



Customer Solutions

- Distribution & Content <<
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Amadeus e-Power

Admin Guide for Travel Agents

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Chapter 1:

“I need to set up my portal”



How to login to e-power Administration site?

- 1-Go to: <http://admin.amadeusepower.com/AdminLogon.aspx>
- 2-Insert your username/Password (in staging-edit mode)
- 3-Go to Portal→Portal Search
- 4-Click Search
- 5-Double click on your portal

The screenshot displays the Amadeus e-Power 6.1 Administration interface. The top navigation bar includes 'Portal', 'Member', 'Promotion', 'Admin', and 'Reports'. The left sidebar lists various configuration categories under 'Office Profile Parameters', such as Languages, Flight Settings, and Hotel Settings. The main content area is titled 'Portal Wizard' and contains a table of configuration items:

Internet Office ID	:	<input type="text"/>	
Main Office ID	:	<input type="text"/>	
IATA No	:	<input type="text"/>	
TID No	:	<input type="text"/>	
ERSP No	:	<input type="text"/>	
Google Analytics Account Number	:	<input type="text"/>	
Google Analytics Page Name For Summary	:	<input type="text"/>	
Use asynchronous Google Script :	:	<input type="checkbox"/>	

At the top right of the configuration area, there are links for 'Rule History' and a 'Save & Next' button. The bottom status bar indicates 'Internet | Protected Mode: Off' and a zoom level of 100%.

Office Profile Parameters

At this step you define basic office identification information. These settings are usually done by your Amadeus Office.

Office Identification

Several office identification numbers are used in Amadeus and the travel industry. Amadeus e-Power uses following identification numbers. **Please note that the numbers you enter here are only informative, i.e. (in most cases) they do not have an impact on the booking engine**¹. Amadeus e-Power gets these identification numbers automatically from the API Corporate Account and User ID as well as the office profile settings.

Internet Office ID

Amadeus e-Power is an internet booking engine. Therefore a so called internet office ID is required.

Main Office ID

A reservation is made on the internet office ID, but the PNR is queued to a real office. Enter your main office ID here for information.

IATA Number

If the Portal is IATA-registered, you can enter the number for information that you obtained from IATA in this field.

TID Number

If the Portal was assigned a TID number, you can enter the number here for information.

ERSP Number

If the Portal was assigned an ERSP number, you can enter the number here for information.

Google Analytics

Google Analytics is a tool to capture information and statistics about user behavior on a website. If you want to collect such information on your Portal, sign-up for Google Analytics and enter your account number in this field.

Languages

Which languages shall your Portal support? At this step check the different languages and the default language.

Different languages – we refer to them as cultures – can have different ways to display date, time and figure information. You can define for each culture how the display must look like.

You can also specify whether two (or more) cultures shall share the same look & feel regarding the Portal graphical user interface. If this is the case, you need to select the same theme for both cultures. By default all theme settings are the same. Note that changes on the theme of the default language apply to the other themes of other languages too. Themes can be changed at a later step when it comes to user interface customization.

Please make sure to select at least one language. Also make sure that the default language selected is among the ones you selected. Please ensure as well that one Theme is applied (checked) at least.

Click “save & next” to save your choice and continue to the next step.

Flight Settings

This step allows you to specify and customize the flight reservation process of your Portal.

All around Availability – Search

Domestic Country

Specify here what the domestic country of your Portal is. This information is important when you define in the service fee setup that your Portal considers the domestic country as the domestic country of your Portal instead of the domestic country of the airline.

Default Trip Type on Search Flight Form

Specify which trip type, i.e. one-way, round-trip or multi-let, is selected by default on your Portal. This paragraph contains all settings regarding the flight availability search functionality.

Default Outbound City/Airport & Default Inbound City/Airport

Your Portal can be pre-filled with a default and outbound/inbound city/airport.

Allow Reservation Starting From

Specify the earliest allowed flight availability starting from the time of the traveller's search request.

Allow Reservation Up To

Set the limit until when a traveller can search for available flights, i.e. date limit for the outbound flight.

Default Number of Days Between Outbound and Inbound

Set the default number of days between the outbound and the inbound flight.

Note: the default setting is overridden as soon as the traveller changes the departure or arrival dates.

Flexible Dates (+/- 1 or +/- 2 days)

Check this option to offer the extra search option to search for arrival and departure flights up to +/- 2 days around the requested dates.

Allowed Cabin Classes

Economy, business and first class are supported by Amadeus e-Power. You can restrict the allowed can classes to be used on your Portal.

Targeted Flight Provider(s)

Specify which fare sources your Portal shall target.

Allow User to Select Flight Provider(s)

The traveller can choose which fare source shall be taken into account for search. If you want to leave the choice to the traveller, check this option.

Default Value for Flight Provider Selection

If you allow the traveller to choose the fare source, specify which fare source shall be taken into account by default.

Default Flight Search Type

If both, fare and schedule driven, search modes are activated on your Portal you need to define what the default search mode is.

Fare-Driven Search Query

Specify which fare driven search query to use on your Portal.

Allowed Fare-Driven Search Types

Specify which search types you want to offer with the fare-driven flight search mode.

Allowed Schedule-Driven Search Types

Specify which search types you want to offer with the schedule-driven flight search mode.

Max Number of Legs for Multi Leg Search

When a traveller selects the search type multi-leg, you can restrict the number of legs on your Portal.
Note: For a search with more than 3 legs, Value Pricer is used instead of Master Pricer.

Master Pricer Calendar Display

If your Portal uses Master Pricer Calendar, you can specify if your Portal displays only the calendar or calendar + fare list.

Activate OB Fees

This options allows you, when activated, to adapt the total price of your booking when Airlines are adding Transaction Fees (for payment via Credit Card for instance). A warning message is then displayed at the flight result page in order to let the user know about this possibility. Please note that this feature will then only be enabled in two cases:

- When the “Payment Types” is set-up as “Provider Charge”;
- And/or when the Travel Agency decides to add Payment Fees via the

Advanced Service Fee module (or the default Service Fee Module). (see chapter 2)

All around Availability – Result

This paragraph contains all settings regarding the flight availability display functionality.

Flights Result Price Composition

The price of a fare can be calculated in different ways:

- Base fare
- Base fare + tax
- Base fare + tax + service fee

Specify what the fare price needs to contain in the fare availability list your Portal.

Default Number of Flight Recommendations per Page

How many flight recommendations do you want to show on your Portal? Specify the number here.

Note: Portal performance is higher when the number of flight recommendations is small.

Hide Filter Matrix When Master Pricer Calendar Visible

By default the flight availability display contains the matrix and the calendar. If you want to show only the calendar when it is available and hide the matrix, check this option.

Max Number of Requested Master Pricer Flight Recommendations

Master Pricer allows setting a maximum number of flight recommendations to be returned. Specify the maximum number for your Portal.

Note: Master Pricer performance is higher when the maximum number of flight recommendations is small.

Handling of Unsalable Recommendation

Fares returned at availability time can turn out to be not available at a later step. In such cases Amadeus e-Power returns to the availability result. In order to prevent the traveller choosing the same unavailable fare again, you can define how such fares shall be treated. This option allows you to either hide the fare or mark the fare as not selectable.

Allow Seven Day Search (Schedule Driven & Promotions)

In case of schedule driven-fare search and promotion search it can happen that the requested fare is not available on the requested date.

If you check this option, your Portal or Amadeus Central System, respectively, will search +/- 3 days around the requested date for alternatives.

All around e-Ticketing

Allow e-Ticketing within Minimum Booking Day

A Portal can be set up to allow availability only x days ahead from the day when the availability is requested by the traveller. This can be specified in **Allow Reservation Starting From**. This gives a Travel Agency time enough to issue the tickets when for example payment at office as a method of payment is chosen. Issuance of tickets for a flight at 1 pm for a reservation made on 11 am on the *same* day can be difficult under such circumstances. E-Tickets, however, could allow such short-notice reservations. Check this option to allow the traveller to search for fares prior to the minimum availability dates defined in **Allow Reservation Starting From**. The traveller can only choose e-Ticket as a delivery method.

Fare Basis Check to Force e-Ticket

Airlines can return fares that have to be ticketed the same day. Other delivery methods except for e-tickets can be difficult in such cases.

You can define for your Portal which fare basis code of which airline falls under the aforementioned case. When you check this option, Amadeus e-Power offers only e-ticket as a method of delivery when the traveller selects such a fare.

When you check this option, go to the menu item "Portal" – "Portal Fare Basis" for further setup.
Form of Identification (FOID) Settings

Force Form of Identification for e-ticket Request

For e-tickets on request you can force the traveller to enter a form of identification if the selected airline requires a form of identification.

Check this option to make the FOID mandatory in such cases (else the form of identification is never requested for e-ticket requests).

Set Form of Identification Type

Select the required form of identification for your Portal.

Instant e-Ticketing Stop Settings

The possibility to choose instant e-Ticketing can be controlled with regards to time. If you don't want to allow instant e-Ticketing for example after/before the working hours of the Travel Agency, use the following options to restrict the availability of instant e-Ticketing.

Instant e-ticket Pause Time in GMT (HHmm _ 2215)

Set the time when instant e-Ticketing is no longer available.

Instant e-ticket Resume Time in GMT (HHmm _ 2315)

Set the time when instant e-Ticketing is available again.

Miscellaneous

Advanced Passenger Information System (APIS)

Some countries require that airlines provide them with certain passenger information in advance, e.g. USA. Amadeus e-Power supports two sets of information, i.e. passenger details and visa information.
Online Check-In

Amadeus e-Power can provide links to the airlines' online check-in websites. Check **Display Online Check-in Links on Confirmation Page** to display the links on the confirmation page.

The online check-in links are language-sensitive and lead the traveller to the check-in websites in the appropriate language (if available).

Flight Fare Settings

Fare Codes

Ticketing (TST) Currency

Specify in which currency the fare is supposed to be ticketed (TST element).

Point of Sale City Code

Point of Ticketing City Code

Allowed Fare Types

Fare Note Categories to Display (FQN)

The traveller can retrieve and read the fare rules of a fare. Fare rules contain different information categories. If you want to include a particular information category in the fare rules display, check the adjacent check box.

Click “save & next” to save your choice and continue to the next step.

Flight Passenger Types

Amadeus e-Power allows the administrator to define the age limitations for each passenger type. Following passenger types are supported:

- Adult (ADT)
- Infant (INF)
- Child (CHD)
- Youth (YTH)
- Student (STU)
- Senior Citizen (YCD)
- Seaman (SEA)
-

You can define for each passenger type the age limitations. Note that the age limitation *includes* the specified minimum age and *excludes* the specified maximum age.

Example: with adult being specified as minimum age 18 and maximum age 65; a person aged 65 is no longer considered as an adult. You can also define if a passenger type can be owner of a user profile and if the date of birth (DOB) is compulsory information during the booking process.

Click “save & next” to save your choice and continue to the next step.

Flight Airlines & Cities

Allow User To Select Preferred Airlines

This checkbox adds a Preferred Airlines option in the Flight Search forms when ticked.

Agency Preferred Airlines

You can pre-select of Preferred Airlines for each Portal. Don't select any if you want the end customer to choose his preferred airlines by himself.

Mandatory Locations in the Trip

Some Travel Agencies might need to ensure that each trip starts from or end in specific countries. At least one of the destinations entered in this box will have to be the Origin or the Destination of each trip.

Exception Countries (1) and (2)

When defining a Mandatory Location for each trip, the Travel Agencies may need to define some exceptions. Write in these boxes what would be the destinations and origins allowed instead of the mandatory ones. E.g. if you select France, Spain and Germany as Exception countries, you will be able to book flight within these countries even though the Mandatory Location pre-defined was Turkey.

Allowed Airlines / Countries / Cities

Define here what would be the allowed Airlines, Cities or Countries that can be booked throughout your Portal. Leave it empty if you don't want to allow ONLY A FEW of them.

Restricted Airlines / Countries / Cities

Define here what would be the restricted Airlines, Cities or Countries that can NOT be booked throughout your Portal. Leave it empty if you don't want to restrict any.

Prohibited Ticketing Carriers

This feature shall remain empty. It is linked to the EU Prohibited Carrier list, but this list can be updated automatically by e-Power thanks to:

Update APC

Leave this checkbox ticked by default if you want the EU Prohibited Carrier list to be updated automatically by e-Power (recommended).

