

Amadeus Customer Extranet

Registration and Billing Services User Guide

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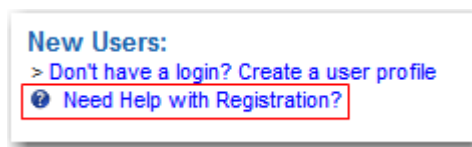
Amadeus Canada
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Canada, L4V 1N3

Introduction

This document has been created to assist you with registration, questions and navigation of the Amadeus Customer Extranet—Billing Services.

Registration

- New users need to create a user ID and password to access the Amadeus Customer Extranet. Use the link [Don't have a login? Create a User Profile](#) to create your new user ID.
- Use the document that has been created to help with the Registration process. This guide has been written specifically for user Registration on the new Amadeus Customer Extranet.



After completing the registration form, you will receive an e-mail message at the e-mail address that you provided during the registration process. *You must click on the link provided in the e-mail to complete the registration process.*

If you have registered on the Amadeus Customer Extranet as a Manager, Owner or Accountant:

- For security reasons and so you can track the users that are registering under your account, you will receive an additional e-mail message "[A new user has registered on the Amadeus Extranet under your agency account.](#)"
- As a Manager, Owner or Accountant, you can also gain access to the [Billing Services](#) portion of the Extranet.
- During the registration process, you will be prompted to enter a [Contract Number](#) associated to your account. You can either enter the Contract Number during registration or skip this additional step until a later time.
- To obtain access to [Billing Services](#) at a later time, click on the [account access](#) link after logging in to the Extranet. Here you will again be prompted to enter a valid Contract Number.



- Once you have access to Billing Services, this link changes to [my account](#). In this view, you can monitor the users that have access to your account and make changes to your account and related Profile information.



My Account

Updates you can make as a Manager, Owner or Accountant

Turn Off Paper Statements

In the Paper Statement tab, you can select the option to no longer receive a printed version of your invoice. You can access your statement via the Billing Services link of the Extranet.

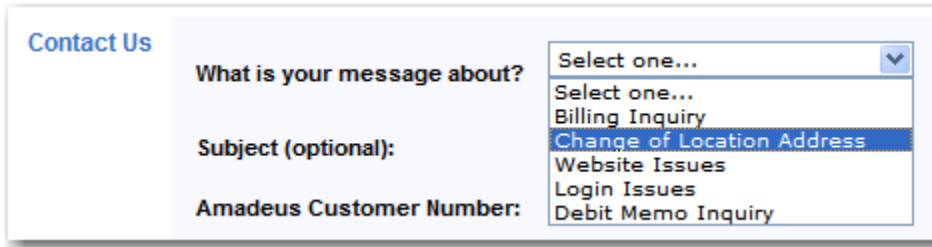
| Paper Statement | Billing Address | Payment Method | My Profile | Password | Preferences |
|---|--|----------------|------------|----------|-------------|
| Turn OFF Paper Statements: | <input checked="" type="radio"/> Yes. Please turn off my paper statements. I will view my invoice online. <input type="radio"/> No. Please send me my paper statements. Help save a tree and turn off your paper statements. | | | | |
| <input type="button" value="Update the Print Indicator"/> | | | | | |

Change Your Billing Address

If changes are made to the Billing Address, these changes will be checked with Address Verification software to ensure the validity of the entered address. Updates will be done in a nightly process.

| Paper Statement | Billing Address | Payment Method | My Profile | Password | Preferences |
|--|---------------------|----------------|------------|----------|-------------|
| Agency Name | Your Travel Agency | | | | |
| Office ID: | MA123456 | | | | |
| Billing Address | 1111 Amadeus Street | | | | |
| City | Miami | | | | |
| State or Province | FL | | | | |
| Postal Code | 33178 | | | | |
| Country | US | | | | |
| <input type="button" value="Validate/AutoCorrect Billing Address"/> <input type="button" value="Update Your Account Information"/> <input type="button" value="Cancel"/> | | | | | |

If changes are required to the Location Address, these changes will need to be requested via the Contact Us screen:



