

Amadeus e-Power - Administrator Module

Amadeus e-Power is an on-line travel distribution solution designed specifically for travel agencies to distribute travel products online.

The following document illustrates the Administrator Module and what can be accessed by a user who has been given login credentials for this area.

It contains a high level overview of the following:

- How to login
- Service Fee Module
- Members Area
- Reports

Click on the link below to download a copy of the document.

Refer to [Amadeus e-Power - Administrator Module](#)

Amadeus e-Power: How to install the HttpWatch monitoring tool

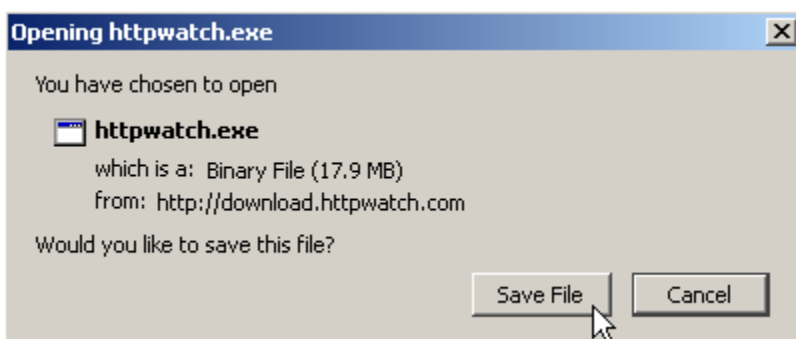
HttpWatch is a monitoring tool that can be used to measure and report on traffic speed and network performance for a given e-Power production portal. Before reporting speed issues to Amadeus, please install the HttpWatch tool and use it to generate a traffic report that will help further analysis and investigation.

To download and install HttpWatch on your PC, proceed as follows:

1. Go to: <http://www.httpwatch.com/> and download the free Basic Edition of HttpWatch



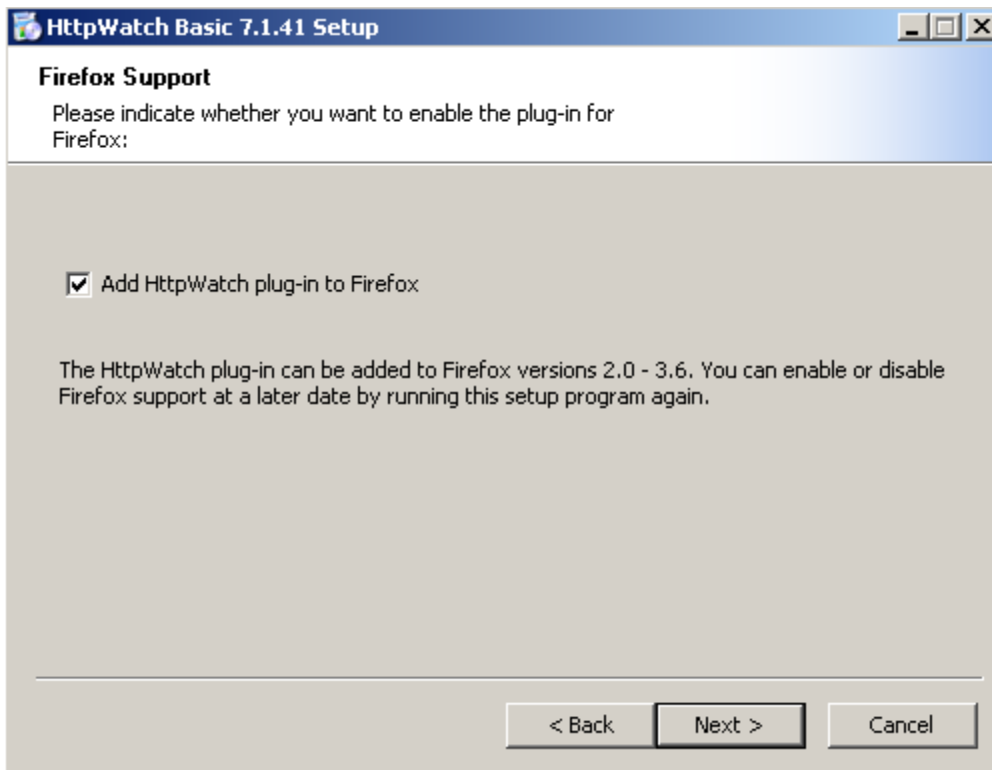
2. Choose the option *Save File*



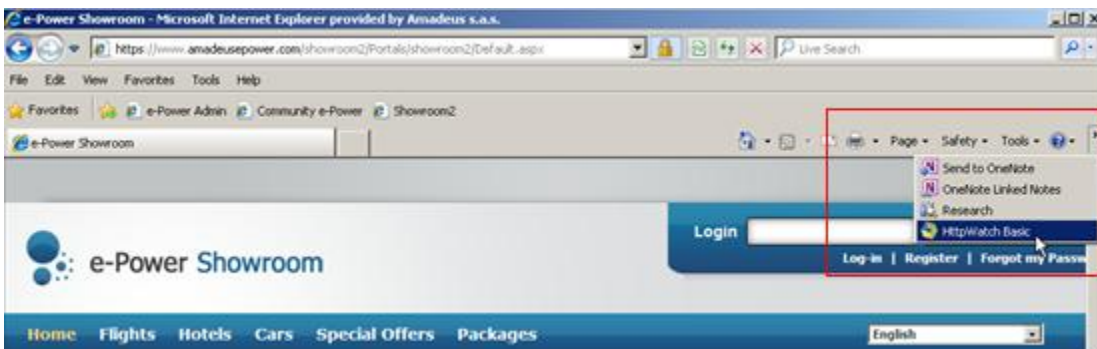
3. Open the *httpwatch.exe* file on your computer, and follow the steps to install the program

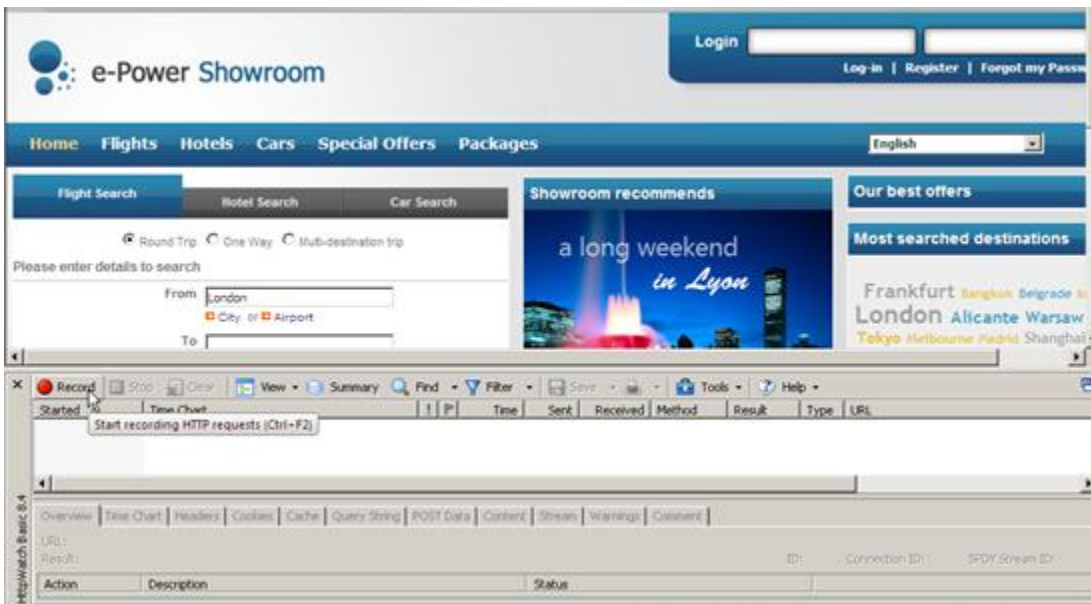
Notes:

- You may need to close some browser windows in order to install the tool, or you may need to reboot your PC after the setup program has completed.
- We strongly advise to select the option "Add HttpWatch plug-in to Firefox" before installation.



4. Go to your browser toolbar and check that HttpWatch Basic plug-in has been installed





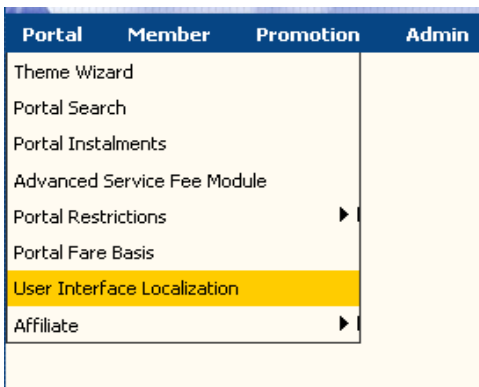
You will be able to use HttpWatch to generate a traffic report and provide this to Amadeus for further analysis and investigation. For details, see *Related solutions* below.

