

amadeus Amadeus Service Handbook

At Amadeus, we think our Customer Service should be simple, interactive and personal. Amadeus Service Hub, our digital ecosystem, was built and developed around you, to deliver what travel agencies value most from support. Our set of digital tools complement our team of Amadeus Experts, who are here to help with your support requests; investigate your claims; and develop and deliver training tailored to your needs.

This document describes our range of services.

Part A – Your customer service journey, shaped around you

We address your needs and requests thanks to our rich digital ecosystem, Amadeus Service Hub. We offer you a seamless online experience, which is available anytime, anywhere. Your ‘support journey’ can be split into:

1. **The in-flow experience** straight from within Amadeus Selling Platform Connect: if you have a doubt or a functional question, try asking **Amanda, your online virtual assistant**. She can help you in your daily tasks with her quick answers to simple functional questions. If you prefer a static search to a conversational mode, you can simply go to the **search bar on the top right-hand corner of Amadeus Selling Platform Connect** where you can: access, read and use all the Amadeus Service Hub content without having to switch between browsers. Additionally, you can use the **menu options** to link directly to the different resources within Amadeus Service Hub.
2. **The self-service experience** allows you to stay informed and boost your knowledge from Amadeus Service Hub.

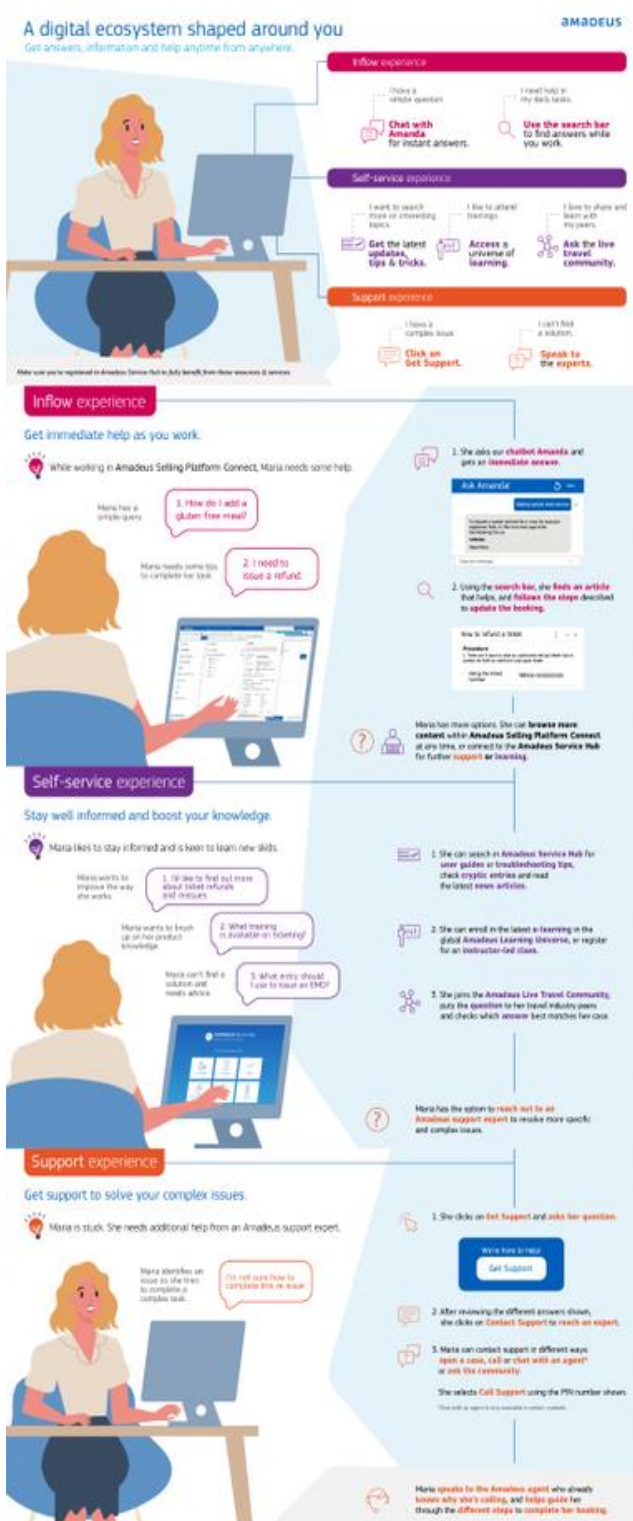
You need to register to Amadeus Service Hub? You want to reset your password?
[Watch the short video tutorial on the Amadeus Customer Service playlist on YouTube.](#)