Contact Us

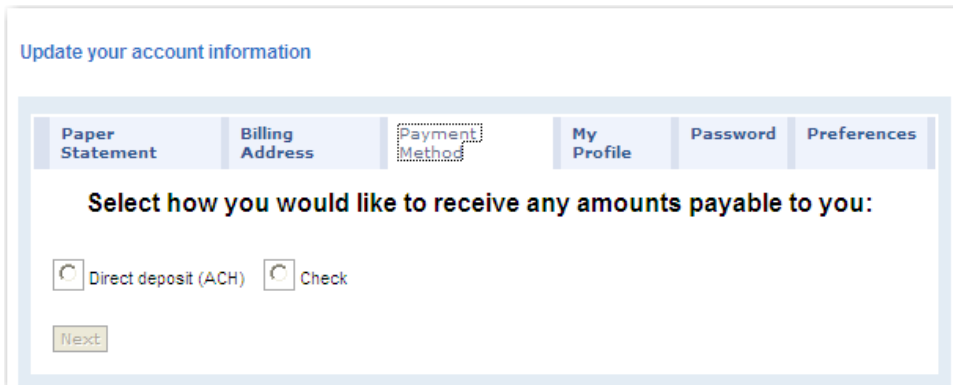
What is your message about? Select one... ▼

Subject (optional): Select one...
Billing Inquiry
Change of Location Address
Website Issues
Login Issues
Debit Memo Inquiry

Amadeus Customer Number:

Update Your Method to receive Payments

In this tab, you can update the method for receiving payments from Amadeus to ACH (Bank Transfer). Follow the screens to enter your Bank Routing number and Account Number. Please allow up to 48 hours for your changes to become effective.



Update your account information

Paper Statement | Billing Address | **Payment Method** | My Profile | Password | Preferences

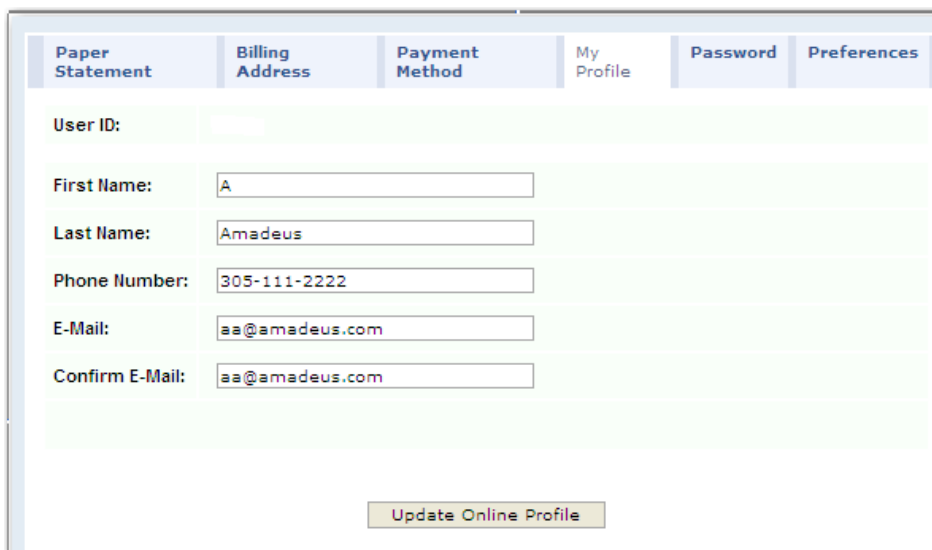
Select how you would like to receive any amounts payable to you:

Direct deposit (ACH) Check

Next

Manage Your Profile

Manage the information you provided during the registration process in the Online Profile tab.



Paper Statement | Billing Address | Payment Method | **My Profile** | Password | Preferences

User ID:

First Name:

Last Name:

Phone Number:

E-Mail:

Confirm E-Mail:

Update Online Profile

Update Your Password

Go to the Password tab to update your user password.

Paper Statement | Billing Address | Payment Method | My Profile | Password | Preferences

Current password:

New password:

Confirm Password:

Please create a password between 6 to 12 characters.
* Passwords are case sensitive.

Update Password

Change Your Preferences

In the Preferences tab, you can request to NOT receive monthly statement e-mail reminders.

Paper Statement | Billing Address | Payment Method | My Profile | Password | Preferences

Is your mailbox full? We understand.
If you prefer **NOT** to receive monthly statement email reminders, please select No.

