

Amadeus Insurance

Guidelines to load and update AIS pages

Audience: Insurance Providers

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Introduction

The purpose of this document is to give travel insurance providers detailed information about AIS (Amadeus Information System) pages.

Any questions about the content of this document can be directed to:

Amadeus:

insurance@amadeus.com - this is the generic mailbox address.

Wings:

Martine Foret (mforet@wings.fr)

1. What are AIS pages?

AIS stands for “Amadeus Information System” and refers to an electronic brochure containing travel, product and general information about the travel environment. AIS pages provide agents with promotional or operational information. Amadeus offers these AIS pages to all Amadeus users related to the travel industry, who can use it as a direct reference point in the Amadeus Central System.

Amadeus travel agents are very familiar with this tool and use it for any real-time information about travel providers, Amadeus Commercial Offices (ACOs), countries, airports, Amadeus products, etc.

The commands and entries that agents need to type for accessing information through the AIS pages are very user-friendly and consistent with the standard “Amadeus language”.

Within the AIS pages, Amadeus distinguishes between:

- Information, that is loaded and updated by Amadeus
- Information, that is loaded and updated by the providers

1.2 AIS pages loaded by Amadeus

Amadeus recognizes the necessity to assist agents to offer the best possible service to their clients. The AIS pages are a way of providing information to support travel agents in their everyday work.

With this in mind, Amadeus gives a general overview about a certain Amadeus product line or any other topic that could be interesting for the travel agents (such as countries, airports, providers, etc.)

This information is available on all reservation terminals worldwide (about 230.000 terminals in travel agencies and airline offices).

Screen shot examples:

Please find below two screen shots of AIS pages outlining Amadeus' general information about the Amadeus Insurance Reservation. This information is available for all users world wide of the Amadeus System (irrespectively whether the user is an agent licensed by an insurance provider or not).

Example 1: Type: **GG INS**

(Can be typed also without typing the "blanks": for example GGINS)

```

                                AMADEUS INSURANCE      EN  30CT05 1004Z

*****
WELCOME TO THE AMADEUS INSURANCE RESERVATION PAGES:
THE PURPOSE OF THESE PAGES IS TO GIVE YOU INFORMATION ON
THE AMADEUS INSURANCE RESERVATION PRODUCTS AND PROVIDERS
*****

TOPIC                                ENTER      OR
-----
AMADEUS INSURANCE PROVIDERS          GP LIS     GGINSLIS
AUTHORISATION PROCEDURE              GP AUT     GGINSAUT
HELP PAGES                            HEINS      HEIS

TO LEARN MORE ABOUT EACH PROVIDER/PRODUCTS, PLEASE TYPE:
GGINSXXYY
WHERE XXX IS THE PROVIDER CODE AND YY IS THE COUNTRY CODE

FOR ANY OTHER INQUERIES, PLEASE SEND A MAIL TO:
INSURANCE@AMADEUS.COM

*** END OF AMADEUS INSURANCE PAGES ***
>
```

Example 2: Type: GP LIS

The user (agent, airline) sees the list with insurance providers available through the Amadeus system.

```

                                     EN  30CT05 1012Z
*****
*           AMADEUS INSURANCE RESERVATION           *
*           LATEST PROVIDER / MARKET LIST           *
*****

** TOTAL PROVIDERS/MARKET: 60 **

PROVIDER NAME
IN ALPHABETICAL ORDER          CODE   AIS ENTRY (*) MARKET/AIRLINE
=====
ACE INSURANCE                   ACE PH  GGINSACEPH  PHILIPPINES
ACE TRAVEL INSURANCE            ACE TH  GGINSACETH  THAILAND
ADV ADVANTAGE TRAVEL ASSISTANCE  ADV AR  GGINSADVAR  ARGENTINE
ADV ADVANTAGE TRAVEL ASSISTANCE  ADV UY  GGINSADVUY  URUGUAY
AIG BRAZIL                       AIG BR  GGINSAIGBR  BRAZIL
AIG CHILE                        AIG CL  GGINSAIGCL  LAN CHILE CL
AIG DENMARK                      AIG DK  GGINSAIGDK  DENMARK
AIG INDIA                        AIG IN  GGINSAIGIN  INDIA
AIG NORWAY                       AIG NO  GGINSAIGNO  NORWAY
AIG PAKISTAN                     AIG PK  GGINSAIGPK  PAKISTAN
AIG ASSIST                        AIG TH  GGINSAIGTH  THAILAND
ASSUR VOYAGE                     ASV FR  GGINSASV    FRANCE
>_

```

1.3 AIS pages loaded by the insurance provider

Insurance providers can use AIS pages to inform travel agents about their company structure, their product offer available to the travel agents, special promotions, special procedures for selling, company contacts, commission information, etc.

