

Amadeus e-Travel Management

Travel smarter. Spend less.

— Facilitate trip organisation and control over related spending with our latest enhancements:

- More personalised travel experience with smart search extended to web fares
- More adapted unbundled fares' management
- Regional integration of SNCF Espace Pro



Release Spotlight

June 2015 (18.1)

With Amadeus e-Travel Management, you save costs and optimise your travel programme in the long run. The multisource corporate self-booking tool enables your travellers to manage their complete itineraries aligned with companies' guidelines.

The June release (18.1), brings in the following enhancements:

Smart search¹ extended to web fares: more personalised travel experience

As from the previous release², more than just considering the lowest fares, AeTM provides results integrating business intelligence logic. These take into account the traveller's personal search history and an overall comfort value, making it easier to find the most relevant air recommendation for them.

From now on, the results integrate as well low-cost carriers together with full service carriers, in a search by fare (classic) flow.

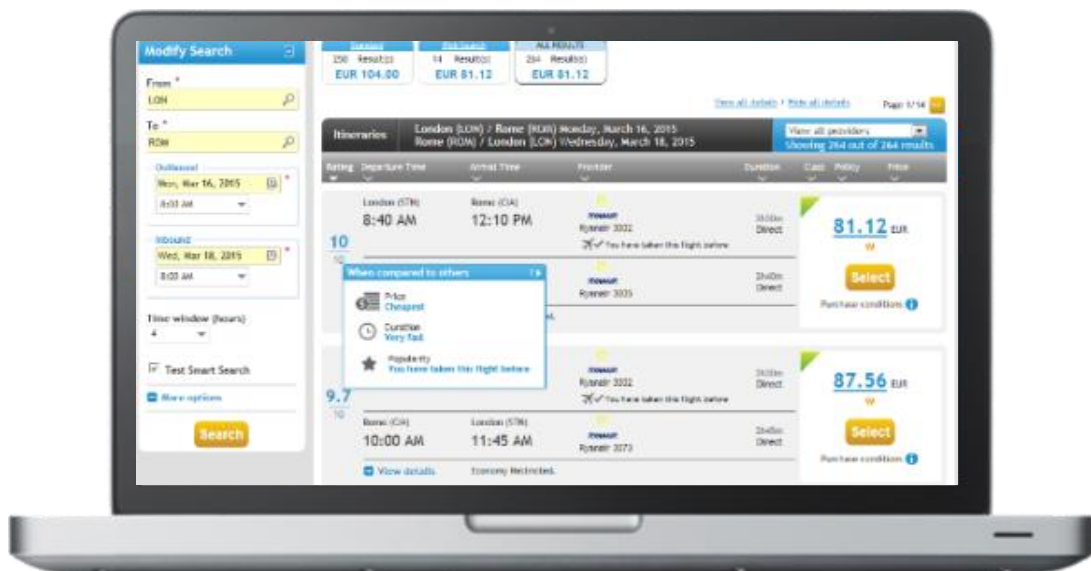


Figure 1 – Web fare content in a Search by fare (classic) flow will be included in the Smart Search algorithm and rating

(Screenshot for illustration purposes only)

● Benefits:

> **Travellers and travel arrangers** immediately access the most relevant air recommendations, including web fares. Personalised search results enable to find quickly the right flight to fit each traveller's needs. The travel planning experience becomes easier whether the travellers or from the same community or not.

> **Corporations** provide their travellers with a better service and an enhanced user experience. Especially in markets with high relevancy of low cost carriers and high usage of Search by Fare (classic).

¹ For Amadeus GDS - Please check availability for your configuration

² Please refer to 18.0 Spotlight.

Unbundled fares management

Airlines' increasingly refer to fare families with a related split into different levels of services: from basic fares, with no service, to fully flexible fares, with baggage, changeability, meal etc.