Monthly statement email reminders:

Yes. Please send me monthly statement email reminders.

No. I no longer want to receive email reminders.

Update Preferences

Finding a List of Users Registered under Your Agency's Account

In this area you can view the other users that have successfully registered for the Extranet using your account information.

| User ID | Title | Name | Email | Security |
|---------|-------|--------------|--------------|---|
| test123 | Owner | Test Account | test@ama.com | Billing Services Delete |

You can view information about the user, including their access to Billing Services. If you're an Owner or Manager, you can delete users that should not have access to your account.

Updates you can make as an Agent

You can make changes to your profile information or change your password by clicking on the [my profile](#) link:



Manage Your Profile

Manage the information you provided during the registration process in the Online Profile tab.

| Paper Statement | Billing Address | Online Profile | Password | Preferences |
|-----------------|---|----------------|----------|-------------|
| User ID: | <input type="text"/> | | | |
| First Name: | <input type="text" value="A"/> | | | |
| Last Name: | <input type="text" value="Amadeus"/> | | | |
| Phone Number: | <input type="text" value="305-111-2222"/> | | | |
| E-Mail: | <input type="text" value="aa@amadeus.com"/> | | | |
| Confirm E-Mail: | <input type="text" value="aa@amadeus.com"/> | | | |

Update Your Password

Go to the Password tab to update your user password.

| Paper Statement | Billing Address | Online Profile | Password | Preferences |
|-------------------|----------------------|----------------|----------|-------------|
| Current password: | <input type="text"/> | | | |
| New password: | <input type="text"/> | | | |
| Confirm Password: | <input type="text"/> | | | |

Please create a password between 6 to 12 characters.
* Passwords are case sensitive.

Billing Services

All information for Billing Services is available through links and sub links on the left menu. The links and corresponding screens that appear and are available are specific to your agency and are dependent on your contract terms.



Recent Activity

This screen displays initially and lists all posted Payments and Adjustments that have been made since the last invoice was generated on the first day of the current month.

Note: Due to the timing of the monthly billing process, this screen is not available until the 2nd day of the month.

The **CURRENT AMOUNT DUE** reflects a balance after all posted activity through the previous day.

Example:

| Recent Account Activity | | |
|------------------------------------|-----------------------------|------------|
| Customer Number: 0010000000 | | |
| Currency: USD | | |
| Date | Description | Amount |
| 7-01-2008 | LAST INVOICE BALANCE | (\$560.90) |
| 7-07-2008 | CREDIT MEMO | (\$61.20) |
| 7-08-2008 | ADJUSTMENT | \$61.20 |
| 7-10-2008 | ADJUSTMENT | \$560.90 |
| 7-13-2008 | CURRENT AMOUNT DUE | \$0.00 |

Bill Payment

From the Recent Account Activity screen or a link on the left menu bar, you have the option to pay Amadeus via Telecheck (directly from your bank account) or with an authorized Credit Card.

Note: For our Canada customers, the online payment feature will be offered in the near future, and we will notify you when this service will be available to you.

From the main Bill Payment screen, select your method of Payment:

The screenshot shows the 'Select Payment' step of a bill payment process. At the top, there are four tabs: 'Select Payment', 'Billing Information', 'Confirmation', and 'Complete'. The 'Select Payment' tab is active. Below the tabs, there is a light blue box with the text 'Please enter amount you wish to pay:' and a text input field labeled 'Payment Amount:' containing '\$132.50'. Below this, there is another light blue box with the text 'Select your payment method:' and two buttons: 'TeleCheck...' (with an image of a check and pen) and 'Credit Card...' (with an image of a credit card).

Provide your Billing Information. All fields are Required.

You will have the option to Save your billing address for future payments:

The screenshot shows the 'Billing Information' step of a bill payment process. At the top, there are four tabs: 'Select Payment', 'Billing Information', 'Confirmation', and 'Complete'. The 'Billing Information' tab is active. Below the tabs, there is a light blue box with the text '* All fields are required' in red. Below this, there is the text 'Provide your billing information:' and a form with the following fields: 'First Name *', 'Last Name *', 'Street Address *', 'City *', 'State Code *', 'Postal Code *', 'Phone Number *', and 'e-Mail Address (for Confirmation) *'. At the bottom right of the form, there is a checkbox labeled 'Save billing address'.

