



Editorial

Dear Friends,

As Christmas time approaches we feel we have some exciting news to share with you in this special holiday edition of the Onliner.

In the latest version 10.0 just released in November, Amadeus e-Travel Management has undergone many improvements and boasts several new features. **New flexible fare options** make selecting the most suitable flight to meet your needs far easier; **improved administration features** simplify the booking process and improve efficiency; and booking with car rental companies Hertz and Sixtz is more convenient via new **direct links** to their content.

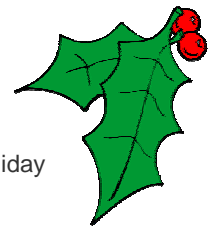
This quarter we published our latest whitepaper entitled “**Global travel programmes come of age**”. This paper is the result of a recent joint study with ACTE that surveyed 240 corporate travel managers from around the world and which produced some highly interesting findings.

We also take a look at the **2006 World Travel Awards**, which once again proved to be a great success for Amadeus. Of particular note, we received the World's Leading Internet Booking Engine Technology Provider award for the third year running!

Finally, we would like to take this opportunity to [wish you the very best for Christmas and the New Year](#). We hope to continue our communication with you in 2007!

Yours sincerely,

Jérôme Destors
Commercial Director
Amadeus e-Travel



Product News

New flexible faring options and improved administration features

The latest version of Amadeus e-Travel Management enhances self-booking capability

Enhanced faring options

Selecting the best combination of flights to meet your travel needs is now much simpler thanks to the latest version of Amadeus e-Travel Management. **Multiple fares for a single itinerary** are displayed regardless of whether you make a 'Search by schedule' or a 'Search by fare', giving you greater choice and making it more likely to find the option that suits you best. In addition both **return and one-way fares may be displayed at once**; particularly useful for markets in which only one-way fares are available or where splitting the booking and ticketing in two one-way fares may prove less expensive.

More cost savings

Choosing the most cost effective flight is also even simpler thanks to our new **airline negotiated discount display**. This option allows for an additional display at the flight availability stage, which highlights the price of a flight after taking account of any negotiated discounts that your company has agreed with specific airlines. Although these discounts are not applied at the time of booking, they are provided as a rebate at the end of the year by the airline and can lead to significant cost savings. By providing travellers with this additional information we aim to make it even easier for them to select the most suitable flight while achieving savings for the company.

Improved efficiency and processes

Besides benefiting the traveller, the latest version of Amadeus e-Travel Management also features new administration functionalities, simplifying the booking process and improving efficiency.

- Travel managers can now **pre-determine the different fare types** that will be displayed to their travellers, and an enhanced display allows them to view a traveller's status quickly and easily .
- **Simplified profile management options** give profile managers greater flexibility to assign users or travellers to an arranger or approver.
- Support staff are now able to view details in a 'read only' format and so offer **risk-free assistance** through the 'Helpdesk' feature.

Time Saving 'e-Concierge' service

Our new e-Concierge service is yet another exciting new functionality delivered recently. Launched currently in North America it will soon be rolled out worldwide. This service further enhances the user experience by providing easy access to dynamic and customisable destination information .Travellers will no longer have to access multiple, external websites to obtain information such as visa information, restaurant details, weather reports and maps etc. Everything is provided via the Amadeus e-Travel Management interface!

With version 10.0 of Amadeus e-Travel Management we have significantly enhanced usability for both administrators and travellers - customers will notice greater simplicity throughout the online travel management process.

Denis Lacroix
Director
Product Development
Amadeus e-Travel

To view a demo of our **New Features** go to www.amadeus.com/corporations.

Business travellers can now book Hertz and Sixt via direct links

Hertz and Sixt join the list of car rental companies available to book directly from Amadeus e-Travel Management

For some time users of Amadeus e-Travel Management have been able to book with car rental companies Avis and EuropCar via direct links, resulting in an even simpler and more convenient booking process. Now this functionality, known as e-Direct Connect for Cars, has been extended to include Hertz and Sixt, greatly increasing the content available.

"Through direct connectivity with our inventory of rates, Hertz seeks to satisfy the needs of the corporate customer wanting to book directly with us, whilst ensuring Travel Management Companies retain full visibility on bookings made by their customers through the direct link," stated Bill Jones, Division Vice President, Marketing and Sales, Hertz Europe.

With 'e-Direct Connect for cars' corporations can:

- Access the full range of content and pricing
- Have an integrated shopping basket experience including direct car reservations along with flight, hotel and rail services
- Connect seamlessly to the inventory and rates of the content provider of your choice
- Access airport and non-airport car office locations
- Get direct invoicing via unique billing reference number

"For Sixt it is very important to offer our customers the maximum number of booking channels so that they may use the most convenient option at the time of booking. Of course, all booking channels have direct access to our systems and allow real time bookings including the availability check. Especially for our corporate customers it is important to have an easy and cost-efficient way to book their rental cars with Sixt," states Hans-Norbert Topp, Management Board, Sixt AG.

