



20 years of success
& a clear direction
for the future

amadeus

Your technology partner

Product News

A Newsletter for Amadeus users in the Indian subcontinent

Issue 1, 2008

Focus on Amadeus SoftSkills

Amadeus now announces Soft Skills certification courses on topics like Customer Service Skills, Team Work, Communication Skills, Personality Development, Telephone Etiquettes, Interpersonal Skills.

Contents:

- ▶ Amadeus training announces soft skills sessions
- ▶ BESTT announces it's second ATC at Mumbai
- ▶ Awards and accolades for Amadeus
- ▶ BSP Nepal: Amadeus introduces e-ticket in Nepal
- ▶ Amadeus UETTR in Bangladesh & Srilanka
- ▶ Amadeus hotel content Highlight
- ▶ Product Talk
- ▶ FareXpert Enhancements
- ▶ Amadeus Service Fee Manager
- ▶ Amadeus Electronic Ticketing



Amadeus Training announces Soft Skills Sessions (now certified courses)

In today's competitive global marketplace, it is not enough to just get the job done. Customers must receive outstanding service, wasted time needs to be eliminated, and employees must remain committed to the company and development within the company. Looking at the market approach, Amadeus now announces Soft Skills certification courses on topics like Customer Service Skills, Team Work, Communication Skills, Personality Development, Telephone Etiquettes, Interpersonal Skills and many more.

Benefits:

To elaborate more on Soft Skills, these are the ones that define one's approach towards work, life, problems, etc. Soft skills are basically people skills.

The best part about mastering them is that the application of these skills is not limited to one's profession, but their scope reaches all aspects of life.

Benefits to Organisation

- Increased credibility with customers
- Increased customer satisfaction
- More productive employees

- Strong teams and leadership
- Demonstrated dedication to customer service and support
- Measurable results and improvements
- Incentives, rewards, and challenges for employees

Benefits to Individuals

- Recognition from the industry, employer, and peers
- New employment opportunities
- Promotion and advanced opportunities



- Increased ability to perform on the job
- Increased responsibilities
- Lifelong credentials
- Professional accomplishment

Employees who have been trained on soft skills like communication skills, customer service, and sales skills know how to keep customers happy by providing exceptional customer service, speaking in customer friendly language, and providing them with the products and services they need. Customers have higher expectations than ever before, and in order to stand out among the competition, companies need to not only meet these needs, they have to exceed them. This keeps customers coming back, time after time.



To set up a session for your agency contact:
Amadeus India Training at
training@amadeus.in or
sseghal@amadeus.in

IATA Authorised Training Center (Mumbai)

BESTT is pleased to announce the launch of their IATA authorised training centre in Mumbai, after running the Delhi ATC very successfully.

Course conducted by the ATC



IATA International GDS fares & Ticketing Course

This is a self-teach computer-based training (CBT) programme that teaches basic and advanced fare construction principles, as well as GDS entries to price journeys and issue tickets. It is designed for travel consultants or airline personnel, whose main task is to sell international air transportation on behalf of IATA member airlines. Students have up to two years to complete the programme.

For further details contact: Amadeus India Training at training@amadeus.in

Amadeus Selling Platform 3.3 P100

Amadeus selling platform will soon see an up-gradation to a new version with lots of new enhancements.



Benefits

1. Amadeus selling platform upgradation will feature functionalities linked to the Airline Retailing Platform project, in particular the enforcement of ticket time limit. Also, new search options for the retrieval of PNRs will be implemented by customer profile & by ticket number.
2. Dramatic change and improvement in the queue area. The workflow has been designed from the initiative work-through study and will path the way for the new look and feel of Selling Platform Queue.
3. A trigger will also be implemented to popup the refund record display from the command page and when a refund command will be requested

For further details contact: Amadeus India Training at training@amadeus.in

Awards and accolades for Amadeus

Amadeus India won the award for commitment for fares at the Asia Pacific Regional Operations Forum 2007. Anita Anderson, Senior Products Manager and Dorothy Doh gave the award to Ankur Khurana from Amadeus India.

A substantial contribution for this award can be attributed to Swati Bhatia and Reena Sharma from the



products team. Yet another feather in the cap. Congratulations to our products and customer service teams and all its champions who have made this happen.

For further details contact: Amadeus India Products & Solutions at product@amadeus.in

BSP NEPAL

Amadeus introduces E-ticket in Nepal

With the evolution of automated ticketing in Nepal, there has been a demand from the airline partners to facilitate changes in the technology used to cater to the industry’s growing needs.

One such tool, which offers convenience to the airlines in Nepal market, is the Amadeus Ticket Quota system, which enjoys patronage from all leading airlines.