Flight Airlines Biasing

This feature allows biasing the flight fare result display so that it shows a certain number of recommendations of certain airlines before the rest of the flight recommendations with the default order and display.

Activity Start/End Date

Select the period of time where you want to operate your biasing display. You **MUST** enter some dates in these fields.

Airline

Select the Airlines (validating or marketing carriers) that you need to display on top of the others in the flight results. Several airlines can be selected at once. It only works with GDS Content, but the biased airlines will still be shown on top of any other airlines (including LCC if any).

Max Number of Recommendation Shown

Select the number of recommendations (in Total, not per Airline) that you want to display on top. If you had selected 2 different airlines in one rule and decided to show 2 recommendations this means that you may see:

- 1 biased recommendation per Airline
- Or 2 biased recommendation for only one of these two selected airlines
-

To make sure that the case 1 is always happening, it is therefore recommended to create two different rules with the same conditions (O&D, Dates) but each 1 with a different airline. The system will then combine these biasing results by order of creation of the rules.

Itinerary - Origin and Destination

Select the Origin and Destination for which you want to bias flight results.

Country

Select the name of the country in the drop down list.

City

Type the City name or IATA code in the input field. The Autocomplete features helps finding them.

Airport

Type the Airport name or IATA code in the input field. The Autocomplete features helps finding them.

Custom

It is possible to use a “custom region” as Origin or Destination. These custom regions can be defined with all types of geographical criteria, as described below.

Custom Origin and Destination

A “**customize**” link is available. This link opens a pop-up to define the Custom Origin and Destination thanks to the following criteria.

Continent

Select the name of the continent in the drop down list. A help button is available to show how the countries were split by area of the world.

Country

Select the name of the country in the drop down list.

State

Select the name of the state in the drop down list.

City

Type the City name or IATA code in the input field. The Autocomplete features helps finding them.

Airport

Type the Airport name or IATA code in the input field. The Autocomplete features helps finding them.\

Include or Exclude

The two buttons allows either including or excluding the selected criteria above from your custom region. For instance, you can Include Western Europe to your Region. Then Exclude France but include Paris and Exclude CDG airport.

The screenshot displays a hierarchical tree on the left and a selection panel on the right. The tree structure is as follows:

- W Europe
 - FR France
 - MRS Marseille
 - MRS Provence (checked)
 - PAR Paris (checked)
 - CDG Charles De Gaulle

The selection panel on the right contains the following controls:

- ☐ City : Paris
- ☒ Airport : Provence
-
-

Marketing / Validating Carrier

Select whether the airlines you previously selected should be identified as validating or marketing carriers.

Add

Click the Add button to add your biasing rule in the result table.

Remember to click Save & Next button to save your changes.

Flight Mini Rules

Mini rules are rules defined by the Travel Agency for every airline. They are stored in Amadeus e-Power and can be displayed when the traveller reviews the fare rules.

View Mini Rules

If you want to display Mini Rules whenever the traveller reviews the rules of a fare, check this option.

View Visa Requirement Messages

Amadeus e-Power offers the possibility to display warnings to the travellers regarding possible requirements of Visa for the arrival countries.

Check this option to activate this feature on your Portal.

Click “save & next” to save your choice and continue to the next step.

Flight Special Requests

Allow which special requests can be made through your website.

- Surf Board
- Meet and Assist
- Bicycle
- Windsurf
- Snowboard
- Animal
- Wheel Chair

Flight APIS

The Flight APIS functionality allows disabling or enabling SSR DOCS and SSR DOCO features in e-Power depending on certain conditions (O&D + Airlines). The information collected in both PNR Commands can also be tailored according to the Markets/Travel Agencies' needs.

Itinerary - Origin and Destination

Select the Origin and Destination for which you want to create a flight APIS rule.

Country

Select the name of the country in the drop down list.

City

Type the City name or IATA code in the input field. The Autocomplete features helps finding them.

Airport

Type the Airport name or IATA code in the input field. The Autocomplete features helps finding them.

Custom

It is possible to use a "custom region" as Origin or Destination. These custom regions can be defined with all types of geographical criteria, as described below.

Custom Origin and Destination

A "[customize](#)" link is available. This link opens a pop-up to define the Custom Origin and Destination thanks to the following criteria.

Continent

Select the name of the continent in the drop down list. A help button is available to show how the countries were split by area of the world.

Country

Select the name of the country in the drop down list.

State

Select the name of the state in the drop down list.

City

Type the City name or IATA code in the input field. The Autocomplete features helps finding them.

Airport

Type the Airport name or IATA code in the input field. The Autocomplete features helps finding them.

Include or Exclude

The two buttons allows either including or excluding the selected criteria above from your custom region. For instance, you can Include Western Europe to your Region. Then Exclude France but include Paris and Exclude CDG airport.

Airline

Select the Airlines for which you want to create a flight APIS rule.

Enable DOCS

Select this option if you want the SR DOCS command to be sent at PNR Creation. If none of the below information is filled in by the end-user, only the mandatory information (First Name, Last Name, DOB, Gender, Airline) will be provided in the SR DOCS command.

SR DOCS Information

Middle Name

Select whether you want the middle name to be required as optional or not. It cannot be asked as a mandatory field.

Document Type

Select which document type should be required (usually passport but you can give the choice to the end-user).

Document Number

Select whether you want the Document Number field to be required as optional, mandatory or not required at all.

(Document) Country of Issuance

Select whether you want the Document Country of Issuance field to be required as optional, mandatory or not required at all.

(Traveller's) Nationality

Select whether you want the Traveller's nationality field to be required as optional, mandatory or not required at all.

(Document) Expiry date

Select whether you want the Document Expiry Date field to be required as optional, mandatory or not required at all.

Enable DOCO

Select this option if you want the SR DOCO command to be sent at PNR Creation. If none of the below information is filled in by the end-user, the command won't be created in spite of this.

SR DOCO Information

Visa Number

Select whether you want the Visa Number field to be required as optional, mandatory or not required at all.

(Traveller's) Place of Birth

Select whether you want the Traveller's Place of Birth field to be required as optional, mandatory or not required at all.

(Document) Date of Issuance

Select whether you want the Document Date of Issuance field to be required as optional, mandatory or not required at all.

(Document) Place of Issuance

Select whether you want the Document Country of Issuance field to be required as optional, mandatory or not required at all.

Country Requiring Visa

Select whether you want the name of the Country requiring the Visa to be required as optional, mandatory or not required at all.

Add

Click the Add button to add your Flight APIS rule in the result table.

Save & Next

Remember to click Save & Next button to save your changes.

Hotel Settings

Credit Card Validation

Amadeus e-Power can validate the credit card that the traveller provides during the hotel booking process.

Hotel Validating Airline Code

The aforementioned credit card validation is based on the Amadeus Central System credit card approval functionality that is primarily used in the airline business (cryptic command DE). Therefore you need to choose any airline code.

Note: Amadeus e-Power uses the DE command to validate and block 1 USD on the credit card. Amadeus Central System releases the block of 1 USD after 10 to 15 days.

Hotel Matching Settings

This is a small biasing feature for Hotel Providers. You have four choices:

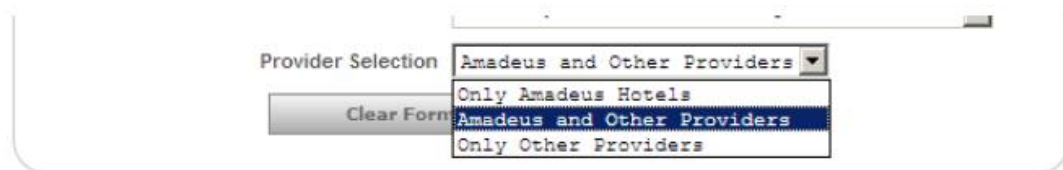
- **Show All:** you show all hotels (Amadeus, Content Inn, Hotelspro, GoGlobal) sorted by price by default. It means that there could be some hotels that appears twice, because they are aggregated by different Hotel Providers.
- **Min Price:** you show all hotels again, except that when the systems recognised twice the same hotel availability, it will only display the solution with the minimum price.
- **Single:** You can display only one of the hotel providers you have. If it's not available, you can select another one that you would like to see, only in this particular case.
- **Multiple:** You can display all hotel providers, but first biased in a certain order that you define and then sorted by price. For instance, you can put Content Inn first, then have Amadeus Hotels and then GoGlobal. This means that you'll see first all the results from Content Inn sorted by Price, then all the results from Amadeus sorted by Price, and to finish, all the results from GoGlobal sorted by price.

Hotel Search Type by Provider

This feature extends the capacity of the above feature: it helps you defining if you wish to search for Amadeus' Hotels only, External Providers' Hotels only, or both.

Show Hotel Search Type by Provider

If you selected "both" Hotel Search Type by Provider in the previous section, you can also allow the end users to use it again as a criterion in the Hotel Search form.



The screenshot shows a web form with a label "Provider Selection" next to a dropdown menu. The dropdown menu is open, showing four options: "Amadeus and Other Providers" (selected), "Only Amadeus Hotels", "Amadeus and Other Providers", and "Only Other Providers". Below the dropdown menu is a "Clear Form" button.

Hotel Results Fare Display Type

Define if, in the Hotel Results page, you want to display the Hotels Fares only with Base Fare (including Mark-ups) or Base Fare + Service Fees (and possible discounts obviously).

Type of the Hotel Module

You can use the Hotel Module in three different ways:

- Show availability results only
- Show availability results and fares only
- Show availability, fares and then allow the end user to book any Hotel Rooms available.

Hotel Access Qualifier

This feature is here to define the access level of Amadeus Hotels through e-Power. Amadeus e-Power supports Complete Access Plus and Dynamic Access hotel. It is thus possible to configure this access level to get either both at the same time (more hotel properties available) or Dynamic Access only. More information is available on Central System's help pages (HEHA - MS64)

Default Hotel Room Occupancy

In the Hotel Search Form, what type of room (double, single, triple or quadruple) would you like your end-consumers to request by default?

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Hotel Rates

This step gives you more control of the kind of Hotel rates you want to support on your Portal.

Use Special/Nego Rates

If you have special or negotiated rate codes with some hotel chains that you want to use, check this option.

Allowed Special/Nego Rate Code (SR)

The special or negotiated rates codes that allow the retrieval of special hotel rates need to be defined here. Amadeus e-Power sends the defined rates codes to the hotel providers during the availability process.

You can enter 1 to 8 different hotel rate codes separated by semicolon (;) to request special fares.

Allowed Rate Types

There are two kinds of rates codes: those standard to all hotels (predefined rate codes), and those which may vary from one hotel chain to another.

Use this option to select which of the predefined rate codes you want to support on your Portal.

Disallowed Special/Nego Rate Codes (SR)

Some hotel rates may not be sold in an online environment or for whatever reasons. If you know the rate code, you can enter them here. Amadeus e-Power filters all rates with the specified rate codes so that the traveller can't see them.

You can enter here 1 to 8 different unwanted fare codes separated by semicolon (;)

Only Show These Rate Codes

Similar to the option above this option filters all rate codes except for the ones that you specify in this option.

You can enter here 1 to 8 different rate codes which you want show only, separated by semicolon (;).

Click "save & next" to save your choice and continue to the next step.

Hotel Chains & Cities

Use this to define the allowed & restricted hotels, chains, countries, cities

- Allowed Hotels
- Allowed Hotel Chains
- Allowed Countries
- Allowed Cities
- Restricted Hotels
- Restricted Hotel Chains
- Restricted Countries
- Restricted Cities

Car Settings

Credit Card Validation

Amadeus e-Power can validate the credit card that the traveller provides during the car booking process.

Car Validating Airline Code

The aforementioned credit card validation is based on the Amadeus Central System credit card approval functionality that is primarily used in the airline business (cryptic command DE). Therefore you need to choose any airline code.

Note: Amadeus e-Power uses the DE command to validate and block 1 USD on the credit card.

Amadeus Central System releases the block of 1 USD after 10 to 15 days.

Click "save & next" to save your choice and continue to the next step.

Car Companies & Cities

Use this to define the allowed & restricted companies, countries, cities...etc

- Allow User to Select Preferred Companies
- Allowed Car companies
- Allowed Countries
- Allowed Cities
- Restricted Car companies
- Restricted Countries
- Restricted Cities

Authorize Delivery and Payment

This step is important and pre-requisite for the following three steps!

