

amadeus

Power-Up your business with self-service support



Live AI Translation

How to use the live translation

Step 1



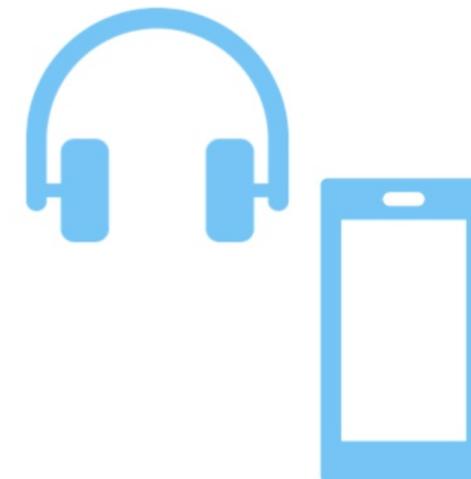
Scan QR Code or Go To:
<https://attend.wordly.ai/join/ZEAB-5583>

Step 2

A screenshot of the Wordly web interface. At the top is the Wordly logo (a blue speech bubble with 'w' and the word 'wordly'). Below it is the text 'AI-POWERED INTERPRETATION'. There is a dropdown menu labeled 'Choose language *' with 'English (US)' selected. Below that is a text input field labeled 'Enter Session ID *'. At the bottom left is a link for 'More options' with a question mark icon. At the bottom center is a blue button labeled 'Attend'.

Choose Language
Click Attend

Step 3



Read Captions on Device
Use Headset for Audio



- Vallinayagam Shankarakumar, Digital Customer Success Manager
- With Amadeus since 2021



- Liga Kovale, Amadeus Technical Expert
- With Amadeus since 2005

Scan the QR code for Live translation



How to get started with Amadeus

1. Log in to Amadeus Selling Platform Connect

- Login to SECO and "Support" link

2. Self-Service Tools to get support

- Get immediate help while you work from SellCo
- Exchange with your peers on the Amadeus Live Travel Community
- Get help to solve your complex problems
- How to call an agent
- How to create a case or claim in Amadeus Service Hub
- Activate Notifications

3. Learning Universe

- How to register for Amadeus Learning Universe for the first time
- How to access Amadeus Learning Universe

4. My Agency new tab with +ME program

- How to register for access to Amadeus Service Hub
- Need support ?

5. Q & A

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Where do I
find my
username?

How do I
login into
Amadeus?

1. Login to Amadeus Selling Platform Connect

How do I
create my
password?



Selling Platform Connect Login Page



amadeus

Sign in

* Mandatory

Username *

Duty code

Select ▾

Office ID *

Password *

Remember me

Sign in

[I forgot my password](#)

Use the User ID in the activation mail here

Use the support button at the bottom of the page for all Login related problems

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English (UK) ^

[Support](#) [Legal notices](#)

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2. Self-Service Tools to get support

Amadeus: 24/7 Service

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Get help from Amadeus

Do not forget to turn on notifications !!!



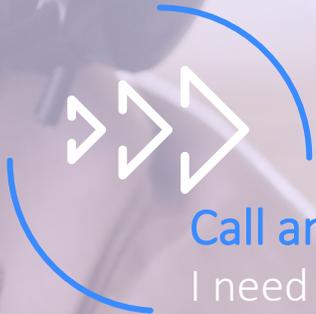
Amanda chatbot
Get quick answers on your day-to-day questions



