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Before You Start

This training module describes Amadeus e-Travel Management and its main features. It explains how to use the product from an end-user point of view, as well as how to create, manage, configure and test an Amadeus e-Travel Management website and its communities of travellers. The core feature of the product website environment, the community tree, is also described.

Information is provided about the basic implementation process and shows you the structure underlying the product, and how to report problems that might occur when you use it.

Audience

This information is intended for Amadeus e-Travel Management site creators and administrators who attend one of the product training courses. It is also intended for those who will train others in the use and administration of Amadeus e-Travel Management.

Prerequisites

To benefit most from this information, you should have a basic understanding of travel booking and the processes that underlie it. More specifically, knowledge of airline reservations, fares, and ticketing, as well as hotel booking and car hire is useful. If your market supports other vendor types, such as rail, knowledge of this will also be required.

If you plan to create and modify Amadeus e-Travel Management websites, you should understand the Amadeus central system, or, if you are going to use a Global Distribution System (GDS) other than Amadeus, you need to understand the entries and processes of your chosen GDS.

If you will be using the central system and need more information on a subject, you access the central system then consult the inline help pages. To do this, enter HE followed by a quickpath or a transaction code, for example:

   HE PNR

This will display the PNR help page index, which gives access to information about PNRs and how to use them.

For more information about e-Travel, you may also want to consult the e-Travel online documentation in the e-Travel product info website (http://icc-productinfo.amadeus.com).
Objectives
With this training module, you will be able to:

- Provide an overview of Amadeus e-Travel Management, including its purpose and the user interface
- Describe the concept of communities within the product and how they are used
- Use the Administration module to manage and configure communities
- Discuss the relative merits of the cloning and the dry run features
- Create bookings within an Amadeus e-Travel Management traveller community
- Explain the basics of how the booking engine works
- Describe the site creation process
- Interpret how settings in the community configuration wizards affect the site
- Enhance and control the functionality and appearance of a site
- Define distribution system entries using the Command Builder
- Support and troubleshoot effectively

What's New in This Document

This edition includes the following changes:

<table>
<thead>
<tr>
<th>Type of Change</th>
<th>Area/Topic</th>
</tr>
</thead>
</table>
| Modified functionality| - The ProductInfo URL is now http://icc-productinfo.amadeus.com  
                          - Requests to ETVOrders should be sent via Win@proach (no longer by email).  
                          - It is now possible to book multi-passenger trips for travellers in different divisions, and to have guest and registered travellers in the same booking. See Arranging Trips in Communities that Use Travel Arranger on page 135 and How to Activate Multi-Passenger Bookings on page 153. |
| Deleted functionality | - SMS Traveller Contact is no longer supported.  
                          - Multifly.e is no longer supported. |

Note: Some of the screen displays in this training module may not show all the fields that are on the screen. Please refer to the online help in Amadeus e-Travel Management for a complete description of the fields on each screen.
Chapter 1
Introduction to Amadeus e-Travel Management

Here we describe what Amadeus e-Travel Management is, how it works, and which documents you can use to find additional information.

What Is Amadeus e-Travel Management?

Amadeus e-Travel Management is a tool for making travel reservations that comply with a corporation’s travel policies:

<table>
<thead>
<tr>
<th>Flight Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>From: Paris, France</td>
</tr>
<tr>
<td>Departure date: January 5</td>
</tr>
<tr>
<td>Departure time: 8:00 AM</td>
</tr>
<tr>
<td>To:</td>
</tr>
<tr>
<td>Return date: January 5</td>
</tr>
<tr>
<td>Return time:</td>
</tr>
<tr>
<td>Acceptable time window (hours): 5</td>
</tr>
</tbody>
</table>

Amadeus e-Travel Management is used by business travellers within a corporation. The corporation uses the product in association with a travel agency that processes the bookings and issues the tickets.
The Different Parts of Amadeus e-Travel Management

The product has two or three basic parts, depending on your community setup:

- Reservation (also known as traveller)
- Travel Arranger (optional)
- Admin

The Reservation Part

The Reservation (traveller) part allows business travellers within the corporation to request, book and manage business trips, and to maintain their traveller profiles.
The Travel Arranger Part

The optional Travel Arranger part allows travel arrangers to book and manage business trips on behalf of other users.

The Administration Part

The Admin part allows the site administrator to create travel communities, define travel policies, create user profiles, set the language and much more, using a set of wizards.

For example, if a corporation has a travel policy that allows travel only in economy cabin between New York and London, then you can implement this travel policy using rules in Amadeus e-Travel Management Administrator. (Rules are described in Travel Policies on page 41.)
Profile Managers can also access the administration module to manage users and their profiles.

Wizards

You perform most administrative tasks in a community by using the appropriate administration wizard. A wizard guides you through the steps and choices that you need to make in order to manage a community or configure a community. For example, the Air Configuration wizard lets you configure the options available for air travel.

Each wizard consists of one or more pages, with each page displaying a number of related parameters. As you move through the pages, you specify values for each parameter. The parameter values apply to the community in which you are running the wizard and are inherited by child communities, as long as inheritance has not been broken.
How Amadeus e-Travel Management Works

Amadeus e-Travel Management provides access to real-time travel data and enables you to make bookings through a Global Distribution System (GDS) - a travel reservation system - such as Amadeus, Apollo, Galileo and Sabre.

Amadeus e-Travel Management can also interact with other travel services that are not provided by the GDS, such as web fares (fares direct from low-cost carrier websites) and rail travel providers.

When business travellers or their travel arrangers make a booking using Amadeus e-Travel Management, a Passenger Name Record (PNR) is created in the GDS. Relevant information from the user’s profile is automatically transferred to the PNR. All the items in an itinerary (multiple flights, car rentals, hotel reservations, and rail) are combined in a single PNR. (An exception to this is web fare bookings, which cannot be in the same PNR as standard airline bookings.)

A fulfilment agent (such as a travel agency) takes care of travel fulfilment, which means it issues tickets and bills for its travel services.
Useful Documents

For further information about the product, refer to the following documents.

**Administrator Online Help**
The Admin help is displayed only when you are working on the Admin tab.
Click on ![Help icon](https://example.com/help_icon.png) in the top-right corner of the screen to display context-sensitive help for the current wizard or pane.
You can access a .PDF version of the Admin help from the ProductInfo website (http://icc-productinfo.amadeus.com).

**Traveller Online Help**
The Traveller help is displayed when you are working on the Home, Travel Planner, Travel Review or Profile tabs.
Click on ![Help icon](https://example.com/help_icon.png) in the top-right corner of the screen to display procedural help on Amadeus e-Travel Management Traveller.

**Travel Arranger Online Help**
The Travel Arranger help is displayed only when you are working on the Travel Arranger tab.
Click on ![Help icon](https://example.com/help_icon.png) in the top-right corner of the screen to display procedural help on Amadeus e-Travel Management Travel Arranger.

**Amadeus e-Travel Management Traveller Quick Card**
The quick card introduces the traveller part of Amadeus e-Travel Management.
The quick card is available in the Getting Started section on the Amadeus e-Travel ProductInfo website (http://icc-productinfo.amadeus.com).
Chapter 2

Amadeus e-Travel Management
Communities

Here we describe what you need to know about communities, community trees and inheritance.
You need to understand these concepts before you create and administer your Amadeus e-Travel Management website.

What Is a Community?

Your corporation's online travel-booking website is made up of a number of communities.

Some communities are non-travelling, administrative communities that define and manage other communities. However, most communities define the travel policies and preferences that apply to a particular group of employees.

You can create separate communities for different languages, countries, currencies, travel budgets, GDSs, and so on. This allows you to cater for different travel needs on your website.

The flexible community structure allows you to configure and maintain communities to fit the travel needs of your business. For example, a community could be:

- An entire company
- A branch of a company in a foreign country
- A department that has specific travel needs, different from the other departments in the company
- For a one-off event or a single person.

What a community actually is, and what you can and cannot do with it, depends on the type of community. See Community Types on page 10.

The communities you create are linked together in a hierarchical structure known as a community tree. See What Is a Community Tree? on page 11.
Community Types

There are three types of community.
The naming convention used for these three community types is:

- Distributor (level 0)
- Company (level 1)
- Division (level 2)

Distributor Community (Level 0)

The distributor community is a non-travelling community. It is used to organize and manage other communities.

A distributor community can create another distributor community below it; this means that you can create any depth of distributor communities you require. For example, a large corporation might create a distributor company for organisational reporting.

At least one distributor community must be defined before you can create company and division communities.

Here are some of the things you can do at distributor level:

- Create distributor or company child communities.
- Define administrators and profile managers for the community tree.
- Define the user profile structure (the information that users enter when they log in).
- Define the URL extension used to access the distributor community.

Company Community (Level 1)

This can be a non-travelling or a travelling community.

**Note:** There can be only one company community in the hierarchy between a distributor community and its child division communities. Make sure that you create the company at the right level. See *Tips for Defining Communities and the Community Tree* on page 12.

Here are some of the things you can do at company level:

- Create division child communities.
- Define users and the tasks they are allowed to perform in this community and its child communities (see *Creating and Managing Profiles and Users* on page 91).
- Define the user profile structure (the information that users enter when they log in).
- Define the URL extension used to access the company community (this URL is used by all child divisions).
Division Community (Level 2)

This is always a travelling community.

Typically, a division-level community may be a company division or geographic region.

Here are some of the things you can do at division level:

- Create division-type child communities.
- Define roles in the community and its child communities (see Creating and Managing Profiles and Users on page 91).
- Set default values for the user profile structure.

**Note:** At division level, you cannot define the user profile structure or the URL; they are inherited from the parent company community.

Summary of Community Types

The table below may help you decide when to create each type of community.

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Distributor</th>
<th>Company</th>
<th>Division</th>
</tr>
</thead>
<tbody>
<tr>
<td>Travel allowed?</td>
<td>Non-travelling</td>
<td>Non-travelling or travelling</td>
<td>Travelling</td>
</tr>
<tr>
<td>Can create this type of child community</td>
<td>Distributor Company</td>
<td>Division</td>
<td>Division</td>
</tr>
<tr>
<td>Can create these users</td>
<td>Administrator Profile Manager</td>
<td>All</td>
<td>All</td>
</tr>
<tr>
<td>User profile</td>
<td>Can define user profiles</td>
<td>Can define user profiles</td>
<td>Can set default values only</td>
</tr>
<tr>
<td>URL</td>
<td>Must be defined</td>
<td>Must be defined</td>
<td>Uses the company URL</td>
</tr>
</tbody>
</table>

What Is a Community Tree?

A community tree is a set of related communities in a hierarchical structure. The tree structure allows you to define settings and policies at different levels in the community hierarchy.

Communities at the highest level of the tree are used for administration purposes only, to define the overall look and feel of your site. These are non-travelling communities.

Communities at the lower levels represent groups of travellers with the same travel policies and site configuration.
By default, each community inherits settings and travel policies from its parent community, although a child community can break inheritance. For more information, see What Is Inheritance? on page 15.

Here is an example of a simple community tree, with one distributor, one company and one division community.

For more complicated examples of community trees, see Examples of Community Trees on page 13.

More information about how you create and manage communities is provided in Creating and Managing Communities on page 21.

**Tips for Defining Communities and the Community Tree**

Here are some tips and guidelines for defining your community tree:

- Before you create any communities, design the community tree on paper, making sure you note down what you want to be able to do in each community (remember to take inheritance into account).
- You can have any number of distributor sub-levels.
- You can have only one company community in a branch of the tree – make sure you use it for the right reasons.
- The company community can be at different levels on different branches. For example, on one branch, the company community may be immediately below the root distributor community. On another branch, the company community may have two or more distributor communities above it.
- You can have up to 12 levels in a community tree.
- You cannot move a community up or down in the community tree, so make sure you’re at the right level before setting the community type. For example, if you create a company community, all users within that community and its children will have the same profile structure.
- Leave the tree open to expansion. It is much easier to add new child communities than to restructure a community! Restructuring involves deleting whole communities and recreating them from scratch.
- Try to keep the community tree as clean and simple as possible. Creation, maintenance and troubleshooting will be much easier!
• We recommend that you follow some basic steps when creating communities:
  1. Define the tree.
  2. Change community settings at parent level.
  3. Make changes to each child community as required.
  4. Create rules as necessary, starting at parent level.

**A Word About Limitations**

Technically, there is no limit to the number of communities, although there is a limit of 12 levels in a community tree.

However, for practical purposes, it’s best to keep the community tree as simple as possible. The larger and deeper a community tree the more complex it becomes with inheritance, rules, user management and so forth. In this case, maintenance can become time consuming and hence costly.

**Examples of Community Trees**

Here are some examples.

**Key:**
- ○ Distributor community
- ● Company community
- ▼ Division community

**Example: Travel Logic Group**

Travel Logic Group has companies in the United States, Australia and France.

Each company has a marketing division and a development division, which have different travel policies.

The US marketing division has domestic and international sub-divisions.

The US international marketing sub-division has offices in Canada, South America and the Caribbean.

The French marketing division has offices in Nice and Paris.

Travel Logic Group also has specific travel policies for its executives, and for staff who attend the annual general meeting.

Here is the Travel Logic Group community-tree hierarchy.
Example: Zoom Travel Agency

Zoom is a travel agency providing fulfilment for four corporate clients. Zoom manages all of these clients from its own distributor community.

As Zoom is at the root of the community tree, it can access its clients’ websites for administrative purposes.

Two of the four clients are defined at company level.

- At Stout Beverages, all travellers have the same policies and requirements, so no division community is needed.
- Crystal Clear Water Company has divisions for different travel needs.

The other two clients are part of a larger corporation, and therefore have some similar requirements.

- The parent corporation is defined as a distributor community
- The clients themselves are defined as company communities.
- There is one division community for each set of travellers with distinct community settings (such as language or currency) or travel requirements, although they share some common parameters inherited from the parent community. See What Is Inheritance? on page 15.

Here is the Zoom Travel Agency community-tree hierarchy.
Note: Users can potentially log into any community below the company level, but never across two different companies. This means, for example, that Seat travellers cannot log into the VW Cars community.

What Is Inheritance?

A community automatically inherits the majority of its characteristics (community structure, behaviour and display settings, policy rules, localisation settings and other settings) from its parent community.
For example, the VW Cars community has the Air, Hotel and Car travel planner components activated. When you create child communities, the Air, Hotel and Car travel planner components are activated by default.

Of course, you don't always want to use the inherited values. VW Cars has the default language set to UK English and the currency set to British Pound, but the France and Germany communities will want to use their own languages and have the currency set to Euro. When you change a value in a child community, you break inheritance from the parent community for the changed parameters only. For more information, see Breaking Inheritance below.

Provided that you have not broken inheritance for a parameter, whenever you change a value in a parent community, the child communities automatically inherit the new value.

**Breaking Inheritance**

If a child community needs different settings or policies from its parent community, you can break inheritance for one or more parameters.

When you break inheritance for a parameter, any future changes made to that parameter in the parent community are not passed down to its child communities.

**Note:** All unchanged parameters remain inherited.

For example, within the VW Cars company you change the language and currency for the France and Germany divisions.
For the VW Cars company, the language is UK English and the currency is British Pound. These settings apply to all child communities unless inheritance is broken.

For the France division, you set the language to French and the currency to Euro, breaking inheritance for these parameters.

For the Germany division, you set the language to German and the currency to Euro, breaking inheritance for these parameters. However, North and South, the child communities of Germany, inherit these new values because inheritance is still active between the communities and their parent.

If you now change the language of VW Cars to US English, the language is automatically changed only in the Support, Sales and UK communities, because inheritance of the language setting has been broken in the other communities.

If you change the GDS of VW Cars to Amadeus, the GDS is set to Amadeus in all child communities because inheritance of the GDS setting has not been broken.

Note that inheritance can never be broken for the parameters in the following wizards:

- Standard air rules
- Lowest fare rules
- Web fare rules
- Air upgrade rules
- Standard car rules
- Standard hotel rules
- Regions

In other words, child communities will always inherit these kinds of rule from the parent community.
Restoring Broken Inheritance

If the Restore Inheritance function has been activated for your community (this is done using a database parameter), you can display the inheritance status and optionally restore broken inheritance for parameters in the following wizards:

- Air Configuration - Air Settings
- Car Configuration
- Hotel Configuration
- Payment Method
- Command Builder

When this function is activated, you see a link in the top-right corner of the wizards listed above.

Note: You do not see the icon in the top-level community, only in child communities.

Click on the Show Inheritance Icon to display the individual inheritance icons - for each parameter or group of parameters.
Click on \(\text{\textcircled{1}}\) to display the inheritance status of a parameter.

After clicking on \(\text{\textcircled{1}}\), you see that this parameter has been modified so inheritance has been broken. Click on Restore Inheritance to restore the value of the parameter from the parent community.

After clicking on \(\text{\textcircled{2}}\), you see that this parameter inherits the value from the parent community.

Click on this link to hide all inheritance icons.

If you restore the inheritance of a parameter, you must complete the wizard and save your changes for the restoration to take effect.

**Note:** For the Command Builder wizard, there is only one inheritance icon, which is displayed below the Create Command Script button. If you restore inheritance for the Command Builder, you restore inheritance for all command scripts.
Chapter 3
Creating and Managing Communities

Here we provide more advanced information about creating and managing communities in Amadeus e-Travel Management.

Overview of the Manage Communities Page

In Amadeus e-Travel Management Administrator, click on the Manage button to display the Manage Communities page, which enables you to manage the community structure:

1. Community tree
2. Select a community to manage (using the buttons below) or select a community to configure (by clicking on the Configure button).
   You will only see the communities that you have administrator rights for.
3. Use these buttons to manage communities.
4. Configure button
Many functions are available, including:

- **Dry Run**: Use this button when you want to make changes to a live community and test them safely (see *Modifying a Live Community* on page 27).

- **Clone**: Use this button to make a copy of an existing community at the same level (see *Creating a New Community by Cloning* on page 25).

- **Create**: Use this button to create a new community using a parent community. The new community will inherit all the parent’s settings.

- **Publish**: Use this button to make a dry run community live (see *Doing a Dry Run* on page 28).

- **Delete**: Use this button to delete communities (see *Deleting Communities* on page 30).

Details of the community tree:

1. Distributor-type community with community name *(Ian)* and unique community code *(0WUF0WUF)*.
2. Company type community with community name *(Paul Company)* and unique community code *(VASDVASD)*.
3. Division-type community with community name *(Customer Services)* and unique community code *(VASDVAAA)*.
4. Dry run of a community

For more detailed information, refer to the online help by clicking on 2 in the top right-hand corner of the panel in which you are working.

**Amadeus e-Travel Management URL**

Each Amadeus e-Travel Management distributor-type and company-type community has a unique Universal Resource Locator (URL).

The format of an Amadeus e-Travel Management URL is, for example:

```
HTTP://E-TRAVELMANAGEMENT2.AMADEUS.COM/LOGIN/SITENAME
```
e-travelmanagement2.amadeus.com

The name of the e-travel Web server. Depending on the geographic location of your company, your e-travel web server is:

1 for North America
2 for Europe, Middle East & Africa
3 for Asia Pacific
4 for Latin America
22 for Europe TOP

login

Login site indicator.

site name

The site name that you gave to your distributor-type or company-type community when you created it. The site name becomes part of the URL for the community.

The community name will probably be related to the name of your corporation. It does not have to be unique.

The site name must be unique. Here is an example of a site name. When you specify a site name, the name becomes part of the URL for that community.

For example: http://e-travelmanagement2.amadeus.com/login/marketing2.
Creating a New Community

You can create a new community in one of two ways:

- You create it from a parent community (using inheritance).
- You clone an existing community.

Creating a New Community from a Parent Community

When you create a new community for a live Amadeus e-Travel Management website, we recommend these basic steps:

1. Before doing anything with the product, write an overview of the requirements of your new community and planned child communities. It’s a good idea to leave plenty of room for expansion.

2. If the new community is to have child communities at any time, design the new community tree on paper. Note the basic characteristics (such as GDS, language, etc.) to see how you handle inheritance, travel policies, etc.

For more information about designing communities, see Tips for Defining Communities and the Community Tree on page 12.

For more information about setting up travel policies, see Setting Travel Policies in Amadeus e-Travel Management on page 41.

3. Create the required community.

   Select the parent community

   Click on Create and proceed through the wizard

In some cases it may be easier to clone an existing community. See Creating a New Community by Cloning on page 25 for more information.
4. Set up all required parameters in the Configuration wizards.

It’s a good idea to think carefully about what you want and how you wish to set up the wizards. Proceed systematically through all the required wizards. If you’re not sure about a parameter, you can always come back to it later.

For more detailed information, refer to the online help by clicking on the top right-hand corner of the panel in which you are working.

Creating a New Community by Cloning

If you already have fully working communities and you want to create a new community, you can use cloning. Cloning creates an exact copy of a community, complete with all settings, rules, and profile structure. However, user profiles and child communities are not copied.

You can clone any community in your community tree, with the exception of your root community.
This feature is useful when you want to create sibling communities with the same basic setup. For example, you may want a division-type community for each sales department in three different countries. You want each community to have its own language and slightly different travel policies.

Cloning is recommended for creating new communities, but not for testing. For testing, use the dry-run feature. (See Doing a Dry Run on page 28 for more information about creating a dry run.)

To create a new community using cloning, we recommend seven basic steps:

1. Select the appropriate community and clone it:
   
   ![Clone button in the interface]

   - Select the community to clone.
   - Click the Clone button then follow the wizard.

2. Set up all required parameters in the Configuration wizards.

   It’s a good idea to think carefully about what you want and how you wish to set up the wizards. Proceed systematically through all the required wizards. If you’re not sure about a parameter, you can always come to it later.

   For the online help, click on the question mark icon in the top right-hand corner of the panel in which you are working.
3. Click on the Create User wizard. Create a user with traveller rights so that you can test the community.

4. Using the newly created user login, test the community (request flight availability).

5. Modify and refine the community settings as needed.

6. If you have not already done so, create the full set of required users (travellers, approvers, and arrangers).

7. Send all users their login details and the URL of the new site.

Modifying a Live Community

A live community is one that is already being used by travellers. There are two ways to modify a community that is already being used by travellers:

- Make the changes in the live community.
  
  In this case, when you save the changes, they will immediately be available to travellers. This method can be risky and is not recommended for major changes. Any errors or inconsistencies could cause the community to become unusable.

- Create a dry run.
  
  This allows you to fully test the changes to the community before publishing it to make it live. This more secure method is recommended for major changes and for heavily used communities.
Doing a Dry Run

To modify an existing or “live” community using a dry run, we recommend the following basic steps:

1. Create a Dry Run of the community you want to modify. This will allow the community to be used as usual, without any break in service.

   ① Select the community to modify.

   ② Click on the Dry Run button then follow the wizard.

   ① This is the dry run community.

2. Using the Configuration wizards, modify the dry run community as necessary.
3. Create a few temporary users to test the community:

- Use the Create User wizard to create test users.

4. Test the dry run community. The test users can log in and use the Traveller module of this community.

5. Once you are satisfied it works correctly, publish the dry run community to make it live:

- Publish the dry run (test) community to make it live.

Once you click on Publish, the newly modified community will replace the previous version. Also, the test users will be automatically deleted and the set of users from the original community will be active in the newly modified community.

