



Customer
Solutions

Amadeus Itinerary & More

Product Overview

amADEUS
Your technology partner

1. Introduction

In the increasing competitive climate for travel agencies, it is more important than ever for our customers to implement quality across their business practices and provide them with the desired customization on their products. Integrated with Amadeus Selling Platform, the fastest and easiest application for customizing tickets and itineraries, **Amadeus Itinerary and More** is a flexible solution that provides a better user friendly tickets/itineraries and the ability for their customizations according to the travel agencies needs and regulations.

Amadeus Itinerary and More extracts the required data from the PNR automatically, process this data and displays it in a well structured user friendly way which makes the ticket or the itinerary more readable for end-users. Not only that, it also provides the travel agencies with their customization on the tickets and itineraries(within the ticket rules) and gives them the options to print, email and export the tickets.

2. Application Overview

Amadeus Itinerary and More works on a retrieved PNR on Amadeus Selling Platform, it extracts some data from the PNR, process and displays it in a new structure.

2.1 New Ticket/Itinerary Structure

The new ticket/itinerary is multiple sections designed, each of them carries related information extracted from the PNR:

2.1.1 Traveler(s) Section

Displays list of selected travelers in the PNR associated with their frequent flyer number (if exists).

TRAVELER(S) INFORMATION	
ELMENSHAWI / RANA MS	Frequent Flyer(s): LH992004544067947
ELMENSHAWI / HEBA MS	

2.1.2 Ticket(s) Section

Displays list of selected tickets in the PNR whether the ticket is issued or not, the associated route and traveler are displayed for each ticket.

TICKET NUMBER	ROUTE	TRAVELER
057-2239809783	(CAIRO - PARIS), (PARIS - CAIRO)	ELMENSHAWI / RANA MS
(UNTICKETED)	(CAIRO - PARIS), (PARIS - CAIRO)	ELMENSHAWI / HEBA MS

2.1.3 Air Segments Section

In this section detailed information of PNR flights is displayed, (ex. date, airline, duration...etc)

YOUR FLIGHT SELECTION			
Airline Confirmation Number(s): AF7D7WAS			
CAIRO - PARIS		THURSDAY, 13 SEPTEMBER, 2012	
Departure: 06:35 Cairo, Egypt, Cairo Intl, Terminal 1	Arrival: 11:20 Paris, France, Charles De Gaulle, Terminal 2F		
Check-in by: 06:35	Duration: 04:45		
Airline/Flight: Air France AF 503	Aircraft: Boeing 777-200/200Er		
Fare Type: Q Economy	On Board: Breakfast		
Baggage: Not Available			
PARIS - CAIRO		THURSDAY, 20 SEPTEMBER, 2012	
Departure: 13:35 Paris, France, Charles De Gaulle, Terminal 2F	Arrival: 18:00 Cairo, Egypt, Cairo Intl, Terminal 1		
Check-in by: 13:35	Duration: 04:25		
Airline/Flight: Air France AF 508	Aircraft: Boeing 777-200/200Er		
Fare Type: L Economy	On Board: Meal		
Baggage: Not Available			

2.1.4 Fares Section

This section carries fares information for the including service fee (if exists).

BASE FARE	TAX	TOTAL	TRAVELER	TICKET NUMBER
EGP 3,031.00	EGP 1,592.00	EGP 4,623.00 (UNTICKETED)	ELMENSHAWI / HEBA MS	
EGP 3,031.00	EGP 1,592.00	EGP 4,623.00 (TICKETED)	ELMENSHAWI / RANA MS	057-2239809783
	Service Fee: EGP 0.00			
	Grand Total: EGP 9,246.00			

It can be displayed in details with associated service fee (if exists).

BASE FARE	TAX	Service Fee	TOTAL	TRAVELER	TICKET NUMBER
1,150.00	2,277.00	20.00	EGP 3,447.00 (Ticketed)	Elmenschawi / Rana	057-2860700601
1,150.00	2,277.00	0.00	EGP 3,427.00 (Unticketed)	Elmenschawi / Heba	
	Extra Service Fee: EGP 100.00				
	Grand Total: EGP 6,974.00				

Note: The grand total can be shown only without any fares details.

Grand Total: EGP 9,246.00

2.1.5 Special Requests Section

Displays seat requests and/or meals for each passenger on each segment if exist in the PNR.