Amadeus UETTR now also in Bangladesh & Srilanka

The Amadeus e-ticketing functionality brings to you a feature called UETTR (unused electronic ticket tracking report). This report allows you to search a request for a list of unused electronic tickets and it provides the travel agencies the ability to quickly identify past date unused e tickets without manual intervention. The unused tickets can be reissued, revalidated and refunded (as per airline rules).

For further details contact: Amadeus India Products & Solutions at product@amadeus.in



Amadeus Hotel Content Highlight

Quantitative Approach update:

Number of properties in Amadeus Central System as of Nov: 76,187

	April	May	June	July	Aug	Sept	Oct	Nov
Number properties	74,797	75,265	73,916	74,247	74,801	75,355	75,928	76,187

Multimedia content comments:

Percentage of hotel properties with loaded multimedia content as of Oct:84.07%

Jan	Feb	March	April	May	June	July	Aug	Sept	Oct	Nov
(2007)										
76.9%	79.7%	76.8%	80.7%	80.8%	80.4%	82.5%	82.6%	83.2%	84.07%	83.81%

Best Available Rate (B.A.R.) Programme comments:

Recent hotels/representation companies to sign up for B.A.R.

Evolution of number of properties signed up under the B.A.R. programme:

Jan	April	May	June	July	Aug	Sept	Oct	Nov
(2007)								
26,651	28,828	32,729	33,206	33,235	38,415	43,010	43,010	43,010

This is representing 114 chain

Product Talk



Mr. Harmandeep Singh Anand Director Jagsons Travels Private Limited based at Nagpur has carved a niche for himself in the industry. As Director of the company he leads with skill, technical expertise and has vast knowledge of the trade. In a special tête-à-tête with him, here's revealing his strong association with his leading technology partner Amadeus.

Q1. What is the *mantra* for Jagsons Travels Private Limited?

Kaal kare so aaj kar, aaj kare so ab:

Jagson Travels Private Limited is a proactive, one stop shop for all travel related solutions focused on providing individual customer satisfaction. We believe in healthy competition and have always been at the forefront of technological advancement.

Q2. Describe your graph and ratio over the last few years and how has Amadeus helped you in your operations?

Our company has kept pace with changing trends and has thus, seen an upward growth in the last few years. It has been a long journey from manual to dedicated leased lines and now broadband connectivity in a wi-fi enabled premises.

Particularly, installation of various Amadeus tools and features has helped us to explore and serve our customers remotely and in a more efficient manner. We have used other CRSs like Galileo and Sabre, but our team is most comfortable with the use of the Amadeus system and solutions provided, especially the updates on Amadeus Vista Selling Platform are a boon.

Q3. What is the one key factor / USP of Amadeus that has helped you in attaining business?

Amadeus offers us a total customer solution with exceptional ease of

access and user - friendly products. A large number of airlines are e-capable on Amadeus and in this new era of e-ticketing, its systems allow access to a wide range of opportunities to expand business. Amadeus also eliminates legwork and delays as we can enter transactions at any time in the day or from any place, on our laptops.



Q4. How has Amadeus helped you in building your business & extending your reach in the industry?

Updated fares, up to last minute availability and all possible assistance from the Amadeus Pune office and helpdesk even at odd hours has helped us in building and extending our reach in the industry. With Amadeus by our side we have been able to become a virtual 24 hour office with our team assisting clients round the clock.

Q5. What is the first thing that comes to your mind when you hear about Amadeus?

They are - Truly Our Technology Partner!

- A** - aggressive
- M** - multitasking
- A** - agency
- D** - dedicated
- E** - end
- U** - user
- S** - solution

We are dedicated Amadeus users. We look forward to our customers using tools provided by us through our technology partner - Amadeus. Our goal is to minimize the customer's effort and allow them to have direct access from their wi-fi enabled pda's even when they are on the move.

Q6. What are the future prospects / new trends of the industry and can Amadeus be a part of them?

We are in the midst of launching our web portal, www.jagsons.in wherein the flight engine is dedicated solely to Amadeus. Various new features like the Masterpricer have simplified processes by providing point to point fare quotes for our back office. We look forward to get fares and flights data even for multiple journeys through our search engine with support from Amadeus. Once we go live with the portal we expect to expand our market reach by getting the best options for our customers.

FareXpert Enhancements

A Detailed Description of the Enhancements



FareXpert Negotiated Fares

The purpose of Global Fare Updates

The Global Updates module allows the user to manage globally the negotiated fares. Thanks to this module, according to the selection criteria entered, the user will be able to globally:

- Create new negotiated fares for a specific carrier, specific tariff number and specific geography several rules and several fare classes.
- Modify existing negotiated fares' amount for a specific carrier, specific tariff number, specific geography, several rules and several fare classes.
- Discontinue the existing negotiated fares or delete future negotiated fares for a specific carrier, specific tariff number, specific geography, several rules and several fare classes.

