

# Amadeus e-Power

## User Guide

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# Before You Start

## Purpose of this Document

This user guide describes the Amadeus e-Power product and its main features. It explains how to use Amadeus e-Power from an end user point of view, and how to create, modify and administer an Amadeus e-Power website.

This document describes the following:

- How to complete an e-Power booking
- How e-Power interacts with the Amadeus Central System
- How to navigate using the e-Power Admin Tool
- How to create and test a basic portal
- Lists the different options for methods of payment and delivery
- How to configure a portal using the e-Power Admin Tool
- How to use the Portal Version Manager to publish your portal in production and control the different versions
- How to configure your portal to use different service fee options
- How to maintain simple promotional campaigns
- How to customise the User Interface of your portal
- How to identify different ways to resolve problems effectively

## Audience

This user guide is intended for Amadeus e-Power administrators, product specialists, and other support personnel.

To benefit most from this course, you should have a basic understanding of travel booking and the processes that underlie it. More specifically, knowledge of airline reservations, fares, and ticketing, as well as hotel booking and car hire is useful.

If you need more information on a subject, you can consult the Amadeus central system online help pages by entering HE followed by a quickpath (**HE FARES**) or a transaction code (**HE FXP**).

## Latest Version of this Document

You can find the latest version of this document on the Amadeus e-Support Centre website. Access the e-Support Centre and log in with your Opera username and password:

<https://mye-supportcentre.amadeus.com/eTass/>

## Feedback on this Document

Please contact the e-Commerce Implementation Services for Travel Agencies Team at [onlinesolutions@amadeus.com](mailto:onlinesolutions@amadeus.com).

## What's New In This Document?

This edition includes the following changes:

Type of Change	Area/Topic
New functionality	A new chapter has been added to describe e-Power Consolidator.



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## Chapter 1

# Introduction to Amadeus e-Power

### What Is Amadeus e-Power?

Amadeus e-Power is a web-based booking tool that can be customised and integrated into a web environment. Amadeus e-Power provides online booking capabilities to travel agencies, allowing the distribution of travel products and services over the web.

The product can be customised to reflect and promote the owner's branding and services, which means that the owner has a customised Amadeus e-Power site.

**Note:** All the screenshots in this document reflect the standard e-Power user interface.

### Accessing Amadeus e-Power

Amadeus e-Power is compatible with Firefox, Google Chrome, Safari, and Opera. Internet Explorer 6.0 or above is recommended.

There are different ways of accessing Amadeus e-Power, depending on how the application has been implemented. Every Amadeus e-Power site is assigned a unique web address (URL). Typically, this unique URL is integrated into the owner's website homepage, providing the user with a seamless access from the owner's website to Amadeus e-Power.

For example, when a user accesses a website (for example, 'myairline.com') and starts the booking process, the site calls Amadeus e-Power. In other cases, the site might have been set up to access only specific parts of Amadeus e-Power by calling specific URLs such as Hotels, login, etc.

This interaction is more or less transparent to the user, depending on the type of implementation.

## What Languages Are Available?

The Amadeus e-Power interface is available in over 31 different language variations. The website owner can define the language of the site at the time of site creation. The following table displays the available languages.

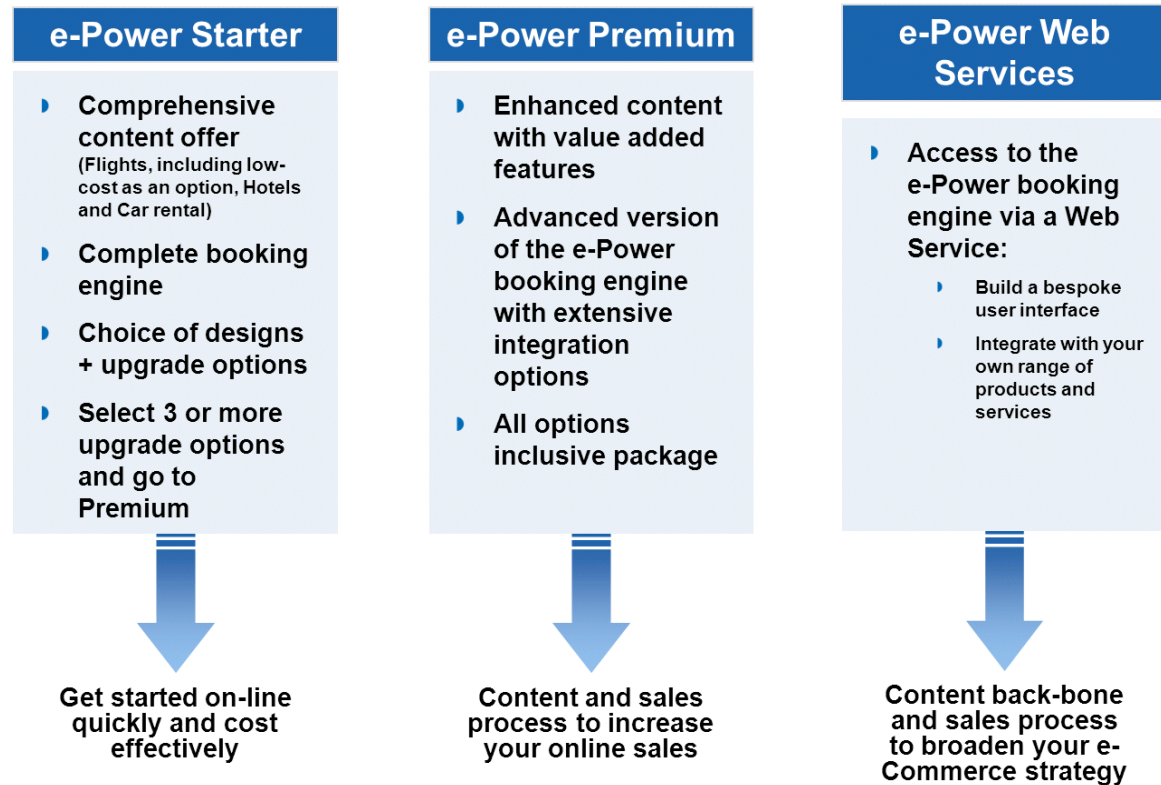
**Table: Languages Available in e-Power**

Language	Code	Language	Code
Afrikaans	af-ZA	Italian	it-IT
Albanian	sq-AL	Japanese	ja-JP
Arabic	ar-SA	Korean	ko-KR
Bosnian	bs-Latn-BA	Kazakh	kk-KZ
Bulgarian	bg-BG	Latvian	lv-LV
Chinese	zh-CN	Macedonian	mk-MK
Croatian	hr-HR	Spanish	es-ES
Dutch-Belgian	nl-BE	Polish	pl-PL
English	en-GB	Romanian	ro-RO
English	en-US	Russian	ru-RU
Finnish	fi-FI	Serbian	sr-Latn-CS
French	fr-FR	Slovenian	sl-SI
German	de-DE	Slovak	sk-SK
Greek	el-GR	Turkish	tr-TR
Hungarian	hu-HU		

## What Are the Amadeus e-Power Product Modules?

Amadeus e-Power is available as different modules, depending on client requirements. These modules are outlined here.

### *e-Power Product Modules*



### **Amadeus e-Power Starter**

Amadeus e-Power is an entry-level product. Although inexpensive, it's a complete online booking solution. A travel agency has a choice of designs and styles. It is configured and setup using the e-Power Administration tool. It is the simplest solution for customers looking for an out-of-the-box website which uses a predesigned user interface.

### **Amadeus e-Power Premium**

Amadeus e-Power Premium is a comprehensive and powerful online distribution solution. Its interface can be customised using design wizards and cascading style sheets (CSS). It is configured and set up using hundreds of parameter settings within the simple-to-use Amadeus e-Power Administration Tool. This product has a high level of functionality and is fully customisable.

### **Amadeus e-Power Web Services**

Amadeus e-Power Web Service is a more flexible way to access the portal, as opposed to using the graphical user interface. If this service is activated, the portal is delivered without the graphical user interface.

**e-Power Consolidator**

This module allows consolidators (wholesalers) to offer an online distribution platform to their non-IATA sub-agencies by using a B2B distribution channel.

**e-Power Corporate**

This module is designed for travel agencies aiming to provide a self-booking tool to their corporate customers. It uses an intuitive booking flow, a simple user management interface and it allows a more simplified configuration of travel policies.

**Note:** e-Power Consolidator, e-Power Corporate, and e-Power Mobile are outside the scope of this course.

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## Chapter 2

# e-Power Features

The key features of e-Power include the following:

- Air, Hotel, Car and Insurance Bookings
- Shopping Basket
- Promotional Fares
- Revenue Management
- Payment
- The e-Power Administration Tool
- User Interface Customisation

All the features implemented in your website are configurable using the e-Power Administration Tool.

## Online Booking Engine

You can make air, hotel, car and insurance bookings with Amadeus e-Power.

### Air Bookings

The Amadeus e-Power air module allows round-trip, one-way and multi-leg searches. The multi-leg search can perform searches of up to six legs with four different cities. The air module sources fares from Amadeus Master Pricer and Low Cost Carrier (LCC) fares from Travel Fusion.

Flight availability displays can be schedule-driven (when the departure and arrival dates are more important than the fare) or fare-driven (when the customer has some flexibility with his travel dates, and is looking for the cheapest fare). The air, car and hotel search form support auto-complete functionality for destinations. The auto-complete function recognizes all IATA codes that are available in the Amadeus Central System.

### What Is a Schedule-driven Booking Flow?

The standard itinerary pricing commands allow your customers to price their itinerary from an availability display. An **FXA** or **FXF** command sent to the Amadeus central system prices the itinerary as booked. This is called a schedule-driven booking flow.

## What Is a Fare-driven Booking Flow?

With a fare-driven booking flow, the fare price is given priority over the travel dates. The system displays alternative dates and fares from which the traveller can select the trip that suits him best.

These low-fare transactions require an additional activation procedure during the configuration of your website, and also incur a transaction usage fee.

## Booking a Flight with Amadeus Master Pricer

Amadeus Master Pricer is an interactive and flexible low-fare search feature designed to allow the user to navigate through a large volume of itinerary recommendations. Each recommendation is a full travel solution, including a flight (with checked availability) and applicable faring. Master Pricer is a powerful option for online travellers who have flexibility with regard to their travel dates or various other itinerary components.

Depending on your settings and the traveller's flexibility, Master Pricer can display the lowest fare recommendations in a calendar matrix or can show recommendations for selected dates only.

In some cases, the website can extend the search and booking facility to flights offered by external websites. These are called web fares. When the web fare parameters are enabled for a site, both standard Amadeus fares and web fares are displayed in the same Master Pricer availability page.

## Hotel Bookings

The Amadeus e-Power Hotel module uses Amadeus Hotels and the following external providers to source hotel rates:

- HotelsPro
- GoGlobal
- Content Inn
- SunHotels
- Gateway
- TBO

Hotel availability results are merged into a single view during the hotel reservation process. If the same hotel is returned from different sources, Amadeus e-Power offers a customisable selection process.

Due to the different hotel rate sources, different reservation features are supported.

## Car Bookings

The Amadeus e-Power car module sources rates from Amadeus Cars.

# The Shopping Basket

## What Is the Shopping Basket?

The Shopping Basket is a cross-sell feature that allows you to purchase multiple items for your trip in one transaction. Items can be added to the Shopping Basket and reviewed at any time. If you have purchased a flight for example, the Shopping Basket can display a prefilled search form for a hotel or a car.

Once you have selected a flight, car, hotel or insurance, it is added to the Shopping Basket and stored there until you check out. You can view the contents of your Shopping Basket using the link at the top of the page.

The screenshot displays the Shopping Basket interface. At the top, there is a navigation bar with tabs for Home, Flight, Hotel, Car, Promotion, and Package. Below this, a language selector shows 'English' and 'français'. A user greeting 'Welcome Michael Molloy' is followed by a link '(I am not Michael Molloy)'. A red box highlights a link 'Basket (2 Item(s))'. The main content area is divided into several sections: 'Flight Details' with a dropdown arrow, 'Car Company Details' with a dropdown arrow, 'Basket Total' showing a table of fares, 'Basket Descriptions' with terms and conditions, and a section with links to 'View Flight Rules', 'View Car Rules', and 'View Agency Rules'. At the bottom right of this section are 'Clear Basket' and 'Book Basket' buttons. The final section is 'Add Hotel' with a dropdown arrow.

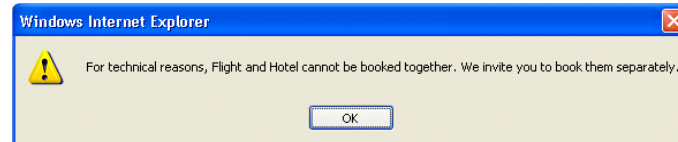
Basket Total	
Total Flight Fare	EUR 158.6
Total Car Fare	EUR 132.1
<b>Basket Total</b>	<b>EUR 290.7</b>

You can configure the Shopping Basket to cross-sell both GDS and non-GDS content within a single PNR. The following content is supported currently:

- GDS content
- Travelfusion
- SunHotels
- Content Inn
- Gateway

**Note:** Cross-selling of GDS and non-GDS content must be enabled in the e-Power Modules page of the Admin Tool.

In the event that the user attempts to purchase cross-sell products which are not available, an error message is displayed advising that they book the products separately.



## What Is External Provider Integration?

Travel agencies are increasing their revenues by selling related services to customers. The External Provider Integration tool allows content (flight, hotel, car and package) external to Amadeus to be supported on an e-Power portal.

**Note:** e-Power also supports the Integrated Partners Framework.

**JOKER Offers you a Green Seat**

I want to compensate the emission of these flights and fly Climate-neutral ([click for more information](#)).

The price for your choice of destination (GreenSeat region 1) is 12.00 EUR per person.

Do you wish to create a GreenSeat of your chair?

☐ GreenSeat region 1 (12.00 EUR total)

☒ No GreenSeat

---

**SMS**

Do you want to receive flight information on your mobile phone? ([click here](#) for more information)?

☒ Yes (2.50 EUR total)

☐ No

---

**Insurance Mondial Assistance**

When you travel it is important that you have adequate travel and cancellation insurance. The price for your choice of destination and stay is 24.00 EUR per person to cover your cancellation costs, medical expenses, luggage and more. You can only take this insurance if you are a resident of a member state of the European Union.

You can only take this insurance if you are a resident of the European Union or Switzerland. The insurance is valid in Spain and also in [the following countries](#). If you are a resident of other countries as well, you need to subscribe to our worldwide insurance at 48 EUR per person.

Please check the general conditions [here](#).

☐ I want to buy this insurance. (24.00 EUR per person) (24.00 EUR total)

☐ I want to buy this insurance for countries outside Europe. (48.00 EUR per person) (48.00 EUR total)

☒ No Insurance

---

**Basket Total**

**Note:** Cross selling of related services can only take place in the Shopping Basket, and only if flight segments are already present.



To add an external provider you must contact the product management team (this process is outside the scope of the taught course).

## Revenue Management

Amadeus e-Power offers service fee, mark-up, discount and coupon management. A variety of rules can be set up to match the requirements of the travel agency.

It is also possible to apply a commission to a booking as well as introducing promotional fares to the booking flow.

### How Are Promotional Fares Supported?

Amadeus e-Power supports travel agencies who wish to offer promotional fares to their customers. Amadeus e-Power offers a local database where promotional fares and their rules (such as itinerary and ticketing) are defined.

The end user can search for promotions in two different ways.

#### **Regular Flight Search:**

In addition to the usual fare sources, Amadeus e-Power queries the local promotional fares database for matching fares. If available, the result is merged into the availability result page.

#### **Promotions Search:**

This is a dedicated search page which queries the local promotional fares database. If no promotional fare is available, Amadeus e-Power can suggest regular fares instead.

### What Payment Options Are Available?

Amadeus e-Power supports several integrated external payment service providers (PSPs). New PSPs are regularly added.

Depending on the type of PSP, e-Power can collect credit card information locally and transmit it to the PSP, or the PSP can collect the credit card information directly.

In the first case, e-Power creates an FP element with the value 'CASH' and an RM element with the truncated credit card number. These elements are not created when credit card details are collected directly by the PSP.



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## Chapter 3

# Making a Booking

## Overview of the Booking Process

This is an overview of the booking process using an Amadeus e-Power website. While making a booking with an Amadeus e-Power website, the user is guided through a standard workflow.

The features and fields available in the interface must be set up using the Amadeus e-Power Administration Tool. See *The e-Power Administration Tool* on page 33.

## What Are the Steps in a Fare-Driven Booking?

The booking steps can vary, depending on the faring application implementation in the e-Power website. The following diagram displays a fare-driven booking flow.

**1 Search Page**

Users can request one-way, round-trip or multi-destination availabilities.

**2 Search Results Page**

**3 Shopping Basket**

Check the flight segments, the trip fare and the purchase conditions.

At this point, you may be asked to register before continuing.

Enter the passenger details, and ticket delivery details.

**4 Checkout Page**

**5 Confirmation**

If using a credit card, you may be directed to a PSP page before returning to e-Power.

What all e-power booking flows have in common is that once you have selected an item from an availability page, it is added to the Shopping Basket. You can then add other items such as a hotel, car rental or insurance.

# Booking a Flight

The customer wants to travel on certain dates, which are not flexible. The booking engine will display an availability based on the exact information entered from the Search page.

## How to Select a Flight

1. On the Flight Search Page, enter the departure and destination cities.
2. Enter the travel dates.
3. Click on Search the Flights (the Round Trip flight type is selected by default).

- 1 Enter a city or airport name. You can use the lookup icon to search for a location.
- 2 Click on this icon to browse the calendar and select a date.

**Note:** Selecting My Dates Are Flexible here directs you to a Master Pricer Calendar flow.

- On the Flight Results page, select the flights and pricing option that you want, and click on Select.

**Search Info**

Passengers 1 Adult

Cote D Azur, Nice, France ✈ Frankfurt, Germany

Departure Date Thursday, March 11, 2010

Frankfurt, Germany ✈ Cote D Azur, Nice, France

Departure Date Sunday, March 14, 2010

**Results Filter**

Stop(s)

☒ Non-Stop 1,496.01

☒ 1 Stop 1,334.60

Airline

☒ British Airways 1,492.33

☒ Brussels Airlines 1,415.19

☒ Lufthansa 1,399.01

☒ Multiple Airlines 1,334.60

☒ Swiss 1,400.25

Outbound Departure Time

☒ Morning (03:00-12:00) 1,394.60

☒ Afternoon (12:00-18:00) 1,334.60

☒ Evening (18:00-03:00) 1,394.60

Return Departure Time

☒ Morning (03:00-12:00) 1,362.60

☒ Afternoon (12:00-18:00) 1,334.60

☒ Evening (18:00-03:00) 1,496.01

Price

1,334.60 USD - 1,512.96 USD

**1** Sort by ☒ Price ☐ Duration ☐ Outbound Departure Time

All Results	Non-Stop	1 Stop
Multiple Airlines		1,334.60 USD
Lufthansa	1,496.01 USD	1,399.01 USD
Swiss		1,400.25 USD
Brussels Airlines		1,415.19 USD
British Airways		1,492.33 USD

**Total Fare Taxes IncludedSF Included 1,334.60 USD**

**Outbound: Nice - Frankfurt Thursday, March 11, 2010**

Lufthansa  
LH 4135  
Aircraft: Boeing 737-300  
Departure 3:00 PM Cote D Azur, Nice, Terminal: 1  
Arrival 4:45 PM Frankfurt Intl, Frankfurt, Terminal: 1  
Duration 01:45, Class: Economy Class

**Inbound: Frankfurt - Nice Sunday, March 14, 2010**

Brussels Airlines  
Connect in Brussels  
SN 7006 ✈, SN 3623  
Departure 4:20 PM Frankfurt Intl, Frankfurt  
Arrival 9:05 PM Cote D Azur, Nice  
Duration 04:45, 1 Stop(s), Class: Economy Class

[Rules](#) [Select](#)

**Total Fare Taxes IncludedSF Included 1,342.13 USD**

**Outbound: Nice - Frankfurt Thursday, March 11, 2010**

Lufthansa  
LH 4135  
Aircraft: Boeing 737-300  
Departure 3:00 PM Cote D Azur, Nice, Terminal: 1  
Arrival 4:45 PM Frankfurt Intl, Frankfurt, Terminal: 1  
Duration 01:45, Class: Economy Class

**Inbound: Frankfurt - Nice Sunday, March 14, 2010**

Swiss  
Connect in Zurich  
LX 1073, LX 560  
Departure 2:25 PM Frankfurt Intl, Frankfurt  
Arrival 6:10 PM Cote D Azur, Nice  
Duration 03:45, 1 Stop(s), Class: Economy Class

[Rules](#) [Select](#)

- Use the Sort panel to alter the display of your results.
- Use the Results Filter to refine your search results.

## How to Book a Flight with Master Pricer Calendar

1. If you are looking for the cheapest available flight, and your travel date is not specific, you can use Master Pricer Calendar.

To book a return trip, select Round Trip from the available tabs on the Flights page.

2. Enter the origin, destination, and flight dates.
3. Specify that your travel dates are flexible.

The screenshot shows the 'Flight Search' form within a web application. At the top, there is a navigation bar with tabs: MAIN PAGE, FLIGHT, BRANCHES, HOTEL, CAR, PROMOTIONS, INSURANCE, and MEM. The 'Flight Search' form is titled 'Flight Search' and includes a small airplane icon. It features several input fields and options: 'Flight Type' with radio buttons for 'Round Trip' (selected), 'One Way', and 'Multi Leg'; 'From' and 'To' fields with 'Paris' and 'London' respectively, and a small icon indicating 'City or Airport'; 'Departure Date' and 'Return Date' fields with dates '16/05/2010' and '19/05/2010' respectively, and a calendar icon and a dropdown menu set to 'Anytime'; a checkbox for 'My dates are flexible!' which is checked, with a note '(-/+ 3 days)'; a 'Passengers' section with dropdown menus for 'Adult (18+)' (set to 1), 'Child (2-12)' (set to 0), and 'Infant (0-2)' (set to 0); a link for 'More Search Options' with a small icon; and two buttons at the bottom: 'Clear Form' and 'Start Search'.

4. Click on Start Search.

The selected inbound and outbound travel dates appear in the middle of the calendar display.