Enter either your Credit Card or ACH Banking information.

Credit Card Number*:
Expiration*: CCV*:

For Personal Checking, a Driver's License Number is required.

Bank Routing Number*:
Bank Account Type*: Personal Checking Business Checking
Bank Account Number*:
Driver's License Number

For Business Checking, a Tax ID number is required.


Bank Routing Number*:
Bank Account Type*: Personal Checking Business Checking
Bank Account Number*:
Tax ID Number

You will need to agree to Online Payment Terms and Conditions before confirming your Payment to Amadeus.

Online Payment History

This screen is a detailed display of all online payments and allows you to download the information for your records.

- >> Bill Payment
- >> **Online Payment History**

| Online Payment History | | | | | |
|---|--------------|----------------|---|----------------|----------|
|  Copy to Excel | | | | | |
| UserID | Payment Date | Payment Method | Payment Details | Payment Amount | Status |
| atest | 9/8/2010 | CreditCard | Payer Name: Annie Test Number: 4111-xxxx-xxxx-1111 PayID: 58f05dc3da0040bb94c07d203c9c9abb | \$5.23 | DECLINED |
| atest | 9/1/2010 | CreditCard | Payer Name: Annie Test Number: 4111-xxxx-xxxx-1111 PayID: 05f8945b5d3d4d9aa94611ad73082b4a | \$10.00 | APPROVED |

Invoice Summary

This screen is a summary of your monthly invoice.

Example:

| Summary for Invoice: 90000000 | |
|--|---|
| Customer Number: 0010000000 | Download this invoice in .PDF |
| PAST DUE NOTICE: THIS IS YOUR WRITTEN NOTICE PURSUANT TO THE AGREEMENT. IMMEDIATE PAYMENT IS REQUIRED ON PAST DUE BALANCE. FAILURE TO REMIT PAYMENT IS A MATERIAL BREACH OF CONTRACT AND PLACES YOU IN DEFAULT. PLEASE DISREGARD THIS NOTICE IF PAYMENT IN FULL HAS BEEN SENT. | |
| Invoice: 90000000 | Date: 7-02-2008 |
| Currency: USD | Due Date: 7-17-2008 |
| Previous Balance: | \$447.17 |
| Total Debits: | \$0.00 |
| Total Credits: | \$0.00 |
| | \$447.17 |
| Current Charges: | \$447.17 |
| Total Amount Due: | \$894.34 |
| NOTE: To submit payment with the online version of this invoice, and ensure that your payment is posted correctly to your account, please print Page 1 of the PDF invoice and return it to: AMADEUS, PO BOX 7247-0364, PHILADELPHIA, PA 19170-0364 US | |
| NOTE: For Current Charges information, please refer to the Current Charges page in the PDF version of this invoice. | |

Any associated **PAST DUE NOTICES** or general messages will be displayed depending on the invoice month being viewed.

You can view any invoice from the past 12 months by using the **Invoice Month** dropdown option.

| | |
|---|---|
| Invoice Month: 5-2009 | ▼ |
| Download this invoice in .PDF | |
| Date: 5-02-2009 | |
| Due Date: 5-17-2009 | |

- 5-2009
- 4-2009
- 3-2009
- 2-2009
- 1-2009
- 12-2008
- 11-2008
- 10-2008
- 9-2008
- 8-2008
- 7-2008
- 6-2008

You can download an invoice to a .pdf using the link provided.



All links from Billing Services will be associated to the invoice month being displayed.

Segment Summary

This screen is a summary of the monthly segments produced by you. This is the starting point for all Segment inquiries.

The screen will default to the latest segment month available.

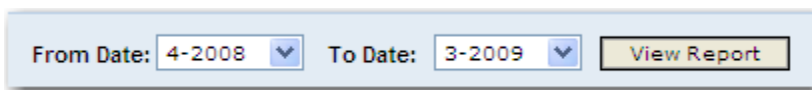
Example:

| Date | Air | Car | Hotel | Rail | Cruise | Tour | Total |
|----------------|--------|-----|-------|------|--------|------|--------|
| 3-2009 | 30,198 | 1 | 1 | 0 | 0 | 0 | 30,200 |
| Totals: | 30,198 | 1 | 1 | 0 | 0 | 0 | 30,200 |

The Copy to Excel feature is available from all screens/levels of detail within Segment Summary.