- Search [Amadeus Service Hub](#) to get detailed information on our products and solutions from **Amadeus Support & Knowledge**. Go to **Amadeus Learning Universe** to take an e-learning course or to view our calendar of virtual training, in various languages. You can also register online for a virtual training or identify a learning path that will address your need to be up skilled.
- Browse the **Amadeus Live Travel Community** ([link](#)) and share tips and tricks with Travel Agency peers and Amadeus Experts, who are moderating the platform and validating the information shared.

3. The support experience

If you need to get support to solve a complex issue, you should initiate a request following the **‘Get support’** flow that can be accessed either via the Amadeus Service Hub homepage or via the useful links under the Search menu in Amadeus Selling Platform Connect. Simply follow the 3-step process that will guide you to the Support options available to your agency at the given time for your specific request.

Note: Some services and features are subject to local deployment and may not be available in your market.



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Part B – Your Support Service

1. Contacting Amadeus Support organization

All support requests should be initiated online, using the **'Get support'** 3-step flow to qualify your query. You can access the 'Get support' flow either via the Amadeus Service Hub homepage or via the useful links under the Search menu in Amadeus Selling Platform Connect. Should you need to contact the Amadeus Support organization, Step 3 of the process gives you, in real-time, the choice of Support channels that are available to you as well as an indication of the associated fee:

1. Log a case online
2. Call us
3. Chat with an agent
(Note: this option is subject to local deployment)
4. Exchange with your peers on Amadeus Live Travel Community

Depending on the product you refer to at Step 1 of the process, the Support options suggested at Step 3 may vary, e.g. for Web Services support, the phone option is not valid as you are required to share logs and detailed information for our Support agent to start investigating. As such, only the 'Log a case' option is available.

2. Roles & responsibilities for support & incident management

The Amadeus Customer Support organisation has the following roles and responsibilities:

- Provide a single point-of-entry for functional and technical support.
- Investigate and resolve cases, escalate and track reported cases.

- Initiate escalation policies when needed for identified critical cases.

The customer agent reporting an issue to Amadeus should provide all necessary information for Amadeus Support teams to investigate the issue, including explaining the impact of the issue on your business, which influences the case classification (see below).

3. Amadeus case classification for incidents

Amadeus case records are classified according to the priority (severity) of the case to the user. The case severity guides the expected response to the case record. Upon creation of a case record, the assigned severity level will be reviewed by the Amadeus Customer Support organization.

Three main aspects of service to the user are evaluated:

1. The scope of the service impact: the expected or real service impact in terms of outage/degradation and the number of affected users.
2. The situation regarding case circumvention: availability of recovery or by-pass and successful application of any recommended fixes.
3. Further business aspects: dependencies related to case, resources and costs to Amadeus/users, commercial/legal/regulatory considerations.

Amadeus defines the following levels of case severity: (see below table)

