

amadeus

Amadeus Service Handbook

V4.0

Contents

Your Customer Care journey, shaped around you	3
The Inflow Experience	3
The Self-service Experience	3
The Support Experience	3
Your Support Service	4
Contacting Amadeus Support organization	4
Roles & responsibilities for support & incident management	4
Amadeus case classification for incidents	4
Managing Your Cases	5
Case Escalation Procedure	6
Unscheduled Outages and Maintenance Notifications	6
How to register to Amadeus Critical Incident Centre:	6
Your Claim Service	7
Logging a claim request	7
Is there another way to log a claim to Amadeus?	7
Managing your Claim cases	7
Claims Escalation Procedure	7
Complementary Claims-related services: ATC Claim dispute	7
The ATC Claim Dispute	8
How does it work?	8
How can I benefit from this ATC Claim Dispute service?	8
Your Learning service	9
Amadeus Products' Entry points	9
Amadeus Learning Universe	9
Training methods you can choose from	9
Track your learning achievements	10
Amadeus Learning Partners	10

Your Customer Care journey, shaped around you

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. 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:

The Inflow Experience

Directly from within [Amadeus Selling Platform Connect](#), you can ask questions to **Amanda**, your online virtual assistant that can help you with quick answers to simple functional questions.

If you prefer a static search to a conversational mode, use the [search bar](#) of **Amadeus Selling Platform Connect** where you can access, read and use all the [Amadeus Service Hub](#) content without switching between browsers.

Additionally, you can use the menu options to link directly to the different resources within Amadeus Service Hub.

The Self-service Experience

Stay informed and boost your knowledge from [Amadeus Service Hub](#), the one stop shop to Support, Learning and the Community.

[Support](#)[Learning](#)[Community](#)

1. Use the [Support](#) tab (default) to search for knowledge (*how to* questions, error messages, etc.) and get information on our products and solutions from **Amadeus Support & Knowledge**
2. Navigate to the [Learning](#) tab to take e-learning courses or to view our calendar of virtual training in various languages. You can register online for a virtual training or identify a learning path that will address your need to be up skilled. You can also use this [link](#) to access **Amadeus Learning Universe**.
3. Select the [Community](#) tab and browse and share tips and tricks with Travel Agency peers and Amadeus Experts, who are moderating the platform and validating the information shared. You can also use this [link](#) to access **Amadeus Live Travel Community**.



Do you need to register to Amadeus Service Hub? [Click this link to learn how](#)

The Support Experience

If you need to get support to solve a complex issue, initiate a request following the [Get support](#) flow accessible via the **Amadeus Service Hub** homepage or via the useful links under the [Search menu](#) in **Amadeus Selling Platform Connect**. Follow the 2-step process that will guide you to the Support options available to your agency at the given time for your specific request.

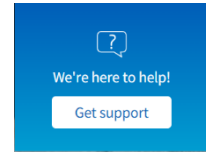
Note: Some services and features are subject to local deployment and may not be available in your market.

Your Support Service

Contacting Amadeus Support organization

All support requests should be initiated online, using the [Get support](#) 2-step flow to qualify your query.

Access the [Get support](#) flow in 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 2 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 2 may vary. For example, 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. In that case, only the [Log a case](#) option is available.

Roles & responsibilities for support & incident management

The Amadeus Customer Support organization 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.

When reporting an issue to Amadeus, you must provide all necessary information for Amadeus Support teams to investigate the issue. It is also important to include the impact on the business, which influences the case classification.

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 [is 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 bypass 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:

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.

<p>Serious – 2</p>	<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.
<p>Medium – 3</p>	<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. • Errors in an individual PNR.
<p>Low – 4</p>	<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.

Managing Your Cases

At any time, you can refer to your Case records by clicking on the [My Cases](#) icon or under the tab [Online Requests](#) in Amadeus Service Hub .



This page is consolidating the cases in different views:

1. Select what type of view you want: [List of cases logged](#) or [List of cases logged on behalf of another agency](#) (Note: this requires special set-up and may not be visible to all).
2. Filter what cases you wish to display: [My Cases](#), [My Agency Cases](#) (logged by you or any user belonging to the same Office ID as yours), or [My Company Cases](#) (logged by you, or any user from your account [other Office IDs belonging to your Agency]).
3. Select the cases depending on their status: [Waiting on Customer](#) (pending action on your side), [Open Cases](#) (under investigation by Amadeus or vendor), or [All Cases](#) (including those that have been closed).