This feature copies segment data into a “clipboard,” which can then be pasted into Microsoft Excel for analysis.

You can change the **From Date** and **To Date** to display a larger range of total monthly segments.



Display up to 14 months of segment history by changing the dates and clicking on **View Report**.

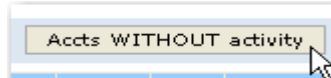
| Segment Summary | | | | | | | |
|-----------------|----------------|----------|-----------|-----------------------------|-------------------------------|----------|----------------|
| From Date: | 4-2008 | To Date: | 3-2009 | View Report | Copy to Excel | | |
| Date | Air | Car | Hotel | Rail | Cruise | Tour | Total |
| 4-2008 | 46,603 | 0 | 2 | 0 | 0 | 0 | 46,605 |
| 5-2008 | 61,804 | 3 | 6 | 1 | 0 | 0 | 61,814 |
| 6-2008 | 43,214 | 1 | 4 | 3 | 0 | 0 | 43,222 |
| 7-2008 | 22,917 | 0 | 5 | 1 | 0 | 0 | 22,923 |
| 8-2008 | 26,329 | 1 | 0 | -1 | 0 | 0 | 26,329 |
| 9-2008 | 24,916 | 0 | 4 | 0 | 0 | 0 | 24,920 |
| 10-2008 | 21,365 | 1 | 5 | 0 | 0 | 0 | 21,371 |
| 11-2008 | 17,784 | 0 | 3 | 0 | 0 | 0 | 17,787 |
| 12-2008 | 15,306 | 0 | 1 | 0 | 0 | 0 | 15,307 |
| 1-2009 | 29,221 | 1 | 11 | 0 | 0 | 0 | 29,233 |
| 2-2009 | 26,941 | 1 | 0 | 0 | 0 | 0 | 26,942 |
| 3-2009 | 30,198 | 1 | 1 | 0 | 0 | 0 | 30,200 |
| Totals: | 366,598 | 9 | 42 | 4 | 0 | 0 | 366,653 |


From here, you can  [Click on the Date to see the Segment Summary Relationships for that month.](#)


For example, by clicking on **3-2009**:

| Segment Summary Relationships for : 3-2009 | | | | | | | | | | |
|--|------------|----------|-----------|-------------------------------|-----|-------|--|--------|------|-------|
| | | | | Copy to Excel | | | Accts WITHOUT activity | | | |
| <input checked="" type="checkbox"/> 0010000001 | Agency | ARC | Office ID | Air | Car | Hotel | Rail | Cruise | Tour | Total |
| <input type="checkbox"/> 0010000002 | 0010000001 | XXXXXXXX | XXXXXXXX | 3,584 | 0 | 1 | 0 | 0 | 0 | 3,585 |
| <input checked="" type="checkbox"/> 0010000003 | 0010000003 | XXXXXXXX | XXXXXXXX | 195 | 0 | 0 | 0 | 0 | 0 | 195 |
| <input type="checkbox"/> 0010000004 | 0010000004 | XXXXXXXX | XXXXXXXX | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| <input type="checkbox"/> 0010000005 | 0010000005 | XXXXXXXX | XXXXXXXX | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| <input type="checkbox"/> 0010000006 | 0010000006 | XXXXXXXX | XXXXXXXX | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| <input type="checkbox"/> 0010000007 | 0010000007 | XXXXXXXX | XXXXXXXX | 404 | 0 | 0 | 0 | 0 | 0 | 404 |

Detail segments from all associated branch locations and corporate accounts can be viewed.




Note: In addition, by using the  button, you can see accounts that are related contractually to you, but have no segment activity for the month being displayed. You can toggle between account displays.


From the Segment Summary Relationship screen, you can  [Click on the Segment counts to request a detailed report for those segments.](#)

For example, clicking on **3,584** in the Air column for Customer 0010000001 will display this screen:

My Reports

You have requested a detailed segment report.





 This report will be available for download as a .CSV (Comma Separated Values) format and can be viewed in MS Excel if it contains less than 65,000 rows of data.



 Reports of a larger size should be viewed in a text editor or processed into a database for your reporting needs.