AeTM adapts its offering with the fare family's name and description³ display, which enables to:

- Inform travellers on the services that are included in the fares
- Retrieve the most relevant fares based on the level of services
- Compare similar offers from various carriers

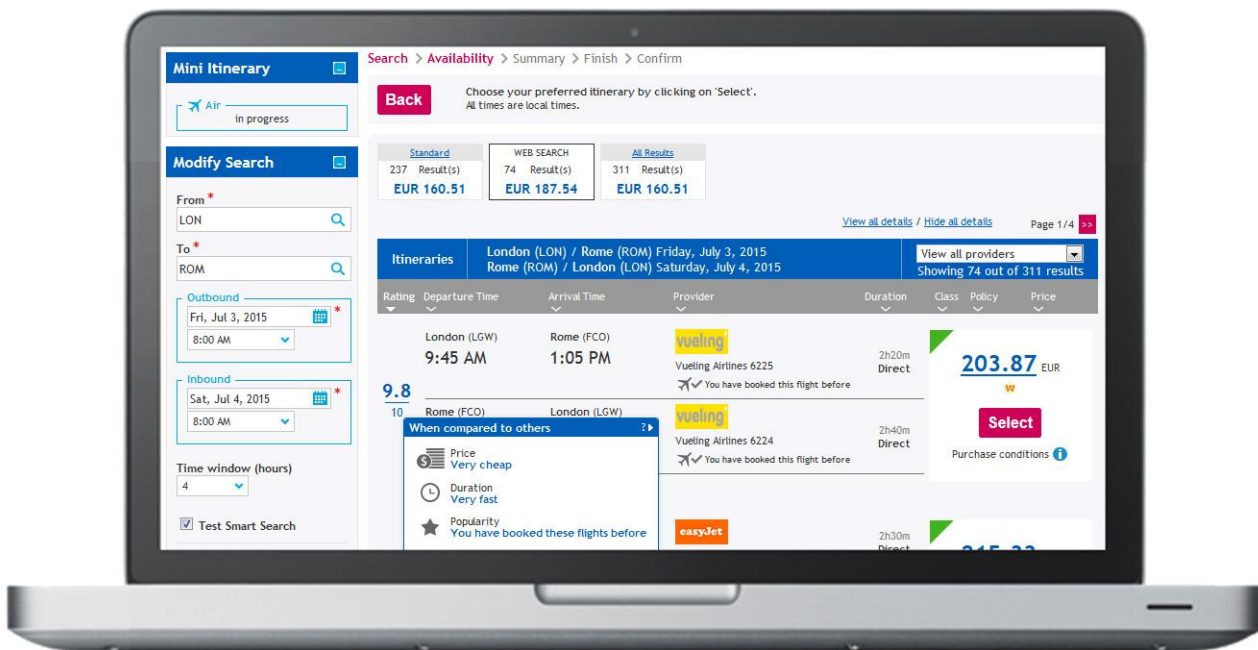


Figure 2 – Fare family description pop up
(Screenshot for illustration purposes only)

Depending on the flow, the fare family description contains information on:

- The standardised categories of services (baggage, meal, travel services...)
- A list of up to 20 services spread into the different categories
- The level of service availability (included / not included / at a charge)

● Benefits:

> **Travellers and travel arrangers** access the relevant information to make their choice quicker.

> **Corporations** provide their travellers with an enhanced user experience and the possibility to know what is charged for. The increased transparency reduces the need for post-booking modifications due to a change in the fare family.

> **Travel agencies** handle less customer calls or complaints resulting from a lack of available information prior to booking.

³ For the airlines that are subscriber of Amadeus central solution "Airline Fare Family for Distribution" (AFFD). Six AFFD carriers are implemented as of April 1st, 2015: Finnair, Brussels Airlines, Hop! Air Berlin, Niki and Aeroflot.

Market SNCF Espace Pro 1ere/Ancillary Services

With this enhancement, corporate travelers can identify extra services on top of their ticket. This introduces the concept of “ancillary services” applied to SNCF. These options were previously already attached to the purchase/booking, but users were not informed of the possibility to access the Espace Pro 1ere.

The traveller is informed by a shopping cart icon highlighting the services available.

- **Benefits:**

- > **Travellers and travel arrangers** enjoy better rail booking experience, leading to higher adoption.
- > **Corporations** provide their travellers with the most meaningful local content.
- > **TMCs** provide a better customer service.