



# **Amadeus Cars Online Toolbox**

## **User Guide**

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## Purpose of this document

This document provides background information, help and support for users of the Amadeus Cars Online Toolbox, the Amadeus Cars extranet for car rental providers.

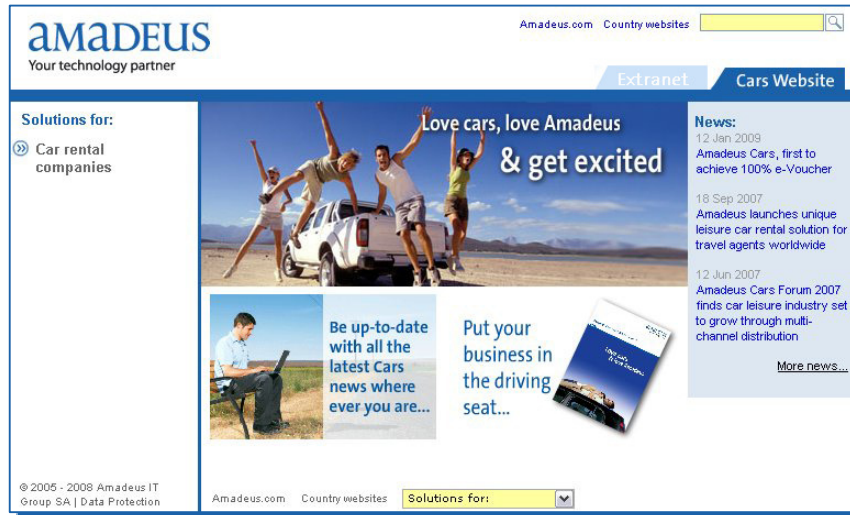
## Introduction

The Amadeus Cars Online Toolbox is a web-based system that provides a **single point of entry** for car rental providers to **update and manage their content in Amadeus** through a user-friendly interface.

No log-in details will be needed to access this extranet.

## Getting started

1. Open your browser and enter: <http://www.amadeus.com/cars>



2. Click on the “**Extranet**” tab on the upper right-hand side of the screen so as to access the Amadeus Cars Online Toolbox.



## Interface

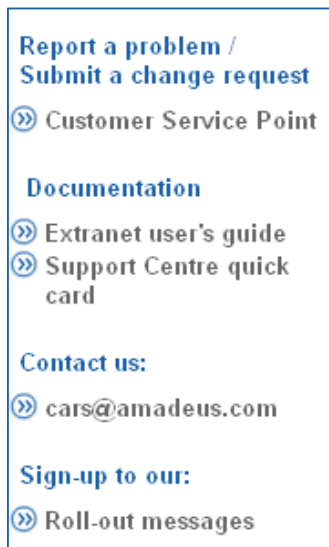
### Home page

The homepage for the site is split into two main parts.

Firstly, the light blue section in the centre of the page provides access to the Amadeus Cars applications and to the Amadeus Selling Platform, the world's most used retailing application for travel professionals.



Secondly, the left-hand side menu displays customer support links.



## Left-hand side menu

### Customer Service Point

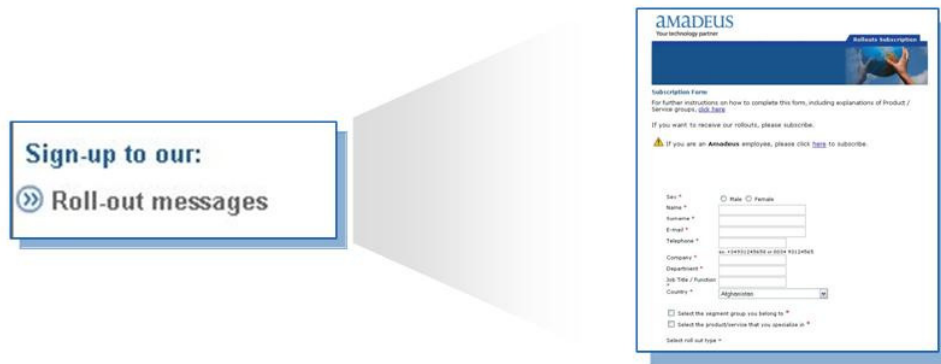


Amadeus Customer Service Point is a web-based problem submission and change request tool for customers and partners. With this tool, you can report an incident (problem submission) or create a work order.

The 3 main actions you can undertake are:

- Reporting a problem
- Displaying a specific record
- Displaying a list of records

### Roll-out messages



A roll-out is an email that delivers relevant Amadeus product/service/customer information. Roll-out messages ensure that you are kept up-to-date with important information and contact details, thus ensuring the product/service gets maximum visibility leading to improved business success.

There are 6 types of roll-out message:

- Major Product/Service Enhancement
- Minor Product/Service Enhancement
- Customer Implementation

- Industry Mandate
- System Outage
- Product/Service Decommissioning

As a roll-out message recipient, you are able to customise which roll-outs you would like to receive using the subscription form provided.

For further information, please click on the link displayed on the Amadeus Cars Online Toolbox homepage. On the roll-out message page you will find a user guide.

## Amadeus Cars application console

### >> Load and manage your multimedia content

This application allows you to:

- Upload multimedia images and other visual content
- Retrieve all multimedia information
- Maintain uploaded information

### >> Update your rates, rental locations & policies

This application enables you to add and update the following information in the Amadeus Cars Reservation database:

- The location of your offices - their addresses, phone numbers, etc.
- The car types you offer at each office
- Rules regarding leasing agreements
- Location policies for taxes, surcharges, coverage, and car make
- Rates and availability information for each car type

### >> Check and manage your reservations (Under construction – Coming up soon)

This application allows you to manage your booking in Amadeus.  
(Only for providers not connected to Amadeus through Complete Access Plus)

>> Amadeus Selling Platform



The Amadeus Selling Platform is the world's most used retailing application for Travel Professionals. It is already deployed across more than 300,000 points of sale around the world. This browser-based point of sale platform allows travel agents to access your content and perform all booking tasks via a single-screen interface. No matter what travel agents are looking for, they can find and book it quickly.

## Further help and support

Within each application a user guide is available to help get the most from each solution.

If you have any comments, questions or need any further help, please contact us at: [cars@amadeus.com](mailto:cars@amadeus.com)