This process may take a few minutes.

| year_month | customer_number | net_bkgs | gross_bkg | cancelled | passive | bi | airline | operating | flight_r | arc_number | office_id |
|------------|-----------------|----------|-----------|-----------|---------|----|---------|-----------|----------|------------|-----------|
| 200803 | A0000001 | 1 | 1 | 0 | 0 | FL | FL | 69 | 21444444 | BW01S3258 | |
| 200803 | A0000002 | -1 | 0 | 1 | 0 | FL | FL | 69 | 21444444 | BW01S3259 | |
| 200803 | A0000003 | 1 | 1 | 0 | 0 | FL | FL | 110 | 21444444 | BW01S3260 | |
| 200803 | A0000004 | -1 | 0 | 1 | 0 | FL | FL | 78 | 21444444 | BW01S3261 | |
| 200803 | A0000005 | -1 | 0 | 1 | 0 | FL | FL | 108 | 21444444 | BW01S3262 | |
| 200803 | A0000006 | 1 | 1 | 0 | 0 | FL | FL | 78 | 21444444 | BW01S3263 | |
| 200803 | A0000007 | 1 | 1 | 0 | 0 | FL | FL | 108 | 21444444 | BW01S3264 | |

Click on to complete your request.

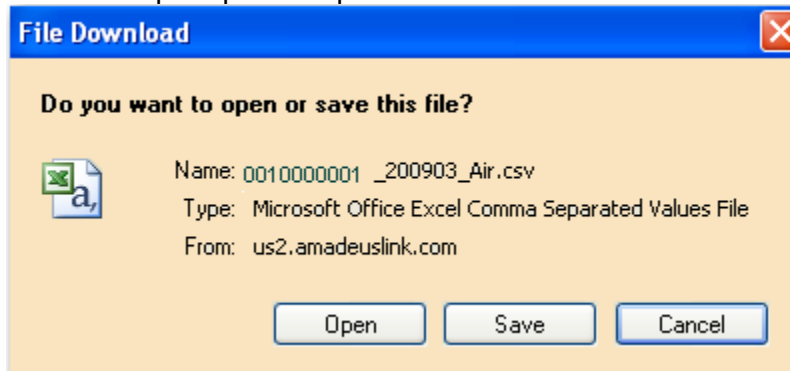
| | |
|--|---|
| Legend: | NOTE: While your reports are being processed , you may visit other areas of this site. |
|  Processing Report |  If you receive the warning icon , your report contains more than 65,000 rows of data and should NOT be viewed with MS Excel. Please download and save to disk. Reports will be stored for 15 days. |
|  Download Report | |
|  Excel Warning | |

| My Reports | | | | | | |
|---|------------|--------------|-------------|----------------------|--------------|---|
| Customer Number: 0010000001 | | | | | | |
| Delete | Agency | Report Month | Report Type | Requested | Requested By | Status |
|  | 0010000001 | 3-2009 | Air | 5/26/2009 9:52:41 AM | 0010000471 |  |

Once the Status column contains the Download Report icon  , click on the icon to display your detailed segment report for the specific account and segment type.



You will be prompted to open or save the file.









Click on **Open** and Microsoft Excel will open automatically with your segment report. You will have access to all of the detail from the booked segments:

| A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T | U | V | W |
|----------|--------------|----------|------------|-----------|-----------|---------|-----------|------------|------------|-----------|-----------|--------|------------|-------------|---------------|-------------|--------------|-------------|--------------|-------------|------|---|
| year_mon | customer_num | net_bkgs | gross_bkgs | cancelled | passive_k | airline | operating | flight_num | arc_number | office_id | pnr_recor | origin | origin_cou | destination | destination_p | current_seg | previous_seg | transaction | departure_ds | service_cla | cabi | |
| 200903 | 10000001 | 1 | 1 | 0 | 1 | CO | CO | 2352 | 11111111 | MIA11111 | 123456 | OMA | US | IAH | US | GPK | PK | 20090313 | 20090315 | U | T | |
| 200903 | 10000001 | 1 | 1 | 0 | 1 | CO | CO | 457 | 11111111 | MIA11112 | 123555 | GUA | GT | IAH | US | GPK | PK | 20090313 | 20090502 | E | T | |
| 200903 | 10000001 | 1 | 1 | 0 | 1 | CO | CO | 453 | 11111111 | MIA11113 | 123654 | IAH | US | GUA | GT | GPK | PK | 20090313 | 20090315 | U | T | |
| 200903 | 10000001 | 1 | 1 | 0 | 1 | CO | CO | 2924 | 11111111 | MIA11114 | 123753 | IAH | US | OMA | US | GPK | PK | 20090313 | 20090502 | E | T | |
| 200903 | 10000001 | 2 | 2 | 0 | 0 | FL | FL | 560 | 11111111 | MIA11115 | 123852 | BUF | US | ATL | US | CHK | NN | 20090303 | 20090306 | B | T | |
| 200903 | 10000001 | 2 | 2 | 0 | 0 | B3 | B3 | 254 | 11111111 | MIA11116 | 123951 | ACC | GH | ROB | LR | MHK | NN | 20090302 | 20090327 | T | T | |
| 200903 | 10000001 | -2 | 0 | 2 | 0 | B3 | B3 | 254 | 11111111 | MIA11117 | 124050 | ACC | GH | ROB | LR | MHK | NN | 20090302 | 20090318 | T | T | |
| 200903 | 10000001 | 2 | 2 | 0 | 0 | B3 | B3 | 255 | 11111111 | MIA11118 | 124149 | ROB | LR | ACC | GH | MHK | NN | 20090302 | 20090408 | T | T | |
| 200903 | 10000001 | -2 | 0 | 2 | 0 | B3 | B3 | 255 | 11111111 | MIA11119 | 124248 | ROB | LR | ACC | GH | MHK | NN | 20090302 | 20090401 | T | T | |
| 200903 | 10000001 | 2 | 2 | 0 | 0 | B3 | B3 | 255 | 11111111 | MIA11120 | 124347 | ROB | LR | ACC | GH | MHK | NN | 20090312 | 20090408 | T | T | |
| 200903 | 10000001 | -2 | 0 | 2 | 0 | B3 | B3 | 255 | 11111111 | MIA11121 | 124446 | ROB | LR | ACC | GH | MHK | NN | 20090312 | 20090410 | T | T | |
| 200903 | 10000001 | 2 | 2 | 0 | 0 | B3 | B3 | 255 | 11111111 | MIA11122 | 124545 | ROB | LR | ACC | GH | MHK | NN | 20090311 | 20090410 | T | T | |
| 200903 | 10000001 | -2 | 0 | 2 | 0 | B3 | B3 | 255 | 11111111 | MIA11123 | 124644 | ROB | LR | ACC | GH | MHK | NN | 20090311 | 20090408 | T | T | |
| 200903 | 10000001 | -1 | 0 | 1 | 0 | B3 | B3 | 255 | 11111111 | MIA11124 | 124743 | ROB | LR | ACC | GH | ETK | TK | 20090311 | 20091104 | K | T | |
| 200903 | 10000001 | -2 | 0 | 2 | 0 | B3 | B3 | 255 | 11111111 | MIA11125 | 124842 | ROB | LR | ACC | GH | MHK | NN | 20090311 | 20090410 | T | T | |
| 200903 | 10000001 | 2 | 2 | 0 | 0 | B3 | B3 | 255 | 11111111 | MIA11126 | 124941 | ROB | LR | ACC | GH | MHK | NN | 20090311 | 20090410 | T | T | |
| 200903 | 10000001 | 2 | 2 | 0 | 0 | B3 | B3 | 254 | 11111111 | MIA11127 | 125040 | ACC | GH | ROB | LR | MHK | NN | 20090311 | 20090327 | T | T | |

My Reports












Here you will find all reports that have been requested by you from Billing Services. They remain active for 15 days.

| | |
|---|---|
| Legend: | NOTE: While your reports are being processed , you may visit other areas of this site. |
|  Processing Report |  If you receive the warning icon , your report contains more than 65,000 rows of data and should NOT be viewed with MS Excel. Please download and save to disk. Reports will be stored for 15 days. |
|  Download Report | |
|  Excel Warning | |

| My Reports | | | | | | |
|---|------------|--------------|-------------|----------------------|--------------|---|
| Customer Number: 0010000001 | | | | | | |
| Delete | Agency | Report Month | Report Type | Requested | Requested By | Status |
|  | 0010000001 | 3-2009 | Air | 5/26/2009 9:52:41 AM | 0010000471 |  |

Contact Us

To Contact Amadeus, use the link provided on the left side navigation bar.