### Flight Search

From  
Paris

To  
London

Departure Date  
16/05/2010

Return Date  
19/05/2010

My dates are flexible! ☒ (-/+ 3 days)

Adult (18+)

Infant (0-2)

Child (2-12)

CIP Service ☐

Cabin Class  
No Preference

Direct Flights Only ☐

Start Search

### Results Filter

Stop(s)

☒ Non-Stop 117.42

☒ 1 Stop 144.23

Airline

☒ Air France 164.31

☒ Flybe 233.81

☒ Lufthansa 144.23

### Lowest prices ± 3 days

Return Departure	Sunday 16 May	Monday 17 May	Tuesday 18 May	Wednesday 19 May	Thursday 20 May	Friday 21 May	Saturday 22 May
Thursday 13 May	EUR 164.31 EUR	EUR 145.52 EUR	EUR 145.52 EUR	EUR 142.78 EUR	EUR 142.78 EUR	EUR 155.37 EUR	EUR 150.26 EUR
Friday 14 May	EUR 155.87 EUR	EUR 145.52 EUR	EUR 145.52 EUR	EUR 142.78 EUR	EUR 142.78 EUR	EUR 155.37 EUR	EUR 150.26 EUR
Saturday 15 May	EUR 155.87 EUR	EUR 142.23 EUR	EUR 142.23 EUR	EUR 139.49 EUR	EUR 139.49 EUR	EUR 152.08 EUR	EUR 146.97 EUR
Sunday 16 May	EUR 231.31 EUR	EUR 144.34 EUR	EUR 146.97 EUR	EUR 117.42 EUR	EUR 144.23 EUR	EUR 156.82 EUR	EUR 151.71 EUR
Monday 17 May	-	EUR 143.34 EUR	EUR 142.89 EUR	EUR 142.78 EUR	EUR 142.78 EUR	EUR 155.37 EUR	EUR 150.26 EUR
Tuesday 18 May	-	-	EUR 131.82 EUR	EUR 129.08 EUR	EUR 139.49 EUR	EUR 152.08 EUR	EUR 146.97 EUR
Wednesday 19 May	-	-	-	EUR 142.23 EUR	EUR 134.86 EUR	EUR 152.08 EUR	EUR 146.97 EUR
Minimum							Maximum

All Results	Non-Stop	1 Stop
easyJet	117.42 EUR	
Lufthansa		144.23 EUR
Air France	164.31 EUR	
Multiple Airlines		170.82 EUR
Flybe		233.81 EUR

Sort by: ☒ Price ☐ Duration ☐ Outbound Departure Time

Total Fare (Taxes Included): EUR 117.42

Outbound: Paris - London Sunday, May 16, 2010

- Select the required travel dates and click on Select to display the recommendations for those dates.

Further steps continue as with a normal booking flow.



## How to Use the Shopping Basket Page

1. In the Shopping Basket page, check the itinerary and price, and then click on Book Basket.

English [français](#) [Deutsch](#) not logged-in | [Log-in](#) | [Register](#) | [Forgot my Password](#) **1** [Basket \(1 Item\(s\)\)](#)

**Flight Details** **E-Ticket Allowed**

**Fare Details**

	Fare	Tax	Number of passengers	Flight Booking Fee	Total
Adult	340.00	156.01	1	1,000.00	USD 1,496.01
<b>Total Amount</b>					<b>USD 1,496.01</b>

**Cote D Azur, Nice, France ⇌ Frankfurt Intl, Frankfurt, Germany**  
**Non-Stop** **Flight Duration: 1 Hour(s) 45 Minute(s)**

<b>Departs</b>	Thursday, March 11, 2010, 3:00 PM Cote D Azur, Nice, France	Terminal: 1
<b>Arriving</b>	Thursday, March 11, 2010, 4:45 PM Frankfurt Intl, Frankfurt, Germany	Terminal: 1
<b>Airline</b>	<b>Lufthansa</b> Flight Number: LH 4135	Aircraft: Boeing 737-300 Class: Economy Class (T)

**Frankfurt Intl, Frankfurt, Germany ⇌ Cote D Azur, Nice, France**  
**Non-Stop** **Flight Duration: 1 Hour(s) 30 Minute(s)**

<b>Departs</b>	Sunday, March 14, 2010, 8:40 AM Frankfurt Intl, Frankfurt, Germany	Terminal: 1
<b>Arriving</b>	Sunday, March 14, 2010, 10:10 AM Cote D Azur, Nice, France	Terminal: 1
<b>Airline</b>	<b>Lufthansa</b> Flight Number: LH 4130	Aircraft: Boeing 737-500 Class: Economy Class (H)

[Remove](#) [Change](#)

**Basket Total**

<b>Total Flight Fare</b>	<b>USD 1,496.01</b>
<b>Basket Total</b>	<b>USD 1,496.01</b>

**Basket Descriptions**

Tickets are non-refundable.

Tickets should be issued before Wednesday, February 10, 2010 – Please check Advanced Purchase section in Flight Rules.

We kindly remind that you may need visa for the following countries: Germany

**Please note!**  
e-Power Mini Rules are composed by the Travel Agency and stored locally on the e-Power server. They are available in free text format and can be specified for each airline.

[View Flight Rules](#)  
[View Agency Rules](#)

[Clear Basket](#) [Book Basket](#)

**2**

- 1 The shopping basket link shows that you already have one item in your basket.

- In the Shopping Basket page, add other items to your trip, such as a rental car or hotel.

**Basket Total**

Flight Fare (1 Adult)	EUR	218.52
<b>Total Flight Fare</b>	EUR	<b>218.52</b>
<b>Total Booking Fee</b>	EUR	<b>51.99</b>
<b>Total Discount Fee</b>	EUR	<b>-20.85</b>
<b>Total Basket</b>	<b>EUR</b>	<b>249.66</b>

[Convert Currency](#)

**Basket Descriptions**

Tickets are non-refundable.

Tickets should be issued before Thursday, February 02, 2012 – Please check Advanced Purchase section in Flight Rules.

We kindly remind that you may need visa for the following countries: Germany

We kindly remind that you may need transit visa for the following countries: Switzerland

[View Flight Rules](#)  
[View Agency Rules](#)

[Clear Basket](#)
[Book Basket](#)

**Add Hotel**

**Add Car**

Once you have added items to your Shopping Basket, you can return to it at any time using the link at the top of any of the booking step pages.

English [français](#)
not logged-in | [Log-in](#) | [Register](#) | [Forgot my Password](#)

[Basket \(2 Item\(s\)\)](#)

**Your Travel Information**

PNR No : **5T7YBY**  
Ip Number : 82.150.248.33  
Dear Mr. Michael Jordan


## Dynamic Cross-sell

Dynamic Cross-sell can be used by customers who have activated the hotel and car search modules. Whenever a flight is selected, Dynamic Cross-sell searches for hotel and car results corresponding to the flight search criteria (for example, destination, dates, number of passengers).

Clicking on the 'See All Offers' link displays the Hotel/Car result page.


Add Other Products

Accommodation




**Courtyard Upper East Marriott**
83.47 €

Property type - hotelratings -courtyard hotel description \*\* rollaway beds are not permitted in gues...




**Marriott Long Island**
90.48 €

Property type - full service, hotelratings - marriott hotel description the long island marriott hote...



**Fairfield Inn Marriott Syosset**
90.48 €


Property type - hotelratings -fairfield inn hotel description located within minutes of major corpor...



**Hmota Inn Jericho Westbury**
90.48 €


[See all offers >](#)

Car Location




**HERTZ**
253.04 €

Two Or Four Door Car




**DOLLAR**
271.54 €

Four Wheel Drive



**BUDGET**
322.37 €

Two Or Four Door Car



**EUROPCAR**
329.01 €

[See all offers >](#)

## The Checkout Page

Clicking on Book Basket in the Shopping Basket page takes you to the Checkout page. Here, you can make special requests for seats or meals, or define APIS information, for example, before clicking on Next Step.

On this page, you can also check the conditions and total fare breakdown.

Plan Your Trip

Check Out

Confirmation

Passenger 1 - Adult

\* Fields are required.

Title
First name
Surname

Mr.

Birth date
National Identity No

DD MM YYYY

Please provide your contact details in case we need to get in touch with you regarding your booking.

E-Mail
Phone Number (mobile or landline)

Gsm 33

☐ Special Service Request (seats, meals, etc.)

Frequent flyer cards

Airline
Frequent flyer card number

Select

Terms & Conditions

Tickets are non-refundable.  
We kindly remind that you may need visa for the following countries: United States Of America  
We kindly remind that you may need transit visa for the following countries: Portugal  
Additional payment fee may apply  
Additional baggage fee may apply, please click here for more information

Fare summary

Flight Fare (1 Adult) 451.90 GBP  
Total Flight Fare 451.90 GBP  
Total Basket 451.90 GBP

Please select your preferred delivery method

☐ Pre-booking  
☒ Electronic Ticket (E-Ticket) - Offline

☒ Call Me  
☐ Credit Card

Agency Signature :

Complete Booking

Itinerary

Flight  
Paris - New York  
Mon 10 Feb  
1 Adult  
New York - Paris  
Thu 20 Feb  
1 Adult

The Checkout page display depends on the number of products and travellers in the Shopping Basket. If the user has a profile and is already logged in, this page will automatically show the user's details, but all fields are editable. If there is already a reservation in the Shopping Basket, the car booking can only be made for one of the travellers and the contact information is not editable (it is common to all bookings in the PNR).

Click on Complete Booking to display the Confirmation page.

**Note:** The layout of the Checkout page depends on parameters set in the e-Power Administration Tool.

## The Confirmation Page

Print out or save the trip Confirmation page for future reference. Depending on the site's configuration, you may be allowed to issue your tickets at this point.

English [français](#) not logged-in | [Log-in](#) | [Register](#) | [Forgot my Password](#)  
[Basket \(2 Item\(s\)\)](#)

### Your Travel Information

PNR No : **5T7YBY**  
 Ip Number : 82.150.248.33  
 Dear Mr. Michael Jordan,  
 Your reservation completed successfully and it must be ticketed before Tuesday, February 23, 2010.  
 We will contact with you as soon as possible.  
 Your car reservation completed.

### Fares

Flight Fare (1 Adult)	USD 138.22
Flight Booking Fee	USD 1,000.00
<b>Total Flight Fare</b>	<b>USD 1,138.22</b>
Car Fare	USD 254.53
Car Booking Fee	USD 297.00
<b>Total Car Fare</b>	<b>USD 551.53</b>
<b>Total Basket</b>	<b>USD 1,689.75</b>

### Descriptions

- ✓ Total flight fare amount USD 138.22 has been charged from your credit card.
- ✓ You will be charged by the car rental company directly for your car booking.
- ✓ Total service fee amount USD 1,297.00 will be charged.

### Car Option

#### Car Reservation Detail

Confirmation Number : F26K5F

The Confirmation page is a confirmation of your booking. It includes the reservation number, fares, and passenger and payment details. Use the link at the top of the page if you want to return to the Shopping Basket and modify the booking.

A confirmation by email can be sent automatically to the customer.

You can display flight details at any time by clicking on My Trips, provided you have signed in.

## How Amadeus e-Power Interacts with the Amadeus Reservation System

Amadeus e-Power provides access to real-time travel data, enabling bookings to be made through interaction with the distribution system (Amadeus reservation system). Bookings made from an Amadeus e-Power website are sent to the distribution system over the web and Amadeus API.

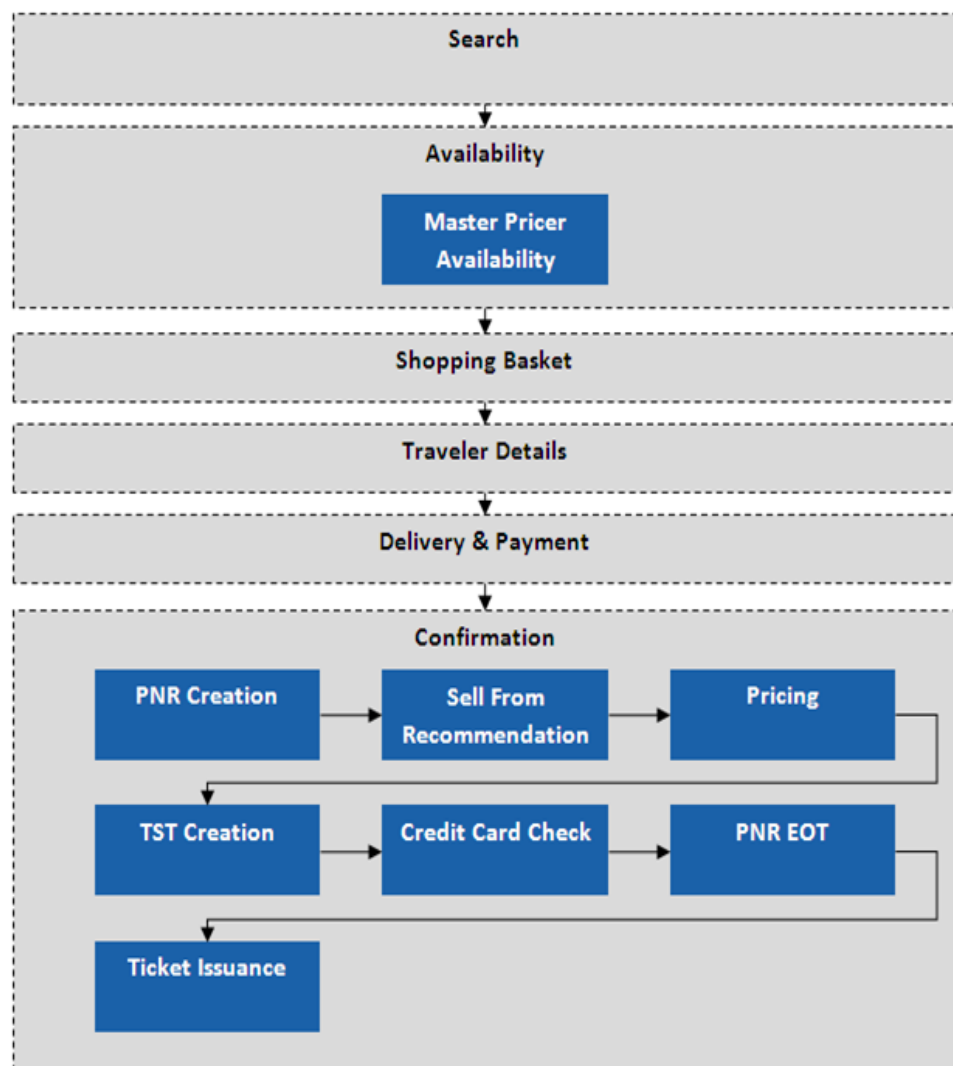
When the user makes a booking through Amadeus e-Power, a PNR is created in the distribution system. If the website supports traveller profiles, relevant information from the user's profile is automatically transferred to the PNR when a booking is made.

All the items in an itinerary (multiple flights, car rentals and hotel reservations) are combined to create a single PNR. However you cannot add more than one of any kind of option. For example, you cannot have two cars in the same shopping basket.

The interaction between Amadeus e-Power and the distribution system can be modified using administration parameters. Customization of Amadeus e-Power functionality includes, for example, the type of commands used in the booking process, the types of fares and rates displayed and made available to the user, and the format of the PNR elements.

Information is received by the end user in HTML or XML format, and it is converted into API-powered verbs or cryptic commands for interaction with the distribution system.

The following diagram shows the interaction between the user, the Amadeus e-Power website, and the distribution system for a flight booking during a fare driven search.

*Interaction with the Distribution System*

## Booking a Hotel

Amadeus e-Power uses several different sources to search for hotel rates, such as Amadeus Hotels, HotelsPro and GoGlobal and others.

During a hotel reservation, the results from these sources are merged into a single view.

To improve response time, Amadeus e-Power stores Amadeus Hotel information locally. Within the Amadeus Hotel database, e-Power supports the Complete Access Plus and Dynamic Access hotel chains.

## How to Book a Hotel

The Hotel Search page is typically displayed as a tabbed page on the home page of the site.

### The Hotels Search Page

The screenshot shows a web interface for hotel search. At the top, there are three tabs: 'Flight Search', 'Hotel Search' (which is active), and 'I want to drive a car'. Below the tabs, a heading reads 'Please enter details to search'. The form contains the following fields: 'City' with a text input containing 'Munich' and a small red square icon with a white 'x' and the word 'City' below it; 'Check In Date' with a text input containing '07/04/2010' and a calendar icon; 'Check Out Date' with a text input containing '10/04/2010' and a calendar icon; 'Area Location' with a dropdown menu showing 'Select'; 'Category' with a dropdown menu showing 'Select'; and 'Occupancy' with a dropdown menu showing '2'. At the bottom of the form, there are three buttons: 'More options' (a blue link), 'Clear Form' (a grey button), and 'Search the flights' (a red button).

The search page enables the user to search for the hotel room he wants. Depending on the site's settings, the user has the option to search for hotels using the city or airport location. The site can also be set to display a pre-selection of popular destinations where bookings can be made.

## The Hotels Availability Page

The screenshot displays the 'Hotels Availability Page' with three hotel listings. Each listing includes a 'View List' and 'View Map' button at the top. The first listing is for 'Sofitel Munich Bayerpost' (Accor Hotels) with a price of EUR 40.00. It features a 'Select' button, a 'Map' link, a 'Details' link, and a table of room descriptions and daily prices. The second listing is for 'Derag Max Emanuel Munich' (Derag Hotels) with a price of EUR 59.00. It features a 'Select' button, a 'Map' link, a 'Details' link, and a 'Get Rooms' button. The third listing is for 'Holiday Inn Express Munchen' (Holiday Inn) with a price of EUR 60.00. It features a 'Select' button, a 'Map' link, a 'Details' link, and a table of room descriptions and daily prices.

Description	Daily Price	
Moderate room with bath or shower, early - prepaid no refund test gds term 1 superior room with 1 double bed, 1 Double Bed(s)	EUR 15.0	<a href="#">Book Room</a>
Moderate room with bath or shower, smart - flexible until d-3 test gds term 1 superior room with 1 double bed, 1 Double Bed(s)	EUR 40.0	<a href="#">Book Room</a>
Moderate room with bath or shower, best unrestricted rate test gds term 1 superior room with 1 double bed, 1 Double Bed(s)	EUR 60.0	<a href="#">Book Room</a>

The Availability page shows all available hotels rooms at the requested dates and destination for all chains. Users can display all available rooms and prices for a chosen hotel. Depending on the site's settings, they can also make a direct reservation by selecting one of the room samples shown on this page.

## The Shopping Basket Page

Selecting a room from the availability display adds it to your shopping basket.

From the Shopping Basket page, you can click on Book Basket and continue to the Traveller's Details page. See *The Checkout Page* on page 21.

## The Checkout Page

In the Checkout page, enter your name, date of birth, email address, and phone number, and complete the address and payment fields before clicking on Next Step. See *The Checkout Page* on page 21.

## The Confirmation Page

Print out or save the trip Confirmation page for future reference.



## Booking a Car


Customers can make car reservations using Amadeus e-Power, which uses the Amadeus Cars Corporate Platform in Amadeus Cars to source car rental rates.

When a flight booking has already been made in the PNR, a car booking can be added using the Shopping Basket page. You can also use the Shopping Basket to remove or change a car reservation.

Amadeus e-Power allows you to book a car independently of a flight or hotel booking.

[English](#)
[français](#)
[Deutsch](#)


not logged-in | [Log-in](#) | [Register](#) | [Forgot my Password](#)  
[Basket \(1 Item\(s\)\)](#)


**Car Company Details**


**AVIS**
USD 766.03

Pick-up Location	: Charles De Gaulle, Paris, France	Pick-up Date	: Wednesday, April 07, 2010 9:00 AM
Drop-off Location	: Charles De Gaulle, Paris, France	Drop-off Date	: Wednesday, April 14, 2010 5:00 PM
Company Address	: CHARLES DE GAULLE AIRPORT, PARIS		
Vehicle Class	: Standard	Transmission	: Automatic
Vehicle Type	: Van	Air Condition	: YES
Mileage	: Unlimited		

[Remove](#)
[Change](#)


**Trip Tools**


[Destination Guides](#)  
[Airport Guides](#)  
[Subway Maps](#)  
[Currency](#)  
[World Clock](#)  
[Map Search](#)  
[World Dialling Codes](#)



**Basket Total**

Total Car Fare	USD 766.03
<b>Basket Total</b>	<b>USD 766.03</b>

[View Car Rules](#)  
[View Agency Rules](#)

[Clear Basket](#)
[Book Basket](#)

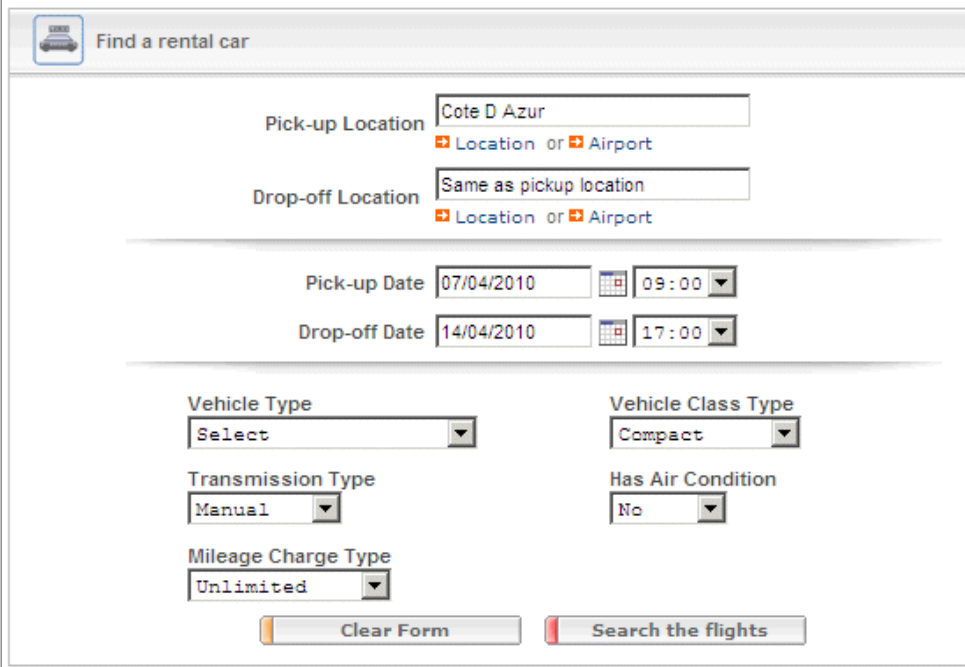

**Add Flight**


**Complete your trip and add a hotel!**

## How to Book a Car

You can add a car booking to an existing flight booking in the Shopping Basket page, or search for a car directly from the home page of your site.

### The Car Search Page



The screenshot shows a web form titled "Find a rental car" with a car icon. The form contains the following fields and options:


- Pick-up Location:** A text box containing "Cote D Azur". Below it are two small icons with labels: "Location" and "Airport".
- Drop-off Location:** A text box containing "Same as pickup location". Below it are two small icons with labels: "Location" and "Airport".
- Pick-up Date:** A date picker showing "07/04/2010" and a time dropdown showing "09:00".
- Drop-off Date:** A date picker showing "14/04/2010" and a time dropdown showing "17:00".
- Vehicle Type:** A dropdown menu with "Select" as the current value.
- Vehicle Class Type:** A dropdown menu with "Compact" as the current value.
- Transmission Type:** A dropdown menu with "Manual" as the current value.
- Has Air Condition:** A dropdown menu with "No" as the current value.
- Mileage Charge Type:** A dropdown menu with "Unlimited" as the current value.
- Buttons:** At the bottom, there are two buttons: "Clear Form" and "Search the flights".

