

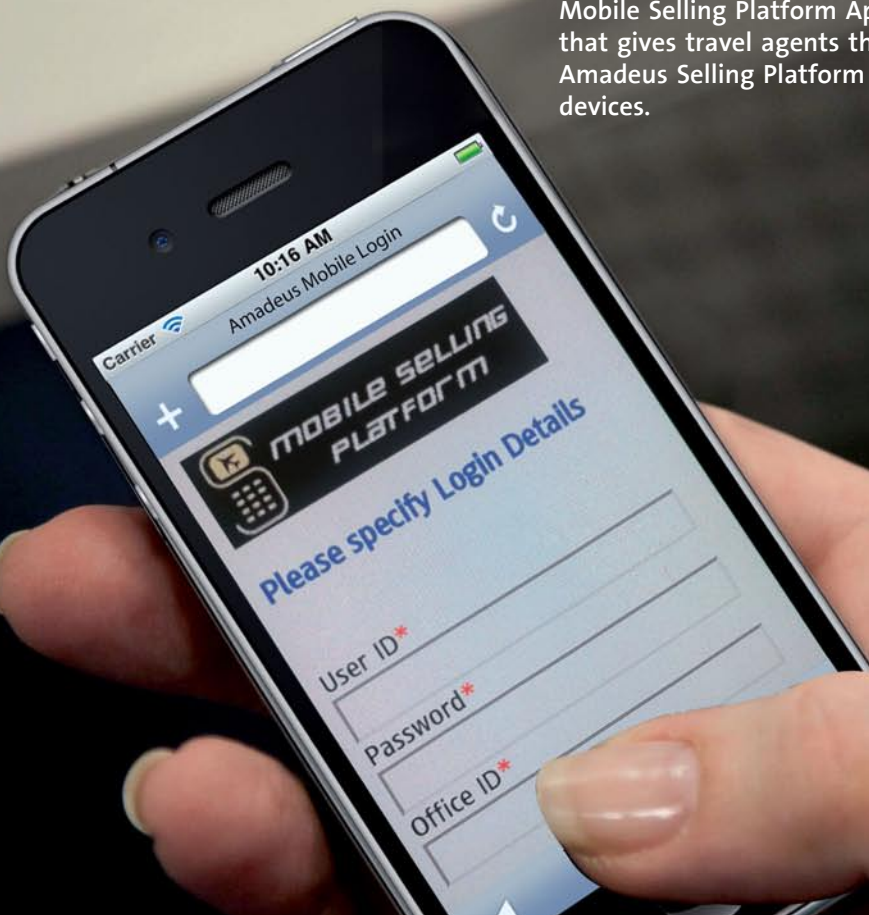


Product News

A Newsletter for Amadeus users in the Indian subcontinent

Focus on Mobile Selling Platform

Mobile Selling Platform Application is a service that gives travel agents the facility to access their Amadeus Selling Platform on their I-Phone & I-Pad devices.



Mobile Selling Platform App for I-phone & I-pad Users



Mobile Selling Platform App is a service that gives travel agents the facility to access their Amadeus Selling Platform on their I-Phone & I-Pad devices.

All that the Travel Agent needs to do is simply enter the Amadeus entry to access a wealth of real-time information from the Amadeus Selling Platform. All this without the need to have the Amadeus Selling Platform installed on phone.

Using regular Amadeus entries you can perform all Availability, Booking, Fare and even ticketing. You now have the power to access your Amadeus office id from anywhere and anytime.

The App is provided to authorize people with user id and password (security validated).

Key Features

- Designed for the B2B world of travel consultants familiar with Amadeus entries
- Allows travel agents to retain customers by providing all services of flight changes due to delays/weather
- Boosts sales & productivity as Amadeus booking & ticketing is possible through the access of Amadeus Selling Platform

- All this on agent's own Amadeus office Id
- Provides the possibility to access commands performed in the past
- Travel Agents can send emails of the trip to the Customers
- Fosters customer loyalty
- Travel Agents can cater to the customer's needs immediately without calling anyone (saves on multiple call costs & precious time & effort)
- Travel Agents have access to customer profiles on Amadeus; can sell Travel Insurance & Hotels

Amadeus Ticket Changer (ATC) now available for more Airlines!



Amadeus is pleased to announce a major enhancement on the Amadeus Ticket Changer solution (ATC)

You can now use ATC entries (refer HE ATC) for re-issuance of tickets on many more carriers!

