amadeus

Amadeus Agency Manager is the world's most widely used mid-office application, as well as being the driver behind the unique mid-office integration in Sales Management Solution. A reliable and proven solution, Agency Manager is customisable to your needs and compliant across multiple markets.



Amadeus Agency Manager

The travel industry's most widely used mid- and back-office solution

Increase efficiency

Amadeus Agency Manager automates complex tasks and data flows, speeding up your booking flow and eliminating errors due to manual calculations. Invoicing, document handling and VAT calculations are simplified, giving agents more time to focus on serving your customers. Agents can easily manage an entire trip in a single dossier since booking elements from both GDS and local providers are fully integrated.

Better revenue management

Agency Manager helps increase your revenues through features such as automated service fee calculation which guarantees that all fees are collected. Built-in management reports can be sold on to customers.

Controlling the profitability of your business lines is key to your success. Agency Manager tools such as the margin control system help you measure your performance at any time.

Back office integration

Agency Manager integrates seamlessly with Amadeus Accounting, a dedicated travel agency back-office solution that is fully compliant with local VAT and legal requirements. Entries are generated automatically and data quality is assured.

Amadeus Accounting includes:

_ Supplier matching
_ Commission tracking
_ Credit card extractions
_ General ledger & analytical accounting

Agency Manager customers around the world use this mid-office solution with 3rd party accounting systems such as SAP, Agresso, SAGE or J D Edwards.

"Amadeus Agency Manager offers a flexible solution that adapts not only to BCD Travel's way of working, but also to the specific requirements of many countries in which we do business, enabling us to leverage the benefits."

Heinz Jennewein
Head of IT, BCD Europe

Key features and benefits

Integration of multi-source reservations
_ Multi GDS (Amadeus, Sabre...)
_ Local provider interfaces (local rail, ferry, cruise...)
_ Your own internal production by means of a universal XML interface

Automated Service Fee calculation
Service fee calculation and collection is facilitated, guaranteeing additional revenues

Automatic Invoicing
Touchless invoicing directly after ticketing, avoiding the need for manual intervention

Document Management
_ Document Creation & Printing Module
_ E-mail Module
_ Archiving Module

Documents such as itineraries, invoices, order receipts, vouchers can be:
_ Customized for agency or client & printed individually or in batch
_ Issued by email through an automatic workflow
_ Archived centrally & accessible via a webportal

Reporting
Available from the standard reports in Agency Manager, or fully customizable reports provided by Amadeus Management Information System

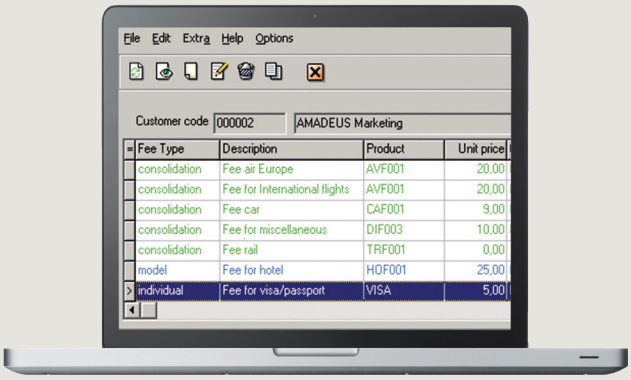
Margin control system
Ability to check the margin of each product or dossier based on the purchase price

Automated credit card interface
Includes compliancy with the latest industry standards such as PCI/DSS

Supplier matching
Automates supplier reconciliation and payment (BSP & others) and creation of accounting entries

Multi market
Agency Manager is compliant with local requirements:
_ VAT handling
_ Local language
_ Local provider integration
_ Local credit card integration
_ Global reporting

Additional revenues
Calculation of service fees is automated and revenue collection guaranteed. Easy to set up, fee models can be applied directly in Agency Manager or at the point of sale with Amadeus Sales Management Solution.



Trusted technology partner
As the global travel industry's leading technology partner, Amadeus is committed to helping you overcome your biggest business challenges by continuing to provide innovative and advanced integrated solutions, plus best-in-class support and expert consulting services.

Find out more
For further information, visit **amadeus.com** or speak to your Amadeus Account Manager today.

© 2011 Amadeus IT Group SA