

Amadeus e-Travel Management Product Spotlight

Corporations

This document is aimed at highlighting our top new features for **Amadeus e-Travel management v11.2**

The document can be used for internal communication with your customers. Furthermore it is for them to use it in their own communication.

> Our top new features

**July/August
2008 EDITION**

Our top new features:

- Redeem unused tickets with the Unused ticket trader
- Increased control over LCC usage with advanced web search rules
- Improved visibility & reporting over employees' travel behaviour
- New South American LCCs: Gol & Tam



Redeem unused tickets with the Unused ticket trader

The Unused ticket trader fully automates the process of exchanging unused electronic tickets online through Amadeus e-Travel Management.

By comparing a previous unused ticket with a new requested itinerary, the Unused ticket trader will calculate the new fare, including any applicable refund, taxes, additional collections or penalties – all in a fully automated process ! This replaces the complex and manual tasks by airline offices and travel agencies, translating into direct savings for both corporations and TMCs.

Applies for any unused ticket booked on or imported into Amadeus e-Travel Management, for one-way, round trip or open jaw trips – with complete origin and destination change or even for partially flown tickets.

- Travellers can select the unused ticket to be used for the payment of a selected flight
 - A drop-down list will show all unused tickets which apply
- Unused tickets are taken automatically from the GDS (Amadeus)
- Amadeus e-Travel Management completely re-prices the ticket based on the selected unused ticket, calculating any applicable refunds or penalties

The screenshot shows the 'Fares' section of the Amadeus e-Travel Management interface. It displays two fare options for a flight to Paris (AF France 1490.00 USD, expires 05/09). The first option is the 'Current Price' at 875.20 EUR. The second option is 'Price with your Unused Ticket' at 0.00 EUR, which includes a 'To be refunded' amount of 122.26 EUR (176.86 USD). A table below breaks down the costs: Flight Price (875.20 EUR), Unused Ticket (-1029.98 EUR), Non-Refundable (+17.53 EUR), and Change Fees (+15.00 EUR), resulting in a total balance of -122.26 EUR. The interface also shows 'To be paid: 0.00 EUR' and 'To be refunded: 122.26 EUR'. Buttons for 'Back to search' and 'Add to trip plan' are visible at the bottom.

Item	EUR	USD
Flight Price	875.20	1248.67
Unused Ticket	-1029.98	-1490.00
Non-Refundable	+17.53	+25.00
Change Fees	+15.00	+21.39
Balance:	-122.26	(-176.86)

The Unused ticket trader will be available for Amadeus e-Travel Management customers using Amadeus or Sabre as their GDS of choice

Benefits for the corporation

Significant savings for corporations. With the Unused ticket trader they will:

- Avoid the incremental costs of manual travel agency intervention
- Redeem the maximum value out of unused tickets

Benefits for the corporate traveller

Travellers will be able to:

- Quickly view the list of unused tickets available for use for a selected flight
- Easily request the use of one of them against a new ticket

Benefits for the TMC

Simplified processes and workflows increased productivity and accuracy as Amadeus e-Travel Management automatically processes all the information necessary for re-issuing, re-ticketing and re-validation:

- For sites using Amadeus as GDS, PNRs are ready to be issued by the agent
- For sites using Sabre, PNRs will contain all the necessary information for agents to process and issue tickets

Unused ticket trader is currently available for the following airlines:

North America: Canadian North (5T), First Air (7F), Era Aviation (7H), American Airlines (AA), Aeromexico (AM), Alaska Airlines (AS), Caribbean Airlines (BW), Continental Airlines (CO), Delta Air Lines (DL), Frontier Airlines (F9), Hawaiian Airlines (HA), Bearskin Airlines (JV), Penair (KS), Cayman Airways (KX), Mexicana (MX), Northwest Airlines (NW), United Airlines (UA), Bahamasair (UP), US Airways (US) and Midwest Airlines (YX).

Other regions: AirFrance (AF), Finnair (AY) and Conviasa (V0), British Airways (BA), Icelandair (FI) and Maxjet Airways (MY)

Unused Ticket ?

You have one or more Unused Ticket(s) available. You can select one of them to lower this flight price. ▼ Hide Legend

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

▼ Hide Itinerary

Origin - Destination	Vendor	Date	Time	Stop(s)	Duration
Nice (NCE) to Paris (ORY)	Air France 6243 E	09/03	09:35 AM - 11:00 AM	0	
Paris (ORY) to Pointe A Pitre (PTP)	Air France 620 E	09/03	12:00 PM - 02:20 PM	0	10h45min
Pointe A Pitre (PTP) to Paris (ORY)	Air France 621 E	09/12	5:05 PM - 07:00 AM	0	10h15min
Paris (ORY) to Nice (NCE)	Air France 6202 E	09/13	8:00 AM - 9:20 AM	0	

Fares

875.20 EUR **Current Price**
✔ [Purchase conditions](#)
 Public
 Last day to ticket 02/26

0.00 EUR **Price with your Unused Ticket** Air France 1490.00 USD, Expires on 05/09
✔ **To be refunded: 122.26 EUR (176.86 USD)**
✔ [Purchase conditions](#)
 Public
 Last day to ticket 02/26 [Hide details](#)