If you publish the dry run community when there are users logged into the original community, they will continue to see and use the old version until they log in again.
Deleting Communities

Take great care when deleting communities. Once deleted, the community cannot be recovered.

You cannot delete communities that have child communities. You must first delete the child communities before you can delete the parent.

Configuring Communities

Once you have created a community, you can use numerous wizards to configure the community as needed. Even when the community is being used for travel reservations, you can still modify community parameters.

Note: For detailed information about the wizards and the fields they contain, consult the online help.

This example shows a very important wizard: Community Structure. It’s used for setting up the basic parameters of the community.

Wizards Overview

Wizards are used to configure communities.

The wizards displayed in the Administration Mode pane depend on:

- The components and options provided to you by e-Travel
- The settings inherited from parent communities
• The current configuration, especially the components and options set up in the Community Structure wizard

A brief description of some of the wizards is provided here.

**Configuration Wizards - Top**

1. You use the Community Structure wizard to set up the basic features and behaviour of the community. See Critical Parameters on page 33 for more information.

2. Justification codes can be used by the traveller to justify out-of-policy travel.

3. Trip reasons are used in conjunction with rules. The traveller selects a trip reason when booking travel. This will affect what is in and out of policy. See Creating and Using Trip Reasons on page 86 for more information.

4. The Behaviour and Display Rules wizards determine how the travel options are displayed to the traveller or arranger.

5. Use the Policy Rules to define travel policy for the community.
You can force travellers to get approval for all travel or for out-of-policy travel. You must first enable this feature in the Configuration wizards, and then use the Trip Validation wizard to set up approval-specific parameters.

**Configuration Wizards - Bottom**

1. The User Profile Management wizards are used to create and manage the users of the community and the user profile structure. This is usually done by the profile manager.

2. Use the E-mail and Notification wizard to set up when and where email notifications are sent. Note that there are other email-related parameters in the other wizards.

3. The PNR Management wizards are for more advanced settings related to the fulfilment agency and how they process PNRs.
Critical Parameters

There are certain critical parameters that you will need in order to successfully set up a community. These parameters are not a matter of preference; rather, you must provide the correct value so that the community can function. In some cases, there are security issues; you cannot simply provide a value of your own without the right agreements or contracts between the GDS, travel agency, e-Travel, and the Amadeus e-Travel Management site owner.

Some of these values will be provided or even set up by the fulfilment travel agency.

These critical parameters include the following:

- Amadeus internet office ID, or pseudo city for other GDSs (found in the Community Structure wizard).
  
  Internet office IDs are explained in the e-Travel product info web site (http://productinfo.e-travel.com).

- Point of sales and ticketing (found in the Community Structure wizard). This is the city code of the city in which the fulfilment agency sells the ticket and issues it.

- IATA number (found in the Community Structure wizard).
  
  Travel agencies are usually registered with IATA and have an IATA number, which allows them to receive a sales commission after buying travel products for their customers. For Amadeus e-Travel Management, the IATA number is provided by the fulfilment agency.

- PNR Management wizards, such as queue setup, ticketing, PNR remarks, and Command Builder use.

- Setup for the fulfilment agency.
  
  For example, if you choose Amadeus as your GDS, you have to provide an office ID for the community. In practice, the office ID is provided by Amadeus or its affiliates. The office ID must be correctly configured before you can make any travel reservations on your site. See Setup for the Fulfillment Agency on page 178.

The process for setting up your site and requesting an office ID is described in the e-Travel product info website (http://icc-productinfo.amadeus.com).

Database Parameters

Certain functionalities or settings in a community are controlled by a database setting, which you must request using the ‘AeTM Site Parameter Update’ work order template in Win@proach.

These include:

- FareAnalyzer
- Multi-passenger Trips
- Upload User Wizard
- Delete User Profiles
- Enable Split Fares by Airline

Some database parameters enable a functionality directly. Other parameters cause the relevant settings to appear in the Administration wizards, and the administrator must activate them in the wizard. For example, multi-passenger trips and FareAnalyzer.

The database parameters are described in *Amadeus e-Travel Management Database Parameters*, available from the e-Travel Product Info website (http://icc-productinfo.amadeus.com).

Community Structure Wizard

This is probably the most important wizard. The settings in this wizard will affect not only the structure of the community but also the booking procedure in Amadeus e-Travel Management Traveller.

Use this wizard to set up the basic structure and preferences of the community, and the services and features provided by the community. Some of the major settings are shown here:

*Community Structure Wizard - Part 1*
1. This is the GDS used by the community’s fulfilment travel agency. Note that if you use a GDS other than Amadeus, you must ensure that the PNR format is acceptable to the chosen GDS.

2. This setting allows travellers to reuse an unused e-ticket for a new, modified or repeated trip. You cannot use both Unused Ticket Payment and Amadeus Ticket Changer in the same community.
   
   **Note:** For this setting to work, an Unused Ticket Bank must be created with the ETVLoadTool.

   If you also enable the Allow GDS Feed setting, the online booking system extracts the Unused E-Ticket Tracking Report (UETTR) directly from the GDS instead of extracting the unused ticket numbers from the Unused Ticket Bank which needs to be created with the ETVLoadTool.

   If you enable the Allow Unused Ticket Trader (Online Payment) setting (not shown here), you can automate the reuse of unused e-tickets. For more information, see the online Help for the Community Structure wizard and Unused Ticket Trader on page 176.

   **Note:** This setting is only available for communities that have been configured to use Unused Ticket Trader.

3. This allows travellers to put a trip on hold (rather than confirm it) and go back to it later.

---

### Community Structure Wizard - Part 2

![Community Structure Wizard]

1. Select this option to force users to accept the privacy statement before they can use the travel reservations tool.

2. If you select this option, travellers, travel approvers, and travel arrangers will not be able to see or modify their profile, or the profile of other users (in the case of Travel Arrangers).

3. This section lets you choose the travel components that you want to be available for the community.
If selected, a More Services section will be displayed to the traveller on the Travel Planner tab. This allows the traveller to access and book other travel or travel-related services (limousine or bus services, for example) outside the online reservation system. For more information on how to set up More Services, see the online help.

### Community Structure Wizard - Part 3

#### Preference display
- For in-policy trip: preference indicator at itinerary level
- For out of policy trip: preference indicator at vendor level
- For in/out of policy trip: in/out of policy indicator at itinerary level, preference indicator at vendor level

#### Quick Start/Quick Shopper setting
- Quick Start
- Quick Shopper

#### Number of flight options to display

#### Number of car options to display

#### Number of hotel options to display

#### Maximum number of hotel options to retrieve
- Show all matching flights
- Show all matching cars
- Force acceptance of Hotel Cancellation Policy
- Display Policy and Preferences Section

#### Trip Forwarding
- To travelers and travel arrangers in this community
- To all communities in which the user has permissions to plan trips
- To travelers and travel arrangers within the hierarchy of the company-level community
- Disallowed

#### Multi Pax
- Allow Air Multi Pax
- Allow Rail Multi Pax
- Allow main travel community only
- Warning: If you turn this setting off, incompatible settings for travelers in their respective communities may prevent the booking

#### Maximum number of passengers allowed
- By typing names in free text fields or by selecting names from a Lookup list
- By selecting names from a Lookup list

---

This section lets you select the type of display that you want to be displayed to the traveller in the travel planner search results pages.
2. This section lets you select, if you want to display the Quick Search or the Quick Shopper panel on the Home page. The Quick Search panel allows the traveller to search for a flight, car or hotel by entering a minimum number of search criteria. The Quick Shopper panel allows the traveller to search for a flight, car and hotel all from one single search page.

3. Use this section to allow travellers to send booked trips to others so that they can be easily duplicated without having to repeat the entire booking process.

4. Use this section to allow travellers to books trips for more than one person in the corporation. This is useful if several travellers in the same community go on the same trip.

Community Structure Wizard - Part 4

This section allows you to set the default of the Travel Planner page to a specific travel component.

If a community allows both air and rail travel, you can select in this section which default search option you want to be applied in the Quick Start home page and in the Travel Planner page.
Community Structure Wizard - Part 5

1. Select the currency for the community.
2. The city code of the city in which the fulfilment agency sells and issues the ticket.
3. Amadeus internet office ID, or pseudo city for other GDSs.
4. If selected, a helper is activated that assists the traveller in filling in the From and To fields (Location fields for car and hotel searches) in the Quick Start panel and the Travel Planner search pages.
5. The languages that will be available in the community. For example, you may have both English and Spanish speakers in the community; therefore you would enable both of these languages. Remember that for each language, you must localize and translate certain features. You do this in the Localization wizards.
The agency’s IATA number is provided by the fulfilment agency.
Chapter 4

Travel Policies

Here we describe how to create and manage travel policies in Amadeus e-Travel Management. The topics covered include rules, trip reasons, regions, and inheritance.

What Are Travel Policies?

Travel policies are the key element for controlling a corporation’s travel activities. Travel policies can be used to keep costs down, to control how employees travel, or to encourage certain ways of travelling.

For example, your corporation can have a policy that states that all flights under eight hours must be in economy, and that employees can only book flights to cities in which the corporation has activities. Amadeus e-Travel Management enables you to do just this.

Setting Travel Policies in Amadeus e-Travel Management

Amadeus e-Travel Management has powerful tools to help you create your corporations travel policies. You can create travel policies using the following:

- Behaviour and display rule wizards
  Use these wizards to create general travel policy settings. Use the regions wizards to create your own custom regions to be used in your rules.

- Rules (also called “Policy Rules”)
  Use these wizards to create and modify rules that define specific travel policies for your Amadeus e-Travel Management community.

Each travel community within your corporation can have its own travel policies in the form of rules and display settings. In fact a community’s rules can be:

- Inherited from a parent community
- Created at the community itself (these will automatically be passed on to any child communities)
- A combination of the above (inheritance and its own rules)
You can also specify a rule or set of rules for different trip reasons. For example, when going on business travel all employees must use economy, unless they are travelling to the yearly conference, in which case they can travel in business class.

**Behaviour and Display Rule Settings**

Behaviour and display rules determine the settings for availability and fare display, search type, approval and notification, and so on, for air, rail, car, hotel, web search, auxiliary parameters and vendor exclusion.

Behaviour and display settings are inherited by default from the parent community but inheritance can be broken. Broken inheritance can be restored for some of the parameters. For more information, see *What Is Inheritance?* on page 15.

For detailed information about each of the Administrator configuration wizards, click on in the wizard.

Here is the Air Configuration (Air Settings) wizard with descriptions of some of the settings:

*Air Configuration (Air Settings) Wizard - Date and Time, Single View and Search Type*

![Air Settings Wizard]

1. Use this section to define date and time criteria for availability searches.
Amadeus Single View is a search results display that shows fares organized by fare groups in a matrix layout. For more information see Amadeus Single View on page 167.

In this section you can select which search type you want to allow the traveller to choose from on the Air, Rail and Air/Rail combined search pages, on the Repeat Trip Details page, and on the Quick Start panel of the home page.

**Air Configuration (Air Settings) Wizard - Authorised Cabin Class**

Select which sorting options you want to be applied to the flight search results in a Search by Schedule, so the results are sorted by the most important criterion. For example, if you specify that the default sorting option is Trip Duration, flight search results will be displayed with the shortest flights first.

Arrange the order of the search criteria in which you want the search results in a Search by Fare to be displayed on the flights search results pages.

Arrange in which order you want the fare types in a Search by Fare to be displayed in the flight search results pages.
Advanced air search features include cabin class, time window and preferred airlines.

Note that travellers who use the advanced search features might not be able to find available flights if their search is too specific.

For example: if a traveller chooses to search for flights on a route that has only one flight per day, and the traveller uses the default acceptable time window of four hours, there might not be flights that depart within the selected time window. In this case, a message would be displayed to indicate that no departing flights that match the criteria could be found.

When selected, the air upgrade rule takes into account the layover time of flight connections. Otherwise, only the duration of the flights is taken into account.

When selected, the supersede concept is replaced by the backup rule concept.

When selected, a negotiated discount rule is activated in the Air Rules wizard. This rule allows you to define negotiated discounts that airlines offer to certain corporate customers.
When selected, approval can be enforced at rule level. When selected in the rule, the trip always requires approval.
Air Configuration (Air Settings) Wizard - Fare and Compare, Cabin Class Selection

1. If you select this option, when travellers perform a Search by Schedule and select flights from the results displayed, the fares for those flights along with alternative fares for those or alternative flights are displayed.

2. If you select this option, when travellers perform a Search by Schedule, they select flights from the results displayed. On the Faring page, the system displays a fare for each of the rules matching the request. Travellers can then select the fare and cabin class they want.

3. If you select this option, you can define several different fare types (for example, negotiated fares, or fares with or without restrictions) in the standard air rules that the system will offer to the traveller in the Faring page for the selected cabin. The traveller can change the cabin on the Faring page after a Search by Schedule or after a Search by Fare, and the system recalculates the itinerary.
In this section you can enter the air corporate ID (up to three for Amadeus GDS users) that you want the system to apply in the faring process. The air corporate ID is applied in the faring process after both a Search by Schedule and a Search by Fare.

This section applies to Amadeus GDS users only and is exclusive to the Search by Fare.

Here you can select between the standard or the enhanced faring process.

The standard process returns the lowest fare of all fare types defined in the applicable air rules for a flight.

The enhanced process allows you to select specific fare types that the system will include in the faring process. You can select one or several fare types.

For example; if you select public and negotiated fares (agency and/or corporate), the system searches for both the lowest public and the lowest negotiated fares for a flight, and depending on the sorting options that you have specified in the Sorting Options - Search by Fare section of this wizard, one or the other is displayed.

Policy Rules

Policy rules, also known as rules, are used in Amadeus e-Travel Management to define travel policy.

A rule is a specific set of conditions combined with a specific set of actions. An example of a simple rule is: if the flight is between London and New York, then use a British Airways or United Airlines business cabin flight.
Inheritance of Policy Rules

You cannot break the inheritance of rules. All rules, with the exception of global rules, will always be inherited. In fact, if you have rules defined in different communities in the tree, they accumulate in the child communities.

Global Rules

The global rule applies when no specific rule applies. Global rules are independent of location - there is no origin, destination or other location associated with the global rule.

For each community, you can create one global rule for the following types of rule:

- Transport type
- Air
- Rail
- Car
- Hotel

Inheritance can make the creation and maintenance of rules very complex.

Global rules can be inherited from parent communities, but this inheritance does not work the same as for other types of rule. A child community will automatically inherit a parent’s global rule, if one is defined. However, as soon as you change any parameter of a community’s global rule, inheritance for that global rule is permanently broken and cannot be restored.
Using Rules: An Overview

Use rules when you have a specific or complex travel policy, or when you cannot create the travel policy using the display behaviour wizards.
Another example of a rule: if flying between Europe and USA, and the total flight time is greater than eight hours, then use business class.

Here is an example of the Air Rules wizard:

1. List of air rules available in this community.
2. You can view, modify, copy and delete any rule that was created within the current community. You can view or copy any rule created by a parent community, but you cannot modify or delete it.

You can create rules for these different travel services:
- Transport Type (when both air and rail components are enabled).
- Air
- Rail
- Car
- Hotel

Within the rules wizards for air, rail, car, and hotel, you can create different types of rule.

Each of the travel service types also has a test facility, which you can use to test the rules you have created.

You can also define your own regions, which can be useful when creating your rules. For example, for a policy that allows travel between any two cities in which your corporation has an office, you can create a special region that contains only these cities. This will enable you to define rules for these cities very easily, without having to indicate which cities you want.
The Supersede Concept

You can have many rules in a single community. Furthermore, multiple rules can apply to any one situation.

For example, one rule could apply to flights between the UK and USA, another rule to flights between Europe and North America, and a third to all flights departing after January 1. All three of these rules would apply to a flight between London and New York departing on February 12.

For the resulting availability, the results would be cumulative. In the above example, you would get flights that satisfy the UK-USA rule, the Europe-North America rule and the January 1 rule. The availability resulting from all three rules is displayed.

Not all rules are equal. Multiple rules are applied as follows:

1. Supersede Option Is Active

The rules engine looks for standard rules with a supersede (priority) flag:

- Supersede other applicable standard air rules

If the rules engine finds one or more applicable standard supersede rules:

- It applies these standard rules.
- It also applies any lowest fare and upgrade rules that are relevant (it looks for supersede rules first, then if there are none, applies the non-supersede rules).
- It stops there regardless of whether any availability was found.

If the rules engine does not find any applicable standard supersede rules, the rule engine goes to step 2.

2. Supersede Option Is Not Active

The rules engine looks for standard rules without a supersede (priority) flag:

- Supersede other applicable standard air rules

If the rules engine finds one or more applicable standard non-supersede rules:

- It applies these standard rules.
- It also applies any lowest fare and upgrade rules that are relevant (it looks for supersede rules first, then if there are none, applies the non-supersede rules).
- It stops there regardless of whether any availability was found.

If the rules engine does not find any applicable standard non-supersede rules, the rule engine goes to step 3.

For air travel it also applies any lowest fare and upgrade rules that are relevant (it looks for supersede rules first, then if there are none, applies the non-supersede rules).

Note: The supersede concept also applies to web-search rules.

In air (including web search) and hotel rules you can change a ‘supersede’ rule to a ‘backup’ rule. This is described in Standard Rule Using the Backup Concept on page 55.
3. The Global Rule is Applied

Refer to Global Rule on page 68.

When Rules Conflict with Community Settings

Rules can, in certain circumstances, override community-level settings.

For example, to be able to use a cabin in a rule, you must first make sure that the cabin is selected in the Air Configuration (Air Settings) wizard.

Air Configuration (Air Settings) Wizard - Authorized Cabin Class Section

<table>
<thead>
<tr>
<th>Authorized cabin class</th>
</tr>
</thead>
<tbody>
<tr>
<td>☑ Economy</td>
</tr>
<tr>
<td>☑ Premium Economy - Search by schedule only</td>
</tr>
<tr>
<td>☑ Business</td>
</tr>
<tr>
<td>☑ First Class</td>
</tr>
</tbody>
</table>

Master pricing cabin resolution: [Business]

Standard Air Rule - Cabin Class Allowed Section

<table>
<thead>
<tr>
<th>Cabin class allowed</th>
</tr>
</thead>
<tbody>
<tr>
<td>☑ Economy</td>
</tr>
<tr>
<td>☑ Premium Economy</td>
</tr>
<tr>
<td>☑ Business</td>
</tr>
<tr>
<td>☑ First</td>
</tr>
</tbody>
</table>

However, if you use “business” class cabin in your rule and later deselect “business” in the Air Configuration (Air Settings) wizard, this cabin will still be active in the rule and will therefore be shown in the availability.

To give another example if you exclude a vendor that was previously used in a rule, that vendor will no longer be shown in the availability despite the fact that the vendor is still in the rule.

To avoid these parameter conflicts, if you make any changes to community parameters that are also used in rules, update the rules. Doing this will ensure that rules - and the community setup as a whole - will remain consistent, understandable, and manageable.
Air Rules

In the Air Rules wizard, you can create the following types of rule:

- Standard Air
- Lowest Fare
- Web Search (if activated in the Travel Planner Components section of the Community Structure wizard)
- Upgrade
- Global
- Preference (Air Preference)
- Negotiated Discount (if activated in the Negotiated Discount Rule section of the Air Configuration wizard)

Air Rules Wizard - Main Menu

Standard Rules

Standard rules are the most commonly used rules. They are useful for applying specific travel policies on specific routes, flights or regions. The standard rule consists of two pages, Settings and Faring.

Standard Rule Using the Supersede Concept

Remember to use the supersede option sparingly. See Tips for Creating Rules on page 89 for more information.

The following example is for a rule for travellers who fly between London and Geneva.
On this route, we want this rule to take preference over other rules where the supersedence concept has not been selected.

Select this option to create a standard rule that applies to specific flights only. For more information refer to the online Help.

The rule is only available for return flights, either way.

The rule is available on British Airways.

Economy or premium economy class is allowed.

Click on the Next button to display the Faring page of the Standard Air Rule wizard.
Chapter 4   Travel Policies

Standard Rule - Faring

7 The fare type published or negotiated.

8 In a Search by Schedule, two results will be displayed on the Fares page – one for the lowest restricted fare, and one for the lowest unrestricted fare.

Standard Rule Using the Backup Concept

When the Activate Backup Rules field in the Air Configuration (Air Settings) wizard is selected, the concept of the backup rules applies to all rules in the community, instead of the supersede concept.
When the backup rule concept applies, the standard air rule wizard looks like this:

![Air Rules Wizard](image)

The text in this field has changed. It replaces the Supersede Other Applicable Standard Air Rules setting.

When the traveller searches for a flight, the system first tries to find availability results that match all rules that have the Give priority over other applicable standard air rules field selected.

If no in-policy results are returned, the system uses all other standard rules (which do not have the priority field selected) as a backup.

**Note:** The backup rule concept is available for standard air and hotel rules, and for web search rules.

### Lowest Fare Rules

This special-purpose rule applies only to air. Use this rule when you want travellers to use the cheapest fares available.

When the lowest fare rule is applied, Amadeus e-Travel Management will search in air availability for the lowest fare, then apply a grace value or grace percentage (an allowable price overrun) to the price of this lowest fare. Only the fares that fall within this grace value will be in policy.
This rule states that any flight between the UK and USA must be the cheapest one available, or can be up to 10% more than the cheapest ticket, or if it is a non-stop flight, can be up to 20% more than the cheapest ticket.

1. If you specify the lowest fare rule based on non-stop flights, only non-stop flights will be in policy. If there are no non-stop flights available, then the Lowest Fare rule based on all flights is applied.

2. Specify whether the Grace Saving Value Type should be a percentage of the cheapest flight found or a specific value. If you specify Value, choose a currency for the value amount.

3. Typically, the grace saving value or percentage for non-stop flights is greater than that for all flights because non-stop flights usually save time and are more convenient.

You can create a lowest fare rule where no other applicable fare rule exists. To increase the effectiveness of the lowest fare rule however, you can also create it in conjunction with any of the following rule types: web fare rule, standard rule and global rule.
For example, you can create a standard rule between the United Kingdom and the USA, and then create a lowest fare rule between these two countries.

When a traveller searches for flights between London and New York, Amadeus e-Travel Management first applies the standard rule to the available flight options, so available flights are flagged as either in policy or out of policy. It then applies the lowest fare rule.

The lowest fare rule includes two important settings you can use to control the flight options recommended to the traveller:

- You can use the **Lowest Fare Selection Method** to specify whether the product should search for the lowest fare among in-policy options, out-of-policy options, or both.

- The **Lowest Fare Rule Appliance Method** specifies whether the lowest fare rule should be applied only to in-policy options, only to out-of-policy options, or to both.

For example, you might have a standard rule that travellers should travel with Air France on all flights between Paris and London.
This rule specifies that Air France flights are in policy and are displayed with three check marks.

Economy class is allowed.
Standard Rule - Faring

The fare type is published or negotiated.

In a Search by Schedule, two results will be displayed on the Fares page – one for the lowest restricted fare, and one for the lowest unrestricted fare.
You then create a Lowest Fare rule between Paris and London that specifies that the Lowest Fare Selection Method is for “in- and out-of-policy flight options”, and the Lowest Fare Appliance Method is for “in-policy flight options (out-of-policy if none available)".