Amadeus e-Power: How to localise text labels on your Portal

Customize a text string at Portal Level

You can very easily change the text on your site using the user interface localization tool.

1. Log in the admin site in staging and select this tool under the portal menu.



2. Select your Portal and Enter the text -string you want to modify you want to change in the value field

Level / Portal : e-Power Demo Site

Value : Clear

Culture : ENGLISH Search List All

☐ Search in keyname

Note: If you know the key name, you can enter it in the value name and check the box “Search in keyname”.

☐ Search in keyname

3. Select the language in which you want to change the text by selecting it on the Culture field > Click on “Search”.

4. The strings matching your search criteria are displayed. The actual text displayed on your site is under the value column. The value of master column shows the default text. The first column shows the keyname if you want to keep easing the future searches.

Key	Value	Description	Value of Master	Value of
TableButton.Clear Basket.Text	Clear Basket		Clear Basket	
TableButton.Clear Form.Text	Clear		Clear Form	
TableButton.Clear Selected.Text	Clear Selected		Clear Selected	
#1 - #3				1

5. Modify your selected text string.

5.1 Once you’ve found the text you want to modify, click on “Select” at the right end of the line.

Description	Value of Master	Value of Market	Value of Portal	Value from	Image	Select
	Clear Basket Clear Form Clear Selected		Clear	FromMasterResx FromPortalResx FromMasterResx		Select Select Select
#1 - #3						20 Rows Per Page
1						

5.2 You can then modify the value for this text. Change the existing text and click on “Update”. You can as well reset to default by clicking on “Reset to Market”

Key	:	TableButton.Clear Form.Text
Value	:	Clear

5.3 Once you have updated your text. You need to click on “Apply Settings” to have this change effective on your staging site.

Localization

Level / Portal :

Value :

Culture :

Search in keyname

Key :

Value :

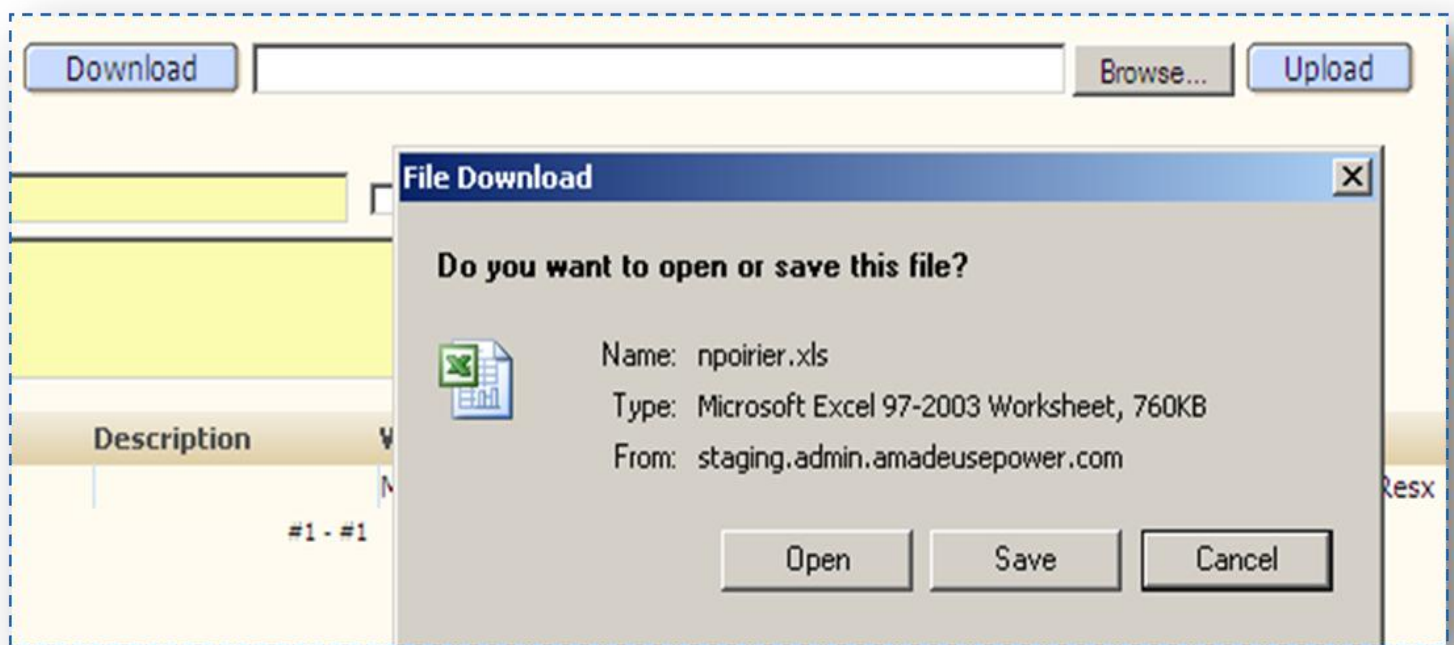
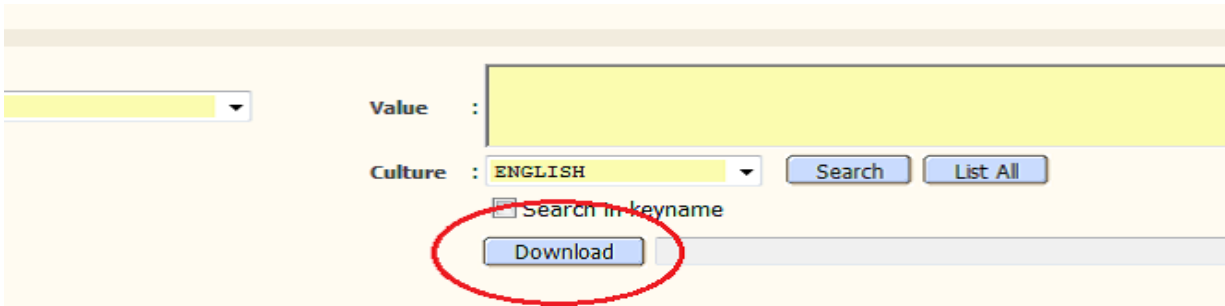
Key	Value	Description	Value of Master	Value of Market	Value of Portal	Value from	Image
AWCLabel.My dates are flexible!Text	My dates are flexible!		My dates are flexible!			FromMasterResx	Select
#1 - #1				#1 - #1			
1				20 Rows Per Page			