It defines what should be the combination of Delivery Methods and Payment Methods suggested to the end user at the latest stage of the booking flow. A series of drop down menus are available with the same purpose:

Provider

Depending on what the Provider is: either Amadeus Content or External Content (TravelFusion, e-Retail Web Fare (*please avoid using this one*))...

Delivery Type

... and depending on the Delivery Types you want to allow:

Pre-booking

The user puts the booking on hold until it gets confirmed offline with the help of a Travel Agent.

Pick-up from Agency

The user can either put the booking on hold or confirm it directly but ask to pick-up the tickets directly at one of the Travel Agency's offices.

Delivery to my address

The Ticket is issued offline and delivered to the end-customer via post mail to its address.

e-Ticket

Amadeus e-Power issues directly the ticket and sends it to the end user after the payment is confirmed.

Electronic Ticket (e-Ticket) – Offline

Even if the payment and the whole booking is confirmed, the Ticket issuance is handled offline (e.g. by the Travel Agent with Selling Platform).

Electronic Ticket (e-Ticket) – Ticketless

This is used for the TravelFusion Provider type only, since the process with LCCs goes through a Ticketless functionality.

Payment Types Permissions

... you can specify and combine which Payment Types you want to Authorise on your Portal:

Credit Card Permission

Allow Credit Card to let the users enter their credit card details and proceed to the payment directly online (see Step: Payment Types for further explanations).

Call Me Permission

The end-user asks the Travel Agency to call him back to arrange the payment (processed offline).

Pay At Agency Permission

The user is asked to come by the nearest Travel Agency's branch office, to proceed to the payment.

Invoice Permission

An invoice is sent to the customer to let them pay offline and confirm the booking.

Allowed choices

Not Allowed

You can disallow the Payment Type completely for certain combination of delivery/provider.

Everyone

You can allow each of the Payment Types above to everyone (every visitor of your Portal).

Members

You can allow each of the Payment Types above only to the registered members of your Portal.

Authorized Members

You can allow each of the Payment Types above only to some Authorized members (*needs to be defined under Portal >> Portal Restrictions >> Portal Credit Card Restrictions*).

Corporates or Authorized Corporates

You can allow each of the Payment Types above only to the registered corporate members or only to some Authorized Corporates members (*needs to be defined under Portal >> Portal Restrictions >> Portal Credit Card Restrictions & in the Corporate Module*)

Delivery Types

Show for E-Ticket (For E-Ticket eligible trips)

The traveller has the choice between different types of ticket delivery. If you want to offer only the delivery type e-ticket whenever e-ticket is available, you need to check this option. Any other delivery types are made unavailable for e-Ticket eligible fares.

Note: nowadays the activation of this option leads to the fact that no other delivery types are offered on your Portal since IATA has introduced 100% electronic tickets.

Use Dropdown Control to List Branch Offices

When a traveller chooses the option to pick-up the ticket at one of the offices of the Travel Agency, a list of all available offices is displayed. This list can become very long and unclear. Instead of displaying all available offices at first view, you can select this option and the offices are displayed in a dropdown menu.

Ticket Pick-up Offices

A traveller can choose the option to pick-up the tickets at one of the Travel Agency offices that have been defined during the creation of a Travel Agency.

At this step you can define a list of pre-defined offices from which the traveller can choose from. Depending on the culture that the traveller uses, different set of offices can be offered. These offices with address, phone and email contacts are presented to the traveller at check-out time when ticket pick-up is chosen as delivery type.

For each office you need to define its **Office ID, Queue**, etc. When the office is selected for ticket pickup the PNR is queued to the defined queue.

Note: if you allow the ticket pick-up at offices (step "Authorize Delivery and Payment") but your list of available offices here is empty, the traveller is not able to complete the reservation as no office is offered.

Click "save & next" to save your choice and continue to the next step.

Payment Settings

This step contains further settings in terms of currency, credit card and external PSP settings.

Currency Settings

Amadeus e-Power queries Amadeus Central System for currency conversion rates whenever necessary. This process assures the traveller of accurate and latest converted price information.

Portal Currency

Specify what your Portal currency is.

Allowed User Currency

The user can select a user currency on the search page. Define which currencies should be supported.

Amadeus Charge Currency

Specify which currency, ticket or site currency, to use when fare payment process goes through Amadeus system.

Default Payment Type

During Step: Authorize Delivery and Payment you define which payment types you offer on your Portal. Precise with this option which payment type you want to be pre-selected by default. The traveller can still change this of course.

Accepted Credit Card Types

Amadeus e-Power supports 4 different credit card types (status: November 2009). These are American Express, Master, VISA and Diners Club. Specify which credit card types you want to offer on your Portal.

Note: if your Portal uses an external PSP that collects credit card data directly - i.e. the traveller enters the credit card data on the web page of the PSP and not on one of the e-Power web pages - then this option is not effective. Amadeus e-Power cannot control the available credit cards offered by the external PSP.

Set Credit Card Security Number (CVC) as Mandatory

Card Verification Value Code (CVC or CVV) can be set as a mandatory piece of information when the traveller pays by credit card. Check this option to make the CVC mandatory.

View Payment Service Fee In Different Line

Displays the Payment Service Fees (or discount) in a separate line (when you reach the Delivery & Payment page).

Enable Grouped Display of Service Fees and Discounts

This feature will group the UI display of the different fees calculated throughout the booking flow into one single entry called "Total Booking Fee" or "Total Booking Discount".

Enable Enhanced Discount Display

This feature allows showing the old price (prior to the discount) striked-out next to the new price (with the discount applied). These two values have different CSS class which can both be customised. Besides, when applied to an existing UI, it may need some reajustments in order to not have the "container's" display distorted.

Credit Card Point Redemption Support

When this option is activated the credit card point redemption feature is shown on the payment page. The traveller enters the credit card and can check in real-time (interaction between Amadeus e-Power and the PSP) how many points have been collected. The number of points is translated into monetary credit and is available for payment.

This is a functionality supported by one Turkish PSP (status November 2009). Pre-requisite for this functionality is that the PSP supports this functionality and the credit card must be supported by the PSP.

Billing Information Settings

Amadeus e-Power collects billing information during the payment step.

Billing Info: Default Billing Profile Type

Define which billing profile type to use by default. Note that it can be overridden by the traveller with the option above, if activated.

Billing Info: Let User Choose Billing Profile Type

When you want the traveller to be able to choose which billing profile type (real or juridical person) to use, check this option.

Billing Info: Ask for National ID

Do you want to collect a national identifier? Specify here if yes or no and how to collect it, either optional or mandatory.

Billing Info: Ask For Bank Account Info

Do you want to collect bank account information? Specify here if yes or no and how to collect it, either Optional

View Payment Service Fee In Different Line

The service fees for payment can be displayed in the price breakdown of a shopping basket as an independent line. Check this option to activate this line, otherwise the service fees for payment is included ("hidden") in the total amount and not listed as a matter of expense.
the money capture can be done manually in a later step (offline).

Payment Types

When a traveller chooses the option to pay by credit card, you can define for your Portal how this is handled for the different fare sources and the service fees.

The matrix shows an overview about the possible combinations.

Amadeus GDS Fare Source Low Cost Carrier Fare Source

**I want to handle
payment for the ticket
fare using ...**

VPOS: using an external PSP

Provider Charge: the airline is responsible of money capture

Amadeus Check: e-Power checks the credit card and money capture is done offline

Provider Charge: the airline is responsible of money capture

**I want to handle
payment of the service
fees using ...**

VPOS: using an external PSP

None: service fee is captured in a different (offline) way

Click "save & next" to save your choice and continue to the next step.

PNR Settings

Save PNR Details for Next Booking

Especially in a B2B context Amadeus e-Power users can increase productivity when previously entered PNR information is kept and pre-filled in successive bookings *during a session*. Check this option if your Portal should save previously entered PNR information.

View IP Number for Summary

The trip summary can display the IP address that is used at the time of PNR creation.

e-ticket Authorization Remark (RQ)

With Amadeus e-Power the traveller has the possibility to make a flight booking and issue an e-ticket at a later step. During the time of booking and the time of e-ticket issuance, changes to the PNR could have been done offline. By default Amadeus e-Power stops the e-ticket issuance process if differences are detected in the PNR between time of booking and time of e-ticket issuance. However, the e-ticket issuance process can be continued if this option is set. When you enter an “e-ticket authorization remark” text, Amadeus e-Power checks at e-ticket issuance time if this “e-ticket authorization remark” text is set in the PNR. If the text cannot be found, Amadeus e-Power stops the e-ticketing process. If the text is found, the e-ticketing issuance process is continued even with detected changes in the PNR. Consequently the text serves as an “authorization code”.

Trip Name

Allow User to Enter Trip name

The traveller can give a PNR an individual trip name. This feature can help the traveller to find a special trip in a list of trips more easily.

Make Trip name Mandatory

If you want to make the aforementioned trip name mandatory for a PNR, check this option.

Allow User to Enter Special Notes

Amadeus e-Power offers the traveller the possibility to add some special notes (remarks RM) to the PNR that are intended for the travel agency.

Check this option to activate the special notes input field on your Portal.

Cancellation Settings

Allow User to Cancel Flight

Amadeus e-Power supports the cancellation of Amadeus GDS flight bookings for PNRs that have not been ticketed yet. Check this option if you want to allow travellers to cancel their flight bookings.

Note: flight cancellation is only supported in the profile mode, i.e. travellers using their profiles.

Allow User to Cancel External Flight

Your Portal can be set up with different flight fare sources. Check the different external flight fare sources if you want to allow travellers to cancel flight bookings from the selected external flight fare source.

Note: ERetail Web Fare bookings cannot be cancelled although offered as an option.

Allow User to Cancel Hotel

Your Portal can be set up with different hotel rate sources. Check this option if you want to allow travellers to cancel **external** hotel bookings, i.e. non-Amadeus GDS hotel bookings. Cancellation of Amadeus GDS hotel bookings is not supported.

Note: external hotel cancellation is only supported in the profile mode, i.e. travellers using their profiles.

Allow User to Cancel Car

Option not supported. Cancellation of Amadeus GDS car booking is not supported yet.

Received From Text (RF)

Specify which text should be appended to the RF command.

Default Queue

Specify the default **Queue No** and **Queue Category No** for your Portal.

Note: in case of delivery type “ticket-pick up” the PNR can be queued differently, i.e. to a specific different office ID, queue number and category number (see Step: Ticket Pick-up Offices). In such cases the PNR is in fact queued to both queues: the default one and the specific one.

PNR Number Restrictions

Security Limitations – PNR per User/Day

Amadeus e-Power can restrict the number of PNRs created by the same user per day. When the number is exceeded the traveller will no longer be able to finalize a booking on your Portal. Select the limit number in the drop-down list.

Security Limitations – PNR per Credit Card/Day

Similar to the setting above Amadeus e-Power can also restrict the number of PNRs using the same credit card per day. When the number is exceeded the traveller will no longer be able to finalize a booking with that credit card on your Portal. Select the limit number in the drop-down list.

Credit Card Holder Check

CC Holder should Be Traveller (for all bookings)

When you check this option Amadeus e-Power replaces the (free text) input field for the credit card holder by a drop-down list with all travellers.

CC Holder Should Be Traveller (for e-ticket only)

Same process as above, but the drop-down list is only presented in case of e-ticket. In any other case the (free text) input field for the credit card holder is used.

CC Holder's Surname Check

Check this option if you want Amadeus e-Power to check whether the credit card holder's surname is the same as the traveller's surname.

Click “save & next” to save your choice and continue to the next step.

PNR Time Limit Settings

PNR Time limit settings allow Amadeus e-Power to trigger pre-defined actions on a PNR if a certain ticket time limit is reached.

The available pre-defined actions are:

1. **Automatic cancellation:** the entire PNR is cancelled automatically
2. **Option:** the PNR is queued for the TA's attention and further actions
3. **OK:** the PNR is provided with TKOK at end-of-transact time, i.e. "tickets have been issued (no queue placement)".

For the first two actions ticket time limits (TKTL) can be set relating to when the action is to be triggered. Two options are available:

- The action can be triggered **1 to 30 days prior to the earliest segment of the PNR.**
- The action can be triggered **1 to 30 days after the PNR has been end-transacted.**

Time limit settings are not available for delivery type "e-tickets" (TKOK is always set).

