



# Amadeus Service Fee Manager

**Декабрь 2006**

**amadeus**  
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# SFM – Типы сборов

- **Booking process fees** (сборы в зависимости от типа действий агента: выписка, возврат, отмена и пр.).
- **Ticketing fees** (сборы в зависимости от параметров выписки билета: величина тарифа, направление, класс бронирования, авиакомпания и пр.).
- **Product fees** (сборы в зависимости от типа забронированных агентом сегментов: авиа, отели, автомобили и т.д. для клиента).
- **Contextual fees** (сборы в зависимости от обстоятельств агентской деятельности: доставка документов, источник бронирования типа Интернет или другой офис, кол-во человек в PNR).
- **Consulting fees** (сборы, которые могут рассчитываться без наличия бронирования на основе времени, затраченного агентом на расчёт тарифа или консультацию клиента).

# **Service Fee Manager Administration – Price Scheme Manager**

# Для Администратора

Amadeus Selling Platform

Menu Help ?

Administration Office Management | Price Scheme Management

## Price Scheme Management

Administration Office:  Display Competence Area

Search Criteria

PSR:

PS Name:

Date option:

PSR	Name	Status	Start Date	End Date	
2669	PRICE SCHEME	A	28SEP05	09DEC05	▲
2669	PRICE SCHEME	A	10DEC05	28FEB06	
4190	TEST EMEA FORUM	A	07JUL05	29JUL05	
4281	RAM MAROC	A	29JUL05	04AUG05	
5249	NAS DEMO	A	12OCT05	30NOV05	
6006	GREECE	A	28JAN06	08FEB06	
8982	BUSINESS	I	06APR06	05APR08	
8983	BUSINESS	P	05APR06	05APR08	
8984	WALK-IN	P!	05APR06	05APR08	
8985	THE COMPANY	P!	05APR06	31DEC06	▼

I = Inactive P = Production A = Archived ! = Not validated



Administration Office Management    Price Scheme Management

### Price Scheme Management

General Data	Ticketing Fee	Booking Process Fee	Contextual Fee
PSR: <input type="text" value="3215"/> Status: <input type="text" value="inactive"/> Currency: <input type="text" value="USD"/>			
Price Scheme name: <input type="text" value="BUSINESS DEFAULT"/>			
Start Date: <input type="text" value="01JUL05"/> <input type="button" value="DS"/>			
End Date: <input type="text" value="31DEC05"/> <input type="button" value="DS"/>			
Description: <input type="text" value="default for business customers"/>			
Service fee calculation			
Service Fee Total (SVF_T)	<input type="text" value="TKFE_T + BKFE_T + CTFE_T"/>		
<input type="button" value="Save"/> <input type="button" value="Cancel"/>			



**Amadeus Selling Platform**

Menu Help ?

Administration Office Management **Price Scheme Management**

### Price Scheme Management

General Data **Ticketing Fee** Booking Process Fee Contextual Fee

**Ticketing Fee Parameters**

- ▼ **Ticket Type**
  - Default:
  - Electronic Ticket:
  - Paper Ticket:
- ▶ **Booking Cabin/ Itinerary Type**
- ▶ **Validating Carrier**
- ▶ **Selling Fare**
- ▶ **Form Of Payment**

**Ticketing Fee Calculation**

Ticketing Fee Total (TKFE\_T): 
 Minimum ticketing fee:  ▲  
 Maximum ticketing fee:  ▼

Description:

[View Formula](#)

[Save](#) [Cancel](#)

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Administration Office Management

Price Scheme Management

### Price Scheme Management

General Data

**Ticketing Fee**

Booking Process Fee

Contextual Fee

#### Ticketing Fee Parameters

▶ **Ticket Type**

▼ **Booking Cabin/ Itinerary Type**

**Itinerary Type**

		Any itinerary	Domestic	European	International
<b>Booking Cabin</b>	Any cabin		10	6	6
	First	10			
	Business	9			
	Coach Premium	8			
	Economy	5			

▶ **Validating Carrier**

▶ **Selling Fare**

#### Ticketing Fee Calculation

Ticketing Fee Total  
(TKFE\_T)

BKCB\_F + ITIN\_F

Minimum ticketing fee:

Maximum ticketing fee:

Description:

View Formula

Save

Cancel

Amadeus Selling Platform

Menu Help ?

