



Editorial



Jérôme Destors
Commercial Director
Amadeus e-Travel

Dear friends,

Welcome once again to the Onliner, our quarterly newsletter that brings you the very latest corporate travel news from Amadeus. Now in its 5th edition, our newsletter has evolved to a new look and feel that we hope you like.

We also thought that you would like to meet the team behind the scenes; those people that work everyday to bring to you, the corporations, the best solutions to manage your travel programmes. The new section called 'Meet the team' will introduce a key member of the Amadeus team every quarter. This time I would like to welcome to the team Frank Palapies, our recently appointed Head of Global Sales for the Corporate and Distribution Channels.

With adoption hot on the agenda, you can read more findings from our joint study conducted with Cranfield University. Our 'Top Ten Tips to Increase the Adoption of Self Booking Tools' should prove valuable to travel managers and anyone else concerned with the topic. We also bring you details of the latest release of Amadeus e-Travel Management (v10.2) and a feature article about the growing phenomenon of Web 2.0 technology.

Finally I am pleased to announce that my colleague Marcos Isaac, Director of the Corporate and Distribution Channels at Amadeus, will be taking over the reins of this newsletter from now on. It has been a pleasure writing to you all over the last year and I am sure you will continue to find this a valuable and interesting source of information from Amadeus to corporations.

All the best,

Jérôme Destors
Commercial Director,
Amadeus e-Travel



Product News

Check out the top new features of Amadeus e-Travel Management

Amadeus will soon unveil the latest version of Amadeus e-Travel Management (v10.2). Check out some of the exciting new features that will be introduced in July.

Make the most of your money with the 'unused ticket indicator'

When business trips are not completed or taken and the electronic ticket that has been issued goes unused, occasionally the traveller forgets about it. To counter this Amadeus has developed an 'unused ticket indicator', a ticket bank of unused electronic tickets which travellers can access at the time of booking. They can then request to the Travel Agency to redeem the value of this unused ticket towards their new ticket, helping their company make additional savings.

Flight Search Results ?

Paris (PAR) to New York (NYC) - Return

View the different result options
Prices shown are the best fares available.

STANDARD	Web Search	All Results
200 Results EUR 975.00	67 Results EUR 1515.76	267 Results EUR 975.00

Sort By Filter

You are viewing 1 to 20 of 200 results 1 2 3 4 5 6

Legend: ✔ In policy ! Out of policy

1687.51 EUR (Negotiated)

Route	Airline	Connections	Class	Time	Restrictions	Ticket Type	Duration
Paris (CDG) - New York (JFK)	AIR FRANCE Air France 8	0 Connections	03/5	6:50 PM - 9:00 PM	Economy Restricted	e-ticket	8h, 10m
New York (JFK) - Paris (CDG)	AIR FRANCE Air France 9	0 Connections	03/9	10:55 PM - 11:55 AM + 1 day(s)	Economy Restricted	e-ticket	7h, 00m

[View details](#) [Purchase conditions](#)

(...)

You are viewing 1 to 20 of 200 results 1 2 3 4 5 6 7 8 9 10 [Next Results >>](#)

[Back to search](#)

Unused Airlines Tickets

You have the following unused tickets :

Airline	Number of tickets	Value
United Airlines	2	\$236.23
American Airlines	1	\$101.56
British Airways	1	\$756.60

Whenever possible, please attempt to book future trips on these carriers so that the value can be applied to new airline ticket purchase.

