



Amadeus Hotel Store

User guide
16 March 2009

Taking hotel consolidator content to a new level with Transhotel

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Amadeus Hotel Store is now open for business!

Amadeus now offers you a new level of hotel consolidator content in partnership with Transhotel by:

- 5 **Integrating hotel consolidator content within your Amadeus Selling Platform**
Book easily & efficiently with the same PNR
- 4 **Giving you upfront commission**
Generate positive cash flow for your agency
- 3 **Widening your choice of hotels**
Over 50,000 hotels worldwide
- 2 **Giving you access to competitive rates**
Make sure you have the best price for your customers
- 1 **Supporting your customers 24/7**
Ensure peace-of-mind for you and your customers



You can also access a full overview of the Amadeus Hotel Store by viewing the demo at www.amadeus.com/travelagencies/hotelstore.

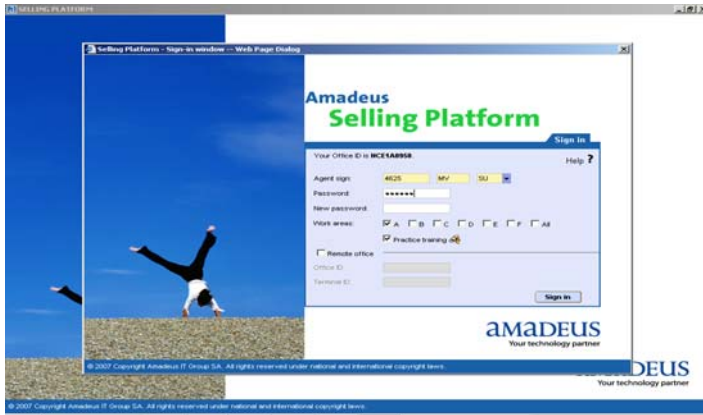
Technical requirements

For optimal usage of the Amadeus Hotel Store, please make sure that you are viewing the Amadeus Selling Platform via **Microsoft Internet Explorer 6.0** and the screen resolution as recommended to you by your Amadeus helpdesk in correspondence of your version of the Amadeus Selling Platform.

In the event of a different web browser or a different window configuration being used, the application's functionality and the visualisation of items within the operational windows may be affected.

Log-in

Log-in to your Amadeus Selling Platform by entering your user details and password.



Access to the Amadeus Hotel Store

Depending on your requirements you can **either start to use the Amadeus Hotel Store immediately** after entering the Amadeus Selling Platform **OR you can first create an air booking.**

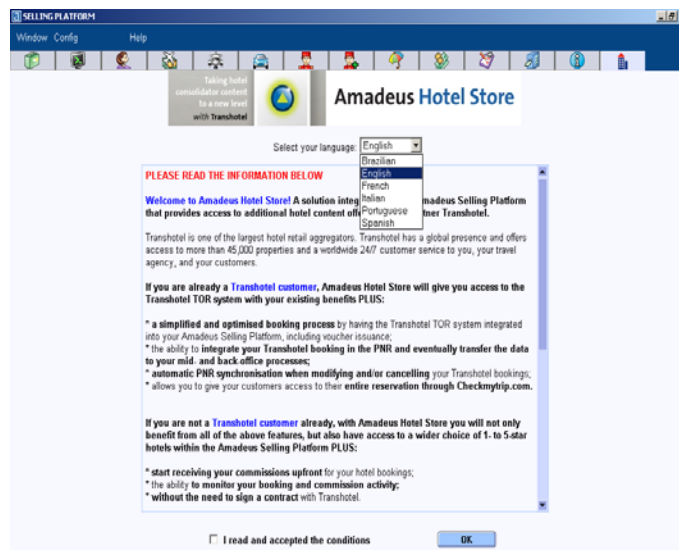
To access the Amadeus Hotel Store click on the blue hotel icon at the top of your Amadeus Selling Platform.



Configuration of your travel agency's details

If this is the first time that you access the Amadeus Hotel Store from your PC then you will see an introductory text with the terms & conditions, just like with any other booking website. Select your preferred language and take your time to read through the page. Then **check the tickbox and click on "OK"**.

You will have to do this only once, unless you access the Amadeus Hotel Store from a different PC, or if you reset your Internet browser, you may be requested to accept the terms & conditions again.



Also, if you have never used the Amadeus Hotel Store or the Transhotel booking engine before, you will be requested to **fill in your travel agency details** for the invoices, reservation confirmation documentation and all other administrative functionalities.

You will need to do this only once.

This form would normally appear after you try to perform the first hotel booking (i.e. when you try to book a hotel from the availability screen).

In this general information form you will be asked to complete the following details referring to your travel agency:

- **Name**
- **Address**
- **City**
- **Postcode**
- **Province / State**
- **Country**
- **E-mail**
- **Fax** (with international phone code and no spaces between the numbers)
- **Language** to be used for administration documents (e.g. agency receipt, confirmation e-mail, customer voucher). You can choose among 6 languages.