- Amadeus Ticket Changer entries (FXF/FXQ/FXO/FXE) can now be used to re-issue e-tickets of any airline.
- Amadeus Ticket Changer (ATC) is now no longer limited to only a few carriers. Now ATC entries can be used on many more carriers (CAT 16)
- On some airlines, users may still have to manually input penalty information and re-issue the ticket (rest of the update on TST, Fare Information, Validity, Old Ticket Number etc. is automatically generated by the Amadeus system though ATC transactions)

Additionally

Automated Penalty Collection is now available on ATC with specific airlines mentioned below

The Amadeus system will now automatically generate an applicable penalty fee (only single tax code) into the TST as a tax code surcharge, additional amount etc. based on each local airline policy.

The user would no longer need to perform the manual entry to add the penalty for these specific airlines.

S2, AI, EK, LH, SQ, QR, VS, UL,TK, CO, UA, PR, KQ, LX, QF, PG,US, VN, SK, JJ, RJ & CA

****New Airlines Being Added Every Week ****

So go ahead and use Amadeus Ticket Changer (ATC).

A solution which helps you re-price & re-issue e-tickets easily and efficiently!

Increase productivity and avoid ADM's with Amadeus Ticket Changer

****Using the present Amadeus Ticket Changer entries you can start using the solution effective today for all Airlines (no new installation required) refer HE ATC.**

Amadeus Printmytrip

Amadeus Printmytrip allows travel agencies to customize printable travel itineraries enabling you the opportunity to promote your brand and up-sell your services with customizable information and images prepared for immediate delivery via direct, e-mail or fax. Your customers will have a more informative, professional travel document.



Key Features

- Manage itinerary, e-ticket receipt and quotations within a single application
- Issue professional document with HTML 'Look n Feel'
- Save document in PDF, RTF or HTML format
- Include both, Air and non-Air information (Hotel, Car, Insurance)
- Fetches Past Flown Segments
- Customize itineraries and e-tickets with your own brand
- Accurate and updated trip details
- Displays the fare with or without breakdowns as per requirement
- Enables Travel Agencies to include service fees on itineraries & e tickets
- Include other PNR information such as:
 - Frequent flyer number
 - Special Service Request (SSR) such as Seat, Meal, Wheelchair
 - PNR Itinerary Remarks (RIR)

- Cabin type and booking class
- Split document per segment or passenger name
- Provide local Airline contact number at destination (market specific)
- Send document by Email with a PDF attachment
- Include archive capability to retrieve and to print saved documents
- Include GK segments
- Include personal and agency remarks from the agency profile
- Includes details like address and travel consultant information
- Link to www.checkmytrip.com

Up-sell your services through advertising space.

By subscribing to Amadeus Printmytrip Premium account, you will be able to customize the templates and place advertisements in all the documents to up-sell your services.



BirdRes Launches International Sim Card

Save on International Roaming charges

BirdRes.com brings to you a cost-effective way of being in touch with the world while you are travelling abroad. The Matrix SIM card connects you to your friends and loved ones in the most convenient and reliable manner.