The direct link solution to Amadeus e-Travel Management enables us to offer another booking channel option to our business travellers; they can now make the choice to book through the direct link, or by alternative methods. The booking is seamlessly integrated with the TMC's back office, and they have all the benefits that go with having a direct link to the car rental company.

Marcos Isaac
Director
Corporate & Distribution Channels
Amadeus e-Travel



Did you know...?

With Amadeus e-Travel Management...

Special destinations can be created for simpler travel!

Administrators can create special travel destinations that are associated with specific airports, rail stations, car rental locations and/or hotel locations. Users can then select one of these locations in the search pages of Amadeus e-Travel Management, saving them the hassle of finding out which airport or rail station etc is most suitable for travelling to their chosen destination. This makes booking common company trips much simpler!

Search for Flights

| | | |
|----------------------------|---------------------------|---|
| Select Trip Type: | Return | One-Way / Multi-Destination |
| Select Search Type: | Search for Flights | Search for Trains |

Trip Reason Business

Flight Information

| | | |
|--------------------------------|-------------------------------------|-----|
| From * | <input type="text"/> | ↓ 🔍 |
| Departure date | Development Sophia Antipolis France | |
| Return date | Headquarter Madrid Spain | |
| | Production Erding Germany | |
| | Sales office Italy | |
| | Sales office Pekin | |
| Acceptable Time Window (hours) | 4 | ▼ |

Confusion over car and hotel discounts is over!

In the previous issue of Onliner we were pleased to announce the introduction of full airport names in Amadeus e-Travel Management, replacing those confusing 3 letter airport codes. Now we have introduced something similar for car and hotel discounts. Administrators can assign a descriptive text label to each discount, which then appears when users are selecting their car or hotel. Now users can understand what discount they are benefiting from.

Rental vehicles can be picked up or returned to 'special' addresses!

Companies may have 'special' addresses arranged with car rental companies, allowing for cars to be collected from or returned to additional locations, such as their company's main offices. Locations like these can now be added to the car rental section of Amadeus e-Travel Management, allowing travellers to select these more suitable collection/delivery locations if they so choose!

Global travel programmes come of age

What are the benefits of implementing a global travel programme?

A recent survey commissioned by Amadeus and ACTE has revealed that companies are making significant savings through global consolidation of suppliers.

The five most significant benefits:

- > Tracking travellers for security purposes (87%)
- > Increased negotiating clout (86%)
- > Reduced costs (84%)
- > Improved efficiency of processes (82%)
- > Improved service (80%)

The five most significant challenges:

- > Integrating technology (85%)
- > Getting global data (77%)
- > Policy compliance (76%)
- > Consistent service levels (71%)
- > Gaining support from senior management (69%)

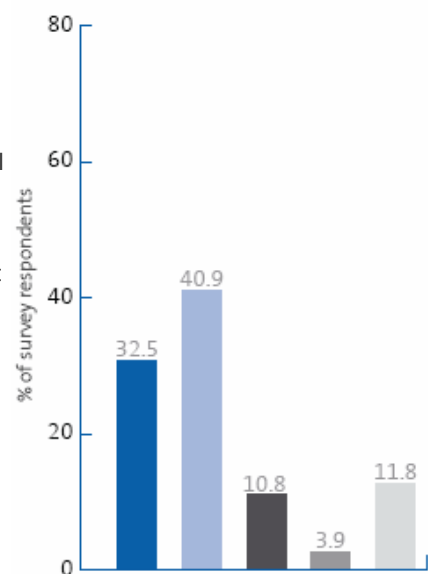
The research, which surveyed 240 corporate travel managers from around the world highlighted that while global travel management programmes are still evolving, there are some clear patterns.

A third of the organisations surveyed already have a global policy in place, another third have implemented a global travel policy with regional variations and the majority of the remainder have travel policies that are consistent across all regions and moderately strong.

Among the companies that have implemented global travel management programmes savings have been considerable with some companies achieving **savings greater than 45%**.

In order to achieve these savings the research highlighted that companies are focusing on automating processes, using technology to improve efficiency and making the most of the increased negotiating power made possible by consolidating their travel spend. Several challenges were also identified, of which the most common was the integration of technology.

The survey found that few respondents are using a single expense system. This reflects the struggle to find expense management solutions that are suitable for use across multiple markets. However, the integration of self-booking solutions as part of a global travel management programme has been more successful, with the majority of companies already using one. Not surprisingly, the higher the travel expenditure within an organisation the more likely companies were to have implemented these tools.



Savings Achieved Through Global Travel Programme Implementation

- 0-15%
- 16-30%
- 31-45%
- More than 45%
- No Savings

Download our latest whitepaper “Global travel programmes come of age” at www.amadeus.com/globaltravel



Amadeus, President's Circle sponsor at ACTE Barcelona

This year's ACTE EMEA Global Education Conference took place in Barcelona from the 22nd to the 24th of October.