Please note that some information may have been already prefilled, but you can modify it by typing your most recent agency details (the city, province and country can be changed by clicking on the magnifier glass).

Click to change city, province and country

Creating an Amadeus Hotel Store reservation

On the main page of the Amadeus Hotel Store, you can see:

- an overview of all active hotel bookings in the PNR (if any),
- if your open PNR includes an air booking, you will also see the main details of your flight segments according to which we can make a hotel booking,
- a direct link to the search of all hotels and previous bookings, regardless of the open PNR.

The screenshot shows the Amadeus Hotel Store interface. At the top, there's a banner for 'Amadeus Hotel Store' with a logo. Below that, there's a section titled 'Hotel Bookings in PNR' with a table that is currently empty, displaying 'No Amadeus Hotel Store booking in PNR'. Below this, there's a 'Create Hotel Booking based on flight details' section. It includes a dropdown menu for 'Create a booking for passenger:' set to 'SMITH DAVID'. A table shows flight details for AF022 (CDG to JFK) and AF023 (JFK to CDG). Below the table, it shows 'City: JFK', 'Arrival: 24.03/2009', and 'Departure: 30.03/2009'. There are 'Cancel', 'Modify', and 'Create' buttons. At the bottom, there is an 'Access Amadeus Hotel Store' section with a 'Go' button.

If you have at least an air segment in your open PNR, the Amadeus Hotel Store will display the names of passengers, and some flight details.

You can now do a hotel booking by using this PNR information, only by selecting the relevant flight segment and passenger name to whom the hotel booking will refer to.

You will notice that the city, check-in and check-out dates will dynamically be filled in based on your air segment selection.

By clicking on “create”, you will be taken to the hotel search page with no need to enter these travel details.

If you do not have any air segment in your open PNR, or if you do not wish to reuse the information of the open PNR, you can simply click on “go”, and you will directly access the hotel search page.

Please note that any time you will leave the Amadeus Hotel Store to work in another Selling Platform tab, once returning to the Amadeus Hotel Store you will be always redirected to this homepage. It is therefore **not advisable to leave the Amadeus Hotel Store in the middle of the booking process.**

Search

The search page allows you to define the parameters of your customer's accommodation needs.

1. **Select the country** in which you want to make your booking from the drop-down menu.
Tip: If you have selected an air segment first, this should automatically be filled in.
2. **Type the city** or location where your customer will be staying in (or choose it from a list, by clicking on “Select City”).
Tip: If you have selected an air segment first, this should automatically be filled in.
Alternatively, instead of performing a search based on a city, you can search for properties within a geographical area. You can display a list of geographical areas within the country you have previously selected, by clicking on the magnifier glass.
3. **Refine your search criteria** by entering a hotel name and/or indicating the radius in which you want to search hotels. This is an optional step.
4. **Enter the dates of arrival (check-in) and departure (check-out).**
Tip: If you have created an air booking first, this will automatically be filled in.
5. **Select the number of rooms you want to book and define:**
 - **Number of adults and children** staying in each room you want to book
 - **The meal plan desired:**
 - **Accommodation:** Only accommodation
 - **Breakfast:** Accommodation and breakfast
 - **Half board:** Accommodation, breakfast and lunch or dinner
 - **Full board:** Accommodation, breakfast, lunch and dinner
 - **Any:** Irrelevant, whatever available.
6. Click on **“Search availability and rates”** and you will be taken to the **hotel availability display.**

By clicking on “Clear” you will clean the page of ALL data.

You can also enter an advanced search page, by clicking on “Advanced Search” on the top left corner of the basic search page. This page will offer you the opportunity to request hotel availability based on additional features (e.g. hotel facilities and services) as well as selecting upfront the sorting criteria of the search results.

Searches and reservations where the length of stay exceeds 15 days are not authorized.

Availability

Here you will be able to see the list of the first 20 hotels corresponding to the search criteria you have previously filled in. You can sort the hotels in various ways depending on the amount of detail you would like to see and in which priority you want the results to appear.

Additionally, you will also have access to a calendar in case you need to change the dates of your reservation.

If you want to view other hotels besides the ones proposed on the first page, you can move to following availability pages by clicking on “More Hotels”.

By selecting “New search” you will be redirected to the basic search page, which will have been cleaned from previous search criterias.

“Back to landing page” will display again the Amadeus Hotel Store homepage. This button is available in all pages of the booking flow.