Case lifecycle & status

Status	Definition/ action
<p>New</p>	<p>A newly opened case is pending review by the Amadeus Support team.</p>
<p>Investigation Ongoing</p>	<p>A case is under review by the Amadeus Support team.</p>
<p>Returned to Customer</p>	<p>The Amadeus Support agent is sending the case back to you and asking for additional information. Two actions are expected from you: 1) to Accept & close the case or 2) if problem persists, to click on Re-open and provide new evidence.</p>
<p>Solved</p>	<p>The case is solved, and the resolution is effective in production. You can now check that it is working and click on Request Closure. After a case is marked as Solved by an Amadeus agent, it will remain open for 15 days.</p>
<p>Closed</p>	<p>The case is solved and has been closed. 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.</p>

Case Escalation Procedure

Follow these steps should you need to escalate a case having a severe impact on your business.

1. Go to the [My Cases](#) section in Amadeus Service Hub to find your case.
2. Verify the status of the case: If it is [Waiting on Customer](#) you should review the updates and provide any pending information. Otherwise, click on [Request Escalation](#).
3. Select the correct reason for escalating:
 - [Increased Business Impact](#): Please provide all the requested information in detail so we can thoroughly assess your request.
 - [Request a status update](#): This option will become available after a certain period, to give our agents time to review and investigate the issue.

Refer to this article for more details on [How to escalate your case in Amadeus Service Hub](#).

Unscheduled Outages and Maintenance Notifications

Scheduled Maintenance notifications are posted in the [News](#) section on **Amadeus Service Hub**. Likewise, *Unscheduled outages and major incidents* are communicated via a light orange ribbon on the homepage of Amadeus Service Hub.



There are 1 active Critical Incident or Scheduled Maintenance Bulletins.

We urge you to register and subscribe to the **Amadeus Critical Incident Centre** to receive notifications when a critical incident occurs on a product that is of interest to you. Regular updates are sent during the investigation period to keep you informed.

Notifications are sent each time a new article is created and once the article status is changed to [Recovered](#).

How to register to Amadeus Critical Incident Centre:

1. From Amadeus Service Hub, [click on your name](#) at the top right-hand corner to open the [My Account](#) menu
2. Go to [Subscriptions & Notifications](#)
3. If you have not yet set your preferences, launch the wizard from [My areas of Interest](#), then activate the [Amadeus Critical Incident Centre notifications](#) in the last step
4. If you have already answered the wizard prompt, ensure that the Critical Incident and Scheduled Maintenance Bulletin is activated from [My notifications](#) section.



Want to be aware of industry mandates and Amadeus product updates?

[Read this article](#) explaining how to customize your Amadeus Service Hub notification settings.

Your Claim Service

In some cases, your agency you may suffer a financial impact, usually as a result of receiving an Agency Debit Memo (ADM). If you believe the mistake was out of your control, you should 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.

Logging a claim request

From **Amadeus Service Hub**:

1. Go to the [Online Requests](#) page, click on [Log a Claim](#).
2. 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.

Our team of Claim experts will conduct a comprehensive investigation into your Claim request. As this process can be time-consuming, our experts will provide an update once they have completed their inquiry or if they need additional information from you.

Refer to [How to log a claim in your travel agency](#) for more details.

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.

For more details, see [Forward to GDS Quick Reference Guide](#).

Managing your Claim cases

Similar to the Case records, you can display your Claims records under the tab [Online Requests/Manage your requests](#) in Amadeus Service Hub. This page is consolidating the cases in different views:

1. 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).
2. Filter by [My Claims](#), [My Agency Claims](#), or [My Company Claims](#).
3. 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), or [All Claims](#) including those that have been closed.

Claims Escalation Procedure

Please be aware 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.

If you require an update on the status of your Claim request, you can add a comment in your record requesting further information or raise any concerns. Our experts will respond as soon as soon as possible. Alternatively, you may also voice your request to your Amadeus point of contact.

Complementary Claims-related services: ATC Claim dispute

If you believe that the Agency Debit Memo is invalid due to the usage of the **Amadeus Ticket Changer (ATC)** solution, 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.

The ATC Claim Dispute

In markets where the ARC/ BSP [forward to GDS](#) functionality is implemented, 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.

Refer to [Introduction to ATC Dispute](#) for more information.

How does it work?

