

amadeus

Renewal Manager Guide

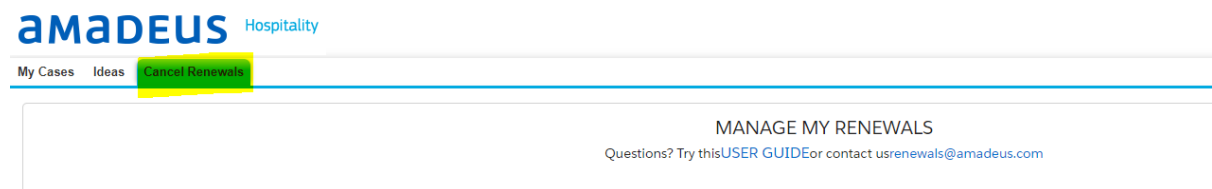
You now have the ability to manage your properties subscription renewals via the Amadeus Hospitality customer portal. Follow the instructions below to make changes to your renewals.

Limitations

- You can only make changes to products you are billed for. If another entity receives the invoices or pays for the product, please work with that entity or your Amadeus sales rep to manage any changes.
- You can only make changes to your upcoming renewals. In accordance with your contract, you cannot make changes to your current term.
- You cannot add licenses via the Renewal Manager. To purchase additional licenses, please contact your Amadeus sales representative.

How to access the portal

- Log into the customer community
- Click the “Cancel Renewals” tab
 - Only users with permission will be allowed to make changes to this page. If additional people need access, please contact your sales rep.



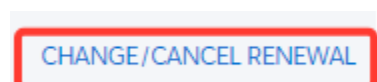
Understanding the Renewal Manager

| PRODUCT | ORDER# | SKU | STARTDATE | ENDDATE ▼ | DEADLINE | QUANTITY | PENDING | ACTION |
|-------------------------------------|--------|-------------------|------------|------------|------------|----------|---------|-------------------------|
| Delphi BI Foundation - Base Support | | BI-FDN-BASE-MAINT | 01/01/2018 | 12/31/2018 | 12/01/2018 | 1 | 1 | RENEWED |

- **Product, Order # and SKU** Product name, associated order #, and Amadeus SKU for each subscription product
- **Start Date and End date:** Your current contract period
- **Deadline:** Deadline to submit any adjustments to your subscriptions, per your contract
- **Quantity:** Quantity of each product under current subscription
- **Pending:** Quantity of product which will renew on the Subscription End Date
 - This number will change when/if you make adjustments to your renewal. For example, if you cancel the product, this number will be 0. If you reduce licenses, this number will reflect the revised quantity you'd like to renew
- **Action:** If the product has already renewed, this will show in red and you are not able to make any changes. If you are still within your renewal window you will see a link to change/cancel renewal.

Making changes to your subscription

- Review products and click “Change/Cancel Renewal” for the product(s) you would like to update



- The box below will pop up.

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- Click “Make Changes to Master Account”
- If you are a management company, making changes to a property, select ‘Make Changes to Individual Property(ies)’.

Manage My Renewals

PRODUCT: HRM™ - Force.com - Embedded Edition Plus - Subscription

ORDER NUMBER: 3107844 CURRENT SUBSCRIBED QUANTITY: 5

START DATE: 03/01/2018 QUANTITY CANCELLED:

END DATE: 02/28/2019 QUANTITY PENDING RENEWAL: 5

DEADLINE TO CANCEL AUTO-RENEWAL: 12/30/2018

Make Changes to Master Account

Manage My Renewals

PRODUCT: IDPMS Front Office - Room License Maintenance

ORDER NUMBER: 3144148 CURRENT SUBSCRIBED QUANTITY: 86

START DATE: 05/20/2018 QUANTITY CANCELLED: 0

END DATE: 05/20/2019 QUANTITY PENDING RENEWAL: 86

DEADLINE TO CANCEL AUTO-RENEWAL: 04/20/2019

Make Changes to Master Account **Make Changes to Individual Property(ies)** For management companies

- The popup below will display.
- Provide answers to each drop down.
- Click “I am authorized”
- A “Submit Change” button will display. Click the button to submit your change or cancellation.

Manage My Renewals

PRODUCT: HRM™ - Force.com - Embedded Edition Plus - Subscription

ORDER NUMBER: 3107844 CURRENT SUBSCRIBED QUANTITY: 5

START DATE: 03/01/2018 QUANTITY CANCELLED:

END DATE: 02/28/2019 QUANTITY PENDING RENEWAL: 5

DEADLINE TO CANCEL AUTO-RENEWAL: 12/30/2018

Cancellation Reason: CHOOSE ONE

General Reason: CHOOSE ONE

Quantity to Cancel: 0

User(s) to Cancel:

Additional Notes:

☐ I am authorized to request changes to this product

Close



Cancellation Reason:

General Reason:

Quantity to Cancel:

Property:
For management companies changing a product for a property

User(s) to Cancel:

Additional Notes:

- If you are a management company submitting a change for a property, you must indicate the specific property.
- You will receive a notification via email confirming the submission of requested changes. **If you do not receive an email, your changes have not been processed.**

If you need to make changes to a cancellation/reduction that you previously submitted using this portal, please follow the instructions below:

You have up until your contract renews (30-60 days before renewal date) to make an edit to a previously submitted cancellation.

- Go to renewal manager
- Click "Change/cancel Renewal" next to item that you'd like to adjust

| | | | | | | | | |
|---|---------|-----------|------------|------------|------------|---|---|--|
| MeetingBroker Subscription with Web and Social Media RFP Toolkit | 3122331 | MB-SUB-06 | 12/20/2017 | 12/19/2018 | 11/19/2018 | 1 | 0 | <input type="button" value="CHANGE/CANCEL RENEWAL"/> |
|---|---------|-----------|------------|------------|------------|---|---|--|

- Click "edit"

Manage My Renewals

PRODUCT:

ORDER NUMBER: 3122331
 CURRENT SUBSCRIBED QUANTITY: 1

START DATE: 12/20/2017
 QUANTITY CANCELLED: 1

END DATE: 12/19/2018
 QUANTITY PENDING RENEWAL: 0

DEADLINE TO CANCEL AUTO-RENEWAL: 11/19/2018

| CANCELLATION | REQUESTED BY | DATE REQUESTED | ACCOUNT | REASON | QTY CANCELLED | STATUS | ACTION |
|--------------|--------------|----------------|---------|--------------------|---------------|--------|--|
| CXL-22447 | | 08/17/2018 | | Affiliation Change | 1 | | View <input type="button" value="Edit"/> |

- To "cancel" the entire previously submitted cancellation, click the Retract Cancellation button.
- If you want to edit quantities, make edits and hit "save changes".

- Anytime you change the quantity on a cancellation or retract, you will receive an email confirmation

If you have any questions, please contact renewals@amadeus.com or your Amadeus sales rep.