Administration Office Management **Price Scheme Management**

### Price Scheme Management

General Data **Ticketing Fee** Booking Process Fee Contextual Fee

Ticketing Fee Parameters

▼ **Selling Fare**

Published Fare

Min	Max	Fee
<input type="text"/>	<input type="text"/>	<input type="text"/> ▼

Non Published Fare

Min	Max	Fee
<input type="text"/>	<input type="text"/>	<input type="text"/> ▼

External fare

Min	Max	Fee
<input type="text"/>	<input type="text"/>	<input type="text"/> ▼

Ticketing Fee Calculation

Ticketing Fee Total (TKFE\_T)   Minimum ticketing fee:

Maximum ticketing fee:

Description:

[View Formula](#)

[Edit](#) [Close](#)

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Administration Office Management

Price Scheme Management

## Price Scheme Management

General Data

Ticketing Fee

Booking Process Fee

Contextual Fee

## Ticketing Fee Parameters

Ticket Type  
(TKTP\_F)`IF (TKTP="P") THEN 10 ELSE 0.00`Booking Cabin  
(BKCB\_F)`IF (BKCB="C") THEN 10 ELSE (IF (BKCB="F") THEN 25 ELSE 0.00)`Itinerary Type  
(ITIN\_F)`IF (ITIN="E") THEN 5 ELSE (IF (ITIN="I") THEN 15 ELSE 0.00)`Validating Carrier  
(VDCA\_F)`IF (VDCA="AF") THEN 25 ELSE (IF ((VDCA="BA") OR (VDCA="QF") OR (VDCA="AY")) THEN 15 ELSE (IF (VDCA="LH") THEN 10 ELSE 5))`Selling Fare  
(FRAM\_F)

## Ticketing Fee Calculation

Ticketing Fee Total  
(TKFE\_T)`TKTP_F + BKCB_F + ITIN_F + VDCA_F`

Description:

View Form

Save

Cancel

A



B

C

D

E

F

Office: MIA1A0103



Administration Office Management

Price Scheme Management

## Price Scheme Management

General Data

Ticketing Fee

Booking Process Fee

Contextual Fee

### Booking Process Fee Parameters

#### ▼ Segment Sell and Cancel

	Flight	Car	Hotel	Rail	Amadeus Insurance	Tour	Manual Car	Manual Hotel	Manual Tour	Air Taxi	Cruise
Sell	1	1	1	1	1	1	1	1	1	1	
Cancel	0.5	0.5	0.5	0.5	0.5	0.5	1	1	1	1	

#### ▼ Ticket and MCO

	Ticket	MCO
Issue		
Cancel and Void		
Refund		
Reissue and Exchange		

### Booking Process Fee Calculation

Booking process fee total  
(BKFE\_T)

$INSX\_F + TOSX\_F + MCSX\_F + MHSX\_F + MTSX\_F +$   
 $ATSX\_F$

Minimum booking process fee:

\$

Maximum booking process fee:

Description:

View Formula

Edit

Close

A



B

C

D

E

F

Remote office: NCE1A0951

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Menu Help ?

Administration Office Management | Price Scheme Management

### Price Scheme Management

General Data | Ticketing Fee | Booking Process Fee | Contextual Fee

**Contextual Fee Parameters**

▼ **Booking Channel**

Default

Travel agent

Web

**Contextual Fee Calculation**

Context fee total (CTFE\_T)

Description

[View Formula](#)

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Manual update > **TFU/BC-x**

# Service Fee Manager Calculation – Selling Agent



# Selling Platform GUI - PNR Pricing & SFM

Amadeus Vista - Microsoft Internet Explorer provided by Amadeus s.a.s.

amADEUS vista ▾

Fare Display | Informative Pricing | **Price PNR** | Value Pricer | Stored ticket | Historical

Fare - Price PNR

Passengers				Information							
TEST SAN				LAST TICKET DATE 12JUN05 - DATE OF ORIGIN							
Cities	Carrier	Flight	Class	Date	Time	Fare basis	Tkt designator	NVB	NVA	Baggage	
FRA LHR	LH	4722	Y	12JUN	07:35	YFLEX1		01MAR		20	
LHR FRA	LH	4743	Y	22JUN	06:25	YFLEX1				20	
Fare				Fare Calculation							
EUR 741.00				12JUN05FRA LH LON494.03LH FRA494.03NUC988.06END ROE0.749947							
USD 968.00											
Taxes											
USD 19.77 RA											
USD 9.42 DE											
USD 15.00 YQ											
USD 9.41 GB											
USD 19.56 UB											
USD 15.00 YQ											
Total											
USD 1056.16											
Rate used				Other information							
1.30599 US				<div style="border: 1px solid red; padding: 2px;">                     USD 1086.16 TOTAL INCL USD 30.00 AGENT TICKETING FEE                      FEE PARTIALLY BASED ON VC=LH AND TT=ET                      03FEB05 PER GAF REQUIREMENTS FARE NOT VALID UNTIL TICKETED                      PENALTY APPLIES                 </div>							