When this rule is applied, the system will search for flights from Air France (in policy, according to the standard rule) and from other airlines (out of policy) that have the lowest fares.

If the product finds Air France flights that have a price lower than or equal to the lowest fare plus the maximum grace percentage, these flights remain in policy and are displayed to the user with three check marks.

If the available Air France flights have a price higher than the lowest fare plus the grace percentage, these flights are shown out of policy.

If Air France flights are available, then the lowest fare rule is not applied to flights from other airlines (out of policy).

If the system does not find any Air France flights that meet the lowest fare requirements, it applies the lowest fare rule to flights from other airlines. Flights that have a price lower than or equal to the lowest fare plus the grace...
percentage, which were previously out of policy (according to the standard rule), now become in policy and are displayed to the user with one check mark.

Flights from other airlines that are priced higher than the lowest fare plus the grace percentage remain out of policy.

**Note:** It is very important to make sure that the options you select for the Lowest Fare Selection Method and the Lowest Fare Rule Appliance Method are consistent. If you do not select consistent combinations, travellers may not be able to book flights.

To force travellers to use the lowest fare, select **Display only in-policy options** in the Air Configuration (Air Settings) wizard. This means that users will not be able to see or book out-of-policy options.

The lowest fare rule is only used if the traveller chooses to search by fare. If a traveller chooses to search by schedule, the schedule-driven prices are not taken into account to determine the lowest fare.

You must also activate Fare and Compare in the Air Configuration (Air Settings) wizard, when you create a lowest fare rule to ensure that the system always searches for the lowest fare.

When Fare and Compare is activated, after results are returned for a schedule-driven search, the system performs a fare-driven search and applies the lowest fare rule to the results of the schedule-driven search. This means that flights that were in policy as a result of the schedule-driven search may become out of policy after the lowest fare rule is applied. In this case, a warning message is displayed:
Flights that were out of policy after the schedule-driven search may become in policy after the lowest fare rule is applied. In this case, the flights are flagged with one check mark.

**Web Search Rules and Web Search Configuration**

Web search fares are fares that are available via the internet only and are not available through a GDS such as Amadeus.

**Note:** Web fares must be paid for at the time of booking, even if the traveller places the trip on hold.

Before you can use Web Search, you must ensure that this option is switched on for your community in the Community Structure wizard. You must enable both Air and Web Search:

![Community Structure Wizard](image)

If you have chosen to include Web Search in the community, web fares are displayed on all routes when available with the status 'out of policy'. To define which web fare airlines you want to display to the traveller and the in- and out-of-policy status of web fares, you must:

- Specify the airlines and how they are made available to the traveller using the Web Search Configuration wizard.
- Create a web search rule using the Web Search Rule page of the Air Rules wizard.

**Web Search Configuration**

In the Web Search Configuration wizard you define which web fare airlines you want to include in/exclude from the search results display. You also define how web fares are to be made available to the travellers and incorporated into their itineraries.
Example:

1. Specify whether the community uses all available web search airlines, or uses a list to include or exclude specific ones.

2. Specify whether or not Web Search results should use price filtering. If this function is enabled, you use the Web Search Filters page in this wizard to specify filter settings.

**Web Search Rules**

In web search rules you define the in- and out-of-policy status of the web fare airlines that you have enabled in the Web Search Configuration wizard.

You can define the level of preference (display rank) with which the web fare airlines are shown in the search results display, and you can specify whether a web search rule should supersede other applicable web search rules on specific routes.
For web fares the Display and the Backup Rule apply. In addition you can define an Air Preference rule. For more information see the online Help for the Air Configuration (Air Settings) and the Air Rules (Air Preference Rule) wizards.

**Note:** When you create an air preference rule, you must leave the Vendor fields blank in the web search rule.

**Note:** Web search rules can only be applied to a Search by Fare.

The web search rule shown below allows web search fares for all one-way and return flights to and from London on EasyJet with the highest display rank on EasyJet flights. This web search rule supersedes all other applicable web search rules on this route:
Entering the Credit Card at Booking Time

Some companies do not allow the payment of a web fare booking with the company credit card. To force travellers to use their personal credit cards, enable the Web Booking Method of Payment field in the Payment and Delivery Information wizard of the profile structure:

1. Select this option to be displayed on the Traveller Profile page and on the Finishing page.

If **Enter the CC at booking time** is selected in the traveller profile, the system sets the option **Charge Other Credit Card** in the Web Booking Method of Payment field of the Finish Trip page as the default, and the traveller must enter a credit card for the web fare booking.
Upgrade Rules

Create an upgrade rule if you want to allow travellers to upgrade to premium economy, business or first class for long flights.

**Note:** An upgrade rule is only applied to in-policy results.

This upgrade rule allows travellers to upgrade to business cabin for any air travel that is longer than 12 hours:

1. This rule applies to trips for client visits only.
2. This is the journey time, calculated from the departure time of the first flight to the arrival time of the last flight, and may include the time taken during stopovers, depending on the setting in the Air Configuration (Air Settings) wizard.

The Upgrade Rule field in the Air Configuration (Air Settings) wizard:
Global Rule

The global rule is a rule that does not have an origin or destination. It is the default rule that applies only when no other specific rule applies.

For example, if you have two air rules, one for London to New York, another from Frankfurt to Nice, then the global rule will apply to all flights that are not between these two sets of destinations (such as Bombay to San Francisco).

There is only one global rule per community. If you have defined a global rule for the parent community, it is inherited by the child communities. However, if you modify the global rule, inheritance is broken and cannot be restored. For more information, see Global Rules on page 48.

Select the type of fares displayed. For business trips, it may be useful to set it to display only unrestricted fares.

When pricing the selected flight, the system can look for the lowest fare on that flight (FXA entry in Amadeus), or simply price it as booked.

When booking the ticket (upon confirmation by the traveller), the system can do one of the following:

- Price the ticket as booked, without storing the ticket information (FXX entry in Amadeus). This is a common setting for the USA.
- Store the ticket information (an FXP entry in Amadeus). This assumes the ticket price will not change.

If you need to, you can include only specific airlines using this list. If you do not select any airlines, the global rule applies to all airlines.
Negotiated Discount Rules

The negotiated discount rule applies only to air. You use this rule to define and govern negotiated discounts that are offered by specific airlines to their corporate customers.

The negotiated discount rule allows you to specify a discount percentage that is applicable on all the fares offered by a specific airline with the exception of web fares. As a result two prices, the total price of a fare returned by the GDS and the total price of a fare including the negotiated discount are displayed to the traveller in the Travel Planner Faring, the Flight Search Result after a Search by Fare, and the Trip Summary pages.

Note: The total price of a fare including the negotiated discount is calculated as follows: the base fare minus the negotiated discount, plus all applicable taxes. The calculation of the negotiated discount is global, it is not based on a specific fare (negotiated or published), cabin class or booking code (RBD)

Note: The fare including the negotiated discount is displayed for information purposes only.

Before you can create a negotiated discount rule, you must activate negotiated discount rules in the Air Configuration (Air Settings) wizard.

From the main menu of the Air Rules wizard you create a negotiated discount rule.

1. Enter a rule description.
Enter a trip reason, geographic application, departure range, etc., if applicable.

Enter the airline code of the airline offering a negotiated discount.

Enter the negotiated discount percentage.

**Flight Search Results with a Negotiated Discount**

<table>
<thead>
<tr>
<th>Flight Search Results</th>
</tr>
</thead>
<tbody>
<tr>
<td>Paris (FRA) to Marseille (MRS) - Return</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Provider</th>
<th>Total fare</th>
<th>Total fare including the negotiated discount</th>
</tr>
</thead>
<tbody>
<tr>
<td>AF 5002</td>
<td>97.87 EUR</td>
<td>95.78 EUR</td>
</tr>
<tr>
<td>AF 5015</td>
<td>97.87 EUR</td>
<td>95.78 EUR</td>
</tr>
</tbody>
</table>

**Provider Preferences**

**Understanding Provider Preferences**

**What Are Provider Preferences?**

Provider preferences assign a level of preference to recommendations on the availability page.

The preference level is taken from the display rank associated with a provider/vendor. The preference level ranges from one to three, with three
representing the most preferred vendors. Multiple vendors can have the same display rank.

Depending on your community settings, you may also be able to set a 'dislike' preference for some providers.

You can define display ranks in standard rules, in provider preference rules or by using a combination of both types of rule.

You can optionally use provider preferences to determine which vendors are displayed in availability pages, either by forcing only certain vendors to be displayed or by excluding certain vendors from being displayed. You force or exclude vendors in provider preference rules.

**Note:** Provider preferences do not determine whether a recommendation is in or out of policy; policy status is determined by standard rules.

### How Are Provider Preferences Applied to Recommendations?

You can define display ranks (preference levels) in standard rules, provider preference rules or both types of rule.

For recommendations that are in policy, the preference level is taken from the standard rule if the vendor is defined in the rule. If no vendors are defined in the standard rule, the preference level is taken from a preference rule that applies to either **In Policy** or **Both In and Out of Policy** recommendations.

For recommendations that are out of policy, the preference level is taken from a preference rule that applies to **Out of Policy** or **Both In and Out of Policy** recommendations.

The way in which the provider preference is displayed on availability pages depends on the Preference Display setting in the Community Structure wizard, the in- and out-of-policy status of a travel recommendation, and whether or not your community displays out-of-policy recommendations. For more details see *How to Configure the Wizards to Display Provider Preferences* on page 72 and *How Are Preference Levels Displayed?* on page 75.

### What Is the Difference Between a Standard Rule and a Preference Rule?

**Standard Rule**

Standard rules allow you to:

- Determine which recommendations are in or out of policy.
- Assign provider display ranks (preference levels) to in-policy recommendations only.

**Preference Rule**

Provider preference rules allow you to:

- Assign provider display ranks (preference levels) to in-policy and out-of-policy recommendations.
- Limit the search results to display only specific vendors of your choice (known as forcing the display), or exclude specific vendors from search results.

**Note:** For rail preference rules, each community has only one provider. For rail, the preference level can be useful in a combined air and rail
search, or to assign different preference levels for in-policy and out-of-policy recommendations.

How to Configure the Wizards to Display Provider Preferences

1. In the Community Structure wizard, select how you want in/out-of-policy indicators and preference levels to be displayed.

   ![Preference display](image)

   - For in-policy trip: preference indicator at itenary level.
   - For out-of-policy trip: preference indicator at vendor level.
   - For in/out-of-policy trip: in/out of policy indicator at itenary level; preference indicator at vendor level.

2. In the Air, Rail, Car and Hotel Configuration Settings wizards, define how the out-of-policy recommendations are displayed.

   ![Display Rule](image)

   - Display all options
   - Display only in-policy options
   - Display out-of-policy options only if no in-policy options
   - Display out-of-policy options as alternatives or if no in-policy options

3. From the main menu of the Air, Rail, Car and Hotel Rules wizard, create a standard rule (web search rule for web fares) to define which recommendations are in policy. Optionally define the preference levels that apply to in-policy recommendations.
Enter the codes of the vendors/providers that you want to specify in the standard rule. Alternatively, you can:

- For air rules, enter 00 to define a preference level for all vendors. If you do not enter a vendor, all vendors are in policy but have no preference level associated with them.
- For car rules, select All to define a preference level for all vendors in the standard rule, or leave the Vendors field blank to define the preference level using preference rules.
- For hotel rules, select Use All Hotel Vendors to define a preference level for all vendors in the standard rule, or select Use Any Hotel Vendors to define the preference level using preference rules.

Select the preference level from: Dislike, *, **, *** (highest level of preference).

Shows how preferences will be displayed on availability pages. Only one of the two explanation boxes will be displayed, depending on the Preference Display option selected in the Community Structure wizard.

4. From the main menu of the Air, Rail, Car or Hotel Rules wizard create a provider preference rule (the air preference rule for air and web fares).

Enter the codes of the vendors/providers that you want to specify in the preference rule.

Display Rule controls which vendors are displayed:

- Neutral - displays the vendor. Other vendors may also be displayed, for example vendors matching the standard rule, or out-of-policy vendors.
- Exclude - the vendor is not displayed.
- Force - only the selected vendors are displayed.

Note: You can combine Neutral and Exclude display rules in the same preference rule. You cannot combine Force display rules with Neutral or Exclude.
Select the preference level from: Dislike, *, **, *** (highest level of preference).

Show how preferences will be displayed on availability pages. Only one of the two explanation boxes will be displayed, depending on the Preference Display option selected in the Community Structure wizard.

Click on Add Vendors if you want to add more vendors.

Select whether the preference rule applies to only in-policy, only out-of-policy or to both in- and out-of-policy recommendations.

5. Use the Air Rules Test, Rail Rules Test, Car Rules Test and Hotel Rules Test wizards to check your rules.

<table>
<thead>
<tr>
<th>How to Configure the Wizards to Display Different Types of Preference</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>To Display:</strong></td>
</tr>
<tr>
<td>Preference levels for in-policy recommendations only</td>
</tr>
<tr>
<td>The same preference level for both in- and out-of-policy</td>
</tr>
<tr>
<td>recommendations</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Different preference levels for in- and out-of-policy</td>
</tr>
<tr>
<td>recommendations</td>
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<td></td>
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</tbody>
</table>
How Are Preference Levels Displayed?

The Preference Display option in the Community Structure wizard defines how in-policy/out-of-policy indicators and preference levels are displayed on availability pages.

Preference Display - In-Policy Trip Preference at Itinerary Level, Out-of-Policy at Vendor Level

When Preference Display is set to For in-policy trip: preference indicator at itinerary level. For out-of-policy trip: preference indicator at vendor level in the Community Structure wizard:

- The preference level ranges from one to three.
- The in-policy indicator is combined with the preference level.
- In-policy preference levels:
  - Are indicated with multiple ticks ( ) - one tick per preference level.
  - The preference level is taken from the standard rule if the vendor is defined in the rule, or from a preference rule for In Policy or Both In and Out of Policy recommendations if there are no vendors in the standard rule (the standard rule applies to all vendors).
- There is no out-of-policy indicator (no symbol is displayed).
- Out-of-policy preference levels:
  - Are indicated with multiple stars ( ) - one star per preference level - only if the vendor is defined in a preference rule for Out of Policy or Both In and Out of Policy recommendations.
  - Are not displayed if the vendor is not defined in a matching preference rule.

Note: Not all communities display out-of-policy recommendations. Use Display Rule in the Air Configuration - Settings, Rail Configuration - Settings, Car Configuration - Settings and Hotel Configuration - Settings wizards to define how out-of-policy recommendations are displayed.

Example: Preference Display - In-Policy Trip Preference at Itinerary Level, Out-of-Policy at Vendor Level

Search by Schedule
In-policy indicator combined with the preference level.

Out-of-policy recommendations have no indicator in the Option column.

Note: For illustration only. A search by schedule only displays out-of-policy recommendations if there are no in-policy recommendations to display.

Out-of-policy preference level.

Out-of-policy and not in any preference rules - no preference level is displayed.

Search by Fare (not Single View)

In-policy indicator combined with the preference level.

Out-of-policy recommendations have no indicator next to the fare.

Out-of-policy preference level.

Out-of-policy and not in any preference rules - no preference level is displayed.

Preference Display - In/Out-of-Policy Indicator at Itinerary Level, Preference Indicator at Vendor Level

When Preference Display is set to For in/out of policy trip: in/out of policy indicator at itinerary level, preference indicator at vendor level in the Community Structure wizard:

- The in-policy (✔️) or out-of-policy (❌) indicator:
  - Is always displayed next to each recommendation.
  - Is not combined with the preference level.

Note: Not all communities display out-of-policy recommendations. Use Display Rule in the Air Configuration - Settings, Rail Configuration - Settings, Car Configuration - Settings and Hotel Configuration - Settings wizards to define how out-of-policy recommendations are displayed.
• The preference level:
  - Ranges from Dislike (🚫) to one, two or three stars (⭐️)
  - For in-policy recommendations, is taken from the standard rule if the vendor is defined in the rule, or from a preference rule for In Policy or Both In and Out of Policy recommendations if there are no vendors in the standard rule (the standard rule applies to all vendors).
  - For out-of-policy recommendations, is taken from a preference rule for Out of Policy or Both In and Out of Policy recommendations.
  - Is not displayed if the vendor is not defined in a standard or preference rule.

Example: Preference Display - In/Out-of-Policy Indicator at Itinerary Level, Preference Indicator at Vendor Level

Search by Schedule

- In-policy indicator.
- In-policy preference level.
- Out-of-policy indicator.
  
  Note: For illustration only. A search by schedule only displays out-of-policy recommendations if there are no in-policy recommendations.

- Out-of-policy preference level.
- Out-of-policy and not in any preference rules - no preference level is displayed.
Search by Fare (not Single View)

In-policy indicator.

In-policy preference level.

Out-of-policy indicator.

Out-of-policy preference level.

Out-of-policy and not in any preference rules - no preference level is displayed.

Preference Display for Single View

The Preference Display option in the Community Structure wizard does not impact the preference display in a Search by Fare when the community uses Amadeus Single View.

Regardless of the Preference Display setting:

- The In-Policy (✔) or Out-of-Policy (✘) indicator is always displayed below the fare of each recommendation.

  Note: Not all communities display out-of-policy recommendations. Use Display Rule in the Air Configuration - Settings, Rail Configuration - Settings, Car Configuration - Settings and Hotel Configuration - Settings wizards to define how out-of-policy recommendations are displayed.

- The preference indicator, from Dislike (✘) to one, two or three stars (⚑) is calculated from the standard or preference rule, whichever has the higher preference if the vendor is in both rules.

- No preference is displayed for out-of-policy recommendations if the vendor is not in any applicable rules.
Example: Preference Display in Single View

- Preference level (in-policy level if any of the recommendations are in policy, otherwise out-of-policy level if all recommendations are out of policy).
- In-policy indicator.
- Out-of-policy indicator.
- Out-of-policy and not in any preference rules - no preference level is displayed.

Car Rules

In the Car Rules wizards you can create standard rules, a global rule, and provider preference rules.
In the following example, we have created a standard rule to force travellers in the United Kingdom to use a specific car rental company with which we have a corporate account.

1. This rule does not supersede other car rules. For example, you may have a rule that limits the maximum price per day in the UK, which supersedes this rule.

2. You can specify the maximum number of days for which the rule applies. In this example, the rule applies to car rentals that do not last longer than one day.

3. You can select a car rental company.

4. Enter the corporate ID (customer ID) that you have in place with the car rental company to benefit from negotiated rates.

5. If you have negotiated a special price for a specific rate code, enter the rate code here.

Hotel Rules

In the Hotel Rules wizards you can create standard rules, a global rule, and provider preference rules.
This standard rule specifies a maximum price per night for hotels in Paris. It can be useful to create standard rules to specify different maximum prices for hotels depending on the location, rather than a global rule which applies the same rate everywhere.

Creating and Using Regions

You can use your own user-defined regions to help you create more powerful, streamlined rules. You can define your regions any way you want. You can create regions of the following:

- Cities and airports
- States or provinces
- Countries

However, you cannot mix the above three in a single region.
For example, you may have offices in New York, Johannesburg, Barcelona, and Osaka. You may want to allow travel between these cities only. Instead of creating rules for all of these city pairs, you simply create a custom region containing those cities after which you can easily create a rule for travel between them.

To do this, select the Regions wizard, and click on the Create Region button. Decide if your region consists of cities, states, or countries, then create the region as shown.

1. Enter a name for the region here.
2. Click here to search for the city or airport code that you want.
3. Add all city and airport codes to your region here.
   In this example, we have the city codes for Barcelona, Johannesburg, New York, and Osaka.
Creating and Using Predefined Locations

The Predefined Locations wizard lets you define location names that a traveller can use instead of IATA codes to search for air, hotel, car and rail availability. You can create, for example, predefined locations for your company's most visited locations. This facilitates the trip planning for the travellers, as they can select the predefined locations from a drop-down list in the Travel Planner search pages and in the Quick Start panel of the Home page. On the Quick Shopper search panel the predefined locations are listed in the Company Destinations folder.

1. From the main menu of the Predefined Location wizard, click on Create Location.

<table>
<thead>
<tr>
<th>Predefined Location Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Create Location</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Description</th>
<th>Air</th>
<th>Rail</th>
<th>Car</th>
<th>Hotel</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amadeus Sophia</td>
<td>Cote d’Azur (NCE), Nice</td>
<td>-</td>
<td>Cote d’Azur (NCE), Nice</td>
<td>Cote d`Azur (NCE), Nice</td>
</tr>
</tbody>
</table>

View | Modify | Delete
2. Create a predefined location as shown.

- Enter a description of the predefined location as you want it to appear in the drop-down list of the Travel Planner search pages and the Quick Start panel of the home page, or in the Company Destinations folder of the Quick Shopper panel.

- Enter the city or airport code that is associated with the predefined location and specify if the location code is a city or an airport code. **Note:** If you don't know the city or airport code, use the Lookup icon next to the Location field.

- Enter the city name that is associated with the predefined rail station location.

- Enter the city or airport code that is associated with the predefined car location and specify if this is a city or an airport code.

- Enter the city or airport code that is associated with the predefined hotel location and specify if this is a city or an airport code. For hotel locations you can also specify a street address and/or postal code or a Point of Interest.
The traveller can use the predefined locations, for example, in the travel planner search pages:

1. Click on \( \downarrow \) to display the list of predefined origin locations that are available for this community.

2. Click on \( \downarrow \) to display the list of predefined destination locations that are available for this community.

You can localize the predefined location descriptions in the Predefined Location wizard under Localization in the administrative tree structure.
Creating and Using Trip Reasons

Use trip reasons when you want to apply different rules to different circumstances within a single community. For example, you may allow business class travel for the corporation’s yearly conference, but all other business travel should be in economy class.

To enable travellers to select a trip reason, you must create at least two trip reason codes. If you create just one trip reason code, this trip reason is automatically selected. Use the Trip Reason Codes wizard to add trip reasons:

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Marketing and Sales Seminar</td>
<td></td>
</tr>
<tr>
<td>Business</td>
<td>Business Trips</td>
</tr>
</tbody>
</table>

Travellers must select a trip reason code for each trip. The trip reasons can be selected from a drop-down list in the Travel Planner search pages:

*Please enter City name or Airport code.*
Creating and Using Trip Justifications

Travellers use trip justifications to justify their trip when approval is required. Travel approvers receive this justification, along with any comments, so that they can approve or reject the trip.

Before you can create and use trip justifications, ensure that you set trip justification for out-of-policy trips or for trips that are below the time limit before the departure date, as follows:

The Justification Codes Wizard lets you manage the justification codes that travellers can use to explain a trip that is inconsistent with travel policy:

1. Select if air bookings must have been booked a certain number of days before departure (to allow for travel agency fulfilment).
Select the components that require justification when the traveller books out-of-policy. The components that you select here will be available in the Trip Component drop-down list.

Select, per component, whether the traveller must enter text to explain the out-of-policy booking.

The following example shows how to create a full set of justification codes (one for each vendor type):

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Trip Component</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>No Other Availability</td>
<td>Air</td>
</tr>
<tr>
<td>C</td>
<td>No Other Car Group Available</td>
<td>Car</td>
</tr>
<tr>
<td>H</td>
<td>Hotel Full</td>
<td>Hotel</td>
</tr>
<tr>
<td>R</td>
<td>No Other Train-Car Group Available</td>
<td>Rail</td>
</tr>
<tr>
<td>JVC</td>
<td>Traveling with Customer</td>
<td>Whole Trip</td>
</tr>
</tbody>
</table>

The trip justification **No Other Availability** could be used for any booking type when the traveller cannot find in-policy availability. **Hotel Full** could be used when the usual in-policy hotels are all fully booked.

