

e-Power Service Fee Module

Admin User Guide

Product Management
Sydney, May 2013

aMADEUS
Your technology partner



Contents

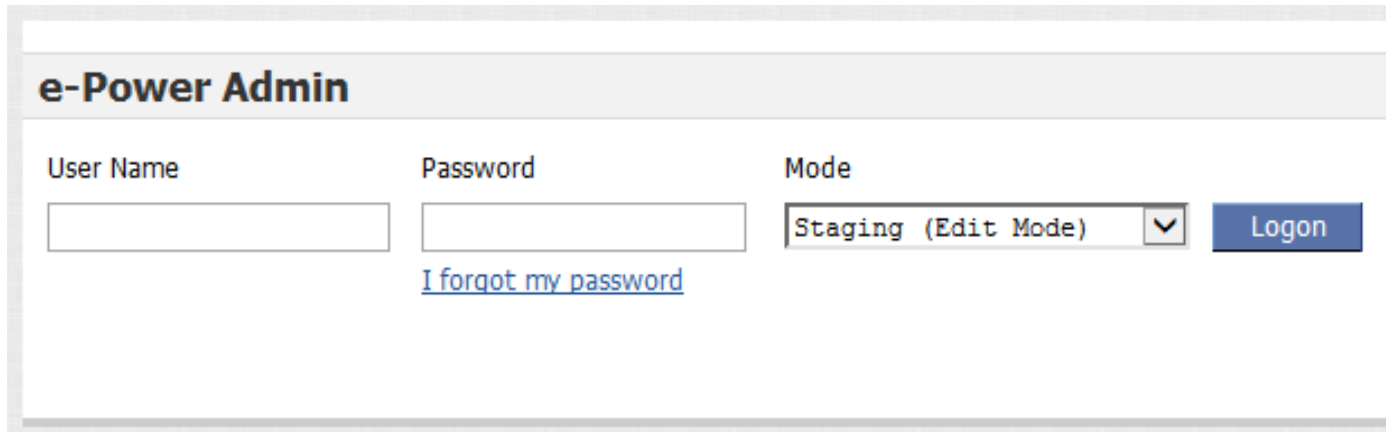
What is the Advanced Service Fee Module?	03
Access the Administration Tool	04
Open Advanced Service Fee Module	05
Define Your Rules	06
Example Rules	07
Editing Rules	08
Saving Rules	09
Publishing Rules to Production 1 of 2	10
Publishing Rules to Production 2 of 2	11



What is the Advanced Service Fee Module?

- ▶ A tool to allow you to define **booking fees** on the portal
- ▶ Different rule criteria
 - ▶ **Airline**, route, fare type and more
- ▶ **Fixed amount** or percentage can be applied
- ▶ Multiple rules for **flight, hotel or car**
- ▶ Applied in **real time** when you need to
- ▶ Service Fees, **Mark Ups** and Discounts can be applied
- ▶ Credit card charges can be defined
- ▶ **You** decide when to publish to Production

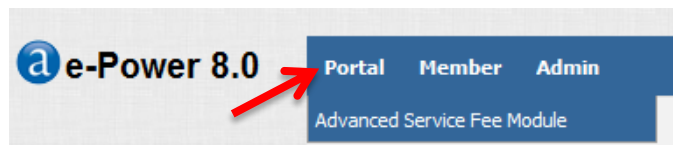
Access the Administration Tool



The screenshot shows the 'e-Power Admin' login page. It features a header with the title 'e-Power Admin'. Below the header, there are three input fields: 'User Name', 'Password', and 'Mode'. The 'User Name' and 'Password' fields are text boxes. The 'Mode' field is a dropdown menu with 'Staging (Edit Mode)' selected. To the right of the 'Mode' dropdown is a blue 'Logon' button. Below the 'Password' field, there is a blue link that says 'I forgot my password'.