5.4 If you want to publish this change to your production site, please follow the standard backup and publish process.

6. Download all text strings in an Excel sheet format.

6.1 Once you also selected the Culture you can click the download button to retrieve the string list for the specified language at specified level in an excel sheet. Please Download the file to your computer.



6.2 On the excel sheet you downloaded there are 4 columns "Culture, Keyname, Value, New value". Please make sure that you only make modification under "New Value" column and if you don't want to make any modifications leave it as '[Not Defined]'. You can sort your excel sheet easily in order to show all the "Not Defined" strings at the top. These are usually all the new strings that were added to the tool.

Culture	KeyName	Value	NewValue
en-US	EPower.Amadeus	[Not Defined]	[Not Defined]
en-US	AddressT: Billing	[Not Defined]	[Not Defined]
en-US	AddressT: Delivery	[Not Defined]	[Not Defined]
en-US	AddressT: Home	[Not Defined]	[Not Defined]
en-US	AddressT: Office	[Not Defined]	[Not Defined]
en-US	AddressT: Ticketing	[Not Defined]	[Not Defined]
en-US	AddressT: Select	[Not Defined]	[Not Defined]
en-US	AdminTas Admin Par	[Not Defined]	[Not Defined]
en-US	AdminTas Browse	[Not Defined]	[Not Defined]
en-US	AdminTas Catalogue	[Not Defined]	[Not Defined]
en-US	AdminTas Design	[Not Defined]	[Not Defined]
en-US	AdminTas Edit	[Not Defined]	[Not Defined]
en-US	AffiliateRe Reward Al	[Not Defined]	[Not Defined]
en-US	AffiliateRe Reward or	[Not Defined]	[Not Defined]
en-US	AffiliateRe Reward or	[Not Defined]	[Not Defined]
en-US	AffiliateRe AffiliateRe	[Not Defined]	[Not Defined]
en-US	AirConditio No	[Not Defined]	[Not Defined]
en-US	AirConditio Yes	[Not Defined]	[Not Defined]
en-US	AirConditio Select	[Not Defined]	[Not Defined]
en-US	API./HN- E We are un	[Not Defined]	[Not Defined]
en-US	API./HN- F We are un	[Not Defined]	[Not Defined]
en-US	API.A boo A booking	[Not Defined]	[Not Defined]
en-US	API.AIRPC We are un	[Not Defined]	[Not Defined]
en-US	API.Airline We are un	[Not Defined]	[Not Defined]
en-US	API.BAD \ We are un	[Not Defined]	[Not Defined]
en-US	API.BAD \ We are un	[Not Defined]	[Not Defined]
en-US	API.RAD \ We are un	[Not Defined]	[Not Defined]

6.3 After completing translations please save the document and Upload it back to the system by first Browse the excel document and then click upload button.