One of the 3 pre-defined actions can be associated to different delivery-payment-method combinations. A delivery-payment-method is for example 'address delivery / pay at agency'. Some exemplary settings for an Amadeus e-Power portal:

- For delivery-payment-method '*pick-up / call me*' Amadeus e-Power can trigger '*automatic cancellation*' of the entire PNR when the PNR reaches the '*8th day prior to the earliest segment*' status.
- For delivery-payment-method '*e-ticket on request / credit card*' Amadeus e-Power can trigger '*automatic cancellation*' of the entire PNR when the PNR reaches the '*29th day after the PNR has been end-transacted*'.
- For delivery-payment-method '*address delivery / pay at agency*' Amadeus e-Power can trigger '*option*' when the PNR reaches the '*30th day prior to the earliest segment*' status.
- For delivery-payment-method '*e-ticket on request / invoice*' Amadeus e-Power can trigger '*option*' when the PNR reaches the '*15th day after the PNR has been end-transacted*'.
- For delivery-payment-method '*pick-up / credit card*' Amadeus e-Power can trigger '*OK*' when the PNR is end-transacted.

The PNR time limits set in Amadeus e-Power and the (ticket) time limits returned by the airline can differ. Amadeus e-Power compares both (ticket) time limits and applies the most restrictive (soonest) (ticket) time limit, i.e. creates the TKTL element with the most restrictive date, whereby the action type (automatic cancellation or option) set by the TA is applied. If the most restrictive date happens to be in the past, then the date of booking applies.

Click "save & next" to save your choice and continue to the next step.

PNR Security Elements (ES)

Amadeus e-Power supports the PNR Security Element (ES).

Description extract:

"THE INDIVIDUAL PNR SECURITY ELEMENT IS AN UN-NUMBERED PNR ITEM, WHICH CAN ONLY BE CREATED OR DELETED BY THE OFFICE OF RESPONSIBILITY. IT CAN STORE A MAXIMUM OF FIVE INDIVIDUAL PNR SECURITY AGREEMENTS, EACH OF THESE CONTAINING AN OFFICE ID AND THE ACCESS MODE TO BE APPLIED TO THAT OFFICE."

The PNR Security Element allows your Portal or Office ID, respectively, to share PNRs with other Office IDs. The authorised Office IDs are able to retrieve the PNRs created on your Portal and - depending on their rights - even change them.

Specify which Office IDs (up to 5) your Portal wants to share PNRs with. Also associate an "access mode" to each Office ID. Amadeus e-Power offers two access modes:

- Read Only
- Read & Write

Click "save & next" to save your choice and continue to the next step.

PNR Remarks

Amadeus e-Power can automatically create PNR remarks. Different PNR remark types are available:

- **RM**: general remark
- **RM-x**: categorized remark, e.g. RM-A, RM-B, etc.
- **RC**: confidential remark
- **RIZ**: itinerary remark
- **RQ**: quality control remark

Amadeus e-Power provides several pre-defined remarks, for example you can add your Portal name as a remark to a PNR.

You can define a preceding (static) text that you want Amadeus e-Power to add before the pre-defined remarks.

Example: you want to add your Portal name to the PNR as a RM-A remark with the preceding text "booking portal:"

1. Go to line "Portal Name Text"
2. Add (or replace if a default preceding text is provided) your text "booking portal:"
3. Select "RM-A" as the remark type
4. Click on "save & next" to save your changes

Whenever a PNR is created on your Portal, Amadeus e-Power adds the following remark to the PNR:

RM-A booking portal: *myPortalName*

With *myPortalName* being dynamically replaced by your Portal name.

If you don't define a preceding (static) text for a remark, Amadeus e-Power does not create this remark in any of the PNRs of your Portal. In other words, if you don't want to use one of the predefined remarks, make sure that the input field for the preceding text is empty.

ASF Remarks stands for all the remarks related to the Advanced Service Fees module. It is useful to show which rule was applied for each booking and what amount was charged in details.

E-mail Notification Settings

This step allows you to define the emails that will receive the booking notifications, for air, hotel, and car.

You can also specify the From email, Reply to email and put more contacts in BCC and CC and more.

Send email to agency for failed bookings:
 Consolidator Email For Subagency Operations
 Reply to address for mails:
 Reply To (From) E-Mail for Booking Confirmations
 Reply To (From) E-Mail Display Name for Booking Confirmations
 Reply To (From) E-Mail for Membership Mails
 Reply to (From) E-Mail Display Name for Membership
 E-Mail for Flight Bookings (CC)
 E-Mail for Flight Bookings (BCC)
 E-Mail for Hotel Bookings (CC)
 E-Mail for Hotel Bookings (BCC)
 E-Mail for Car Bookings (CC)
 E-Mail for Car Bookings (BCC)
 E-Mail for Membership (CC)
 E-Mail for Membership (BCC)
 Contact person for system mails :
 Include CheckMyTrip Link at Confirmation Messages
 Override e-mail for BranchOffice
 Cell Phone Number For Warning SMS Messages :
 Send SMS For Refund :
 Send SMS For Failed ETicket Process:
 Don't Send Email to Traveller
 Sub-agency registration approval e-mail

Click “save & next” to save your choice and continue to the next step.

User Profile Settings

This step allows you to define what the format of the member profiles of your Portal should be. Depending on your preferences that you set here, a user registers with the required data. Some options are described in more details below.

Enable Security Question

The security question is used for password retrieval. If the password gets lost, the user can retrieve the password with the help of a security question and answer that has been set in his/her user profile.

Initial User Authorization

If you want to restrict your Portal to registered users only, you can define how and when user log-in is required.

Click “save & next” to save your choice and continue to the next step.

Command Builder

This step allows you to customize the PNR cryptic entry after each end-user booking with additional commands. The creation of these Commands is done by filling each of the following fields:

Script Type

The script type allows you to define whether you want to create only one single command or to create multiple commands at the same time with the same rule.

Priority

The Priority numbers allows you to define in which specific order the Commands should be created. It should have an impact on the display of your cryptic PNR. The drop down menu allows you to select a number to sort the “priority”.

Command Variables

The Command Variables (also called <Insert_Variables>) are used to display dynamic content inside the cryptic PNR. Use the list to select the Variables to create your Command with the relevant information. Once a Command is selected, please click the “Add” button to add the Variable inside the Command Text box.

Command Text

The Command Text input fields is used to create the relevant command around the (eventual) <Insert_Variables>. To do so, you simply need to type in the Command entry (RM, OS, AP, etc.) and some free text if necessary. E.g. “*RM TRAVELLER <CCNAME> GOES TO <TRIPDEST>*” will transforms itself in the PNR into “*RM TRAVELLER J.DOE goes to LONDON*”.

Passenger Association

Some commands needs a passenger association. When this option is ticked, the command will be sent with a passenger association (e.g. /p1 or /p3) for all the passengers in the booking. E.g. we create the command *SR FOID <validating carrier> HK1-PP<APIS document number>* and tick the passenger association option. The system will hence create for example:
SR FOID UT HK1-PP123456789/P1 and *SR FOID UT HK1-PP987654321/P2*

Use Condition

The system also allows you to define under what conditions you would prefer the Command to be created. Thus, ticking the “Use Condition” checkboxes displays the following other options:
Use Condition

Select First Variable

The Select First Variable list behaves exactly like the “Command Variables” list. Select the variable that will need to fulfil your condition in order to create a Command. For instance “TRAVELER FIRST NAME”.

Select Comparison Operator

The Operator allows to do the relevant comparison with the following field in order to create a condition. For example, the operator “EQ” means “Equals”. Please see the list of operators below:

Select Second Variable or Literal

Finally, this option enables to select with which other Variable or with which Literal value the “First Variable” should be compared. For instance:

Condition with Free Text = “TRAVELER FIRST NAME” EQ “Nicolas”

Condition with Free Numeric Value = “SERVICE FEE AMOUNT” GREATER THAN “50”

Condition with two variables = “Personal Address: City” EQ “Agency Address: City Name”

Integer,

float

LESSTHAN <TOTALBASEFARE> LESSTHAN “500.00” Minor than...

Integer,

float
 GREATER THAN <LOWFARE> GREATER THAN "75.60" Greater than...
 Integer,
 float
 == <TOTALBASEFARE> == "200.25" Equals...
 Integer,
 float
 != <LOWFARE> != "100.00" Not equals...
 String EQ <FIRSTNAME> EQ "ROBERT" Equals...
 String NOTEQ <FIRSTNAME> NOTEQ "LAURA" Not equals...
 String CONTAINS <FIRSTNAME> CONTAINS "BERT"
 Has a substring
 that equals...
 Date BEFORE <DEPDATE> BEFORE "25/12/2006 00:00:00" Date before...
 Date AFTER <LASTTKDATE> AFTER "10/11/2006" Date after...
 Date SAME DATE <DEPDATE> SAME DATE "15/01/2007"
 Date is the same
 as...
 Boolean EQ <IS_ALL_INCLUSIVE> EQ "FALSE" Equals ...
Add
 Click "add" to save the Command.

Click "save & next" to save your choice and continue to the next step.

Command Builder Custom Fields

The Command Builder Custom Fields are used to gather more specific information on the Traveller during the booking flow and gather this information through the Cryptic PNR entry. Thus, very different kind of fields can be created at different stages of the booking flow.

Label

This field allows you to create the Label that will be displayed to the end-user in order to gather the information needed. It can be directly defined here according to the different languages used in the Portal.

Type

This drop down menu defines the type of custom field that should be used. You have 5 different choices:

- The checkbox: gives the choice between yes or no
- The drop down menu: gives the choice to choose one option among multiple other options
- The textbox : gives to the user the liberty to type free text in one input field
- The calendar textbox: gives to the user the liberty to select one date
- The numeric textbox: gives the opportunity to enter a number

Mandatory

The mandatory option defines whether the custom field must be filled-in or not. If that option is checked, then it won't be possible for the end-user to finish his booking without filling-in the custom field.

Valid for

These radio buttons enables to set up custom fields either for the whole Booking (per PNR) or per Passenger (Pax).

Enable

The enable checkbox allows to switch on or to switch off the custom field. If this field is not ticked, then the Custom Field won't appear in the booking flow.

Default Value

The Default Value field changes according to the choices you have made in the **Type**. It enables the different custom fields to be prefilled with the relevant option (checkbox ticked or not, prefilled textbox or preselected option in the drop down menu).

Display on

These radio buttons give two choices: either displaying the custom field during the "Step1: Traveller's details page", or during the "Step3: Payment & Delivery options".

Order No

The Order Number defines the order in which each custom field should be displayed in each page. The custom fields with smaller numbers are displayed above the custom fields with bigger numbers.

Add

Click Add to save the Custom Field. This custom field will be automatically populated at the very bottom of the **Command Variables** list under "CustomField#(name)".
Click "save & next" to save your choice and continue to the next step.

Portal Administrator

The Portal Administrator step allows you to create accounts for authorized person that have defined access (role) to your Portal management.

Following roles and access rights are available:

Portal admin

- Portal Wizard
- Service Fee Module
- Promotional Fare Module
- Membership Module
- Corporate Module
- Reservation View
- Reporting Module

Portal manager

- Service Fee Module
- Promotional Fare Module
- Membership Module
- Reservation View
- Restricted Reporting Module

Affiliate admin

- Affiliate Module

File manager admin

- File Manager Module
- Theme Wizard Module

Localization tool admin

- Localization Module

Click “save & next” to save your choice and continue to the next step.

Finish

The Portal Wizards is finished at this step. Click on the “Finish” button to complete the creation of your Portal.

Note: although you have clicked the ‘finish’ button, the Portal is immediately accessible on the staging environment

Please access:

<http://staging.amadeusepower.com/yourportalname/Portals/yourportalname/Default.aspx>

Chapter 2:

“I need to manage my service fees, mark-ups & discounts”



How to set Air Service Fee & Mark-up

Service Fees are fees added on top of any kind of travel product's fare and visible by the end-user. Mark-ups are fees added on any kind of travel product's fare but totally opaque to the end-user. On the contrary, the discounts are always displayed and reduce the total amount of any kind of product. The coupons are another solution to discount the price by providing to the end-user a certain code which enables them to get a reduction of the total Service Fee amount (also taking into account the discount amount).. The set-up of these fees and discounts depends enormously on the payment type configurations (Step: Payment Settings).