- ▶ Access admin tool with specific URL
- ▶ User Name and Password are available from your Implementation Consultant
- ▶ See either Staging (test) or Production

Open Advanced Service Fee Module



Advanced Service Fee Manager

Portal : ACO Training Australia Apply Settings

Flight Hotel Car Booking Delivery & Payment Coupon

RULE CRITERIA

Rule Name : SERVICE FEE Minimum : Maximum :
Rule Type : ☒ Service Fee ☐ Mark-up ☐ Discount Currency : AUD
Calculation on top of : ☒ Base Fare ☐ Base Fare + Taxes
Calculation per : ☒ Per PNR ☐ Per Passenger

Provider : All
Validating Airline :
Marketing Airline :
Flight Duration : to
Validating Carrier = Marketing Carriers : ☐
Type of Fares : Any Type
Booking Dates : dd/MM/yyyy to dd/MM/yyyy
Flight Dates : dd/MM/yyyy to dd/MM/yyyy
Type of Route : Any Type
Fare Basis : ☐ Apply For All Segments

Itinerary - customize
Origin : Any
Destination : Any

Any Cabin : AUD + %
First : AUD + %
Business : AUD + %
Coach/Premium : AUD + %
Economy : AUD + %

Add

RESULTS TABLE

Rule Name :
Validating Airline : Filter
Reset Filter

Define Your Rules

Flight | Hotel | Car | Booking | Delivery & Payment | Coupon

RULE CRITERIA

Rule Name : SERVICE FEE

Rule Type : ☒ Service Fee ☐ Mark-up ☐ Discount

Calculation on top of : ☒ Base Fare

Calculation per : ☒ Per PNR

Any Cabin	:		AUD +		%	
First	:		AUD +		%	...
Business	:		AUD +		%	...
Coach/Premium	:		AUD +		%	...
Economy	:		AUD +		%	...

Add

- ▶ Apply rules in flight, car or hotel tab
- ▶ Give rules a logical name you will understand
- ▶ **Service Fee** and **Discount** – will **show** to customer
- ▶ **Mark Up** – will **not show** to customer
- ▶ Don't forget to click on "Add" at the end of Rule Criteria section

Example Rules

SERVICE FEES																
Name	Provider	Validating Airlines	Marketing Airlines	Routes	Type of Route	Cabin	Currency	Type of Fares	Booking Dates	Flight Dates	Base Fare & Taxes	PNR or Pax	Child Infant	Min Max	Duration	Classes
<input type="checkbox"/> Generic	AmadeusProvider			Any -> Any		First :5.00%Premium:5.00% Business:5.00%Economy:5.00%	AUD				BaseFare	PerPNR	Child : Min :10.00 Infant: Max:20.00			
MARK-UPS																
Name	Provider	Validating Airlines	Marketing Airlines	Routes	Type of Route	Cabin	Currency	Type of Fares	Booking Dates	Flight Dates	Base Fare & Taxes	PNR or Pax	Child Infant	Min Max	Duration	Classes
<input type="checkbox"/> MHMarkUp	AmadeusProvider	MH		Any -> Any		First :10.00Premium:10.00 Business:10.00Economy:10.00	AUD				BaseFare	PerPax	Child :100% Min : Infant:0% Max:			
DISCOUNTS																
Name	Provider	Validating Airlines	Marketing Airlines	Routes	Type of Route	Cabin	Currency	Type of Fares	Booking Dates	Flight Dates	Base Fare & Taxes	PNR or Pax	Child Infant	Min Max	Duration	Classes
<input type="checkbox"/> EKMarkDown	AmadeusProvider	EK		Any -> Any		First :7.00%Premium:7.00% Business:7.00%Economy:7.00%	AUD				BaseFare	PerPax	Child :0% Min : Infant:0% Max:			

- Generic 5% flight fee per PNR with minimum \$10.00 and maximum \$20.00 applied
- Malaysian Flights will have a mark up of \$10.00
- Emirates will show a discount of 7%

Editing Rules

SERVICE FEES

☒ Name

☐ Generic

RULE CRITERIA

Rule Name : **Generic** SERVICE FEE Minimum : 10.00 Maximum : 20.00

Rule Type : ☒ Service Fee ☐ Mark-up ☐ Discount

Calculation on top of : ☒ Base Fare ☐ Base Fare + Taxes

Calculation per : ☒ Per PNR ☐ Per Passenger

Validating Airline : ...

Marketing Airline : ...

Flight Duration : to

Validating Carrier = Marketing Carriers : ☐

Type of Fares : Any Type

Booking Dates : dd/MM/yyyy to dd/MM/yyyy

Flight Dates : dd/MM/yyyy to dd/MM/yyyy

Type of Route : Any Type

Fare Basis : ☐ Apply For All Segments

For One Way Combinable : ☐

Itinerary - customize

Origin : Any

Destination : Any

Any Cabin : AUD + 5.00 %

First : AUD + 5.00 % ...

Business : AUD + 5.00 % ...


Coach/Premium : AUD + 5.00 % ...

Economy : AUD + 5.00 % ...