The screenshot shows a web interface for Amadeus e-Power. At the top, there's a 'Value' field with a dropdown arrow. Below it, the 'Culture' is set to 'ENGLISH' with a dropdown arrow. There are 'Search' and 'List All' buttons. A checkbox for 'Search in keyname' is present. At the bottom, there are 'Download' and 'Upload' buttons. The 'Browse...' button is circled in red, indicating the next step in the process.

Amadeus e-Power: How Service Fees are calculated and applied

How the system applies fees when using the IATA Region model

The Region model works as follows:

- According to time: The flights shorter than the limit will be considered as Zone 1 (Region 1 column), the longer flights will be considered as Zone 2 (Region 2 column).
- According to IATA's country definition: E
- According to the countries selected by the agency. All countries selected in the list will be considered as Zone 1 (Region 1 column) and all the others will be considered as Zone 2 (Region 2 column).

For case A:

e-Power uses the Region 2 columns only if the flight exceeds the limit, otherwise it uses the Region 1 column values.

For case B or C:

If the flight is only between the countries in Zone 1, the Region 1 values will be applied. If the traveller lands in one of the countries in Zone 2, the Region 2 column values will be applied.

Note: The domestic decision is determined in the first paragraph of the page. First, the system checks if all flights are selected in the domestic country. If they are “not”, then the system continues to find out the Region to apply the values no matter where your country is located.

- If “*use airline’s country as domestic*” is selected: the e-Power system will consider the origin country of the validating carrier as the domestic country.

For example: if you add SF for LH, the domestic country will be Germany.

- If “*use portal country as domestic*” is selected: the “Portal Wizard > Flight Settings > Domestic Country of Portal”, setting value will be considered as domestic country.

Calculation option: "Either Selling Fees or Ticketing Fees"

If you select “Either Selling Fees or Ticketing Fees” in the calculation option, and put some values in the “Selling Fee” part, then the system will ignore the “Ticketing Fee” part entries.

If you need to use only the “Ticketing Fee” part, you must select “Either Selling Fees or Ticketing Fees” and clear all entries from the “Selling Fee” part.

Option: "Only different Carriers" in Ticketing Fees

The fee entry will be applied only if the marketing carrier of any flight in the trip is different from the validating carrier. If all flights are done with the airline for which you define the service fee then no service fee will be applied.

For example: you are adding service fees for LH and check the “*Only different carriers*” checkbox.

- The end user is trying to book a flight IST-NYC (IST-FRA with TK, FRA-NYC with LH). In this case the service fee will be applied.
- The end user is trying to book a flight FRA-NYC (FRA-NYC with LH). In this case the service fee will not be applied.

Amadeus e-Power: What to do if your Production Portal is not creating PNRs

You complete a booking on an e-Power Production Portal, but no PNR is created on your Production account.

Possible cause:

- Production Portal no longer points to Production back-end due to misuse of the Portal Version Manager.
Consequently, PNRs are not created after bookings are completed.

Normally:

- Production Portal must point to the Production back-end (Amadeus Central System)
- Staging Portal must point to the Amadeus Training Environment (SKL) back-end

Solution

1. Do a Portal backup correctly

New Backup

Backup Type	: <input checked="" type="radio"/> Portal Backup <input type="radio"/> Market Backup
Source Server	: <input checked="" type="radio"/> Staging <input type="radio"/> Production
Backup Content Type	: <input checked="" type="radio"/> Both (Setting+UI) <input type="radio"/> Only Settings <input type="radio"/> Only UI
Portal	: demonc
Version Name	:
Description	:

Save your Portal Settings (Service Fee, Promotions, Flight Settings, PNR remarks, etc.)

Note: Portal Backup saves all the portal settings changes and/or all the portal UI changes.

