from Amadeus is amazing. The prompt service by Amadeus has helped us increase our client and the business model.

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

The GDS, and BIRDRES RAIL product is very easy to use. Handling customer using these two tools have made our daily life much more simpler.

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

we have increased the business considerably over last 3 years and one of the major advantages of Amadeus for us is that it is a very agent-friendly booking engine. The time taken to complete one reservation is very low compared to other GDS and this increases overall productivity. We get the most accurate information from Amadeus.

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

I always appreciate the service offered by Amadeus.

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

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

If the Hotel rates could be more competitive in the GDS and if the mode of payment could be flexible.

Automatic Selection of the Validating Carrier

Validating Carrier Automatic Selection & Enforcement helps you save time in pricing and ticketing steps and reduce ADMs due to wrong validating carrier thanks to a fully Integrated validating carrier logic in both pricing and ticketing areas.

Amadeus Recommendation

Amadeus recommends you NOT to manually select any validating carrier. Thus, the preferred ticket-able validating carrier according to industry standards is automatically processed for pricing and ticketing

Ticket-ability pre-checks (Pricing or Best Pricer)

The validating carrier is a key element in pricing for the calculation of the fares and fees and in ticketing. Ticket-ability pre-checks ensure that the validating carrier determined at pricing is the most appropriate one for the itinerary, matching the ATPCO validating carrier selection logic, as well as the ticketing ARC/IATA Resolutions. This automatic determination is done against the following tables:

- BSP (TGBD)
- Interline Ticketing Agreement (TGAD)
- General Sales Agent – GSA (TGGSD)
- Electronic ticketing (TGETD)

This validating carrier automatically determined and used for the pricing calculation is displayed in the pricing answer: “PRICED WITH VALIDATING CARRIER XX–REPRICE IF DIFFERENT VC”.

Display of a pricing answer

```

FXP
01 SMITH/JANE *
LAST TKT DIE 26JAN10 - DATE OF ORIGIN
-----
AL FLGT BK T DATE TIME FARE BASIS NVB NVA BG
LON
PAR BA 0304 J J 26JAN 0720 JFLOW 2P
GBP 385.00 26JAN10LON BA PAR635.00NUC635.00END ROE
0.606290
GBP 15.00YQ
GBP 2.50YQ
GBP 43.20XI
GBP 445.70
PRICED WITH VALIDATING CARRIER BA - REPRICE IF DIFFERENT VC
>
PAGE 2/ 2

```

If no airline is eligible as validating carrier, no fare is priced and an error message is returned.

```

FXP
NO TICKETABLE VALIDATING CARRIER

```

Exchange/Reissue pricing via Amadeus Ticket Changer

The automatic determination of the validating carrier and Ticket-ability pre-checks information displayed in the pricing answer, adapted to Exchange/Reissue process, will be soon available.

Manual Exchange/Reissue pricing

As the validating carrier determination rules are different for Issuance and Exchange/Reissue, the automatic selection of the validating carrier should not be used in case of manual exchange pricing.

Automatic creation of the FV element

After a successful confirmed pricing, the corresponding FV element(s) is automatically created in the PNR:

- It is passenger and segment associated, in order to be fully consistent with the returned pricing (and with the TST created at the same time).
- One FV element is created per TST generated. That's why one single pricing request can generate several FV elements in the PNR.

Display of a PNR after a confirmed pricing

```

--- TST RLR ---
RP/LON1A2TAS/LON1A2TAS AA/SU 8OCT09/10262 223DTN
1 SMITH/JANE 2 SMITH/MAGGIE (CHD/01JAN06)
3 BA 304 J 26JAN 2 LHRCDG HK2 5 0720 0940 E*
4 AP LON - AMADEUS NICE - A
5 TK 08OCT/LON1A2TAS
6 SSR CHLD BA HK1 01JAN06/P2
7 FV PAX BA/S3/P2
8 FV PAX BA/S3/P1

```

Validating carrier enforcement at ticketing time

This check at ticket issuance time (TTP) ensures that the validating carrier used for pricing is the same as the one used for ticketing.