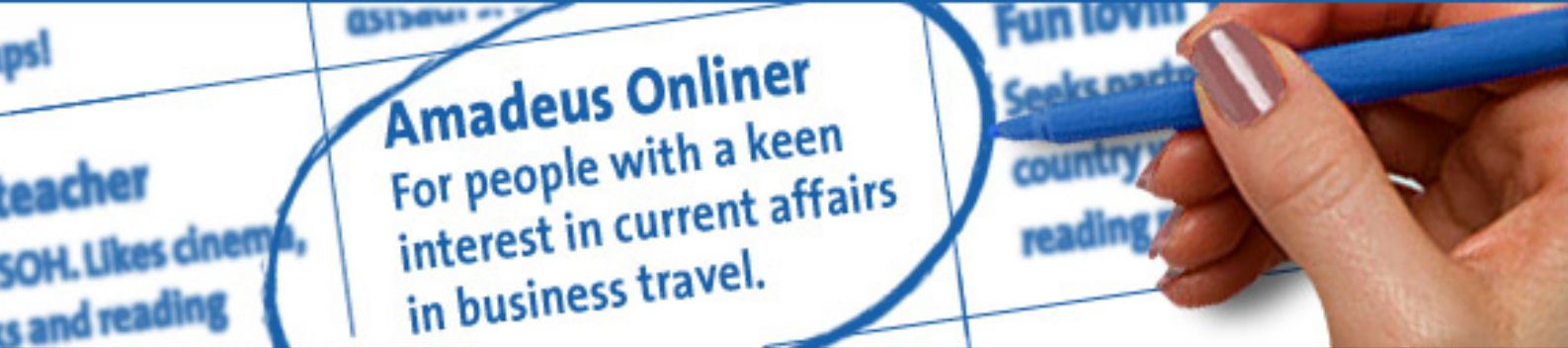
[Close](#)

Save time and merge online and offline booking process

With offline booking management, Travellers can now satisfy 100% of their trip request through Amadeus e-Travel Management. The booking will then be completed by the Travel Agency or by the automated online system.

Over the next 3 years...

Amadeus will provide a unique approach to Corporate Travel. The Online Booking Tool will evolve beyond Trip booking to a complete Traveller Care experience. Every one of our product releases is a step towards this approach, revising the travel planning experience completely and optimising the faring process to propose the best possible trip alternatives.



Customise the content by giving direct access to recommended external providers

You want to create the best travel experience for your travellers. You can now make it even easier for them to access recommended external providers without the need to log-in to a different home page. This functionality gives the administrator more control ensuring that travellers access the content of the providers within the travel programme.

Fast track to making your travel arrangements: Quick Shopper

Soon to be made available in North America is Quick Shopper, the implementation of a one-page search, where users can search for air, car and hotel all in one entry. You are given the possibility to specify details and find a complete solution in just one click. You will be able to make all your bookings for flights, hotels and car, from a single display.



Amadeus Adds 5,000 More Hotel Properties

- Corporations can now book 75,000 hotels through Amadeus
- 2,000 of the additional hotels are small, independent or budget hotels

Amadeus has added 5,000 more hotel properties to its distribution system, providing corporations with access to 75,000 properties.

We continue to place particular emphasis on growing the number of independent properties available knowing that smaller local hotels can be very important for corporations travel policies. Therefore we have increased the number of small, independent and budget accommodation by 38% since last October. These hotels connect cost-efficiently to Amadeus' worldwide distribution network through the Amadeus Multichannel Distribution tool.

Amadeus is also working on a number of other initiatives to continue increasing local hotel content available to corporations at the best rate. With the 'Best Available Rate programme' corporations can be confident that rates offered through Amadeus are at least as competitive as those offered through other distribution channels.

Small and budget hotels, are those which are most in demand for corporations. That is why we are working hard to add more and more of these properties to the range of hotels which corporations can book through the Amadeus system.

Antoine Medawar
Managing Director,
Amadeus Hospitality Business Group



Did you know...?

With Amadeus e-Travel Management...

Auto completion of location fields makes travellers' lives easier!

Auto-completion helps travellers choose the city, airport or rail station they are travelling from/to by predicting a list of locations from the first letters typed into the input fields. This helps make travel searches quicker and helps avoid typing errors.



Air Search page – example of auto-completion

Online help is now available in French and German!

Online help has now been fully translated into French and German helping to make Amadeus e-Travel Management more user-friendly than ever.

Search for flights by arrival time!

Your travellers have a meeting to attend and they want to make sure they will arrive on time? They can now choose to search for flights by required arrival time rather than departure time, helping them stick to their time constraints.

Pay for Deutsche Bahn tickets with your credit card!