Search bar in SellCo
I need a detailed answer for my questions



Get Support button
Raise a case when you have a complex issue



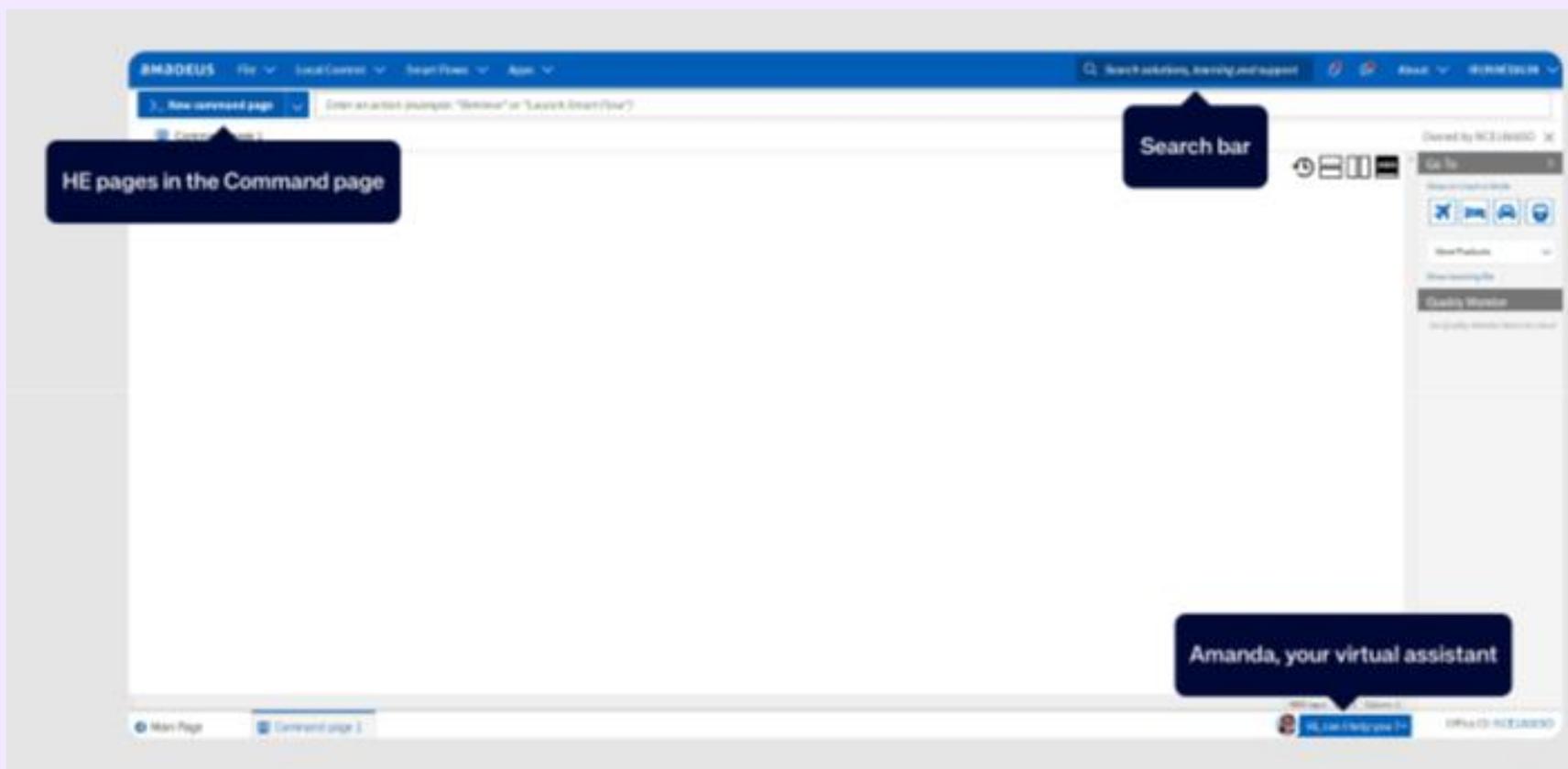
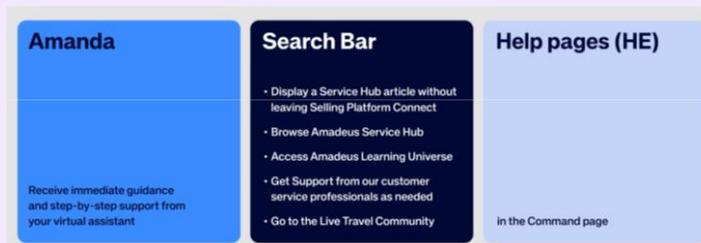
Call an agent
I need immediate help from Amadeus

Scan the QR code for Live translation



Get immediate help while you work from SECO

Self-Service Tools to get support



Scan the QR code for Live translation



Get immediate help while you work from SEC

Search Bar & Amanda chatbot

You are looking for....