If they are different, the issuance is rejected and the following error message is displayed: “VALIDATING CARRIERS DO NOT MATCH: REPRICE OR MODIFY FV”.

If the validating carrier automatically selected doesn't please you, you must re-price with the desired validating carrier.

Pricing context

You can display the pricing context for a TST in order to know which validating carrier was used for the pricing. Enter TQC or TQC/Tx (x being the TST number).

Display of a pricing context

```
TST00001          PRICING CONTEXT
      2 . SMITH/MAGGIE (CHD/01JAN06)
VALIDATING CARRIER: BA
                    TYPE <MAX. AMOUNT>    <BIN>
FORM S) OF PAYMENT:
POINT OF SALE: LON1A2TAS
```

Validating Carrier Selection by Travel Agents

The process described previously does not prevent you from selecting your preferred validating carriers by:

- Adding a FV element in the PNR before pricing
- Requesting it in the pricing input via the /R,VC- option in this case, the selected validating carrier is used for the pricing calculation.

Ticket-ability pre-checks (Pricing or Best Pricer)

Ticket-ability pre-checks ensure that the selected validating carrier is compliant with the ARC/IATA Resolutions, thanks to its automatic validation against the following ticketing tables:

- BSP (TGBD),
- Interline Ticketing Agreement (TGAD)
- General Sales Agent – GSA (TGGSD)
- Electronic ticketing (TGETD)

The selected validating carrier is displayed in the pricing answer: “**PRICED WITH VALIDATING CARRIER XX-REPRICE IF DIFFEREN TVC**”.

However, if the selected validating carrier is not ticket-able, the following warning message is displayed instead: “**WARNING-VC XX FAILED TICKET-ABILITY PRE-CHECKS**”.

Display of a non ticket-able pricing answer

```
FXP/R,VC-3S
01 SMITH/JOHN *
LAST TKT DTE 01MAR10 - DATE OF ORIGIN
-----
AL FLGT BK T DATE TIME FARE BASIS NVB NVA BG
FDF
PTP 3S 3672 Y Y 01MAR 0700 YADW 20
EUR 84.00 01MAR10FDF 3S PTP119.93NUC119.93END ROE
GBP 77.00 0.692944
GBP 21.60YQ XT GBP 0.90IZ GBP 3.60FR GBP 10.90FR
GBP 8.60RB
GBP 15.40XT
GBP 122.60
RATE USED 1EUR=0.918864GBP
WARNING - VC 3S FAILED TICKET-ABILITY PRE-CHECKS
SUBJ TO CANCELLATION/CHANGE PENALTY
> PAGE 2/ 2
```

Exchange/Reissue pricing via Amadeus Ticket Changer

It is not possible to manually select the validating carrier for an Amadeus Ticket Changer pricing.

Manual Exchange/Reissue pricing

The validating carrier to be used for Exchange/Reissue must always be the same as the one of the ticket to be exchanged. Therefore, you must select this validating carrier for manual Exchange/Reissue. However, Ticket-ability pre-checks are not relevant for manual Exchange/Reissue, so the warning message should not be taken into account.



Password protection programme for TAs



As part of Amadeus' ongoing and continual reviews and upgrades of security measures, as of March 17th, any travel agent that gets a new Sign-in created or gets their existing one updated will require a password to log into their Amadeus Selling Platform.

This measure is a first step that will allow you to fully safeguard your business & protect your customers' personal data in the same way as that you would protect your e-mail account, online bank account or any possible social networking activity. As an additional benefit, the implementation of this measure will also support you for your application of PCI-DSS compliancy that the credit card companies are requiring for any merchant who deals with credit card details. You can find more information on these industry standards requirements at the following website:

https://www.pcisecuritystandards.org/security_standards/pci_dss.shtml

Furthermore, From April 2010 all of your travel agents will be required to use password protection, whether they view credit card information or not.

The LSA will be the one responsible person in your travel agency to create & modify individual travel agent log-in accounts in line with the profile and responsibilities that each travel agent has in your organisation.

