



Amadeus Virtual MCO

**Central Products & Services
Ticketing & Fulfilment**

Travel Agency Solutions

Laetitia LOONES
MKT/CPS/CPM/T&F/TAS

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Agenda

- ▶ **Amadeus Virtual MCO introduction**
- ▶ **Amadeus Virtual MCO features and benefits**
- ▶ **Amadeus Virtual MCO implementation**
- ▶ **FAQs**

Amadeus Virtual MCO introduction

- ▶ **The Amadeus Virtual MCO solution is part of the Central Ticketing System**
- ▶ **It is a product dedicated to travel agencies**
- ▶ **The Amadeus Virtual MCO is related to the IATA 100% ETKT deadline**
- ▶ **Amadeus Virtual MCO is a solution based on the current automated MCO without ATB value coupon printing**
- ▶ **The Amadeus Virtual MCO is a transitional solution until EMD implementation**
- ▶ **The Amadeus Virtual MCO solution has been validated by IATA**



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Amadeus Virtual MCO features and benefits

▶ Creation

- ▶ Entries based on the Automated MCO ones (IMCx entries)
- ▶ Same Reason For Issuance Codes table

▶ Fully integrated into the booking process

▶ Printing

- ▶ Agent coupon, Audit coupon, CCCF and Passenger Receipt printed on plain paper
- ▶ Layout based on ATB layout

▶ E-mailing

- ▶ The Passenger Receipt can be sent via e-mail to the customer



Amadeus Virtual MCO: a transitional solution based on the automated MCO without ATB value coupon printing

Amadeus Virtual MCO features and benefits

▶ Reporting

- ▶ Integration into the Back Office system (no change in data transmitted to A.I.R)
- ▶ No change to the current sales reports, same form code and transaction code MD50

▶ Other features

- ▶ E-mail functionality integrated into Amadeus Selling Platform 4.3
- ▶ Easy and fast to put in place
- ▶ No training nor additional workload for the travel agents



Amadeus Virtual MCO implementation

- ▶ **Implementation driven at Office Profile level**
- ▶ **Definition of coupons which will be printed by default among :**
 - ▶ **Audit coupon**
 - ▶ **Agent coupon**
 - ▶ **CCCF**
 - ▶ **Passenger Receipt**
- ▶ **Amadeus Virtual MCO will fully replace the Automated MCO solution.**



FAQs

- ▶ **What will be the coupon layout?**
 - ▶ The plain paper coupon layout will follow the ATB coupon layout
- ▶ **What is the implementation fee for the Amadeus Virtual MCO deployment ?**
 - ▶ The Amadeus Virtual MCO is part of the Amadeus Ticketing Platform. There is no additional charge.



FAQs

- ▶ **Will the Amadeus Virtual MCO be integrated into the PNR?**
 - ▶ Yes, the Amadeus Virtual MCO solution will be fully integrated into the booking process, the back office system and the sales report.
- ▶ **What will be the migration process ?**
 - ▶ The Amadeus Virtual MCO implementation will be done at market level and driven by office profile fields.
- ▶ **How to define the type of coupons to be printed?**
 - ▶ The coupons printing will be done at office profile level. Override entries will be possible for additional coupon printing, at TTM time.

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