2. Publish all or partial changes to Production portal

Important: Publishing **ALL** portal settings to Production will point the production Portal to the Training Environment (SKL) back-end. To keep the Production Portal pointing to Production back-end:

2.1 Go to *Portal Version Manager > Portal Settings > Portal Wizard's Rules*

2.2 De-select the option *Portal Identification*

<input checked="" type="checkbox"/>	Hotel Fees
<input checked="" type="checkbox"/>	Flight Fees
<input checked="" type="checkbox"/>	Portal Wizard's Rules
<input type="checkbox"/>	Portal Identification
<input checked="" type="checkbox"/>	Office Profile Parameters
<input checked="" type="checkbox"/>	Languages
<input checked="" type="checkbox"/>	Corporate Specific

3. If the problem persists, contact your Amadeus Help Desk.

Amadeus e-Power: What to do if an airline is missing

Certain Airlines cannot be found in the Amadeus e-Power application.

Possible cause:

- The Amadeus e-Power application can only display airlines which can be booked through the Amadeus system. Those airlines which cannot be found are possibly carriers that are not part of the **Amadeus Participating**

Carriers Agreement

- RP/ADLA82156/ADLA82156 WS/SU 9JUL14/0727Z 4RFYSH
- 1. RUSK/JASON SCOTT MR
- 2. EK 5009 26MAY 1 MELDXB FLWN
- 3. EK 247 27MAY 2 DXBEZE FLWN
- 4. ARNK
- 5. TA 916 02JUL 3 GRULIM FLWN
- 6. AV 967 18JUL 5 LIMEZE HK1 1035 1705 E*
- 7. EK 248 18JUL 5 EZEDXB HK1 A 2130 2305+1 *1A/E*
- 8. EK 432 20JUL 7 DXBSIN HK1 3 0245 1405 *1A/E*
- 9. EK 5036 20JUL 7 SINMEL HK1 1 2105 0630+1 *1A/E*
- 10. APE CONSULTANT AT LIVINGADVENTURE.NET

Solution

- Check if the Airline belongs to the Amadeus Participating Carriers Agreement.
- If the problem persists, please contact your Amadeus Help Desk.

Amadeus e-Power: What to do if customer profile synchronization does not work

You have activated "Amadeus Customer Profiles Sync Module" , but the synchronization did not happen.

Possible cause:

- The *Office Profile Parameters* section is not correctly configured

Solution

1. Go to *e-Power Portal Wizard > e-Power Modules* section

2. Go to *Office Profile Parameters* section and fill in the **Customer Profile Sync Office ID** property

Note: The Customer Profile Sync Office ID property is visible only when the Amadeus Customer Profiles Sync Module is activated.

Amadeus e-Power: What to do if your specific payment method is not correctly applied in the booking result

In your Amadeus e-Power portal, you have set a specific payment method for a provider, but you are not getting the expected result in the booking flow.

Solution

Please contact your Amadeus Help Desk, and provide the following information:

- Date and time (in GMT) when problem occurred
- Your portal code
- Your e-Power flavour
- The booking provider you used
- The payment method you used for the above provider
- Provide a detailed step- by-step scenario to reproduce the problem (for example, if a cross-sell scenario, give the content types used in the cross-selling)

Amadeus Selling Platform Connect: How to make a web airline booking

Low Fare Search gives your search results in three tabs where fares are grouped by fare type. The default tab displays fares listed only in the Amadeus Global Distribution System (GDS). A second tab displays fares listed only on the Web from the websites available. Finally the third tab is the merge of the results of the other two tabs. It is important to understand these fare types in order to make a proper selection.

This airline content contains information from websites that are not available from the Amadeus GDS. These include LCCs exclusive Internet content and business websites with an exclusive contract with a travel agency.

The booking flow for a web airline booking is similar to the Amadeus flow but with additional steps:

1. In the Your Air Search Options section of the initial screen, enter the required information for an air booking search. To complete a search you must enter information in the To, From and Date fields.

Note: Throughout this flow, required information is always highlighted in yellow.

2. Accept the default values for the additional options and click on Search.

The search results screen displays three tabs that will show the message 'Searching' if the search is not complete.

3. Refine your search results using filters if required.

4. Highlight the selected flights and click on Book.

5. In the Traveller and Payment screen, enter the traveller information.

If there is an active PNR, traveller information is automatically copied into the required fields.

6. Select the type of form of payment from a drop-down list in the Form of Payment section.

Depending on the type selected, fill in additional information.

7. Complete the additional passport and luggage sections.

8. Before you can confirm the booking, you must click on Update Price to update the price of the booking with the potential services added.

9. After you have reviewed the price, click on Confirm to book and review the reservation and display the website reservation number.

10. Click on Go to PNR.