FLIGHT	TRAVELER	SEAT	MEAL PREFERENCE
CAIRO - PARIS	ELMENSHAWI / RANA MS	43J	
CAIRO - PARIS	ELMENSHAWI / HEBA MS	43H	VEGETARIAN VEGAN MEAL
PARIS - CAIRO	ELMENSHAWI / RANA MS	37J	
PARIS - CAIRO	ELMENSHAWI / HEBA MS	37G	VEGETARIAN VEGAN MEAL

2.1.6 Insurance Segments Section

In this section detailed information of insurance segments included in the PNR.

TRAVEL INSURANCE	
Policy Number: CHREG200000004	CHARTIS EGYPT INSURANCE S.A.E.
Insurance Period: 13/12/2011 - 20/12/2011(8 DAYS)	Payment: EGP 600.00
Coverage Plan: CLASSIC EXCLUDING USA & CANADA	Coverage Area: EUROPE
Insures: (6) Rana Elmenshawi - Ibrahim Shawkat - Marian Girguis - Demi Emad - Heba Elmenshawi - Andrew Fawzy	

2.1.7 Hotel Segments Section

In this section detailed information of hotel segments included in the PNR.

HOTEL	
PARK INN BY RADISSON NICE AIRPORT	CONFIRMATION: 9MBWWRK
Check In: Thursday, December 15, 2011	Check Out: Friday, December 16, 2011
Hotel Phone: 33-4-93183400	Hotel Fax: 33-4-93714063
Hotel Address: 179 Boulevard Rene Cassin, Nice, 06200, France	
Reservation: Abadir / Sara 1 Guest 112.00 Eur Per Night Starting 15Dec For 01 Night(S) 112.00 Eur Total Rate Starting 15Dec For 01 Night(S) Tax Included Meal: Includes Breakfast	

2.1.8 Car Segments Section

In this section detailed information of car segments included in the PNR.

CAR	
AVIS (LONDON)	CONFIRMATION : 25269325EG4
Vehicle Type: Premium, 4-5 Door, Automatic, Air Conditioning - Refer To Policy Page Cpozixxx/Veh	
Booked For: Makram / Mina	
Pick Up: 02 Feb 12:00 London Heathrow Airport Hounslow Middxtw6 2Qa Tel: 08445446000	Drop Off: 09 Feb 10:00 Heathrow Airport, Northrop Rd Hounslow
Rate Code: 2ZI	Estimated Total: GBP 612.4

2.1.9 Weather Information

Displays weather forecast for each destination included in the PNR.

DESTINATION INFORMATION				
CAIRO, EGYPT				
SUNNY 10/ 24 °C 50/ 75 °F TUE 17 MAY	SUNNY 15/ 23 °C 59/ 73 °F WED 18 MAY	SUNNY 18/ 27 °C 64/ 81 °F THU 19 MAY	SUNNY 21/ 30 °C 70/ 86 °F FRI 20 MAY	SUNNY 22/ 33 °C 72/ 91 °F SAT 21 MAY
PARIS, FRANCE				
MOSTLY SUNNY 03/ 13 °C 37/ 55 °F TUE 17 MAY	MOSTLY CLOUDY 05/ 13 °C 41/ 55 °F WED 18 MAY	MOSTLY CLOUDY 06/ 15 °C 43/ 59 °F THU 19 MAY	CLOUDY 07/ 16 °C 45/ 61 °F FRI 20 MAY	MOSTLY CLOUDY 08/ 16 °C 46/ 61 °F SAT 21 MAY

3. Feature and Benefits

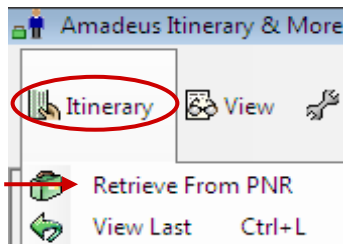
3.1 Displaying Itineraries

Itineraries are displayed in a new user friendly structure, and itinerary data is automatically retrieved from the PNR.

Just retrieve a PNR from the Amadeus selling platform and open Amadeus Itinerary and More application and click on 'Retrieve from PNR' and the information will be automatically extracted from the PNR and displayed.

How?

-Under 'Itinerary' menu, click on 'Retrieve from PNR'



-OR on the tool bar, click on the 'Retrieve from PNR' icon.