-  Extranet Home
-  Billing Services
-  Recent Activity
-  Invoice Summary
-  Segment Summary
-  My Reports
-  Billing Services FAQs
-  **Contact us**
-  Memos & Exchanges
-  Emergency Services
-  Third Party Products

Here, you have a choice of 6 options regarding your message.

Contact Us

What is your message about?

Subject (optional):

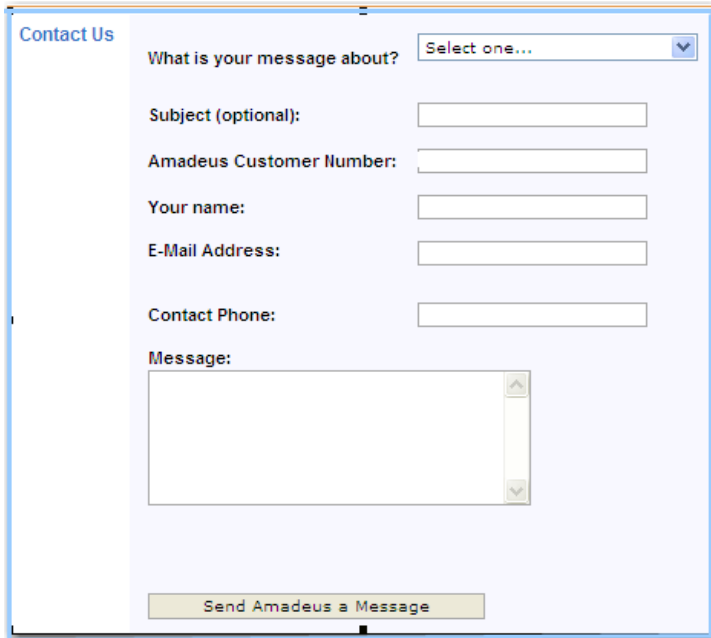
Amadeus Customer Number:

- Select one...
- Billing Inquiry
- Payment Inquiry
- Change of Location Address
- Website Issues
- Login Issues
- Debit Memo or Claims Services Inquiry

Your Customer Number will automatically be populated.

Enter information in all other fields and be specific in your message as this will help to expedite your request.

Click on **Send Amadeus a Message** to automatically send the e-mail to a predetermined e-mail address.

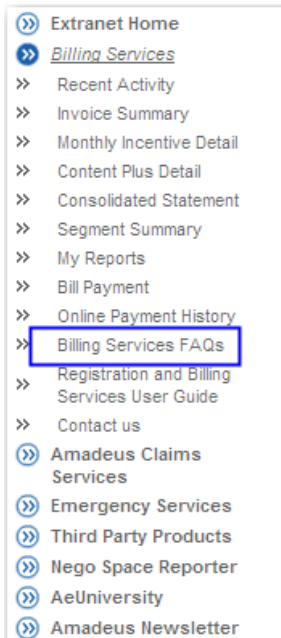


The image shows a 'Contact Us' form with the following fields:

- What is your message about? (Dropdown menu with 'Select one...' text)
- Subject (optional): (Text input field)
- Amadeus Customer Number: (Text input field)
- Your name: (Text input field)
- E-Mail Address: (Text input field)
- Contact Phone: (Text input field)
- Message: (Large text area with scrollbars)
- Send Amadeus a Message (Submit button)

Billing Services FAQs

For all Amadeus Billing Services questions, use the link provided on the left side navigation bar.

- 
- Extranet Home
 - Billing Services**
 - Recent Activity
 - Invoice Summary
 - Monthly Incentive Detail
 - Content Plus Detail
 - Consolidated Statement
 - Segment Summary
 - My Reports
 - Bill Payment
 - Online Payment History
 - Billing Services FAQs**
 - Registration and Billing Services User Guide
 - Contact us
 - Amadeus Claims Services
 - Emergency Services
 - Third Party Products
 - Nego Space Reporter
 - AeUniversity
 - Amadeus Newsletter