<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 2px;">Flight Price:</td> <td style="padding: 2px;">875.20 EUR (1248.57 USD)</td> </tr> <tr> <td style="padding: 2px;">Unused Ticket:</td> <td style="padding: 2px;">-1029.99 EUR (-1490.00 USD)</td> </tr> <tr> <td style="padding: 2px;">Non-Refundable:</td> <td style="padding: 2px;">+17.53 EUR (+25.00 USD)</td> </tr> <tr> <td style="padding: 2px;">Change Fees:</td> <td style="padding: 2px;">+15.00 EUR (+21.39 USD)</td> </tr> <tr> <td style="padding: 2px;">Balance:</td> <td style="padding: 2px;">-122.26 EUR (-176.86 USD)</td> </tr> </table>	Flight Price:	875.20 EUR (1248.57 USD)	Unused Ticket:	-1029.99 EUR (-1490.00 USD)	Non-Refundable:	+17.53 EUR (+25.00 USD)	Change Fees:	+15.00 EUR (+21.39 USD)	Balance:	-122.26 EUR (-176.86 USD)	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 2px;">To be paid:</td> <td style="padding: 2px;">0.00 EUR (0.00 USD)</td> </tr> <tr> <td style="padding: 2px;">To be refunded:</td> <td style="padding: 2px;">122.26 EUR (176.86 USD)</td> </tr> </table>	To be paid:	0.00 EUR (0.00 USD)	To be refunded:	122.26 EUR (176.86 USD)
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[Back to search](#)

[Add to trip plan](#)

The traveller can select an unused ticket from a drop-down list

Unused ticket trader will be released in August 2008.

Also in Amadeus e-Travel Management v11.2

The following new features will be released in July 2008.

- ### Increased control over LCC usage with advanced web search rules

Corporate travel managers now have greater control and flexibility when applying the corporate travel policy for Low Cost Carrier (LCC) flights. With the advanced web search rules, for a given route, travel managers can now assign different levels of preference for different LCCs and can also allow the display of LCC flights as 'out-of-policy' options.

As an example, a travel manager could give full preference marks (***) to a given LCC in the route from LON to PAR, one preference mark (*) from LON to EDI in favour of other airlines, or simply deem it as out-of-policy from LON to DUB.

Outbound Paris (PAR) to London (LON) - 09/29				Too many results ? Apply filters	
Showing 5 of 5 result(s)				View all details	
Schedule	Provider	Connection(s)	Lowest EUR 51+	WebFares EUR 37+	
7:40 AM 8:00 AM	BRITISH AIRWAYS BA 303 E *	0 1h20	51	-	
9:45 AM 10:05 AM	BRITISH AIRWAYS BA 305 E *	0 1h20	51	-	
10:50 AM 11:15 AM	BRITISH AIRWAYS BA 307 E *	0 1h25	51	-	
8:50 AM 9:05 AM	easyJet U2 2452 E ***	0 1h15	-	37 W	
12:00 PM 12:15 PM	easyJet U2 2454 E ***	0 1h15	-	41 W	

Example: A company could assign LCC airlines with higher preference marks than regular airlines

- ### Improved visibility & reporting over employees' travel behaviour












With Amadeus Single View, travellers have the flexibility to mix different types of fares in the same trip, often resulting in multiple ticketing elements for a single reservation. From now on, PNRs will contain remarks related to each of the segments, giving greater granularity of data for reporting, and giving corporations full visibility over their employees' travel behaviour.

For Travel Agencies, PNRs enriched with segment-related remarks will optimise back-office processes, resulting in an increase of productivity which will bring savings for both TMCs and corporations.

- **New South American LCCs available: Gol & Tam**

Amadeus continues to expand its offer in local content with the addition of 2 of the largest South American LCCs – Gol & Tam. Travellers can now book flights on these LCCs through the Amadeus Single View display.

And if they wish, they can do so in Spanish or Brazilian Portuguese, two of the 15 languages Amadeus e-Travel Management is available in.

Programação		Fornecedor	Conexões	Lowest BRL 752+	LACA BRL 627+
07:00 08:25	Porto Alegre, Salgado Filho São Paulo, Congonhas	 RG 2101 E	0 1h25	752	-
09:10 10:40	Porto Alegre, Salgado Filho São Paulo, Congonhas	 RG 2103 E	0 1h30	752	-
11:00 12:30	Porto Alegre, Salgado Filho São Paulo, Congonhas	 RG 2105 E	0 1h30	752	-
09:50 11:27	Porto Alegre, Salgado Filho São Paulo, Congonhas	 JJ 3058 E	0 1h37	1268	-
11:20 14:51	Porto Alegre, Salgado Filho São Paulo, Congonhas	 JJ 3832 E	1 3h31	1268	-
07:00 12:15	Porto Alegre, Salgado Filho São Paulo, Congonhas	 JJ 3070 E	1 5h15	2552	-
08:00 09:30	Porto Alegre, Salgado Filho São Paulo, Congonhas	 G3 1241 E	0 1h30	-	627 W
20:45 22:19	Porto Alegre, Salgado Filho São Paulo, Congonhas	 G3 1251 E	0 1h34	-	627 W
06:40 08:18	Porto Alegre, Salgado Filho São Paulo, Congonhas	 JJ 3048 E	0 1h38	-	1094 W
09:25 11:05	Porto Alegre, Salgado Filho São Paulo, Congonhas	 G3 1243 E	0 1h40	-	627 W
12:20 14:00	Porto Alegre, Salgado Filho São Paulo, Congonhas	 G3 1245 E	0 1h40	-	627 W

GOL and TAM flights available through Amadeus Single View