Moreover, the user can reference a Location Aggregate in Global Updates as origin and/or destination of the fares.

Thanks to this functionality, the user can create in one shot exactly the same fare characteristics for several city pairs. As soon as the Global Update is completed, the user will receive a notification by email to let him know that the Global Update has been processed.

Fare Validation

This new function allows “negotiated fares” customers to choose between two modes while creating their fares:

- Draft mode
- Selling mode

The draft mode allows fares creation in a “waiting” structure; by choosing this structure, the fares are not available immediately in the Amadeus system.

Validation process can take place, or fares can be modified

or deleted as many times as needed. The customer can also prepare the future seasonal packages and release them in the system in one shot when decided.

Copy Paste Functionality

This functionality enables the user to copy into from Fare Restrictions Tab into the Agency Selling Record. The user can also copy nine consecutive lines and also paste the copied lines in an already filed Agency Selling Record.



Manual Reports

In order to request for the report on fares filed in the FareXpert Negotiated Fares module, please request the Amadeus ACO (Delhi) for the same.

Distribution and Ticketing enhancements

Distribution & Ticketing - Reference a corporation to a vendor aggregate

To allow a one to one reference between a corporation and a vendor.

[Distribution & Ticketing Reference information to a fare class](#)

To allow a one to one reference between a fare class and ticketing information.



This enhancement will decrease the need for extra coding when negotiated contracts require different information in the ticketing panel.

[Distribution & Ticketing - Optional CAR & Value code for Net Remit method 2](#)

To allow creating negotiated fares requiring a method Net Remit 2 without filing a CAR code or a Value code.

Highlights of FareXpert

[Common FareXpert modules' features](#)

Browser-based and secured

Intuitive and easy-to-use graphical user interface

Online assistance (tool-tips, online help, etc.)

Facilitation tools to help you, such as 'duplicate' and 'create from' functions, sorting and search functionalities.

Functional features

Manage all types of net contracts

(Net only or Net + Selling)

Use any of the standard ticketing methods

Specify a calculation method to automatically define fare levels

Define fares' security using IATA, Amadeus office IDs or vendor aggregates

Dedicate fares to corporate travellers

Impose a large range of applicability conditions such as flight restrictions, stopovers or combinations

Attach mileage, an ATPCO public routing or a negotiated routing to your fares.

For further details contact: Amadeus India Products & Solutions at product@amadeus.in

Amadeus Service fee Manager Enhancements on SFM

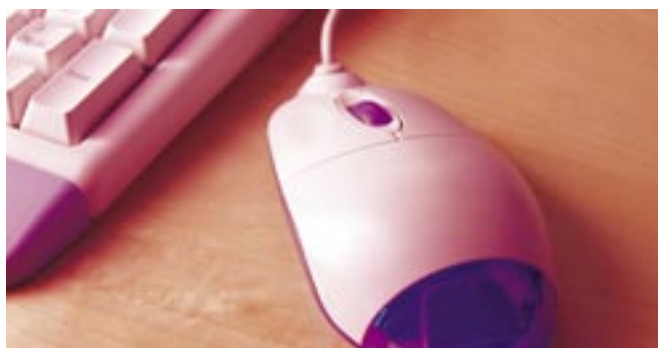


Amadeus Service Fee Manager allows Price Scheme Administrators to define a set of geographical zones and adapt their fee calculation rules to each individual zone as required. Each administration office will be able to create a list of zones specific to their own business. Each Price Scheme can be associated to either the default zone (WORLD) or to a specific one (eg. Scandinavia, Western Europe, Tokyo-Sydney, Latin America, Regional, Long Haul etc).

The "user - defined geographical zones" functionality permits a more flexible application of the itinerary geography by allowing the definition of market pairs 'From - To' including and/or excluding specific airports, cities, states, countries and regions.

At service fee calculation time at point of sale, the system automatically determines the 'Zone' of the itinerary and applies the applicable Service Fee as to the defined calculation rules in the Price Scheme.

For further details contact: Amadeus India Products & Solutions at product@amadeus.in



Amadeus E-Ticketing: It is time to move to Full E-Ticketing

With Amadeus Electronic Ticketing you will benefit from significant cost reduction and end-customers will enjoy considerable increases in efficiency.

By May 31, 2008, the airline industry will achieve a great milestone of 100% electronic ticketing. The cost reduction benefits to travel agencies will be significant. End-customers will enjoy saving time and increasing efficiency. This is an objective that Amadeus strove for from the very beginning, and which is made all the more exciting with the introduction of the Amadeus Electronic Ticketing Direct option.