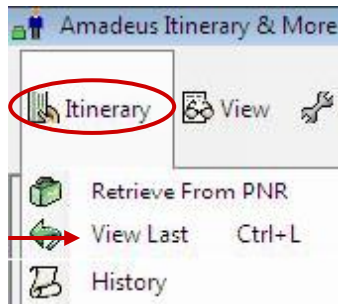


3.2 Viewing Old Itineraries

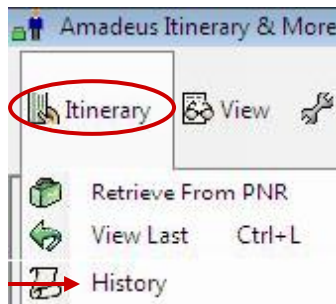
Amadeus Itinerary and More keeps old itineraries in history in case it is needed later, travel agents can choose to view the last itinerary displayed or even to choose an itinerary from the application's history.

How?

-Under Itinerary menu, click on 'View Last' to view the last itinerary displayed.



- Under Itinerary menu, click on 'History' to choose an old itinerary to display from history



Choose the desired itinerary from the history

Date	PAX	PNR Ref.	Type
2011/03/28 10:54:25	ELMENSHAWI / RANA MS	7X5C6R	Itinerary
2011/03/20 09:51:00	BASSEM / KAMAL	5CUA54	Ticket
2011/03/20 03:39:53	BASSEM / KAMAL	5CUEQ6	Ticket

Buttons: Load, Clear, Close

This history can be cleared at any time by clicking on the 'Clear' button.

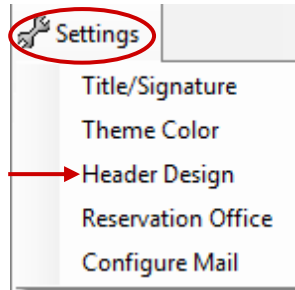
3.3 Personalizing Itineraries/Tickets

Amadeus Itinerary and More allow personalizing itineraries/tickets to suite the travel agency by adding the travel agency logo, desired information...etc

How?

-Add the travel agency logo and information:

Under 'settings' menu, click on 'Header Design'



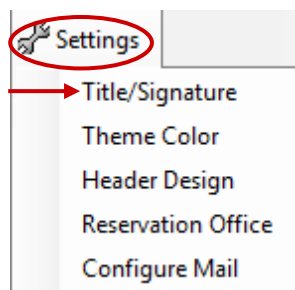
Click 'browse' and add the travel agency logo in front of 'Header Image' and write the desired information in front of 'Header Text'

A screenshot of a configuration window titled 'Header Design'. It has two main sections: 'Header Image' and 'Header Text'. The 'Header Image' section has a text input field containing the word 'Image', a 'Browse' button, and a note: 'Maximum Height: 96 pixels Width: 720 pixels'. The 'Header Text' section has a text area containing the following text: 'AMADEUS EGYPT', 'Star Capital 2,', 'City Stars Complex,', '8th floor', 'Tel: (02) 24801122', and 'Fax: (03) 24801120'. At the bottom of the window are 'Ok' and 'Cancel' buttons.

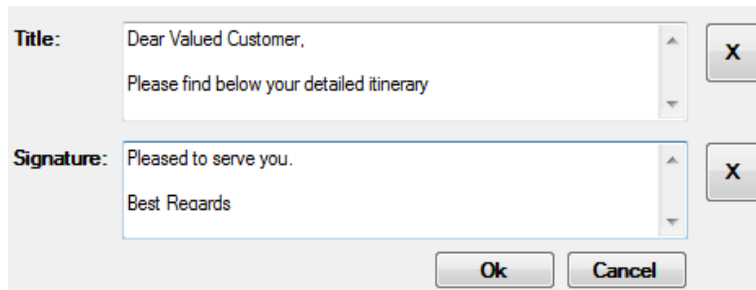
Note: Logo is preferred not to be larger than 720 X 96 pixels.

-Add title and signature:

Under 'settings' menu, click on 'Title/Signature'



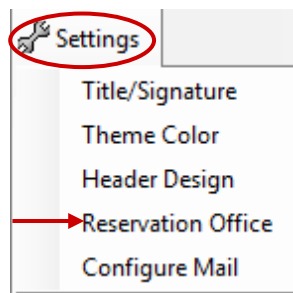
Write the title and signature desired.



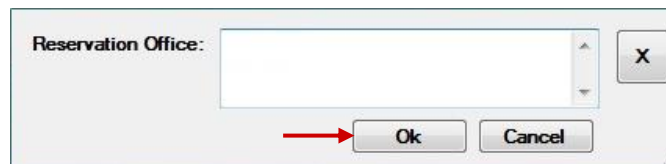
The screenshot shows a dialog box with two text input fields. The first field, labeled 'Title:', contains the text 'Dear Valued Customer, Please find below your detailed itinerary'. The second field, labeled 'Signature:', contains the text 'Pleased to serve you. Best Regards'. To the right of each field is a small 'X' button. At the bottom of the dialog are 'Ok' and 'Cancel' buttons.