**Итоговая цена  
и  
Описание  
сбора**

# Selling Platform GUI - Сводка

Amadeus Vista

amADEUS vista

Service Fee Manager

**Active Fees**

Passenger Name	PSR Name	TST	Ticketing Fee	Booking Fee	Contextual Fee	Adjustment	Fee Total	TST Total	TST+Fee Total
<input checked="" type="checkbox"/> MOLESTI/GILLES	2772 -	1	45.0	0.0	0.0		EUR 45.00	EUR 5052.85	EUR 5097.85
<input checked="" type="checkbox"/> PICKUP/ANGELA	2772 - INTERI...	1 ...	45.0	0.0	0.0		EUR 45.00	EUR 5052.85	EUR 5097.85

**Current Totals:** EUR 90.00    EUR 10105.70    EUR 10195.70

Validate    Display Details

**Validated Fees**

Passenger Name	PSR Name	TST	Ticketing Fee	Booking Fee	Contextual Fee	Adjustment	Fee Total	TST Total	TST+Fee Total
----------------	----------	-----	---------------	-------------	----------------	------------	-----------	-----------	---------------

**Current Totals:**

Create MCO    Deactivate    Display Details

**Deactivated Fees**

Passenger Name	PSR Name	TST	Ticketing Fee	Booking Fee	Contextual Fee	Adjustment	Fee Total	TST Total	TST+Fee Total
----------------	----------	-----	---------------	-------------	----------------	------------	-----------	-----------	---------------

Display Details

# Selling Platform GUI – Сводка

Amadeus Vista

amADEUS vista

\*\* PARAMOUNT NYC\*CHECK OUT SUPERSAVER RATES\*TRIPLE AMIGO PTS \*\*  
 LOCATED IN TIMES SQUARE\*NR THEATRE DIST\*RESTAURANTS \*SM\*

Service Fee Manager

**Active Fees**

Passenger Name	PSR Name	TST	Ticketing Fee	Booking Fee	Contextual Fee	Adjustment	Fee Total	TST Total	TST+Fee Total
<input checked="" type="checkbox"/> MOLESTI/GILLES	2772 -			0.0	0.0		EUR 0.00		
<input checked="" type="checkbox"/> PICKUP/ANGELA	2772 - INTERI...	...		0.0	0.0		EUR 0.00		

**Current Totals:** EUR 0.00      EUR 0.00

Validate      Display Details

**Validated Fees**

Passenger Name	PSR Name	TST	Ticketing Fee	Booking Fee	Contextual Fee	Adjustment	Fee Total	TST Total	TST+Fee Total
<input checked="" type="checkbox"/> PICKUP/ANGELA	2772 -	1	45.0	0.0	0.0		EUR 45.00	EUR 5052.85	EUR 5097.85
<input checked="" type="checkbox"/> MOLESTI/GILLES	2772 -	1	45.0	0.0	0.0	...	EUR 45.00	EUR 5052.85	EUR 5097.85

**Adjust Service Fee**

Amount	Justification
15	Visa fee

OK

Select to Apply

Display Details

**Deactivated Fees**

Passenger Name	PSR Name	TST	Ticketing Fee	Booking Fee	Contextual Fee
----------------	----------	-----	---------------	-------------	----------------

Office: NCE1A0950

# Selling Platform GUI – Описание

**Detailed Parameter Window**

**Service Fee Details**

Validation Date: Office ID: NCE1A0950

**Service Fee**

Passenger Name	PSR Name	Status	TST	Ticketing Fee	Booking Fee	Contextual fee	Adjustment	Fee Total	TST Total	TST+Fee Total
MOLESTI/GILLES	2772 - INTERNATIO	A	1	45.0	0.0	0.0		EUR 45.00	EUR 5052.85	EUR 5097.85

**Adjustment Justification**

**Ticketing Parameters**

Itinerary Type	Validating Carrier	Booking Cabin	Ticket Type	Fare Amount	Fare Type
I	AF	C	E-Ticket	4899.00	P

**Contextual Parameter**

Booking Channel

**Booking Process Parameters**

Transaction	Flight	Car	Hotel	Rail	Travel Assistance	Manual Car	Manual Hotel	Manual Tour	Air Taxi	Tour	Cruise
SELL	2	0	0	0	0	0	0	0	0	0	0
CANCEL	0	0	0	0	0	0	0	0	0	0	0

**Ticketing Counts**

Ticket Issue	Ticket Reissue	Ticket Refund	Ticket Cancel	Mco Issue
0	0	0	0	0

Apply Cancel Close



# Расчёт тарифа & SFM– Informative Pricing

```
FQPPARNYCPAR/OAF/PS-81

* FARE BASIS * DISC * PTC * FARE<EUR> * MSG *T
01 PRT1 * * 1 * 8067.99 *RB *Y
02 CRT * * 1 * 5074.99 *RB *Y
03 CRT1 * * 1 * 5074.99 *RB *Y
04 YRT1 * * 1 * 3136.99 *RB *Y
05 BEEFR * * 1 * 2209.99 *RB *Y
06 KHPXT1 * * 1 * 1236.99 *RB *Y
*2,5-6*RESTRICTIONS MAY APPLY/CHECK FQN
*1-5*ARPT RESTR FARE EWR SEG 1/2
*2*
PFC MAY APPLY/USE ARPT CODE AT NYC/
*1-6*AGENT TICKETING FEE APPLIES

PAGE 1/ 1
```