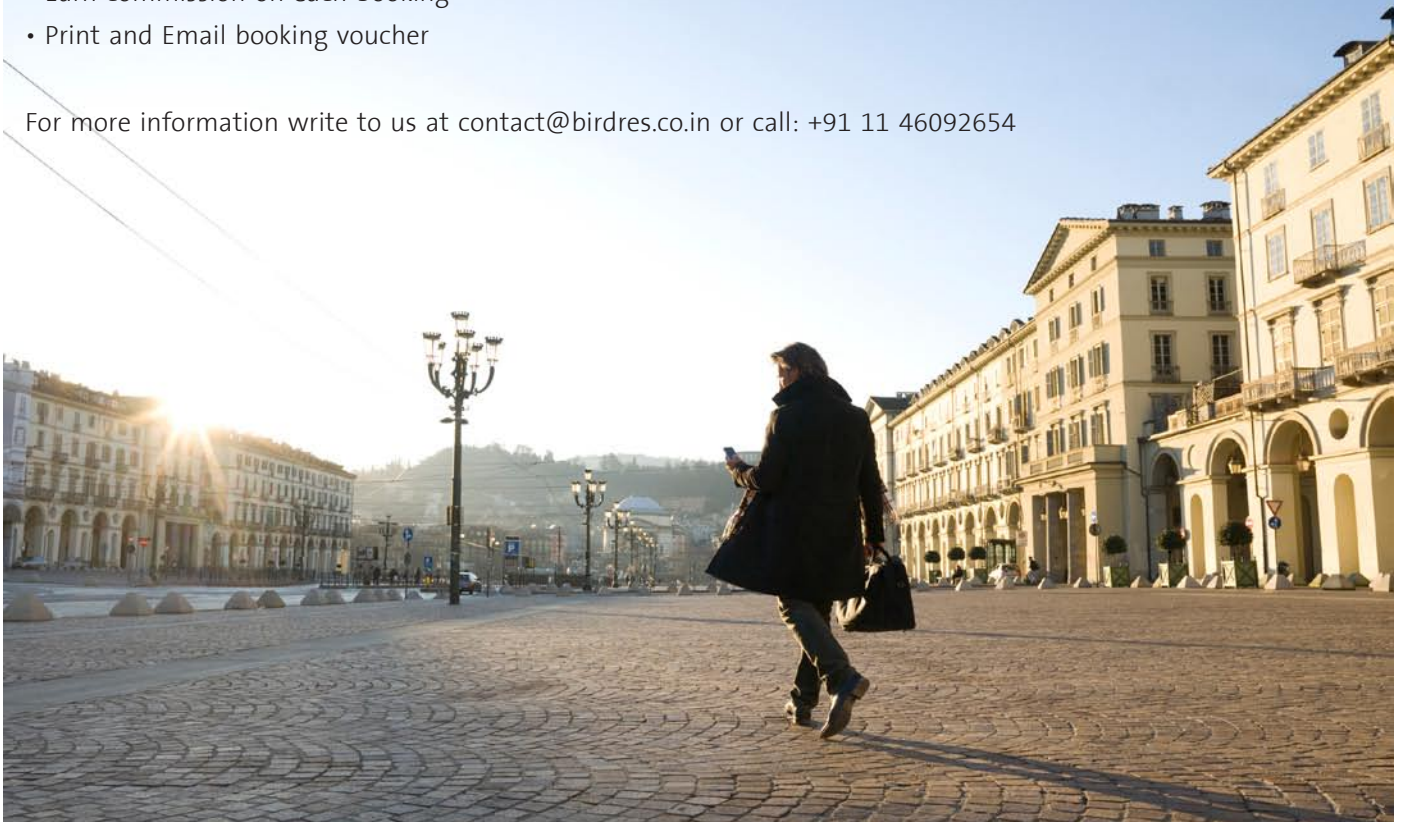
Benefits of a Matrix SIM card

- Huge savings on International roaming bills
- Billing in Indian Rupees
- Get your service activated before departure
- Check and download emails on your Smartphone
- Faster video calling facility
- Access to E-mail, Facebook, Twitter, LinkedIn and many more
- Download games on your phone when abroad
- Cost-effective 3G International data card giving you the freedom to work from anywhere

Benefits to Travel Agent

- Easy and Quick access
- Pay through customer credit card or credit limit
- No documentation and paper work
- Real time booking functionality
- Earn commission on each booking
- Print and Email booking voucher

For more information write to us at contact@birdres.co.in or call: +91 11 46092654



Product Talk



Mr Ravishankar Krishna- Chairman & Managing Director at Orchid Voyages Pvt Ltd. Located in Bangalore, since 1990, Orchid has been a leader in the travel industry for over 17 years.

Orchid is a Private Limited company specializing in providing global travel management services. We are committed to superior customer service and cost savings; we have the resources, experience, and skills to provide you with the best travel services in the industry today.

Q: 1. What is the mantra for Orchid Voyages?

Reliable consistently

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

We are one of the first subscribers of Amadeus in 1994 and have been with them since then. Over the years we have seen Amadeus come up with several user friendly tools where we have saved lot of revenues. For eg: - Several of our partners worldwide use Amadeus it is very simple and easy to view each others bookings, make changes or assist travellers where ever they are travelling.

We make extensive hotel bookings on Amadeus but don't worry to track our commissions as Pegasus/Nettrans does it for us.

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

Amadeus has a strong back office team who are always available and especially during crisis which has helped service our clients.