For more details you can refer to HE LSA pages in your Amadeus Selling Platform.

If you have any queries with regards to this information, please contact your LSA, or contact the Amadeus helpdesk.

LMB list of passengers by office will be switched off on 31st May 2010

The LM & LMB entries to generate passenger lists are being decommissioned and will be replaced by LP & LPO entries, respectively. LP (flight/date) passenger list is replacing LM entry and LPO (Passenger Lists by Office) is replacing LMB entry.

Target Date: LM & LMB entries will be decommissioned on 31st May, 2010

Alternative solutions

LM & LMB entries will be decommissioned and will be replaced by LP & LPO entries. The functionality offered by these new entries (products) will be the same as that of LM & LMB.

Examples for LP

List of passengers for specified Date: **LP/BA142/10MAY**

To list all passengers for a flight on a specific date: **LP/BA142/10MAY/DELLHR**

Main Features

- LPO allows searching list of passenger's name and record locators, which you can display on the terminal, place on a queue, or even send to printer for printing.
- LPO allows specifying a country for a specific board point and/or off point.
- LPO allows quicker time responses in case of multi-offices searches. Widest searches are expected to be completed in a couple of hours when LMB today takes a couple of days.
- LPO allows searches for the Option elements (OP, OPX and OPO)
- LPO allows searches for PNR with miscellaneous segments
LPO/N(MIS1A)
- LPO allows search for PNR's with Insurance segments.
LPO/N(INS)

For more information please refer HE LPO or HE LP



Amadeus selling platform 5.3

Fare - Ticket Changer - Confirmed calculation information

Passengers		Information									
RAO A(ADT)		LAST TICKET DATE 12DEC11									
Cities	Carrier	Flight	Class	Date	Time	Fare basis	Tkt designator	NVA	NVB	Baggage	
DEL LHR	BA	142	W	12JAN	03:30	WFFAS		20NOV		PC	
LHR DEL	BA	143	Y	18JAN	11:50	YFFAS		20NOV		PC	
				Original travel currency			Reissue currency				
Old base fare				INR			73270				
New base fare				INR			77110				
Fare balance							INR			3840	
				Payment currency							
Old tax				INR			18313				
New tax				INR			28353				
Tax balance				INR			10040			INR	10040
				*** REISSUE ***			*** REISSUE ***				
Ticket difference				INR			13880			INR	13880
Penalty										INR	0
Grand total										INR	13880
Total additional collection										INR	13880
Residual value				INR			0				
Other information											
PRICED WITH VALIDATING CARRIER BA - REPRICE IF DIFFERENT VC - DATE OF ORIGIN											

The new form of payment has been automatically populated by the system.

Click on 'Manage form of payment' in order to modify the form of payment.

[Click to reissue ticket](#)

Amadeus Selling Platform 5.3 baseline features various functional enhancements improving the agent's efficiency:

PNR:

- SSR tab redesigned and clarified The Graphical User Interface of the SSR tab has been entirely redesigned. This allows more clarity for the travel agent, as SSRs are classified by groups of functionalities.
- Automatic Update of SSRs The SSRs list is now automatically updated, in real time, so Selling Platform benefits from any new SSR or modification of SSR, without delay.

Amadeus Ticket Changer (ATC):

Enhanced form of payment management

When applicable (i.e. ATC additional collection cases) ATC will show pre-populated form of payment fields according to the form of payment used to purchase the original ticket.



Amadeus New Training Platform

The training mode of Amadeus will soon undergo a change. Currently "Practice Training" is available on a production look alike environment and allows users to practice on Amadeus Reservation (Availability, Reservation, Pricing and Ticketing).

Due to technical evolution, this environment is planned to change in the first half of 2010. At this time the Practice Training mode will be replaced by "Amadeus Training". A significant difference is that the new system will be available on a dedicated training environment. The entries to access the training mode will remain the same.