You can now pay for Deutsche Bahn rail tickets directly by credit card. And in case of cancellation, the reimbursement will be made automatically back onto your credit card.



Adoption

Top Ten Tips to boost Adoption

The **Business Travel Research Centre at Cranfield University** in collaboration with ACTE and Amadeus recently conducted a study on the adoption of online travel management tools, with the aim of helping companies to get more out of their self booking tools (SBTs) and to reduce travel expenditure.

SBTs can benefit companies of all sizes. The following top ten tips to help companies increase adoption of SBTs have been compiled based on the survey responses of more than 400 organisations in Europe, North America, and Asia Pacific.

1. Don't be put off by the size or location of your company

All companies have the potential to benefit from an SBT, regardless of location; size of business; size of travel spend; or the number of trips taken per year. These factors appear to have no impact on the rates of adoption.

Travel is one of the largest areas of expenditure for many companies, yet huge savings can be made in time, money and improved efficiencies through the successful adoption of a SBT. Corporates can achieve savings of 25.6% on TMC fees and 9.1% on average airline ticket costs

2. Develop a clear corporate travel policy

One of the most important factors in driving SBT adoption is to provide clear policy guidance to company Directors and the HR departments, so that decisions about travel management are well informed.

3. Mandate the use of an SBT

Companies that comply with mandatory usage improve their adoption rate from 41% to 65 %.

4. Encourage employees to 'do it themselves'

Create a self-service mentality where employees are more willing to manage online. A flat structure and shorter reporting lines enable a quicker adoption rate, as informal communication works faster than formal channels in hierarchical organisations.

5. Boost content so that users can access a variety of options, including access to flights and fares from low-cost carriers.

Travellers who feel empowered to make the right travel choices based on a range of available options are more enthusiastic about using the SBT.

6. Lead by example

Companies where Directors and managers buy-in to using the SBT and 'preach by example' tend to have the highest adoption rates at nearly 70 %.



7. Cut the red tape

Complex bureaucracy can hinder adoption of online travel management tools, slowing down the rate at which communications reaches all parts of the organisation.

8. Keep the momentum

The highest adoption rates (40%) are usually seen in the first year of implementing an SBT, but thereafter it can be harder to achieve cumulative growth. Once a Self Booking Tool is established within the company, ensure that adoption does not 'tail off', by incorporating training into the company's induction procedure, or offering 'refreshers'.

9. Keep abreast with new technology

As updated versions of online solutions come on to the market, look for improved functionality and features, for example the use of handheld devices that make the booking and approving of travel more efficient and user-friendly.

10. Integrate IT systems

Increasingly, corporates are looking for solutions that integrate seamlessly with other back office systems such as accounting software and document management.

At Amadeus our aim is to help businesses to approach online adoption solutions for booking travel arrangements in a strategic and effective way.

Marcos Isaac,
Director, Corporate & Distribution Channels, Amadeus e-Travel



Download your free copy of the study

Further information on the Amadeus and Cranfield University worldwide study on the adoption of Self Booking Tools (SBTs) is available at www.amadeus.com/corporations/cranfield.



Voice of the customer - France

The CNRS selects Amadeus to assist in developing its 'e-administration strategy'.

With an operating budget of €2.738 billion in 2006 and a 30,000 strong work force consisting of employees, researchers and engineers working continuously to advance knowledge for the benefit of society, **the National Centre for Scientific Research (CNRS)** is the most important research organisation in France.

Because their work relies on the sharing of knowledge, CNRS employees often have to travel abroad. The organisation has 9 worldwide offices, maintains scientific cooperation agreements with 55 countries and acts in close collaboration with more than a hundred research bodies and international laboratories. All of this accounted for more than 180,000 'missions' in 2006 alone.

At the end of 2005 the organisation's Director General decided to conduct a review of ways of optimising the management of employee travel; the conclusion was that a common approach to purchasing on a national basis was needed.

To assist in implementing its new national travel policy the CNRS selected Amadeus and its solution **Amadeus e-Travel Management**.

[Download our case study](#) to discover the reasons why CNRS selected Amadeus.