Once you have completed your trip justifications, remember to localize the descriptions in the Localization wizards (even if you have only one language).
When travellers book out of policy and need to justify this, they see a screen similar to the following:

The travellers must use one of the trip justifications from the drop-down list of the Please Provide An Explanation field. They can also provide a comment in the Comments box.

Tips for Creating Rules

Here are some tips for creating rules:

- Use supersede sparingly.
  
  If a rule is set to supersede, you will not be able to override or supersede this rule in that community or in any of its child communities. At best, it will be applicable *in addition to* any other supersede rules you create.

- The more generic your rule, the less you should use supersede.
  
  In this way, you will be able to create specific, detailed rules that cater for exceptions. For example, a more generic rule may state that you should only fly economy between Europe and North America. However, you may have a special deal between New York and London on British Airways in business class – and you want travellers to use it. In this case, you would set only the New York-London rule to supersede.

- In theory, you can have any number of rules at any community in the community tree.
  
  However, in practice, it can become very complex and even unmanageable. We strongly recommend you keep the community tree as clean as possible.

Testing Rules

Before publishing new rules, you should test them to ensure they work properly. You can test rules in two ways:

1. Use the Test Rules wizard for each service (air, hotel, car, etc.).
   
   To do this, click on the Test Rules wizard (in the left panel tree structure) after working on the rules in the Main Rules wizard:
2. Do a dry run of the whole community. This is useful to test changes as a whole, for example the effect of new rules and different display settings. To do this, create a dry run of your community, create the new rules, and then test them via Amadeus e-Travel Management Traveller. Dry runs are explained in *Doing a Dry Run* on page 28.

Once testing is complete, you can then publish the changes to the community. If you are not satisfied with the changes, you can scrap them and revert to the previous community settings.
Chapter 5
Creating and Managing Profiles and Users

What Are Roles?

A role indicates what the user is allowed to do in Amadeus e-Travel Management. There are several predefined roles, for example, Administrator, Traveller, Appointed Travel Arranger and Travel Approver.

Roles are assigned to users in the Create User and Modify User wizards.

Each user can have more than one role in the community. For example, an administrator who manages travel rules may also be able to log in as a traveller to book a flight.

What Roles Are Available?

A user can have one or more of the following roles:

- Administrator - see Administrator on page 92
- Custom Administrator - see Custom Administrator on page 92
- Profile Manager - see Profile Manager on page 92
- Traveller - see Traveller on page 92
- Appointed Travel Arranger - see Appointed Travel Arranger on page 93
- Principal Travel Arranger - see Principal Travel Arranger on page 93
- Travel Approver - see Travel Approver on page 93
- Fallback Approver - see Fallback Approver on page 93

Note: Users can also be Nominated Travel Arrangers, Nominated Travel Approvers or Department Contacts. These are not user roles as such. For more information, see Miscellaneous 'Roles' on page 93.
Administrator

Administrators can access the product community tree and use Amadeus e-Travel Management Administrator. Once they have access to a community, administrators can perform any administrative task for that community, such as creating and configuring child communities, creating users, setting up travel policies, and so on.

There is usually one or more principal administrators who function at the root community and lower. This person can allocate one or more administrators to the lower levels.

Custom Administrator

Custom administrators are the administrators of a customized administration community. For more information about Custom Administration, see Customized Administration on page 193.

If the Allow Customization of the Administrative Interface option is enabled in the Community Structure wizard, the custom administrator role is created in the Create/Modify User wizard and can be assigned by the administrator. The custom administrator can access the customized community tree and use Amadeus e-Travel Management Administrator in the community.

When you have assigned this role to a user, you must also assign an administration template to the community in the Admin Customization Template wizard, or to the user on the Traveller Information page of this wizard.

The template defines which administrative tasks the custom administrator can perform in the customized community, such as creating and configuring child communities, creating users, modifying users, setting up travel policies, and so on.

Profile Manager

Profile managers are responsible for all user- and profile-related tasks. They have access to all the User Profile Management wizards so that they can:

- Create, modify and deactivate users
- Customize the community’s user profile structure
- Create, modify and delete custom fields

The only profile-related tasks they cannot do is to create an administrator and modify existing profiles to make someone an administrator. They can however create other profile managers.

Traveller

These users can view and book air, hotel, and car reservations (and in some cases, rail and other services). They can also manage their trips by viewing, modifying and deleting them.
Appointed Travel Arranger

This role allows a user to book trips for another traveller using the online reservation system. An appointed travel arranger sees the same travel options as travellers, that is, the travel options specified by the Display Rule parameter on the Community Identification page of the Community Structure wizard.

Apart from the appointed travel arranger, who is assigned by the administrator or profile manager, travellers can also nominate other travellers to be their nominated travel arrangers.

For more information about travel arranging, see Arranging Trips for Other Travellers on page 129.

Principal Travel Arranger

This role allows a user to plan trips for another traveller using the online reservation system. A Principal Travel Arranger sees all travel options (that is, both in- and out-of-policy options), regardless of the setting for the Display Rule parameter on the Community Identification page of the Community Structure wizard.

It is recommended that you assign either the role of Travel Arranger or Principal Travel Arranger but not both to a user.

Travel Approver

This user’s role is to approve or reject travel bookings requested by travellers.

When you set up air, car, hotel, or rail configuration rules, you can decide whether travellers need approval, and in what circumstances. For instance, you may decide that only out-of-policy travel needs to be approved, or that no travel approval is needed.

For more information about travel approval, see Approving Trips for Other Travellers on page 140.

Fallback Approver

This is the backup travel approver. The fallback approver can view, approve, or reject trips for any of the community travellers. It is strongly recommended that communities using trip approval create at least one fallback approver so that if the usual approver does not or cannot approve a trip for some reason, trip approval is still possible.

Miscellaneous 'Roles'

The following are not formal roles that can be assigned in the Create User or Modify User wizard, but they grant certain additional rights and responsibilities.

Nominated Travel Arranger

A traveller can be nominated to arrange travel for another traveller.
A nominated travel arranger can be appointed by an administrator, custom administrator or profile manager, or by the traveller.

**Nominated Travel Approver**

If a traveller has a nominated travel approver, only the nominated approver can approve travel.

An appointed or fallback travel approver can be appointed as a nominated travel approver. Only an administrator, custom administrator or profile manager can nominate the approvers for a traveller.

**Department Contact**

The department contact does not need to be a user. However, this person will:

- Optionally receive notification emails when a traveller books a trip (if this is set up in the Trip Notification wizard).
- Receive notification emails when a high priority trip pending approval has not been processed by the approver (despite email reminders) and needs immediate action.
- Receive notification emails when a low priority trip pending approval has not been processed by the approver or the fallback approver despite email reminders.

**What Are User Profiles?**

Each Amadeus e-Travel Management user has a user profile.

A user profile:

- Holds basic information about the user, such as the user ID and password, contact and personal information. If the user is a traveller, the profile also holds cost centre, payment and delivery information, and travel preferences.
- Defines which communities a user can access.
- Defines which roles the user has in each community.
Configuring the Wizards for Profile Management

How to Configure the Wizards Before Defining the Profile Structure

Before you define the user profile structure, there are several wizards that you need to configure:

1. In the Community Structure wizard, define:
   - Whether or not the profile page should be hidden from travellers, arrangers and approvers:

You would typically hide the profile page if you wanted to load profile data from an external database or synchronize with an external profile database, such as Profile Link. See Using Profile Link on page 115.

If you hide the profile page, travellers, travel approvers and travel arrangers will not be able to display or modify their profile. In addition, travel arrangers will not be able to display or modify the profile of users they are arranging travel for (if allowed in the community).

If you hide the profile page, you must ensure that traveller profiles are valid and complete before users log in for the first time; otherwise they may not be able to make travel bookings.
- The languages in which users can display Amadeus e-Travel Management Traveller, Travel Arranger and Admin screens:

Note: The Traveller and Travel Arranger online help is available in English, French, German and Japanese only. Administration online help is available in English only.

- Optionally, the email addresses to send notifications to the travel agency about forgotten passwords and profile changes:
2. In the Security wizard, define:

- **Password settings**

- **User settings for locked accounts and login details**

- **Personal data security settings for sending corporate emails regarding profile changes.**
3. In the Passenger Type wizard, select which passenger type codes are allowed.

![Passenger Type Code Wizard]

4. In the Payment Method wizard, select which payment methods can be used with each travel component.

![Payment Method Wizard]

5. In the Delivery wizard, select:
   - Possible delivery methods for air and rail tickets

![Delivery Wizard]
- Allowed forms of identification for air and rail tickets

How to Configure the Profile Structure Wizards

Use the Profile Structure wizards to customise the fields that are displayed in user profiles.
1. In the Cost Centre Definition wizard, define the community's cost centres. You can add and delete cost centres in company- and division-level communities.

The cost centres you define here are used in the Payment and Delivery Information wizard.

2. If you selected the Airplus Company Account option in the Payment Method wizard, use the Corporate Credit Cards Remarks and Corporate Credit Cards Settings wizards to define Airplus DBI cards that can be used in the community.

**Note:** The cards are not inherited by child communities. You need to define cards in each child community where they can be used.
3. In the Account Information, Contact and Personal Information, Payment and Delivery Information and Travel Preferences wizards, customise the profile structure:

- In community-level communities, you can define which fields you want to appear, whether or not the fields are mandatory, what the default values are and whether or not the traveller can see or modify the value.

[Diagram showing the Account Information Wizard with fields such as Employee ID, Job Title, Department, Division, Project, Preferred currency, Preferred language, and Account reference number, with options for Enable, Default Value, Mandatory, Read Only, Display to Traveler on Profile Page, and Display on Finish Trip Page.

Use this to include or exclude the field in the profile.
Do not exclude fields that are needed in the booking process, such as the traveller's address.

If you need to, you can provide a default value for the community (and child communities).
For example, all travellers in this community may have the same preferred language.

Use this to make the field mandatory.
This means that if no default value is provided, the traveller must provide a value for the field (or the profile managers/administrator must do this when creating a new user). If no value is provided, the traveller will not be able to make a travel booking.

Use this to prevent the user from changing the value of the field.
For example, this could be useful for a business address or home airport shared by all users in the community. Making it read-only prevents accidental change and ensures consistency.

This field applies only if you did not select Hide Profile Page from User in the Community Structure wizard.
Use this to display the field to the user on the profile page.
If you do not select this option, the field will be hidden from users. This can be useful for confidential information, such as a company credit card. If the hidden field is mandatory, the administrator, profile manager or custom administrator will need to define a value for the field in each user's profile before the user can log in or make a booking.

Use this to display the field to the user on the Finish Trip page of a travel booking.
If you do not select this option, the field will be hidden from users.
In division-level communities, you can define or modify default values for the fields enabled at company level.

How to Configure the Wizards for Custom Fields

In a company-level community, you can define up to 50 community-specific fields to capture additional information about travellers.

In a division-level community, you cannot create new custom fields but you can modify the values. You can even choose not to display a field so that it is not used in the community.

To configure the wizards

1. Select a company-level community to configure.
2. In the Custom Fields wizard, enable a custom field, give it a label and define the display and update options.

By default, custom fields have a type of free text meaning that you can enter any value for the field in the profile. If the possible values for the field must be selected from a predefined list, be in a specific format or are passwords, you need to configure the field (see next step).

If you enter a Default Value, make sure that it is valid for the type of field you are defining (correct value, length, format and so on).
Note: If you no longer want a custom field to be used, select the Clear check box.

3. This step applies if the field format type is a predefined list, pattern or password.

In the Custom Fields Configuration wizard define the field format. Depending on the format type, you may also need to define an error message and either copy and paste predefined values from a spreadsheet or define the pattern for the possible values.

Select the format type: Free text, List (for use with predefined values), Pattern (when the field has a specific prefix, or must be in a specific combination of characters and special characters), Password.

If the custom field's format type is list or pattern, enter an error message. For pattern fields, the error message could hint at the format.

For a list field, create a spreadsheet with codes in column 1 and descriptions in column 2. Copy and paste the codes and descriptions from the spreadsheet into the List Upload box.

For a pattern field, define the minimum and maximum length, and the combination of letters, numbers and special characters that make up the pattern.

Click on Finish.

4. Localise the custom field labels for each language in which the community's users can view the online reservation system. To localize custom fields for a given language, you run the Custom Fields Localization wizard associated with that language.

Note: You cannot localize error messages or predefined values.

5. Optionally, if the custom field settings are different in division-level communities, select a division-level community to configure.
6. In the Custom Fields wizard, update the settings for each custom field that is different from the parent community.

If a field does not apply to a particular division, make sure that every check box is cleared. The administrator can see the field in the Modify User - Traveller Information wizard, but travellers cannot see the field in their own profile.

Using Custom Fields with External Content Providers

If More Services is enabled in the Travel Planner Components section of the Community Structure wizard, you can use custom fields to customize password and log-in settings for External Content Provider URL links, allowing the traveller easy access to these providers via the online reservation system.

1. In the Custom Fields wizard, the Display on Finishing check box for the custom fields must remain cleared.

2. In the Custom Fields Configuration wizard, configure the custom fields for the passwords with the format type Password.

For more information on External Content Providers, see the help for the More Services wizard.

Using Custom Fields in the Command Builder Wizard

For each Custom Field there is a corresponding Insert Variable (called Custom_Field_x) available in the Command Builder wizard.

In the Command Builder wizard, you can select the appropriate Insert Variable in Command Builder script to insert the value of the custom field in the PNR.

**Note:** If the Custom Field is cleared in the Customs Field wizard (effectively deleting it), the corresponding Insert Variable will not be removed from Command Builder wizard. However the Insert Variable will be ignored when Command Builder is run, so it will no longer be inserted in the PNR.

How Custom Fields Work in the Profile

Administrators, profile managers and custom administrators can enter values for custom fields at the bottom of the Traveller Information page of the Modify User wizard.
If you have allowed custom fields to be displayed in the Traveller Profile, the traveller sees an additional Custom sub-tab.

If the fields are not read-only, the traveller can select or enter a value, depending on the custom field format type.

Creating Profiles in Amadeus e-Travel Management

If you are creating profiles in Amadeus e-Travel Management, you can use a combination of:

- Administrators, custom administrators or profile managers creating profiles for any type of user - see Creating Profiles in Amadeus e-Travel Management below
- Travellers creating their own profiles, using self registration - see Enabling Self-Registration on page 107.

Creating Profiles in Amadeus e-Travel Management

How to Create a User Profile

Use the Create User wizard to:

- Define basic login information.
• Assign roles in different communities. You must assign at least one role in the user’s Home community.

In this example, the user can travel in communities LDD and LDI, but can arrange travel for other travellers only in community LDD.

• Define basic user information.

Once the user profile has been created, either:

• The administrator, custom administrator or profile manager completes the profile using the Modify User wizard, or
• The user completes the profile when logging in for the first time.

A traveller cannot make a booking until the profile is complete.
Enabling Self-Registration

What Is Self Registration?

Self registration allows users to create their own traveller profiles.

This means that administrators and profile managers do not have to create new users and enter profile information themselves.

You can enable self registration in some or all of your communities.

Before they can register themselves, you must provide potential users with:

- The URL for the community (the company-level community and all child division-level communities are accessed using the same URL).

- The passkey for the community they are allowed to register/travel in, if you allow self registration in more than one community. The passkey is a security measure to prevent unauthorized registrations and to identify which community the person is registering in.

How to Enable Self Registration

1. In the Security wizard, enable self registration.

Select Company Community Only to allow people to register themselves as travellers in the company-level community only. Registration is open to all users.

Select Hierarchy of Company Community to allow people to register themselves as travellers in the company-level community or one of its child communities. Registration is open only to those users who have been given the passkey for a community. This is the recommended option.
2. Use the Self Registration wizard to specify settings for the self-registration feature.

Specify whether users who register themselves should get a confirmation email. This email contains the URL for their community and their registrations details, such as name, phone number and email address.

Specify up to three email addresses of administrators who will be notified when users register in the community.

This field is displayed only if you selected Hierarchy of Company Community as the self-registration policy in the Security wizard. Specify the unique passkey that people must use when they register themselves as travellers in this community.

Note: The passkey can be any combination of letters and numbers, and of any length. However, you must create a unique passkey for each community where you wish to allow travellers to self-register.

If you do not want to allow self registration on a particular community, do not create a passkey for the community.

How the Self Registration Process Works for the Traveller

1. The traveller logs into the community using the URL supplied by the administrator.

2. On the login page, the traveller selects Register as a User.
3. On the Register as a User page, the traveller enters the passkey (if requested) and basic account details.

![Register as a User form](image)

The passkey, if entered, identifies the community in which the traveller account is created.

4. The traveller completes the traveller profile.
Maintaining User Profiles in Amadeus e-Travel Management

Displaying a List of User Profiles

To display a list of user profiles for a community, select the community in the Community drop-down list of the Modify User wizard and click on Search.

This is the Account Searches page of the Modify User wizard:

- You can filter your search results by specifying an account status in your search.
- You can filter your search results by specifying a user status in your search.
- The account and user status of a user profile is displayed in this column.

Deleting or Deactivating Profiles

Deleting a User Profile

In some communities the administrator, custom administrator or profile manager is allowed to delete user profiles.

If this functionality is not enabled in your community, you must deactivate a user profile instead. For more information, see Activating and Deactivating a User Profile on page 111.

Note: The user that you want to delete must not be logged in and must not have any trips planned.
From the Account Searches page of the Modify User wizard, you delete a user profile:

1. Select the users that you want to delete. Alternatively you can click on Select all to select all users of a community.
2. Click on the Delete button.

Activating and Deactivating a User Profile

You can deactivate a user profile to temporarily prevent access, for example, and then reactivate it at a later stage.
To deactivate or activate a user profile, click on the Modify User wizards, search for the user, then change the setting as desired:

You can activate and deactivate the user profile here.
Unlocking Accounts and Resetting Passwords

How to Unlock a User Profile

An account can become locked if the user (or anyone using the user name) uses the wrong password too many times.

To unlock an account, you must first log in as a profile manager, administrator or custom administrator, then enter the user’s profile in the Modify User wizard. To unlock the user’s account, select the Unlock Account check box and complete the wizard to activate the change:

![Login screen](image)

To unlock an account, you must first log in as a profile manager, administrator or custom administrator, then enter the user’s profile in the Modify User wizard. To unlock the user’s account, select the Unlock Account check box and complete the wizard to activate the change:
You can set the parameters that determine profile locking in the Security wizard:

![Security Wizard](image)

For example, this value means that the user can enter the incorrect password up to three times. On the fourth attempt, the account will be locked.

**How to Reset Another User’s Password**

The user, the profile manager, the administrator or custom administrator can change the user’s login name and password.

Users can access and change this information in their profile, in the Login Information section.
The profile manager, administrator and custom administrator can change the user's login name and password in the Account Changes page of the Modify User wizard:

1. Change the login name here.
2. Change the password here.

**Note:** In both cases, you cannot see what the password is. If users forget their passwords, the profile manager, administrator or custom administrator must enter a new one.

### Uploading Existing Profiles into Amadeus e-Travel Management

Instead of creating a new profile for each user, you can upload existing profile information.

### Using Profile Link

#### What Is Profile Link?

Profile Link allows you to upload and synchronize profiles between Amadeus e-Travel Management and Amadeus Customer Server (Amadeus CSX), Amadeus e-Retail Engine, or an external database (such as a Human Resources database). If you create, update, or delete a profile in any of these databases, synchronization adds or changes the relevant fields in the user profile on each system.

When a traveller logs in to an Amadeus e-Travel Management site or linked external application, each field of the profile is retrieved from the database and its properties are queried at the site context. If the field is not part of the community structure (either defined at the community level or inherited from a parent community) it is not loaded. If the field is part of the community structure, the system either loads the default field value (if a default value has been specified) or retrieves the value from the database.
Requests from databases to Profile Link are based on the Open Travel Alliance (OTA) XML specifications and are sent using HTTPS. For configuration information, check the Amadeus e-Travel Management, Integration Documents section of the e-Travel product info website.

Silent Login

The profile management features of Profile Link also allow you to enable silent login for users. This means that a user can log in to an external application, such as a company’s Intranet site, and, if the login is successful, the user is seamlessly logged on to the Amadeus e-Travel Management application.

The external application sends authentication parameters containing user login data (user name and password) to Amadeus e-Travel Management. This data is then validated by the product, and the user is automatically logged in. You must synchronize login data between Amadeus e-Travel Management and the external application regularly using Profile Link.

If the silent login fails (for example, because the data sent by the external application does not match the data stored by Amadeus e-Travel Management), the user can still log in manually using the product interface.

To find out more about how to integrate the silent login process with your application, contact your e-Travel Project Manager.

Using the Profile Upload Wizards

Upload User Wizard

This wizard enables you to:

- Download preformatted Excel templates for the following actions:
  - Profile creation and update.
    The creation and update template is created according to the community profile structure. Make sure you download the template from the target community.
  - Profile deletion.
- Create new user profiles.
- Update existing user profile data, including changing user roles.
- Delete user profiles.

More than one administrator or profile manager can submit profile upload requests at the same time. The requests are handled via a batch process. The requests are either processed in real-time or they are sent to a queue and are processed at a time when the impact on the online reservation system is low.

You can monitor the status of an upload request in the Upload Monitoring wizard. For more information on how to monitor the queue, and how to cancel or delete an upload request, see Upload Monitoring Wizard on page 120.

If your upload request is processed in real-time, do not click on another link or tab in the administration tree, otherwise your request is stopped and the user profiles are not fully loaded.

When your upload request is processed at a later time, your request is sent to a queue. The system displays a "successful" message when your upload request was successful.
Note: The system does not send an email notification to users when you create, modify or delete their profiles using the Upload User wizard, even if the Send Profile Change Email Notification to Traveller setting has been enabled in the Security wizard.

Technical Requirements

Excel file requirements

- The file size must not exceed 512 Kbytes.
- All profile fields present in the file must be enabled in the profile structure for the community. To ensure compliancy with the community profile structure, make sure you download the Excel template from the target community.
- Accepted formats are Excel 95, Excel 97 and Excel 2000.
- The file must not be password-protected.
- Data must be correctly formatted.

Minimum information to create a user profile

- Home community
- Login name
- One role in the home community
- First name
- Last name
- Password
- Password 2
- Business phone number
- Email address
- Preferred language

Note: If the Activate Account field is left blank, the profile is activated by default.

Minimum information to update a user profile

- Home community
- Login name

Note: If the Activate Account field is left blank, the profile activation status is not updated.

How to Create or Update User Profiles

1. Log in as an administrator or profile manager in the home community where you want to create or update the profiles.
2. In the Upload User wizard, select Profile Creation or Update.

3. Click on Download.

4. Complete the Excel file with the mandatory fields and the relevant information.

5. In the Upload User wizard, enter the path and file name of the Excel file or select the file using the Browse feature.