In the rental car search page, the user has the option to search for cars specifying only the location, dates and times. He can also specify additional search options at the bottom of the page.

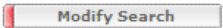
## The Cars Availability Page

The Cars Availability page shows all the cars that are available at the requested dates and locations, for all vendors. You can view more cars from a given vendor by clicking on Other Cars, or you can make a direct reservation by clicking on Select.

You can also modify your search criteria by clicking on Modify Search.


**Car company search results**


Pick-up Location	Charles De Gaulle, Paris, France	Pick-up Date	Wednesday, April 07, 2010 9:00 AM
Drop-off Location	Charles De Gaulle, Paris, France	Drop-off Date	Wednesday, April 14, 2010 5:00 PM
Transmission Type	Manual		



Sort by Price Asc
30 Records per page
Page No 1

**AUTO EUROPE** USD 327.06


Company Address	: CHARLES DE GAULLE AIRPORT , : PARIS	Transmission	: Manual
Vehicle Class	: Economy	Air Condition	: NO
Vehicle Type	: Two Door Car	Mileage	: Unlimited



[Other Cars](#)
[Rules](#)
[Select](#)

**SIXT** USD 383.81


Company Address	: CHARLES DE GAULLE AIRPORT , : PARIS	Transmission	: Manual
Vehicle Class	: Economy	Air Condition	: YES
Vehicle Type	: Two Or Four Door Car	Mileage	: Unlimited



[Other Cars](#)
[Rules](#)
[Select](#)

**EUROPCAR** USD 620.99

Company Address	: CHARLES DE GAULLE AIRPORT , : PARIS	Transmission	: Manual
Vehicle Class	: Economy	Air Condition	: YES
Vehicle Type	: Four Door Car	Mileage	: Unlimited



[Other Cars](#)
[Rules](#)
[Select](#)

## The Shopping Basket Page

In the Shopping Basket page, check the itinerary and price and click on Book Basket. See *The Checkout Page* on page 21.

## The Checkout Page

In the Checkout page, enter your name, date of birth, email address, and phone number, and complete the address and payment fields before clicking on Next Step. See *The Checkout Page* on page 21.

## The Confirmation Page

Print out or save the trip Confirmation page for future reference.



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## Chapter 4

# The Implementation Process

Amadeus e-Power implementation is delivered by specially trained Regional Customer Service Centres. This implementation procedure is already followed in the CESE region and in North America, and similar implementation processes are being assessed for the other regions of the world. For your implementation, you may want to address a work order to these regional implementation teams if applicable, or alternatively follow the latest version of the Implementation & Admin Guide stored on the e-Power Community.

### What Are the Prerequisites to Implementing e-Power?

Prior to configuring and customizing the portal, you must request the following:

- An API Corporate ID (one for the whole market):  
**Note:** This must be requested using a work order template.
- An API corporate User ID (per customer)
- An Office ID, Internet Office ID and an EOS agreement (per customer)
- Master Pricer Travelboard, Calendar and Expert accounts

For further details, see the Amadeus e-Power Implementation & Administration Guide.

### What Are EOS Agreements?

The Amadeus Extended Ownership package allows you to maintain retrieval and update privileges between entities such as travel agency offices and corporations.

Generally when an agent tries to retrieve data, such as a PNR, that does not belong to his or her office, and for which no security link is established, the system response SECURED PNR is generated. With the Amadeus Extended Ownership package, the security for retrieval and update rights for several applications can be set up upon agreement between the offices.

Here are some examples to illustrate why offices or corporations might want to establish agreements:

- The Wagon Lit travel agency chain decides that all Wagon Lit travel agencies need access to each other's PNR and Amadeus Information Pages briefing pages. This allows them to promote a global presence for world-wide travellers.

- The non-IATA Sunshine travel agency in Manchester needs the service of an IATA travel agency to issue tickets. They make the following agreement with Rainbow Travel in Manchester: Sunshine will queue the PNRs to be ticketed, and Rainbow Travel will retrieve each PNR by Record Locator.
- An agreement has been reached between Varig and Lufthansa that Lufthansa will be the General Sales Agent for Varig in Russia. Lufthansa in Russia needs to have access to Varig's PNR to be able to work with the PNR.

The Amadeus Extended Ownership package is flexible enough to deal with all these agreements. You can also delegate who will set up the security, and whether this should be done by the Amadeus security administrator, by a security administrator of a corporation, by an ACO or by the end user.

## What Is an Internet Office ID?

Amadeus e-Power site behaviour is dependent on an element called the Internet office ID, which must be defined before the web reservation system can be created. Distribution system users are required to create their own Internet office IDs. If you are not a distribution system user, Amadeus will create it for you.

You must request a unique office ID for each new Amadeus e-Power site. The creation and maintenance of an Internet ID follows the same procedure as an ID for a non-Internet site (such as a travel agent using the Amadeus central system).

Internet office IDs must follow a specific naming convention. This allows Amadeus to solely associate developments for Internet products to these office IDs.

The Internet office ID should be set up as follows:

**XXX YY 2 8AA**

XXX	City code (3 alpha-numeric)
YY	Corporate code (2 alpha-numeric)
2	Corporate qualifier (1 numeric)
8AA TO 8ZZ	Office code (8 plus any letter combination)

---

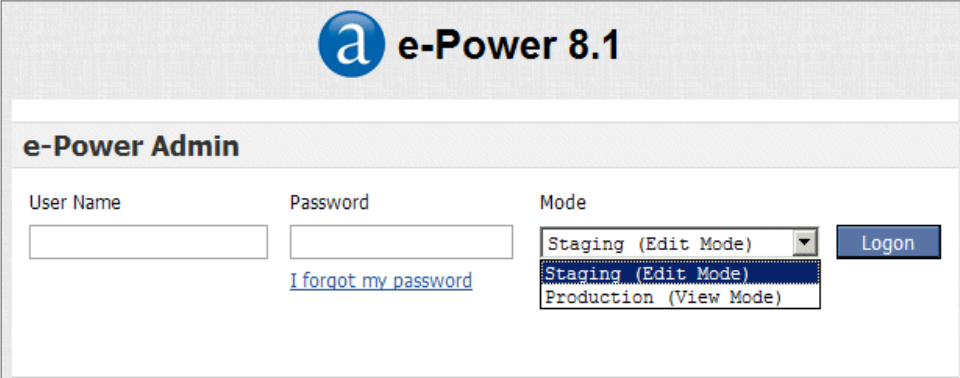
## Chapter 5

# The e-Power Administration Tool

To create a travel agency in e-Power you must be a market administrator. This chapter is written from a market administrator's perspective, and explains how to navigate through the Travel Agency Wizard.

### How to Log In

To log in to the e-Power administration tool as a site administrator, open the webpage <http://admin.amadeusepower.com>. If you have forgotten your login details, you should contact the e-Power help desk.



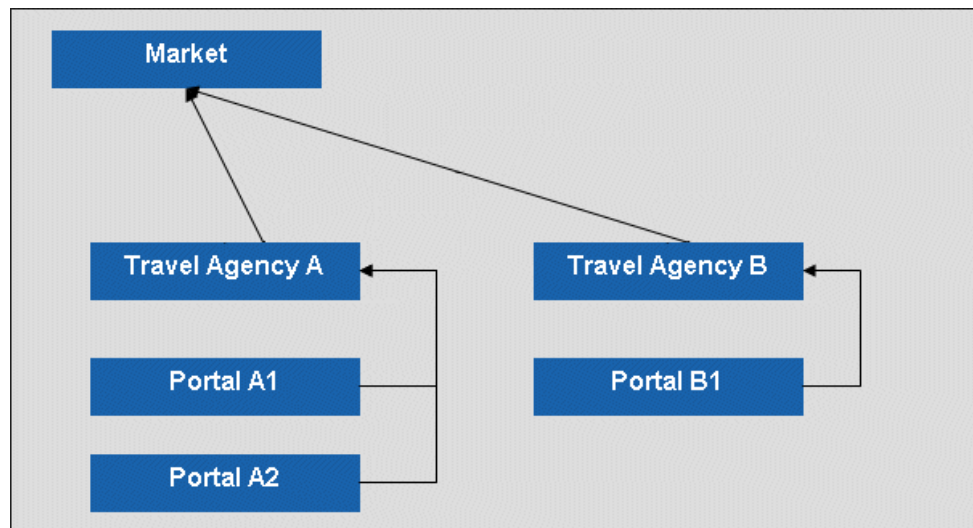
The screenshot shows the e-Power 8.1 Admin login interface. At the top, there is a header with the e-Power 8.1 logo. Below the header, the page is titled "e-Power Admin". The login form consists of three main sections: "User Name" with a text input field, "Password" with a text input field and a link "I forgot my password" below it, and "Mode" with a dropdown menu. The dropdown menu is currently open, showing two options: "Staging (Edit Mode)" and "Production (View Mode)". To the right of the "Mode" dropdown is a "Logon" button.

Your seven-character password should include:

- One numeric character
- One special character (such as \* or #)
- One capital letter

## What Is an e-Power Travel Agency?

An e-Power Travel Agency is an online travel agency that exists within a market - typically a country - and is administered by an ACO.

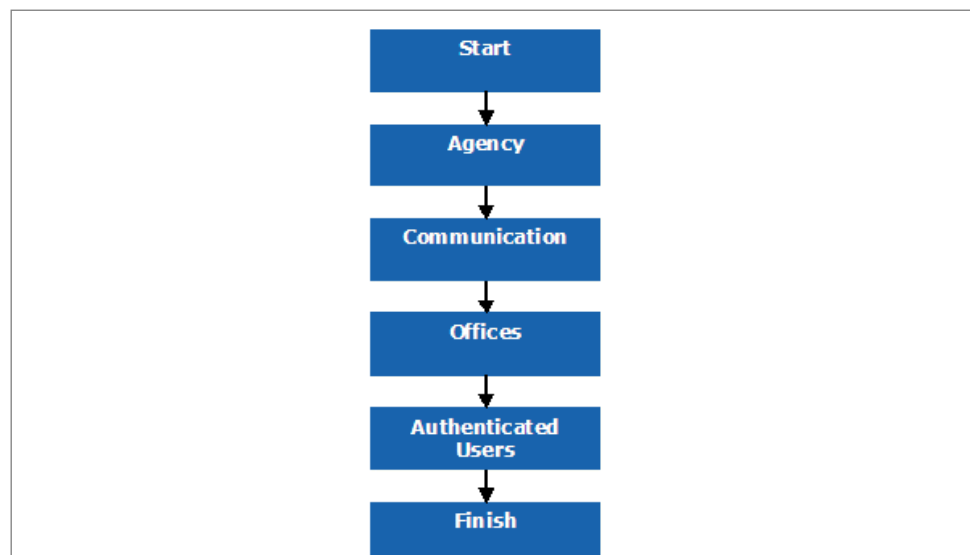


A travel agency can have several portals. A portal is a single booking website.

An e-Power travel agency must be associated with a market and an ACO. See *The Implementation Process* on page 31.

## The Travel Agency Wizard

The Travel Agency Wizard takes you through the necessary steps for creating a basic online travel agency. You can edit any of the six pages individually for an existing agency, but when creating an agency for the first time, you must step through each page in sequence.





## How to Create a Travel Agency

1. To begin the Travel Agency wizard, select Agency - Agency Entry. If you have sufficient rights, the following page is displayed:

Market

Consolidator Corporate Agency Portal Member Promotion Settings Market / ACO Rules Admin Reports Dummy France (WEMEA-1) gcsmarket | Change Password | Sign Out

### Agency Entry

This wizard is for creating new portals or updating portal settings.

Next

2. The first page of the wizard is displayed. Click on Next to begin.
3. In the Agency page, enter basic information to identify your travel agency. You must choose a market and a responsible ACO.

Market

Consolidator Corporate Agency Portal Member Promotion Settings Market / ACO Rules Admin Reports Dummy France (WEMEA-1) gcsmarket | Change Password | Sign Out

### Agency Entry

#### Agency

Market: Dummy France

Responsible ACO: Select

Name:

Legal Title:

Tax Office:

Tax Number:

Save & Next

4. In the Communication page add contact information such as telephone numbers and email addresses.

Market

Consolidator Corporate Agency Portal Member Promotion Settings Market / ACO Rules Admin Reports Dummy France (WEMEA-1) gcsmarket | Change Password | Sign Out

### Agency Entry

test

#### Communication

Phone:

Fax:

E-Mail:

Web URL:

Contact Person:

Contact Person Phone:

Contact Person Gsm:

Contact Person E-Mail:

Save & Previous Save & Next

- A travel agency can have multiple offices. Use the Offices page to define one as the head office.

Offices defined here can later be selected as ticket pick-up offices during the creation of a portal.

- Use the Authenticated Users page to define the organisation administrators of your travel agency.

- On the Finish page of the Travel Agency wizard, click on the Finish button to complete the creation of your travel agency.

### **What Can I Do Next?**

After the creation of your travel agency you can create an e-Power portal.



---

## Chapter 6

# Creating and Configuring a Portal

To create a portal in e-Power you must be a market administrator. This chapter is written from a market administrator's perspective.

### What Is a Portal?

A portal is a website created using the e-Power administration tool that acts as an interface between a travel agency and its customers.

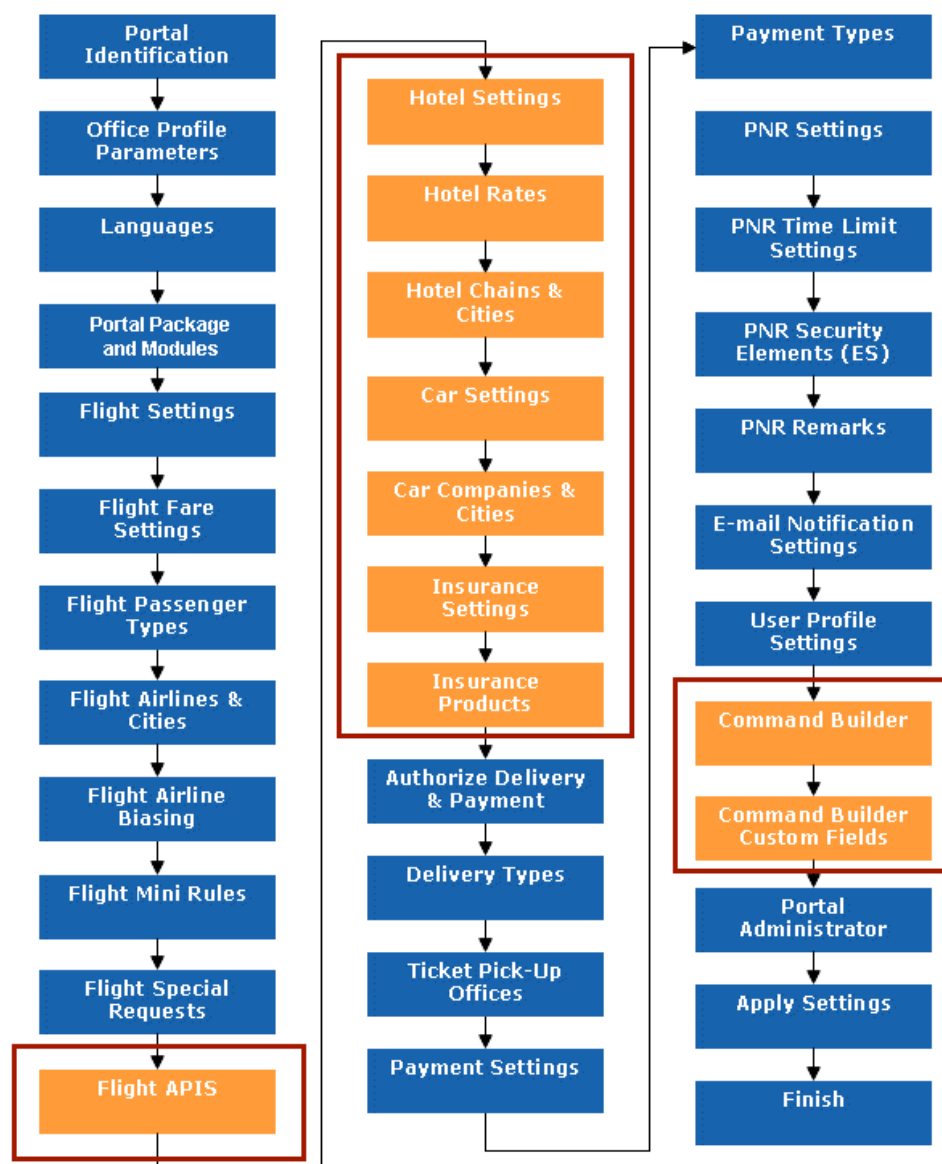
To create a portal, you must associate it with an e-Power travel agency, an ACO and a market.

## What Is the Portal Wizard?

The Portal Wizard takes you step-by-step through the portal creation process. When creating a portal for the first time, you must step through each page in sequence.

The flow diagram below describes the order of the steps. Some of the pages in this diagram are not available by default.

**Portal Wizard Flow Diagram**



Once logged in, select Portal - Portal Entry to start the Portal Wizard.

**Note:** If Portal Entry is not displayed in your menu, you may not have sufficient rights. Please contact your e-Power helpdesk.

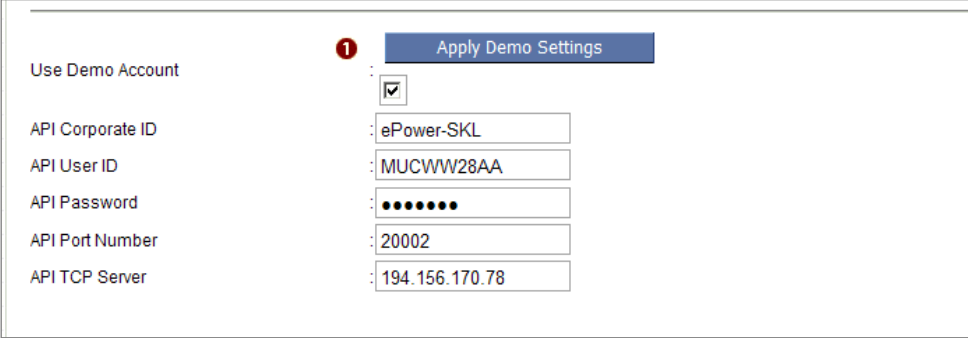
# The Portal Setup Screens

Portal setup begins with identifying the new portal, and associating it with an agency and a market.

## Portal Identification

### Configuring API Settings

At the bottom of the Portal Identification page, API settings must be configured in order for the portal to interact with the Amadeus servers.



Use Demo Account	<input checked="" type="checkbox"/>	Apply Demo Settings
API Corporate ID	:	ePower-SKL
API User ID	:	MUCWW28AA
API Password	:	••••••••
API Port Number	:	20002
API TCP Server	:	194.156.170.78

- ❶ To use the standard API account for testing, you select the Use Demo Account check box, and click on Apply Demo Settings. In this case, you should also set your portal currency settings to USD for successful testing, as the default demonstration uses an office based in New York. Clicking this button completes the remaining fields with default entries.

## How to Configure Office Profile Parameters

Open the e-Power Office Profile Parameters page in the Portal Wizard.

**Note:** To activate the Profile Synchronisation you need to check the Activate Amadeus Customer Profiles Sync Module check box during the e-Power Modules step.

**Portal Wizard**

portal Rule History

Internet Office ID	: MUCWW28AA	
Main Office ID	: NCE1A0950	
IATA No	: 1548899	
TID No	:	
ERSP No	:	
Google Analytics Account Number	:	
Google Analytics Domain Name:	: none	
Google Analytics Allow Linker:	: <input checked="" type="checkbox"/>	
Google Analytics Allow Anchor:	: <input checked="" type="checkbox"/>	
Google Analytics Page Name For Summary	:	
Use asynchronous Google Script :	: <input type="checkbox"/>	

- 1** Complete the following mandatory fields:
- Internet Office ID
  - IATA Number (if the portal is IATA registered) Main Office ID. The IATA number is not mandatory here. You can take new screenshot. The mandatory fields are in yellow now.



## Supported Languages

On the e-Power languages page, you can enable your site to support a number of languages, and you can choose a default language. You can also choose to display date, time and figure information in different ways, depending on which cultural groups you expect to use your site.

- ① Use the Default Portal Culture drop-down list to select the default language. This MUST be one of the languages checked in the boxes above.
- ② Select the theme settings you want to enable. There must be at least one Theme1 assigned to one of the languages selected above.

Use the drop-down menus to define how you wish this information to be displayed. For example, for your English site, you can display dates as dd/mm/yyyy or mm/dd/yyyy. You can share a culture/theme across several portals which, for example, might be in the same country, or share the same language.

### How to Set Languages and Themes

1. Select one or more languages from the Languages section.
2. Select a default language - It must be one of those selected above.
3. Select a theme it must match one of the languages and the default languages selected in the previous steps.

**Note:** To avoid Language and Theme errors, you should follow these steps carefully.

## What Are the Options on the e-Power Package and Modules Page?

The layout of the e-Power Package and Modules page varies depending on the package type selected, for example, e-Power Starter or e-Power Premium.

The page is divided in the following sections:

- Modules of the Selected Package (free of charge)
- Optional Modules (chargeable section)

**Note:** Some options may be disabled, depending on the selected e-Power package.

The UI Customization option is a chargeable option for the e-Power Starter package; however it is free for other e-Power package types. This option is divided with sub modules corresponding to the main UI Customization tools:

- Theme Wizard
- Theme Roller
- Host Admin
- File Manager
- File Manager (Accessing Master Files)

Theme Roller and Theme Wizard are free of charge and are selected by default even for the e-Power Starter package type.

To activate other UI Customization options for an e-Power Starter customer, you must activate the UI Customization option (which is chargeable and which cannot be deselected).

When selected, other UI Customization tools are activated, and a market admin level user can decide which user names should have access to each tool individually when connecting on the UI pages.

acoroclone2		Rule Hist
Allow holiday period (EasyB2B)	:	<input type="checkbox"/>
Flight: Fare-Driven Search	:	<input checked="" type="checkbox"/>
Flight: Multi-leg Search	:	<input checked="" type="checkbox"/>
Enable Campaign Payment Flow	:	<input type="checkbox"/>
Optional Credit Card Selection	:	<input type="checkbox"/>
Enable Point Multiplier	:	<input type="checkbox"/>
Flight: Master Pricer Calendar ❶	:	<input checked="" type="checkbox"/>
Flight: External Providers ❷	:	<input checked="" type="checkbox"/>
Flight: Schedule-Driven Search	:	<input checked="" type="checkbox"/>
Flight: Graphical Seat Map ❸	:	<input checked="" type="checkbox"/>
Flight: Promotional Fares ❹	:	<input type="checkbox"/>
Flight: Enable TO fares and corporate unifare codes entry (EasyB2B)	:	<input type="checkbox"/>
Flight: E-Ticketing	:	<input checked="" type="checkbox"/>
Flight: Allow User to Complete Existing Reservations (re-pricing & e-ticketing)	:	<input checked="" type="checkbox"/>

- ❶ Master Pricer Calendar is activated on an office ID basis. Make sure that your office ID is eligible.
- ❷ Select Flight: External Providers to support external flight providers. Amadeus e-Power integrates several external flight providers, for example, Travel Fusion.
- ❸ Select Flight: Graphical Seat Map to display a seat map (if this is supported by the selected airline).
- ❹ Select Flight: Promotional Fares to use the promotional fare database. The e-Power promotional fare database manages promotional fares of the portal or Travel Agency.

