

### Our customers speak about Amadeus Service Fee Manager

In the context of commission capping and changing business models, Amadeus Service Fee Manager is the right tool to fully control your revenues, and generates business benefits that go straight to your bottom line.



We can truly say that Amadeus Service Fee Manager enables us very well to deal with the new business model in place since April 1st 2005: commissions are replaced by fees, charged from the front-office, to leisure and business customers. Also the high integration level between Amadeus Service Fee Manager and our back-office tool matches all our needs.

**John Butcher,**  
Sales Manager, FRAM, France

Amadeus Service Fee Manager works very well! I easily built fee grids for our agency. How? By having prepared everything thanks to the elements provided by the airlines and by training with the e-learning tool at the agency and also at home. Thanks to the graphical user interface our 8 price grids were built in half an hour, compared to 4 hours to try to build 2 grids with our management software.

**Sylvain Mommejat,**  
Agency Director, ITM Voyages, France

Our agency has been piloting Amadeus Service Fee Manager since February 2005. Everyone got up to speed very quickly and particularly with the Service Fee Manager formats. e-learning was extremely useful, enabling us to get to know the tool in depth and to visualise the steps to follow to be ready on April 1st 2005, day of the commission cut. We created our grids on time and have been applying fees without a problem since April 1st.

**Sophie Bréhier,**  
Agency Director, Leclerc Voyages, France

#### Key Benefits

##### Higher Productivity:

- > Fewer mistakes, transparent information flow to the back-office.
- > Faster service fee collection.

##### Better Customer service:

- > Agents can display and fix the total price at the point of sale.

##### More revenues:

- > By charging service and activity based fees for each sale.

## About Service Fee Manager

Amadeus Service Fee Manager is being implemented across the industry, with users reporting increased efficiencies, significant cost savings and the ability to manage complex transactions.

Amadeus Service Fee Manager is a solution that makes fee collection easier:

It is really simple to set up and to use. I have no doubt the deployment throughout our network will run smoothly and our agents will master it very quickly and value all its potential.

**Michel Barillot,**  
IT Director, Selectour, France

Not only does the Service Fee Management tool increase the efficiency of the booking process, but also raises our expectations for significant revenue increases in the future. With the automation and full integration of service fees, agents are spending less time on the administrative parts of the booking process and can spend more time on selling, which is really what we want them to do. Though we still have to see the full impact of the solution over the next few months and with all product functions integrated, it is already obvious that the benefits are substantial. The customers appreciate getting the full picture of all costs with the fee included from the beginning - which wasn't possible using the old calculator system. For us Service Fee Manager is definitely a great product.

**Bernard Vairon,**  
General Manager, Selectour, France

Thanks to the Amadeus Service Fee Manager, we can now work much quicker. The information flow to the back-office is transparent, and mistakes are hardly possible.

**Pierre Flandre,**  
Japan PI Travel, Belgium