-Adding Reservation Office information:

Under 'settings' menu, click on 'Reservation Office'



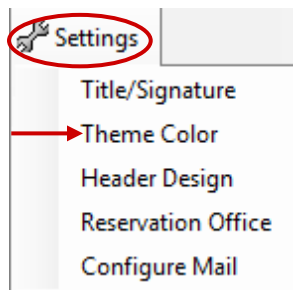
Write the reservation office information.



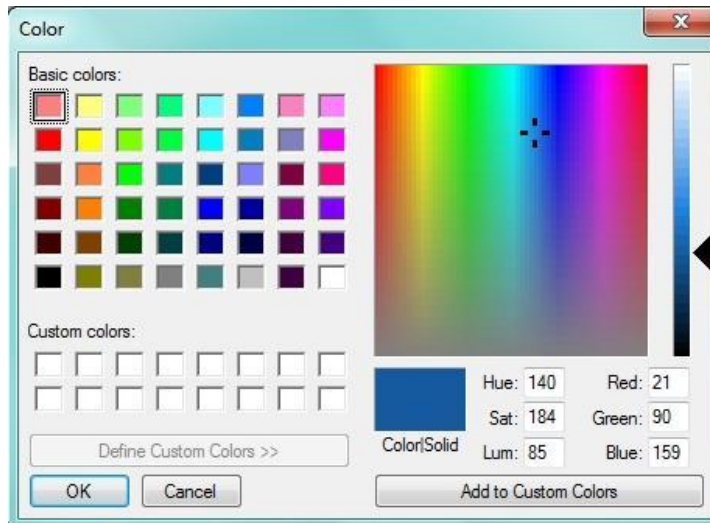
The screenshot shows a dialog box with a label 'Reservation Office:' and an empty text input field. To the right of the field is a small 'X' button. Below the field are 'Ok' and 'Cancel' buttons. A red arrow points to the 'Ok' button.

-Change Itineraries theme color:

Under 'settings' menu, click on 'Theme Color'

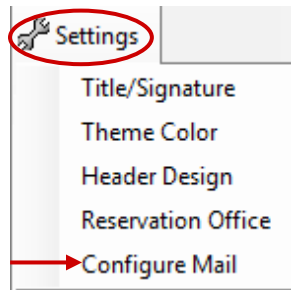


Choose the desired theme color.



-Add Mail settings:

Under 'settings' menu, click on 'Configure Mail



Add the email settings as email subject, body, display name...etc

This is how the new ticket/itinerary shall look like:

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AMADEUS EGYPT
 Star Capital 2,
 City Stars Complex
 8th Floor
 T: 002 02 24801122
 F: 002 02 24801120

Dear Valued Customer,

Please find below your detailed itinerary.

TRAVELER(S) INFORMATION

ELMENSHAWI / RANA MS

Booking Reservation Number: 76VVUZ

YOUR FLIGHT SELECTION

Airline Confirmation Number(s): AF/76VVUZ

CAIRO - PARIS

Date:	September 13	Status:	RESERVATION CONFIRMED
Departure:	07:35 CAIRO, EGYPT, CAIRO INTL, TERMINAL 1	Airline:	AIR FRANCE AF 503
Arrival:	11:20 PARIS, FRANCE, CHARLES DE GAULLE, TERMINAL 2F	Duration:	04:45
Fare Type:	NECONOMY	Aircraft:	BOEING 777-200/200ER
Baggage:	1 Piece(s)	Last Check in:	06:35
On Board:	BREAKFAST		

BASE FARE	TAX	TOTAL	TRAVELER
EGP 1,853.00	EGP 1,331.00	EGP 3,184.00	ELMENSHAWI / RANA MS
	Service Fee:	EGP 0.00	
	Grand Total:	EGP 3,184.00	

FLIGHT NOTES

Note all seat and meal options are offered on all flights.
 Specific rules and restrictions may apply to this fare.
 Taxes are included except where local airport taxes are collected at check-in time.