6. Select whether you want to create new profiles or update existing ones.

7. For existing profiles, select whether you want to perform validity checks on modified fields only:
   - If you select this option, only the fields modified in the current upload file are checked, meaning that only errors relevant to those fields (or closely related fields) will be raised.
   - If you do not select this option, checks are performed on all cells in the spreadsheet.

8. Click on Upload.
How to Delete User Profiles

1. Log in as an administrator or profile manager in the home community where you want to delete profiles.
2. In the Upload User wizard, select Profile Deletion.

3. Click on Download.

4. Complete the Excel file with the mandatory fields and the relevant information.
   
   **Note:** The Delete Account column must be filled with the value DELETE. This is a security feature to make sure profiles are not deleted by mistake.

5. In the Upload User wizard, enter the path and file name of the Excel file or select the file using the Browse feature.
6. Select Delete Existing Profiles.
7. Click on Upload.
Upload Monitoring Wizard

The Upload Monitoring wizard allows you to monitor user profile upload requests. The table that is displayed gives you information about the Excel file names of the requests, the upload dates, the upload process, the number of user profiles submitted in the requests, and the request status. The requests in the table are grouped by request status.

- **File name column**
- **Request status column** (Ongoing, Pending Upload, Complete)
- Click here to view the process report. In the Process Report pop-up window that appears, you can download the log file containing information about the profiles that could not be uploaded by the online reservation system.
- Click here to delete a completed request from the upload monitoring table. To remove a request that has not yet been processed from the queue, click on Cancel Upload (not shown here).

**Email Notification**

When an upload request has been fully processed from the queue, an email is sent to the administrator or profile manager who requested the upload. The email contains information about the status of the upload process and the profiles that could not be successfully uploaded in the online reservation system database.
If some profiles failed during the upload, logs are included in the email with the profile identification and the error messages. In the case of a critical error, a connection failure for example, an email containing a warning that the request has been deleted from the queue is sent to the administrator or profile manager who requested the upload.

Granting Access to Different Communities

How Do Roles and Communities Work Together?

You can allow users to log into more than one community. For example, a traveller may log into the home community for normal business travel, but may log into another community with different travel policies when working on special projects.

A user can have the same or different roles in each community. For example, a user may be able to administer all communities but travel in only one community.

What Is the Difference Between the Home and Governing Communities?

Home Community

The home community is the user's default community. Users automatically log into their home community unless they ask to log into a different community on the login page. For more information, see How to Log Into Another Community on page 128.

The home community can be a distributor, company or division community.

When you create a user profile, the home community is the community selected from the Manage tab before you launched the Create User wizard.

If the user's governing community is a company community, you can change the home community at a later stage using the Modify User wizard. The home community must belong within the governing-community hierarchy.

Governing Community

The governing community controls which other communities a user can access.

The governing community can be a distributor or company community:

- For user profiles created in a distributor community, the governing community is always the distributor community.
- For user profiles created in a company community, the governing community is always the company community.
- For user profiles created in a division community, the governing community is always the parent company community.

You cannot change a user's governing community.

Using the Create User and Modify User wizards, you can allow users to log into their governing community and any of its child communities.
Summary of Community Access by Community Type

<table>
<thead>
<tr>
<th></th>
<th>Distributor Community</th>
<th>Company Community</th>
<th>Division Community</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Cannot be modified.</td>
<td>Cannot be modified.</td>
<td>Cannot be modified.</td>
</tr>
<tr>
<td><strong>Home Community</strong></td>
<td>Distributor.</td>
<td>Company.</td>
<td>Division.</td>
</tr>
<tr>
<td></td>
<td>Cannot be modified.</td>
<td>Can be modified to any child community using the Modify User wizard.</td>
<td>Can be modified to any community in the company hierarchy using the Modify User wizard.</td>
</tr>
<tr>
<td><strong>Access to other communities</strong></td>
<td>Automatic access to all child communities.</td>
<td>Access to one or more child communities is granted using the Add User or Modify User wizards.</td>
<td>Access to one or more communities in the company hierarchy is granted using the Add User or Modify User wizards.</td>
</tr>
</tbody>
</table>

Examples of Granting Access

**Example: Administrator of a Distributor Community**

In this example José Bonas, who works for Zoom, has administration rights in all communities.
To set up José’s profile:

1. In the Administration Mode panel, click on Manage to display the list of communities.

2. Select the Zoom Travel Agency community.
   This distributor-type community will be José’s governing and home community. Since the community is a distributor type, you will not be able to change the home community at a later stage.

3. In the Administration Mode panel, click on Configure to access the administration wizards.

4. Select the Create User wizard.

5. Enter the basic login information for José and click on Next.

6. In the Administrator section of the Role and Community Assignments page, select Zoom Travel Agency. This gives José administrator rights in this community and all child communities.

7. Complete the wizard as required.
Example: Administrator of a Company Community

In this example Jane McFadden can administer all communities in the VW Cars company-level community.

To set up Jane’s profile:

1. In the Administration Mode panel, click on Manage to display the list of communities.

2. Select the VW Cars community.

   This company-type community will be Jane's governing and home community when you create the profile.
3. In the Administration Mode panel, click on Configure to access the administration wizards.

4. Select the Create User wizard.

5. Enter the basic login information for Jane and click on Next.

6. In the Administrator section of the Role and Community Assignments page, click on Select All. This gives Jane administrator rights in this community and all child communities.

Alternatively, select the individual communities that Jane is allowed to administer.

7. Complete the wizard as required.

8. If you wish to change Jane's home community, use the Modify User wizard.
Example: Traveller in a Division Community

In this example Fred Mann is based in Germany. However, he sometimes travels for the France or UK Sales divisions – all he has to do is log into and use those travel communities to make his travel reservations.

1. Fred's governing community (where his profile is stored).
2. Fred's home community (the default login community).
To set up Fred's profile:

1. In the Administration Mode panel, click on Manage to display the list of communities.

2. Select the Germany community.
   This division-type community will be Fred's home community. Since the community is a division type, you will be able to change the home community at a later stage using the Modify User wizard.
   Fred's governing community will be the VW Cars company community. This cannot be changed.

3. In the Administration Mode panel, click on Configure to access the administration wizards.

4. Select the Create User wizard.

5. Enter the basic login information for Fred and click on Next.

6. In the Traveller section of the Role and Community Assignments page, select the France, Germany and UK communities. This gives Fred traveller rights in the selected communities only.

7. Complete the wizard as required.

8. If you wish to change Fred's home community, use the Modify User wizard.
How to Log Into Another Community

1. On the Login page, enter your login name and password then select Log Into a Community Other than Your Home Community.

2. Click on Login.

3. From the Community drop-down list, select the community where you want to log in and click on Continue.
Chapter 6

Arranging and Approving Trips for Other Travellers

You can configure your communities to:

- Allow users to arrange trips for other travellers. See Arranging Trips for Other Travellers below.
- Define if and when trips need to be approved, for example depending on travel criteria and costs. See Approving Trips for Other Travellers on page 140.

Arranging Trips for Other Travellers

What Is Travel Arranging?

Travel arranging allows users, known as travel arrangers, to book trips on behalf of other travellers.

A travel arranger may receive a request from a traveller to arrange a trip, for example to book a complex or out-of-policy trip. In some communities, a travel arranger may book all travel for the community.

The way a travel arranger books a trip for someone else depends on whether or not the community uses the Travel Arranger tab. See Arranging Trips in Communities that Use Travel Arranger on page 135 and Arranging Trips in Communities that Do Not Use Travel Arranger on page 139.

For more information, see the Traveller Help and Travel Arranger Help.
Types of Travel Arranger

There are three types of travel arranger: principal, appointed and nominated. The differences are shown here.

<table>
<thead>
<tr>
<th>How are they assigned this role?</th>
<th>Principal Travel Arranger</th>
<th>Appointed Travel Arranger</th>
<th>Nominated Travel Arranger</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assigned by the Profile Manager, Administrator or Custom Administrator in the Create User or Modify User wizards.</td>
<td>Assigned by the Profile Manager, Administrator or Custom Administrator in the Create User or Modify User wizards.</td>
<td>Not a role as such. In the Travel Arranging wizard, the Administrator selects the communities from which travel arrangers can be nominated. The Profile Manager, Administrator or Custom Administrator can nominate travel arrangers for a traveller in the Create User or Modify User wizards. If enabled in the Profile Structure wizard, travellers can nominate their own arrangers on the Personal Information page of the Traveller Profile.</td>
<td></td>
</tr>
<tr>
<td>Who can they arrange travel for?</td>
<td>Any traveller in the communities in which they are principal arrangers, whether requested by the traveller or not.</td>
<td>Any traveller in the communities in which they are appointed arrangers, whether requested by the traveller or not.</td>
<td>Only the travellers for whom they are nominated, in the community in which they are currently logged.</td>
</tr>
<tr>
<td>What travel arranging rights do they have?</td>
<td>Out of policy or in policy.</td>
<td>Normal travel rights only: in policy only if the community is set up that way.</td>
<td>Normal travel rights only: in policy only if the community is set up that way.</td>
</tr>
</tbody>
</table>

Principal travel arrangers have the most rights, since they can book out of policy. This can be useful for booking travel that is not covered by the travel policies, such as a special travel request. This role can be performed by someone in the company such as a travel manager, or by a travel agent.

**Note:** If a user is a nominated arranger in addition to being an appointed or principle travel arranger, the settings for appointed/principle arrangers are used.
How to Configure the Wizards for Travel Arranging

1. Use the Community Structure wizard to allow travellers to send a trip request to a travel arranger who will then book the trip.

   - This field activates the trip request feature for the traveller.
   - Use this field if you wish to hide the profile tab from users. In this case, you must define all fields for the user in the Create User or Modify User wizard before the user can make a travel booking.
   - For travel arrangers who do not travel, you can choose to display the mini-profile so they have less information to complete.
2. Use the Travel Arranging wizard to define how travel arranging works in your community.

- Select this option to allow bookings to be made for guest travellers, such as consultants or people travelling for interview.
- Select the communities for which a nominated arranger can make bookings.
- Use these options to allow or disallow nominated arrangers to view or modify traveller profiles.
- Use these options to allow or disallow appointed and principal arrangers to view or modify traveller profiles.
- Define the look and feel of the travel arranging functionality. To carry out all travel arranging tasks from the Travel Arranger tab, select Enable the Travel Arranger tab, then select which types of trip the arranger will see.
- Use these options to set whether or not the Travel Arranger tab is the default page, depending on the type of travel arranger.
3. In the Account Information wizard, select the option Designated Users for Travel Arranging.

Selecting this option allows you to assign (designate) travellers to arrangers in the Modify User wizard.

![Account Information Wizard]

- You must select this option so that the correct fields are displayed in the Modify User wizard.

4. In the Create User or Modify User wizards, use the Role and Community Assignments page to assign the Appointed Travel Arranger or Principal Travel Arranger role to each arranger.

5. In the Traveller Information page of the Modify User wizard, select the travellers for whom this user is allowed to arrange trips.

![Modify User Wizard]

Travel arrangers cannot change the list of travellers assigned to them.
6. If you have enabled guest profiles in the Travel Arranging wizard, use the Modify User wizard to complete the guest traveller profile.

- Click to modify the guest traveller profile. There is one guest traveller profile per community.

**How the Trip Request Process Works**

If configured in your community, travellers can create a trip request, for example to book complex or out-of-policy travel.

1. From the Travel Planner page, the traveller clicks on the Have Someone Else Complete Your Trip link to create a trip request.
2. The traveller fills out the trip date and comments, selects a primary arranger and clicks on Submit to send the request to the travel arranger.

Note: The travel arranging process is not fully automated. The travel arranger receives the trip request with the trip details via email and then creates a booking on behalf of the traveller. See Arranging Trips in Communities that Use Travel Arranger below or Arranging Trips in Communities that Do Not Use Travel Arranger on page 139.

### Arranging Trips in Communities that Use Travel Arranger

#### What Is Travel Arranger?

Travel Arranger allows travel arrangers to arrange, modify and review trips for other travellers from a single tab in the online reservation system: the Travel Arranger tab.

Note: If your community uses Travel Arranger, you do not have access to travel arranging options on the Home page or Travel Review tab.

#### Which Travellers Can You Arrange Trips For?

The travellers you can arrange trips for depend on the type of travel arranger you are:

- If you are a nominated travel arranger, you can only arrange trips for travellers who have selected you as their nominated arranger in the community where you are currently logged in. The list of travellers is displayed automatically.

- If you are an appointed or principal travel arranger, you can arrange trips for:
  - Travellers in any of the communities for which you are a travel arranger.
  - A guest traveller in any of the communities for which you are a travel arranger (if guest travellers are allowed in that community).

  A guest traveller is someone who does not have a user profile stored in the reservation system: for example, a consultant or interviewee whose trip is arranged and paid for by the corporation.
How to Arrange a Trip

1. On the Arrange New Trips page, click on next to the name of each traveller who is going on the trip.

   The first (main) traveller is shown with a 🌟.

   Select a guest traveller, if allowed in your community.

   If the list of registered travellers is too long, search for specific travellers.

   List of travellers matching the search criteria.

   The selected travellers appear here. In multi-passenger bookings, the main traveller is highlighted with a yellow star.

   If your community uses trip templates, use this section to book a trip from a predefined template.

2. For multi-passenger trips, you can select a different main traveller by clicking on next to the name in the Your Selection box.

   Note: If the booking includes a guest traveller, the guest traveller is automatically selected as the main traveller.

3. Click on Book a Trip.

   The Travel Planner page opens. A message at the top of the screen informs you that you are making a booking for the main traveller.

   Note: You can abandon the booking at any time and return to the travel arranging view by clicking on the link at the top right of the screen or selecting the Travel Arranger tab.

4. Make the booking as usual.

5. On the Finish Trip screen, if the booking includes a guest traveller, enter the guest's name and contact details.
The name and details of registered travellers are displayed automatically from their profiles.

6. Enter the remaining information and confirm the trip or put it on hold (if available).

Rules for Multi-Passenger Trips

Multi-passenger trips are governed by the settings and policies of the main traveller's community.

In the Your Selection box, a ⭐ indicates the main traveller. A ⭐ appears next to the names of the other travellers. To select another traveller as the main traveller, click on the white star which then becomes yellow.

Note: If the booking includes a guest traveller, the guest traveller will always be the main traveller.

Transport Types

Some communities allow you to book multi-passenger trips for:

- Air only
- Rail only
- Either air or rail in one booking
- Both air and rail in one booking.

You must add the air or rail journey before you can add cars and hotels to the booking.

Restrictions

When booking trips for multiple passengers, you are warned if:

- All travellers must belong to the same community.
- You select more travellers than the number allowed for multi-passenger bookings.
  
  For example: your community allows a maximum of two travellers for air and rail bookings. You are prevented from selecting a third traveller.
- You can create multi-passenger trips for air only or rail only.
  
  For example: your community allows a maximum of two travellers for air bookings but does not allow multi-passenger bookings for rail. If you select two travellers, you are warned that you can book air only. On the Search For page, you will be prevented from searching for trains.
- The template you have selected is not compatible with the community's multi-passenger settings (for example, you select a template for air and rail, but the community allows multi-passenger trips for air only).

Booking References

Depending on your community setup, the system creates either one booking reference for all travellers or one individual booking reference per traveller when you book a trip for multiple travellers.

- Combined Booking Reference for All Travellers
  
  You cannot change traveller names after you have confirmed the reservation.
  
  Any changes you make apply to all travellers.
• Individual Booking References for Each Traveller

Booking fees apply to each traveller/individual booking.

Once the bookings have been created, each booking is treated individually, allowing you to modify or cancel a booking for an individual traveller.

Rules for Guest Traveller Bookings

In some communities you are allowed to make bookings for guest travellers. The rules for guest travellers depend on your community settings. Here are some general rules:

• Appointed and principal travel arrangers can arrange trips for guest travellers.
• Only one guest traveller is allowed per trip.
• You may be able to have a guest traveller and registered travellers in the same booking. In this case, the guest traveller is the main traveller.

Displaying and Updating a Traveller's Profile from the List of Travellers

If there is a problem with a registered traveller's profile, the online reservation system warns you when you try to book a trip for the traveller. The profile must be corrected before you can arrange the trip.

Depending on your community settings, you may be able to click on the traveller's name to display or modify the Personal Information page of the profile.

If you cannot modify the profile, then the traveller, another arranger or an administrator will need to correct the profile before you can continue.

How to Arrange a Trip from a Template

1. On the Travel Arranger tab, select one or more registered travellers or a guest traveller.

2. Choose a template that you have previously created and click on 

   If the transport type in the trip template is not compatible with the main traveller's community, you will receive an error message. For example, you will receive an error message if the main traveller's community allows only air bookings, but the trip template contains both air and rail elements from a trip created in a different community.

3. Click on Book a Trip.

   This opens the Repeat Trip Details page in the Travel Planner tab.

4. By default, all air and rail elements in the template are selected. Deselect the elements that you do not want to repeat.

5. Change the trip reason and travel dates and times if required.

6. Select the search type. Use Direct Search if you wish to use the same airline, flight and cabin, or the same train and cabin. Otherwise, use Search by Schedule or Search by Fare to search for other providers or cabin classes on the same route (origin and destination).

7. Click on Continue to search for flights and trains then proceed with the booking as usual.

   **Note:** If the template contains air elements, you cannot add additional flights to the booking when you create the trip. Similarly, if the template...
contains rail elements, you cannot add additional train journeys. If you need to add additional flights or trains, create the new trip from the template, then retrieve and modify the trip.

Arranging Trips in Communities that Do Not Use Travel Arranger

Book a Trip for Registered Travellers

A registered traveller is someone who has a user account and profile in the travel reservation system.

You can arrange a trip from the Travel Arranger section of the Home tab or from the Arranged Trips page of the Review tab.

1. Select Arrange a Trip for a Registered Traveller and click on Search.
2. In the Traveller Lookup window, search for and select the main traveller, then click on Confirm.
3. If the trip is for multiple passengers, select the number of passengers on the Search page.
4. Make the booking as usual.
5. A system message at the top of the screen informs you that you are making a booking for the selected person.
6. On the Finish page, the name and details of the traveller are displayed from the traveller's profile. Enter the remaining information and confirm the trip.
7. To leave travel arranging mode, click on Click Here on the top right of the screen.

Information About Bookings for Multiple Registered Travellers

Depending on your travel policy, when you book a trip for multiple passengers the system creates either one booking reference (record locator) for all passengers or one individual booking reference per passenger.

In some communities, you cannot combine air and rail in multi-passenger bookings.

You must add the air or rail journey before you can add cars and hotels to the booking.

Combined Booking Reference for All Travellers

You cannot change passenger names after you have confirmed the reservation. Any changes you make apply to all travellers.

Individual Booking References for Each Traveller

Booking fees apply to each traveller/individual booking.

Once the bookings have been created, each booking is treated individually, allowing you to modify or cancel a booking for an individual traveller.
The Profile Tab

When you book a trip for other travellers, the behaviour of the Profile tab depends on your community settings and whether you are a nominated or appointed/principal travel arranger.

- If you are booking for a guest traveller, you can edit the guest traveller profile using the Profile tab. The changes are for the current booking only - they are not saved permanently.
- If you are booking for registered travellers, the Profile tab may be hidden, display-only or editable. If you are allowed to display or edit the Profile tab, the profile details are for the main traveller.

Approving Trips for Other Travellers

What Is Trip Approval?

Trip approval allows you to define which trips, if any, need to be approved.

You can set up approval rules so that trips:

- Never need approval
- Always need approval
- Need approval only in certain cases, for example when the trip is out of policy
- Need approval if the trip matches a particular air rule.

If you activate trip approval, you can set up your community to use single-level approval (where only one person needs to approve the trip) or multi-level approval (where two or more people need to approve the trip).

Note: Multi-level approval cannot be used with the approval via email functionality (set using a hidden database parameter). If both are activated, the link to approve the trip is not included in the approval email. The approver will need to log in and retrieve the trip in order to approve it and assign it to the next approver.
How Does Trip Approval Work?

Note: For multi-level approval, the reminder emails are sent to the current approver.
Types of Travel Approver

There are three types of travel approver: standard, fallback and nominated. The differences are shown here.

<table>
<thead>
<tr>
<th>Travel Approver</th>
<th>Fallback Approver</th>
<th>Nominated Travel Approver</th>
</tr>
</thead>
<tbody>
<tr>
<td>How are they assigned this role?</td>
<td>Assigned by the Profile Manager, Administrator or Custom Administrator in the Create User or Modify User wizards.</td>
<td>Assigned by the Profile Manager, Administrator or Custom Administrator in the Create User or Modify User wizards.</td>
</tr>
<tr>
<td>Which travellers can select this approver?</td>
<td>Any traveller who does not have a nominated approver in the community.</td>
<td>Any traveller who does not have a nominated approver in the community.</td>
</tr>
<tr>
<td>What travel approval rights do they have?</td>
<td>No special rights.</td>
<td>Can approve trips assigned to any approver.</td>
</tr>
</tbody>
</table>

Each community should have at least one fallback approver who can approve or reject trips if an approver is absent. The fallback approver role can be performed by someone such as a travel manager.

How to Activate Trip Approval

How to Configure the Wizards to Activate Trip Approval

1. In the Air Settings, Rail Settings, Car Settings and Hotel Settings wizards, use the Trip Approval options to define when trips need to be approved.

![Trip Approval Wizard](image)

- Select when trips need to be approved
- For air and rail trips, you can select additional options
For air only, select this option if you want to activate approval based on specific air rules. To use this feature, you must also set the Trip Approval option to Never Needs Approval.

Select this option if travel approvers must designate another approver as backup when they are out of the office. The administrator or profile manager can delegate the approver in the Modify User wizard. Depending on the community's profile structure, approver may be able to designate the backup themselves in the Traveller Information page of the Traveller Profile.

2. This step applies only if you have activated approval based on air rules (that is, if you selected Allow Approval Option at Rule Level in the Air Settings wizard).

For each air rule that needs approval, select Always Needs Approval in the Air Rules wizard.

3. In the Trip Validation wizard, define:
   - How to calculate the trip's expiry date and choose what happens when that date is reached.
   - Whether or not to bypass approval when immediate ticketing is required.
   - When reminder emails are sent to approvers.

For trips pending approval and trips that are on hold, select how to calculate the expiration date after which trips are automatically processed (depending on the selected Automatic process when time limit is reached option).

Select this option to send an email to approvers when they need to approve a trip.
Use this setting to bypass the approval process when a booking requires immediate ticketing. This is useful, for example, for fares that must be ticketed within 24 hours.

Trip Validation Wizard - Page 2

4. In the Queues wizard, define the queues for trips that are pending approval or have been rejected.

5. In the Profile Structure - Account Information wizard, select Designated Users for Travel Approval.
Selecting this option allows you to assign (designate) travellers to approvers in the Modify User wizard.

![Modify User Wizard](image)

6. In the Create User or Modify User wizards, use the Role and Community Assignments page to assign the Approver role to each approver. Remember to assign the Fallback Approver role to at least one approver.