Flight: Allow User to Complete Existing Reservations (re-pricing & e-ticketing)		<input checked="" type="checkbox"/>
Hotel: Base Module	❶	<input checked="" type="checkbox"/>
Hotel: External Providers		<input checked="" type="checkbox"/>
Car: Base Module	❷	<input checked="" type="checkbox"/>
Package: Base Module		<input checked="" type="checkbox"/>
Insurance: Base Module		<input checked="" type="checkbox"/>
Corporate/Consolidator: Credit Account (Invoice) Support		<input type="checkbox"/>
User Interface: Activate Currency Conversion		<input type="checkbox"/>
Service Fee Module	❸	<input checked="" type="checkbox"/>
Coupon Module	❹	<input checked="" type="checkbox"/>
Activate Virtual Payment System (VPOS)		<input checked="" type="checkbox"/>
Security: MaxMind Credit Card Fraud Detection		<input type="checkbox"/>
Security: Customer SMS Validation		<input type="checkbox"/>
Security: Apply IP Referrer Check		<input type="checkbox"/>
Security: Apply URL Referrer Check		<input type="checkbox"/>
External Membership Module		<input type="checkbox"/>

- ❶ To enable the hotel module on your portal, select Hotel: Base Module. This activates the Amadeus GDS hotel content on your portal, and triggers the display of additional menu steps:
  - Hotel Settings
  - Hotel Rates
  - Hotel Chains & Cities
- ❷ Select Car: Base Module to enable the car module on your portal. When this option is selected, the Portal Wizard displays additional steps for car-specific settings:
  - Car Settings
  - Car Companies & Cities
- ❸ Select the Service Fee Module check box to activate fee management and processing for your portal.
 

**Note:** To use the Portal - Advanced Service Fee Manager, you should activate the Service Fee Version 2.
- ❹ Coupons can be used by the traveller to reduce the total amount of the reservation. This can be considered as a promotional code.
 

Select the Coupon Module check box to allow the traveller to enter the coupon/promotional code during the reservation process.

**Note:** Coupons are deducted from the service fee amount. Coupons must be used in conjunction with service fees.

Security: Customer SMS Validation	:	<input type="checkbox"/>
Security: Apply IP Referrer Check	:	<input type="checkbox"/>
Security: Apply URL Referrer Check	:	<input type="checkbox"/>
External Membership Module	1	<input type="checkbox"/>
Profile Synchronization with Amadeus Customer Profiles (CSX)	:	<input checked="" type="checkbox"/>
Allow Consolidator Module	:	<input type="checkbox"/>
Allow Consolidator Light Module	:	<input type="checkbox"/>
Corporate: Base Module	:	<input type="checkbox"/>
Corporate: 5 Additional Corporate Accounts	:	<input type="checkbox"/>
Subagency: Base Module	:	<input type="checkbox"/>
Web Service: Portal With Booking Engine Only (No User Interface)	2	<input type="checkbox"/>
Reporting Module	3	<input checked="" type="checkbox"/>
Activate Command Builder	4	<input checked="" type="checkbox"/>
Affiliate Module	5	<input checked="" type="checkbox"/>
Enable Integrated Providers	6	<input checked="" type="checkbox"/>
Enable Integrated Providers V2	:	<input type="checkbox"/>
Activate Local Providers	:	<input checked="" type="checkbox"/>
Enable One Way Combinable Fares	:	<input type="checkbox"/>

- 1 Select the External Membership Module check box to enable the use of your travel agency's own member profile database on your new portal.
- 2 A portal can be accessed either through a graphical user interface (standard), or through web services (more flexible). If your portal is used in connection with web services, select this option to deliver the portal without the graphical user interface.
- 3 Amadeus e-Power can dynamically generate several types of reports.  
To enable access to reporting, select the Reporting Module check box. When this option is selected, the main menu displays the Reports menu option.
- 4 Activate the Command Builder to display the Command Builder and Command Builder Custom Fields modules in the menu.
- 5 To increase the number of visitors on your portal, you can create banners that are placed on partner (affiliate) websites that link to your portal. The Affiliate module tracks how many visitors are directed from affiliate websites and how many clicks, searches and bookings are performed. It also assists in calculating how much the travel agency should pay each affiliate for their campaigns.
- 6 Select this option to allow the display of cross-sell content on the portal such as insurance, SMS, greenseat or taxi or rail services.

## Configuring Security Settings

Corporate/Consolidator: Credit Account (Invoice) Support	:	<input type="checkbox"/>
User Interface: Activate Currency Conversion	:	<input type="checkbox"/>
Service Fee Module	:	<input checked="" type="checkbox"/>
Coupon Module	:	<input checked="" type="checkbox"/>
Activate Virtual Payment System (VPOS)	:	<input checked="" type="checkbox"/>
Security: MaxMind Credit Card Fraud Detection <b>1</b>	:	<input type="checkbox"/>
Security: Customer SMS Validation <b>2</b>	:	<input type="checkbox"/>
Security: Apply IP Referrer Check	:	<input type="checkbox"/>
Security: Apply URL Referrer Check	:	<input type="checkbox"/>
External Membership Module	:	<input type="checkbox"/>
Profile Synchronization with Amadeus Customer Profiles (CSX)	:	<input checked="" type="checkbox"/>
Allow Consolidator Module	:	<input type="checkbox"/>

- 1** Select the Security: MaxMind Credit Card Fraud Detection check box to enable MaxMind. This is an external service which calculates the probability of credit card fraud.
- 2** Select the Security: Customer SMS Validation check box to activate the SMS verification service. When this option is selected, the Portal Wizard shows additional SMS specific settings in the Office Profile Parameters step.

A trusted traveller can make a flight booking and receive an e-ticket without providing any credit card information. Otherwise the traveller selects the credit account/invoice as a method of payment. A travel agency can define in the profile of a traveller what the credit account/invoice limit is. Such a traveller can make reservations up to the defined credit account/invoice limit.

**Note:** When the credit account/invoice is activated, you should complete the Authorize Delivery and Payment step. You should also set the credit account/invoice limit in the profile settings of a trusted member.

## Flight Settings

### Configuring Flight Settings

The Flight Settings page is displayed.

Flight detail panel open (EasyB2B)	:	<input type="checkbox"/>
Maximum price option in flight search form	:	<input checked="" type="checkbox"/>
Activate negotiated fares flagging	:	<input type="checkbox"/>
Domestic country of the Portal	:	RO <input type="button" value="..."/>
Default trip type on flight search form	:	Round Trip <input type="button" value="..."/>
External flight providers settings	:	<div> TravelFusionProvider  ERetailWebFareProvid  <input type="button" value="..."/> </div>
External flight provider properties	:	<input type="text"/> <input type="button" value="..."/>
External flight provider polling cycle in seconds	:	1 <input type="button" value="..."/>
Apply service fees for external flight providers	:	<input checked="" type="checkbox"/>
Travelfusion agency supplier login definitions	:	<input type="text"/> <input type="button" value="..."/>
Allow reservation starting from	:	2 <input type="button" value="..."/>
Flexible Dates (+/-1 or +/-2 days) with Master Pricer TravelBoard	:	<input checked="" type="checkbox"/>
Allowed Cabin Classes	:	<input checked="" type="checkbox"/> Economy <input type="checkbox"/> Premium <input checked="" type="checkbox"/> Business <input checked="" type="checkbox"/> First
Targeted Flight Provider(s)	:	Amadeus and low cost carriers <input type="button" value="..."/>
Default Value for Flight Provider Selection	:	Amadeus and low cost carriers <input type="button" value="..."/>
Prefilled outbound City/Airport (From)	:	<input type="text"/> <input type="button" value="..."/>
Allow end-users to select the flight provider(s) on the search form	:	<input checked="" type="checkbox"/>
Prefilled inbound City/Airport (To)	:	<input type="text"/> <input type="button" value="..."/>
Default Flight Search Type	:	Fare Driven Search <input type="button" value="..."/>
Allow Reservation Up To	:	360 <input type="button" value="..."/>
Default Number of Days Between Outbound and Inbound	:	0 <input type="button" value="..."/>
Fare Driven Search Query	:	Master Pricer <input type="button" value="..."/>
Max Number of Requested Master Pricer Flight Recommendations	:	200 <input type="button" value="..."/>
Search for multi-destination trips with Master Pricer Expert	:	<input type="checkbox"/>
Search for multi-destination trips with Master Pricer TravelBoard	:	<input type="checkbox"/>
Activate more than 4 cities in Multi-Destination Search	:	<input type="checkbox"/>
Max number of legs for multi-destination trips	:	3 <input type="button" value="..."/>
Use allowed city codes for departures in Multi-destination search	:	<input type="checkbox"/>
Use allowed city codes for destinations in Multi-destination search	:	<input type="checkbox"/>

- ① Use the Domestic Country of Portal drop-down list to specify the domestic country of your portal. For service fee setup, your portal must recognize the domestic country as the domestic country of your portal as opposed to the domestic country of the airline.
- ② Use the Allowed Cabin Classes check boxes to restrict the allowed cabin classes supported on your portal. Economy, business and first class are supported by Amadeus e-Power.
- ③ In the Max Number of Legs for Multi Leg Search field, specify the number of legs offered when a traveller selects the search type multi-leg.

**Note:** Master Pricer Travelboard is used for trips of up to six legs.

Allowed Fare-Driven Search Types	: All
Allowed Schedule-Driven Search Types	: All
Master Pricer Calendar display	: MPCAL+MP
Deactivate MP Airline Diversity (NAD option)	: <input type="checkbox"/>
Deactivate MP Direct Flight Selections (NDD option)	: <input type="checkbox"/>
Flight Result Price Composition	: Show base fare+tax+service fee
Default Number of Flight Recommendations per Page	: 10
Hide Filter Matrix When Master Pricer Calendar Visible	: <input checked="" type="checkbox"/>
Handling of Unsalable Recommendation	: Hide
Allow Seven Day Search (Schedule-Driven & Promotions)	: <input checked="" type="checkbox"/>
Allow e-Ticketing within Minimum Booking Day	: <input checked="" type="checkbox"/>
Fare Basis Check to Force e-ticket	: <input type="checkbox"/>
Force Form Of Identification for e-Ticket Request	: <input type="checkbox"/>
Set Form Of Identification Type	: Passport ID
Day Limit for LTD Reminder e-Mails	: <input checked="" type="checkbox"/> 0 <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> 8 <input type="checkbox"/> 9 <input type="checkbox"/> 10
Instant e-Ticket Pause Time in GMT (HHmm -> 2215)	:
Instant e-ticket Resume Time in GMT (HHmm -> 0015)	:
Display Online Check-in Links on Confirmation Page	: <input checked="" type="checkbox"/>
Domestic Bookings	: Allowed Booking With Amadeus Prices
Back Button Script Name:	:

- ❶ In the Flights Result Price Composition field, specify how the fare price should be composed in the fare availability list of your portal. The price of a fare can be calculated as follows:
  - Base fare
  - Base fare + tax
  - Base fare + tax + Service Fee + Mark-up + Discount
- ❷ Use the Handling of Unsalable Recommendation field to either prevent the traveller choosing Unavailable a second time. After being returned to the availability display, you can choose either to hide or disable these fares.
- ❸ 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).

## Configuring Flight Fare Settings

acorodome2		Rule History	Save & Previous	Save & Next
Negotiated Fare Codes	:			
Ticketing (TST) Currency	: EUR			
Point of Sale City Code	: ... Clear			
Point of Ticketing City Code	: ... Clear			
Allowed Fare Types	: <input checked="" type="checkbox"/> Currency of Sale Override <input checked="" type="checkbox"/> Published Fares <input checked="" type="checkbox"/> Ticketability Precheck			
Fare Note Categories to Display (FQNI)	: <input checked="" type="checkbox"/> Dynamic Discounted Fares (Unifares)			
	<input checked="" type="checkbox"/> (PE) Penalties <input checked="" type="checkbox"/> (AP) Reservations And Ticketing <input checked="" type="checkbox"/> (EL) Eligibility <input checked="" type="checkbox"/> (RU) Application <input type="checkbox"/> (FL) Flight Application <input type="checkbox"/> (AC) Accompanied Travel <input checked="" type="checkbox"/> (MR) Minimum Stay <input type="checkbox"/> (CD) Children/Infants Discounts <input type="checkbox"/> (TE) Ticket Endorsements <input checked="" type="checkbox"/> (MX) Maximum Stay <input type="checkbox"/> (TC) Tour Conductor Discounts <input type="checkbox"/> (CO) Constructions/Combinations <input type="checkbox"/> (SE) Seasonality <input type="checkbox"/> (AD) Agent Discounts <input type="checkbox"/> (HI) Hip/Mileage Exceptions <input type="checkbox"/> (BO) Blackout Dates <input type="checkbox"/> (OD) Other Discounts <input type="checkbox"/> (DE) Deposits <input type="checkbox"/> (DA) Day/Time <input type="checkbox"/> (SO) Stopovers <input type="checkbox"/> (GP) Groups <input checked="" type="checkbox"/> (SR) Sales Restrictions <input type="checkbox"/> (TF) Transfers <input type="checkbox"/> (TO) Tours <input type="checkbox"/> (TR) Travel Restrictions <input type="checkbox"/> (SU) Surcharges			
Enable JCB Faring	: <input type="checkbox"/>			
Enable EMI Faring	: <input type="checkbox"/>			

- ❶ You can enter up to six 6-digit fare codes in the Negotiated Fare Codes fields.



## What Are 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.

## How to Configure Mini Rules

1. Open the e-Power Flight Mini Rules page.

PORTAL 01 Rule History Save & Previous Save & Next

**Mini Rule Settings**

View Mini Rules ☒

View Visa Requirement Messages ☒

**Mini Rule Definitions**

Provider Amadeus For Flight Order No

AirLine All Airlines Show Before Amadeus Rule ☐

Value : Default Other Languages Add

Provider	Airline	Banner Preview	Value	Show Before Amadeus Rule
----------	---------	----------------	-------	--------------------------

2. Select the View Mini Rules check box to display the Mini Rules check box whenever the traveller reviews the rules of a fare.
3. Select the View Visa Requirement Messages check box to display warnings about possible visa requirements for the arrival countries.
4. Use the Mini Rule Definitions section to create rules for individual airlines.

## What Is Master Pricer Calendar?

Amadeus e-Power uses Master Pricer Travel Board. Master Pricer Calendar is an optional module in Amadeus e-Power. In order to use Master Pricer Calendar on your portal, you must first request it in a Master Pricer work order (WO).

With Master Pricer Calendar, you can specify if your portal displays only the calendar or the calendar and the fare list.



## Configuring APIS Settings

Some countries require that airlines provide them with certain passenger information in advance. For example, you may wish to collect passport and visa information for all trips with a destination of the US.

Use the APIS page (Advanced Passenger Information System) to configure how you wish such information to be collected from the user.

PORTAL 01 Rule History [Save & Previous](#) [Save & Next](#)

Origin Countries :  ...

Destination Countries :  ...

Airline :  ...

Enable DOCS : ☐ Enable DOCO : ☐ Enable DOCA : ☐

Middle Name : Optional  Visa Number : Optional  Show Multiple DOCA : ☐

Document Type : ☐ Passenger Passport : ☒ Identity Card : ☒ Approved Identity Document : ☒ Place of Birth : Optional  Country Code : Optional

Document Number : Optional  Date of Issuance : Optional  Address Details : Optional

Country of Issuance : Optional  Place of Issuance : Optional  City Code : Optional

Nationality : Optional  Country requiring Visa : Optional  State : Optional

Expiry Date : Optional  ZipPostalCode : Optional

[Add](#)

	Origin	Destination	Airline	Enable DOCS	DOCS Detail	Enable DOCO	DOCO Detail	Enable DOCA	DOCA Detail
Select	Any	Any	Any	False		False		False	

APIS rules should be defined per origin, destination and airline. You can leave an option blank by selecting 'Any'.

For each rule you must also define if SR DOCS, SR DOCO or SR DOCA information should be sent to the PNR. In this case, all mandatory DOCS/DOCO/DOCA information is required by default. Other information can be defined at the bottom of the page.

You can define each option to be mandatory, optional, or not to ask at all.

## Adding or Removing Special Service Requests

Special service requests are grouped in the Add Special Service Requirements category. You can apply a special service request to all segments or to differentiate it segment by segment.

☒ I have special requirements (seats, meals, etc.)

MIA > LGA  JFK > BOS  BOS > ORD  ORD > MIA

☒ Apply To Other Segments

Meal:  Select  Seat:  Select  [View seat map](#)

Assistance:  Select  Wheelchairs needed:  Select

☐ Special Luggage

## What Is Airline Biasing?

You can use airline biasing to force the display of certain GDS flights over others. Only GDS flights can be biased, or biased to appear above LCC flights.

The screenshot shows the 'Flight Settings' menu on the left, with 'Flight Airline Biasing' selected. The main configuration area includes fields for 'Activity Start Date', 'Activity End Date', 'Airline', 'Origin', 'Destination', and 'Max Number of Recommendation Shown'. There are also radio buttons for 'Use Validating Carriers' and 'Use Marketing Carriers'. At the bottom, there is a table with columns: 'Edit', 'Activity Start Date', 'Activity End Date', 'Origin Location Type', 'Origin Location', 'Destination Location Type', 'Destination Location', 'Airlines', and 'No.Pref.Airlines Shown'. The table contains one row with the following data: 'Edit', '05/10/2011 12:00:00 AM', '01/02/2012 12:00:00 AM', (empty), (empty), (empty), (empty), 'AZ', and '1'. An 'Add' button is located to the right of the table.

## How to Enable Airline Biasing

To force airline biasing, follow these steps:

1. Select an airline (or several, but this is not recommended).
2. Select the origin and destination for which it should be biased.
3. Define the start and end dates for which it should be biased.
4. Define how many e-Power recommendations (of a different price) from this airline should be displayed above other non-biased recommendations.

**Note:** When selecting the airline, bear in mind whether you are selecting a validating or a marketing carrier.

## How to Configure Low Cost Carriers

**Note:** To enable your site to support Low Cost Carriers (LCC) you must change settings in a number of different pages.

1. Activate Low Cost Carriers content in the e-Power Modules section.
2. Configure Low Cost Carriers settings in the Flight Settings section.
3. Configure Low Cost Carriers in the Authorize Delivery & Payment section.
4. Configure Low Cost Carriers in the Payment Types section.

## Payment Settings

### Authorizing Delivery and Payment

On the Authorize Delivery and Payment page, you can add and edit delivery and payment types. This step is an important prerequisite for configuring delivery types and defining pick-up offices.

acoroclone2 Rule History Save & Previous Save & Next

Provider :  Delivery Type :   
 Hotel Provider :   
 Call Me Permission :  Credit Card Permission :   
 Invoice Permission :  Pay At Agency Perm. :

Add

	DeliveryType	Flight Provider	Hotel Provider	CallMe	CreditCard	Invoice	PayAtAgency
Edit	Pre-booking	Amadeus	None	Not Allowed	Not Allowed	Not Allowed	Not Allowed
Edit	Electronic Ticket (E-Ticket)	Amadeus	None	Authorized Members	Everyone	Everyone	Not Allowed
Edit	Electronic Ticket (E-Ticket) - Offline	Amadeus	None	Everyone	Everyone	Not Allowed	Not Allowed
Edit	Electronic Ticket (E-Ticket) - Ticketless	ERetail Web Fare	None	Not Allowed	Everyone	Not Allowed	Not Allowed
Edit	NoDelivery	None	GoGlobal	Not Allowed	Everyone	Not Allowed	Not Allowed
Edit	NoDelivery	None	HotelsPro	Not Allowed	Everyone	Not Allowed	Not Allowed
Edit	NoDelivery	None	ContentInn	Not Allowed	Everyone	Not Allowed	Not Allowed
Edit	Electronic Ticket (E-Ticket) - Ticketless	Travelfusion	None	Not Allowed	Everyone	Not Allowed	Not Allowed

To add a delivery type, complete the drop-down fields at the top of the page, and click on Add.

To edit an existing delivery type, click on Edit, and edit the drop-down fields at the top of the page, before clicking on Update.

Depending on the provider and delivery type, you can then select which payment types should be allowed.

**Note:** These payment types are only for members or corporates, or for certain selected members/corporates.

### Defining Delivery Types

Use the Delivery Types page to provide the traveller with a choice of different types of ticket delivery.

acoroclone2 Rule History Save & Previous Save & Next

Default Delivery Option :   
 Default Delivery Country :   
 Allowed Delivery Countries :  Clear  
 Restricted Delivery Countries :  Clear  
 Show for E-Ticket (For E-Ticket eligible trips) : ☐  
 Use Dropdown Control to List Branch Offices : ☒  
 Hide Delivery Address For Hotel And Car Bookings : ☒

Use the fields on this page to set the following:

- Default ticket delivery types for different countries
- Allowed countries
- Restricted countries

## Defining Ticket Pick-up Offices

A traveller can choose to pick up the tickets at one of the travel agency offices defined during the creation of a travel agency.

acoroclone2

Rule History

Save & Previous

Save & Next

Language

ARABIC

Office

Select

Name

Office ID

Phone

Queue No

E-Mail

Category No

Order No

Add

Language Code	OfficeID	Queue No	Category No	Name	Phone	E-Mail	Order No
---------------	----------	----------	-------------	------	-------	--------	----------

On this page you can define a list of pre-defined offices for the traveller to choose from. Depending on the language/culture that the traveller uses, different offices can be offered. If ticket pick-up is chosen as the delivery type, the offices address, phone and email contacts are presented to the traveller at check-out time.

For each office defined, you must complete the fields at the top of the page, and click on Add.

When the office is selected for ticket pick-up, the PNR is queued to that office's queue. If you allow the ticket pick-up but your list of available offices here is empty, the traveller cannot complete the reservation as no office is offered.