Advanced Service Fee Module

Once logged-in, you click on “Portal → Advanced Service Fee Manager” of the main menu to start configuring the “Service Fees, Discounts, and Mark-ups”. Then select your Portal in the drop down list.

How to set-up Flight Service Fees, Discounts and Mark-ups?

The Flight Rules are accessible through “Portal _ Advanced Service Fee Module” (menu) _ “Flight” (tab). These Flight rules are divided in two main categories:

- The Rule Creation;
- The Results Table.

The Rule Creation

The Rule Creation part allows to define each Flight Service Fee, Mark-up and Discount thanks to Common and very specific criteria. An automatic check is made by the system to specify which rule should be applied depending on a certain logic opposing Generic rules vs. Specific rules. The system will check each criteria step after step. The scheme is the following (the rule number 1 is applied before rule number 2 and the rule 2 before the 3, and so on and so forth):

Criteria \ Rule	1	2	3	4	5	6	7	8	9	10	11	12
Airline Code	Specific	Generic	Generic	Generic	Generic	Generic	Generic	Generic	Generic	Generic	Generic	Generic
Provider Type	Any	Specific	Generic	Generic	Generic	Generic	Generic	Generic	Generic	Generic	Generic	Generic
Type of Rate	Any	Any	Specific	Generic	Generic	Generic	Generic	Generic	Generic	Generic	Generic	Generic
Origin Location Type	Any	Any	Any	Specific	Generic	Generic	Generic	Generic	Generic	Generic	Generic	Generic
Destination Location Type	Any	Any	Any	Any	Specific	Generic	Generic	Generic	Generic	Generic	Generic	Generic
Route Type	Any	Any	Any	Any	Any	Specific	Generic	Generic	Generic	Generic	Generic	Generic
Flight Begin Date	Any	Any	Any	Any	Any	Any	Specific	Generic	Generic	Generic	Generic	Generic
Flight End Date	Any	Any	Any	Any	Any	Any	Any	Specific	Generic	Generic	Generic	Generic
Flight Duration Start	Any	Any	Any	Any	Any	Any	Any	Any	Specific	Generic	Generic	Generic
Flight Duration End	Any	Any	Any	Any	Any	Any	Any	Any	Any	Specific	Generic	Generic
Fare Type	Any	Any	Any	Any	Any	Any	Any	Any	Any	Any	Specific	Generic

Common Criteria

These Common Criteria are behaving the same in all the different tabs of the ASF module.

Rule Name

A Rule Name needs to be provided (mandatory) at Rule Creation. It helps managing them.

Rule Type

The Rule Type allows to define either a Service Fee (displayed fee), a Mark-up (hidden fee) or a Discount (displayed reduction).

Min // Max

The Min and Max input fields allows defining a Maximum and Minimum Rule amount.

Currency

The currency selection allows specifying in which currency the amounts are defined.

Calculation on Top of

The calculation of each rule can be made either on top of the base fare or on top of the base fare + taxes.

Calculation per

The calculation of each rule can be made either per Passenger (pax) or per Booking (PNR) except for Mark-ups which are per passenger in any case. The Child and Infant Calculation is made as a percentage of the Rule amount per passenger.

Provider

The provider option enables to differentiate fees/discounts between Amadeus content and Web Fares content (i.e. Low Cost Carriers aggregated in TravelFusion and retrieved by e-Power). As such, Flight Rules can be differentiated depending on the type of airlines.

Validating Airline

It is possible to differentiate rules depending on the validating carrier by providing the Airlines codes or selecting them through the pop-up menu. It is now possible to select multiple airlines in the same rule.

Marketing Airline

It is possible to differentiate rules depending on the marketing carrier by providing the Airlines codes or selecting them through the pop-up menu. It is done the same way as for Validating Carriers.

Validating Carrier = Marketing Carriers

The system will check and apply the rule ONLY if the Validating Carrier code chosen equals the Marketing Carrier code.

Flight Duration

The input fields allow defining flight duration in between two different period of time (format HH:MM).

Type of Fares

The Type of Fares drop down menu gives the choice between Any Type, Published Fares, Negotiated Fares or External Fares (the ones defined in the Promotion menu).

Booking Dates

It is now possible to define fees or discounts for any booking made in between two specific dates.

Flight Dates

It is now possible to define fees or discounts for any flight scheduled between two specific dates.

Type of Route

It is also possible to define fees on One Way Flight, Return Flight, Multi-leg flight or any type of flight.

Itinerary - Origin and Destination

The Service Fees, Mark-ups and Discounts can now be ruled depending on an Origin and Destination. These Origin and Destination can be defined on the following criteria:

Country

Select the name of the country in the drop down list.

City

Type the City name or IATA code in the input field. The Autocomplete features helps finding them.

Airport

Type the Airport name or IATA code in the input field. The Autocomplete features helps finding them.

Custom

It is possible to use a “custom region” as Origin or Destination. These custom regions can be defined with all types of geographical criteria, as described below.

Custom Origin and Destination

A “[customize](#)” link is available. This link opens a pop-up to define the Custom Origin and Destination thanks to the following criteria.

Continent

Select the name of the continent in the drop down list. A help button is available to show how the countries were split by area of the world.

Country

Select the name of the country in the drop down list.

State

Select the name of the state in the drop down list.

City

Type the City name or IATA code in the input field. The Autocomplete features helps finding them.

Airport

Type the Airport name or IATA code in the input field. The Autocomplete features helps finding them.

Include or Exclude

The two buttons allows either including or excluding the selected criteria above from your custom region. For instance, you can Include Western Europe to your Region. Then Exclude France but include Paris and Exclude CDG airport.



Cabin Classes

Four different Types of Cabin Classes are available to define Service Fees, Mark-ups and Discounts over flight bookings. The Any Cabin row allows not differentiating the rules on the Cabin Classes.

Booking Classes

The Booking Classes inside each Cabin Class row can be customised thanks to the [...] button next to it.

Service Fee, Mark-up or Discount Amount

The amount can be defined as a Flat Fee, as a percentage or even as a Flat Fee plus a Percentage. Fill in the relevant input field(s) according to the amount you wish to define.

Save the Rule

Don't forget to click on the Add button in order to save the Rule Creation. It will be added in the Results Table section. If later on you decide to Edit this rule, the Add button will be replaced by an "Update" button. Delete and Cancel are other options in this case.

The Results Table

The Results Table part behaves almost the same in each tab of the ASF module. The results table shows all the rules created in the tab with their criteria. It is principally sorted by Rule Type (Service Fees, Mark-ups and Discounts), but all the rules can then be further sorted, filtered, copied, shared, deleted or edited.

Filtering the Rules

Above the Results, some criteria (Rule Name, Origin, etc.) used for the Rule creation are duplicated for a filtering purpose. Specify the filter criteria and click on the **Filter** button on the right side. When you want all the rules to appear again, then click on the **Reset Filter** button.

Sorting the Rules

The Rules can be sorted by alphabetical order of some criteria (name of the rule, provider type, Airline, Hotel Chain, Car Rental Company, etc.). To do so, click on the title in the header of the table.

Editing

The Name of the Rule that you provided during rule creation appears as a [link](#) in the result table. Click on this link to Edit the rule. The criteria in the Rule Creation part will be prefilled with the previous parameters of the rule to Edit. You can change them according to your needs and then click on **Update** when you are satisfied of the changes made. If you finally don't wish to save your changes, click on **Cancel** to abort. Finally, you also have a chance to **Delete** the rule in question.

Copy or Delete the selected rule(s)

Next to each rule name there is a checkbox used to select or unselect a rule. You can select multiple rules at the same time.

Copy Selected Rule(s) in

Once the rules are selected, you can use this feature to copy the selected rules in a specific portal. If you only have access to one portal, then you can only copy the rules in this same portal. Hence, it will duplicate them but this can be useful to accelerate the rule creation time.

Delete Selected Rule(s)

This features allows to delete all the selected rules at once.

How to set-up Hotel Service Fees, Discounts and Mark-ups?

The Hotel Rules are accessible through “Portal _ Advanced Service Fee Module” (menu) _ “Hotel” (tab). These Hotel rules are divided in two main categories:

- The Rule Creation;
- The Results Table.

The Rule Creation

The Rule Creation part allows to define each Hotel Service Fee, Mark-up and Discount thanks to Common and very specific criteria. An automatic check is made by the system to specify which rule should be applied depending on a certain logic opposing Generic rules vs. Specific rules. The system will check each criteria step after step. The scheme is the following (the rule number 1 is applied before rule number 2 and the rule 2 before the 3, and so on and so forth):

Criteria \ Rule	1	2	3	4	5	6
Hotel Code	Specific	Generic	Generic	Generic	Generic	Generic
Chain Code	Any	Specific	Generic	Generic	Generic	Generic
Provider Type	Any	Any	Specific	Generic	Generic	Generic
Rate	Any	Any	Any	Specific	Generic	Generic
Location Type	Any	Any	Any	Any	Specific	Generic

Common Criteria

These Common Criteria are behaving the same in all the different tabs of the ASF module.

Rule Name

A Rule Name needs to be provided (mandatory) at Rule Creation. It helps managing them.

Rule Type

The Rule Type allows to define either a Service Fee (displayed fee), a Mark-up (hidden fee) or a Discount (displayed reduction).

Min // Max

The Min and Max input fields allows defining a Maximum and Minimum Rule amount.

Currency

The currency selection allows specifying in which currency the amounts are defined.

Calculation on Top of

The calculation of each rule can be made either on top of the base fare or on top of the base fare + taxes.

Calculation per

The calculation of each rule can be made either per Occupants (pax) or per Booking (PNR) except for Mark-ups which are per passenger in any case. The Child and Infant Calculation is made as a percentage of the Rule amount per occupant.

Provider

The provider option enables to differentiate fees/discounts between Amadeus content and External content (i.e. Hotels aggregated in HotelsPro, GoGlobal and others). As such, Hotel Rules can be differentiated depending on the type of Hotel Provider.

Chains

It is possible to differentiate rules depending on the Hotel Chains by providing their GDS codes or selecting them through the pop-up menu. It is now possible to select multiple chains in the same rule.

Hotels

When Amadeus Content is selected, and maximum one Hotel Chain is selected, it is possible to specify Hotels directly as criteria.

Per Night

It is possible to calculate the Service Fees, Mark-ups or Discount on a Nightly basis.

Location

The Service Fees, Mark-ups and Discounts can now be ruled depending on a Location. These Locations can be defined on the following criteria:

Country

Select the name of the country in the drop down list.

City

Type the City name or IATA code in the input field. The Autocomplete features helps finding them.

Custom

It is possible to use a “custom region” as Location. These custom regions can be defined with all types of geographical criteria, as described below.

Custom Location

A “[customize](#)” link is available. This link opens a pop-up to define the Custom Origin and Destination thanks to the following criteria.

Continent, Country or State

Select the name of the continent, country or state in the relevant drop down list.

City or Airport

Type the City or Airport name or IATA code in the input field. The Autocomplete features will help.

Include or Exclude

The two buttons allows either including or excluding the selected criteria above from your custom region. For instance, you can Include Western Europe to your Region. Then Exclude France but include Paris and Exclude CDG airport.

Service Fee, Mark-up or Discount Amount

The amount can be defined as a Flat Fee, as a percentage or even as a Flat Fee plus a Percentage. Fill in the relevant input field(s) according to the amount you wish to define.

Save the Rule

Don't forget to click on the Add button in order to save the Rule Creation. It will be added in the Results Table section. If later on you decide to Edit this rule, the Add button will be replaced by an “Update” button. Delete and Cancel are other options in this case.

The Results Table

The Results Table part behaves almost the same in each tab of the ASF module. The results table shows all the rules created in the tab with their criteria. It is principally sorted by Rule Type (Service Fees, Mark-ups and Discounts), but all the rules can then be further sorted, filtered, copied, shared, deleted or edited.

Filtering the Rules

Above the Results, some criteria (Rule Name, Location, etc.) used for the Rule creation are duplicated for a filtering purpose. Specify the filter criteria and click on the **Filter** button on the right side. When you want all the rules to appear again, then click on the **Reset Filter** button.

Sorting the Rules

The Rules can be sorted by alphabetical order of some criteria (name of the rule, provider type, Airline, Hotel Chain, Car Rental Company, etc.). To do so, click on the title in the header of the table.