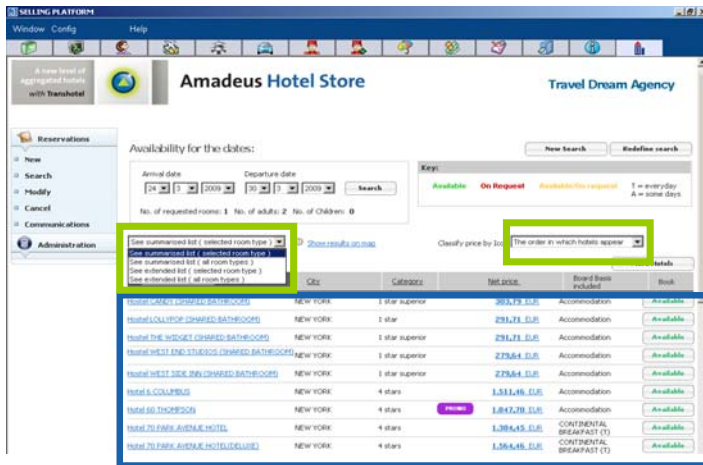
Viewing and sorting the results

At any time you can switch between viewing the information as either:

- a **summary list** including hotel name, rating, location, meal plan, total retail price of the reservation OR
- an **expanded list** including hotel pictures, map and all available rate plans.

You can also sort the list of hotels available by:

- **Hotel name** (alphabetical)
- **Hotel category** (in stars)
- **Price** (the price displayed is always the TOTAL retail value of the booking, including taxes).



Sort and view

Formatted: English (U.S.)

Basic hotel information

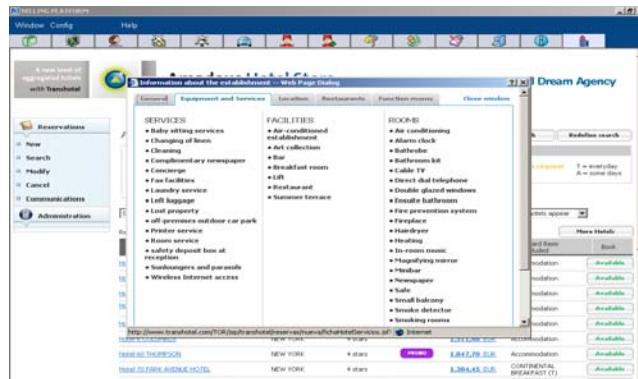
Basic hotel information

In the availability screen you will see the:

- **Hotel name**
- **Hotel rating** (in stars)
- **Hotel location** (e.g. downtown, north, west). If the hotel is in a secondary city nearby or in suburban areas, you will see the distance to the main city.
- **Meal plan included in the reservation.** It could be accommodation only, continental breakfast, buffet breakfast, half board or full board.
- **Total retail price** for the reservation requested including taxes.
- **Rate indicator** in case the rate is exclusive to Transhotel, lowest rate guaranteed, promotional rate or if it is a special offer.

Detailed hotel information

You can click at any time on the hotel name and a pop-up window will appear with information about the hotel, description, pictures, services and facilities as well as mapping.



Rates

In the price column of the availability display you will always see the **total retail price**, which means:

- In the case of **commissionable rates**, the total retail price given by the sum of the property net rate plus the travel agent's commission.
- In the case of **net rates**, the total retail price given by the sum of the property net rate plus the travel agent's mark-up.

Once you have chosen the hotel for which you want to proceed with the reservation, click on “Available” (in the right column, called “Book”) to proceed with the booking.

Confirm details

Once the hotel and room accommodation have been chosen, we enter the confirmation flow which consists of 4 steps.

In the first step after availability, the screen prompts us to reconfirm if the information of the booking is correct.

Double check your hotel, departure/arrival dates, number of nights, the price and the list of services.

1. Confirm details

Confirmation 4 steps (1 / 4) You are here

Please, check if dates of reservation are correct. If not, click *Return* to return to the last result of the search, or click *New Search* to make a new enquiry.

Hotel 60 THOMPSON (4 stars)
60 THOMPSON STREET
10012 NEW YORK
NEW YORK (UNITED STATES)

Date of arrival: Tuesday, 24/03/2009
Date of Departure: Monday, 30/03/2009
Nº of nights: 6
Reservation status: Available
Net price: 1.847,70 EUR (taxes included)

Details of the services

Day	Nº	Adults	Board Basis	Children	Board Basis	Net
24-03-2009	Double	1 2		0		307,95
25-03-2009	Double	1 2		0		307,95
26-03-2009	Double	1 2		0		307,95
27-03-2009	Double	1 2		0		307,95
28-03-2009	Double	1 2		0		307,95
29-03-2009	Double	1 2		0		307,95

Cancellation Policy

In the case where a reservation is cancelled or modified after 12:00 hours (GMT+01:00) on the 22-03-2009 the sum equivalent to 100 % of the first night will apply.

Terms and general conditions

GENERAL TERMS & CONDITIONS
For the purposes of the present General Terms & Conditions, the programme/brochure is the informative document in which these will be incorporated.
The programme/brochure is the description of the combined trip contained in the programme/brochure which constitutes the object of the combined trip contract.

I accept the terms and general conditions [View terms and conditions](#)

Go Back Continue reservation New Search



In this page you will also see the **cancellation Policy** that is applied by the selected property, and its penalties.

Beyond the date displayed in the cancellation policy, you will not be able to cancel and/or modify the reservation without incurring in a penalty fee.