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

Last few years we have grown at the rate of 25-35% per annum. Amadeus has helped us with their innovative technology like hotel plus (booking with ease), visa info, guaranteed fares, email/SMS/check my trip etc which has added value to our clients and staff.

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

One stop technology solution for all travel related services which is very simple & user friendly.

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

Data Consolidation - this is the most important thing that clients are looking for worldwide which in a major challenge due to language barrier, limited technology. Amadeus helping in integrating this would be one up on competition.

PNR History Explorer

Overview:

A simple & efficient tool that will assist the agent while investigating the PNR history through improved traceability features and enhanced structure. It gives users the capability to find precise information quickly & accurately.

Customer Value:

- Facilitates search and reading of PNR history items
- Improves traceability
- Time saving icing request

Key Features:

- Date stamp display in front of each history line to track history
- Sub display shows all modification that occurred to specific passenger, segment or element
- Capability to additionally display all the modifications that occurred to the elements associated to the chosen passenger, segment or element
- Search tool for flight no & date and free flow text

Illustration:

Elements sub display (history display per specific passenger)

```

)> EHP/P1/ALL
RP/XXXXXXXXXX/XXXXXXXXXX          SB/SU  14JAN12/0911Z  XXXXXX
 000 ON/AJINKYA/TINAMS
 000 RF-AR CR-XXXXXXXXXX 00000000 AS XXXXXX/DS-00000000 07JAN0
 935Z
 011 AF/FE NONEND/RERTE/REF-SUBJTOCHGNS FEE/OBTRVLBY 31JAN12/
 CX 750 O 27JAN BOMBKK/CX 709 O 03FEB BKKBOM/AJINKYA/
 TINAMS AJINKYA/NITA MRS
 011 AF/FM *F*5.00/CX 750 O 27JAN BOMBKK/CX 709 O 03FEB
 BKKBOM/AJINKYA/TINAMS AJINKYA/NITA MRS
 011 AF/FT *F*XXXXXXXXXXXXXXXX/CX 750 O 27JAN BOMBKK/CX 709 O
 03FEB BKKBOM/AJINKYA/TINAMS AJINKYA/NITA MRS
 011 AF/FV *F*CX/CX 750 O 27JAN BOMBKK/CX 709 O 03FEB BKKBOM/
 AJINKYA/TINAMS AJINKYA/NITA MRS
 011 RF-J CR-XXXXXXXXXX 00000000 AS XXXXXX/DS-XXXXXXXX 09JAN06
 11Z
 011/015 XF/FE NONEND/RERTE/REF-SUBJTOCHGNS FEE/OBTRVLBY 31JAN12/
 CX 750 O 27JAN BOMBKK/CX 709 O 03FEB BKKBOM/AJINKYA/
 TINAMS AJINKYA/NITA MRS
 011/015 XF/FM *F*5.00/CX 750 O 27JAN BOMBKK/CX 709 O 03FEB
 BKKBOM/AJINKYA/TINAMS AJINKYA/NITA MRS
    
```

Saudi Arabian Airline (SV) on ATC



Overview:

Saudi Arabian Airlines' tickets can be automatically reissued with ATC in all markets, using

- ATC EMD in Saudi market
- ATC VMPD & BSP link in NON- EMD markets

Product Information:

Saudi Arabian Airlines joins an impressive list of 72 carriers that are available to travel agents, when using ATC as the automated tool to reissue their tickets.

Product Illustration:

Amadeus Ticket Changer is the solution, to automate the calculations necessary to reissue or revalidate a ticket and store the results in the correct ticketing formats, ready for the travel documents' issuance. All conditions attached to the fares of the ticket to be reissued, are filed in the 'voluntary changes / Category 31' fare note, and are considered during ATC processing, to return a guaranteed pricing solution to the customer.



Credit Card Concealment through Customer Profiles

The credit card number is concealed all the way from PNR creation to the EOT and ticket issuance.

Keeping in line with PCIDSS mandate regarding credit card concealment, agent can easily secure their corporate credit card details using the Amadeus Company profile functionality.

