

Amadeus Internet Distribution Solution

Rail solutions

Check availability. Check price. Book. Pay. Travel. This is what your customers want.

Customers want to buy rail tickets fast. They want their desktop to be their travel agent—storing their personal details, their preferences and their itineraries. They want secure credit card transactions, guaranteed privacy and as easy way to compare travel alternatives. You can give them everything they want, with the Amadeus Internet Distribution Solution.

Give and keep control

By extending your point of sale to your customer's desktop and putting control in their hands, you can reduce call centre and reservation staff, ease congestion at station sales points and ultimately increase revenue. The Amadeus Internet Distribution Solution allows customers to build their own journeys while allowing you to decide what fares, products and the type of connection they can choose from. The system even allows bookings to be made using different discount codes or rail passes. Agents using the system appreciate the simplicity and ease of use that makes workflow efficient and increases speed of service.

Membership of an exclusive club: open to everyone

Customers can store their profile and preferences prompting Express Search the next time they log-in, making it faster for them to re-visit the site and book again and again. They can re-enter the site at any time to view trip details, re-send confirmation emails and even make cancellations: the Amadeus Internet Distribution Solution automatically checks for penalties and applies them where necessary. The customer can choose not to store information but simply provide their email address. Either way, you still have the facility to target relevant marketing campaigns and build loyalty.

Built to be of service

The Amadeus Internet Distribution Solution is built on 128 bit secure sockets layer encryption for communication between your customer's web browser and your web server. Credit card transactions can be customised to work with your current payment gateway. Put simply, information passed between your customers and the Amadeus Internet Distribution Solution is secure, private and safe. The support module also gives your personnel secure access to view, or cancel bookings; find customer passwords; view statistics on bookings, cancellations and member counts; monitor performance of vital system processes; manually adjust payments/penalties; track and re-send failed emails; automatically refund payments for cancelled bookings; provide a better service.

Creating success by being the best

Our IT systems are used across the world by travel providers who know that client service is the only way to build a business and be successful. We exist to create, maintain and constantly improve business-critical IT systems that support your client-service goals. Amadeus supports you all the way.



Book. Pay. Travel. This is what your customers want.



amadeus
Your technology partner

Amadeus Internet Distribution Solution Benefits at a Glance

Rail Carrier Branding	<ul style="list-style-type: none"> > The Amadeus Internet Distribution Solution can be customised to your branding, keeping your marketing consistent and building name recognition.
Journey Planner	<ul style="list-style-type: none"> > The Availability Display shows both direct services and connections. You can control whether manual or dynamic connections are used and the number of connections that are displayed. > A fare basis code uniquely identifies each pricing rule.
Easy Reservation Process	<ul style="list-style-type: none"> > Booking is simple and intuitive: Check Availability – Check Price – Book – Pay – Travel.
Accepts Discount Entitlements	<ul style="list-style-type: none"> > Users may specify multiple discount codes, passes and railcards during the booking process. The Amadeus Internet Distribution Solution uses these codes to apply the correct fares and relevant discounts.
Fares and Schedules Come from Your System	<ul style="list-style-type: none"> > Train availability and pricing comes from your reservation system. It is only maintained in one place and the pricing is consistent. You determine which fares and products you want to apply to users.
Online Credit Card Authorisation and Deferred Payment System	<ul style="list-style-type: none"> > Accepts credit card payments for bookings and can be customised to interface with other gateways. Can log payments with deferred payment systems.
Member Profiles	<ul style="list-style-type: none"> > Frequent users can store their profile and preference information to speed-up booking time. Membership is optional.
Itinerary Review and Cancellation Options	<ul style="list-style-type: none"> > Call centre activity decreases as Users can review trip details, re-send e-mail booking confirmations and even cancel bookings on-line. > Refund eligibility is checked prior to cancellation and any penalties are applied.
Travel Pass Sales	<ul style="list-style-type: none"> > Travel passes can be sold in the same way as tickets.



Be seen & be successful with Amadeus Internet Distribution Solution.

Contact the Amadeus Rail team or visit our website to find out more.

E-mail: rail@amadeus.com

www.amadeus.com/railwaycompanies

amADEUS
Your technology partner