CONDITIONS OF CONTRACT AND OTHER IMPORTANT NOTICES

Passengers on a journey involving an ultimate destination or a stop in a country other than the country of departure are advised that international treaties known as the Montréal convention, or its predecessor, the Warsaw convention, including its amendments (the Warsaw convention system), may apply to the entire journey, including any portion thereof within a country. For such passengers, the applicable treaty, including special contracts of carriage embodied in any applicable tariffs, governs and may limit the liability of the carrier.

RESERVATION OFFICE

Amazing Travel Agent

Pleased to serve you.

Best Regards

3.4 Customizing Itineraries

Amadeus Itinerary and More provides travel agencies with the ability to customize their itinerary to suit their needs and regulations.

There is an ability to display a joint or separate PNR through AIM, and to choose whether display or hide ticketed/ un-ticketed segments.

How?

-On the right panel of the screen, under “PNR” tab, there are four boxes contain the passengers, tickets, segments and un-ticketed TSTs, just uncheck the data you don’t need to be displayed in the itinerary.

Passengers <input checked="" type="checkbox"/> 1.ELMENSRAWI/RANA MS <input type="checkbox"/> 2.ELMENSRAWI/HEBA MS
Tickets <input checked="" type="checkbox"/> 057-2239809783 / P1 / S3,4
Segments <input checked="" type="checkbox"/> 3 CAIRO - PARIS <input checked="" type="checkbox"/> 4 PARIS - CAIRO
Unticketed TSTs <input type="checkbox"/> TST00001 / P2 / S3,4

3.5 Service Fees & Markups

Amadeus Itinerary and More provides travel agencies with the ability to manipulate service fees and add markups.

There is an ability to choose whether to read service fee from the PNR or add your custom service fees.

How?

To Add Service Fees:

-On the right panel of the screen, under the “Fees” tab, PNR service fees are displayed with an option to add custom service fees.

The screenshot shows a software interface with three tabs: 'PNR', 'Fees', and 'Markup'. The 'Fees' tab is active. At the top, there are two radio buttons: 'Read Service Fees from PNR' (unselected) and 'Add Custom Service Fees' (selected). Below the radio buttons, there is a list of service fees from the PNR, which is currently greyed out. Below that, there is a table for adding custom service fees. The table has two columns: 'Passenger/Ticket No.' and 'Amount'. The table contains four rows of data, with the first row highlighted in blue. At the bottom of the interface, there are two buttons: 'Apply To PNR' and 'Apply'.

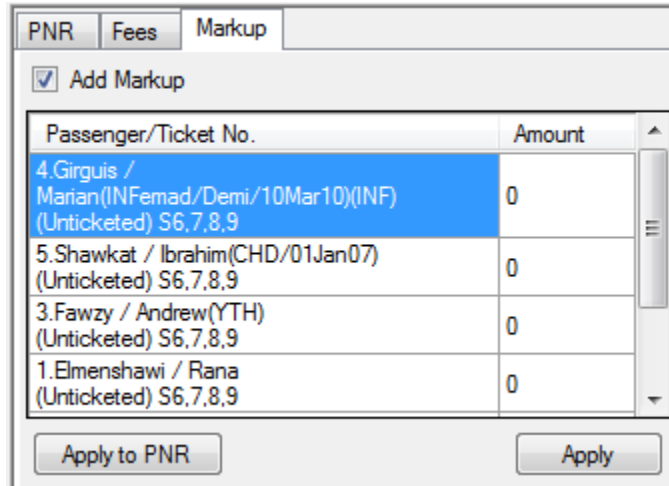
Passenger/Ticket No.	Amount
4.Girguis / Marian(INFemad/Demi/10Mar10)(INF) (Unticketed)	0
5.Shawkat / Ibrahim(CHD/01Jan07) (Unticketed)	0
3.Fawzy / Andrew(YTH) (Unticketed)	0
1.Elmenhaw / Rana 057-2860700601	0

-Custom fees can be added per passenger per ticket/TST, and it can be applied to the PNR or just to its current display.

Note: When applying custom fees to PNR it will delete all the old service fees.

To Add Markups:

-On the right panel of the screen, under the “Markup” tab, a markup table is displayed per passenger per ticket/TST.



-Markup amounts can be added per passenger per ticket/TST, and it can be applied to the PNR or just to its current display..