7. In the Modify User wizard, use the Traveller Information page to nominate approvers and designate travellers.

![Traveller Information](image)

1. Select this option when the approver is out of the office.
2. When the approver is out of the office, select which approver is proposed instead. This field becomes mandatory if any of the following conditions are met:
   - Force approver to choose another approver when Out of Office enabled is selected in the Air Settings wizard.
   - The approver is a nominated approver for a traveller.
   - The approver is named in a hierarchical approval flow in the Approval Flow wizard.
3. Click on this link to nominate approvers for this traveller. If you nominate any approvers, only these approvers can be selected for this traveller's trips. If your community uses multi-level approval, make sure you nominate enough approvers for each traveller (at least one approver per hierarchical level).
   - If you do not nominate any approvers for this traveller, any approver can approve the traveller's trips.
   - Note: Travellers cannot nominate their own approvers.
This link is displayed only if you selected Designated Users for Travel Approval in the Profile Structure - Account Information wizard and if the selected user is an approver. Click on this link to assign the travellers for whom this approver can approve trips.

Note: Approvers cannot select their own travellers.

Note: The remaining steps apply only if your community uses multi-level approval (hidden site parameter).

8. Use the Approval Flow wizard to define the number of approvers required, and define whether the approval is carried out hierarchically.

1. Choose the approval flow type.

2. For hierarchical flows, click on this button to add approvers to the selected level.

3. For hierarchical flows, click on this button to add further levels. You can also delete levels and move levels up and down.

Note: You cannot modify an approval flow when it is associated to a trip that is pending approval.

You cannot delete an approval flow when it is associated with a trip plan rule or associated to a trip that is pending approval.
9. Use the Trip Plan Rules wizard to define who needs to approve the trip (the approval flow) based on criteria in the trip (the rule conditions).

10. Use the Approval Flow Localization wizard to localize the flow description and hierarchical level names that are displayed when selecting an approver.

What to Do When Someone Is no Longer an Approver

If a travel approver is named in a hierarchical approval flow, the profile:

- Cannot be deleted.
• Cannot be deactivated.
• Cannot have the approval role removed.

You need to remove the approver from all approval flows before you can modify the profile.

If an approval flow is not associated with any trips that are pending approval, you can modify the flow.

If an approval flow is associated with any trips that are pending approval, see How to Change an Approval Flow When It Is in Use below.

How to Change an Approval Flow When It Is in Use

You cannot modify an approval flow when it is associated with a trip that is pending approval.

You cannot delete an approval flow when it is associated with a trip that is pending approval and if it is listed in any trip plans.

To change an approval flow:
1. In the Approval Flow wizard, either create a new approval flow or copy then modify an existing flow.
2. In the Trip Plan Rule wizard, modify the trip plan rule by selecting the new approval flow.

New and modified trips that match the trip plan rule will use the new approval flow.

There is no impact on existing trips that match the trip plan rule.

How Does Trip Approval Work for the Traveller?

If a trip requires approval, travellers are informed when they confirm the trip.

Depending on how your community and approval options are set up, the approver may be chosen automatically or you may choose from a list of approvers.

If an approver is out of the office, instead of the approver's name you may see for example 'Partridge Amy delegates to Carter Bill' (where Amy Partridge is the usual approver).

Click on Send for Approval or Continue to submit the trip request for approval.
In some communities, a trip may need to be approved by more than one approver. In this case the traveller selects the first approver, then the first approver selects the second approver and so forth.

**How Does Trip Approval Work for the Approver?**

Depending on the community settings, approvers may be sent an email when a trip needs their approval. Approvers may be able to approve the trip by clicking on a link in the email.

If the approval link is not in the email or if no email is sent, the approver needs to log in to see and approve trips:

- If the approver is a nominated approver for the traveller, the approver needs to log into the traveller's home community.
- If the approver is not a nominated approver for the traveller, the approver needs to log into the community where the trip was booked.

Trips awaiting your approval are displayed in the Pending Trips section of the Home page and in the Trip Approval tab of the Travel Review page.

Select a trip and click on Display. The approver approves, rejects or reassigns the trip. In communities that use multi-level approval, the approver selects the next approver.

Once the trip has been approved by all approvers, the booking is automatically confirmed.
How to Approve Trips Without Using Amadeus e-Travel Management

You can integrate with external workflows to allow trip approval using an external system. Details of created, updated or cancelled trips are forwarded to an external application for approval or just to notify the external application. Trip approval or rejection in the external workflow then determines the status of the PNR for the trip.

How External Approval Works
When travellers book trips that requires approval, they click on Continue.

An email is sent to the approver specified in the Trip Validation wizard.
The approver then approves or rejects the trip request in the external system.

Note: Approval requests and responses are sent between the external application and Amadeus e-Travel Management via XML over SOAP (Simple Object Access Protocol). For configuration information, contact your e-Travel Project Manager.

How to Configure the Wizards
1. In the Trip Validation wizard, allow external approval by disabling the list of approvers and providing the external approver’s email address.
Note: When you disable the list of approvers to allow external approval, the usual community approvers will not be able to access the trip request to process it. The only way to approve or reject the trip request will be via the external workflow.

2. To allow external approvers to approve or reject the trip request, you need to allow modification and cancellation of the PNR in the Trip Plan Modification Wizard.
How to Review Failed Trip Plans

Use the Export TripPlan Output wizard to review trip plans that were not successfully processed by the external approval flow.

This wizard shows the trip plans that failed during export, including the booking reference, traveller name and reason for failure.

The maximum number of failed bookings that can be recorded depends on your community setup.

Note: A warning message is displayed when you are close to the maximum number. If you exceed the maximum number, the failed booking is recorded, but you cannot resend it.

From here you can:
- Click on View to see more detailed information about the booking.
- Click on Replay to export the trip plan again. If the export is successful, the trip plan is removed from the list. If the export is not successful, the error code and failure date are updated.
- Click on Delete to remove a failed trip plan from the list. You may want to do this, for example, if you are close to or reach the maximum number of failed trip plans allowed.
This section describes some additional features in the Amadeus e-Travel Management.

**How to Activate Multi-Passenger Bookings**

**How Multi-Passenger Bookings Work**

You can book a trip for several passengers if multi-passenger bookings are enabled for the main traveller's community. This is useful, for example, when several colleagues are travelling to a conference together.

Depending on how the community is set up:

- The booking can be made by a traveller or a travel arranger.
- The booking may be for registered travellers only, or may also include guest (unregistered) travellers.
- Travellers may all be from a single community, or from different communities within a company's community hierarchy.
- The system creates either one booking reference (record locator) for all passengers or one individual booking reference per passenger.

Your community may allow multi-passenger bookings for air, rail, or both. Depending on the rail reservations provider, you may be able to include both air and rail segments in the same multi-passenger booking.

**Single Booking Reference for All Travellers**

If the main traveller's community creates a single booking reference for all travellers:

- The same method of payment and method of delivery applies to all travellers.
- Only the primary passenger can view the trip.
- Only the user (traveller or travel arranger) who created the trip can modify it.
- All modifications apply to all travellers.
- Passenger names cannot be changed after the reservation has been confirmed.
Individual Booking Reference for Each Traveller

If the main traveller's community creates multiple booking references (one per traveller):

- Booking fees apply to each traveller/booking.
- Each booking has its own method of payment and method of delivery.
- Travellers can view their own trips.
- Once the bookings have been created, each booking is treated individually, allowing you to modify, cancel or approve a booking for an individual traveller.

Example: Traveller Books a Flight for Four Passengers

This example shows the booking process for the traveller.

1. On the Search page, in the Number of Travellers field, enter the total number of travellers for this trip.
2. The Flight Search Results displays availability and prices for the total number of passengers.
3. Enter each traveller's details. Make sure the information you enter is correct before proceeding, because you cannot change or add to a traveller's details beyond this screen.

<table>
<thead>
<tr>
<th>Flight</th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tr>
<tr>
<td><strong>Flight</strong></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Travelers’ Information</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Traveller 1</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Salutation</td>
<td>Mr</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>First Name</td>
<td>John</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Last Name</td>
<td>Smith</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Date of Birth</td>
<td>01/01/1990</td>
<td>01/01/1990</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Meal Preference</td>
<td>No Special Meal</td>
<td>No Special Meal</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Frequent Flyer</td>
<td>None</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| **Traveller 2** |          |          |          |          |          |
| Salutation | Mr |          |          |          |          |
| First Name | Jeff |          |          |          |          |
| Last Name | Johnson |          |          |          |          |
| Date of Birth | 01/01/1991 | 01/01/1991 |          |          |          |
| Meal Preference | None |          |          |          |          |
| Frequent Flyer | None |          |          |          |          |

| **Traveller 3** |          |          |          |          |          |
| Salutation | Mrs |          |          |          |          |
| First Name | Lisa |          |          |          |          |
| Last Name | Brown |          |          |          |          |

1. Your own name and title is automatically entered by the online reservation system.
2. Enter the names and titles of the passengers travelling with you.
3. You can either type the passenger’s name directly in the fields (if allowed) or click on the Lookup icon to select from a list.

4. Continue the booking process as normal.

How to Configure the Wizards

**Note:** Access to this feature for your community is controlled by a database parameter, which must be enabled before you can configure the wizard.

1. In the Community Structure wizard, in the Multipax section:
   - Select whether to allow multi-passenger bookings for air, web fares and rail, and enter the maximum number of passengers (up to nine).
   - If the community creates one booking reference for all travellers, choose how traveller names are selected.

2. If your community creates one booking reference for each passenger, in the Linked Reservation section of the Remarks wizard, enter the prefix that you want to be added to the remark elements that are automatically created in multi-passenger bookings.
How to Activate a Ticketless-access Airline

Ticketless-access airlines normally sell their flights direct to the customer from their website. The ticketless-access function allows you to make the flights of ticketless-access airlines available for sale in the online reservation system in the Search by Fare results screen.

Restrictions

- The office ID of your travel agency must be authorized by the ticketless-access airline to sell its flights.
- The Ticketless Access function is only available on the Amadeus GDS.
- This function is only available for fare-driven searches.
- If your site is not configured to use New Travel Shopper (database parameter), you must activate Single View.
- If you book a ticketless-access airline, the booking cannot contain any other airline (ticketless-access or 'full' carrier).
- Ticketless-access bookings:
  - must be paid for by credit card. Your site must be configured to use the credit cards accepted by the ticketless-access airline.
  - cannot be placed on hold.
  - cannot be sent for approval. However, if the booking also contains a rail, car or hotel reservation, the whole booking can be sent for approval depending on your approval settings. Note that if the booking is rejected, the ticketless-access booking is still charged.
  - cannot be cancelled or modified.
  - cannot be repeated. However, if the booking also contains rail, car or hotel segments, those parts of the booking can be repeated.

How to Configure the Wizards

1. In the Community Structure wizard, select Air in the Travel Planner Components to activate air bookings.
2. If you have also activated Web Search in the Community Structure wizard, you must exclude the ticketless-access airline from the Web Search functionality.
To do this, run the Web Search Configuration wizard:

- Select the Include/exclude airlines check box.

- Then select the Exclude the following airlines check box.
3. In the PNR Management - Delivery wizard, select Ticketless to allow ticketless travel arrangements.

![PNR Management - Delivery wizard](image)

4. In the Air Configuration - Air Settings wizard, ensure that Search by Fare is available. Select the Allow search by fare check box or the Allow both search by schedule and by fare check box.

![Air Configuration - Air Settings wizard](image)

5. You can optionally select the Activate Amadeus Single View check box, to see the search results in the Single View matrix format.

   **Note:** This step is required if your community uses Old Travel Shopper (database parameter).

   If you have activated Amadeus Single View, you must create a fare group to display the fares of the ticketless-access airline. Run the Fare Group wizard, create a fare group, select GDS air section, then select Restrictions. For more information, see *Amadeus Single View* on page 167.

   This fare group will be used to display the flights of the ticketless-access airline.
How to Activate FareAnalyzer

FareAnalyzer is a tool that allows the traveller to sort and view fares for an itinerary in a table format. This enables the traveller to quickly identify the best possible itinerary and fare from the solutions proposed by the system. The traveller can select which parameters are used to sort the display (such as by airline, trip duration, or departure time).

FareAnalyzer is displayed when the traveller selects Search by Fare to find a flight, or on the pricing page following a Search by Schedule (except when only one fare is available).
Example: FareAnalyzer Flight Search Results Sorted by Price

1. The FareAnalyzer table is displayed before the details of the travel solutions.
2. Your company settings define by which default criteria the columns in the FareAnalyzer table are sorted.
3. Your company settings define by which default criteria the rows in the FareAnalyzer table are sorted.
4. Other Options are airlines that are out of policy.
The price is displayed. Click on it to display only solutions with American Airlines below the table.

The number of travel options proposed by the online reservation system.

You can sort the list of travel options using this drop-down menu.

**Example: FareAnalyzer Flight Search Results Sorted by Duration**

Here the table rows are sorted by total trip duration. The table changes dynamically when you choose a different parameter for the rows or columns.

---

**How to Configure the Wizard**

**Note:** Access to this feature for your community is controlled by a database parameter, which must be enabled before you can configure the wizard.

1. In the Air Configuration - Air Settings wizard, go to the FareAnalyzer section and select Enable FareAnalyzer. Select the options that you want to be available to the traveller.

2. In the same wizard, go to the Fare and Compare section, and select Always display Fare and Compare itineraries.
Negotiated Fares

If your organization has negotiated fares with an airline, you must provide the corporate ID so that Amadeus e-Travel Management can return these special fares to the traveller.

In the Air Configuration (Air Settings) wizard, enter the following:

1. The corporate ID to be used for Search by Schedule and Search by Fare searches. If you are using the Amadeus GDS, you can provide up to three corporate IDs for negotiated air fares.

2. If you have selected the Enhanced Process (Amadeus GDS only), enter the negotiated agency and/or corporate codes for Search by Fare searches.

If you provide a corporate ID in a standard rule, and if this rule is applied, it will be used instead of any corporate IDs you have defined in the Air Configuration (Air Settings) wizard.

Multiple Fares and Split Ticketing

In some markets all fares are published as one-way fares to be doubled for return, in other markets the combination of two one-way fares is less expensive than a return fare. With the Multiple Fares and Split Ticketing functionality, you can easily display and compare one-way and return fares in one single faring display.

The administrator can choose which fare types (for example, published, negotiated, restricted, unrestricted) are displayed to the traveller on the faring page. To allow even greater flexibility, the administrator can define the faring commands individually by trip application (for the whole trip, for the outbound and for the inbound portion of the trip).

Multiple Fares and Split Ticketing gives the traveller the flexibility to change the cabin class after both a Search by Schedule and a Search by Fare. The system...
recalculates the itinerary depending on the traveller's cabin class selection. The traveller can choose different cabin classes for the outbound and for the inbound trip. Depending on the traveller's selection, the system processes the issuance of two separate tickets, if required.

To activate Multiple Fares and Split Ticketing for a community, select the following option in the Air Configuration (Air Settings) wizard:
In the Faring page of the Standard Air Rule wizard, select the faring method application and specify the faring method definition.

1. Specify how you want to apply the faring commands that you define in the Faring Method Definition section of the wizard.

2. Specify the faring commands that you want the system to apply in the faring process. This section is not available to all communities. You will need some knowledge of the faring process to fill in this section.

3. Select one or more faring commands that the system will use in addition to the ones that you have selected in the Free Selection section. Any duplicate selections you make will be eliminated by the system before processing. The system displays the resulting fare types together with the ones that you have selected in the Free Selection section.

Note: This section is optional.
Enter up to three negotiated corporate and agency IDs. In the Negotiated Rates Localization wizard you can define labels for the negotiated rates that will be displayed to the traveller on the faring page.

Here is an example of a Multiple Fares faring page after a Search by Schedule:

### Flight

#### Faring

**Origin** - **Destination**: Stockholm (ARN) to Frankfurt (FRA)

- **Vendor**: Lufthansa 0001
- **Date**: 01/07
- **Time**: 6:55 AM - 8:45 AM
- **Stop(s)**: 0
- **Duration**: 2hr 51min

**Origin** - **Destination**: Frankfurt (FRA) to Stockholm (ARN)

- **Vendor**: Lufthansa 3002
- **Date**: 01/09
- **Time**: 10:05 AM - 12:10 PM
- **Stop(s)**: 0
- **Duration**: 2hr 05min

**Calculate fares**

#### Return Trip

- **Total Trip Price**: £364.00 GBP, 410.53 EUR

#### One Way Outbound Trip

- **Price**: £503.00 GBP
- **Last day to book**: 01/07

#### One Way Inbound Trip

- **Price**: £500.00 GBP
- **Last day to book**: 01/08

**Note:** The Multiple Fares and Split Ticketing functionality cannot be applied to web fares or to air and rail combined searches.
Amadeus Single View

Amadeus Single View is a search results display that shows fares organized in fare groups in a matrix layout, where the lowest fare for every fare group is highlighted to help the traveller find the most cost effective solution for a trip.

With Amadeus Single View travellers can select and combine fares from different fare groups (fares with similar fare types and fare note restrictions or with matching fare basis or booking codes, for example) for the outbound and inbound portion of their trip. More restricted fares on the outbound, for instance, can be combined with fully flexible fares on the inbound trip. The outbound and inbound portions are displayed in separate panels.

**Note:** Amadeus Single View is only displayed after a Search by Fare. It is not shown when trips are modified.

Here is an example of an Amadeus Single View partial display for the outbound leg of a trip from Nice to Munich:

The panel for the outbound portion of the trip. When the traveller selects a fare from the outbound panel, the inbound panel is automatically displayed.

Up to five fare groups are displayed in Amadeus Single View. The short name of the fare group (EcoFlex, Saver, and so on) is displayed in the header of the fare group column. The full fare group name (for example, Economy Unrestricted, Instant Purchase Non-Refundable, and so on) appears when you place the mouse over the short name. When you click on the short name, the fare conditions as entered by the administrator are displayed.
The lowest fare for each fare group is highlighted to help the traveller find the least expensive solution for a trip.

**Note:** If the fare group rule does not target one-way fares, the price for each portion of a trip is a calculated (informative) price, not a real one-way price. For the outbound portion the system takes the lowest possible combination with all possible inbound fares; for the inbound portion the system takes the lowest possible combination with all possible outbound fares. This value is divided by 2 in order to get the "calculated" one-way price for each portion of the trip.

After the traveller has selected the entire trip, the "real" total price of the selected fares is displayed in a shopping basket at the bottom of the search results page.

---

### How to Configure the Wizards for Amadeus Single View

1. Select Activate Amadeus Single View in the Air Configuration (Air Settings) wizard:

   - Select this option to activate Amadeus Single View in the community.

   2. Controls the Search by Fare availability display behaviour when the origin and destination do not match a fare group rule. See the online help for this wizard for details.
Chapter 7  Additional and Recently Released Features

Selecting this option automatically hides the remaining (non-selected) available flights and rail journeys for a bound after the traveller has selected an item from Single View availability.

When you activate Single View, the Fare Groups, Fare Group Rules, Fare Group Rules Test, and Fare Groups Localization wizards are automatically created in the administrative tree.

1. Fare Groups wizard
2. Fare Group Rules wizard
3. Fare Group Rules Test wizard
4. Fare Groups Localization wizard

2. Create the fare groups for the community in the Fare Groups wizard.

Define which fare group type you want to create and which fare types you want to include in a fare group. You also define the fare group name and the fare conditions as they are displayed to the traveller in the Amadeus Single View search results display.
Note: For communities that use the Amadeus GDS, when you activate Amadeus Single View in the Air Configuration (Air Settings) wizard, the system creates a default fare group called Lowest Price that is used if no other fare groups are defined. For more information, see the online Help for the Fare Groups wizard.

1. Enter the short name, as it is displayed to the traveller in the fare group column header on the search results page and the fare group name.

2. You can either enter a URL Link to the fare conditions or you can enter the conditions in the Description box in html format.
This section displays the travel planner components that are activated in the Air Configuration (Air Settings) wizard for the community (GDS Air section, Web Fare section). Select the ones that you want to include in the fare group.

In the GDS Air section you specify (depending on the fare group type that you have selected), for example, the cabin class (optional), the fare types and the corporate codes (optional) or the special programs (if available), and the fare types, defined by their restrictions (fare conditions), of the GDS air fares that you want to include in this fare group.

For more information on how to define a fare group by Air Provider Settings (fares with matching fare basis or booking codes), see the online Help for the Fare Groups wizard.

Select which fare group type you want to define in this wizard.

There are three types of fare group:

- **Fare groups with the air type Restrictions.** This fare group type allows you to define fares with similar fare types and fare note restrictions.
- **Fare groups with the air type Air Provider Settings.** This fare group type allows you to define fares with matching fare basis or booking codes.
- **Fare groups with no GDS Air section (no air type).** This fare group is created automatically with the fare group type N/A.

Here you can specify precisely which web fares (defined by their commercial fare family name) of which airline (carrier code) you want to include in the fare group.

**Note:** Be aware that commercial fare family names might change. You must enter the exact commercial fare family name (for example, EcoFlex, Saver, Super Saver and so on) as it is displayed on the airline's website, otherwise this setting will not work.

**Note:** You can also leave this section blank and select a default web fare group for all web fares in the Fare Group Rules wizard.
3. In the Fare Group Rules wizard, associate the fare groups with the origins and destinations to which they apply and for which portion of the trip, and the order in which you want to display the fare groups in the Amadeus Single View search results display.
1. Select the Supersedes Other Applicable Fare Group Rules check box, if applicable, then enter a unique description for the rule, a trip reason, the geographic application (From/To), the directionality, and the departure and booking date ranges (optional) that apply to this rule.

   **Note:** Only one fare group rule is allowed per destination.

2. Select how return air fares should be calculated for the fare group rule.

3. Select to which fare group type you want to apply this rule. This defines the fare groups that you can choose from in the Available Groups section.

4. From the drop-down menu select the fare groups that you want to show in the Amadeus Single View search results display and select to which portion of the trip you want them to apply (Outbound/Inbound/Multiple Destinations).

   **Note:** Only fare groups of the same air type can be included in a rule. You cannot include both fare groups with the fare group type Restrictions and with the fare group type Air Provider Settings. You can, however, include fare groups with an air type (Restrictions or Air Provider Settings) and with no air type (no GDS Air section) in one rule.

5. Here you define the text and background colours of the fare group column headers (tabs) in the Amadeus Single View display. You can use the default skin colours or define your own from a colour palette (customized colours). You must define both the text colour and the background colour. Then click on **Add** to add the fare group to the Selected Groups table.

   **Note:** The tab colours are also displayed in the Shopping Basket of the Search Results page.

   **Note:** If you want to modify the tab colours of a fare group, you need to first delete the fare group from the Selected Groups table and then restore it to the table with the new tab colours.

6. Not available in all communities. If available, this option applies to air recommendations only.

   Select whether or not this fare group is combinable with other fare groups. If selected, the fare group is combinable with all other fare groups in the rule that also have this option selected. Otherwise, no mixed recommendations will be returned for this fare group.

7. The sequence in which you arrange the fare groups in the Selected Groups table stipulates the order (from left to right) in which they are displayed in the Amadeus Single View search results display.

Select which fare group you want to apply as the default fare group for web fares. You can select a different fare group for the outbound and for the inbound portion of a trip.

   **Note:** If you want to include specific web fares only in a fare group, define them by their commercial fare family name in the Web Fare section of the Fare Groups wizard.
4. Use the Fare Group Rules Test wizard to test the fare group rules that you have defined. Enter the travel criteria and click on Next to see which fare group rules apply.

1. Travel criteria.
2. The fare group rules that apply to the travel criteria.
5. You can localize the fare group names and fare conditions in the Fare Groups Localization wizard.