Итоговая цена  
=  
Тариф + ТКТ  
Сбор

Новое  
сообщение

- Описание сбора в FQQ

# Расчёт тарифа & SFM - Value Pricer

FXCLON

-----RECOMMENDATION 1 (EUR 392.25)-----

PTC	CUR	TAX	FARE	BASIS
1 ADT	2 EUR	130.75	32.75	ROWBA
2 CH	1 EUR	130.75	32.75	ROWBA
TOTAL	3 EUR	392.25	98.25	

1 BA8136 R 13MAY /NCE 1 LGW N 2235 2330 E0/733 01:55

\*\* TO (RE)BOOK USE FXZ OR FXU \*\*

1,2 LAST TKT DTE 13MAY05 - DATE OF ORIGIN

1,2 TICKETS ARE NON-REFUNDABLE

1,2 EUR 452.25 - INCL EUR 60.00 AGENT TKT FEE

Итоговая цена  
и  
Величина  
сбора

# Расчёт тарифа & SFM – PNR Pricing

FXP

01 AMADEUS/TEST

LAST TKT DTE 15OCT05 - DATE OF ORIGIN

-----  
AL FLGT BK T DATE TIME FARE BASIS NVB NVA BG  
PAR  
NYC AF 0022 Y Y 15OCT 0825 YRT PC  
PAR AF 0023 Y Y 25OCT 1710 YRT PC

EUR 2971.00 15OCT05PAR AF NYC1823.31AF PAR1823.31NUC  
3646.62END ROE0.814723

EUR 12.10QX XT EUR 7.60FR EUR 7.95FR EUR 4.13YC EUR

EUR 76.00YQ 11.64US EUR 11.64US EUR 4.09XA EUR 5.78XY

EUR 57.37XT EUR 2.06AY EUR 2.48XF JFK3.00

EUR 3116.47

EUR 3146.47 TOTAL INCL EUR 30.00 AGENT TKT FEE  
FEE PARTIALLY BASED ON VC=AF AND TT=ET

Итоговая цена  
и  
Описание  
сбора

# Отображение Сервисного Сбора & Подтверждение в PNR

```
F16                SERVICE FEE - P1
V 01JUL05          PSR  202                NCE1A0989

TICKETING FEE AMOUNT:          T1          30.00
CONTEXTUAL FEE AMOUNT:                5.00
BOOKING PROCESS FEE AMOUNT:        20.00

TOTAL SERVICE FEE AMOUNT: EUR          55.00

TOTAL TST AMOUNT: EUR          3116.47
TOTAL AMOUNT: EUR          3171.47
```

- ▶ Подтверждение Сервисного Сбора (TFV or TFVA)
- ▶ Транзакция на выписку билета внесёт данные в A.I.R.



# SFM – Ключевые возможности

- **Amadeus Service Fee Manager** предоставляет полностью интегрированное решение по централизованному расчёту, хранению и дистрибутированию различных сервисных сборов.
- Загрузка и поддержка схем по расчёту (**Price Schemes**) через графический интерфейс **Amadeus Selling Platform** для агентов (**Price Scheme Manager**).
- Центральная база (**Fee Server**).
- **Автоматический расчёт** сервисных сборов и отображение в точках продаж (POS) на любом этапе бронирования .
- Автоматическое сохранение описания сбора в PNR (**TSF - Transitional Stored Fee**).
- Информация по расчёту и суммарной величине сборов в **Amadeus Interface Record (A.I.R./I.M.R.)**.
- Интеграция **PSR** с профайлом клиента (**Customer Profile**).

# Ввод в действие

- ▶ **Пользователи**
  - ▶ Франция, Бельгия, Марокко, ЮАР, Австралия, Скандинавия, Латвия, Украина, Иордания, Румыния, Quantas
- ▶ **Пилотирование**
  - ▶ Испания, Малайзия, LAN, KLM
- ▶ **Планируемые рынки (end of 2006 – 2007)**
  - ▶ Россия, США, Германия, Польша, ...

# SFM - Стоимость

- ▶ Абонентская плата **30 USD** за 1 терминал в месяц\*  
\*включает в себя 120 TFV
- ▶ За каждую дополнительную транзакцию – **0.2 USD**



**Спасибо.**

**amadeus**  
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