Editing

The Name of the Rule that you provided during rule creation appears as a [link](#) in the result table. Click on this link to Edit the rule. The criteria in the Rule Creation part will be prefilled with the previous parameters of the rule to Edit. You can change them according to your needs and then click on **Update** when you are satisfied of the changes made. If you finally don't wish to save your changes, click on **Cancel** to abort. Finally, you also have a chance to **Delete** the rule in question.

Copy or Delete the selected rule(s)

Next to each rule name there is a checkbox used to select or unselect a rule. You can select multiple rules at the same time.

Copy Selected Rule(s) in

Once the rules are selected, you can use this feature to copy the selected rules in a specific portal. If you only have access to one portal, then you can only copy the rules in this same portal. Hence, it will duplicate them but this can be useful to accelerate the rule creation time.

Delete Selected Rule(s)

This features allows to delete all the selected rules at once.

How to set-up Car Service Fees, Discounts and Mark-ups?

The Car Rules are accessible through “Portal _ Advanced Service Fee Module” (menu) _ “Car” (tab). These Car rules are divided in two main categories:

- The Rule Creation;
- The Results Table.

The Rule Creation

The Rule Creation part allows to define each Car Service Fee, Mark-up and Discount thanks to Common and very specific criteria. An automatic check is made by the system to specify which rule should be applied depending on a certain logic opposing Generic rules vs. Specific rules. The system will check each criteria step after step. The scheme is the following (the rule number 1 is applied before rule number 2 and the rule 2 before the 3, and so on and so forth):

Criteria \ Rule	1	2	3	4	5	6
Car Provider	Specific	Generic	Generic	Generic	Generic	Generic
Vehicle Type	Any	Specific	Generic	Generic	Generic	Generic
Rate	Any	Any	Specific	Generic	Generic	Generic
Origin Type	Any	Any	Any	Specific	Generic	Generic
Destination Type	Any	Any	Any	Any	Specific	Generic

Common Criteria

These Common Criteria are behaving the same in all the different tabs of the ASF module.

Rule Name

A Rule Name needs to be provided (mandatory) at Rule Creation. It helps managing them.

Rule Type

The Rule Type allows to define either a Service Fee (displayed fee), a Mark-up (hidden fee) or a Discount (displayed reduction).

Min // Max

The Min and Max input fields allows defining a Maximum and Minimum Rule amount.

Currency

The currency selection allows specifying in which currency the amounts are defined.

Calculation on Top of

This is not applicable in Car Rules

Calculation per

This is not applicable in Car Rules

Car Rental Companies

It is possible to differentiate rules depending on the Car Rental Companies by providing their GDS codes or selecting them through the pop-up menu. It is now possible to select multiple Car Rental Companies in the same rule.

Car Type

It is possible to specify the Type of Car to be used as criteria.

Per Day

It is possible to calculate the Service Fees, Mark-ups or Discount on a Daily basis.

Itinerary - **Origin** and **Destination**

The Service Fees, Mark-ups and Discounts can now be ruled depending on an Origin and Destination. These Locations can be defined on the following criteria:

Country

Select the name of the country in the drop down list.

City

Type the City name or IATA code in the input field. The Autocomplete features helps finding them.

Airport

Type the Airport name or IATA code in the input field. The Autocomplete features helps finding them.

Custom

It is possible to use a “custom region” as Location. These custom regions can be defined with all types of geographical criteria, as described below.

Same

Specifically for the Destination option, the “Same” criterion specifies a Rule when the Car is dropped off at the same place it was picked-up.

Custom Location

A “[customize](#)” link is available. This link opens a pop-up to define the Custom Origin and Destination thanks to the following criteria.

Continent, Country or State

Select the name of the continent, country or state in the relevant drop down list.

City or Airport

Type the City or Airport name or IATA code in the input field. The Autocomplete features will help.

Include or Exclude

The two buttons allows either including or excluding the selected criteria above from your custom region. For instance, you can Include Western Europe to your Region. Then Exclude France but include Paris and Exclude CDG airport.

Service Fee, Mark-up or Discount Amount

The amount can be defined as a Flat Fee, as a percentage or even as a Flat Fee plus a Percentage. Fill in the relevant input field(s) according to the amount you wish to define.

Save the Rule

Don't forget to click on the Add button in order to save the Rule Creation. It will be added in the Results Table section. If later on you decide to Edit this rule, the Add button will be replaced by an "Update" button. Delete and Cancel are other options in this case.

The Results Table

The Results Table part behaves almost the same in each tab of the ASF module. The results table shows all the rules created in the tab with their criteria. It is principally sorted by Rule Type (Service Fees, Mark-ups and Discounts), but all the rules can then be further sorted, filtered, copied, shared, deleted or edited.

Filtering the Rules

Above the Results, some criteria (Rule Name, Location, etc.) used for the Rule creation are duplicated for a filtering purpose. Specify the filter criteria and click on the **Filter** button on the right side. When you want all the rules to appear again, then click on the **Reset Filter** button.

Sorting the Rules

The Rules can be sorted by alphabetical order of some criteria (name of the rule, provider type, Airline, Hotel Chain, Car Rental Company, etc.). To do so, click on the title in the header of the table.

Editing

The Name of the Rule that you provided during rule creation appears as a [link](#) in the result table. Click on this link to Edit the rule. The criteria in the Rule Creation part will be prefilled with the previous parameters of the rule to Edit. You can change them according to your needs and then click on **Update** when you are satisfied of the changes made. If you finally don't wish to save your changes, click on **Cancel** to abort. Finally, you also have a chance to **Delete** the rule in question.

Copy or Delete the selected rule(s)

Next to each rule name there is a checkbox used to select or unselect a rule. You can select multiple rules at the same time.

Copy Selected Rule(s) in

Once the rules are selected, you can use this feature to copy the selected rules in a specific portal. If you only have access to one portal, then you can only copy the rules in this same portal. Hence, it will duplicate them but this can be useful to accelerate the rule creation time.

Delete Selected Rule(s)

This features allows to delete all the selected rules at once.

How to set-up Booking Fees & Discounts?

The Booking Fees and Discounts are accessible through “Portal _ Advanced Service Fee Module” (menu) _ “Booking” (tab). These Booking rules are divided in two main categories:

- The Rule Creation;
- The Results Table.

The Rule Creation

The Rule Creation part allows to define each Booking Fee and Discount thanks to Common and very specific criteria. An automatic check is made by the system to specify which rule should be applied depending on a certain logic opposing Generic rules vs. Specific rules. The system will check each criteria step after step. The scheme is the following (the rule number 1 is applied before rule number 2 and the rule 2 before the 3):

Criteria \ Rule	1	2	3
Type of Booking	Specific	Generic	Generic
Provider Type	Any	Specific	Generic

Common Criteria

These Common Criteria are behaving the same in all the different tabs of the ASF module.

Rule Type

The Rule Type allows to define either a Service Fee (displayed fee) or a Discount (displayed reduction).

Currency

The currency selection allows specifying in which currency the amounts are defined.

Calculation on Top of

The calculation of each rule can be made either on top of Base Fare or on Base Fare + Taxes.

Calculation per

The calculation of each rule can be made either per Occupants (pax) or per Booking (PNR). The Child and Infant Calculation is made as a percentage of the Rule amount per occupant.

Booking Fee

Choose a type of booking. It could be a specific kind of product booking or it can be left as “Any” kind.

Provider

When a Flight Booking is selected, it is possible to select the Flight Provider Type (Amadeus or External Provider).

Type of Fares

It is possible to calculate Booking Fees/Discounts depending on the Type of Fare (published, negotiated or external) when a Flight Booking Fee/Discount is selected.

Price Range: Minimum and Maximum amounts

As the major and almost only criterion in the Booking Fee/Discount tab is the total fare amount of the booking made by the end-consumer, it is possible to define fees depending on Price Ranges. To define a Price Range, decide the Minimum and Maximum amount of the booking and then define the Fee amount related to it. To add another one, click on the arrow to add a new row.

Service Fee or Discount Amount

The amount can be defined as a Flat Fee, as a percentage or even as a Flat Fee plus a Percentage. Fill in the relevant input field(s) according to the amount you wish to define.

Save the Rules

Don't forget to click on the Add button in order to save the Rules Creation. It will be added in the Results Table.

The Results Table

The Results Table part behaves almost the same in each tab of the ASF module. The results table shows all the rules created in the tab with their criteria. It is principally sorted by Rule Type (Service Fees and Discounts), but all the rules can then be further sorted, filtered, copied, shared, deleted or edited.

Filtering the Rules

Above the Results, some criteria (Rule Type, Location, etc.) used for the Rule creation are duplicated for a filtering purpose. Specify the filter criteria and click on the **Filter** button on the right side. When you want all the rules to appear again, then click on the **Reset Filter** button.

Sorting the Rules

The Rules can be sorted by alphabetical order of some criteria (name of the rule, provider type, Airline, Hotel Chain, Car Rental Company, etc.). To do so, click on the title in the header of the table.

Editing

The Type of the Rule that you defined during rule creation appears as a [link](#) in the result table. Click on this link to Edit the rule. The criteria in the Rule Creation part will be prefilled with the previous parameters of the rule to Edit. You can change them according to your needs and then click on **Update** when you are satisfied of the changes made. If you finally don't wish to save your changes, click on **Cancel** to abort. Finally, you also have a chance to **Delete** the rule in question.

Copy or Delete the selected rule(s)

Next to each rule name there is a checkbox used to select or unselect a rule. You can select multiple rules at the same time.

Copy Selected Rule(s) in

Once the rules are selected, you can use this feature to copy the selected rules in a specific portal. If you only have access to one portal, then you can only copy the rules in this same portal. Hence, it will duplicate them but this can be useful to accelerate the rule creation time.

Delete Selected Rule(s)

This feature allows deleting all the selected rules at once.

How to set-up Delivery & Payment Service Fees & Discounts?

The Delivery & Payment Rules are accessible through “Portal _ Advanced Service Fee Module” (menu) _ “Delivery & Payment” (tab). These Delivery & Payment rules are NOT divided in two main categories like the other tabs because there is no need of Results Table.

The Delivery Rules Creation

The Delivery Rules Creation part allows to define each Delivery Service Fee OR Discount thanks to Common and very specific criteria.

Common Criteria

These Common Criteria are behaving the same in all the different tabs of the ASF module.

Rule Type

The Rule Type allows defining either a Service Fee (displayed fee) or a Discount (displayed reduction) for all the Delivery Rules at once.

Min // Max

The Min and Max input fields allows defining a Maximum and Minimum for all the Delivery rules amounts.

Currency

The currency selection allows specifying in which currency the amounts are defined.

Calculation on Top of

The calculation of each rule is made on top of the total fare amount (including taxes).

Calculation per

The calculation of each rule is made per booking, i.e. for the whole booking once it is ticketed.

Delivery Type

e-mail an e-Ticket

Specify a fee or a discount when the e-Ticket is sent to the end-customer by e-mail.

Pick-up at Agency

Specify a fee or a discount when the Ticket/Voucher is picked-up by the end-customer at the Travel Agency's office.

Delivery

Specify a fee or a discount when the Ticket/Voucher is sent by post mail to the end-customer either in a Near City, in the Country or abroad.

Custom Near Cities

Use the Pop-up to define which cities should beneficiate from the special fee/discount amount you defined in the dedicated delivery fee/discount amount fields.

Service Fee or Discount Amount

The amount can be defined as a Flat Fee, as a percentage or even as a Flat Fee plus a Percentage. Fill in the relevant input field(s) according to the amount you wish to define.

Save the Rules

Don't forget to click on the Save button in order to save the Rules Creation. If later on you decide to Edit these rules, just update them and click the Save button again.

The Payment Rules Creation

The Payment Rules Creation part allows to define each Payment Service Fee OR Discount thanks to Common and very specific criteria.

Common Criteria

These Common Criteria are behaving the same in all the different tabs of the ASF module.

Rule Type

The Rule Type allows defining either a Service Fee (displayed fee) or a Discount (displayed reduction) for all the Payment Rules at once.

Min // Max

The Min and Max input fields allows defining a Maximum and Minimum for all the Payment rules amounts.

Currency

The currency selection allows specifying in which currency the amounts are defined.

Calculation on Top of

The calculation of each rule is made on top of the total fare amount (including taxes) + Service Fees.