Enter the short name, full name and the URL link or description of the fare group for a given language.

This section is displayed for information only; it cannot be modified.

If you have activated Amadeus Single View and Multiple Fares for a community, the Multiple Fares option is still applied except for air and web fare combined searches. For more information on Multiple Fares and Split Ticketing, see Multiple Fares and Split Ticketing on page 163.

**Note:** The Enhanced Process (see the online help for the Standard or Enhanced Process setting in the Faring Process - Search by Fare section of the Air Configuration - Air Settings wizard) is replaced by Amadeus Single View with the fare types being defined in the Fare Groups wizard.
Unused Ticket Trader

**Note:** To activate Unused Ticket Trader for a community, you require specific Amadeus GDS configuration and online booking system settings. For more information, contact the ETVOrders team.

**Note:** Unused Ticket Trader is available for communities using the Amadeus or Sabre GDS.

Unused Ticket Trader automates the reuse of unused e-tickets (limited to one per booking) towards a new trip or for repeated trips. An unused e-ticket is a ticket where the last date of travel is in the past and where at least one flight coupon has the status 'open'. You can reuse totally unused or partially flown e-tickets.

The traveller can select the unused e-ticket number to reuse from a drop-down menu on the Unused Ticket page in the Travel Planner. The Unused Ticket page is displayed after the traveller has selected the flights.

The system verifies the compatibility of the unused e-ticket with the new itinerary, reprices the booking with the unused ticket information and displays the fare details (new flight price, unused ticket price, change fees, refund amount, and so on.) to the traveller.

When the traveller selects the price with the unused ticket, the system updates the PNR with the necessary ticket reissue/revalidation information, which is then used by your travel agency to reissue or revalidate the ticket.

**Note:** The airline defines in the fare rule (conditions and restrictions of the fare) whether a reissue or a revalidation has to be made. A reissue generates new travel documents whereas a revalidation modifies the original travel documents. The physical reissue or revalidation is done by the travel agency, not by the online booking system.
Example of an Unused Ticket page:

- You have one or more eligible Unused Ticket(s) available. Please select one of them to lower your flight price.
  
  **Legend:**
  - Policy compliant
  - Out of policy
  - Cancellation possible
  - Cancellation not possible
  - Modification possible
  - Modification not possible
  - F First
  - C Business
  - Y Economy
  - E Electronic ticketing Candidate

### Origin - Destination

<table>
<thead>
<tr>
<th>Flight</th>
<th>Vendor</th>
<th>Date</th>
<th>Time</th>
<th>Stop(s)</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nice (NCE) to Paris (CDG)</td>
<td>Air France 6242 E</td>
<td>06/03</td>
<td>11:35 AM - 11:55 AM</td>
<td>0</td>
<td>1h20min</td>
</tr>
<tr>
<td>Paris (CDG) to Pointe A Pitre (PTP)</td>
<td>Air France 650 E</td>
<td>06/03</td>
<td>1:20 PM - 02:03 PM</td>
<td>0</td>
<td>1h43min</td>
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<tr>
<td>Pointe A Pitre (PTP) to Port Louis (MRU)</td>
<td>Air France 602 E</td>
<td>06/02</td>
<td>8:05 PM - 07:00 AM</td>
<td>0</td>
<td>10h45min</td>
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<tr>
<td>Port Louis (MRU) to Nice (NCE)</td>
<td>Air France 602 E</td>
<td>06/03</td>
<td>8:39 AM - 09:20 AM</td>
<td>0</td>
<td>10h41min</td>
</tr>
</tbody>
</table>

### Fares

- **Normal price for your flight selection**
  - Last day to ticket 06/26
  - Purchase conditions

- **Price with your Unused Ticket**
  - Air France 187.82 EUR, Expiry on 06/27
  - Last day to ticket 06/26
  - Purchase conditions

<table>
<thead>
<tr>
<th>Flight Price</th>
<th>Unused Ticket</th>
<th>Non-Refundable</th>
<th>Refundable offline</th>
<th>Change Fees</th>
<th>Balance</th>
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</thead>
<tbody>
<tr>
<td>187.82 EUR</td>
<td>-167.82 EUR</td>
<td>-27.59 EUR</td>
<td>-10.00 EUR</td>
<td>+15.10 EUR</td>
<td>1720.11 EUR</td>
</tr>
<tr>
<td>1730.11 EUR</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>(323.41 USD)</td>
</tr>
</tbody>
</table>

- **To be paid:**
  - 1730.11 EUR (2533.41 USD)

- **To be refunded:**
  - 10.00 EUR (14.47 USD)

### Details:

- **Price without the unused e-ticket (normal price).**
- **Price with the unused e-ticket that was selected from the drop-down list.**
- **List of unused e-tickets that are available for reuse. This list contains e-tickets that may or may not qualify for reuse with the new itinerary.**
- **Click on Show details to display the reissue or revalidation calculation details.**
The unused e-ticket that the traveller has selected on the Unused Ticket page is shown as the Method of Payment on the Finish Trip page. The traveller may have to select a second form of payment.

**Note:** If an unused e-ticket does not qualify for an automated reissue with Unused Ticket Trader, the traveller can still choose the manual ticket exchange by selecting the unused e-ticket in the method of payment section on the Finish Trip page.

### Which Fares Can be Reissued?

With Unused Ticket Trader Public Carrier Fares, Unifares and Negotiated Fares can be reissued. IATA (YY) fares cannot be reissued. (Reissued fares can be YY fares.)

The airlines must file their carrier fares with a Voluntary Changes category to allow automated reissues or revalidations.

For communities using Sabre, the booking corporate code (SNAP code) of the Corporate Fares must be matched with an Amadeus corporate code. For more information see the online Help for the Ticket Exchange wizard.

### Limitations

Unused Ticket Trader is not possible for:

- Offline bookings
- Bookings with multiple passengers
- Multi-destination trips with more than two bounds in the new itinerary
- Multiple reissues. Only first reissues and revalidations can be done.
- Bookings with split PNRs (Corporate and Personal Travel Pass, Malmoe Pass)
- Bookings for guest travellers and travellers without a profile
- Trip modifications

### Setup for the Fulfillment Agency

Advanced wizards are useful for travel agency fulfilment and PNR management.

The fulfilment travel agency will usually decide what parameters to set in these wizards.
Use these wizards to do the following:

- Set up queues to process PNRs.

<table>
<thead>
<tr>
<th>Queues Wizard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Queues</td>
</tr>
<tr>
<td>✓ Include queuing office ID/PCC with received from command</td>
</tr>
<tr>
<td>Default Queues</td>
</tr>
<tr>
<td>Default queue for normal cases</td>
</tr>
<tr>
<td>Default queue for normal cases</td>
</tr>
<tr>
<td>Default queue for normal cases</td>
</tr>
<tr>
<td>Default queue for normal cases</td>
</tr>
<tr>
<td>Default queue for normal cases</td>
</tr>
</tbody>
</table>

- Set up remark elements for PNRs.

<table>
<thead>
<tr>
<th>Remarks Wizard</th>
</tr>
</thead>
<tbody>
<tr>
<td>Settings</td>
</tr>
<tr>
<td>Remark Text</td>
</tr>
<tr>
<td>Remark when PNR is cancelled: PNR CANCELED BY THE END USER</td>
</tr>
<tr>
<td>Remark when PNR is modified: PNR MODIFIED BY THE END USER</td>
</tr>
<tr>
<td>Remark to indicate user has read fare notes: FARE NOTES PROVIDED FOR P1</td>
</tr>
<tr>
<td>Service fee remark:</td>
</tr>
<tr>
<td>PNR remark: BOOKED BY AEGCO GLOBAL</td>
</tr>
</tbody>
</table>
• Set ticketing options.

<table>
<thead>
<tr>
<th><strong>Delivery Wizard</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Electronic Ticketing Settings</strong></td>
</tr>
<tr>
<td><strong>Identification Document Option Attributes</strong></td>
</tr>
<tr>
<td><img src="image1" alt="Checkboxes for ID options" /> No ID required</td>
</tr>
<tr>
<td><img src="image2" alt="Checkboxes for ID options" /> ID required for all passengers</td>
</tr>
<tr>
<td>FOD (Form of ID) Documents</td>
</tr>
<tr>
<td><img src="image3" alt="Checkboxes for ID options" /> Credit card</td>
</tr>
<tr>
<td><img src="image4" alt="Checkboxes for ID options" /> Driver licence</td>
</tr>
<tr>
<td><img src="image5" alt="Checkboxes for ID options" /> Frequent flyer</td>
</tr>
<tr>
<td><img src="image6" alt="Checkboxes for ID options" /> Membership</td>
</tr>
<tr>
<td><img src="image7" alt="Checkboxes for ID options" /> National ID card</td>
</tr>
<tr>
<td><img src="image8" alt="Checkboxes for ID options" /> Passport</td>
</tr>
<tr>
<td><img src="image9" alt="Checkboxes for ID options" /> Other</td>
</tr>
<tr>
<td><img src="image10" alt="Checkboxes for ID options" /> Force e-ticket method of delivery</td>
</tr>
<tr>
<td><img src="image11" alt="Checkboxes for ID options" /> Allow e-ticketing when reservation includes code share flights</td>
</tr>
</tbody>
</table>

• Use Command Builder to create scripts that are used to set up custom PNR fields.

<table>
<thead>
<tr>
<th><strong>Command Builder Wizard</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Main Menu</strong></td>
</tr>
<tr>
<td><img src="image12" alt="Button to create command script" /></td>
</tr>
</tbody>
</table>

Queue Management

Here is some information on Queue Management.

**What Is a Queue?**

Queues are used by travel agencies and airlines to process travel requests in the form of passenger name records (PNRs). Agents use queues to simplify and organize their work environment. All agents who use Amadeus have queues.

There can be numerous types of travel requests, such as ticketing, cancellation, and modification. Each of these requests can have their own queue or be put on the default queue. You can also have queues for urgent requests or after-hours bookings, for example.
Setting Up Queues in Amadeus e-Travel Management

There are a number of important points to take into account when setting up queues:

- The Amadeus e-Travel Management Queue wizard provides numerous possibilities for setting up queues. However, it is up to the fulfilment agent to determine how to set up its queues in the product.

- The queues must already exist for the given office ID. Setting them up in Amadeus e-Travel Management does not mean the queues will exist for that office. Fulfilment agents must use their usual tools to create their office queues as needed. For information about creating queues in Amadeus, see Setting Up and Using Queues in Amadeus – Basic Information on page 182.

- You should use the fulfilment agents’ office ID (and therefore their queues), not the internet office ID. This means the PNRs will be placed on the fulfilment agents’ queues for processing, so the agents will not have to consult the internet office ID queues, which are associated to the Amadeus e-Travel Management site only.

- It is strongly recommended that you select the “Include queuing office ID/PCC with received from command” option. This will ensure that if the airline or vendor changes the PNR (for example, due to a flight cancellation or schedule change), the PNR is not only sent to the queue of the booking office ID (in this case the internet office ID), but also to the queue of the fulfilment agents’ office ID. This will ensure that the fulfilment agents take the necessary action.

- This option is shown in the following screen.

1. It is strongly recommended that you select this check box to ensure the fulfilment agent is notified about any changes by the vendor.

2. There must be at least one default queue defined. The rest are optional.
Setting Up and Using Queues in Amadeus – Basic Information

If you are a distribution system user, it is a simple matter to create queues for use by Amadeus e-Travel Management. Here are a few examples of creating and using queues in the distribution system.

To create category 10 in queue 0, enter:

```
QA C0 C10-10
```

To give this new category a name, enter:

```
QAN 0 C10 AETM INCOMING
```

To view the bookings that exist in queue 0, category 10, enter:

```
QS 0 C10
```

If there are many bookings in the queue, you can enter a queue delay command to the next booking in the queue. To do so, enter:

```
QD
```

To get help information about queues and queue entries, enter:

```
HE QUEUES
```

Command Builder

Command Builder is used to define scripts to be run when the traveller makes a booking. The scripts add custom information to the PNR, to comply with the requirements of the travel agency. When the traveller makes a booking, the scripts are run and the commands are sent to the GDS.

This can be useful for the following reasons:

- To insert custom PNR remarks for the organization's or agent's own use. Some of these remarks can be retrieved later by Amadeus e-Reporter and processed to create statistical reports.
- To customize baseline PNRs for use with non-Amadeus GDSs, such as Galileo and Sabre.

You need to have a thorough knowledge of the chosen GDS to use the Command Builder.
Note: Scripts created in the Command Builder wizard are not the same as remarks configured in the Remarks wizard. The Remarks wizard lets you define how standard remark elements appear in a PNR. The Command Builder wizard lets you define scripts that communicate custom PNR information to the GDS.

**Command Builder Example**

In this example, we need to insert a remark with the traveller's mobile phone number (as found in the Amadeus e-Travel Management personal profile) into the Amadeus PNR, if the trip departure date is on December 24, 2006.

1. Enter the Command Builder wizard and click on Create Command Script.
2. Create a script as shown:

Select Single command from the drop-down list. This means that each command in the script is sent to the GDS by itself.

Assign a numeric value that establishes the command script's priority relative to other scripts with that type.

Select whether the command is to be sent to the GDS while the PNR is being created (default setting) or after it has been confirmed. A PNR is considered confirmed when it is not on hold or not waiting to be approved.

Enter the command that you want to send to the GDS by using the insert variables from the Insert Variables list.

Select the insert variable that you want to add in the Command box and click on Add.

Click to create a condition for the command (optional).

If you do not want to create a condition for the command, click on Done.
3. To create a condition, fill in this part of the wizard:

- **Step 1: Variable**
  - Select a variable from the list.

- **Step 2: Comparison operator**
  - Select an operator.

- **Step 3: Additional variable or literal value**
  - Depending on the command condition, select either the Literal Value option and enter the literal value of variable 1 in the Literal Value field or select the Variable 2 option and a second variable from the list.

- Click on this button if you want to delete a condition.

- Click on Done to create the command script.
4. Your script is listed. Click on Finish to save your changes:

Command script list with the new command script.

Select a command script from the list and click on one of these buttons if you want to Modify or Delete an existing command script.

When you saved your changes, a confirmation message is displayed.

As shown in this example, the information is added to the PNR when a traveller makes a booking with a trip departure date of December 24:

--- TST RLR ---
RP/MUCW28AA/MUCW28AA AA/SU 28SEP0x/1345Z YOD9TJ
1. ERBACHER/BETTINA (ADT)
2. AF7660 U 24DEC 7 CDG MRS HK1 0645 2D 0715 0840 *1A/E*
3. AF6011 A 27DEC 3 MRSORY HK1 1440 4 1500 1620 *1A/E*
4. APE BERBACHER@AMADEUS.COM
5. APH 04 92 73 25 91
6. APM 06 92 47 11 32
7. TK XL190CT/1545/MUCW28AA
8. RM PRICING ENTRY FXP/R,P,LON.LON
9. RM TIDERBACHEBET
10. RM BILLING ACCOUNT NULL
11. RM MODPICKUP
12. RM FARS137.90 GBP
13. RM CALL PAX AT 06 92 47 11 32
14. RM MOPCHARGE MY CREDIT CARD
15. RM FTYPUBLIC
16. RM SOS12345
17. RM CCNAMADEUS
18. RM *BOOKED BY AERGO GLOBAL
19. RM *TRP/RECBUSINESS
20. RM *TRP/RETBUSINESS
>

As shown in this example, the information is added to the PNR when a traveller makes a booking with a trip departure date of December 24:
How to Track the Number of Travellers on a Flight

The online reservation system can track the number of travellers from the same corporation that have booked onto the same flight on a given date.

If the maximum number of travellers as defined by the administrator is exceeded:

- The traveller receives a warning message on the Trip Summary page that the trip is out of policy. If trip justification is enabled, the traveller must justify prior to the Finish Trip page.
- A remark is added to the PNR, and the PNR is queued for special handling by the fulfilment agency. The remark text and queue placement is defined by the administrator.

Restrictions

- This feature must be initialized by Amadeus before you can activate it.
- Only air bookings are tracked.
- You can activate this feature at a level 1 type of community; it is read-only at level 2 communities. A single counter is used to track the number of travellers on the same flight from the level 1 community and all of its child communities. For example, if there are five travellers booked on a flight from the level 1 community, and three from a child community, the counter of the same travellers on the flight is set to eight.

How to Configure the Wizards

1. In the Auxiliary Parameters wizard, select Allow Passenger Count Tracking.
2. In the Maximum Number of Passenger per Flight field, enter the number of travellers that you wish to allow to travel on the same flight, after which a booking becomes out of policy. For example, 4.
3. In the Remarks wizard, in the Remarks Text table, parameter Maximum Number of Travellers per Flight, enter the text you wish to appear in a remark in the PNR of the travellers whose booking exceeds the maximum number defined by the administrator.
4. In the Queues wizard, in the queue type Passengers on Flight Tracker Queue, define the office ID and queue category where you want PNRs that exceed the number of travellers to be placed.
   Steps 5 and 6 are optional. You must do them if you want the traveller to justify when a booking exceeds the maximum number of travellers on a flight.
5. Ensure that Require Justification is selected in the Community Structure wizard.
6. In the Justification Codes wizard, for the Require Justification When the Trip is Out of Policy parameter, select Whole Trip.
How to Display Trip Information on your Mobile Phone

You can download Mobile Applications to mobile phones that have an internet connection. Once the application has been installed on the phone, travellers can display details of their pending and confirmed trips, and approvers can approve, reject or cancel trips. This is useful, for example, when users do not have access to a computer.

How to Activate Mobile Applications in a Community

In the Service Tools Wizard, select Mobile Applications.

![Service Tools Wizard](image)

This adds a link to Service Tools for the selected community and its child communities.

How to Install Mobile Applications on a Phone

Amadeus Mobile Applications can be installed in two ways:

- Your IT department can install Mobile Applications on your users' phones, for example for all users with Blackberries. Contact your Account Manager for details.
- Travellers and approvers can install the application manually from Service Tools.
To install the application manually:

1. From Service Tools on the Home Page, click on Mobile Applications:

![Service Tools Menu]

2. On the Download Mobile Applications page, select the type of phone, enter your mobile phone number or email address, then click on Send Link.

![Download Mobile Application]

3. Open the installation message from your phone and click on the link to complete the download.
How to Upload Hotel Rules from an Excel File

Overview
The Upload Hotel Rules wizard allows you to create all the standard hotel rules for your community in one go using hotel property codes contained in an Excel file. The purpose of this method is to simplify rule maintenance, particularly when you have a lot of property codes to enter into the rules.

Features
Here are the features of using the Upload Hotel Rules method to create hotel standard rules:

- When you upload the rules, all existing hotel standard rules with associated property codes are deleted. The new rules you create are based on the data entered in the Excel file.
- When you create the rules, you can subsequently display, modify or delete them using the Hotel Standard Rules wizard. However, if you reload hotel properties from the Excel file, all existing hotel standard rules with associated property codes will be deleted.
- There is a limit of 50 hotel properties per rule, but your Excel file can contain data for multiple rules.
- The format of the Excel file must follow the structure described below. A blank template is provided.
- Hotel property codes are mandatory. They are GDS-specific, and are determined by the GDS used by the community you are working in.

How to Load the Hotel Standard Rules
1. Run the Hotel Rules wizard.
2. Click on Upload Rules to display the Upload Hotel Rules wizard.
3. Click on the link to download the Excel template.
4. Fill in the property codes for the hotel standard rules, using the format described in the online help for the wizard.

Example:

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Property Code</td>
<td>Property Name</td>
<td>Property Maximum Price</td>
</tr>
<tr>
<td>2</td>
<td>BWPAR531</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>BWPAR129</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>HIPAR032D</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>DORY2356</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>TSORY453</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>HLCOD342</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>SICDG125</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>BWMSRS111</td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td>BWMSRS112</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

5. Use the Upload Hotel Rules wizard to load the Excel file.
   The hotel standard rules that have been created are displayed on the Hotel Rules wizard main menu.
Example:

![Hotel Rules Wizard]

6. Run the Hotel Configuration Wizard and verify the following settings that affect how the online reservation system displays hotels by property code:

- The property codes setup in the hotel rules take priority in the request.
- Sorting options.
- Display rule.

Here is an example of a hotel search for Marseille (MRS), showing the two hotels included in the Excel file:
Chapter 8
Customized Administration

Customized Administration simplifies the administration of a community by allowing easy access to the most frequently used community settings. In addition it enables the administrator to divide administration tasks into smaller roles, e.g. company administration, rules administration, or localization administration.

Customized Administration allows administrators to create customized administration templates in which they can define the following:

- A light administration version that contains the most frequently used configuration wizards and wizard settings of a community
- A customized administrative tree structure that contains only the wizards defined by the administrator
- The management of global rules and of a community, and a light version of air, rail, car and hotel rules

The administrator then activates the customized administration template for all custom administrators in a community or assigns different templates to different custom administrators.

Only custom administrators have access to the light administration version of the community and to the customized administration tree structure. Only they are authorized to update it.
Enabling Customized Administration

This is how you, the system administrator, allow Custom Administration for a community.

In the Community Structure wizard, enable this option:

This creates a new wizard in the administration tree of the community, the Admin Customization Templates wizard. In this wizard you create, manage and activate the customized administration templates for a community.

In addition the system automatically creates the custom administrator role. You can assign the custom administrator role to a user in the Modify or Create User wizard. For more information, see Assigning the Custom Administrator Role on page 201.
Admin Customization Templates Wizard

Before the custom administrator can access the customized administration settings, you, the system administrator, must create a customized administration template in the Admin Customization Templates wizard and activate it for the community. You can also assign a template to a custom administrator's user profile.

For more information on activating a customized administration template, see Activating a Customized Administration Template on page 202. For more information on assigning a customized administration template to a custom administrator's user profile, see Assigning a Customized Administration Template on page 202.

The customized administration template allows the custom administrator to locate and update the most frequently used administration settings of a community.

You create, manage and activate customized administration templates in the Admin Customization Templates wizard. The Admin Customization wizard consists of the following pages:

1. Template List
2. Template Configuration
3. Customized Administration
4. Administrative Tree
5. Miscellaneous

To create a customized administration template, follow these steps:

1. Select the Admin Customization Templates wizard in the community administration tree.
2. Click here to create a new template.
Fill in the Template Configuration page of the wizard:

1. Enter a name for the template.
2. Enter a description of the template.
3. Click on Next to continue with the next page of the wizard.

In the Customized Admin page of the wizard, select the settings of the configuration wizards that you want to be displayed to the custom administrator in the 'light administration version' of the community (most frequently used wizards and community settings as defined by the Amadeus e-Travel Management Team).
This is the Customized Admin page with all wizards in collapsed mode:

1. Click to expand all wizards.
2. Click on ☐ to expand this wizard.
3. Click to select all settings within all wizards.
4. Click to clear all settings within all wizards.

This is the Customized Admin page with all wizards in expanded mode:

1. Click here, if you want to collapse all wizards.
2. Select the settings that you want to allow in this wizard.
3. To select all settings in all wizards, click on Check all.

4. Click on Next to continue to the next page of the wizard.

In the Administrative Tree page of the wizard, select the wizards that you want to display to the custom administrator in the administrative tree structure of the community. The wizards that you select here will be displayed in their full version, not in the 'light' version as defined in the Customized Admin page of this wizard.