Remote Ticketing solutions such as satellite ticket printing (company implants), ticket delivery office (airport), etc will be discontinued after May 31, 2008 when the market becomes 100% e-ticketing.

Global number One in e-ticketing!

IATA's Simplifying the Business initiative has called for a 100% paperless environment by the end of May 2008. As a key IATA partner, Amadeus has



embraced the challenge. Amadeus Electronic Ticketing is a complex network, which connects carriers' databases, ticketing servers and BSPs to enable authorized Amadeus travel agents to issue electronic tickets easily and securely. Amadeus is the industry leader in the number of airlines implemented, markets deployed and interlines activated. Working with Amadeus, travel agents are guaranteed the largest community of carriers and markets using electronic ticketing around the world!

Your technology partner

While the transition to a 100% e-ticketing environment ultimately

requires travel agency adoption and support, Amadeus is your technology partner to support you in this endeavor. Through dedicated workgroups we are working hard to identify and answer all questions surrounding the e-ticketing objective.

Figures

With an average e-ticket ratio, already over 89% at the end of December 2007, Amadeus is the leading player in the transition from paper to electronic ticketing.

e-Ticketing everywhere

To ensure a seamless e-ticketing transition, even in markets where a Billing and Settlement Plan (BSP) is not available, Amadeus has newly developed an innovative e-ticketing solution. Amadeus Electronic Ticketing Direct enables authorized travel agents to issue electronic tickets and report these transactions directly to the airline revenue accounting systems, without having to report them first to the BSP.

For further details contact: Amadeus India Products & Solutions at product@amadeus.in

Amadeus Offices in the Indian subcontinent

Plot No. 7, Local Shopping Centre, Sector-C, Pocket 6 & 7, Vasant Kunj, New Delhi - 110 070 Tel: +91 11 41336600 Fax: +91 11 26891300

STATIONS	TEL NO.	FAX NO.	STATIONS	TEL NO.	FAX NO.
• Agartala	Tel.: +91 9862576100		• Kanpur	Tel.: +91 512 2312445	Fax: +91 512 2310533
• Agra	Tel.: +91 562 2226136		• Kathmandu	Tel.: +977 1 4239216	
• Ahmedabad	Tel.: +91 79 26440639	Fax: +91 79 26440639	• Kochi	Tel.: +91 484 2358870	Fax: +91 484 2358872
• Bangalore	Tel.: +91 80 25591095	Fax: +91 80 25091165	• Kolkata	Tel.: +91 33 22805320	Fax: +91 33 22806904
• Bhubaneshwar	Tel.: +91 9238595224		• Lucknow	Tel.: +91 522 2286137	Fax: +91 522 2286135
• Calicut	Tel.: +91 495 2727698		• Mangalore	Tel.: +91 824 2446493	Fax: +91 824 2440536
• Chandigarh	Tel.: +91 172 2703713	Fax: +91 172 2711332	• Mumbai	Tel.: +91 22 24960708	Fax: +91 22 24975510
• Chennai	Tel.: +91 44 28297501	Fax: +91 44 28297600	• Nagpur	Tel.: +91 712 2529971	Fax: +91 712 2524587
• Coimbatore	Tel.: +91 422 4214217		• Patna	Tel.: +91 9304871148	
• Colombo	Tel.: +94 11 2321194	Fax: +94 11 5342007	• Pune	Tel.: +91 20 26059133	Fax: +91 20 26059133
• Dhaka	Tel.: +88 02 8330111	Fax: +88 02 9346177	• Raipur	Tel.: +91 9826806544	
• Goa	Tel.: +91 832 2437411	Fax: +91 832 2437409	• Rajkot	Tel.: +91 9825113018	
• Guwahati	Tel.: +91 361 2665875	Fax: +91 361 2662509	• Thiruvananthapuram	Tel.: +91 471 2466385	Fax: +91 471 2466387
• Hyderabad	Tel.: +91 40 23212681	Fax: +91 40 23210176	• Trichy	Tel.: +91 431 2400233	
• Indore	Tel.: +91 731 2566681		• Vadodara	Tel.: +91 265 2338357	Fax: +91 265 2337043
• Jaipur	Tel.: +91 141 2365100	Fax: +91 141 2365300	• Varanasi	Tel.: +91 542 2500675	Fax: +91 542 2347955
• Jalandhar	Tel.: +91 181 2457352	Fax: +91 181 2459289	• Visakhapatnam	Tel.: +91 9949201349	
• Jammu & Kashmir	Tel.: +91 9906466386				

Visit us at: www.amadeus.in