Calculation per

The calculation of each rule is made per transaction, i.e. for the whole booking every time a payment (instalment) is made.

Payment Type**Any Type**

Specify a fee or a discount whatever the type of payment is.

Call Me

Specify a fee or a discount when the customer wishes the Travel Agency to call him back to arrange the payment.

Pay at Agency

Specify a fee or a discount when the end-customer decides to come by the Travel Agencies' office to confirm and pay the booking.

Send an Invoice

Specify a fee or a discount when the end-customer wishes to receive an invoice prior to pay the booking.

CC Type

When the payment by Credit Card is selected, the option CC Type gives the ability to tailor even more the Service Fee by giving the Credit Card Type, i.e. American Express, Master or Visa cards. If this parameter does not really matter for the administrator, then he has the choice to let the setting as "all".

Credit Card Amount

The credit card amount section behaves almost like in the Booking Tab. Click on the arrows on the right to add new rows. Each row allows you to define specific fees or discounts depending on the following criteria:

Credit Card Type

Select the Credit Card Type (e.g. MasterCard, Visa, American Express)

Credit Card Provider Type

Define a fee/discount depending on who should collect the money:

Provider Charge

Select this when the Travel Supplier (e.g. the airline) charges the amount of the booking directly.

Amadeus Check

Select this when Amadeus checks the credit card and let the Travel Agency charge the total amount.

Instalments

Define how many instalments (how many Payments) would you authorise before completing the booking.

Service Fee or Discount Amount

The amount can be defined as a Flat Fee, as a percentage or even as a Flat Fee plus a Percentage. Fill in the relevant input field(s) according to the amount you wish to define.

Save the Rules

Don't forget to click on the Save button in order to save the Rules Creation. If later on you decide to Edit these rules, just update them and click the Save button again.

How to load the ASF Rules in the Portal

Apply Settings

Use the “Apply Settings” button to load the Rules (Service Fees, Mark-ups, Discounts and Coupons) in your Staging Portal and test them on the provided link.

Reflection in the User Interface

Only the Service Fees, Discounts and Coupons will be visible in the User Interface. As explained the Mark-ups are totally hidden to the customer. However, depending on the payment type you use in your Portal it is not advised to use Mark-ups, or Discounts or Service Fees. Here is a summary of what is advised and what is not possible depending on payment types (orange Cells are possible but have been disabled due to possible legal issues).

Fare / Displayed Fees						
	1A Check / None	1A Check / VPOS	Provider Charge / None	Provider Charge / VPOS	VPOS / None	VPOS / VPOS
Any Booking	Yes, it should be possible to have a global Service Fee whatever the booking is. The payment should proceed as below:					
Flight	Yes	Yes	Yes	Yes	Yes	Yes
External Flights	No	No	Yes	Yes	No	No
Hotel	Yes	Yes	No	No	No	No
External Hotels	No	No	No	No	Yes	Yes
Car	Yes	Yes	No	No	No	No
Insurance	No	No	No	No	Yes	Yes

Fare / Hidden Mark-ups						
	1A Check / None	1A Check / VPOS	Provider Charge / None	Provider Charge / VPOS	VPOS / None	VPOS / VPOS
Any Booking	No, it should not be possible to add a global mark-up on top of any booking. Mark-ups should be defined as below:					
Flight	Yes	Yes	Yes	Yes	Yes	Yes
External Flights	No	No	Yes	Yes	No	No
Hotel	Yes	Yes	No	No	No	No
External Hotels	No	No	No	No	Yes	Yes
Car	Yes	Yes	No	No	No	No
Insurance	No	No	No	No	Yes	Yes

Other			
	Fees	Mark-ups	Discounts
Delivery	Yes	No	Yes
Payment	Yes	No	Yes
Coupons	No	No	Yes

IS POSSIBLE
IS NOT POSSIBLE
IS PARTICULARLY ADVISED
CONFLICTS, MIGHT END UP WITH LEGAL ISSUES

Chapter 3:

“I need to test my portal and publish it on production”



Concept

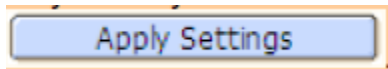
Since e-Power 6.0 Release, we are now working on one single Admin Tool accessible through <http://admin.amadeusepower.com>. The Admin Tool is however divided into two “modes”:

The Edit Mode called “Staging” and the View Mode called Production.

The one and only interest of accessing the Production (View Mode) is for you to check the current settings of your Portal in Production.

The Staging (Edit Mode) is the place where you can modify the configuration of each and every Portal or Market.

You can operate changes, in any module as described in the previous chapters BUT you can only see your new settings on the Staging Environment ONLY after clicking the button:



Portal Version Manager

The Portal Version Manager is the module that will help you to handle the different changes (versions) you make on your Portal either on Staging or on Production servers.

The different sub-menus of the Portal Version Manager are accessible through “Admin >> Portal Version Manager”. The access to the Portal Version Manager has been given to different Admin roles. Market Admins, Organisation Admins, Portal Admins and Portal Managers will be able to use it. The decision was taken to restrict the access to any other admin types. This is the case for File Manager Admins for instance (looking after the User Interface Parameters).

Backup

The purpose of the Backup functionality is to help the different users to save the parameters currently in used for one specific Portal or for one specific Market.

Backup Type

Select if you want to do a Portal Backup or a Market Backup.

Source Server

Select if you want to Backup what is on Staging or on Production environment (even for Market Backup now).

Backup Content Type

For Portal Backups, you have a chance to specify if you want to Backup the entire Portal Configuration, or if you want to save the “Portal Settings” and “Portal UI” separately.
Only Settings: Corresponds to the basic Portal Wizard’s configuration, Service Fees, Localisation, etc.
Only UI: Relates to all the User Interface Customisations performed via the File Manager, Theme Wizard, or Web Part Admin.

Portal

Select the Portal for which you need to create a Backup.

Version Name

Provide a name for the backup you want to create (mandatory).
It is strongly advised to provide a very descriptive name everytime.

Description

You can add further explanations in the description field.

Create Backup

Once you are ready, you can click on the “Create Backup” button in order to create your Backup.

Current Backups

In Current Backups, you can see the results and all the already existing backups that were created for your Portal. Select a Backup Type (and Portal) to see the related backups.

Publish Request

The Publish Request menu enables to load any of your Backups on any environments (Staging or Production).

Deployment Type

Select if you want to load Portal Settings, Portal UI or Market Settings (see definition in previous section).

Target Type

Select "Staging" if you want to apply your settings on Staging (then you will be able to click the "Apply Settings" button).

Select "Production" if you want to publish your settings on Production (then you will be able to click the "Publish on Production" button).

Portal

Select the Portal of your choice (after selecting a Portal Settings or Portal UI deployment type only).

Backup Version to Publish

Select the Backup version that you want to Apply or Publish.

Description

Provide a Description of why you are doing a "Publish Request" if needed (recommended).

Planned Date

Select a Planned Date to decide when you would like to Publish or Apply the selected settings. When a date is selected, it will always be loaded around midnight only. There is no chance to change that.

Publish Now

If you don't want to Publish your settings on a certain date and time, you can chose to apply them instantly instead by ticking this checkbox (not available for Portal UI).

Details area

Whatever the Deployment Type is, this area will further display the different rules that were backed-up and that are now possible to deploy. Hence, when you select Portal Settings, you can then further decide what exact portal settings you want to deploy and really tailor your configuration on the Targeted server.

History

The History menu enables to check any of the operations that were made with the Portal Version Manager.

History Type

Select if you want to see Portal History or Market History.

Process Type

Select the type of operation (process) you would like to see.

Backup

Shows all the backups that were made.

Request

Shows all the Publish Requests that were requested.

Cancel

Shows all the Publish Requests that were cancelled.

Publish

It shows all the Publish Requests that were processed.

Rollback

Shows all the Rollbacks that were made.

Portal

Select the Portal of your choice (after selecting a Portal “History Type” only).

Begin Date & End Date

Select the Begin and End dates to be checked. Only the operations made between these two dates will be shown.

Search

Click search to display the history (the list) of operations you want to see.

Details

For Process Types like Request, Cancel, Publish and Rollback, a full description of what was actually done is available when clicking on the details link.

Request Cancel

The Request Cancel menu enables to cancel any of the pending Publish Request that were made with the Portal Version Manager.

Request Type

Select if you want to see Portal Requests or Market Requests.

Portal

Select the Portal of your choice (after selecting a Portal “Request” only).

Result Table

The result table will give a short summary of all the requests that are pending.

Cancel

Click “Cancel” for one of the pending request to cancel it. It will open a pop-up for confirmation.

Rollback

The Rollback menu enables to re-load instantly a previous version of a Portal in Staging or Production.

Request Type

Select if you want to see Portal versions or Market versions.

Portal

Select the Portal of your choice (after selecting a Portal only).

Result Table

The result table will give a short summary of all the backup version that are in place on both Staging and Production.

Rollback

Click “Rollback” for one of the backup version to go back to its previous version. It will NOT open a pop-up for confirmation!

Chapter 4:

“I need to analyze my Portal activity thanks to Reporting Tools !”



PNR Report

Search

The “PNR Report” module is a feature that helps in finding all the PNRs created during a certain period of time for one Portal. It is accessible through “*Admin Tool >> Reports >> PNR Report*”.

Portal

Select the Portal for which you want a Reporting.

Provider

Filter the report by Provider (All, Amadeus Flight, Amadeus Hotels, External Flights, External Hotels...)

PNR No

If you know the PNR Record Locator, you can insert it in the input field in order to only retrieve this particular PNR and no other.

Begin Date & End Date

Select the Period of time for which you want to display created PNRs.

Payment Type

You can also filter depending on the payment type (All, None, Call Me, PayAtAgency, Credit Card, Invoice).

Search

Click the button to search for the PNR reports.

Results

Once you have clicked on search, a result table is displayed with a certain number of items. Each row corresponds to a PNR.

Total Record Count

This line indicates the exact number of PNRs found and that correspond to your search criteria.

Details

Click on this link to display the Booking Summary in a Pop-up.

PNR No

This displays the PNR rec loc.

Account Code

If corporate users are visiting your site, they may use such "Account code". The PNR report will then display it.

Member Name

If during the booking flow, the end-customer has used or created his Login, the PNR report will then display it.

Transaction Date

Displays the Transaction Date and Time (server time = GMT) when the PNR was created.

Total Fare

Displays the Total Fare (including taxes, mark-ups, services fees, discount and so on).

Payment Type

Displays the Payment Type used by the customer (credit card, etc.) to confirm the booking.

Delivery Type

Displays the Delivery Type (e-Ticket, Pick-up At Agency, etc.).

Status

Indicates if the PNR has been created successfully.

At the bottom of the page, you can use the **Page** control and **Rows per Page** control in order to display easily the records the way you want.

Ticket Report

Search

The “Ticket Report” module is a feature that helps in finding all the Ticket issued during a certain period of time for one Portal. It is accessible through “*Admin Tool >> Reports >> Ticket Report*”.

Portal

Select the Portal for which you want a Reporting.

Provider

Filter the report by Provider (All, Amadeus Flight, Amadeus Hotels, External Flights, External Hotels...)

PNR No

If you know the PNR Record Locator, you can insert it in the input field in order to only retrieve this particular PNR and no other.

Ticket No

If you know the Ticket Number, you can insert it in the input field in order to only retrieve this particular Ticket and no other.

Begin Date & End Date

Select the Period of time for which you want to display issued Ticket.

Payment Type

You can also filter depending on the payment type (All, None, Call Me, PayAtAgency, Credit Card, Invoice).

Search

Click the button to search for the Ticket reports.

Results

Once you have clicked on search, a result table is displayed with a certain number of items. Each row corresponds to a Ticket.

Total Record Count

This line indicates the exact number of Tickets found and that correspond to your search criteria.

Details

Click on this link to display the Booking Summary in a Pop-up.

Ticket No

This displays the Ticket Number.

PNR No

This displays the PNR rec loc.

Passenger Name

This column shows the name of the passenger for whom the Ticket has been issued.

Member Name

If during the booking flow, the end-customer has used or created his Login, the Ticket report will then display it.

Transaction Date

Displays the Transaction Date and Time (server time = GMT) when the PNR was created.

Payment Type

Displays the Payment Type used by the customer (credit card, etc.) to confirm the booking.

Route

This column displays the Route (Origin & Destination) which was selected for each Flight Ticket.