1. Once you receive the ATC-related ADM, simply click on the [forward to GDS](#) button in ARC/ BSP. A Claim is automatically created in Amadeus Service Hub.
2. Amadeus will acknowledge and investigate the Claim.
3. 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 that have access to the [forward to GDS](#) functionality can benefit from this service (find the list of markets [here](#)). For other customers, please contact your Account Manager to raise a specific request.

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 aim to bring learning to you 24/7 – anytime, anywhere.

Amadeus Products' Entry points

Accessible from Amadeus Service Hub, “Entry points” for Amadeus products are your **one-stop** repository for learning content and documentation!

Entry points are the main product articles, that describe the product, provide background information and list all learning deliverables available: *How-to* articles, and digital and instructor-led content.

You can easily retrieve them by entering the Amadeus product name followed by “Entry point”.

Example: [Amadeus Selling Platform Connect: Entry point](#)

Amadeus Learning Universe



Amadeus Learning Universe is your gateway to learning. You can access it from Amadeus Service Hub, or directly from the search bar on the top right-hand corner of Amadeus Selling Platform Connect. ALU 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 gives you:

- **Flexibility:** Choose your language for our short videos for specific subjects or instructor-led webinars.
- **Consistency:** Our content is available in the same format all over the world.
- **Accessibility.** Our content is available on a range of devices 24/7 - anywhere, anytime.

Training methods you can choose from

There are two types of training:

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.

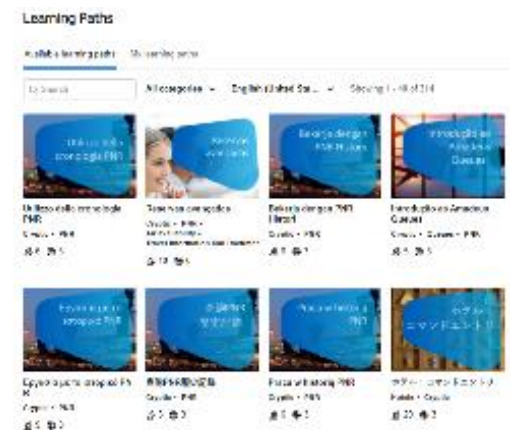
- **Lessons** are separate pieces of learning and are not tracked.
- A **learning path** is a series of lessons ordered in a specific sequence where your progress is tracked, and certificates are offered upon completion.



Lessons



Learning Paths



- **Instructor-led** sessions are delivered online 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.



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
25	26	27	28	29	30	31
<p>09:00 am - 09:30 am ONLINE Instructor-led session 1 session</p> <p>09:30 am - 09:45 am ONLINE Instructor-led session (PPT) 1 session</p>						
<p>10:00 am - 12:00 pm 09:30 am - 10:00 am 10:00 am - 12:00 pm 12:00 pm - 01:00 pm</p>	<p>09:30 am - 12:00 pm 12:00 pm - 01:00 pm 01:00 pm - 02:00 pm 02:00 pm - 03:00 pm</p>	<p>09:30 am - 12:00 pm 12:00 pm - 01:00 pm 01:00 pm - 02:00 pm 02:00 pm - 03:00 pm</p>	<p>09:30 am - 12:00 pm 12:00 pm - 01:00 pm 01:00 pm - 02:00 pm 02:00 pm - 03:00 pm</p>	<p>09:30 am - 12:00 pm 12:00 pm - 01:00 pm 01:00 pm - 02:00 pm 02:00 pm - 03:00 pm</p>	<p>09:30 am - 12:00 pm 12:00 pm - 01:00 pm 01:00 pm - 02:00 pm 02:00 pm - 03:00 pm</p>	<p>09:30 am - 12:00 pm 12:00 pm - 01:00 pm 01:00 pm - 02:00 pm 02:00 pm - 03:00 pm</p>

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 assigned e-learning you still need to complete. For every learning path completed, a printable certificate is automatically saved in your history tab.

Amadeus Learning Partners

Amadeus is enabling educational organizations worldwide (tourism schools, universities, and training institutes) to include training for electronic reservations and ticketing. This facilitates the recruitment and onboarding process and allows you to focus on your business processes.

Students can learn and practice on Amadeus Selling Platform Connect, in preparation for their next career move.

At the end of the program, students can take one of two skill assessments and receive a certification:

- Amadeus Reservation Fundamentals
- Amadeus Reservation and Ticketing Fundamentals



Each candidate gets a digital badge that they can share on social media, such as LinkedIn or WhatsApp. During the recruitment process, you can access the digital badge and check the skills that the candidate has acquired, speeding up the recruitment process.