## Defining Payment Types

The Payment Settings page allows you to set defaults for currency, credit card and external PSP settings.

acoroclone2 Rule History Save & Previous Save & Next

Rewarding type of portal to its affiliates : Reward only the last affiliate

Automatic ticketing with transaction feedback (for Ogone) : ☐

Enable Grouped Display of Service Fees and Discounts : ☒

Enable Enhanced Discount Display : ☒

Portal Currency <sup>1</sup> : EUR

Secondary Portal Currency : Select

Enable Add OBFee Only Charge Type CreditCard : ☐

Amadeus Charge Currency : Ticket Currency

Default Payment Type : Credit Card

Activate Credit Card types and configure their CVV (Security number) settings

Card Type <sup>2</sup>	Active	CVV Mandatory	CVV IN FP
American Express	<input type="checkbox"/>	<input type="checkbox"/> <sup>3</sup>	<input type="checkbox"/>
MasterCard	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Visa	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Diners Club	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Discover	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IDEAL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
JCB	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

VPOS/Payment Service Provider (PSP) Settings : PAYPALTEST;A13TrBG ... <sup>4</sup>

Status of 3D Secure Protection Usage : Use 3D Secure System For All Del.

- <sup>1</sup> Amadeus e-Power queries the Amadeus central system for currency conversion rates when necessary. This provides the traveller with accurate price conversion information.
- <sup>2</sup> Amadeus e-Power supports various credit card types. Specify which credit card types you want to offer on your portal.  
If your portal uses an external PSP that collects credit card data directly - (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 does not control the available credit cards offered by the external PSP.
- <sup>3</sup> You can make it mandatory to collect details of certain credit card types, or determine whether to insert the CVV number in the Fare Price line or not.
- <sup>4</sup> During 3D secure checks, the verifying banking institution can return a code as a result of the verification process. Each code has a special meaning, for example "successful" or "authorisation failed".  
You can define which verification success level to accept depending on the delivery type.

<input type="checkbox"/> Card issuer bank doesn't respond (Code 5) - Pireaus:N/A	
Billing Info: Ask for Bank Account Info	Optional
View Payment Service Fee In Different Line	<input checked="" type="checkbox"/> 1
MaxMind: License Key	
MaxMind: Allowed Maximum Risk Score (100: highest risk, 0: no risk)	0
Usage of Agency's Proprietary Payment Gateway	<input type="checkbox"/> 3
VPOS/PSP Currency	Portal Currency
Override VPOS/PSP Currency	Select
VPOS/PSP Authorization Type	Authorize (Capture) 4
3D Secure URL	
Accepted 3D Secure Response Codes (Other Delivery Types)	<input checked="" type="checkbox"/> Security Check Successful (Code 1) - Pireaus:Security check is successful (Merchant fully covered) <input checked="" type="checkbox"/> Card holder or issuer not enrolled to system (Code 2) <input type="checkbox"/> Error or card issuer not enrolled to the system (Code 6) - Pireaus:N/A <input type="checkbox"/> System failure (Code 7)

### 1 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. Select this option to activate this line, otherwise the service fees for payment is included in the total amount and not listed as an extra expense.

### 2 MaxMind Online Fraud Prevention

Amadeus e-Power uses an external service MaxMind to indicate the probability of credit card fraud. You need to sign up with MaxMind and provide the MaxMind account in MaxMind License Key. MaxMind returns a so-called risk score which indicates as a percentage if the entered credit card is trustable or not. Specify in Allowed Maximum Risk Score from which value you want to accept a credit card (100: highest risk; 0: lowest risk).

**Note:** More information about MaxMind at [www.maxmind.com](http://www.maxmind.com)

### 3 If you want to use an external PSP, use the VPOS/Payment Service Provider (PSP) Settings field to select a provider from the list of available PSP providers. More than one PSP can be used.

**Note:** BYPASSVPOS can be used for testing purpose.

### 4 Use the VPOS/PSP Authorization Type to define which mode of authorization to use.

Payment through a PSP usually means immediate money capture. You can define which mode to be used here (capture or pre-authorisation) assuming both are supported by the PSP. In the case of pre-authorisation the money capture can be done manually in a later step (offline).

## Configuring 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 following table displays the possible combinations.

User Objective	Amadeus GDS Fare Source	Low Cost Carrier Fare Source
I want to handle payment for the ticket fare using:	<ul style="list-style-type: none"> <li>- VPOS: using an external PSP</li> <li>- Provider Charge: the airline is responsible for fee collection</li> <li>- Amadeus Check: e-Power checks the credit card and money capture is done offline</li> </ul>	<ul style="list-style-type: none"> <li>- Provider Charge: the airline is responsible for fee collection</li> </ul>
I want to handle payment of the service fees using:	<ul style="list-style-type: none"> <li>- VPOS: using an external PSP</li> <li>- None: the service fee is captured in a different (offline) way</li> </ul>	<ul style="list-style-type: none"> <li>- VPOS: using an external PSP</li> <li>- None: the service fee is captured in a different (offline) way</li> </ul>

**Note:** If you select an external PSP during this step, make sure that you have defined an external PSP in the payment settings.

## PNR Management

### PNR Remarks

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

- RM: General remark
- RM-x: Categorised remark, e.g. RM-A
- RC: Confidential remark
- RIZ: Itinerary remark
- RQ: Quality control remark

Amadeus e-Power provides several predefined remarks. For example you can add your portal name as a remark to a PNR, or you can define a preceding text to be added before the predefined remarks.

### How to Add PNR Remarks

1. In the Portal Name Text field, enter the text you want to add, for example, 'booking portal'.
2. Select "RM-A" as the remark type.
3. Click on Save & Next to save your changes.

Now when a PNR is created on your portal, Amadeus e-Power adds the following remark:

**RM-A booking portal: *myPortalName***

Where *myPortalName* is replaced by the portal name, for example, GlobalTravel.

## How to Add an RM-A Remark

In the PNR, you may want to add an RM-A remark (for example, 'booking portal:') to precede a predefined remark such as the portal name.

The screenshot shows the 'Portal Wizard' interface. At the top, there is a header bar with the text 'acoatepower' on the left, 'Rule History' in the center, and two buttons 'Save & Previous' and 'Save & Next' on the right. Below the header, there is a list of fields for creating a portal rule. Each field consists of a text input box followed by a dropdown menu set to 'R12' and a circular icon with a clock. The fields are: Portal Name Text, Nickname Text, Special Notes, Promotion Code Text, Company Name Text, Tax Office Text, Tax No Text, Delivery Type Text, and Fare Text.

1. In the Portal Name Text field, enter the text you want to add ('booking portal').
2. Select "RM-A" as the remark type.
3. Click on Save & Next to save your changes.

Now when a PNR is created on your portal, Amadeus e-Power adds the following remark:

**RM-A booking portal: *myPortalName***

Where *myPortalName* is replaced by the portal name, for example, GlobalTravel.



## Configuring PNR Settings

The PNR Settings page is displayed.

portal		Rule History	Save & Previous	Save & Next
Enable A2C Trace (for Troubleshooting Only)	: <input checked="" type="checkbox"/>			
Save PNR Details For Next Booking	: <input checked="" type="checkbox"/>			
View Ip Number For Summary	: <input type="checkbox"/>			
Retrieve PNRs with modification done outside e-Power	: <input type="checkbox"/>			
EnableVOID	: <input type="checkbox"/>			
E-Ticket Authorization Remark(RQ)	1 : OKETKT			
Allow User to Enter Tripname	2 : <input checked="" type="checkbox"/>			
Make Tripname Mandatory	: <input type="checkbox"/>			
Allow User to Enter Special Notes	: <input checked="" type="checkbox"/>			
Allow User to Cancel Flight	3 : <input checked="" type="checkbox"/>			
Allow User to Cancel Hotel	4 : <input type="checkbox"/>			
Allow User to Cancel Car	: <input type="checkbox"/>			
Received From Text (RF)	: Süleyman ÇAPA			
Queue No	: 0			
Queue Category No	: 10			
Security Limitations - PNRs per User/Day	5 : 30			
Security Limitations - PNRs per Credit Card/Day	: 10			
CC Holder Should be Traveller (for All Bookings)	: <input type="checkbox"/>			









- 1 In the e-ticket Authorisation Remark (RQ) field, enter the remark (identified as text in the PNR) to prompt issue completion in the event of PNR changes during the booking.
- 2 Select the Allow User to Enter Tripname check box to allow travellers to 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.
- 3 Select the Allow User to Cancel Flight check box to enable the cancellation of Amadeus GDS flight bookings for PNRs that have not been ticketed yet.  
**Note:** Flight cancellation is only supported in profile mode (travellers using their profiles).
- 4 Select the Allow User to Cancel Hotel check box to allow travellers to cancel external hotel bookings (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 (travellers using their profiles).
- 5 Use the Security Limitations – PNR per User/Day drop-down list to 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.

## Configuring PNR Time Limit Settings

On the PNR Time Limit Settings page, you can enable Amadeus e-Power to trigger predefined actions on a PNR if a certain ticket time limit is reached.

portal Rule History Save & Previous Save & Next

LTD Time Value for Amadeus Flights (in GMT, format HHMM) :  

Address Delivery Call Me	: Automatic Cancel (TKXL)	1	Days Earlier Than Earliest Segment	
Booking Only	: Automatic Cancel (TKXL)	1	Days Earlier Than Earliest Segment	
Address Delivery Credit Card	: Automatic Cancel (TKXL)	1	Days Earlier Than Earliest Segment	
Address Delivery Pay At Agency	: Automatic Cancel (TKXL)	1	Days Earlier Than Earliest Segment	
Pick-Up Call Me	: Automatic Cancel (TKXL)	1	Days Earlier Than Earliest Segment	
Address Delivery Invoice	: Automatic Cancel (TKXL)	1	Days Earlier Than Earliest Segment	
Pick-Up Credit Card	: Automatic Cancel (TKXL)	1	Days Earlier Than Earliest Segment	
Pick-Up Pay At Agency	: Automatic Cancel (TKXL)	1	Days Earlier Than Earliest Segment	
Pick-Up Invoice	: Automatic Cancel (TKXL)	1	Days Earlier Than Earliest Segment	
Hotel Only Credit Card	: Automatic Cancel (TKXL)	1	Days Earlier Than Earliest Segment	
Car Only Credit Card	: Automatic Cancel (TKXL)	1	Days Earlier Than Earliest Segment	
E-Ticket Request Invoice	: Automatic Cancel (TKXL)	1	Days Earlier Than Earliest Segment	
E-Ticket Request Call Me	: Automatic Cancel (TKXL)	1	Days Earlier Than Earliest Segment	
E-Ticket Request Credit Card	: Automatic Cancel (TKXL)	1	Days Earlier Than Earliest Segment	
E-Ticket Request Pay At Agency	: Automatic Cancel (TKXL)	1	Days Earlier Than Earliest Segment	

The available predefined actions are:

- Automatic Cancel (TKXL) - The entire PNR is cancelled automatically.
- Option (TKTL) - The PNR is queued for the travel agent's attention.
- OK (TKOK) - The PNR is assigned TKOK at end-transaction time.

For Automatic Cancel and Option, ticket time limits (TKTL) can be set relating to when the action is to be triggered (1 to 30 days prior to the earliest PNR segment, or 1 to 30 days after the PNR has been end-transacted).

A predefined action can be associated to a different delivery-payment-method combination, for example, address delivery/pay at agency.

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 and applies the earliest time limit. If this date is in the past, then the date of booking applies.

## Setting PNR Security Element Rights

Amadeus e-Power supports PNR Security Element (ES). This allows your portal or office ID to share PNRs with other portals. Authorised portals can retrieve the PNRs created on your portal and - depending on their rights - change them.

1. On the PNR Security Element page, specify which office IDs your portal wants to share PNRs with.

The screenshot shows the 'Portal Wizard' interface for configuring PNR Security Element rights. It features a header with 'acoatepower', 'Rule History', and 'Save & Previous'/'Save & Next' buttons. Below, there is a table with five rows for 'Office ID' (1 to 5). Each row contains a text input field for the Office ID, followed by two radio buttons for 'Read Only' and 'Read & Write' permissions, and a circular refresh icon. The first row is pre-filled with 'VIE1A098A' and 'Read & Write' is selected.

## Command Builder Settings

Use the Command Builder page to add additional commands to your page.

The Command Builder page allows you to create fields in the cryptic version of a PNR. For example, a field to enter the customer's frequent flyer number.

The Command Builder page is displayed only if it has been activated in the e-Power Modules page.

The screenshot shows the 'Command Builder' interface. It includes a header with 'acoatepower', 'Rule History', and 'Save & Previous'/'Save & Next' buttons. The main form has several sections: 'Script Type' (1) with a dropdown set to 'Single'; 'Priority' (2) with a dropdown set to '1'; 'Command Variables' (3) with a list of variables including 'AffiliateCode', 'Agency address: city name', 'Agency address: Postal code', 'Agency address: state', 'Agency address: street line', and 'Agency country'; 'Command Text' (4) with a large text area; 'Use Condition' (5) and 'Passenger Association' (6) checkboxes; and an 'Add' button. At the bottom, there is a table with columns: 'Script Type', 'Priority', 'Passenger Association', 'Command', 'Condition Value 1', 'Operator', 'Condition Value 2', and 'Is Literal Value'.

- 1 Use the Script Type drop-down list to define whether you want to create one command or several at the same time.
- 2 Use the Priority drop-down list to determine the order in which the commands will be displayed in.
- 3 Use the Command Variables field to add a variable, or variables, to appear as part of your command in a PNR. Command variables display dynamic content in a cryptic PNR.

- 4 Use the Command Text field to enter free-flow text, including the command entry. For example, entering 'RM TRAVELLER <CCNAME> goes to <TRIPDEST>' can later be displayed on the PNR as 'RM TRAVELLER J.SMITH goes to LONDON'.
- 5 Select this box if you want your command to be conditional. This compares the first variable with the second by using an operator or a literal value. For example, you can create a condition with two variables: 'PERSONAL ADDRESS: CITY' EQUALS 'AGENCY ADDRESS: CITY NAME'.
- 6 Select the Passenger Association check box to associate each passenger to the custom cryptic command. If there is no information specific to each traveller, the same information is associated to all travellers.

## The Use Condition Check Box

Selecting the Use Condition check box allows you to select a second variable for comparison with the first variable.

## Command Builder Custom Fields

The Command Builder Custom Fields page is displayed. Use this page to gather more specific information in a PNR during a booking flow.

Identity ID	Label	Type	Enable	Mandatory	Default Value	DropDown Field Values	Display On Pax or Purchase Page	Per Pax or Per PNR	Min	Max	Order No	Agency Enable
Select 1	Window Seat	CheckBox	True	False	False		Pax Screen	Pax			0	Agency Enable

- 1 Use the Label section to add a label to your field, in multiple languages if necessary.
- 2 Use the Type drop-down list to determine what form of field to add.

- 3 Select the Mandatory check box to prevent the user from finalizing the booking until he has completed this field.

## Hotel and Car Settings

### Configuring Hotel Settings

The Hotel Settings page is displayed.

acoatepower Rule History Save & Previous Save & Next

Hotel results fare display type	: Show base fare+service fee	
Default hotel providers searched	: Only Amadeus Hotels	
Activate facility autocompletion	: <input type="checkbox"/>	
Enable the search by fire safety	: <input type="checkbox"/>	
Enable the search by alternate city	: <input type="checkbox"/>	
Select the amenities (up to 14) to display on the Hotel multiple availability results page	<div style="display: flex; align-items: flex-start;"> <div style="border: 1px solid #ccc; padding: 5px; width: 300px;">             Audio-visual Equipment              Baby Sitting              Beach              Beauty Parlor              Car Rental              Casino              Children not allowed              Children Welcome              Coffee Shop              Convention Centre              Direct Dial Phone              Disco           </div> <div style="margin: 0 10px; text-align: center;"> <span>Add &gt;&gt;</span> <span>&lt;&lt; Remove</span> </div> <div style="border: 1px solid #ccc; padding: 5px; width: 200px;">             Restaurants              Bar              Laundry Service              Room Service              Safety Deposit Box              Parking              Swimming Pool              Internet              Health Club              Air Condition              Business Centre              Pets Accepted           </div> </div>	
Type of hotel module	: Availability, Rates and Booking	
Hotel access qualifier (only applicable to GDS hotels)	: CompleteAccessPlusAndDynamicAcce.	
Default hotel room occupancy	: Double	
External hotel provider settings	<div style="border: 1px solid #ccc; height: 40px; width: 100%;"></div> <div style="text-align: right; color: #007bff; font-size: small;">...</div>	
Display External Provider city codes in auto-complete	: <input type="checkbox"/>	
Provider Based Live Update Settings	: <input type="checkbox"/> Amadeus	
Prefilled search city	: <span style="border: 1px solid #007bff; padding: 2px 10px;"></span> <span style="color: #007bff; font-size: small;">... Clear</span>	
Display the hotel map link in the result page	: <input checked="" type="checkbox"/>	
Activate address, landmark, zipcode functionality (This functionality works only for SunHotels and the GDS Hotels)	: <input type="checkbox"/>	
Google places Api key (Mandate for landmark, address, zipcode functionality)	: <span style="border: 1px solid #ccc; width: 100%; height: 1.2em;"></span>	
Default distance value (available only with address/landmark search)	: AmadeusDistanceMeasureUnit	
Distance unit of length (available only with address/landmark search)	: AmadeusMeasureUnit	
Hotel Multimedia integration	: <input checked="" type="checkbox"/>	
Allowed maximum stay	: 20	
Show availability starting from	: 2	
Show availability up to	: 360	
Default number of nights	: 3	
Display the number of nights in the search page	: <input type="checkbox"/>	
Default number of hotels returned (only applicable to GDS hotels)	: 20	
Default number of hotels displayed per page	: 10	
Booking Source (BS-IATA/TID No)	: <span style="border: 1px solid #ccc; width: 100%; height: 1.2em;"></span>	
Enable the hotel credit card validation	: <input checked="" type="checkbox"/>	
Hotel validating airline code	: <span style="border: 1px solid #007bff; padding: 2px 10px;"></span> <span style="color: #007bff; font-size: small;">... Clear</span>	
Number of hotels with opened rooms/rates in result page (Bursting)	: 3	
Hotel matching settings	: <input checked="" type="radio"/> Show All <input type="radio"/> Min Price <input type="radio"/> Single <input type="radio"/> Multiple	
New hotel matching enabled	: <input type="checkbox"/>	
Version of the hotel user interface	: 2. User interface with Map View	

- 1 Use the Hotel Validating Airline Code field to enter an airline code used to approve the credit card. Credit card validation is based on the Amadeus central system credit card approval functionality used by airlines.

## Configuring Car Settings

Amadeus e-Power can validate the credit card that the traveller provides during the car booking process. The Car Settings page is displayed.

The screenshot shows the 'Car Settings' page in Amadeus e-Power. The page has a header with 'acoatepower' on the left and 'Rule History', 'Save & Previous', and 'Save & Next' buttons on the right. The main content area contains a list of settings, each with a label, a value field, and a help icon. The settings are: 'Car results fare display type' (Show base fare+service fee), 'Type of car module' (Availability, Rates and Booking), 'Prefilled pick-up airport' (empty), 'Prefilled pick-up time' (09:00), 'Prefilled drop-off time' (17:00), 'Default mileage measure unit' (Kilometer), 'Default rental duration' (3), 'Maximum rental duration' (20), 'Show availability starting from' (2), 'Show availability up to' (360), 'Maximum number of car recommendations returned' (20), 'Default number of car recommendations displayed per page' (10), 'Booking Source (BS-IATA/TID No)' (empty), 'Enable the car credit card validation' (unchecked), and 'Car validating airline code' (empty). There are '...' and 'Clear' buttons next to the 'Prefilled pick-up airport' and 'Car validating airline code' fields.

### Car Results Fare Display Type

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

### Type of Car Module

You can use the Car 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 car available.

### Prefilled Pick-up Airport

You can add a default airport that will be pre-filled in the Car Search Form.

### Prefilled Pick-up/Drop-Off Time

You can define default pick-up / drop-off times that will be pre-filled in the Car Search form. This is recommended since many end-users would forget to specify those times in the search form, unless some data is already pre-filled.

### Default Mileage Measure Unit

Select whether the distance values should be in kilometres or miles.

### Default Rental Duration

Set up a default rental duration that will be prefilled in the Cars Search form.

### Maximum Rental Duration

Define the maximum number of days an end-user can chose to rent a car.

### Show Availability Starting from

Define the minimum number of days to display availability after the day of search.

**Show Availability up to**

Define the maximum number of days to display availability after the day of search.

**Maximum Number of Car Recommendations Returned**

Define the maximum number of cars the system should return after a cars search.

**Default Number of Car Recommendations Displayed Per Page**

Define the maximum number of cars the system should show in one page of results. Make sure Page Control is enabled in the Web Parts Catalogue.

**Enable the Car Credit Card Validation**

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

**Car Validating Airline Code**

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.



## Insurance

Insurance in Amadeus e-Power is available in two modes: either as a standalone product or as a cross sell product to be purchased with a flight, for example.

Use the Amadeus e-Power Insurance Settings page to configure default insurance settings for your site.

## Email Notifications

Amadeus e-Power offers email notifications for the following cases.

- User Profile notifications: emails can be sent when a user profile is created.
- Booking notifications: emails can be sent to different email addresses for different booking types, for example, flight, hotel or car bookings.
- Booking failure or incomplete booking notifications: emails can be sent when a Booking fails or when a booking is not completed (customer does not finalise the booking). The travel agency can follow up with the traveller if necessary.

The screenshot shows the 'Portal Wizard' configuration page for email notifications. The page has a header with 'acoatepower' on the left and 'Rule History', 'Save & Previous', and 'Save & Next' buttons on the right. The main content area is a list of settings, each with a label, a value field, and a clock icon for editing. The settings are as follows:

Setting	Value
Don't send confirmation e-mails to the travelers automatically	<input type="checkbox"/>
Activate the link to send the confirmation e-mails manually (New UI only)	<input type="checkbox"/>
Include CheckMyTrip link on confirmation page and e-mail	<input checked="" type="checkbox"/>
Reply to address for mails:	harald.scherzer@amadeu
Reply To (From) E-Mail for Booking Confirmations	harald.scherzer@amadeus.com
Reply To (From) E-Mail Display Name for Booking Confirmations	ePower Online Booking
Reply To (From) E-Mail for Membership Mails	harald.scherzer@amadeus.com
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)	
Override e-mail for BranchOffice	<input type="checkbox"/>
Send e-mails to agency for booking attempts and failed bookings:	Do not send mail
E-mail addresses for booking attempts and failed booking notifications	
Consolidator: sub-agency registration approval e-mail	
Consolidator: Confirmation message factory options:	Consolidator - Subagency Factory

- ① Select the Send Emails to Agency for Booking Attempts and Failed Bookings check box for the portal to notify the travel agency in case of failed or incomplete bookings.

These emails are sent to the email address defined in E-mail addresses for Booking Attempts and Failed Booking Notifications.



# Administration Settings

## How to Create a Portal Administrator

The Portal Administrator page allows you to create accounts for authorized persons that have defined access to your portal management.