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The steady increase in its 'missions' budget has led the CNRS [National Centre for Scientific Research] to start thinking about a solution which will optimise its expenditure and at the same time make life easier for its 30,000 employees.





Also of interest

From WP to Web 2.0

by Peter Smith

Decision-makers can turn the new wave of technological innovations to their advantage

I consider myself fortunate to have commenced my working life during the tail end of one era and at the dawn of another – an era which today is morphing into a new form of communications and inter-connectedness loosely being defined as Web 2.0.

The old era was when bosses bossed and secretaries were a symphony of tweed and sensible foot wear. Then one portentous day, the IBM Word Processor was delivered. This was a machine of chains and pulleys that was about as big as a Mini, but with a postcard-sized screen.

It was so complex that it required a new job classification and a special operator to run the thing. Our machine cost more than \$10,000 and had the memory of a peanut. A machine of unpredictable personality and temperament, it was given a name; Vanessa.

But life quickly returned to normal, with little impact on the boss, the secretary and the rest of the office, other than the boss could now ask for multiple drafts with abandon. Even so, only a year or two later, a consignment of IBM PCs arrived with, I think, Word Perfect installed. Vanessa was quickly pensioned off.

I have a small confession to make here. I actually proposed to equip the Australian government's travel service with one PC to be shared between two workers back then – well, the machines were so expensive. My proposal was accepted and that little effort lasted for about twelve months before the blinding obvious was evident: one machine per person was required.

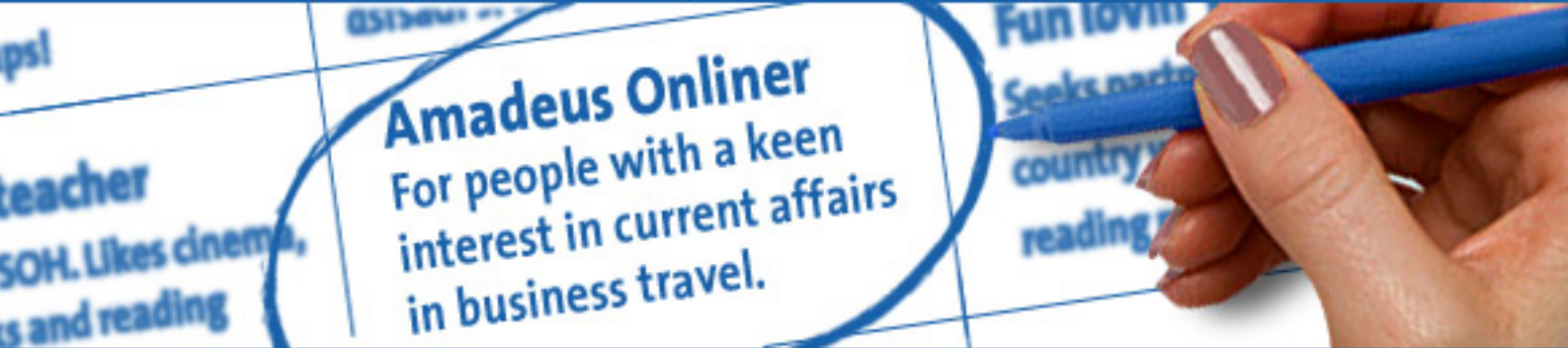
Later on and somewhat unexpectedly, these PCs started to be connected and a basic text e-mail was introduced. This was the tipping point, when bosses had to face the harsh reality that they were actually expected to handle their own mail. Some embraced this concept of modest self-service, while others had PCs on their desks for pure decoration. The latter knew hot to hit the print key...

BUSINESS BLIND SPOTS

Moving into the current era, we have seen the rapid take up of the Internet, low-cost carriers, self-booking, online banking and the Web 2.0 phenomenon. Don't believe me about Web 2.0? Watch the YouTube eBay video at <http://youtube.com/watch?v=jClp7eo4MvY> and the Amadeus e-learning quickie at <http://youtube.com/watch?v=XGG5k-xdM28>.

But we still have amazing blind spots in business where "we don't do it that way" is still the cry.