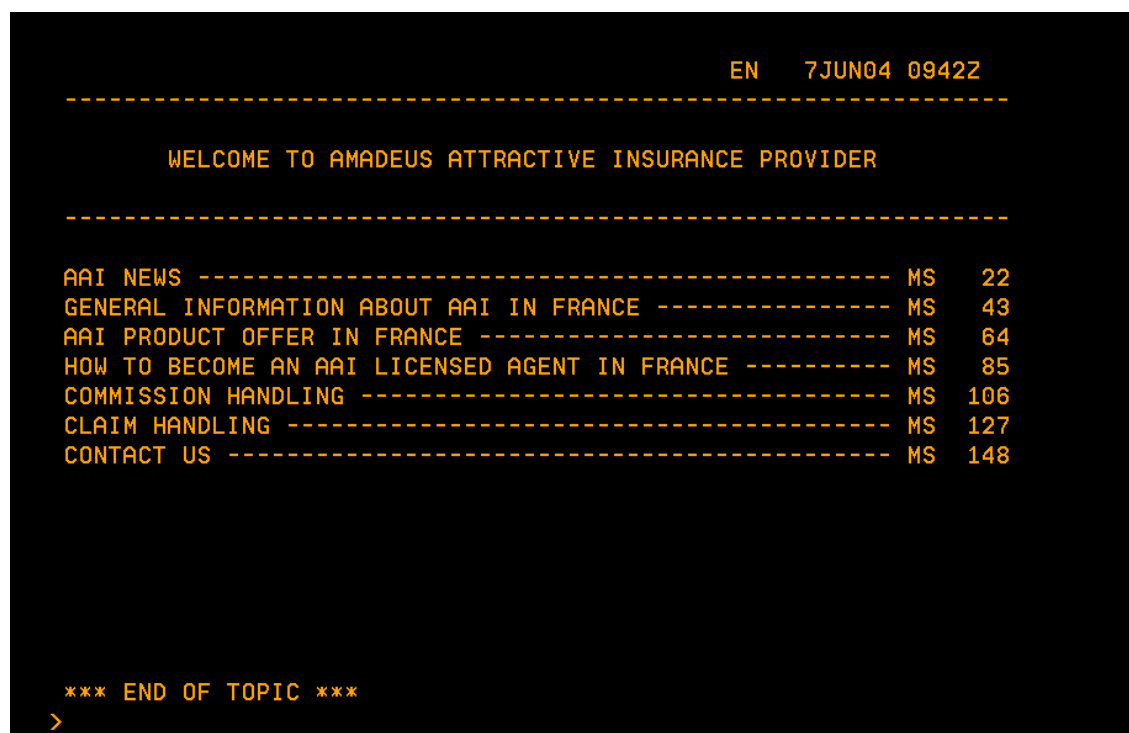
Insurance providers appreciate the AIS pages because they do not only permit to assist the travel agents in booking the insurance products but also serve as a valuable marketing tool to help promote their products.

Provider specific AIS pages are free of charge to the insurance providers and the providers can request to use Provider specific AIS pages by signing the AIS agreement (Attachment to the “Amadeus Service Provider Contract”) and filling out the order form attached in the AIS agreement.

Here is an example of a screen shot of the introduction page of a Provider specific AIS page:

Type: GG INS XXX CC

(XXX stands for the 3-letter code of the insurance provider and CC stands for the 2-letter code of a country, where the insurance provider is launched)



The example is showing the introduction page of an insurance provider loaded in the Amadeus system. To display this page the entry is **GGINSAAIFR** because the provider code is **AAI** and the country code is **FR**.

The purpose of this example is to give a high level view on how the “introduction page” of an insurance provider on a given market could be structured. (This is only an example and we ask you to follow our instructions with defined topics for the introduction page, as listed further down).

2. Creation of AIS pages by insurance provider

All AIS pages can be stored in up to fourteen different language versions (in English, Finnish, French, German, Spanish, Danish, Swedish, Norwegian, Dutch, Italian, Portuguese, Catalan, Hungarian and Polish). The translation of the pages is the responsibility of the provider. (Please refer also to special characters for foreign languages, mentioned in article 2.3)

2.1 Steps to load the AIS pages

1. The first step is for the provider to write the text for the AIS page in Notepad
2. This should be then sent to Amadeus for validation
3. Amadeus will then load the file in the Amadeus system and also send it to Wings
4. Updating of AIS pages will be done by the insurance provider thru the Wings interface. See section 3 for details.

2.2 AIS page structure

In order to make the content of the AIS pages transparent and easy to read for the travel agents, it is important that all insurance providers follow the same structure and design of AIS pages. We recommend using the following structure and headlines (topics) for the Provider specific AIS pages:

- ▶ XXX stands for the 3-letter code of an insurance provider
- ▶ MS... is relating to the index and line number where each topic can be found – see explanation in article 2.4

```
-----  
WELCOME TO AMADEUS ATTRACTIVE INSURANCE PROVIDER  
-----  
AAI NEWS ----- MS 22  
GENERAL INFORMATION ABOUT AAI IN FRANCE ----- MS 43  
AAI PRODUCT OFFER IN FRANCE ----- MS 64  
HOW TO BECOME AN AAI LICENSED AGENT IN FRANCE ----- MS 85  
COMMISSION HANDLING ----- MS 106  
CLAIM HANDLING ----- MS 127  
CONTACT US ----- MS 148
```

Important remarks:

AIS pages are created **per country where the provider launches its products.**

- AIG pages contain a maximum of 15500 characters
- Each screen contains 21 lines, each line contains a maximum of 64 characters

2.3 Format and layout rules

Please bear in mind the following rules when you are writing the text in the simple “Notepad”, as most of the facilities that the “Word programs” offer (e.g. colour, bold, italic, underline, tab, etc.) will not be reflected in our system

As there is one AIS page for each market where the products will be launched, this process will be repeated for each new market.

