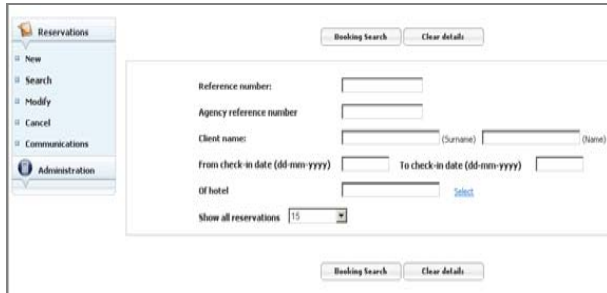


SEARCH YOUR PREVIOUS BOOKINGS

You can perform a search by accessing the Amadeus Hotel Store directly.



1. **Select the search functionality** in the left-hand menu
2. **Enter your search criteria** (reference, name, hotel name, etc.)
3. **Indicate what you would like to do**, such as show more details, modify, cancel, logs, or send documents such as the confirmation, invoice, or voucher.



The screenshot shows a search interface with the following fields and options:

- Reference number:
- Agency reference number:
- Client name: (Surname) (Name)
- From check-in date (dd-mm-yyyy): To check-in date (dd-mm-yyyy):
- Of hotel:
- Show all reservations:

Buttons: Booking Search, Clear details

ADMINISTRATION

TRANSACTION SEARCH

The transaction search allows you to search any type of transaction such as modifications, sent e-mails, cancellations, etc.)

1. **Select the transactions option** in the left-hand menu
2. **Enter your search criteria**
3. **View your results**

LIST OF INVOICES

Here you will be able to search for an invoice or a set of invoices to be sent back to your e-mail address.

1. **Select the list of invoices option** in the left-hand menu
2. **Enter the required criteria**
3. The invoice will be sent to the e-mail address you entered.

COMMISSION TRACKING

In this area you will be able to see the full list of commissions you have received and those that you are entitled to receive.

1. **Select the commission option** in the left-hand menu
2. **Enter your search criteria**
3. View your commission

SUPPORT

MORE INFORMATION

If you would like to see the full demo on how to realize bookings, modifications or cancellations or would like to download the full user guide, please go to www.benelux.amadeus.com/hotelstore.

SYNCHRONIZATION WITH THE AMADEUS PNR

For questions on how to integrate your Amadeus Hotel Store booking into the Amadeus PNR or issues when synchronizing your bookings, please contact your **local Amadeus helpdesk**.

RATES, NAVIGATION AND FUNCTIONALITIES

If you have questions concerning the rates displayed, commission to be received, how to navigate through the Amadeus Hotel Store or any other issues within the Amadeus Hotel Store environment, please contact the **Transhotel helpdesk** on the toll free number:

Tel: 00 800 2000 3001 (English)

Tel: 00 800 2000 3002 (French)

Tel: 00 800 2000 3005 (German)

Never cancel (or modify) a hotel booking created through Amadeus Hotel Store by using the standard segment cancellation entries (XE or XI) in the command page, or the cancellations buttons in the graphical PNR page. By doing so, you will cancel the segments in the PNR but these changes will NOT be reflected in Amadeus Hotel Store, and the booking will still be ACTIVE.



Taking hotel consolidator content to a new level in partnership with Transhotel

Quick Card

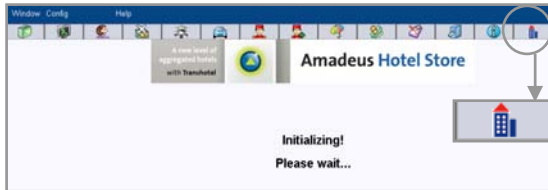
Mar 2009

amadeus
Your technology partner

Amadeus Hotel Store

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

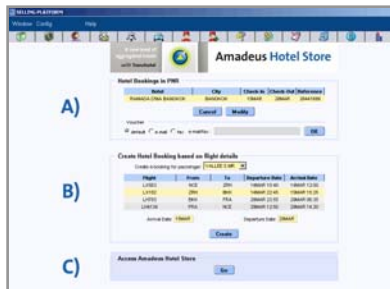
Amadeus Hotel Store can be accessed via the tab with a blue hotel icon in your Amadeus Selling Platform.