You have to read the terms & conditions and accept them by ticking the box at the bottom of the page.

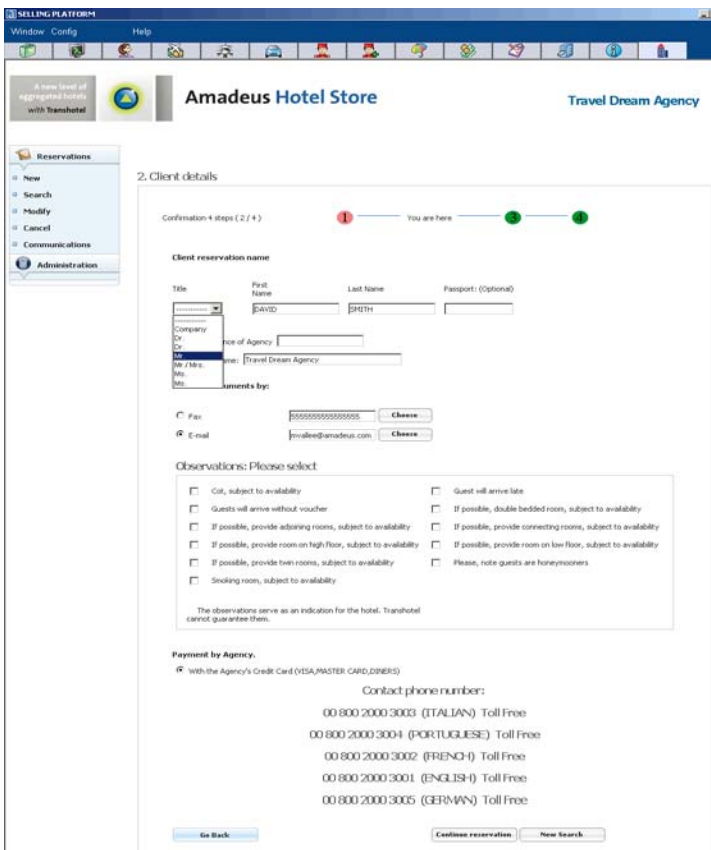
By clicking “Continue reservation”, you can then move to the following step where you will have to fill out the customer’s details.

Client details

In this second step, you will need to confirm:

- **Customer's name:** title (Mr, Mrs, etc.), first name, last name, and passport number (optional)
Tip: If you have selected an air segment first, the name will automatically be filled in.
- **Agency reference number:** in case you want to insert a reference number according to your agency's administration procedures. This is optional.
- **Internal agency user:** in case you want to record your name or department for internal reference. This is optional.
- **Receive document by fax or e-mail:** so that you can define how you want to receive the confirmation/receipt of the booking as well as the voucher for your customer. You can choose the email or fax from a predefined list, or add it manually.
- **Observations/Special requests** from the customer to be addressed to the hotel as a booking remark. Such requests are forwarded to the hotel, but not guaranteed.
- **Method of payment** that the agency is using to confirm the reservation.

At the bottom of the page you will also find the **Transhotel support telephone numbers** in case you need some additional help to complete the reservation.



After completing all required fields, click on “Continue reservation” to move ahead to the Payment page (step 3).

Payment

The various options that you have seen in the previous page as form of payment may vary according to the country where you are based as well as the commercial conditions that were agreed between your agency and Transhotel (if any).

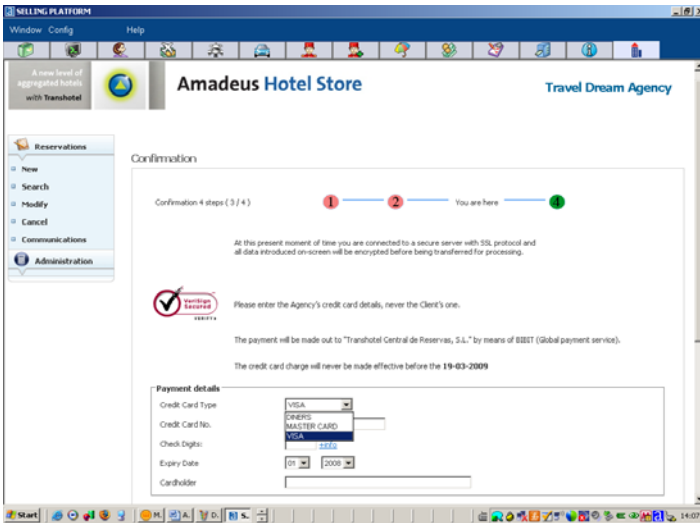
There are three possible generic payment methods:

- **Travel agency credit card**
- **Direct debit**
- **Transhotel credit line.**

The default and unique form of payment for travel agencies which have no commercial agreement with Transhotel is the **travel agency credit card**.

Never use your customer's credit card as he/she will be able to see your level of commission or mark-up.

Unless your agency has a credit line with Transhotel, payment must occur at least **72 hours before check-in** of the customer. If you do not pay Transhotel within these timelines, your booking will be cancelled.