User Name	E-Mail	Is Locked Out?	Role
scfra	scfra@amadeus.com.tr	False	Portal Admin

- Enter the user name, password and e-mail address of the user.
- Enter the level of access in the Role drop-down list.

The following roles and access rights are available:

### Portal Admin

- Portal Wizard (excluding the e-Power Modules section, and the ability to create new portals)
- 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 (and Theme Wizard)

### Localisation Tool Admin

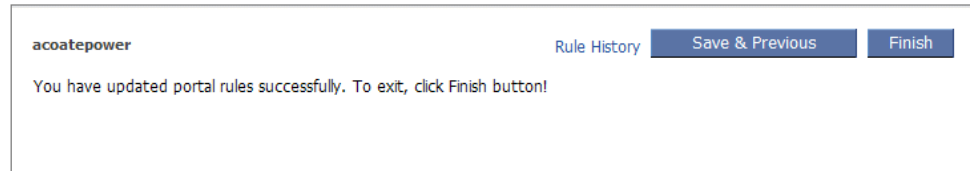
- User Interface Localization Tool

- Click on Save & Next to save your changes and continue to the next step.

# Finalising your Portal

## How to Complete a New Portal

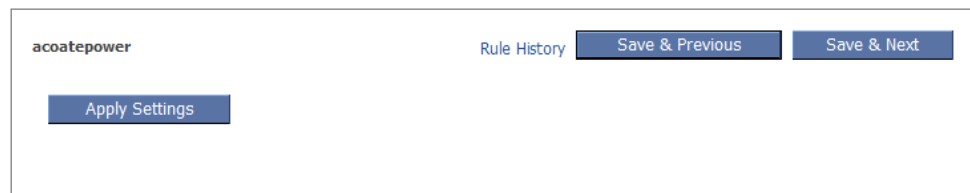
The first time you create a portal, click on the Finish button to exit the wizard.



The screenshot shows a web interface for a portal named 'acoatepower'. At the top left is the name 'acoatepower'. To its right is a link labeled 'Rule History'. Further right are two buttons: 'Save & Previous' and 'Finish'. Below these elements, a message states: 'You have updated portal rules successfully. To exit, click Finish button!'.

## How to Modify an Existing Portal

If you are modifying an existing portal, you can apply your changes by clicking on the Apply Settings button.



The screenshot shows a web interface for a portal named 'acoatepower'. At the top left is the name 'acoatepower'. To its right is a link labeled 'Rule History'. Further right are two buttons: 'Save & Previous' and 'Save & Next'. Below these elements, there is a button labeled 'Apply Settings'.

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## Chapter 7

# Member Creation

Internet users can register with your e-Power portal, either during the booking flow or while creating a profile from any e-Power web page. With the Admin Tool Membership module, you can modify any members from any portal of your market (as a market administrator) or register new members yourself.

### What Are User Profile Settings?

The User Profile Settings page allows you to define what the format of the member profiles of your portal should be. Preferences defined on this page determine what data a user will require to register on the site.

The screenshot shows a web application window titled "Portal Wizard". It contains a list of settings for a portal, each with a label and a corresponding value or checkbox. The settings are as follows:

Setting	Value
portal	
Clear Contact Info When Passenger Selected	<input checked="" type="checkbox"/>
Enable Security Question :	<input checked="" type="checkbox"/>
Initial User Authorization	NOT REQUIRED
Membership Type	Optional
Business Phone	MembershipFormItemStatus
Register Pref. Page Template	Default
Home Phone	Mandatory
Mobile Phone	Optional
Fax	Mandatory
E-Mail	Mandatory
Delivery Address	Mandatory
Delivery Address Mandatory for Pick-Up and E-Ticket	Optional
Company Name for Delivery Address	Mandatory
Receipient Name for Delivery Address	Mandatory
Billing Address	Optional
State Code at Addresses	Mandatory
Tax Office	Optional

At the top right of the form, there are two buttons: "Save & Previous" and "Save & Next".

### How to Configure User Profile Settings

1. Select the Enable Security Question check box to enable password retrieval in the event of a user losing his password. The user can retrieve the password with the help of a security question and answer that has been set in his user profile.
2. Use the Initial User Authorisation drop-down list to define the method of restricting user-only access.
3. Click on Save & Next to save your changes and continue to the Reset Portal Page.



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## Chapter 8

# Reports

### What Kind of Reports Can you Create?

In e-Power you can use reports to track the activity of every portal in every market. For example, you can monitor the ratio of site visits to bookings.

**Note:** This functionality is available to portal users and portal administrators, but not to portal managers.

Reports in e-Power can be divided into three categories:

- e-Power reports for Amadeus employees
- e-Power reports for customers
- Google Analytics reports

#### Amadeus e-Power Reports for Amadeus Employees

- The ACO Activity Per Site Report is the main report used to assess the activity of all the e-Power Customers within each ACO area.
- The Reservation View (Trace Logs) Report is used to troubleshoot and check the trace logs and the A2C files.

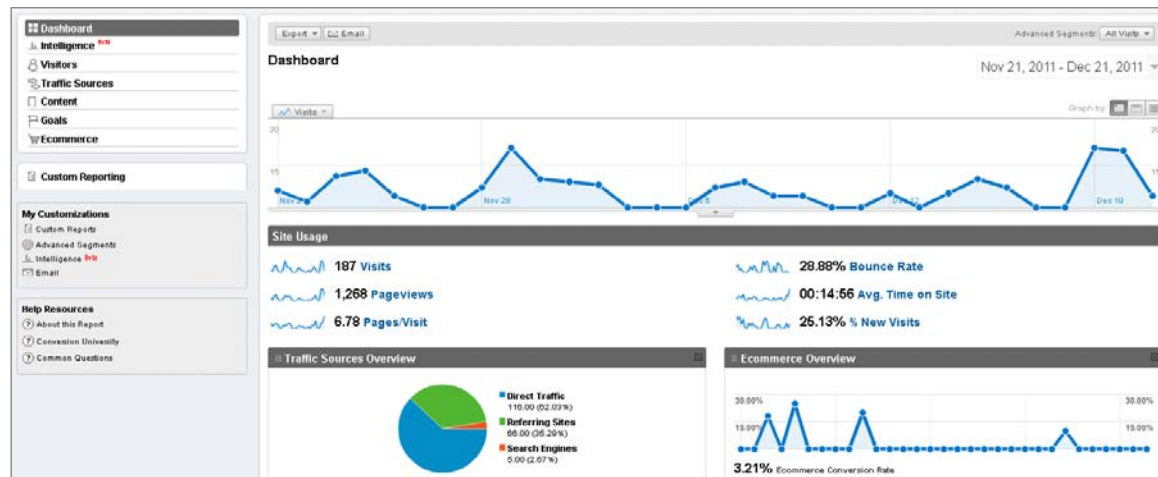
#### Amadeus e-Power Reports for Customers

- Ticket Reports, Operation Reports or PNR Reports are simple reports which show the bookings made for each customer portal.
- Periodic Sales Reports enable the customer to download an overview of the sales and revenues generated through e-Power.

## What Are Google Analytics Reports?

The Google Analytics tool is used to track website activity, for example, how much time users spend on a certain web page. It can be integrated into e-Power for each customer by accessing the Portal - Portal Search - Office Profile Parameters page.

### Google Analytics Report Example



## Downloading Trace Logs

In the Reservation View (Trace Logs) page, you can search for logs before downloading them into ZIP files. These trace logs and A2C files can be attached to Incident Records (IR) or opened using specific troubleshooting tools such as Log Reader. To access this page, select Admin > Reservation View (Trace Logs).

The screenshot shows the 'Reservation View (Trace Logs)' search form. It includes a sidebar with navigation links (Portal Name, Portal Code, Date, Begin Time, Departure From, Departure Date, Session ID) and a main content area with search criteria:

- Portal Name:** A dropdown menu with 'acoatepower' selected.
- Portal Code:** A text input field.
- Date:** A date picker set to '05/04/2013'.
- Begin Time:** A time input field.
- Departure From:** A text input field.
- Departure Date:** A date picker set to 'dd/MM/yyyy'.
- Session ID:** A text input field.
- PNR No:** A text input field.
- Passenger Name:** A text input field.
- End Time:** A time input field.
- Departure To:** A text input field.
- Return Date:** A date picker set to 'dd/MM/yyyy'.
- Client IP:** A text input field.

A 'Search' button is located at the bottom right of the form.

---

## Chapter 9

# Revenue Management

### What Are the Prerequisites?

- Your portal must be active.
- You must have portal service fees administrator rights.

This chapter is written from a portal administrator's perspective.

### How to Log In

Open your browser and navigate to <http://admin.amadeus.com.tr>

Log in to the Administration Tool with your e-Power user name and password.

### What Is the Advanced Service Fee Manager?

The Advanced Service Fee Manager page is used to configure service fees, mark-ups and discounts, which affect the total amount of each booking.

To access the Advance Service Fee Manager, select Portal > Advance Service Fee Manager, and then select your portal from the Portal drop-down list.

**Advanced Service Fee Manager**

Portal: e-Power Corporate

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

**RULE CRITERIA**

Rule Name:  SERVICE FEE Minimum:

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

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

Calculation per: ☒ Per PNR ☐ Per Passenger

## Flight Service Fees

When you open the Advanced Service Fee Manager interface, the Flight page is displayed by default.

### Defining Service Fee Rules

Use the Rule Criteria section to define the rules for your flight service fees, mark-ups and discounts.

#### Rule Name

The Rule Name field is mandatory, and features on all the tabbed pages.

#### Rule Type

Select a rule type as follows:

- |             |  |
|-------------|--|
| Service Fee | - Service fee to be displayed in the portal user interface |
| Mark-up     | - Hidden fee   |
| Discount    | - Reduction to be displayed in the portal user interface   |

#### Minimum and Maximum

Use these fields to define the maximum and minimum amount for each rule.

#### Provider

Use this drop-down list to define Amadeus content or external content.

#### Validating/Marketing Airline

Multiple airlines can be selected at once by using the pop-up menu or by entering the airline codes (separated by a comma).

#### Itinerary

Assign your fee rule to a given flight route.



## Customize

Select the Customize link to customize a region. You can then use it to define origins and destinations.

**Customized Itinerary Definition**

Portal Customized Itineraries

-----Unnamed Itinerary

Continent : Asia  
Country : Afghanistan  
State : Acre  
City :  
Airport :

Include Exclude

Remove Selected

Customization Name :  
Add

Customized Itinerary	
EurAsiaNoFR	Select
megacustomnawak	Select
nom1	Select

## Amount and Percentage

Enter the rule amount as a percentage, or as a flat amount in the given currency or as a combination of both.

## Results Table

The Results Table features throughout the tabbed pages, and allows you to filter, sort, edit, copy and delete fee rules in the table.

## Copy Selected Rule

Use this button to apply any rules on this page to other portals you have administrative rights for. You can also duplicate rules within the same portal.

## Fare Basis

Use this field to enter a fare basis code to assign service fees, mark-ups and discounts for flights.

## Hotels, Cars and Insurance

The Hotels, Cars and Insurance pages have similar features.

Flight Hotel Car Insurance Booking Delivery & Payment Coupon

**RULE CRITERIA**

Rule Name: SERVICE FEE Minimum: Maximum:

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

Calculation per: ☒ Per PNR ☐ Per Occupants Per Night: Customize

Chains: Location: Any

Hotels: Clear Service Fee Amount: GBP + % Add

**RESULTS TABLE**

Rule Name: Location: Any Filter Reset Filter

SERVICE FEES									
Name	Provider	Chains	Hotels	Location	Amount	Currency	PNR or Pax	Child Infant	Min Max

## Per Night

This check box defines that the fee will be multiplied by the number nights.

## Booking Service Fees

Use this page to add either a fee or a discount rule to bookings made on your site. You can apply the rule to flight, car, hotel or insurance bookings. The booking fee or booking discount depends on the total price of your booking.

**Booking Fee**

Type Of Booking : Any Rule Type : ☒ Service Fee ☐ Discount  
Calculation : ☒ Base Fare ☐ Base Fare + Taxes  
☒ Per Night ☐ Per Passenger

Currency : GBP

Min : GBP Max : GBP Amount : GBP+ %

ELSE : GBP+ % Add

**RESULTS TABLE**

Type Of Booking : Any Filter Reset Filter

Booking Type	Provider	Amount Info	Type of Fares	Per Pax	Child Infant
Any		Min : 0 EUR Max : 200 EUR Amount : 20 EUR + 2%		Per Pax	Child : Infant :

## Currency

The Currency area allows you to add fee or discount rules.

## Amount

The Amount fields allow you to add several fee or discount rules by clicking on the arrows to add new rows. The only criterion for each booking type is the total fare amount. You can apply several fees or discounts, each with their own maximum and minimum amounts.

## Delivery and Payment

On the Delivery & Payment page, you can define delivery fees or discounts based on the method of delivery. You can define payment fees or discounts based on how the user pays for the booking.

**DELIVERY SERVICE FEE** - per Booking Minimum : Maximum :  
☒ Delivery Fee ☐ Delivery Discount Currency : EUR

e-mail an e-Ticket : EUR + %  
Pick-up at the Agency : EUR + %  
Delivery - Near Cities : EUR + %  
Delivery - Within Country : 5.00 EUR + %  
Delivery - International : 25.00 EUR + 1.00 %

**PAYMENT SERVICE FEE** - per Transaction Minimum : Maximum :  
☒ Payment Fee ☐ Payment Discount Currency : EUR

Any Type : EUR + %  
Call Me : EUR + %  
Pay at the Agency : 5.00 EUR + %  
Send an Invoice : EUR + %

Credit Card Amount	Credit Card Type	Credit Card Provider Type	Credit Card VPOS Type	Installments
EUR + 0.18 %	Visa	PROVIDER CHARGE		
EUR + 0.22 %	American Express	PROVIDER CHARGE		
EUR + 0.12 %	MasterCard	PROVIDER CHARGE		

For example, if a credit card provider charges you 5% each time their card is used on your site, you can extend this charge to your customers here.

### Custom Near Cities

Use the selection button beside the Custom Near Cities field to specify the cities for delivery. You can specify rates for local cities, cities in the same country, or international cities.

### Credit Card Amount

The Credit Card Amount rows at the bottom of the page behave in the same way as those in the Booking tab. They are used to specify fees or discounts depending on the credit card type and also on how the travel agency intends to collect the payment.

## Using the Coupons Page

### Coupon

Use the Coupon field to enter the code to be used for a given coupon.

### Quantity - Limited Usage

The remaining fields on the page allow you to define the quantity and number of times the coupon can be used, along with a start and end date.

Flight   Hotel   Car   Insurance   Booking   Delivery & Payment <b>Coupon</b>			
<b>FEE CRITERIA</b>			
Provider	: Any	Minimum	:   Maximum :
Coupon	:   Quantity 1	Currency	: EUR
Activation Begin Date	: 05/04/2013	Activation End Date	: 05/04/2013
Flight Begin Date	: 05/04/2013	Flight End Date	: 05/04/2013
Reduction Amount	:   EUR +   %	Limited Usage	: <input type="checkbox"/>
Calculation per	: <input checked="" type="radio"/> Per PNR <input type="radio"/> Per Passenger	Itinerary -	customize
Airline	:   ...	Origin	: Any
		Destination	: Any
<b>Add</b>			
<b>RESULT TABLE</b>			
Coupon	:	PNR No	:
Activation Begin Date	: dd/MM/yyyy	Activation End Date	: dd/MM/yyyy
Flight Begin Date	: dd/MM/yyyy	Flight End Date	: dd/MM/yyyy
<b>Search</b>			



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## Chapter 10

# User Interface Customization

The tools described here are designed to support any kind of customer using e-Power.

e-Power Starter customers can apply a predefined theme (skin, colours, etc.), insert a header logo, or carry out customization tasks using the Theme Wizard and the Webparts Admin tool.

Premium e-Power customers can continually adapt the look and feel of their portal on a daily basis, using more advanced UI customization tools such as File Manager or external web design tools.

## User Interface Customization Options

The Amadeus e-Power user interface uses the Microsoft ASP.NET Webparts concept. Webparts allows end users to modify the content, appearance, and behaviour of Web pages directly in a browser without any development effort.

### Accessing the New UI Customization Tools

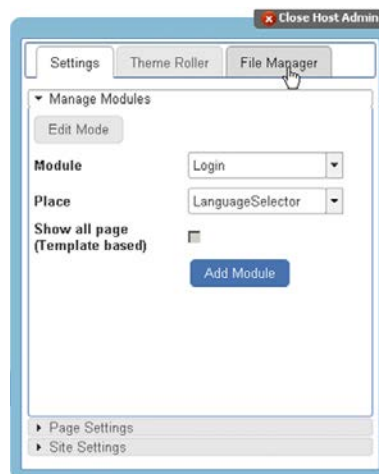
For all portals using the new user interface, all the UI Customization tools are accessible directly from the UI pages. Once you are logged in, your access to the UI Customization tools depends on your e-Power package type, and the configuration. If you have access permission for any UI Customization tool, the Show Host Admin panel is displayed at the top right corner.

**Note:** Use of this function requires specific access rights. You must be logged in.



Click on it to see which UI Customization tools you can access.

The panel displayed allows you to access the Webparts admin tool, the host settings, the Theme Roller, and the File Manager.

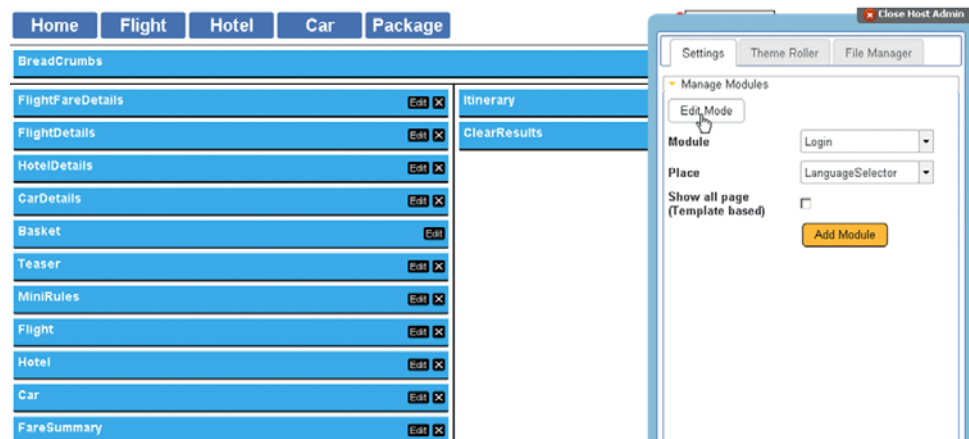


You can navigate through the site while the Host Admin menu is open, or you can collapse it by clicking Close Host Admin.

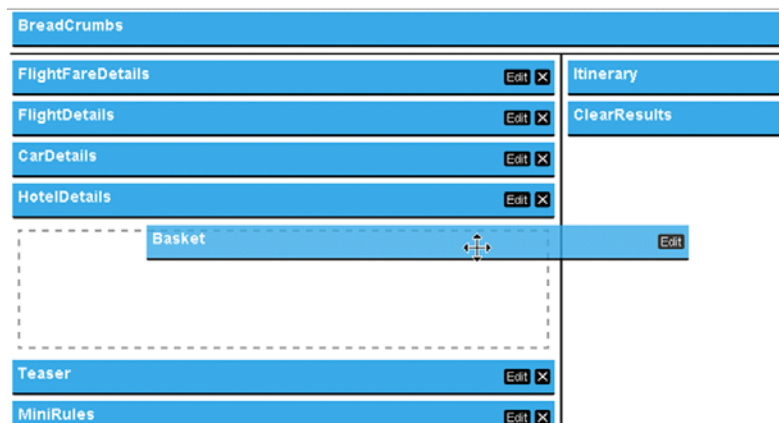
## Webparts Administration

Open the Host Admin menu and click on Settings to access the Webparts administration under the Manage Modules section.

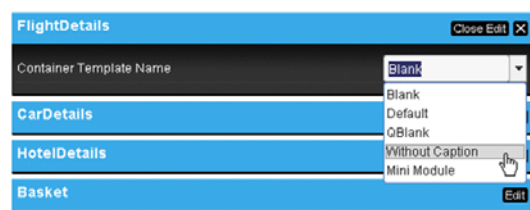
Click on Edit Mode to start modifying existing webparts or add new ones in the available zones.



Use the drag and drop function to move the different webparts.



All webparts modules can be edited with more or less options. There is at least one option to select the type of container (containers can be edited or added in File Manager). Click in the Edit box, define the container template name and click on Close Edit.



**Note:** Some webparts modules have more options.

### How to Add a WebPart

1. Select the webpart from the Module drop-down list.
2. Select the zone from the Place drop-down list.
3. Define if it should be shown on all pages (the pages that have the same content layout and shell).
4. Click on Add Module.

## Host Admin Settings

Open the Host Admin menu and click on Settings to access the Host Admin Settings (Page Settings and Site Settings).

- Site Settings controls the settings of the entire web site.
- Page Settings control only the page you are in. Page Settings overwrite Site Settings for the given page.

The screenshot displays two side-by-side configuration panels. The left panel, titled 'Page Settings', includes fields for 'Page Template' (set to 'Home'), 'Page Outer Layout' (set to 'Full'), 'Page Theme' (set to 'Use Portal's Theme'), and 'Page Title (Only for this page)' (set to 'Home'). The right panel, titled 'Site Settings', includes fields for 'Version' (set to 'Version1'), 'Title (Default title)' (set to 'XYZ Travel'), and 'Default Theme' (set to '\_Empty Theme').

Changing the Page Template will change the shell used for the given page while the Page Outer Layout changes the content layout used for that page. The default shell and content layout of the entire site should already have been defined in the Theme Wizard. See *What Is the Theme Wizard?* below.

You can improve the search engine ranking of your website by giving it a user-friendly and search-engine friendly name:

When different versions and themes have been created (in File Manager), you can decide which version and which default theme should be applied to the staging site. It is a good idea to modify the given version and theme before saving a new version, for example, and publishing it to production.

This screenshot shows two dropdown menus. The 'Version' dropdown is open, showing options: 'Version1', 'Version2', and 'Version3'. The 'Default Theme' dropdown is also open, showing options: '\_Empty Theme', 'Default', and 'Theme2'. A mouse cursor is visible over the 'Version2' option.

Each version may contain one or more default themes which can all contain different host admin settings, webpart settings, Theme Roller settings and Theme Wizard template selections. See *Advanced UI Customization with File Manager* on page 87.

## What Is the Theme Wizard?

If you are creating your portal for the first time, you can use the Theme Wizard to give a unique look and feel to the booking panel. While using the Theme Wizard you must go through each step one by one - and once you have started the wizard, you must continue to the end.