Key benefits:

- No more dissemination of credit card number to agents (more secure)
- One command does it all, no more follow up commands
- Credit card number is not displayed in history

Illustrations:

1) **Create company profile with the relevant name and FPCC element only** (HE PCN)

(Different company profile can be created for vendors like Visa, Master Card & American Express)

2) **Transfer all elements from company profile vide below mentioned commands** (HE PBN)

>PBN/VISA*(PBN-Transaction Code / VISA-Name of the company profile *-Transition Code)

```
>PBN/VISA*
--- TC-BIZ RLP ---
RP/DELXXXXXX/
 1 FP CCVXXXXXXXXXXXX1111/1218
>
```

3) Add all necessary elements in the PNR

4) **FP element with CC details must be associated with relevant segment numbers**

For e.g. – 9/S4 where 9 is FP element number and 4 is the AIR segment in the PNR to be ticketed

```
--- RLR TC-BIZ RLP ---
RP/DELXXXXXX/DELXXXXXX          XX/XX 2XXXXX1/1XXXZ 2XXXXX
DELXXXXXX/3XXXXVC/2XXXXX1
 1.FRODIA/JOHN MR (INF/CAM/12JAN11)  2.FRODIA/J MRS
 3.FRODIA/QUBEC MR (CHD/12AUG03)
 4 XX 3X2 J 1XDEC 4 DELBOM HK3 0605 0755 15DEC E XX/BXFXVX
 5 AP DEL +91 11 26736600 - XXXXXXX XXXXX - A
 6 TK TL2XXXX/DELXXXXXX
 7 SSR INFT IT KK1 FRODIA/CAM 12JAN11/S4/P1
 8 SSR CHLD IT HK1 12AUG03/P3
 9 FP CCVXXXXXXXXXXXX1111/1218/S4
```

5) **Form of payment is not displayed in PNR history too**

Training Department-DEL participated with College Of Vocational Studies to promote Amadeus & IATA & FIATA courses for students

A two day Amadeus and Bird Academy workshop was held at College of Vocational Studies, Sheikh Sarai, where a seminar on “The future of tourism education & growth” was conducted. Training team members took the opportunity to update the students on the variety of tourism courses conducted through the Academy, which could be availed by the young students to better their prospects in the tourism industry. The students were enthusiastic to explore new avenues of tourism and enjoyed the sessions enhancing their knowledge.

Amadeus Mumbai/Delhi conducted a dedicated ATC training session for airlines

The objective of the session was to create awareness about the ATC product amongst airlines, which helps to increase the usage both for airlines and travel agents.

The session was attended by Etihad Airways, Air France/KLM, South African, Air Mauritius, Jet Airways, Air Canada, Saudi Airlines, United Airlines and Malaysian Airlines.

The session was very interactive and all invitees actively participated and cleared their doubts.

Sessions for travel agency personnel have been conducted all over the country and are still underway, to promote efficiencies at travel agency end.

Decommission of e-Learning Courses

If you want to boost your skills and knowledge about Amadeus, or want to find out about the latest enhancement on the system, you can learn online in your own time by simply login to <http://www.alc.amadeus.com> For more detailed information you can also visit our page GGAMAINALC on the Amadeus Selling Platform.

In an effort to provide you with the most current and up-to-date e-learning courses, we have reviewed our e-Learning offering and we will be decommissioning courses which are no longer relevant/valid. The courses will be decommissioning from April 18th.

Please find below some of the new courses which you can pursue now:-

- Reservation Essentials for Travel Agents *(Cryptic)/ (Graphical)*
- Ticketing Essentials *(Cryptic)/ (Graphical)*
- Amadeus Air *(Graphical)*
- Amadeus PNR *(Graphical)*
- Amadeus Air *(Graphical)* for travel agencies
- Fares and Pricing *(Graphical)*
- Amadeus Queues *(Graphical)*

- Amadeus Smart Keys
- Amadeus Ticket Changer with MCO and EMD *(Command Page)*

This is part of our constant endeavour to deliver to you the most updated content, at your fingertips. For more information on Amadeus Learning City, please get in touch with your nearest Amadeus office.

Amadeus training session for NSHM Knowledge Campus



Amadeus India Training Centre – Kolkata conducted a 6 day full term Certificate Course on Amadeus GDS for 27 students enrolled under BTTM of NSHM Knowledge Campus – Durgapur from 27th FEB to 3rd MAR. The young batch of enthusiastic students explored new avenues of tourism and enjoyed the session enhancing their knowledge about the importance and role of GDS in today’s travel business.



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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 9915334490		• 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 24960708	Fax: +91 22 30417000
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• Dhaka	Tel: +88 02 8330111	Fax: +88 02 9346177	• Srinagar	Tel: +91 9797794347	
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