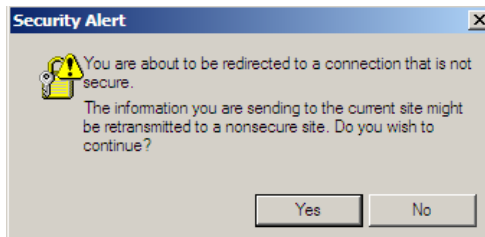
On this page you will also be able to see the limit date before which Transhotel will never charge your travel agency.

Transhotel will charge you:

- The total retail price minus the agent commission, in the case of commissionable rates;
- The hotel net without agent's mark-up, in the case of net rates.

Fill out all required details as required and select "Continue reservation" in order to proceed to the final confirmation page.

After clicking on "Continue reservation" a popup message may be displayed. Simply click on "Yes".



Confirmation and voucher issuance

Once the booking is confirmed, you reach the last step of the confirmation flow. The hotel voucher to be given to your customer is displayed on the screen. You can print it directly from this page, or wait to receive it via email or fax.



If the booking is successful, at the bottom of the voucher page you will see the following message “Process of reservation correctly realized”.

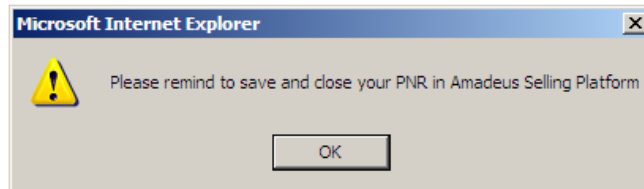
In parallel, you will automatically receive the following documentation by e-mail or fax, depending on the distribution method you have indicated before:

- **Hotel voucher**, to be given to the end-customer
- **Invoice** with the pricing information and the net value of the reservation to be paid to Transhotel by the travel agency.

Important

Before reaching step 4 and displaying the customer voucher, you will always get a **pop-up warning message reminding you to save and close your PNR in Selling Platform.**

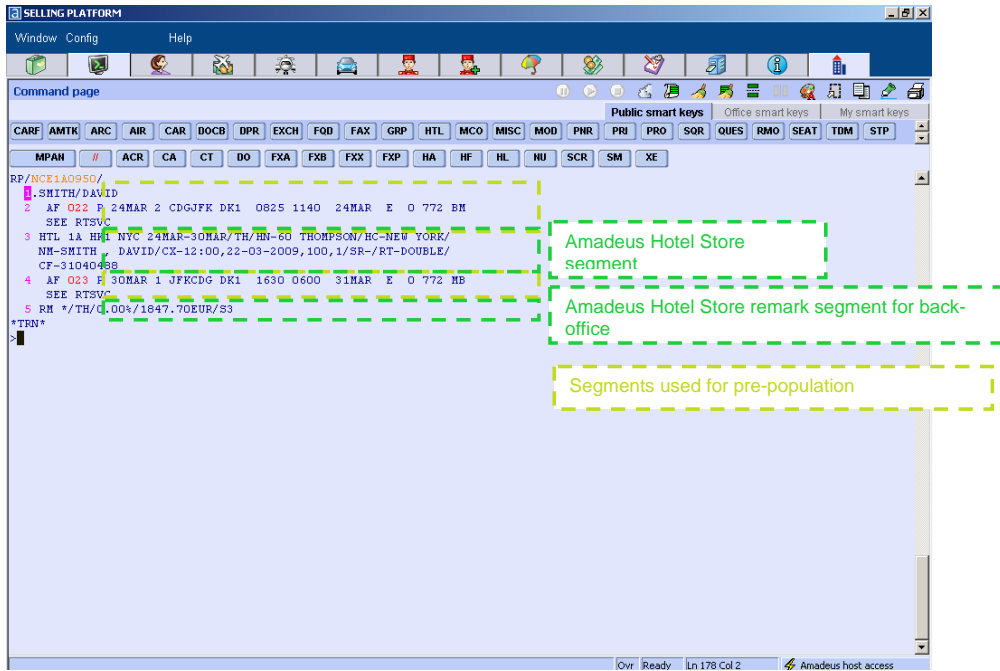
This is necessary to have the Hotel Store booking details correctly integrated in your PNR upon finalization of the reservation.



Therefore, after displaying the voucher, you must go back to the Command page or the PNR graphical page, add any other relevant information and End Transaction to save the booking data.

Integration within your PNR

Whether you had an air segment open first or you created an Amadeus Hotel Store booking without any open PNRs, when you go back to the Amadeus command page after having successfully completed a hotel reservation, you will see that the **Amadeus Hotel Store auxiliary segment and the corresponding accounting remark (RM*)** have been automatically generated.



You can now enter the usual necessary or optional information, and proceed to End of Transaction (ER or ET entries).

If you ignore your PNR without having End Transaction, your Hotel Store segment integrated into the PNR will be lost.