1	We suggest using UPPER CASE only, as displayed on the agent’s screens.																				
2	Each line can contain a maximum of 64 characters including spaces. Please count the number of characters on each line to make sure not to exceed 64 characters.																				
3	Please hit the “ enter key ” at the end of each line.																				
4	One screen can contain a maximum number of 21 lines. If your text has 22 lines or more, type “TO CONTINUE/..MD” at the end of line 21 and continue typing your text in line 22.																				
5	Once a topic is finished, please type *** END OF TOPIC *** in the last line of the screen (line 21, 42, 63, 84...)																				
6	At the end of your AIS pages, please type *** END OF PAGE *** in the last row of the last screen.																				
7	Please do not use the following characters: <ul style="list-style-type: none"> Tab key (use the space character instead) Tables Bold, <i>italic</i>, <u>underline</u>, centering, bullet points Special characters, for example: ö, ä, ü, ñ, ç Accentuation 																				
8	Please use only the following characters: <table style="width: 100%; border: none;"> <tr> <td>: (colon)</td> <td>: (semicolon)</td> <td>. (dot)</td> <td>, (comma)</td> <td>(space)</td> </tr> <tr> <td>* (asterisk)</td> <td>/ (slash)</td> <td>= (equal)</td> <td>“ (inverted commas)</td> <td></td> </tr> <tr> <td>- (hyphen)</td> <td>’ (apostrophe)</td> <td>+ (plus)</td> <td>< (back chevron)</td> <td></td> </tr> <tr> <td>> (chevron)</td> <td>() parenthesis</td> <td>? (question mark)</td> <td></td> <td></td> </tr> </table>	: (colon)	: (semicolon)	. (dot)	, (comma)	(space)	* (asterisk)	/ (slash)	= (equal)	“ (inverted commas)		- (hyphen)	’ (apostrophe)	+ (plus)	< (back chevron)		> (chevron)	() parenthesis	? (question mark)		
: (colon)	: (semicolon)	. (dot)	, (comma)	(space)																	
* (asterisk)	/ (slash)	= (equal)	“ (inverted commas)																		
- (hyphen)	’ (apostrophe)	+ (plus)	< (back chevron)																		
> (chevron)	() parenthesis	? (question mark)																			
9	Be careful using the following characters (illegible in some countries): <table style="width: 100%; border: none;"> <tr> <td>! (exclamation mark)</td> <td>% (percentage)</td> <td>\$ (Dollar)</td> </tr> <tr> <td>@ ('at' sign)</td> <td># (hash)</td> <td>& (ampersand)</td> </tr> <tr> <td>_ (underscore)</td> <td>\ (backslash)</td> <td>~ (tilde)</td> </tr> </table>	! (exclamation mark)	% (percentage)	\$ (Dollar)	@ ('at' sign)	# (hash)	& (ampersand)	_ (underscore)	\ (backslash)	~ (tilde)											
! (exclamation mark)	% (percentage)	\$ (Dollar)																			
@ ('at' sign)	# (hash)	& (ampersand)																			
_ (underscore)	\ (backslash)	~ (tilde)																			

In order to access a particular topic, type for example “MS106” and the cursor will automatically jump to line 106.