Manual e-Ticket Controller product module launch



Implementation date: 25 April 2010

Manual e-Ticket Controller is a new module of Amadeus e-Ticket Synchroniser which helps travel agents to better adhere to airlines' policies when they need to manually associate an e-ticket to a booking. Together with the other features included in Amadeus e-Ticket Synchroniser, Amadeus offers a complete solution to eliminate e-ticket mismatches and better enforce the fare and ticketing conditions throughout the lifecycle of the e-ticket.

Main benefits

With Amadeus e-Ticket Synchroniser in general and its Manual e-Ticket Controller module in particular, you can improve the integrity of your revenues while reducing airport manpower and enhancing the passenger experience at check-in time.

- Increased revenue by a better enforcement of the fare and ticketing conditions before departure.
- Reduced costs by enabling a more frequent usage of the self service check-in facilities.
- Higher productivity by easing the check-in process.
- Improved passenger satisfaction by significantly reducing the frequency of e-ticket mismatch problems.

Example of entry with the coupon association option:

[FHE 172-2445678977/C1-2/S3-4/P2](#)

When the agent uses the coupon association option, the system expects an extended FHE and requests the agent to also input the segment association that matches with those e-ticket coupons. The number of segments and coupons must be equal. If the PNR contains multiple passengers, the passenger association is also mandatory.

Selling Platform certification with Microsoft products

Overview

We are pleased to remind you that Amadeus Selling Platform is supported on Windows 7 Operating System since November 2009.

The complete Selling Platform certified package comprises:

- Selling Platform release 4.3 (All versions as of and including P123), release 5.3 (All versions) and all subsequent releases.
- Automatic update release 3.3 (as of and including version P110) and all subsequent releases.
- ProPrinter release 5.1 (as of and including version P243) and all subsequent releases.



Removal of "YY" capping

Effective 01 April, 2010 IATA India has implemented a new Ticketing Authority Process. The YY capping from IATA will no longer exist.

Travel Agents have to contact the airlines to get the ticketing authority. Airlines have to use BSPLINK to provide the ticketing authority to the agents. Amadeus will update the Travel Agency's ticket limit on that airline, if the necessary authority exists in BSPLINK.

Airlines will continue to update specific number of ticket limits on Amadeus.

Please contact all your important airlines to ensure they have authorized your agency on the BSPLINK. If the same is not updated, Amadeus will not be able to update the ticket limits of the airline in your Ticket Quota Table.

New enhancements and updates

For refresher sessions on New Enhancements contact us at training@amadeus.co.in

Numeric Record Locator

Amadeus is pleased to announce the addition of Numeric Record Locator, which can be used to reference a PNR. A new entry (RLN) is also available to convert the Alpha Numeric locator to Numeric Locator.

Airlines offer their passengers the possibility to use self service system, in order to manage their bookings via phone. A Numeric Record Locator has been associated to PNR, in addition to Alphanumeric Record locator.

This Numeric Record Locator will be visible to all the end users while end transacting the PNRs, when the PNR contains a segment of Airline which has subscribed to Numeric Record handling in Amadeus.

Main benefits

- Airline's Customer will be able to use self service system of Airline via phone
- Agents will be able to retrieve PNR's with numeric or alphanumeric locator
- Agents will be able to convert the numeric record locator to the alphanumeric record locator format, and vice versa.

```
RP/LON6X0100/LON6X0100      YR/SU 3NOV08/1613Z Z2S2DA
RF 1A-AGENT
1. KENNEDY/HASHAM MR
2. 6X 106 S 29JUL 2 DXBLHR      FLWN
3. 6X 265 S 29JUL 2 LHRIAD      FLWN
4. 7X 292 S 13DEC 6 IADLHR HK1   2210 1005+1 *1A/E*
5. 7X 107 S 14DEC 7 LHRDXB HK1   5 1235 2325 *1A/E*
6. 6X 216 L 17DEC 3 IADLHR HK1   1850 0645+1 *1A/E*
7. 6X 107 L 18DEC 4 LHRDXB HK1   5 1235 2325 *1A/E*
8. 6X 264 L 18DEC 4 IADLHR HK1   2115 0925+1 *1A/E*
9. AP LON 251411 - 6X C/O OMEIR TRAVEL AGENCY - A
>ET
END OF TRANSACTION COMPLETE - Z2S2DA - 123456789012
Where, 123456789012 is the Numeric Record Locator (12 digits Agents can
use the RT entry with the Numeric Record Locator to retrieve the PNR.
RT123456789012
A new entry, RLN, has been developed to convert the Numeric record locator
to Alpha-numeric Record Locator. This function is available in Cryptic.
> RLN (input in a currently displayed PNR)
> 031515343309 (Output)
> RLN Z2S2DA (Input)
> 123456789012 (Output)
> RLN 123456789012 (Input)
> Z2S2DA (Output)
```