Modifying an Amadeus Hotel Store reservation

On previously confirmed bookings, you can normally change the:

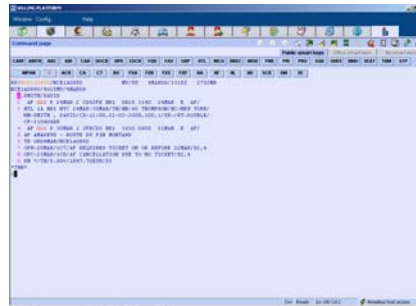
- **Arrival and/or departure date**
- **Room type**
- **Number of guests in a room**

Depending on the terms & conditions that you agreed upon when creating the original reservation, some bookings cannot be modified due to restrictions from the hotel. As with any booking, rates may vary from the previously booked, after making a modification.

Open the PNR

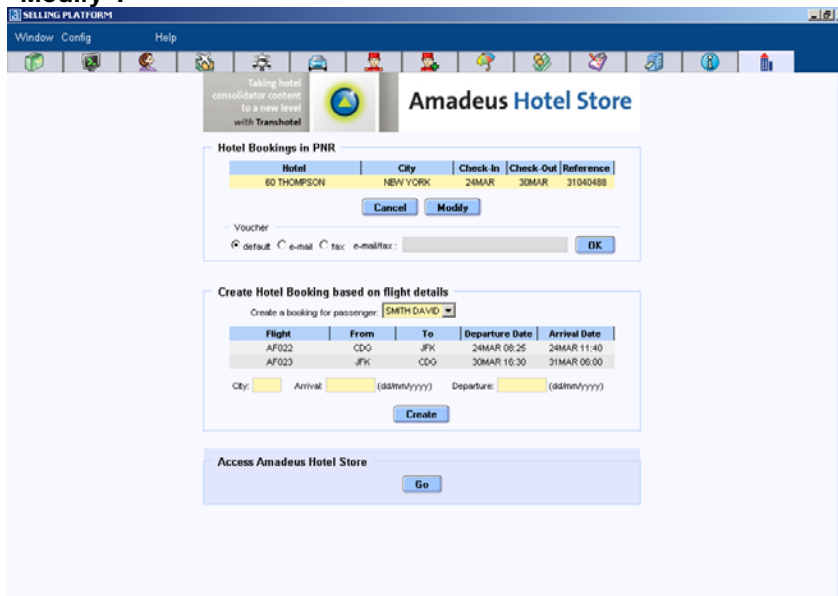
It is **important that you open the PNR** of the booking to modify **BEFORE** making any modifications via Amadeus Hotel Store.

If you do not open the PNR first, any changes in Amadeus Hotel Store will NOT be synchronised in your PNR.

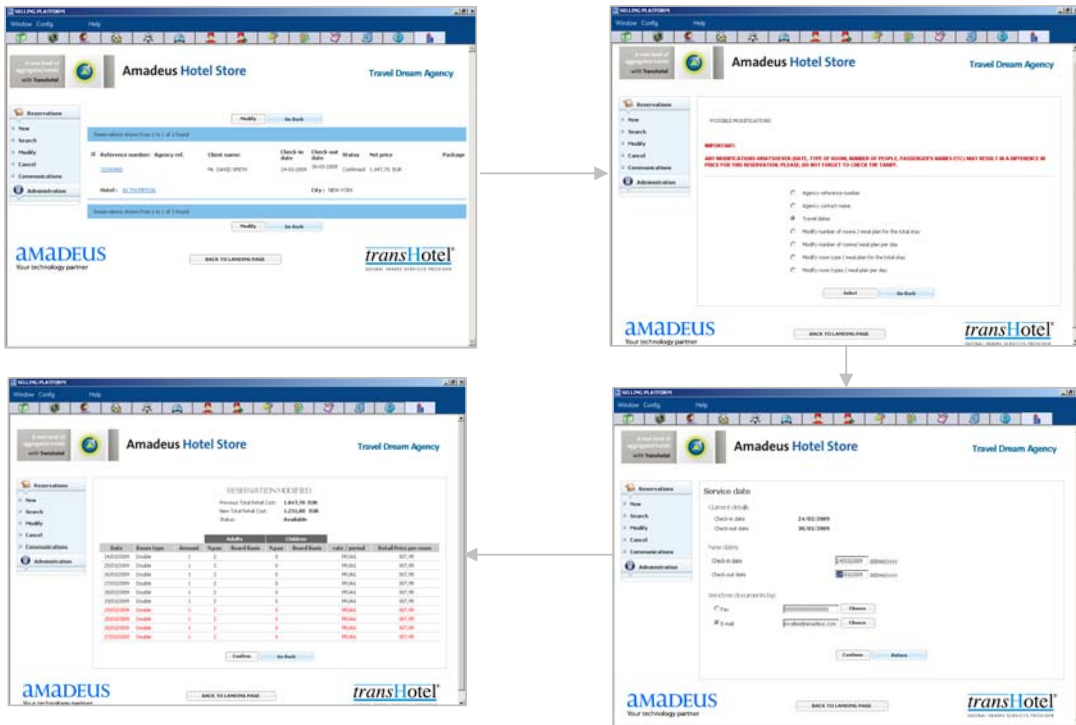


Make the modification in Amadeus Hotel Store

After opening the PNR, go to Amadeus Hotel Store, select the booking and click on **“Modify”**.