Severity	Type of Incident	Example
Critical – 1	<ul style="list-style-type: none"> • A system, an application or functionality is down, corrupted or severely degraded (i.e. inoperable) in service, impacting a significant group of users. • A system, an application or functionality is down, corrupted or severely degraded (i.e. inoperable) in service, for a limited number of users and having a significant commercial impact on those users. • No back-up is available, and no by-pass is installed. • All appropriate Amadeus technical resources are applied 24/7 until the incident is resolved. 	<ul style="list-style-type: none"> • Entire Network connectivity to Amadeus services is down. • A business critical transaction is not available. • Unable to price any transactions, print any tickets, request availability, etc.
Serious - 2	<ul style="list-style-type: none"> • A system, an application or functionality is down, severely corrupted or severely degraded in service, impacting a limited number of users. • A system, an application or functionality is degraded for a significant group of users. • Back-up is available or a by-pass is installed, but service is still degraded. • Amadeus resources are applied with top priority until the Incident is recovered. May require additional hours. Fix may be applied without regression test. 	<ul style="list-style-type: none"> • One functionality of Amadeus is not available, causing serious business impact (e.g. revenue generation). • An application service or functionality has been 'impaired' (e.g. 75% of transactions are not being received or responded to). • Unable to price any fares on an important sector. • One or more Web Services flows are experiencing processing errors.
Medium - 3	<ul style="list-style-type: none"> • A system, an application or functionality is degraded. • Back-up is available or a by-pass is installed with acceptable quality of service. • Amadeus resources are scheduled as available. 	<ul style="list-style-type: none"> • One out of several call-center or customer service agents impaired. • A fare is not pricing correctly. • Payment is failing for some transaction types, card types, or other intermittent failure. • Failing SSR processing for some PNRs. • A single Web Services transaction is failing.

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		<ul style="list-style-type: none"> Errors in an individual PNR.
Low - 4	<ul style="list-style-type: none"> A system, an application or functionality is insignificantly degraded. A system, an application or functionality is up and running, back-up is available, no need for by-pass. The Incident will be addressed when convenient. The reported issue is cosmetic and/or a product enhancement that does not impact current functionality. 	<ul style="list-style-type: none"> Customer is having trouble with branding reports – how to question. Functionality does not match documented instructions, but functionality is working. Product enhancement request of an existing product.

4. Managing Your Cases

Case lifecycle & status

Status	Definition/ action
New	A newly opened case is pending review by the Amadeus Support team.
Investigation Ongoing	A case is under review by the Amadeus Support team.
Returned to Customer	The Amadeus Support agent is sending the case back to you and asking for additional information. Two actions are expected from you: either to respond to Amadeus with a comment by clicking 'Re-open'; or to 'Accept & close' the case.
Solved	The case is solved and the resolution is effective in production. You can now check that it is working and click on 'Request Closure'.
Closed	The case is solved and has been closed. Note: After a case is marked as 'Solved' by an Amadeus agent, it will remain open under that status for a period of time. It will be automatically marked as 'Closed' thereafter unless you have clicked on 'Request Closure' in the meantime. Prior to closure, you will receive an email notification.

Case views

At any time, you can refer to your Case records under the tab 'Online Requests/Manage your requests' in Amadeus Service Hub. This page is consolidating the cases in different views:

- First select whether you want to view the 'List of cases logged' or the 'List of cases logged on behalf of' another agency (Note: this requires special set-up and may not be visible to all).
- Second, you can then filter by: 'My Cases' (all cases created by you); 'My Agency Cases' (all cases created by you or any user belonging to the same Office ID as yours); or 'My Company Cases' (all cases created by you, or by any user from your account [other Office IDs belonging to your Agency]).
- The third filtering option allows you to select the cases depending on their status: 'Waiting on Customer' (i.e. pending an action on your side); 'Open Cases' (i.e. under investigation by Amadeus); and 'All Cases' including those that have been closed).

5. Unscheduled Outages and Maintenance Notifications

Scheduled Maintenance notifications will be posted in the 'News' section on **Amadeus Service Hub**. Similarly, unscheduled outages and major incidents will be communicated via a red ribbon on Amadeus Service Hub.

You are invited to register to the **Amadeus Critical Incident Centre** and subscribe to receive notifications whenever a critical incident occurs on a product that is of interest to you.

Notifications are sent each time a new article is created and once the article status is changed to 'Recovered'. In addition, regular updates are sent during the investigation period to keep you informed.