Res agent can now see seat characteristic details after ASR

In production

Overview: A reservations agent can now see the seat characteristic details by doing a follow up entry.

Customer value: More visibility to the reservations agent on what exact seat type is assigned to the passenger. The agent could then also inform the passenger and gain customer satisfaction.

The customer airline has to determine a list of the seat characteristics, both codes (IATA and non IATA ones available in Altea Inventory) and corresponding definition (among a predefined list provided by Amadeus), it wants to be displayed to the agents via the RTSTR entry.

Here is an example:-

PNR display

```
RP/MUC1A0701/
1.PAX/MAMAN(INF/B/23MAY07)
2.PAX/PAPA
3 BA 117 Y 10JAN 6 LHRJFK HK2 0820 1055 744 E 0
SEE RTSVC
4 SSR RQST BA HK2 LHRJFK/33FN,P1/33GN,P2/S3 SEE RTSTR
5 SSR INFT BA HK1 PAX/B 23MAY07/S3/P1
>RTSTR
1 PAX/A
BA0117 Y 10JAN LHRJFK HK 33F COT, BULKHEAD ST/33F
2 PAX/PAPA
BA0117 Y 10JAN LHRJFK HK 33G BULKHEAD ST/33G
```



Update on Air Asia



The travel agents are advised to always perform 'RTLC' entry to synchronize Air Asia and Amadeus PNR. If the PNR is still not displayed, you will see: **"PNR NOT CREATED - END TRANSACT AGAIN"** In that case, you can retry End Transaction after doing (Receive from) 'Rfxx' Followed by ER.

Updates on the Service Fee Manager

Following are the new updates in Service Fee Manager

- The editing of the PSR is possible through the GUI application if the PSR is on "Inactive" status.
- The PSR can now be linked to the Customer Profiles. The merged traveler and the company profile can be pulled for the PNR creation and eventually the pre stored PSR is populated in the SFM.

Incase of any further clarification required please contact Amadeus Training Team at training@amadeus.co.in



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 9862559217		• 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 30512900	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 2703713	• Patna	Tel: +91 9304871148	
• Chennai	Tel: +91 44 28297500	Fax: +91 44 28297600	• Pune	Tel: +91 20 26059133	Fax: +91 20 26059133
• Coimbatore	Tel: +91 9994340470		• Raipur	Tel: +91 20 26059133	Fax: +91 20 26059133
• Colombo	Tel: +94 11 2321194	Fax: +94 11 5342007	• Rajkot	Tel: +91 9825113018	
• Dhaka	Tel: +88 02 8330111	Fax: +88 02 9346177	• Srinagar	Tel: +91 9797794347	
• Goa	Tel: +91 832 2437411	Fax: +91 832 2437409	• Surat	Tel: +91 9825056898	
• Guwahati	Tel: +91 361 2465082	Fax: +91 361 2465083	• Thiruvananthapuram	Tel: +91 471 2466385	
• Hyderabad	Tel: +91 40 39823400	Fax: +91 40 23210176	• Trichy	Tel: +91 431 2482204	
• 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
• Jalandhar	Tel: +91 181 2457352	Fax: +91 181 2459289	• Varanasi	Tel: +91 542 2500675	Fax: +91 542 2347955
• Kanpur	Tel: +91 512 2312445	Fax: +91 512 2310533	• Visakhapatnam	Tel: +91 9949201349	

visit us at : www.amadeus.in