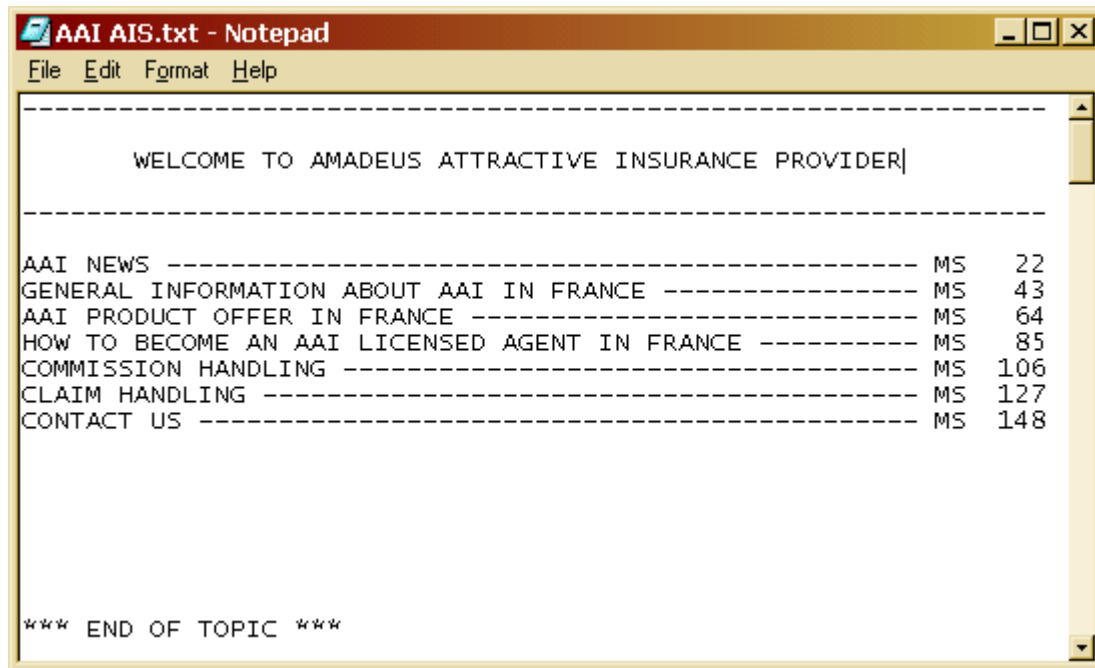
Once you have finished writing the whole text and you know which topic starts at which line number, please put these numbers on the index screen:

In order to facilitate the counting of the line numbers, the following line numbers represent the first line for each screen (of a 21 row screen):									
22	43	64	85	106	127	148	169	190	211
232	253	274	295	316	337	358	379	400	421
442	463	484	505	526	547	568	589	610	631
652	673	694	715	736	757	778	799	820	841
862	883	904	925	946	967	988			

2.4 Example of a provider AIS page

1st screen:

This is the first screen, which appears when typing **GGINSXXXYY**. Please keep the same index topics, only updating the provider name and the market, and if necessary the line numbers on the right side.

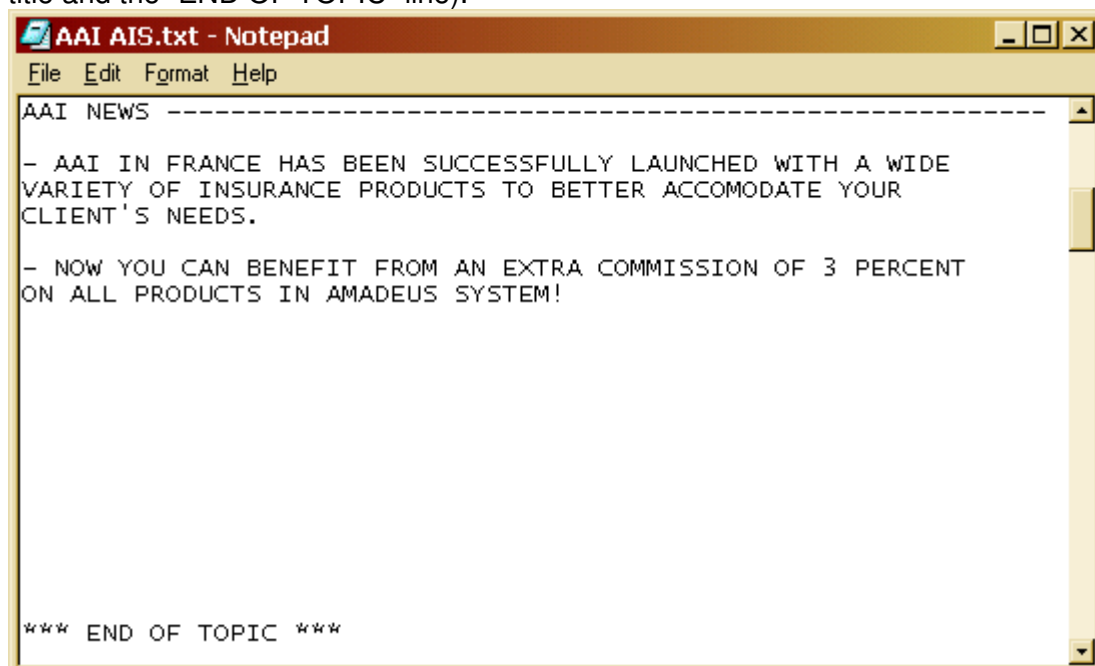


```
AAI AIS.txt - Notepad
File Edit Format Help
-----
WELCOME TO AMADEUS ATTRACTIVE INSURANCE PROVIDER|
-----
AAI NEWS ----- MS 22
GENERAL INFORMATION ABOUT AAI IN FRANCE ----- MS 43
AAI PRODUCT OFFER IN FRANCE ----- MS 64
HOW TO BECOME AN AAI LICENSED AGENT IN FRANCE ----- MS 85
COMMISSION HANDLING ----- MS 106
CLAIM HANDLING ----- MS 127
CONTACT US ----- MS 148

*** END OF TOPIC ***
```

2nd screen:

When scrolling down or typing MS 22, the user gets to the second screen, where the topic “AAI NEWS” is displayed. Type your text under this topic, making sure that you do not exceed 64 characters on one line, and at most 21 lines on one screen (including the topic title and the “END OF TOPIC” line).