Airline

A logo indicates the Validating Carrier. The name of the Carrier is displayed when hovering over the icon with your mouse.

At the bottom of the page, you can use the **Page** control and **Rows per Page** control in order to display easily the records the way you want.

Operation Report

Search

The “Operation Report” module is a feature that helps in finding all the PNRs created during a certain period of time for one Portal. It is accessible through “*Admin Tool >> Reports >> Operation Report*”. The information it displays is slightly different from the information displayed in the PNR Report though.

Portal

Select the Portal for which you want a Reporting.

Provider

Filter the report by Provider (All, Amadeus Flight, Amadeus Hotels, External Flights, External Hotels...)

Begin Date & End Date

Select the Period of time for which you want to display created PNRs.

Payment Type

You can also filter depending on the payment type (All, None, Call Me, PayAtAgency, Credit Card, Invoice).

Search

Click the button to search for the Operation reports

Results

Once you have clicked on search, a result table is displayed with a certain number of items. Each row corresponds to a PNR.

Details

Click on this link to display the Booking Summary in a Pop-up.

PNR No

This displays the PNR rec loc.

Passengers

This column displays the whole Passenger(s) list for each PNR.

Transaction Date

Displays the Transaction Date and Time (server time = GMT) when the PNR was created.

Route

This column displays the Route (Origin & Destination) which was selected for each Flight Ticket.

Service Fee

If during the booking flow a Service Fee was charged to the end-customer, then the amount is displayed in this column.

Member Name

If during the booking flow, the end-customer has used or created his Login, the PNR report will then display it.

Total Fare

Displays the Total Fare (including taxes, mark-ups, services fees, discount and so on).

Bank Name

It indicates if a PSP was selected by the end-user for processing the payment.

Card Holder

It indicates the name of the Credit Card Holder, in case a payment via Credit Card was selected.

Card Number

This column shows part of the Credit Card number. If Internet Banking was selected, then it will be displayed as follow: "000000XXXXXX0000".

Payment Type

The column displays the Payment Type used by the customer (credit card, etc.) to confirm the booking.

Delivery Type

This field displays the Delivery Type (e-Ticket, Pick-up At Agency, etc.).

Airline

A logo indicates the Validating Carrier. The name of the Carrier is displayed when hovering over the icon with your mouse.

Status

It indicates if the PNR has been created successfully.

At the bottom of the page, you can use the **Page** control and **Rows per Page** control in order to display easily the records the way you want.

Periodic Sales Report

Search

The “Periodic Sales Report” module is a feature that helps in finding all the PNRs created during a certain period of time for one Portal. It is accessible through “*Admin Tool >> Reports >> Periodic Sales Report*”. It directly extracts most of the information that was present in the other reports into Excel sheets (graphics or result tables).

Portal

Select the Portal for which you want a Reporting.

Provider

Filter the report by Provider (All, Amadeus Flight, Amadeus Hotels, External Flights, External Hotels...)

Begin Date & End Date

Select the Period of time for which you want to display created PNRs.

Graphical Report

Click the button to extract 2 Graphical Reports in an Excel Sheet.

Excel Report

Click the button to extract all the records into an Excel Result Table.

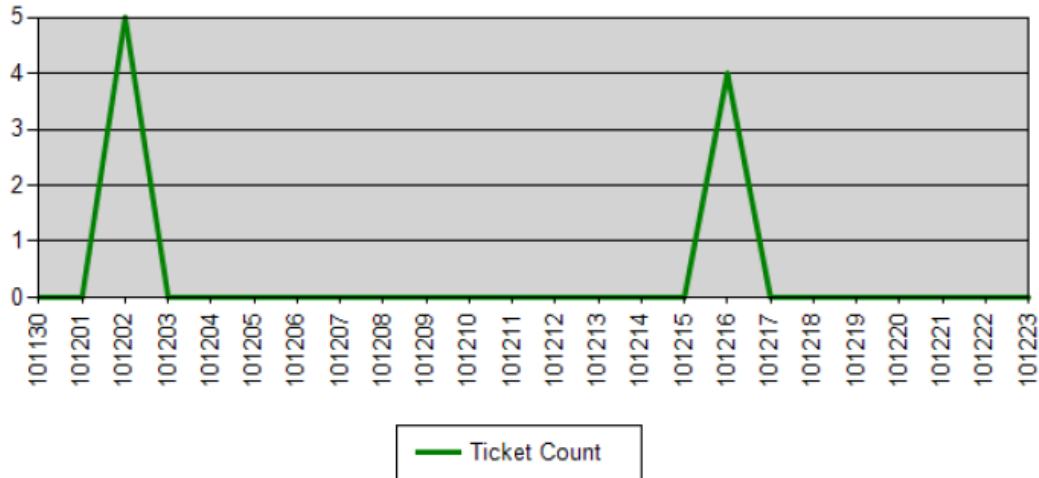
Results

Graphical Report

Once you have clicked on Graphical Report, an Excel Sheet is generated with 2 Graphics representing the period of time required.

Ticket Count

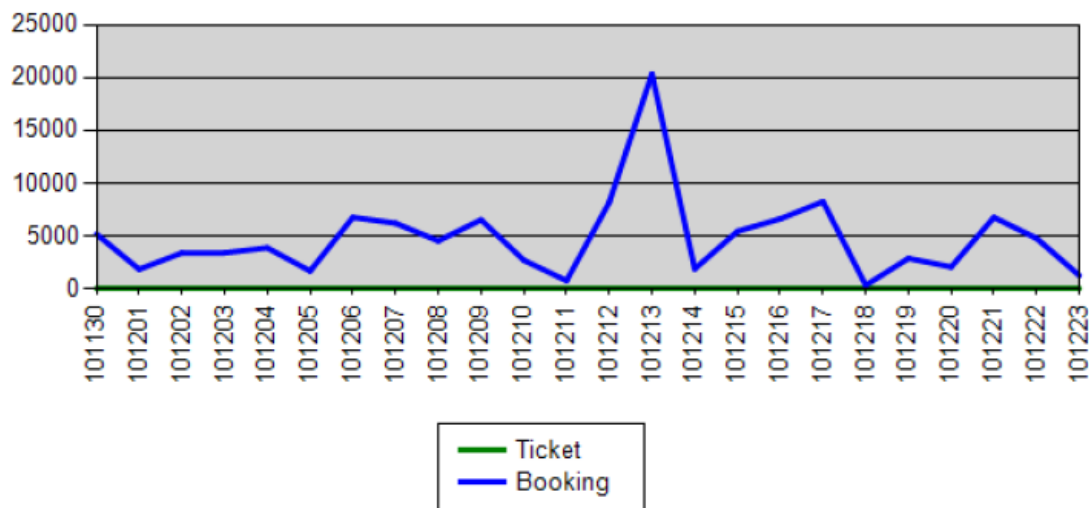
This graphic shows the number of PNR Ticketed per day.



E.g. Here the Portal XYZ has issued 5 Tickets on the 02DEC2010 and 4 on the 16DEC2010.

Total Booking

This graphic shows the Total Fare Amount per day.



E.g. Here the Portal XYZ has overtaken the 20.000 € of Total Revenues on the 13DEC2010.

Excel Report

Once you have clicked on Excel Report, an Excel Sheet is generated with a Global Result Table encapsulating most of the information gathered by our Reporting system.

Periodic Sales Report												
PNR No	Transaction Date	Corporate Name	Account Code	Member Name	Total Fare	Card Holder	Card Number	Bank Name	Delivery Type	Status	Passengers	ETicket No
64Q11R	12/23/2010 7:45:52 AM				925.92 EUR	X000 X0000	00000000000000000000	EPAYMENT	ETicketRequest	New	Kanjana Maki	0
62DXMP	12/23/2010 12:26:53 AM			Katarina Isotalo	337.24 EUR	X000 X0000	00000000000000000000	EPAYMENT	ETicketRequest	New	Katarina Maria Isotalo	0
627115	12/22/2010 10:47:53 PM				312.21 EUR	X000 X0000	00000000000000000000	EPAYMENT	ETicketRequest	New	Timo Antero Tuomainen	0
63L5R7	12/22/2010 10:36:10 PM				355.09 EUR	X000 X0000	00000000000000000000	EPAYMENT	ETicketRequest	New	Sisko Hannele Tuomainen	0
62B4DR	12/22/2010 8:49:01 PM			Vesa Vihevainen	644.92 EUR	X000 X0000	00000000000000000000	EPAYMENT	ETicketRequest	New	Vesa Antero Vihevainen	0
62BRRT	12/22/2010 7:51:21 PM				1735.96 EUR	Kari Salminen	54307200000000000000	EPAYMENT	ETicketRequest	New	Kari Johannes Salminen	0
6Q2P4X	12/22/2010 3:15:32 PM				244.29 EUR	X000 X0000	00000000000000000000	EPAYMENT	ETicketRequest	New	Elisabeth Horn	0
6WR7Q9	12/22/2010 1:19:45 PM				659.65 EUR	Anne Maarit Salonen	53007700000000000000	EPAYMENT	ETicketRequest	New	Anne Maarit Salonen	0

Provider PNR No

This displays the PNR rec loc.

Transaction Date

Displays the Transaction Date and Time (server time = GMT) when the PNR was created.

Corporate Name

It indicates the Name of the Corporation where the Traveller belongs.

Account Code

It indicates the corporate code used to search the travel content and book it.

Total Fare

Displays the Total Fare (including taxes, mark-ups, services fees, discount and so on).

Card Holder

It indicates the name of the Credit Card Holder, in case a payment via Credit Card was selected.

Card Number

This column shows part of the Credit Card number. If Internet Banking was selected, then it will be displayed as follow: "000000XXXXXX0000".

Bank Name

It indicates if a PSP was selected by the end-user for processing the payment.

Delivery Type

This field displays the Delivery Type (e-Ticket, Pick-up At Agency, etc.).

Status Name

It indicates if the traveller name is a new name (so if it seems to be a new customer) or not.

Passenger Name

This column displays the name of the Passenger.

ETicket No

This displays the eTicket Number if one was provided by the system.

Reservation view (PNR View)

Search

The “Reservation View (PNR View)” module is a feature that helps in finding all the PNRs created during a certain period of time for one Portal.

It is accessible through “*Admin Tool >> Admin >> Reservation View (PNR View)*”.

Portal

Select the Portal for which you want a Reporting.

Passenger Name

Filter the report by Passenger Name.

PNR No

If you know the PNR Record Locator, you can insert it in the input field in order to only retrieve this particular PNR and no other.

Begin Date & End Date

Select the Period of time (DD/MM/YYYY) for which you want to display created PNRs.

Begin Time & End Time

Select the Period of time (HH:MM) for which you want to display created PNRs.

Related Member Name

Filter the report by Member Name (which login was used to create the booking)

Trip Name

Filter the report by Trip Name (the name provided by the end user for the trip).

More search options

Click on the link to display more search options.

Departure From & Departure To

Display PNRs within a certain “Route” (Itinerary with Origin & Destination) thanks to this filter.

Departure Date

Filter the results depending on the Departure Date (DD/MM/YYYY).

Transaction Type

Select the type of booking you’re interested in (All, Flight, Hotel, Car, Insurance).

Search

Click the button to search for the Reservation view reports.

Results

Once you have clicked on search, a result table is displayed with a certain number of items. Each row corresponds to a PNR.

Total Record Count

This line indicates the exact number of PNRs displayed in the page and that correspond to your search criteria.

Show PNR

Click on this link to display the Booking Summary in a Pop-up.

Booking Type

This indicates the type of booking made (Flight, Hotel, Car...)

PNR No

This displays the PNR rec loc.

Provider

This column indicates what kind of Provider Type was used for the booking (Amadeus, External Flights, External Hotels...)

User Name

If during the booking flow, the end-customer has used or created his Login, the Reservation View report will then display it.

Passenger Name

This column displays the name of the Passenger.

Departure Date

The "Departure Dates" is indicated in the result table.

Itinerary

This column displays the Route (Origin & Destination) which was selected for each Flight Ticket.

Transaction Date

Displays the Transaction Date and Time (server time = GMT) when the PNR was created.

Client IP

This field shows the IP address of the end-user.

Status

Indicates if the PNR has been created successfully.

At the bottom of the page, you can use the **Page** control and **Rows per Page** control in order to display easily the records the way you want. You can also filter the result by clicking the Column's headers.