Take, for example, corporate self-booking tools, which are proven to improve convenience, cost control and security. I suspect that we have named this class of solutions incorrectly - if we had called them something like 'On-line Business Travel Optimizer', we would have got further with the decision-makers.

Luckily, this is an optimization solution where the person producing the benefit need not actually be the boss - in short, no one expects management to be making their own bookings. But it is not just about bookings, it's about streamlining the approvals process, tracking and much more.

I do predict that once on the road, it won't be long before the bosses are making, approving and changing their own business travel plans via a Blackberry or other PDA when not in the office. This will be made possible by new mobile solutions and innovative total trip experience concepts enhanced by online self-checking-in and rebooking 'on the fly'.

As a minimum, companies should be asking about the benefits of business travel optimisation solutions such as Amadeus e-Travel Manager, and, where necessary, getting some help in designing new processes with their travel agent.

As for Web 2.0, help is readily at hand: just ask your kids or nephews or nieces. They, in all probability, will have it nailed already. They are the reason that YouTube, with about 65 employees, was recently bought by Google for about \$1.65 billion.

And if you need any further explanation, try www.wikipedia.com, itself a fine example of social connectedness and user-created content.

Peter Smith

Peter Smith is Vice President e-Commerce, Asia Pacific, Amadeus Asia

Article originally published in PATA Compass, Issue March - April 2007, page 53.



Meet the team

Frank Palapies, New Head of Global Sales in Amadeus Corporate Channel

We are very pleased to welcome Frank Palapies to the role of Head of Global Sales for Amadeus' Corporations division.

Having recently moved to Bad Homburg, Germany, Frank brings wide international experience to his new position. As General Manager of Amadeus Southern Africa for over six years, his role was to define the commercial, financial and technical market strategy as well as the product strategy and deployment in order to fulfil the market needs. Without a doubt Frank had a specific focus on customers and succeeded in taking Amadeus Southern Africa to the solid market share it holds today.

Frank is an experienced travel industry player with more than twenty years' in the sector, including time with Lufthansa City Center, ClubTravel International Ltd. and the Globetrotter and Elbe travel agencies.

Frank holds a Master's degree in Tourism, Marketing and Trade from the Technicon of Hamburg, Germany.

He has lived in Hong Kong, South Africa and Germany and speaks English and German fluently but is comfortable in French and Polish as well!









What's going on at Amadeus?

Amadeus presence at industry events worldwide

Please see below the upcoming corporate travel events at which Amadeus representatives will be speaking on a variety of topics.

Date	Event	Location
22nd - 25th July 2007	NBTA International Conference 	Boston, USA
16th August 2007	ACTE Latin America Community: The Meeting Like Minds 	Sao Paulo, Brazil
22 nd - 23rd August 2007	ACTE Asia-Pacific Education Conference 	Singapore
21st - 23rd October 2007	ACTE Global Education Conference 	Munich, Germany



Facts & figures

About Amadeus

Amadeus' worldwide presence	
Employees	7,600
Nationalities (of employees)	95
Number of Markets	217
Customer Base	1,000 of the world's largest corporations through over 3,000 customer sites