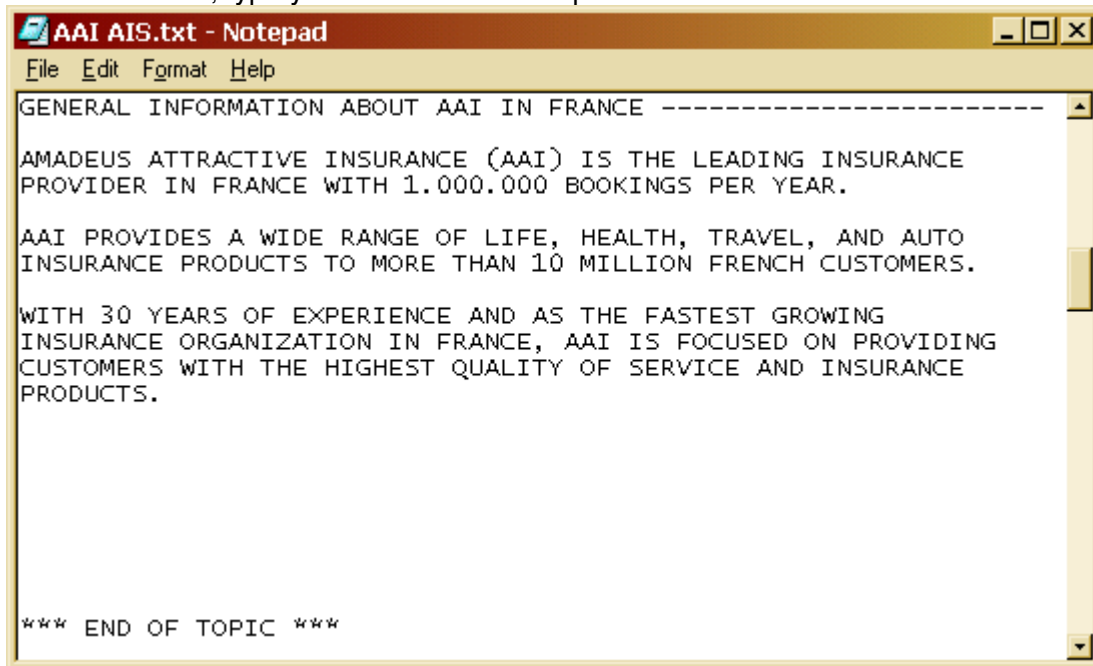
```
AAI AIS.txt - Notepad
File Edit Format Help
AAI NEWS -----
- AAI IN FRANCE HAS BEEN SUCCESSFULLY LAUNCHED WITH A WIDE
VARIETY OF INSURANCE PRODUCTS TO BETTER ACCOMODATE YOUR
CLIENT'S NEEDS.

- NOW YOU CAN BENEFIT FROM AN EXTRA COMMISSION OF 3 PERCENT
ON ALL PRODUCTS IN AMADEUS SYSTEM!

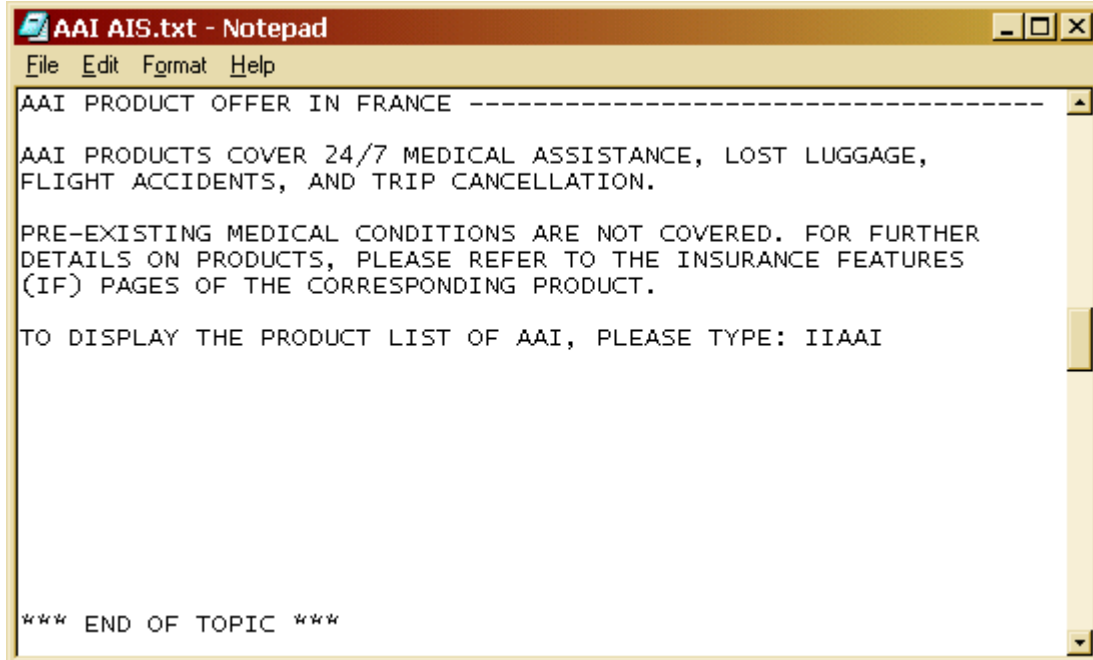
*** END OF TOPIC ***
```