As a President's Circle sponsor of the event, Amadeus was proud to take part in several education sessions during the conference, including:

- De-mystifying End-to-End Solutions
- Middle East and Gulf Region
- Roundtable: Reaching Client Expectations and The Future of TMCs
- Hotel Distribution in a Fragmented Market
- Latin America
- Going Global
- Perspectives from the top



Additionally, we took the opportunity to reveal the findings of our latest whitepaper produced in collaboration with ACTE entitled "**Global Travel Programmes Come of Age**".

For whitepapers and handouts from the conference go to www.acte.org/events/Barcelona/whitepapers.php

The high-tech traveller: travel in the digital age

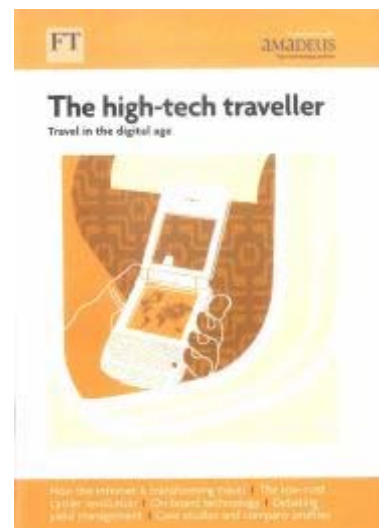
Another chance to request your FREE copy of this interesting collection of articles published in collaboration with the Financial Times

"The impact of technology on the travel industry is as impressive as it is undoubted. From someone in their home searching the internet for a holiday, through company travel managers deploying corporate self-booking tools to a major global airline alliance implementing a multimillion dollar passenger service system across its global operations, technology has played - and continues to play - a vital role..."

The above extract is taken from a new collection of travel technology articles originally published by the Financial Times in association with Amadeus entitled: **The high-tech traveller: travel in the digital age**.

The articles examine a wide range of highly relevant issues for travellers, including:

- How the internet is transforming travel
- The low-cost carrier revolution
- On-board technology
- Debating yield management



As mentioned in our November Onliner News Spotlight if you would like to receive a FREE copy* of the above booklet, please fill out the request form available at www.amadeus.com/corporations and we will send you one in the post.

* Promotion valid while stocks last.

Amadeus scoops two prestigious travel industry awards

For the third year in a row Amadeus e-Travel has been awarded the World's Leading Internet Booking Engine Technology Provider

Amadeus is proud to announce that in recognition of its leading role in the travel and tourism industry it won two prestigious awards at the 2006 World Travel Awards ceremony, including the **World's Leading CRS/GDS System** and the **World's Leading Internet Booking Engine Technology Provider**.

Now in its thirteenth year, the World Travel Awards continue to acknowledge and celebrate excellence in the world's travel and tourism industry, with trophies awarded in all areas including travel technology. Votes are cast by travel professionals in over 200 countries around the world.

"I am delighted that Amadeus has won these two prestigious awards," said Ian Wheeler, Vice President, Marketing, Amadeus. "They underscore our commitment to delivering innovative end-to-end solutions to the industry. Our continued investment in distribution and e-commerce solutions has enabled our customers to better meet the growing needs of today's traveller. I would like to thank our customers for making this distinction possible."

These awards recognise excellence throughout the travel and tourism sector, and by providing differentiated solutions that benefit travel providers and travellers alike, it was widely agreed that Amadeus deserved to come top in these two important categories.

Manon Han
Vice President
World Travel Awards



World's Leading Internet
Booking Engine Technology
Provider

Amadeus news round-up

To read any of following articles please visit www.amadeus.com

[Amadeus e-Travel wins eight awards at the 2006 W³ Awards](#)

Amadeus has received four silver awards in the travel category of this year's W³ Awards, the highest number of awards ever seen in this category, and four silver awards in the 'best of structure and navigation' category.

4 Dec 2006

[Latest Amadeus e-Travel Management offer enhances self-booking capability](#)

Amadeus shared a preview of its enhanced e-Travel Management solution, which will be released in December 2006

27 Nov 2006

[Qantas.com and Amadeus e-Travel awarded Outstanding Achievement accolade by the Interactive Media Awards](#)

Qantas.com and Amadeus e-Travel have been awarded 'outstanding achievement' in the travel and tourism category of this year's Interactive Media Awards.

16 Nov 2006

[Amadeus, Europe's number one travel company in R&D investment](#)

Amadeus invests more in research and development than any other European company in the travel and leisure industry, according to the European Commission's Top 1000 Ranking of European companies investing in Research and Development in 2005.

13 Nov 2006

[Amadeus/ACTE Study Finds Companies Can Save Up to 45% of Travel Spend Through Implementation of Global Travel Programmes](#)

Global travel management programmes are helping companies to save up to 45% on their overall travel spend. This is according to new research commissioned by Amadeus, a global leader in technology and distribution solutions for the travel and tourism industry, and the Association of Corporate Travel Executives (ACTE) on global travel programmes.

23 Oct 2006