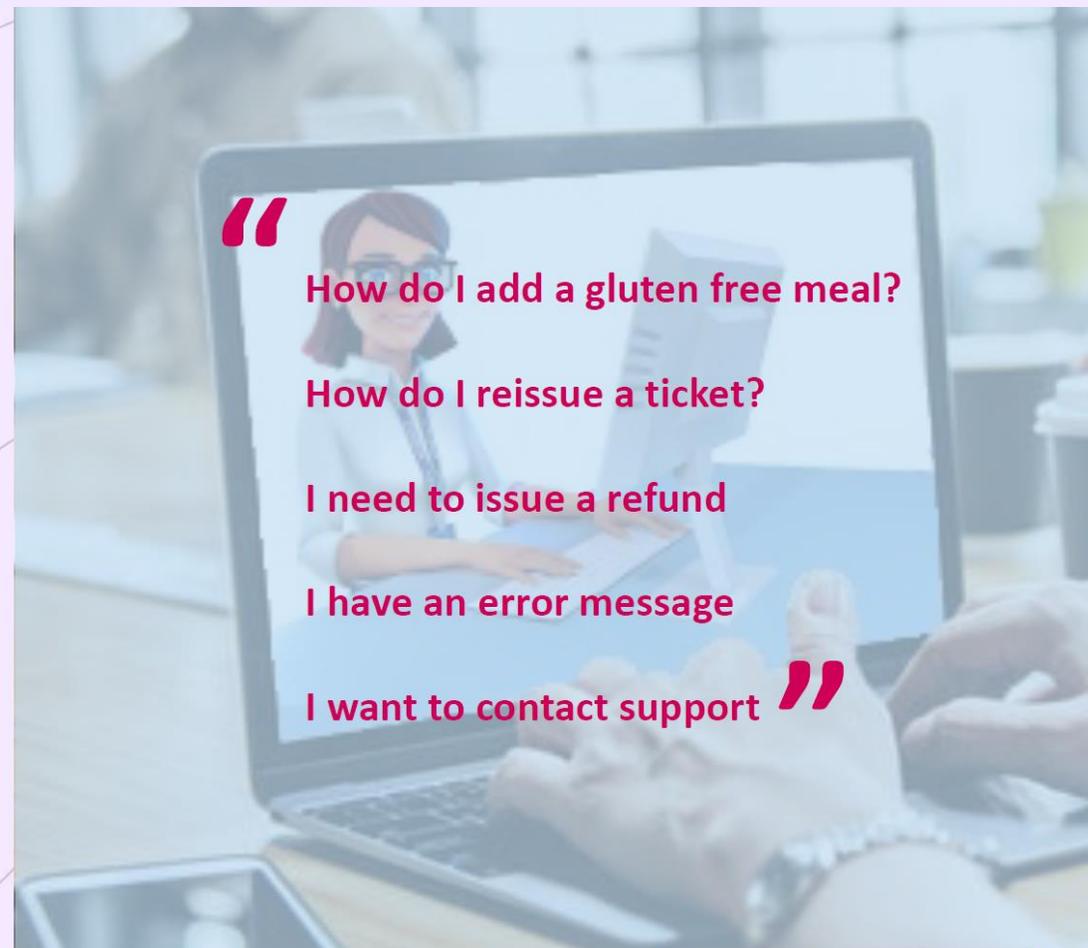
Immediate, simple answers

Step by step guidance

Help with errors & 'How To' questions

Access to useful content & resources

...from inside your Selling Platform Connect



Scan the QR code for Live translation



Exchange with your peers on the Amadeus Live Travel Community

Exchange with your peers

Your special community

The screenshot shows the top navigation bar with 'Support', 'Learning', 'Community', and 'Agency' tabs. Below is the 'Amadeus Live Travel Community' title and a secondary navigation bar with 'Flux public', 'Thèmes', 'Événements', and 'Bienvenue'. The main banner features a pink and red abstract background with the text 'Votre communauté spéciale' and 'Welcome to Amadeus Live Travel Community'. Below the banner is a search bar with the placeholder text 'Rechercher dans Live Travel Community...'.

The screenshot shows a search dropdown menu with a search bar containing the text 'Search solutions, learning and support'. Below the search bar is a prompt 'Search for something or choose an option'. A section titled 'More support & learning' contains a list of options: 'Browse Service Hub', 'Learn how to', 'Get support', and 'Ask the community'. The 'Ask the community' option is highlighted in yellow. At the bottom of the dropdown, it says 'Powered by Amadeus Service Hub'.

Scan the QR code for Live translation



How to register for Amadeus Service Hub from SECO

You are an Amadeus Selling Platform Connect Customer

Register and Log in ASH via SECO/LSS authentication

1. Sign in to Amadeus Selling Platform Connect
2. From Inflow Search click on **Register** to start the registration in Amadeus Service Hub.