3rd screen:

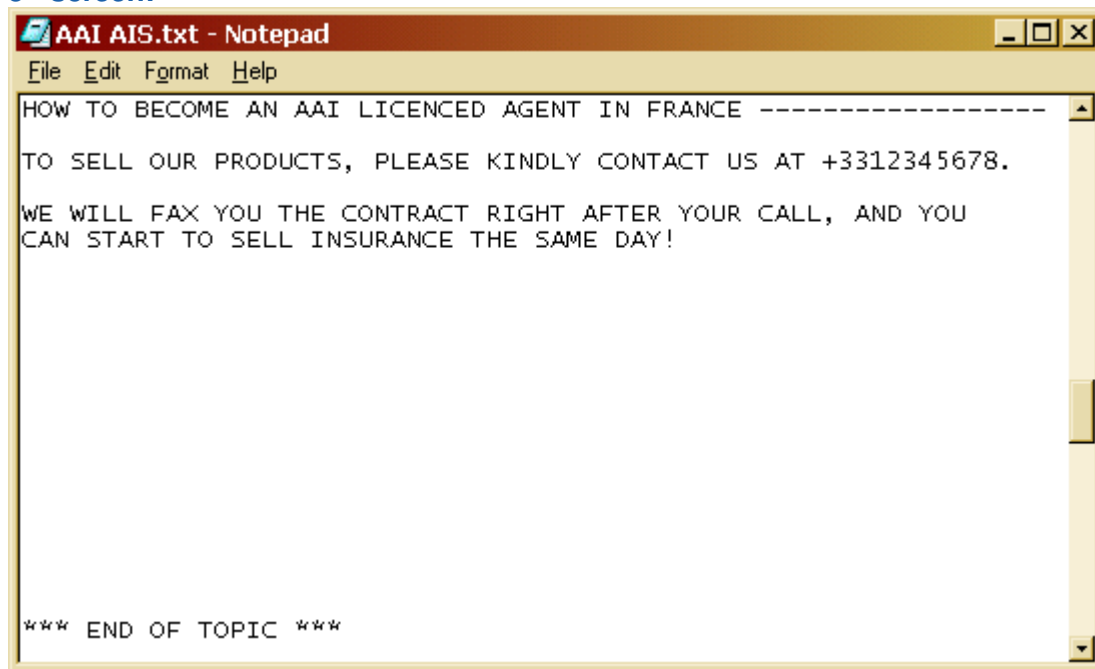
Same as above, type your text under this topic.



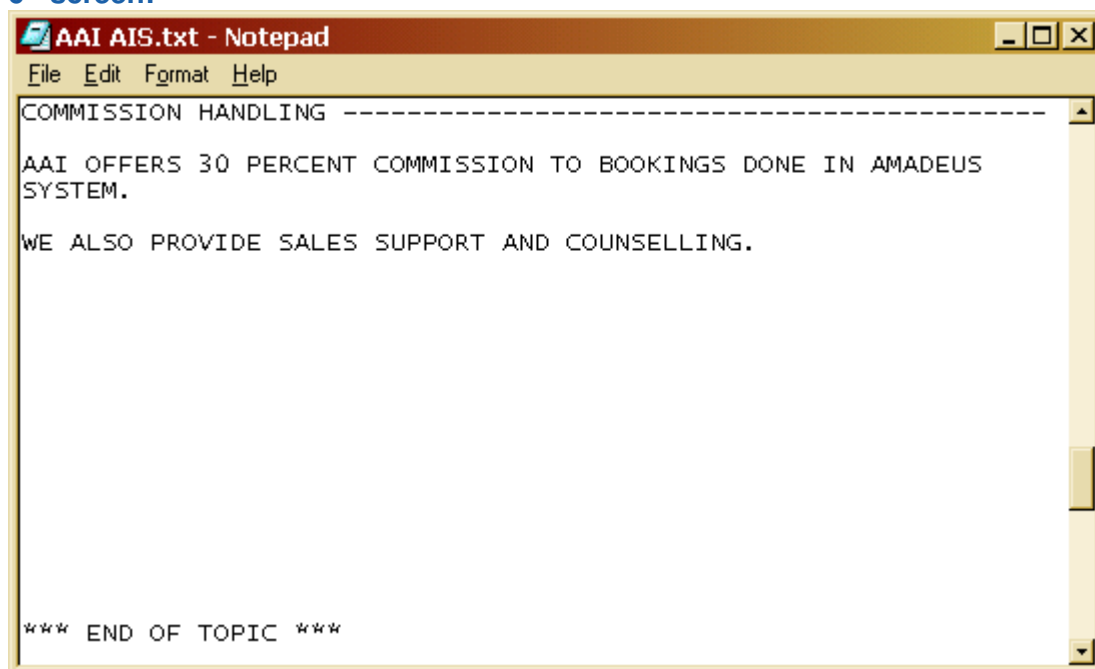
4th screen:



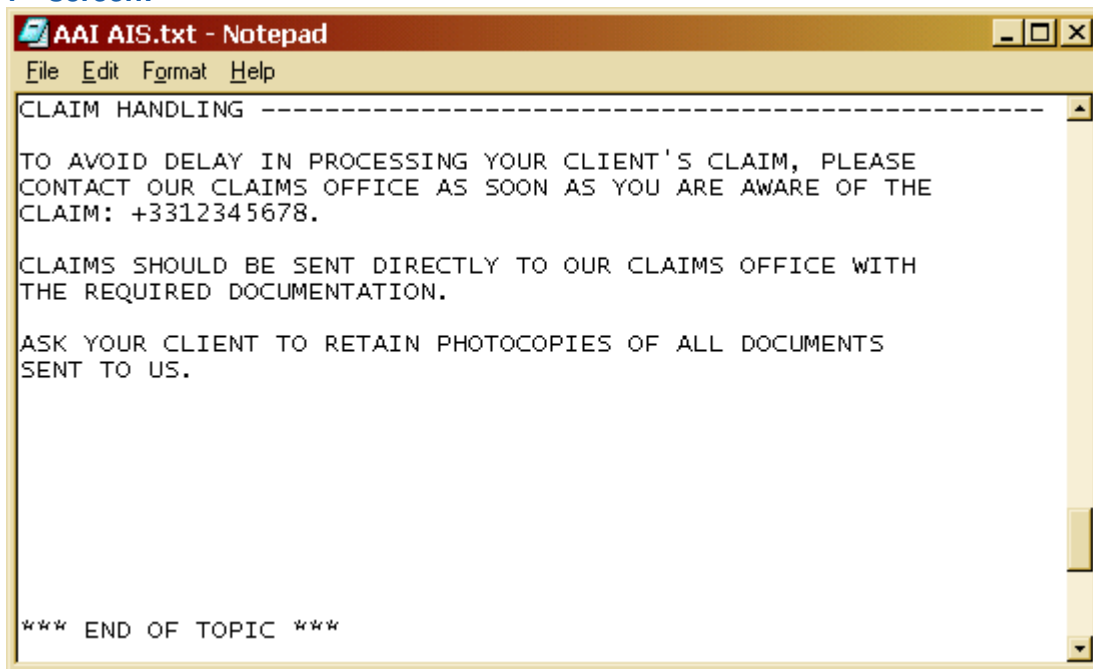
5th screen:



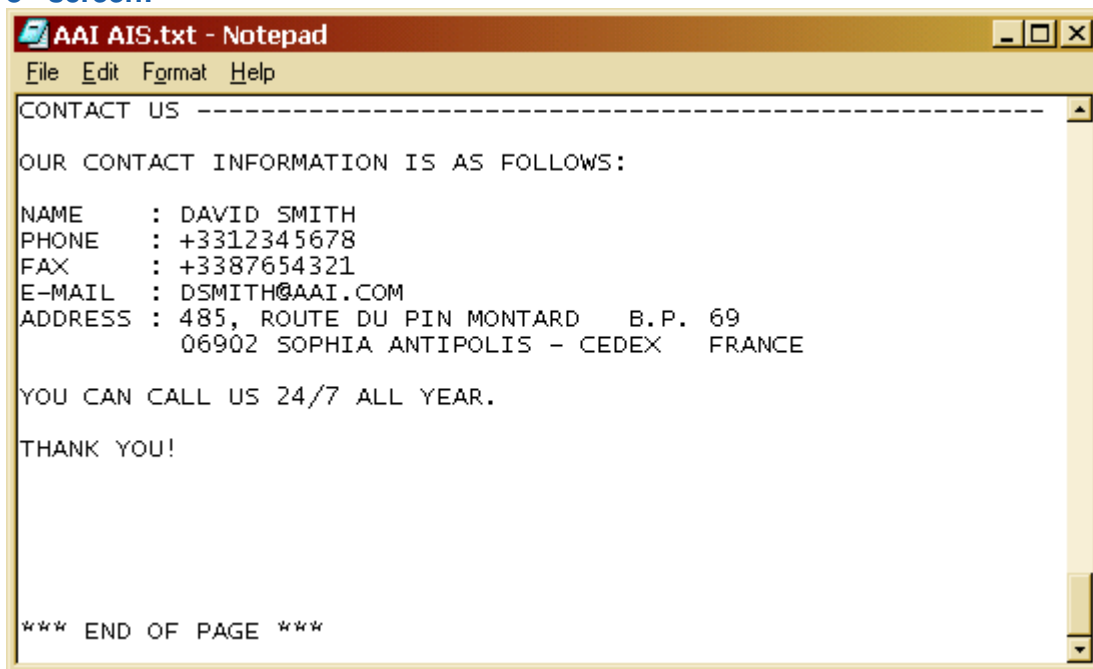
6th screen:



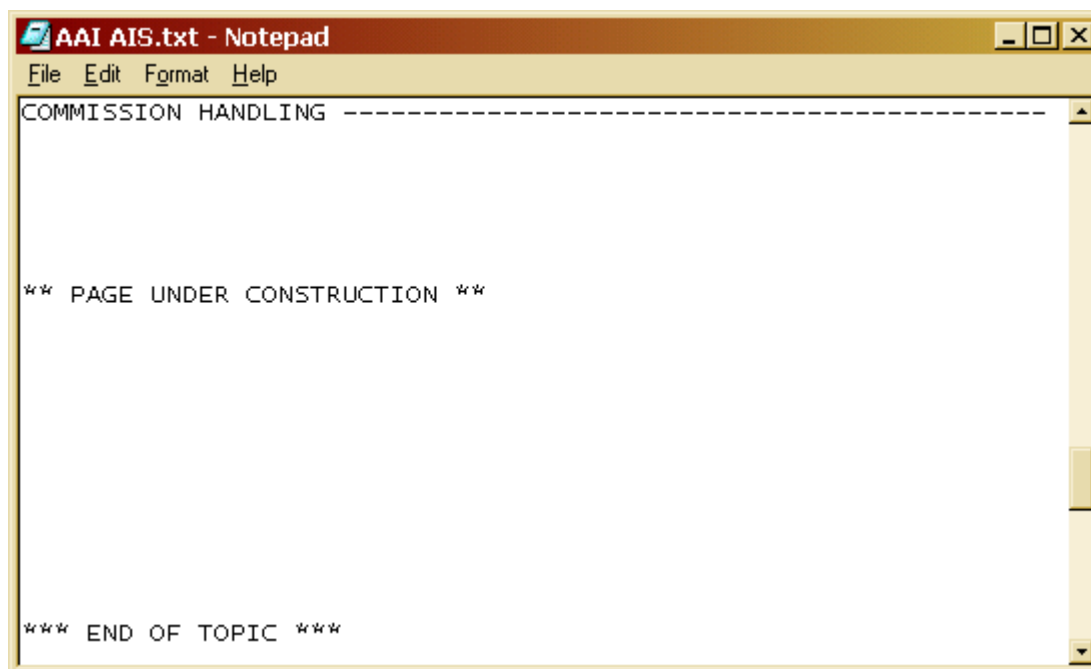
7th screen:



8th screen:



Remark: If you do not want to fill out a suggested topic, please type the following text under the topic: ** PAGE UNDER CONSTRUCTION **



2.5 Next steps

Please send the file to your Amadeus contact who will then process it for you. The Amadeus team will inform you about the launch date of the provider specific pages.

If you are not satisfied with the result, you can directly correct and modify the entries on the Wings' screen (please refer to chapter 3: *"Updating AIS pages"*). However, the earliest date for possible updates is once the pilot agencies have started the pilot phase (as this is the date when the whole application goes into production mode).

3. Updating AIS pages

Updates to provider specific AIS pages at any later stage are carried out through the "online" facility through the Wings' site. Therefore, the provider should follow the below steps:

- ▶ Open the Internet Explorer browser (minimal requirement: version 4.0)
- ▶ Connect to the WINGS Internet site (Address: <https://www.wings.fr>)
- ▶ Connect to the "Corporate service" and go to the menu "Commercial pages"
- ▶ The window will display the current published text of your AIS pages.
- ▶ Any update can be done directly on the Wings' screen; it will not be necessary to write a Notepad file first and copy/ paste it into the screen
- ▶ In order to update the screen, there are support keys (buttons on the Wings' site - see list below) that need to be used.
- ▶ Please use the same writing rules as mentioned in chapter 2
- ▶ Once finished the updates please press the "Save" button and fill out the "Publishing date" (same rules as described in chapter 2). Usually the updates are published within the next working day.

Additional information about the loading process of the AIS pages can be found in the document from Wings ("Travel Agency Accreditation, Data Capture and Update of the Commercial Pages") in the section "Commercial Pages".

3.1 Wings Support keys

The online loading is supported by the following support keys (buttons) that you will find on the Wings' site, as well as by a number of "control messages" that pop up when an error has occurred while writing the text.

MU (Move Up)	: back to the previous screen
MD (Move Down)	: go to the next screen
MT (Move Top)	: back to the first screen (introduction screen)
MB (Move Bottom)	: go to the last screen
To	: allows going directly to the screen of which the page number is displayed
Del	: delete the current screen.
Save	: save the written text and content of the AIS pages

4. Contact details

Amadeus:

insurance@amadeus.com

Wings:

Martine Foret (mforet@wings.fr)