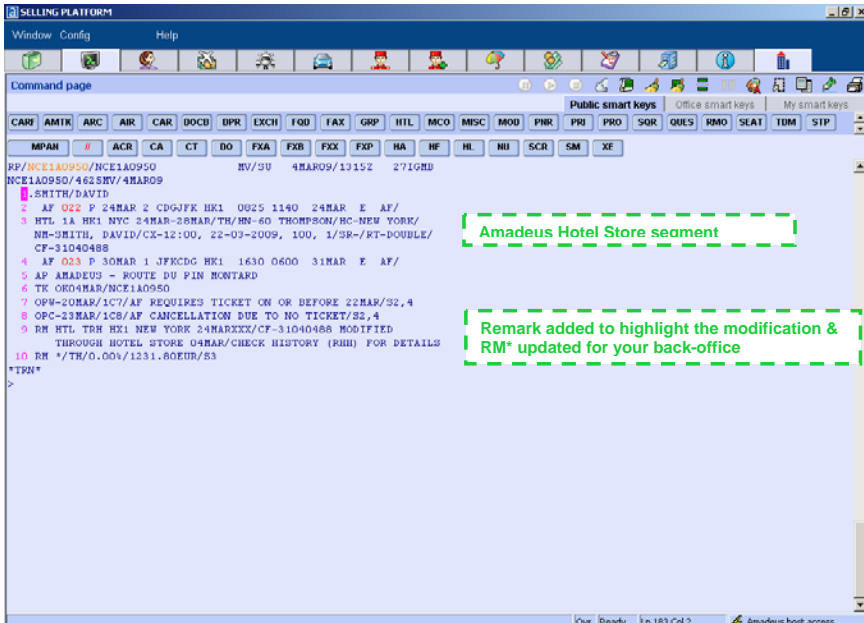


You will now be taken directly to the Hotel Store modification flow, through a series of screens where you can select what it is you want to change and confirm your changes.



Integration within your PNR

As you have opened the PNR before making changes, you can now go back to the Amadeus command page and see your changes reflected in the PNR.



You will also notice that a remark has been automatically added to the PNR to show that a modification has happened.

Changes are also stored in the PNR History (RHH).

Re-issuing the voucher

In the case you need to re-issue the voucher of an active Hotel Store booking, please do as follows:

1. **Open the correct PNR;**
2. **Access the Amadeus Hotel Store;**
3. **Select the booking** of which you want to re-issue the voucher;
4. **Select the method** on how you want to receive the voucher.
If you select "default", the voucher will be re-issued to the e-mail address or fax number that was indicated in the original booking;
5. **Click on "OK".**



A pop-up message will inform you that the voucher has been sent.

As this action will resend both the customer voucher and the travel agency receipt, **do not insert the customer's fax number or email address.**

Canceling an Amadeus Hotel Store reservation

All Amadeus Hotel Store reservations can be cancelled depending on the originally agreed terms & conditions displayed during the reservation flow.

In general, Transhotel has a cancellation policy of **24 hours before check-in** of the customer. However, in case of peak season, trade fairs or special events happening in the city, it could be possible that the limit period in which you can cancel a booking is reduced.

The standard penalty fee for cancelling a booking too late is **100% of the first night**, but again this can be different for specific bookings you make. This penalty is also specified at booking time, as well as on the travel agency booking receipt.

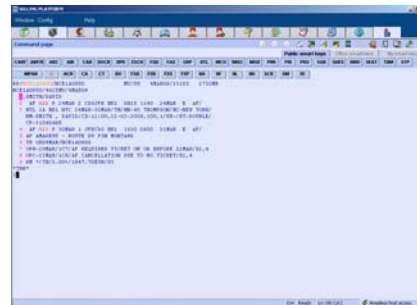
Just before reaching the cancellation limit date on which your agency will be charged, you will ALWAYS be notified by Transhotel.

This gives you a very last opportunity to cancel your booking or reconfirm it with your customer.

Open the PNR

It is important that you open the PNR of the booking BEFORE making any cancellations.

If you do not open the PNR first, any cancellations done in Amadeus Hotel Store will NOT be synchronised in your PNR.