Update **Delete** **Cancel**

- ▶ Click on Rule Name hyperlink to show rule's criteria
- ▶ Change details in Rule Criteria section
- ▶ Click on "Update"

Saving Rules

- Click on “Apply Settings” button (top right corner) 
- Check on portal to see if Service Fees have been correctly applied based on criteria set up
- Rules in Staging will be copied to Production as part of Implementation

Your Portal Settings have been applied. You can test them on <https://staging.amadeusepower.com/cct/Portals/cct/Default.aspx>

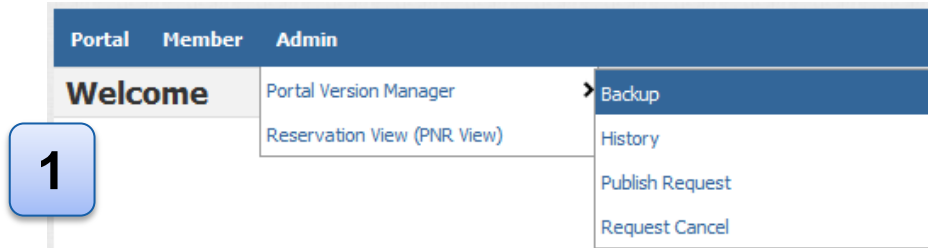
✈ Flight Details

E-Ticket Allowed

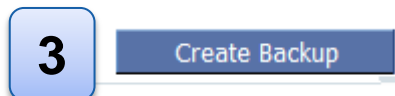
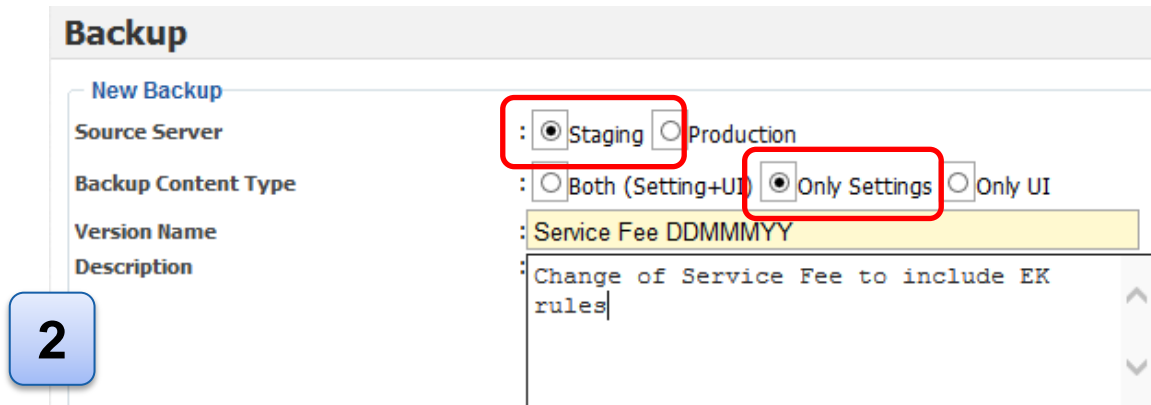
Fare Details

	Number of passengers	Fare	Tax	Total
Adult	1	779.00	423.44	AUD 1 202.44
			Flight Fee	AUD 20.00
			Total Amount	AUD 1,222.44

Publishing Rules to Production 1 of 2



**“Backup” then
“Publish”**



- Use admin tool access
- First create Backup for Settings only
- Use descriptive text so its clear what you are backing up

Publishing Rules to Production 2 of 2

1

Portal Member Admin

Welcome

Portal Version Manager

Reservation View (PNR View)

Backup

History

Publish Request

Request Cancel

Publish Request

Deployment Type : ☒ Portal Settings ☐ Portal UI ☐ Market Settings

Target Type : ☐ Staging ☒ Production

Portal : cctravel

Backup version to Publish : 3. Service Fee DDMMYY

Description : Publish service fees to Production 15 May 13

Planned Date : dd/MM/yyyy 00:05 AM (GMT) ☒ Publish Now

3

☒ Service Fees, Mark-ups & Discounts

☒ Delivery & Payment Fees

☒ Reduction Coupons

☒ Booking Fees

☒ Insurance Fees

☒ Car Fees

☒ Hotel Fees

☒ Flight Fees

4

Publish on Production

**“Backup” then
“Publish”**

- Use admin tool access
- Check Service Fees only
- Publish relevant “Backup” settings to Production

**Make sure you select Service Fees,
Mark-ups & Discounts only.
Everything else must be unchecked.**