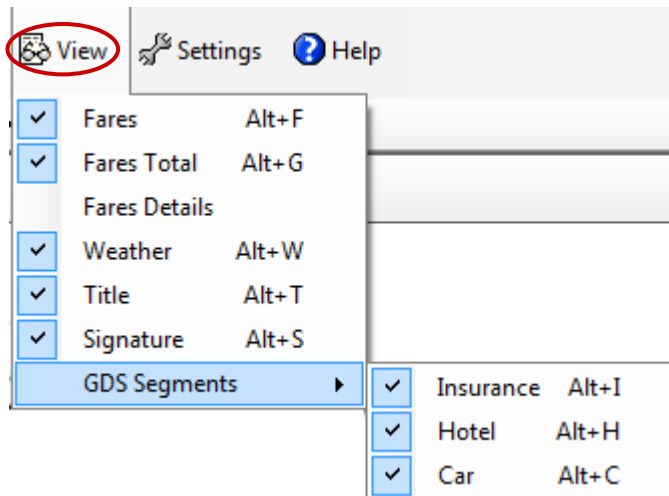
Note: Markup amount is added to the ticket/TST base fare.

3.6 Show Hide Itinerary Sections

Some itinerary sections, you can choose them to either be displayed or not in the itinerary like fares, weather information, title and signature.

How?

- Under ‘View’ menu, check on the fields you want to display in the itinerary.

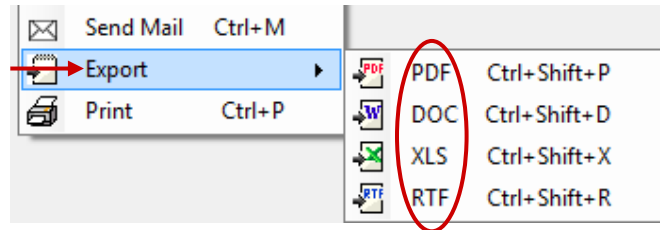


3.7 Exporting Itineraries

Amadeus Itinerary and More allows you to export the itineraries to different formats as PDF, word, Excel and RTF.

How?

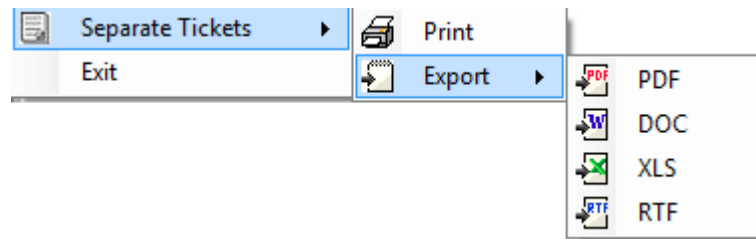
-Under 'Itinerary' menu, click 'Export'



Choose the format you like to export.

Note: If there is more than one ticket in the PNR, they can be exported separately

-Under 'Itinerary' menu, in front of 'Separate Tickets', click 'Export'



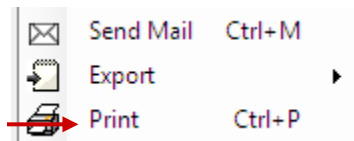
Choose the format you like to export.

3.8 Printing Itineraries

You can print itineraries through Amadeus Itinerary and More.

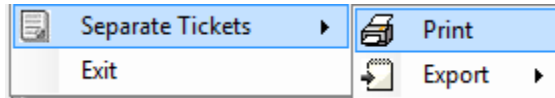
How?

- Under 'Itinerary' menu, click 'Print'



Note: If there is more than one ticket in the PNR, they can be printed separately

-Under 'Itinerary' menu, in front of 'Separate Tickets', click 'Print'

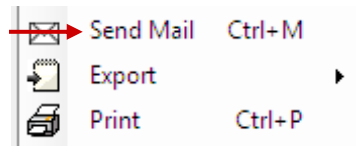


3.9 Emailing Itineraries

You can email itineraries directly through Amadeus Itinerary and More.

How?

-Under 'Itinerary' menu, click 'Send Mail'



Fill the required fields considering that the 'To' field will be filled automatically from the PNR if it contains the passenger(s) email(s).

A screenshot of an email composition window. The fields are: 'From:' (empty), 'Reply to:' (empty), 'To:' (empty), 'CC:' (empty), 'BCC:' (empty), 'Subject:' (filled with 'Your Itinerary'), and 'Body:' (filled with 'Dear Sir/Madam', 'Please find attached your itinerary.', and 'Best Regards'). At the bottom right are 'Send Mail' and 'Cancel' buttons.

4. System Requirements

Amadeus Itinerary and More works on all versions of Windows XP, Windows Vista and Windows 7 with no special hardware requirements.

Note: Amadeus Itinerary and more users must have the privilege to read and write in the application folder.