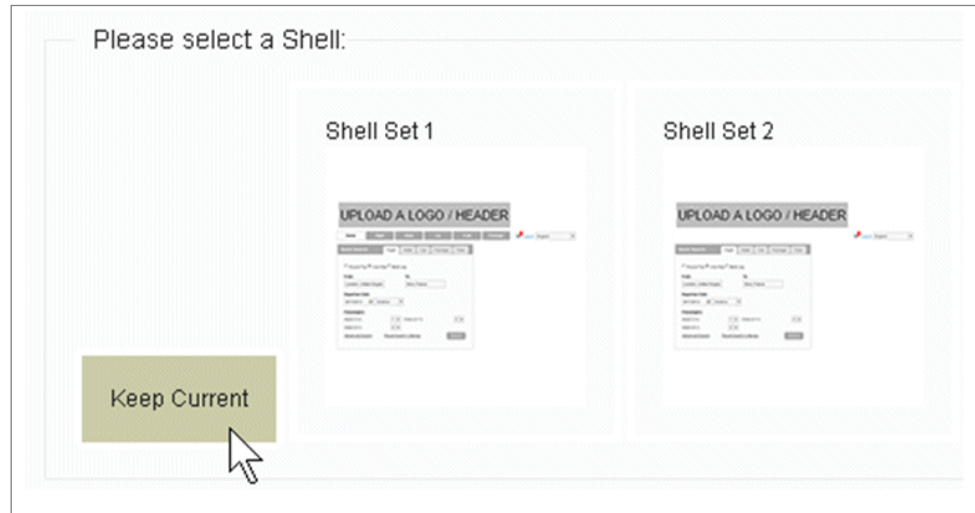
### How to Open the Theme Wizard

Open the Theme Wizard by opening the Host Admin menu and clicking on Theme Wizard. The Theme Wizard is displayed.



## How to Select a Shell

The shell selection corresponds to the selection of the main structure. You can choose two simple 'shell sets': for example, the first one with a Top Tab Menu and the second one without. These shell sets can later be modified in File Manager (if File Manager is enabled).

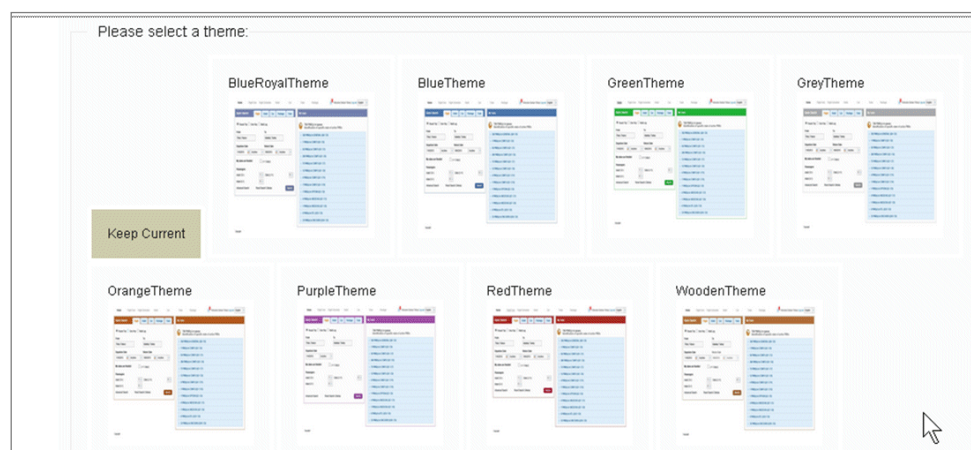


You can select Keep Current to retain your current shell settings.

**Note:** The default sites come with a set of different shell sets used for different types of pages. For instance, the Login page's shell is specific and is not affected by the Theme Wizard's shell selection. The Theme Wizard's shell selection can change the other main pages (such as the search pages, results pages, shopping basket page, check-out page, and so on).

## How to Select a Theme

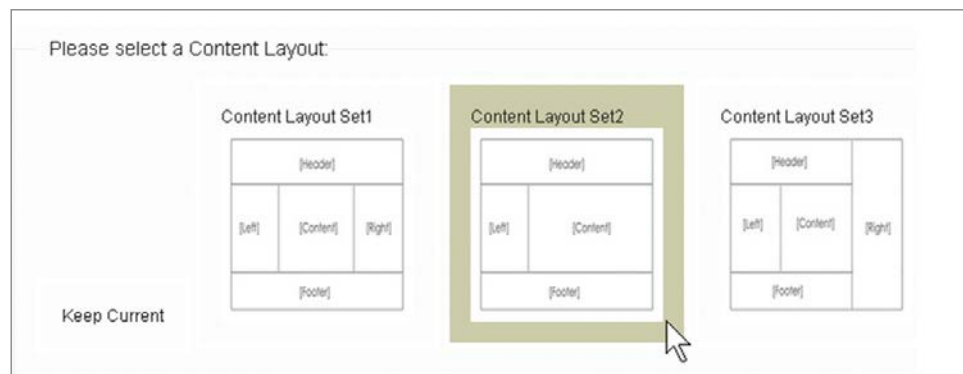
The theme selection allows eight different of colours.



You can select Keep Current to keep the current theme settings.

## How to Select a Content Layout

The content layout allows you to move webparts into different zones.



You can select Keep Current to keep the current settings.

**Note:** The default sites come with a set of different content layouts used for different types of pages. For instance, the home page content layout is specific and is not affected by the Theme Wizard's content layout selection. The Theme Wizard's selection can change the content layout of the other main pages (such as search pages, results pages, shopping basket page, check-out page, and so on).

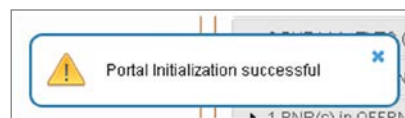
## How to Upload a Banner

A logo banner can be uploaded to the portal using the Theme Wizard.



## Completing the Theme Wizard Template Selection

Once you have defined the shell, theme, content layout and logo, click the Apply button to validate your changes. A message in a pop-up window is displayed on the home page to confirm that the process was completed successfully.



Reload the portal to see the changes (for example, close and reopen the browser window, or go to the URL field and press ENTER).

## What Is the Theme Roller?

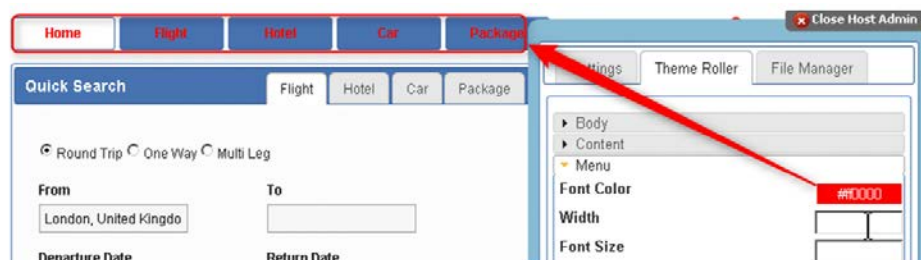
The Theme Roller is accessible from the UI, and allows you to expand and modify the selections you have made elsewhere. You use the Theme Wizard to select a template, and define the theme, layout, shell, and logo. Then you use the Theme Roller to make less complex template modifications.

You can open the Theme Roller from the UI using the Host Admin menu.

## Changing the Colours of Backgrounds, Texts, and Links

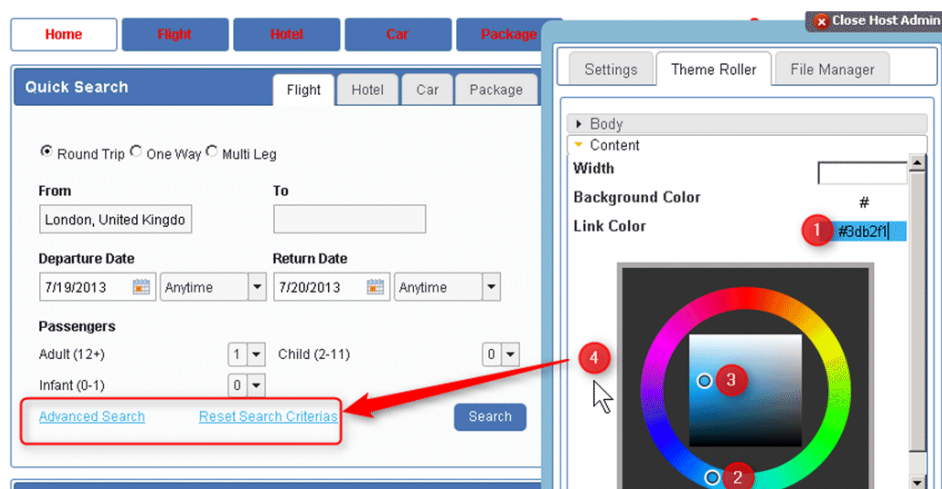
You can use the Theme Roller to change the colours of different elements such as backgrounds (body background, content background, widget header background), texts (headers, labels), or links.

HTML colour codes can directly be entered after the '#' character, for example, #FF0000 for red:



## How to Define a Colour in the Theme Roller

1. Click on the '#' or on the HTML colour code, if any (for example, #000FFF for blue). The Colour Picker tool is displayed.
2. Use the external circle to select a main colour.

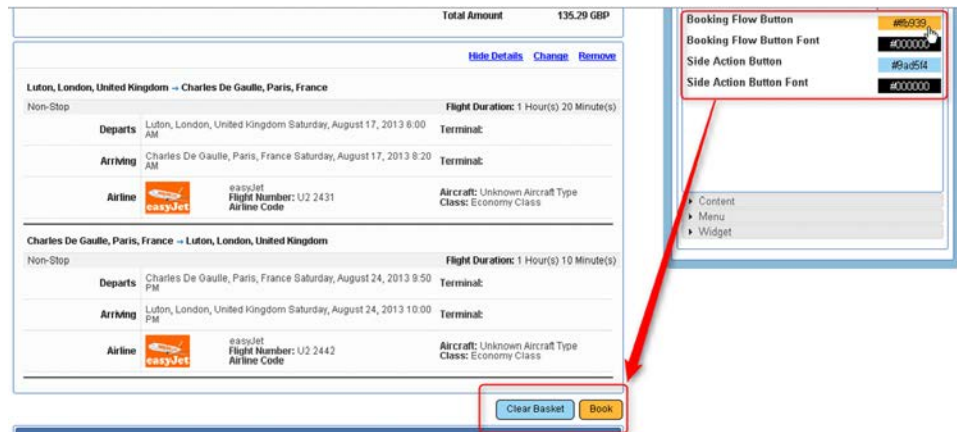


3. Select the specific colour shade/luminosity, using the internal square.
4. Click outside the tool to apply your changes.

**Note:** The background colours of buttons and the font (text) colours of buttons can also be easily changed. However, you should first understand the difference between Booking Flow buttons and Side Action buttons:

## What Are Booking Flow and Side Action Buttons?

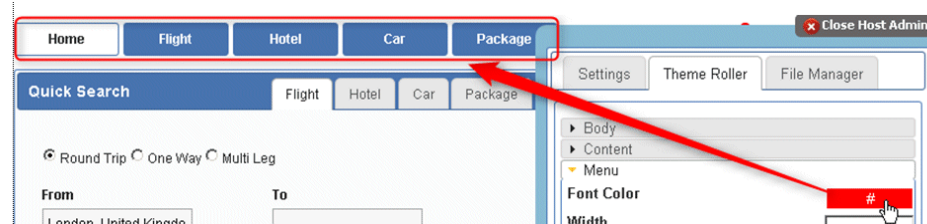
**Booking Flow** buttons are the buttons used to go to the next step of the booking.



It is recommended to display Booking Flow buttons either in the main theme colour, or in a colour to that is clearly visible for the end-user.

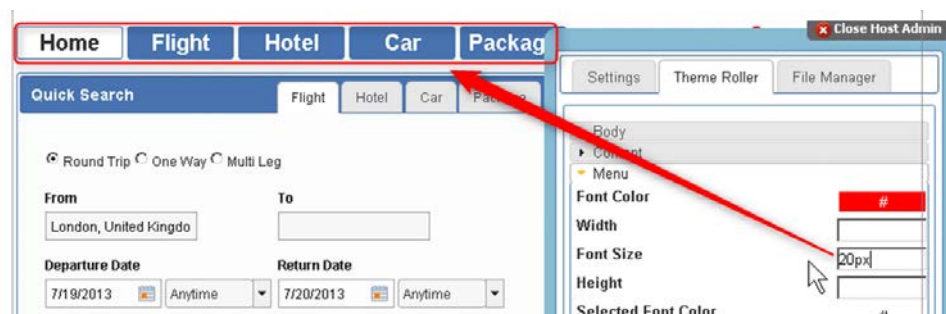
**Side Action** buttons are all the buttons used for other actions which go one step backward or keep the end-user on the same page (for example, 'Clear Results' or 'Clear Basket').

If you want to reset one colour (backgrounds, texts or links) to the original theme colour, just remove the HTML code and leave only the '#' character.

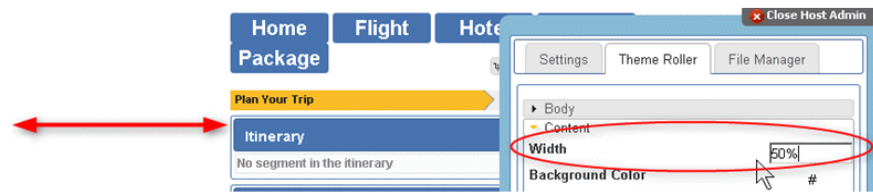


## How to Change Alignments, Sizes, Heights, and Widths

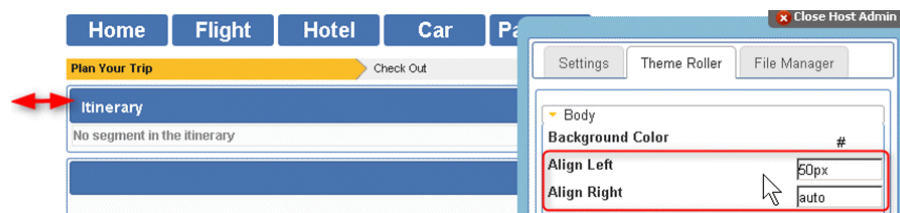
The heights, widths, alignments and sizes of elements can be expressed in pixels. For instance, you can change the font size of the top tab menu to 20 pixels simply by typing '20px' in the appropriate field.



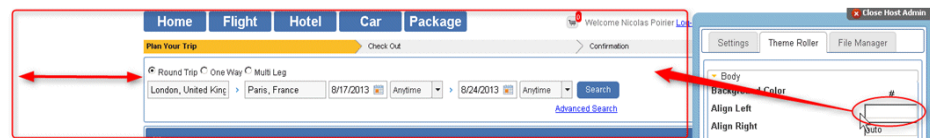
In certain cases, the size or alignment can also be expressed as a percentage. For example, you can define that the content width will occupy 50% of the screen.



You can also use the Theme Roller to align content on the left, right or centre with a pixels or percentage definition.



To reset one size or alignment to the original theme definition, erase the customization and leave the input field empty.

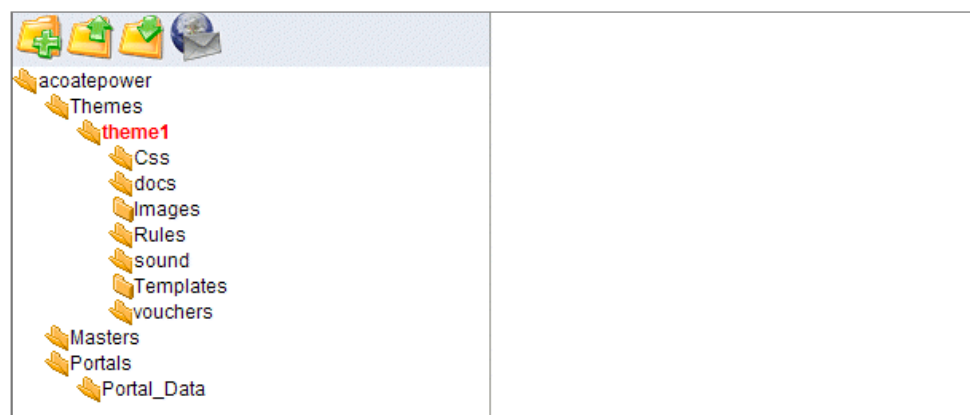


## Advanced UI Customization with File Manager

### What Is the File Manager?

The File Manager allows access to the folder hierarchy where your portal is stored on the Amadeus e-Power server.

To access File Manager, log in to e-Power, and select Admin/File Manager.



The root folder normally contains the 'Theme1' folder, but if you need more themes, they are available on request from Amadeus Turkey. Each theme folder contains the following folders:

### **CSS**

The CSS files that are used by your portal are stored in this folder.

### **Docs**

This folder contains different document types such as the terms and conditions of airlines from external flight content sources. Amadeus e-Power displays these rules when the traveller clicks on Fare Rules during the booking process.

### **Images**

This folder contains Images used by your portal.

### **Rules**

This folder contains the links (URLs) to the web pages with rules of airlines from external flight content sources.

### **Sound**

Amadeus e-Power can speak to your travellers! This folder contains mp3 files that are played at specific points during the booking process. Delete all mp3 files if you don't want your portal to speak.

### **Templates**

- Balloons: This folder contains files that Amadeus e-Power uses to display tooltips.
- Buttons: The sub-folders contain the button files.
- Lines: The sub-folders contain files that are used to display graphical separation lines.
- Pages: The sub-folders contain the HTML files.
- Splash screens: Splash screens are the waiting screens that are displayed by Amadeus e-Power. Splash screen files are stored in this folder.

### **Vouchers**

This folder contains the template vouchers for external hotel content providers. Amadeus e-Power uses these templates to generate the vouchers when a hotel is booked with external hotel content providers.



## What Are File Manager Icons?

When you click on a folder, File Manager displays the following icons.



From left to right the icons are:

- Create a new file in the selected folder
- Edit a selected file
- Show a selected file
- Rename a selected file
- Upload a file to the selected folder
- Download a file to your local computer
- Delete a file

## Customizing a Page with CSS

The CSS folder contains two CSS files:

- For\_Base.css
- For\_Portal\_Specific.css

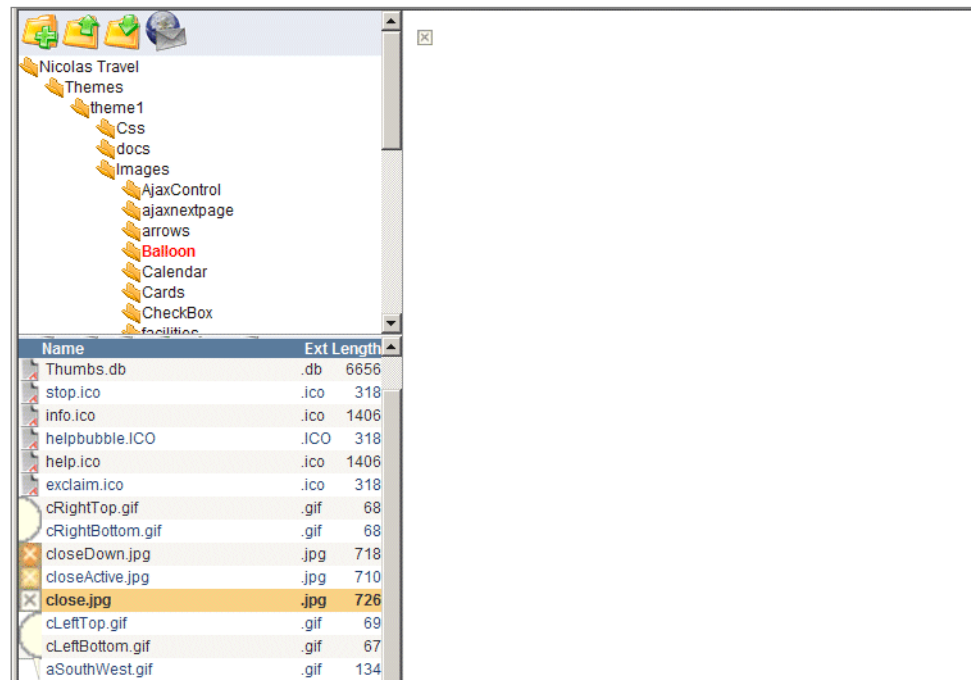
The For\_Base.css file holds the default style sheet settings of your portal, but to make changes to them, you do so in the For\_Portal\_Specific.css file.

1. Search for the style sheet settings/class that you want to customize in the For\_Base.css file.
2. Copy the default settings and paste them into the For\_Portal\_Specific.css file.
3. Apply your changes in the For\_Portal\_Specific.css file and then save them.

Your portal is updated.

## How to Replace Pictures

1. Select Images and select one of the image folders.
2. The images are displayed in the lower panel.



You can replace picture files with your own picture files, but the original file name and file extension of the picture must not be changed. Only the GIF file format is supported by Amadeus e-Power.

## How to Customize Language Balloons

1. Select Templates and the Balloons folder.  
Balloon information are language-sensitive (depending on the selected culture the traveller can see information in different languages).
2. To differentiate language files you must append the country code to the default files as follows:

Default file: DefaultBalloon.htm

Turkish: DefaultBalloon.tr-TR.htm

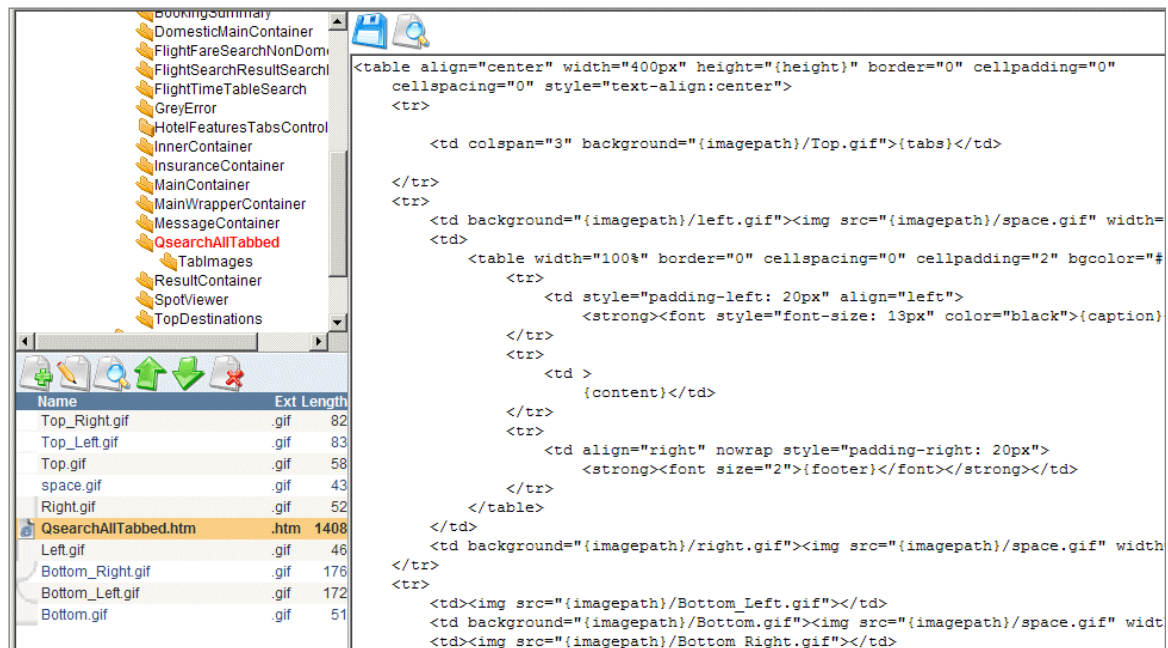
German: DefaultBallon.de-DE.htm



## How to Customize HTML Pages

A HTML page in the Pages folder contains the basic structure of a single web page. A section of the HTML page is reserved for dynamic content, where Amadeus e-Power fills in content dynamically. This content is not customizable, but other content is.