How to register to Amadeus Critical Incident Centre:

- Log into Amadeus Service Hub and click on your name at the top right-hand corner to open the 'My Account' menu
- Go to 'Subscriptions & Notifications'
- Launch the wizard from 'My areas of Interest' if you have not yet set your preferences and activate the 'Amadeus Critical Incident Centre notifications' in the last step
- In case you had already answered the wizard prompt, ensure that the 'Critical Incident and Scheduled Maintenance Bulletin' are activated from 'My notifications' section



Want to be aware of industry mandates and Amadeus product updates? Learn how to customize your Amadeus Service Hub notification settings.

[Read this article](#)

6. Case Escalation Procedure

Follow this procedure when you need to escalate a case having a significant impact on your business for which no solution has been found yet.

- Pre-requisite:** a valid Case should be open ahead of this process.
- First-level escalation:** Update the Case record with a new example when the issue cannot be reproduced or identified.
- Second-level escalation:** If you feel that the correct level of support has not been assigned or if the issue is having a serious business impact, contact your customer support team requesting a follow up, or asking for the severity to be corrected as per the Levels of case Severity table above (if it applies).

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Part C – Your Claim service

1. What is a claim?

In some cases, as a travel agency, you may suffer a financial loss, usually as a result of receiving an Agency Debit Memo (ADM). If you deem that the error was out of your control, you may want to log a Claim request to Amadeus. This will be investigated by our team of experts who will determine the root cause and may agree on a compensation scheme.

You can find on Amadeus Service Hub the [Amadeus Claims Handbook](#) which details the various types of Claims (Fare, Ticketing, Air, Hotel, Car, Miscellaneous), how claims are assessed, what documentation is required and which claims are deemed valid to be investigated.

2. How to log a claim request to Amadeus?

Amadeus Service Hub is once again your go-to portal when it comes to servicing matters.

- Create a new 'Claims request' by clicking on 'Log a Claim' from the 'Online Requests' page or by typing 'Claim' directly in the first step of your 'Get Support' flow, the appropriate form will be pre-selected when you reach Step 3 of the flow.
- Fill in all the requested information. Claims requests should be reported in **English** (some exceptions may apply in your market). Please note that some specificities may apply for your market.
- Your Claim request will be thoroughly investigated by a team of Claim experts. Claims often require time-consuming investigations and our Experts will come back to you as soon as they have completed their investigation or if they require further information from you.

This [article](#) summarises the process to log a Claim on Amadeus Service Hub.

The same flow will apply as for any Support request.

Claims views

Similarly to the Case records, you can refer to your Claims records under the tab 'Online Requests/Manage your requests' in Amadeus Service Hub. This page is consolidating the cases in different views:

- First select whether you want to view the 'List of claims logged' or the 'List of claims logged on behalf of' another agency (Note: this requires a special set-up and may not be visible to all).
- Second, you can then filter by: 'My Claims'; 'My Agency Claims'; or 'My Company Claims'.
- The third filtering option allows you to select the Claims depending on their status: 'Waiting on Customer' (i.e. pending an action on your side); 'Open Claims' (i.e. under investigation by Amadeus); and 'All Claims' including those that have been closed.

3. Is there another way to log a claim to Amadeus?

Depending on your region, you might already benefit from the automatic process managed by the **Airline Reporting Corporations (ARC)** and **IATA's Billing & Settlement Plan (BSP) organizations respectively**. The functionalities 'Grant access' to GDS in ARC Memo Manager or 'Forward to GDS' in BSP Link allow you to trigger the Claim creation in Amadeus Service Hub automatically.

You can find more information [here](#)

4. Claims Escalation Procedure

Please note that Claims often require thorough and time-consuming investigations before the Amadeus expert can identify the root cause and determine the next course of action.

Having said that, should you need an update on the status of your Claims request, you can enter a comment in your record in Amadeus Service Hub to request additional information or raise any concern. Our experts will do their best to get back to you. Alternatively, you can also voice your request to your Amadeus point of contact.

5. Complementary Claims-related services: ATC Claim Dispute

What is an ATC claim?