1. Select the nodes that you want to be displayed to the custom administrator in the administrative tree structure.

2. Click to continue to the next page of the wizard.
In the Miscellaneous page of the wizard, select which rules you want to allow custom administrators to manage, and define whether they are allowed to manage communities and/or update global rules.

1. Select to allow custom administrators to manage (for example, create, modify, delete) communities.
2. Select which global rules custom administrators are allowed to update. If not selected, administrators can only view the rules.
3. Select which rules (light version) you want custom administrators to manage for the community.
4. Click to select all fields in this page of the wizard.
5. Click to create the customized administration template.
The new template has been added to the template list:

<table>
<thead>
<tr>
<th>Template Name</th>
<th>Template Description</th>
<th>Last Update</th>
</tr>
</thead>
<tbody>
<tr>
<td>Template 1</td>
<td>For air and hotel</td>
<td>Oct 18, 2008</td>
</tr>
<tr>
<td>Template 2</td>
<td>Air, Hotel and Car Template</td>
<td>Oct 18, 2008</td>
</tr>
</tbody>
</table>

① New template.
② Template that is currently activated in this community.
③ Select a template from the list and use these buttons if you want to activate, modify or delete a template.
Assigning the Custom Administrator Role and Template

Here is some information about the custom administrator role and the customized administration template assignment.

Assigning the Custom Administrator Role

To allow the custom administrator to access the customized administration template you, the administrator, must assign the custom administrator role to a user in the Create or Modify User wizard:

1. Select the Custom Administrator role for the user.
2. If you select this option, the user has read-only access to the customized administration tree.

When you assign the custom administrator role to a user, you must also activate a customized administration template for the community or assign it to a custom administrator's user profile.

For more information on activating a customized administration template, see Activating a Customized Administration Template on page 202.

For more information on assigning a customized administration template to a custom administrator's user profile, see Assigning a Customized Administration Template on page 202.
Activating a Customized Administration Template

When you activate a customized administration template for a community, the template is assigned to all custom administrators in this community that do not have a template assigned to their user profile.

You activate a customized administration template for a community as follows:

1. Select the template that you want to activate for the community. You can only activate one template per community.
2. Click on Activate.

Assigning a Customized Administration Template

When you assign a customized administration template to a custom administrator’s user profile, the system overrides the template assigned to the community at any community where the custom administrator is logged in.

You can assign different templates to different custom administrators. This allows you, for example, to divide administration tasks within a community into smaller roles, e.g. community administration, rules administration or localization administration.
If you want to assign a customized administration template to a custom administrator's user profile, access the User Information section of the Modify or Create User wizard and select the template as shown:

1. Select the template that you want to assign to the user profile and click on Finish.

Customized Admin Wizard

Custom administrators view the customized administration tree as defined by the system administrator. They can access the light administration version of the community through the Customized Admin wizard and fill in the settings for the community.
1. Customized Admin wizard, which contains the 'light' version of the community administration settings (as defined by the system administrator in the customized administration template.)

2. Customized Admin wizard settings. Here the custom administrator fills in the settings for the community.

3. Administrative tree structure as defined by the system administrator in the customized administration template. The wizards are displayed in the full version.
Chapter 9
Troubleshooting and Problem Reporting

Here we provide some basic troubleshooting tips and frequently asked questions for Amadeus e-Travel Management administrators and other users.

Inheritance and Multiple Administrators

When configuring and troubleshooting Amadeus e-Travel Management communities, it is important to bear in mind the working of inheritance and the fact that several administrators can change settings in a community.

Inheritance

The settings of your community can change without you having done anything to that community. This can happen if an administrator changes the settings of any parent community when inheritance is still active. To prevent this from happening, an administrator at a lower level can set the parameters concerned in the lower-level community, breaking inheritance.

Remember however that any child communities will inherit the changes you make (if inheritance is still active). Therefore, when configuring a community that has child communities, always remember that your settings may be inherited by the child communities.

Note: You can restore broken inheritance for some of the behaviour and display rule parameters and the command builder settings. If you restore broken inheritance, the new values will also take effect in your child communities, provided that inheritance is still active.

Multiple Administrators

If you have a community structure with more than one administrator, remember that administrators of higher level parent communities can access all lower child communities and modify their parameters.
Frequently Asked Questions (FAQs)

**Q:** I have set up my community for approval and some flight bookings do not go through the approval process; they are automatically approved. Why is this?

**A:** This happens when immediate ticketing is enabled:

For example, if the traveller selects a cheap flight that has to be ticketed immediately, the trip is not sent for approval (the list of approvers will not appear when the traveller confirms the trip).

If you do not want this to happen, turn off immediate ticketing. However, if immediate ticketing is turned off, certain flights that require immediate (or very rapid) confirmation will be automatically cancelled before they can be approved. Your travellers will therefore not be able to use these flights that often have cheap fares and very restrictive ticketing time limits.

**Q:** Why can travellers not modify their booked trips?

**A:** This happens when the “Allow modification of non-ticketed PNR” option in the Trip Plan Modification wizard is not enabled.
Enable this option to allow travellers to modify their bookings. This wizard is in the PNR Management section. You can also set options for the cancellation of non-ticketed PNRs and the modification of ticketed PNRs.

Q: A user types in the incorrect password too many times and gets locked out of the product site. What should you do?

A: You can unlock the user’s account. To do this, go to the Modify User wizard, search for the user, enter the wizard to unlock the account and complete the wizard to activate the change.
Q: Why do travellers, when requesting an availability, get the following message?

A: This can happen when advanced air search features are enabled and the default advanced air search options (or the options chosen by the traveller) are not permitted in the organization's travel policy (as defined by the air rules).

For example, a rule may state that only British Airways and Air France are allowed on the Nice to London route.

If the traveller then chooses Lufthansa in the advanced search features, the message will be displayed because Lufthansa is not allowed by this rule.
This message does not prevent travellers from making bookings; it could however confuse them. An easy way to prevent this message from appearing is to disable the option in the Air Configuration (Air Settings) wizard located under Behaviour and Display Rules in the administration tree:

Q: When travellers view air availability by schedule, then select a flight and try to price it, the system says it cannot price the flight.

OR

When travellers try to view flight availability by price, the system says it cannot find any availability.

Why does this happen?
A: This can happen when published fares are not allowed in the community, (either in the global air rule or the standard air rules) and the office ID for that community does not have any Unifares or negotiated fares for the route requested. To solve this problem, allow published fares in the Fare Type field so that travellers can view or price this type of air fare.
Q: Amadeus GDS: Why are all PNRs placed in queue 0 when I have set up queues differently in the Queues wizard?

A: The Queues wizard does not create queues. It simply tells the system which PNRs you want sent to which queues. You must first create the queues for that office ID in the distribution system before setting up the queues in the Amadeus e-Travel Management Queues wizard. For information about creating queues in Amadeus, see Setting Up and Using Queues in Amadeus – Basic Information on page 182.

Troubleshooting Tips

Here are some useful troubleshooting tips.

Internet Browser and Memory

Some problems when using Amadeus e-Travel Management may be related to the browser and its memory cache. You can prevent these problems by doing the following:

• Clearing the browser’s cache
• Closing and re-opening the browser

Note: To best view Amadeus e-Travel Management, users should open the product in a full-size browser window and set their screen resolution to 1024 x 768.

Making Changes to a Live Community

If you make changes to a community’s settings in Amadeus e-Travel Management Administrator when users are logged into the community, then
these users may have to log out and log in again before the changes can take effect.

**Difficulties Making Bookings**

If travellers are having difficulties making bookings:

- Ask the travellers to ensure that they have completed all the mandatory fields in their profile.
- In Amadeus e-Travel Management Administrator, ensure that there are no outstanding warning messages that appear after saving a wizard’s settings. Example of a warning message that appears after a wizard has been completed:

![Confirmation page](image)

For example, if you create trip reasons you will have to localize them, even if you are only using English in your community. (To do this, go to the Localization wizards.)

**Reporting Problems**

The problem reporting processes explained here are applicable to Amadeus commercial organizations and travel agency resellers.

**Processes for Problem Handling**

Here is the process that should be used when an Amadeus e-Travel Management user reports a problem:
Table: Problem Reporting Process

<table>
<thead>
<tr>
<th>Level</th>
<th>Problems Handled at This Level</th>
</tr>
</thead>
</table>
| Handled by the corporation itself: Internal support agent or Amadeus e-Travel Management administrator | The corporation is responsible for the following:  
- Clearing passwords or unblocking user accounts.  
- Local PC hardware, network or software problems.  
- Amadeus e-Travel Management Administration settings and issues, except travel fulfilment settings. |
| First level of contact: The Corporation's travel agency The traveller contacts the travel agency when a problem occurs. | The travel agency is responsible for the following:  
- Handling all incoming calls, emails and messages from Amadeus e-Travel Management customers.  
- Answering general and administrative questions based on a product information database and general knowledge.  
- Solving Amadeus e-Travel Management Profile data issues.  
- Solving general internet browser software and communication issues.  
- Solving fulfilment/ticketing issues.  
- Solving Method of Payment, Method of Guarantee and Method of Delivery issues.  
- Reporting any problems it cannot resolve to the Amadeus commercial organization. |
| Second level of contact: The Amadeus commercial organization If the Amadeus e-Travel Management owner cannot fix the problem, it is reported to the Amadeus commercial organization. | The Amadeus commercial organization is responsible for the following:  
- Handling all incoming calls, emails, and messages from Amadeus e-Travel Management owners.  
- Solving problems caused by incorrect use of the system.  
- Solving specific internet browser software and communications issues.  
- Handling billing inquiries.  
- Following up on current problems and keeping the customer updated.  
- Reporting problems (PTRs) using Win@proach to the next level of support, namely the Service Management Centre. |
| Third level of contact: The Service Management Centre. If the Amadeus commercial organization cannot fix the problem, they contact the Service Management Centre. | The Service Management Centre will provide support to the Amadeus commercial organizations for the following:  
- Handling database updates such as office profile fields.  
- Validating PTRs and resolving them when possible.  
- Upgrading PTRs and activating on-call procedures when necessary.  
- Informing the Amadeus commercial organizations of current problem status.  
- Escalating unresolved problems to the expert teams. |
## Level

<table>
<thead>
<tr>
<th>Level</th>
<th>Problems Handled at This Level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fourth level of contact:</td>
<td>The e-Travel group and other internal Amadeus departments are responsible for the following:</td>
</tr>
<tr>
<td>The Amadeus e-Travel Group</td>
<td>• Resolving problems that could not be fixed at an earlier stage.</td>
</tr>
<tr>
<td></td>
<td>• Maintaining the various product information databases.</td>
</tr>
<tr>
<td></td>
<td>• Updating online database tables.</td>
</tr>
<tr>
<td></td>
<td>• Handling customized template issues.</td>
</tr>
<tr>
<td></td>
<td>• Keeping other levels informed on the status of a problem by regularly updating the PTR.</td>
</tr>
</tbody>
</table>

### Logging PTRs

When you report a problem by logging a PTR, always use the PTR template for Amadeus e-Travel Management provided with the reporting tool that you use. The template will ask you to provide all the relevant information, including:

- Site URL (this is the site name in Amadeus e-Travel Management)
- Community code
- Full description of problem: input, output, expected output from system
- Detail of specific users affected: office ID
- Perceived impact on users
- Contact point for further information

### Handling Claims

Claims reported by a travel agency for a booking made via the Amadeus e-Travel Management booking engines follow the regular reporting flow as described in the Claims Handling Procedures document (available from Amadeus Customer Relations).
Service Management Centers

**Note:** Global resellers must ensure that a problem cannot be solved internally before calling the Amadeus Service Management Centre.

The Amadeus **Service Management Centres** operate 24 hours a day, 7 days a week.

<table>
<thead>
<tr>
<th></th>
<th>Bangkok</th>
<th>Nice</th>
<th>Miami</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mail</td>
<td>AMADEUS Asia Limited</td>
<td>Amadeus s.a.s.</td>
<td>Amadeus USA</td>
</tr>
<tr>
<td></td>
<td>23rd Floor, Capital Tower,</td>
<td>485, Route du Pin Montard</td>
<td>9250 NW 36 Street</td>
</tr>
<tr>
<td></td>
<td>87/1 All Season Place</td>
<td>BP 69</td>
<td>AC-41</td>
</tr>
<tr>
<td></td>
<td>Wireless Rd., Lumpini, Pathumwan,</td>
<td>06902 Sophia-Antipolis</td>
<td>Miami FL 33178</td>
</tr>
<tr>
<td></td>
<td>Bangkok 10330</td>
<td>Cedex</td>
<td>USA</td>
</tr>
<tr>
<td></td>
<td>THAILAND</td>
<td>FRANCE</td>
<td></td>
</tr>
<tr>
<td>Assignee code</td>
<td></td>
<td>MHDECO</td>
<td></td>
</tr>
</tbody>
</table>

Call the SMC nearest to your location. Out of office hours your call will automatically be forwarded to the next operating SMC.

**Amadeus e-Travel Management Support Structure: The Root of All Communities**

This section is intended for Amadeus support staff and those in the Amadeus commercial organizations.

The following diagram shows the primary root of the Amadeus e-Travel Management community tree. Administrators of the various distributor-type communities will be able to directly view and modify community settings in their customer’s Amadeus e-Travel Management site.

**Note:** This support structure may change without notice.
Amadeus e-Travel Management Training Module

---

e-Tavel Operations Root

- e-Tavel Setup & Support Community
  - Global Travel Distributors
    - Distributor communities of global resellers
  - ACOs
    - Distributor communities of Amadeus ACOs
  - Global Direct Accounts
    - Distributor communities of large direct customers
  - Airlines
    - Distributor communities of airlines

---

Distributor communities for joint ventures and internal e-Tavel use (such as sales demos)
Chapter 10

How Amadeus e-Travel Management Works with the Amadeus GDS

The PNR created using Amadeus e-Travel Management is automatically queued to the travel agency that works with the corporation. An internet office ID is created as part of the product setup process and is a “virtual” ID, meaning it has no terminals or printers attached. It is used only for Amadeus e-Travel Management bookings.

The "virtual" office must be set up with full Extended Ownership Security (EOS) rights to the travel agency’s normal office ID, so that queues can be accessed and PNRs retrieved using standard transactions.

The way in which Amadeus e-Travel Management interacts with the GDS system can be modified based on a set of parameters supplied by the corporation and travel agency. Customization of the product functionality includes, for example, the type of commands used in the booking process, the type of fares and rates displayed and made available to the user and the format of the PNR elements. Also, the PNR must be customized to conform to non-Amadeus GDSs.

The Amadeus e-Travel Management User and the Distribution System below gives a visual overview of the user-system relationship.

Note: Amadeus e-Travel Management works in a similar way with other GDSs. For information on how the product interacts with non-Amadeus GDSs, consult the local support for your GDS or contact your e-Travel Project Manager.
The Amadeus e-Travel Management User and the Distribution System
Booking Flow and Amadeus Commands

Login

Quick Start or Travel Planner

Availability Page

Fares

Master Price Availability

Trip Summary

Finalize Trip (check profile details)

Confirmation

Create PNR

LON -> SEEL OF SELECTED FLIGHTS
PRICE USING FXK or FXP
ADD PROFILE DETAILS TO PNR (FP, SSR)
ADD RMS ADD TICKETING ELEMENT
@someone -> TEL
0) Check the trip + TEL
RF your booking engine
ET
RTP price info
GE queuing office
ET

Add to trip plan

Add to trip plan

Delete Trip

Start a new booking
Pricing

Pricing explains how pricing is processed when Amadeus e-Travel Management uses Amadeus as the GDS. It does not cover pricing commands when a non-Amadeus GDS is used for air bookings.

**Note:** Amadeus is always used when hotel and car bookings are made. It is not used for train bookings.

**Amadeus Faring Commands**

When you set up and test your Amadeus e-Travel Management community, you must understand the following pricing transactions in order to verify if the system is pricing correctly.

<table>
<thead>
<tr>
<th>Distribution System Entry</th>
<th>Action</th>
<th>TST (Transitional Stored Ticket) Created?</th>
</tr>
</thead>
<tbody>
<tr>
<td>FXX</td>
<td>Auto prices the PNR as booked (i.e. same class and flights).</td>
<td>NO</td>
</tr>
<tr>
<td>FXP</td>
<td>Auto prices the PNR as booked (i.e. same class and flights).</td>
<td>YES</td>
</tr>
<tr>
<td>FXA</td>
<td>Looks at the best fare for the existing PNR.</td>
<td>NO</td>
</tr>
</tbody>
</table>

**Note:** Although itineraries are priced according to parameter settings when the site is being created, keep in mind that pricing rules set in a rule will always override the site defaults.

**Amadeus Master Pricer**

Amadeus Master Pricer is an Amadeus low fare search product especially adapted to online travel agent sites. Amadeus Master Pricer is designed as a high productivity tool that allows many interactions in the flight and fare search.

Following a single distribution system entry, Amadeus Master Pricer returns a large volume of recommendations (over 200, of which a maximum of 200 are used in Amadeus e-Travel Management) that can be stored at the website level, thus allowing Web visitors to easily navigate through them by sorting and filtering.

It also offers new powerful and user-friendly options for customers who are flexible with their dates and itineraries (such as a search on range of dates of travel, multi-city in / outbound, etc.).

Since Amadeus Master Pricer returns such a large number of results, you must remember that, in some rare cases, the availability shown may not be up to date. Nevertheless, Amadeus Master Pricer is approximately 85 to 90% reliable when showing availability.

Amadeus Master Pricer is not available in the Amadeus distribution system, but only via the following products:

- Amadeus Global Connect
- Amadeus e-Retail Engine
- Amadeus e-Travel Management
• Amadeus Agency Internet Engine

The TST

A TST, or transitional stored ticket, is a record containing all the ticketing information attached to a PNR. The system automatically stores information requested from the fare server in the TST. If more than one TST exists, the system numbers the TST and appends the TST creation date, office identification, and agent sign to the TST.

The following is an example of a TST:

```
TST00001     MUCWW28AA AA/12JUL I 0 LD 13JUL0x OD HELPAR SI
T-            FXP/R, UP, NCE, HEL
 1 PICKUP/ANGELA (ADT)
   1 HEL AY 879 A 14NOV 0930 OK ALUCKY 14NOV14NOV 20K
   CDG
   FARE P EUR 106.00
   TX001 X EUR 16.00YRVA TX002 X EUR 3.24DQAP TX003 X EUR 9.85FIDP
   TOTAL EUR 135.09
   HEL AY PAR135.74NUC135.74END ROE0.780883

  20 FE NO REFUND NO CHANGES
>   
```

TY Mode

TY mode, the temporary ticketing function, enables you to price an itinerary with open segments and/or segments with full flight details, create a ticket record (TST), and print a ticket without creating a PNR (without creating a booking). You can also print an itinerary and an invoice from temporary ticketing mode.

In TY mode:
• No PNR is created.
• No information is stored in the system.
• No teletype messages are sent to the airline, so the inventory is not decremented.

TY mode is used in Amadeus e-Travel Management to obtain a price of an air fare and display it to the traveller. See Bookings Flow and Amadeus Commands on page 219.

How Pricing Is Handled in Amadeus e-Travel Management

Amadeus e-Travel Management uses Amadeus Master Pricer or standard Amadeus pricing. Standard Amadeus pricing commands are used when the traveller requests an availability by schedule.

Amadeus Master Pricer is used when the traveller requests an availability by price. It is important to understand the features and limitations of Amadeus Master Pricer when using Amadeus e-Travel Management.

Any faring type can be used in an Amadeus e-Travel Management site, including negotiated fares, corporate negotiated fares, private fares, and also Amadeus
Airline Published Fares negotiated fares and dynamic discounted fares. These fares are known collectively as Unifares.

By default, Unifares are used. If you also want published fares to be shown to a traveller, this option can be set in the rule.

How to Use the Pricing Settings in Amadeus e-Travel Management

Here are some useful insights on the pricing settings in Amadeus e-Travel Management.

**Faring Command**

The faring command is used with schedule-driven availability searches. It is used when the system needs to price a chosen segment, prior to confirmation and ticketing. No booking is made (entries are done in TY mode; see TY Mode on page 21). For example, the faring command will be used when the traveller displays an availability by schedule then selects a particular flight for pricing.

You can set the faring command in the global air rule and in standard air rules:

<table>
<thead>
<tr>
<th>Faring Command</th>
<th>Explanation</th>
<th>Distribution System Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Price as booked</td>
<td>The system prices the chosen segment as it is (with the given class, price restrictions, etc.)</td>
<td>FXX</td>
</tr>
<tr>
<td>Price with lower fares</td>
<td>The system looks for the lowest available fare for the given passenger type and itinerary. For example, it may find a cheaper fare in another class.</td>
<td>FXA</td>
</tr>
</tbody>
</table>

**Booking Command**

The booking command is used to reprice a schedule after a fare-driven availability search. In this case, the booking is made (not in TY mode.) Repricing is necessary since the fare needs to be confirmed after a fare-driven search (which uses Amadeus Master Pricer), and before the traveller can confirm the booking in Amadeus e-Travel Management.

You can set the booking command in the global air rule:
Table: Booking Command

<table>
<thead>
<tr>
<th>Booking Command</th>
<th>Explanation</th>
<th>Distribution System Entry</th>
</tr>
</thead>
<tbody>
<tr>
<td>Price as booked</td>
<td>The system prices the chosen segment as it is (with the given class, price restrictions, etc.). This setting is commonly used in North America because fare pricing is very volatile. Since the fare price could change at any time, repricing is done at the last moment, just before the ticket is issued.</td>
<td>FXX</td>
</tr>
<tr>
<td>Price and store ticket information</td>
<td>The system prices the segment in the same way as “price as booked”, and additionally stores the ticket information. This effectively means that the fare is fixed but the ticket has not yet been issued.</td>
<td>FXP</td>
</tr>
</tbody>
</table>

Fare Type

You can use the fare type to specify what type of fare should appear in the availability search:

- Published fares are available to everyone and are published by the airlines. These fares are usually higher than other types of fares.
- The Negotiated fares option searches for Unifares, as well as for corporate fares (if these are available).
- The Lowest of Published and Negotiated option searches for the lowest fare, regardless of whether that fare is a negotiated or a public fare, as well as for corporate fares.
- The No Fare type option is generally used when a Corporate ID is set for a rule or community. This option searches for fares based on the specified Corporate ID.
Appendix A
Booking and Approval Flow
Appendix B

Amadeus e-Travel Management: an Overview

The following diagram provides a broad overview of the use of Amadeus e-Travel Management, but it is not necessary to fully understand the diagram the first time you look at it. You can refer to the diagram at any time during the training course, to help you understand how everything fits together. You will understand it better as the course progresses.
Overview

Core Creation
Core community created: a basic foundation with required services (such as Air, Hotel, Car, Rail)

Site Construction
- Creation of one or more travel communities
- Creating, cloning
- Configuration
- Testing

new travel communities created and modified as needed

Administration
- User admin (profiles)
- Travel policies (rules)
- Security
- Inheritance
- Testing (dry runs)

ongoing administration & maintenance

Everyday Use
- Travel enquiries, booking
- Travel approval
- Travel arranging

daily use

Travel Fulfillment
- Billing
- Ticketing

ongoing fulfillment

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