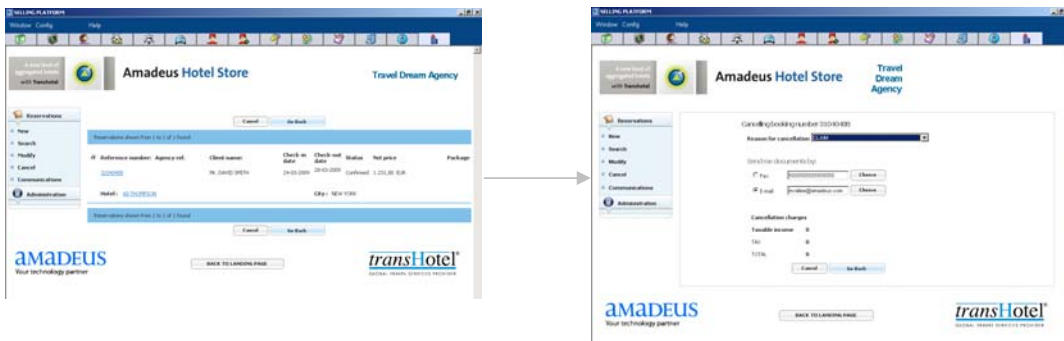


Cancel in Amadeus Hotel Store

In Amadeus Hotel Store, select the booking and click on “Cancel”.



You will now be taken through two screens where you can select the reason why you are cancelling and confirm your cancellation.

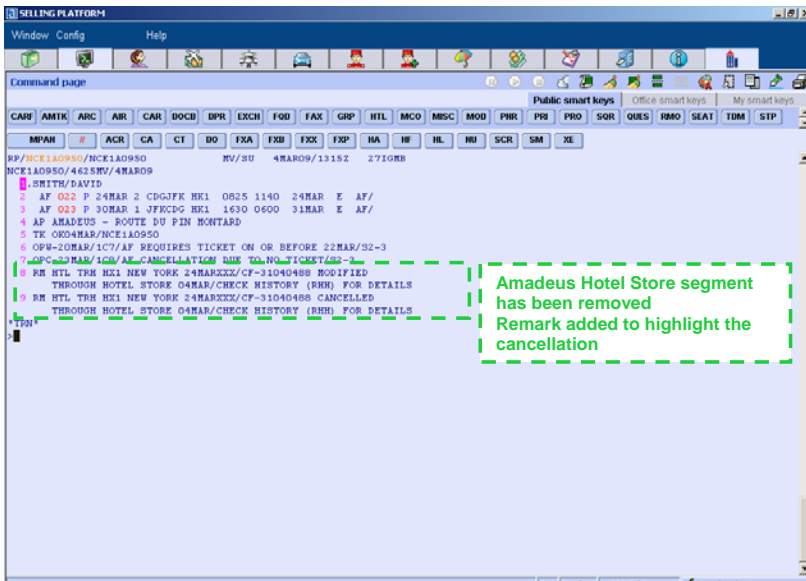


At the end of the cancellation flow, a cancellation reference number will be displayed. The booking cancellation has been successfully completed.

Integration within your PNR

As you have opened the PNR before making the cancellation, you can now go back to the Amadeus command page and see your cancellation reflected in the PNR.

The Amadeus Hotel Store auxiliary segment and accounting remark have been deleted.



You will also notice that a remark has been automatically added to the PNR to show that a cancellation modification has happened. Cancellation details are also stored in the PNR History (RHH).

Never cancel (or modify) a hotel booking created through Amadeus Hotel Store by using the standard segment cancellation entries (XE or XI) in the command page, or the cancellations buttons in the graphical PNR page. By doing so, you will cancel the segments in the PNR but these changes will NOT be reflected in Amadeus Hotel Store, and the booking will still be ACTIVE.

Administration

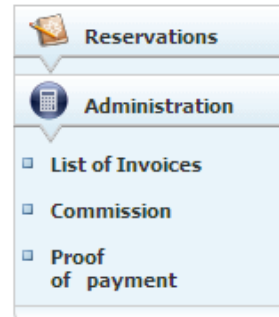
After entering the Hotel Store tab and clicking on “Go” in the main page, you will access the basic search page.

On the left hand side you will see a menu called “Administration”.

By accessing this module, you can display:

- **List of invoices;**
- **Commission;**
- **Proof of payment.**

By clicking on “**List of Invoices**”, you will be able to download all the invoices issued by Transhotel to your agency in a *.TXT or *.HTML file. You can specify several search criterias, including the period of time which the invoices refer to.



“**Commission**” will display the amount of agent commissions of all bookings you have done within a certain period of time (that you can specify).

With the “**Proof of payment**” tab you can easily inform Transhotel that the payment (normally via bank transfer or direct debit) of your selected Amadeus Hotel Store bookings have been correctly carried out.

Support

If you would like to see the full demo on how to realize bookings, modifications or cancellations or would like to download the full user guide, please go to www.amadeus.com/travelagencies/hotelstore.

Synchronization with the Amadeus PNR

For questions on how to integrate your Amadeus Hotel Store booking into the Amadeus PNR or issues when synchronizing your bookings, please contact your local Amadeus helpdesk.

Rates, navigation and functionalities

If you have questions concerning the rates displayed, commission to be received, how to navigate through the Amadeus Hotel Store or any other issues within the Amadeus Hotel Store environment, please contact the Transhotel helpdesk.