If you deem that the Agency Debit Memo is invalid due to the usage of the **Amadeus Ticket Changer (ATC)** tool, you may want to log a Claim request to Amadeus. This claim is called an ATC Claim. This claim will be investigated by our experts who will determine the root cause based on other similar claims.

What is an ATC Claim Dispute?

In markets where the ARC/ BSP 'forward to GDS' functionality is implemented (ref. paragraph 3), Amadeus offers its customers a service whereby we investigate the ATC Claim, we provide you with the results of our investigation and we engage with the Airline to dispute your ADM when relevant.

How does it work concretely?

On your side, once you receive the ATC-related ADM, simply click on the 'forward to GDS' button in ARC/ BSP. As a consequence, a Claim is automatically created in Amadeus Service Hub. Amadeus will acknowledge and investigate the Claim. Once completed, we will update the ARC/BSP 'Comment' tab with the results of our investigation. We will either pay the Claim or advise you to click on the 'Dispute' button in ARC/BSP. Simultaneously, our experts will contact the Airline by email to engage discussions on that particular Agency Debit Memo on your behalf.

How can I benefit from this ATC Claim Dispute service?

Customers where the 'forward to GDS' functionality is available can benefit from this service (find a list of regions [here](#)). For other customers, please contact your Account Manager to raise a specific request.

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Part D – Your Learning service

Whether you are totally new to the Amadeus system, welcoming new staff, implementing new products or using new features, you will always find the right training materials to gain proficiency and high productivity with your Amadeus tools. We want to bring learning to where the learners are - delivering new levels of convenience and choice while giving you, our customer, more control over how and when you learn.

1. Amadeus Learning Universe



Amadeus Learning Universe is your gateway to learning. It is accessible from Amadeus Service Hub or directly from the search bar on the top right-hand corner of Amadeus Selling Platform Connect. It offers you a wide range of learning options available in one place, including **instructor-led** sessions and **self-paced** courses in multiple languages.

Amadeus Learning Universe provides you with:

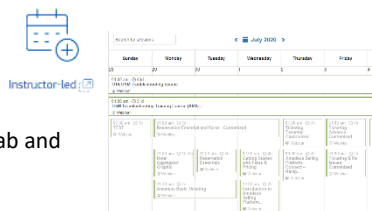
- **Flexibility:** Choose from short videos for specific subjects to instructor-led webinars, take the training in your preferred language.
- **Consistency:** All over the world, access the same content, in the same format. Only the language differs.
- **Accessibility.** Self-enrolled courses are available online, 24/7, from any location, and on a range of devices

Want to find out more?
[Watch a short video on Amadeus Learning Universe](#)
 Or go on a short [navigational tour](#)

2. Different training methods you can choose from

There are two types of training:

Instructor-led sessions are delivered by our highly skilled experts around the world. You access these by clicking on the instructor-led tab and enrolling to a session from the calendar.

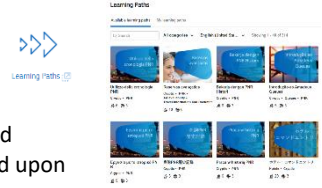


Self-paced learning is offered either as separate lessons or as detailed learning paths. Our self-paced training materials consist of videos, interactive e-learning sessions including practical exercises, workbooks and quick reference guides.

- **Lessons** are separate pieces of learning and are not tracked.



- A **learning path** is a series of lessons ordered in a specific sequence where your progress is tracked and certificates are offered upon completion.



3. Track your learning achievements

You can instantly track your progress through a personalized dashboard, which gives you a quick overview of your studies. You can also monitor your course accomplishments and see any remaining e-learning you still need to complete. For every learning path completed, a printable certificate is automatically saved in your history tab.

4. Amadeus Learning Partners

Complementary to the training developed and delivered by Amadeus, we are working closely with selected universities and training organizations that have been certified on our solutions and comply with our training standards. You or your agents may want to upskill or validate their knowledge with these organizations.

Find the closest certified [Learning Partners](#) and their professional training curriculum on Amadeus products.