1. Select Templates/Pages and select the HTML page that you want to customize.
2. Select Edit from the icon menu.
3. Edit the file in the panel on the right.

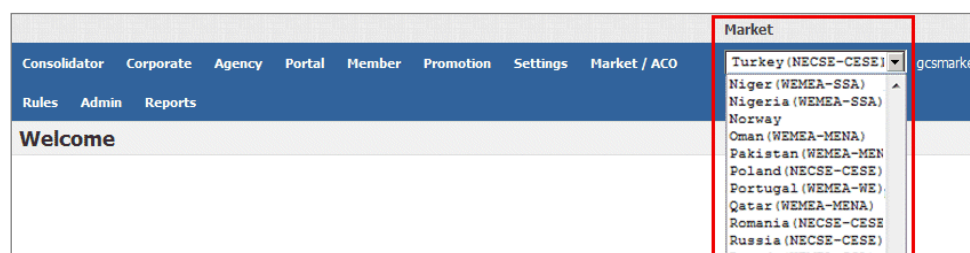


For example, to edit the quick search HTML page that is used on the home tab, select the QsearchAllTabbed folder and the file QsearchAllTabbed.htm.

## Localization Settings

The E-power language localization tool allows a portal administrator to download site translations as an Excel spread sheet, update them and then upload them again. You can also modify site translations directly from this page.

Before you update localization settings for your portal, it is important to select the market you want to modify.



## How to Update Localization Settings

1. To update the localization settings, start by selecting User Interface Localization from the Portal menu.
2. Once the Localization page is displayed, you must use the Portal drop-down list to specify a portal you wish to modify.

**Note:** This drop-down list may also be labelled as Master Default or Market Default depending on your user status.

Localization

Level / Portal

Market Default

Market Default

acoatepower

acofidrcloasetest1

acofidrcloasetest2

acofimatix

acore\_closet1

acorecloset2

acorecloset2u3

acorecloset5

acorecloset6

acoredeu e-Power Showroom

AWLabel.Text

AWLabel.AgencyRen

AWLabel.AgencyRef

AWLabel.Booking pa

AWLabel.Cabin Bagg

AWLabel.ETicket\_F

AWLabel.Flight Cla

AWLabel.Hide.Text

AWLabel.Inbound A

AWLabel.Insurance

AWLabel.Insurance

AWLabel.Insurance

AWLabel.LoginDescr

AWLabel.Luggage

AWLabel.Payment n

Value

AFRICA

Search

List All

Search in keyname

Download

Browse

Upload

Key	Value	Description	Value of Master	Value of Market	Value from	Image
AWLabel.Text	Amadeus e-Power Showroom 3				FromMaster:Rex	Select
AWLabel.AgencyRen	Amadeus FR Portal Test				FromMaster:Rex	Select
AWLabel.AgencyRef	acwairline				FromMaster:Rex	Select
AWLabel.Booking pa	test24	test2.Text			FromMaster:Rex	Select
AWLabel.Cabin Bagg	ibonest				FromMaster:Rex	Select
AWLabel.ETicket_F	ibairlabia				FromMaster:Rex	Select
AWLabel.Flight Cla	bocelone				FromMaster:Rex	Select
AWLabel.Hide.Text	carinetest				FromMaster:Rex	Select
AWLabel.Inbound A	carinetourclosetportal				FromMaster:Rex	Select
AWLabel.Insurance	Cars				FromMaster:Rex	Select
AWLabel.Insurance	carinetaleachardtravel				FromMaster:Rex	Select
AWLabel.Insurance	Claire Travel				FromMaster:Rex	Select
AWLabel.Insurance	Claire Travel 1				FromMaster:Rex	Select
AWLabel.LoginDescr	clairtravel2				FromMaster:Rex	Select
AWLabel.Luggage	Click & Sell Claire test2				FromMaster:Rex	Select
AWLabel.Payment n	Click & Sell Claire test2				FromMaster:Rex	Select

3. Select a language from the Culture drop-down list.
4. Click on Download to save the string list for the selected language to your computer.

	A	B	C	D
1	Culture	KeyName	Value	NewValue
2	en-US	EPower.AmadeusGhostPNRNO: {0}	Amadeus Ghost PNRNO: {0}	[Not Defined]
3	en-US	AddressTypes.Billing	Billing	[Not Defined]
4	en-US	AddressTypes.Delivery	Delivery	[Not Defined]
5	en-US	AddressTypes.Home	Home	[Not Defined]
6	en-US	AddressTypes.Office	Office	[Not Defined]
7	en-US	AddressTypes.TicketingOffice	Ticketing Office	[Not Defined]
8	en-US	AddressTypes.UIDescription	Select	[Not Defined]
9	en-US	AdminTask.AdminPane.Text	Admin Pane	[Not Defined]
10	en-US	AdminTask.Browse.Text	Browse	[Not Defined]
11	en-US	AdminTask.Catalog.Text	Catalogue	[Not Defined]
12	en-US	AdminTask.Design.Text	Design	[Not Defined]
13	en-US	AdminTask.Edit.Text	Edit	[Not Defined]
14	en-US	AffiliateRewardTypes.RewardAll	Reward All Affiliates	[Not Defined]
15	en-US	AffiliateRewardTypes.RewardFirst	Reward only the first affiliate	[Not Defined]
16	en-US	AffiliateRewardTypes.RewardLast	Reward only the last affiliate	[Not Defined]

5. You can now modify the list, making sure to make changes only in the New Value column.
6. Save your changes locally, and then upload the saved file using the Upload button on the Localization page.

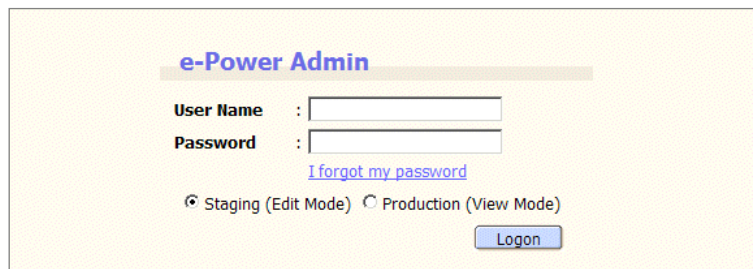
---

## Chapter 11

# Portal Version Manager

### What Is the Portal Version Manager?

The Portal Version Manager allows an administrator to load into Production (View Mode) the market and portal settings that were modified and tested in Staging (Edit Mode).



The image shows a login form titled "e-Power Admin". It contains two input fields: "User Name" and "Password". Below the password field is a link that says "I forgot my password". There are two radio buttons: "Staging (Edit Mode)" which is selected, and "Production (View Mode)". At the bottom right is a "Logon" button.

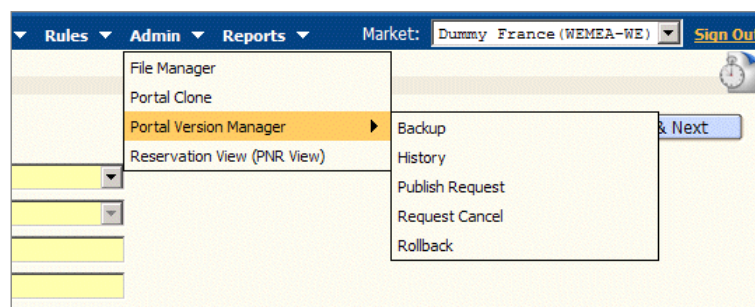
### Who Can Access the Portal Version Manager?

For the first phase of the Portal Version Manager, access is restricted to the following administration roles.

- Market Administrators
- Portal Administrators
- Organization Administrators
- Portal Managers

### Using the Portal Version Manager

To access the Portal Version Manager, select Admin - Portal Version Manager.



This menu lists the following options:

- **Backup**

Backup is mandatory, and must be done before you can publish your changes to Production. You must perform a backup each time you load changes to Production. This means saving the current parameters of a particular portal or market.

You can either save a version of the site separately as 'portal settings' and 'portal UI', or you can save the entire configuration (recommended). 'Portal settings' refers to the site configurations set, for example, in the Portal Wizard, Services Fees and Localization pages. Portal UI refers to the user interface customization set using the File Manager, Theme Wizard or Web Part Administration tools.

- **History**

The History page allows you to verify all the operations performed for a certain portal or market, such as backups created, publish requests and cancellations, confirmed publications and rollbacks to previous versions.

- **Publish Request**

The Publish Request page allows you to load a backup (or portal version) into the production environment. You can either publish everything or if necessary publish only certain elements saved in the backup, for example, only the changes you have made to the Hotel Settings or Payment Types.

The screenshot shows the 'Publish Request' form with the following fields and options:

- Deployment Type:** Radio buttons for Portal Settings (selected), Portal UI, and Market Settings.
- Target Type:** Radio buttons for Staging and Production (selected).
- Portal:** A dropdown menu showing 'acoatepower'.
- Backup version to Publish:** A dropdown menu showing '1. First Backup'.
- Description:** A large text area for notes.
- Planned Date:** A date field showing '23/04/2011', a time field showing '00:05 AM (GMT)', and a checkbox for 'Publish Now'.
- Buttons:** A 'Publish on Production' button.
- Portal Settings Details:** A section with checkboxes for 'Content to Publish', 'Portal Rights', and 'Airline Commissions'.

- **Request Cancel**

You can use the Request Cancel page to view a list of pending cancel requests, from which you can delete a request.

- **Rollback**

With the Rollback page, you can instantly load a previous version of your portal, including the portal UI parameters without waiting for a publish request of a previous backup.

---

## Chapter 12

# e-Power Consolidator

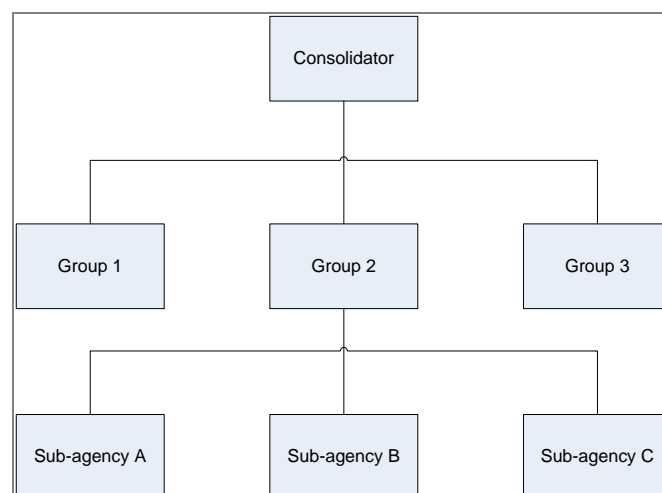
## What Is e-Power Consolidator?

Amadeus e-Power Consolidator is an online platform which simplifies the interaction between a consolidator and a sub-agency. For the consolidator, it allows easier management of a sub-agency network, while the sub-agency can benefit from consolidator booking capabilities and content with a tool that is simple to deploy and use.

### What Is a Consolidator?

A consolidator is a travel provider which distributes airline net fares and products such as hotels, car rentals, and travel insurance (terrestrial products) primarily to small travel agencies (STAs). Consolidators use affiliated or sub-agencies to increase their distribution reach. Some consolidators also deliver ticketing and fulfilment services to non-IATA travel agencies.

In e-Power, the consolidator can be considered as the headquarters in a consolidator network. This is where all negotiation and administrative functions of the network are coordinated. Below the headquarters are the groups and sub-agencies.



By default, the global settings defined in the headquarter portal are inherited by the groups, and are in turn, inherited by the attached agencies.

## e-Power Consolidator Features

As with e-Power, the following features are supported by Consolidator:

- **Blacklisted Airlines**

Blacklisted airlines are those banned from operating in European airspace by the European commission, as they are deemed to be unsafe. The European Commission requires that blacklisted airlines be flagged in all Amadeus Air responses.

Amadeus e-Power Consolidator supports the blacklisted airline feature within Amadeus.

- **Airline 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 default recommendations. See *What Is Airline Biasing?* on page 52.

- **Mini Rules**

Flight mini rules are portal specific rules that can be displayed to the sub-agents.

They give a local language summary of the rules that the agency wants to highlight to the traveller. See *What Are Mini Rules?* on page 50.

- **Cars**

Amadeus e-Power Consolidator gives access to car module sources availability and rates from Amadeus Cars Corporate Platform.

A comprehensive booking flow allows a user to search for availability and rates and reserve and pay (or guarantee) the booking.

- **Hotels**

The Amadeus e-Power Consolidator hotel module allows travel agents to offer their customers different sources of hotels and rates. See *Hotel Bookings* on page 8.

- **Insurance**

Amadeus e-Power Consolidator offers real-time insurance content sourced from the Amadeus GDS, which includes over 40 insurance providers.

Product inventory and availability is provided through the Amadeus Insurance service. Consolidators can offer a customised range of travel insurance products from chosen providers. See *Insurance* on page 66.

- **Shopping Basket**

Amadeus e-Power Consolidator allows users to select and add items to a shopping basket, with the possibility to review the selection at any time.

A cross-sell feature is available in the shopping basket. If for example a flight is present, the shopping basket offers a pre-filled search form for hotel and car. Clicking on the start button then leads to the corresponding module. See *The Shopping Basket* on page 9.

## Creating a Consolidator Portal

Before creating an e-Power Consolidator portal, you must first create a standard e-Power portal. See *Creating and Configuring a Portal* on page 39.

You can then activate your portal as a Consolidator portal. To do this, navigate to the Portal Package and Modules page of the Admin tool, and select Allow Consolidator Module.

**Note:** You must be a market administrator to do this.

## Managing a Sub-Agency

**Note:** To create a sub-agency for an e-Power Consolidator, you must be a market administrator or a consolidator portal administrator.

### How to Create a Sub-Agency

1. To create a new sub-agency for a Consolidator portal, open the portal in the Admin Tool, and select Consolidator > Sub Agency Entry.

The sub-agency creation wizard is displayed.

2. The opening page allows you to enter basic agency information. Continue through the wizard to complete the following pages:

- **Address**

You can define the addresses of the sub-agency here, and the type of address, for example, Ticketing Office, Office, Billing, Home or Delivery.

The address information entered here can be used for the email footer in confirmation emails.

- **Communication**

Use this page to define sub-agency phone numbers.

The phone numbers entered here can be used for the email footer in confirmation emails.

- **Permission & Invoice Limit**

Credit limits can be defined per sub-agency for invoice payments. These can be applied for all delivery types except pre-booking.

- **Service fee**

Consolidator can define service fees, mark-ups or discounts specific to each sub-agency.

e-Power can apply specific service fee, mark-up, or discount rules at sub-agency level. If none is applicable at sub-agency level, e-Power checks the upper level (group or consolidator) and can apply a more generic rule if it exists.

- **Commissions**

A consolidator can reward sub-agency with commissions based on online bookings made with the sub-agencies. e-Power consolidator facilitates commercial agreement handling between consolidator and its sub-agents.

- Commission management is applied if bookings are made with automatic e-ticketing as a delivery type.
- If a booking is cancelled, the commission is also cancelled.
- Commissions can be defined for flights, hotels or cars bookings.

- **Authorized delivery and payment**

By default, values for authorized delivery and payment are inherited from group or consolidator level, but you can override these values at sub-agency level.

- **Payment options**

By default, the payment options are inherited from group or consolidator level, but you can override these values at sub-agency level.

- **Validating carriers payment options**

You can specify payment options for validating carriers for each sub-agency.

- **Queue settings**

You can define a specific queuing office ID, queue number and category number for a specific sub-agency if required.

A OP command is sent to Amadeus Central System with the sub-agency office ID, queue and category number (for both flight and hotel content) for each booking.

If no sub-agency office ID is defined here, e-Power uses the portal level details to send the OP command.

- **Sub Agency Rules**

In email notification settings, you can override the 'Reply to' email details configured at consolidator level, so that the sub-agency can customise their own email notifications.

- **Command Builder and Command Builder Custom Rules**

It is possible to add additional commands at sub-agency level on top of the ones defined at consolidator level.

Commands at both sub-agency and consolidator level will be created in the PNR. This allows the sub-agency to create specific commands while still using generic commands from the consolidator level.

- **Sub-agency Booking Users**

Sub-agency booking users can create bookings on the consolidator portal. You can create multiple booking users under one sub-agency.



- **Sub-agency Admin Users**

Sub-agency admin users can administrate sub-agency specific settings, such as second level mark-up, for example.

## The Consolidator Booking Flow

The B2B interface is a web-based booking interface administrated to the consolidator. This interface has the same look and feel for all sub-agencies, and each agency has a unique login (which is embedded into any subsequent PNR).

When the sub-agency is logged in, the consolidator transmit unique business logic to the sub-agency.

Amadeus e-Power Consolidator offers the following air content:

- Amadeus GDS
- Direct connects to specific airlines
- Low cost carriers

Air availability results can either be separated, or merged into one single view for the end consumer, depending on the travel agency's requirements.

### *Air availability display with low cost and Amadeus fares*

The screenshot displays the Amadeus e-Power Consolidator interface. On the left is a 'Results Filter' panel with options for 'Stop(s)', 'Airline', 'Outbound Departure Time', 'Return Departure Time', and 'Price range'. The main area shows flight results for a round trip from Nice to Paris and back. The top section shows the 'Total Fare with taxes' as 316.48 EUR. Below this, the flight details are listed for the outbound journey (Nice - Paris Wednesday, September 23, 2009) and the inbound journey (Paris - Nice Thursday, September 24, 2009). The flight options include easyJet and Air France, with their respective departure and arrival times, aircraft, and fares. The bottom section shows the 'Total Fare with taxes' as 377.97 EUR.

Stop(s)	Fare
Non-Stop	181.48
1 Stop	799.68

Airline	Fare
Air France	377.97
easyJet	181.48

Outbound Departure Time	Fare
Morning (03 <sup>00</sup> -12 <sup>00</sup> )	181.48
Afternoon (12 <sup>00</sup> -18 <sup>00</sup> )	377.97
Evening (18 <sup>00</sup> -03 <sup>00</sup> )	276.48

Return Departure Time	Fare
Morning (03 <sup>00</sup> -12 <sup>00</sup> )	181.48
Afternoon (12 <sup>00</sup> -18 <sup>00</sup> )	377.97
Evening (18 <sup>00</sup> -03 <sup>00</sup> )	221.48

Price range	Fare
181.48 EUR - 851.29 EUR	

Flight	Outbound: Nice - Paris Wednesday, September 23, 2009	Inbound: Paris - Nice Thursday, September 24, 2009
easyJet	Departure 6:55 PM Cote D Azur, Nice Arrival 8:25 PM Charles De Gaulle, Paris Duration 01:30, Class: Economy Class	Departure 8:55 PM Charles De Gaulle, Paris Arrival 10:30 PM Cote D Azur, Nice Duration 01:35, Class: Economy Class
Air France	Departure 7:55 AM Cote D Azur, Nice, Terminal: 2 Arrival 9:30 AM Charles De Gaulle, Paris, Terminal: 2F Duration 01:35, Class: Economy Class	Departure 12:45 PM Charles De Gaulle, Paris, Terminal: 2F Arrival 2:15 PM Cote D Azur, Nice, Terminal: 2 Duration 01:30, Class: Economy Class

The air availability results can be presented in three different ways:

- Listing view
- Calendar view
- Matrix view

### Air availability display with listing and matrix view

**Flight Search**

From:

To:

Departure Date:

Return Date:

My dates are flexible! ☐ (-/+ 3 days)

Adult (18+):

Infant (0-2):

Child (2-12):

CIP Service: ☐

Cabin Class:

Direct Flights Only: ☐

**Results Filter**

All Results	Non-Stop	1 Stop
<a href="#">Adria Airways</a>		<a href="#">274.42 EUR</a>
<a href="#">Multiple Airlines</a>	<a href="#">336.72 EUR</a>	<a href="#">280.89 EUR</a>
<a href="#">Turkish Airlines</a>	<a href="#">300.72 EUR</a>	<a href="#">320.72 EUR</a>
<a href="#">Swiss</a>		<a href="#">305.36 EUR</a>
<a href="#">Alitalia</a>		<a href="#">309.29 EUR</a>
<a href="#">Lufthansa</a>	<a href="#">312.72 EUR</a>	<a href="#">363.27 EUR</a>
<a href="#">Austrian</a>		<a href="#">401.06 EUR</a>

Sort by: ☒ Price ☐ Duration ☐ Outbound Departure Time

**Total Fare (Taxes Included): 274.42 EUR**

**Outbound: Istanbul - Frankfurt Thursday, September 24, 2009**

Adria Airways  
Connect in Ljubljana  
JP 653, JP 116  
Departure: 5:40 AM Ataturk, Istanbul  
Arrival: 9:15 AM Frankfurt Intl, Frankfurt  
Duration: 04:35, 1 Stop(s), Class: Economy Class  
[Show Details](#)

**Inbound: Frankfurt - Istanbul Thursday, October 01, 2009**

Adria Airways  
Connect in Ljubljana  
JP 125, JP 650  
Departure: 8:20 PM Frankfurt Intl, Frankfurt  
Arrival: 2:50 AM Ataturk, Istanbul  
Duration: 05:30, 1 Stop(s), Class: Economy Class  
[Show Details](#)

[Rules](#) [Select](#)

## Sub-Agency Self-Registration

1. On the e-Power Consolidator home page, request registration using the link displayed.

Home FlightFareSearch HotelSearch CarSearch PromotionSearch PackageSearch

Turkey English

not logged-in | [Log-in](#) | [Forgot my Password](#)

You have no item in your shopping basket

**Log-in**

User Name:

Password:

[I forgot my password](#)

[Register Sub Agency](#)

2. When you have logged in, complete the mandatory fields in the registration form.

When you click on Submit, the registration is automatically created, and sent to the consolidator email address for approval.

3. If approved, a confirmation email is sent to the booking user, who can then follow the link and reset their password.

If the consolidator declines the request, the sub-agency record is not created, but is instead listed as 'Requested'.

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