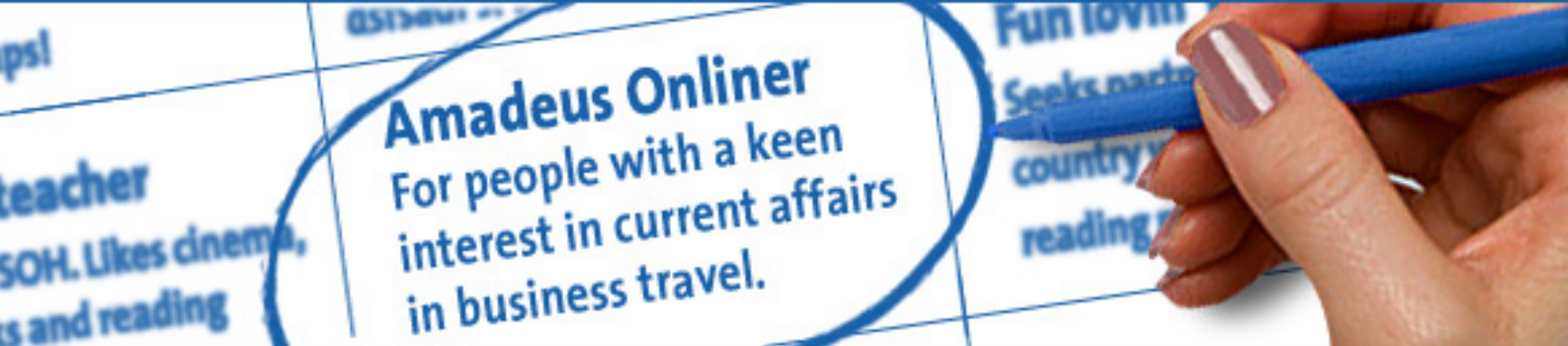
About Amadeus e-Travel Management.

Access to	
Airlines	486 including 48 LCC's
Car rental companies	42
Hotel Properties	75,000

Direct links to	
Low Cost- Airlines	Over 70
Railway Providers	SNCF, Thayls, Eurostar, Deutsche Bahn, Swedish Rail
Car providers	Avis, Europcar, Hertz, Sixt

Available in	
Languages	13
Currencies	160

Reporting capabilities	
Predefined reports	25
Total e-reporter customers	220



Amadeus news round-up

[Click here to read any of the below releases in full](#)

[Amadeus Cars Forum 2007 finds car leisure industry set to grow through multi-channel distribution](#)

Over 30 industry experts met to discuss the changing trends and the future of the car leisure industry 18-21 May 2007. The theme of the forum, hosted on a cruise ship in the Caribbean was looking to the future of the car leisure industry.

12 Jun 2007

[British Airways selects Amadeus Flex Pricer to further enhance BA.com](#)

Amadeus, today announces that British Airways has adopted Amadeus Flex Pricer to enhance the experience of booking connecting flight itineraries through its website www.ba.com.

7 Jun 2007

[Amadeus and Destinations of the World announce strategic partnership](#)

The agreement will enable the organisations to share each other's content, boosting their ability to serve the global travel agency community, the hospitality industry and travellers.

14 May 2007

[Amadeus records continued strong uptake of its e-ticketing technology, 19 new customer signings in the last six months](#)

Amadeus today announced it continues to register a strong demand for e-ticketing technology from airlines.

9 May 2007

[Amadeus increases European online travel agency market share to 64.2% in 2006](#)

Amadeus held the largest online travel agency market share in Western Europe in 2006 with 64.2% - an increase of 12.9 percentage points from 2005. The company also grew its online travel agency business in Asia Pacific and reached 19.9% market share in December 2006 compared with an average of 9.0% market share during 2005. In India, Amadeus recently announced that four online travel agencies have chosen Amadeus technology: Indiatimes, MakeMyTrip, Sify and Yatra.

7 May 2007

[Amadeus strengthens position in low cost carrier market with latest signings for its LCC-specific IT platform](#)

Amadeus today announced that VivaAerobus, based in Mexico, and AerOasis, based in Colombia, have signed agreements to adopt Amadeus' customer management IT solution (CMS) for low cost carriers. These two signatures bring to six, the number of airlines secured for the platform in just 12 months. Both carriers will benefit from the integrated solution which efficiently manages customer processes from booking to baggage collection, in a way that supports revenue growth and expansion.

10 Apr 2007

[KLM Royal Dutch Airlines, Kenya Airways and Martinair adopt Amadeus Altéa Reservation to support global sales](#)

KLM, Kenya Airways, Martinair and Amadeus today announced that the three airlines are now using Amadeus Altéa Reservation to drive their global sales.

3 Apr 2007

[aircanada.com revolutionises airline merchandising with Amadeus solutions](#)

Amadeus e-Travel, the e-Commerce division of Amadeus offers Air Canada's online customers a level of fare transparency and pricing options never before seen in the airline industry

2 Apr 2007