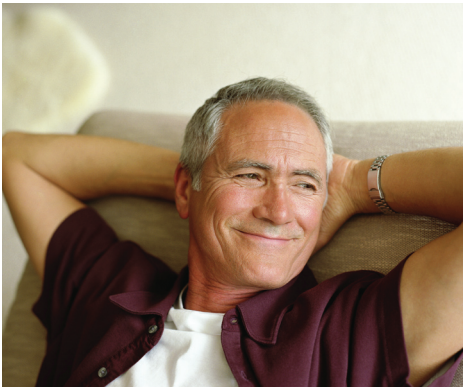


Amadeus

Agency Manager

Business Management

Amadeus Agency Manager (ACE) is the travel industry's most widely used mid office solution and the flagship of Amadeus Business Management solutions. Proven and reliable, Agency Manager is compliant across multiple markets and is highly customisable allowing for a seamless dataflow between the mid & back office. It supports multiple GDS connections and is open to all 3rd party accounting systems as well as being tightly integrated with Amadeus Selling Platform (Vista). Amadeus Agency Manager facilitates invoicing and important reconciliatory accounting activities.



Amadeus Agency Manager is deployed and implemented in more than 17 markets with 15 000 users everyday processing more than 20 million tickets annually.

With its modular framework we can choose which parts of Agency Manager to adopt. This flexibility allows technology to support BTI's business strategy.

Tony Berry
Technology Services Director, BTI

Greater productivity

The workflow of Agency Manager (ACE Mid Office) is seamlessly interfaced with Amadeus Selling Platform (Vista) to form a unique and integrated front to mid office solution.

Your agents can further improve their productivity as well as avoid mistakes and duplicate data entries thanks to a seamless dataflow between Amadeus Agency Manager (ACE Mid Office) and Amadeus Accounting (ACE Back Office).

Better service and data quality

Agency Manager's automatic invoicing enables touchless invoicing directly after ticketing, avoiding the need for manual intervention.

Amadeus Management Information System (ACE MIS) provides easily customisable reports for your corporate customers as well as your in-house needs.

Agency Manager is above all, a reliable and proven solution compliant with multiple GDSs and consistent across all markets resulting in lower deployment costs.

Improved revenue management

Revenues can be increased and better managed with automated service fee calculation at invoicing.

Control your profitability with the margin control system which checks the margin of each product or dossier based on the purchase price.

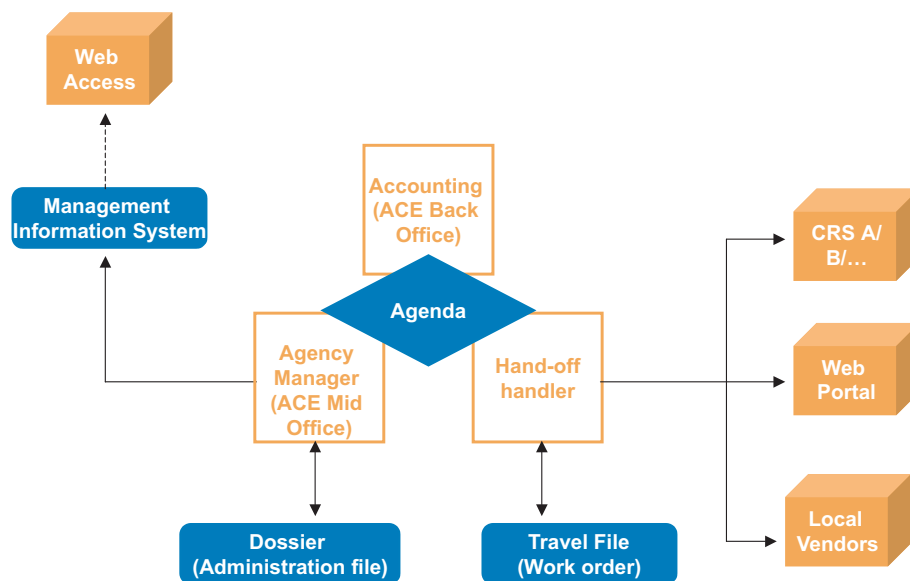
And with Amadeus Hosting (ACE Hosting), the security of such critical business data is assured and operating costs massively reduced as your mid office system is completely outsourced to the Amadeus Data Centre in Germany.

Key features

- > Automatic invoicing
 - Consistent documentation including invoices, order confirmations, credit notes & vouchers
- > Margin control system (forecasted and actual)
- > Flexible transaction fee solution with automatic service fee calculation
- > Global & local features (compliant in over 17 countries):
 - VAT handling
 - Local languages
 - Local provider integration
 - Local credit card integration
 - Global reporting
- > Travel file containing every trip element from multiple sources
- > Agenda to help plan individual consultants' and the teams' daily activities
- > Create profiles for customer, passenger, supplier, product and agency
- > Data quality control for Accounting & MIS
- > Standard reports (internal agency, customer & supplier)

15 000 travel agents can't be wrong!

System overview



Contact your Amadeus Sales representative to show you how Amadeus Agency Manager helps manage your business.

Key options

Amadeus Accounting (ACE Back Office)

- > Improved revenue control and data quality
 - offering a full general ledger with analytical accounting and automated service fee processing

Amadeus Management Information System (ACE MIS)

- > A powerful business intelligence tool that provides management information for your own business and your corporate customers

Amadeus Travel Packaging (ACE Production)

- > Build and manage groups & incentive packages for corporate customers
- > Sell tailor made trips and in-house products based on supplier contract negotiations

Amadeus Sales Management Solution (Vista +ACE)

- > An integrated point of sale solution that consolidates all front to mid office functions

Services around Amadeus Agency Manager

Amadeus Hosting (ACE Hosting)

- > Complete outsourcing of mid & back office systems operation
- > Highly secure and reliable ASP service employing scalable and robust systems, operated from the Amadeus Data Centre in Germany