BASIC FUNCTIONALITIES

ACCESS

1. First **create a basic PNR** with your primary booking (air, car, hotel, etc...) OR open a PNR with your customer(s) name(s) or record locator.
2. With the PNR open, **go to the Amadeus Hotel Store**. Only for the first time you access, you will be requested to accept the terms and conditions, just like any other booking website.
3. You can now:
 - a. **View your active Amadeus Hotel Store reservations.** By selecting a booking, you can either modify, cancel or re-issue the voucher of this reservation.
 - b. **Create an Amadeus Hotel Store reservation based on flight details** in the same active PNR. The city, arrival and departure data can also be modified from this screen. Clicking on "create" will lead you to the search page, with all information pre-filled.
 - c. **Access Amadeus Hotel Store directly** to access all Amadeus Hotel Store functionalities (ie: create new booking, cancel, modify, search booking, search invoices, commissions, etc.)



2.

CREATE

You can create your hotel reservation either based on the flight data of your primary booking or start a booking with an empty search.

1. Once in Amadeus Hotel Store, follow up the booking process by:
 - a. **Searching** for hotels in a specific destination
 - b. **Selecting** a hotel
 - c. If this is the first time you perform a booking via Amadeus Hotel Store then it could be that your profile information is missing. You will then be displayed an **information box** that only have to fill out once so that Transhotel can send your administrative documents.
 - d. **Validate** your booking by accepting the terms & conditions
 - e. Enter your **customer's details**
 - f. Select your **method of payment**
 - g. **Print the voucher** and confirmation documents.
2. Go back to the **Amadeus command page or PNR tab** where your hotel reservation is now displayed.
3. **Save and close the PNR.**

```
RP/NCE1A0950/
1.VALLEE/S MR(ADT) 2.VALLEE/M MRS(ADT)
2 HTL 1A HK2 BKK 15MAR-28MAR/TH/HN-RAMADA D'MA BANGKOK/
HC-BANGKOK/NM-S , VALLEE/CX-18:00,14-03-2009,100,1/SR-PAR,
PHF/RT-SUPERIOR DOUBLE + 1 CHILD/CF-28441699
3 RM */TH/10.00%/797.29EUR/SZ
```

CANCEL

1. **IMPORTANT: Retrieve your PNR** in the Amadeus command page or PNR tab.
If you do not open the PNR first, your cancellation will NOT be synchronized in Amadeus.
2. Go to **Amadeus Hotel Store**.
3. **Select the segment** to cancel and **click on cancel**.
4. You will be redirected to the cancellation page for this specific booking. **Click on cancel**.
5. Go back to the **Amadeus command page or PNR tab**. Your hotel segment does not appear anymore and a remark field has recorded the cancelled segments.

```
1 RM HTL TRH HK1 NCE 24OCT XXX/CF-29698220/CANCELLED
23DEC/CHECK HISTORY (RHH) FOR DETAILS
```

MODIFY

1. **IMPORTANT: Retrieve your PNR** in the Amadeus command page or PNR tab.
If you do not open the PNR first, your cancellation will NOT be synchronized in Amadeus.
2. Go to **Amadeus Hotel Store**.
3. **Select the segment** to modify and **click on modify**.

4. You will be redirected to the modification page for this specific booking. **Click on modify**.
5. **Indicate your changes**.

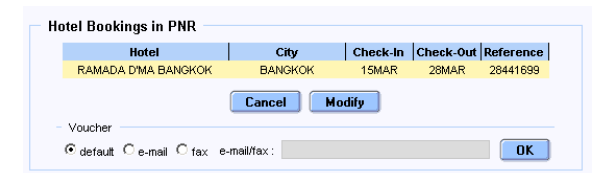


6. Go back to the **Amadeus command page or PNR tab**. Your modifications are now reflected in the PNR together with a remark field to highlight the changes.

```
RP/NCE1A0950/
1.SMITH/DAVID
2 HTL 1A HK1 NCE 25OCT-26OCT/TH/HN-BEST WESTERN NEW YORK/
HC-NICE/NH-DAVID, SMITH/CX-12:00, 24-10-2009, 100, 1/SR-/
RT-DOUBLE (DOUBLE BED)/CF-29700441
3 AP MAIN STREET
4 RM HTL TRH HK1 NCE 24OCT XXX/CF-29700441/MODIFIED
23DEC/CHECK HISTORY (RHH) FOR DETAILS
5 RM */TH/C10.00%/79.55EUR/SZ
*TRN*
```

RE-ISSUE THE VOUCHER

1. **Retrieve your PNR** in the Amadeus command page or PNR tab.
2. Go to **Amadeus Hotel Store**.
3. **Select the segment** for which you want to re-issue the voucher.
4. **Select the method** through which you want to receive the voucher. If you select default, then the voucher will be re-issued to the e-mail address or fax number that was entered in the original booking.



3.

4.