Search solutions, learning and support

Do you have a Service Hub account?
Register now for full access to support hub materials.

Register

pnr
how to exchange a ticket
how to exchange a ticket

More support & learning

- Browse Service Hub
- Learn how to
- Get support
- Ask the community

Powered by Amadeus Service Hub

You are automatically recognized thanks to your Front-end application and will be directed to the ASH homepage.

IMPORTANT: If you have access to SECOs, register and log via this application in priority.

If you have no access to these applications and if you don't know your Office ID and/or your company approver go for the third part of this documentation: "Registering from the login page (direct URL)"

amadeus Solutions Support & Training Partners Resources Company

Search English

Support & Training

- Support
- Training
- Amadeus Listens

Support

- Overview
- Amadeus Live Travel Community
- Login to Amadeus Services Hub

Already a customer?

Log into Amadeus Service Hub for product news, learning materials, and customer support.

Login

Learn how

Scan the QR code for Live translation



Support experience

Get support to solve your complex issues

When you identify a need to contact our support experts....

1. You can chat with an Agent
2. You can call an Agent
3. You can Open a Case

It's interactive: relevant support resources & contextualized experience

It's personalized: Choose from a range of support channels according to your need



We're here to help!

Get Support

Scan the QR code for Live translation



Support experience

Get help to solve your complex problems

Amanda Search bar | Get support

Do you have an issue or a request and need help from our customer service professionals?

How to price a PNR

Search for something or choose an option

- More support & learning ^
- Browse Service Hub
- Learn how to
- Get support**
- Ask the community

The 'Get Support' link will take you directly to Amadeus Service Hub

Powered by Amadeus Service Hub

Amanda Search bar | Learn how to

Five possible support options are available (the options may vary by market)

Amadeus Ticket Changer (ATC) Reissue: How to reissue a PNR with corporate contract number and unifares (Cryptic)

To reprice a PNR in Amadeus Ticket Changer using corporate contract numbers and unifares, enter the following formats: Entry Description FXE/R,U ATC transaction code, slash, request unifares only FXE/R,UP ATC transaction code, slash, request unifares and public...

Last updated on 8/5/22 11:09 AM - 3504 Views

How to reissue or revalidate an EMD (Cryptic)

Also on this topic: Working with EMDs (Cryptic) [BSP] **How to create an FO line for the reissue of a ticket or EMD (Cryptic)** You can **reissue an Electronic Miscellaneous Document (EMD)** by using the automated TSM-P update entry TM/EXCH or by updating the individual...

Last updated on 10/7/22 10:00 AM - 17397 Views

How to exchange an e-ticket (manual reissue) - NO ADC

The following procedure applies only for NO ADC exchanges for BSP markets 1. Retrieve the passenger PNR: RT 2. Display the e-ticket record (airline specific): TWD If there is more than one passenger in the PNR you must specify the FA line number: TWD/L6 3...

Last updated on 9/29/22 9:29 AM - 57811 Views

[BSP] How to reissue/exchange a ticket with penalty (Cryptic)

Available on this topic: [BSP] **How to exchange/reissue a ticket** with no additional collection [BSP] **How to process a manual reissue (Graphic)** 1. Retrieve the passenger PNR: 2. Display

- Open a case
Send your request to our agents.
- Chat with an agent
Start a chat session with one of our experts.
- Call us
Talk to one of our agents
1. Call us +57 6042 04 3211 * or [Click to call](#)
Support in Español
2. Enter this access PIN 71336 (valid for 30 min)
Any issue calling us? [Click here](#) to refresh the page
- Ask the Community
Get help from experts at the Amadeus Live Travel Community

Amanda Search bar | Learn how to

...where you can choose from different support channels depending on the type of request you may have

Amadeus Support & Knowledge

Home

There are 3 active Critical Incidents or Scheduled Maintenance Submits

Hello
Let's get you some help.

Tell us what you need, so you can:

- ✓ Find the best answers
- ✓ Discover our support channels
- ✓ Get help from our agents

How can we help?

Examples: How to reissue a PNR



Scan the QR code for Live translation



Support experience

How to make a call to the Agent

My question is urgent, how do I contact support?

The Get Support flow through Amadeus Service Hub has been designed to give you the choice on how you want to be served:

- _ You can choose to browse the relevant resources and documentation to find your answer
- _ You can even exchange with your colleagues in our online forum
- _ But when your question is urgent you can skip straight to the “Contact Us” step and choose from all available channels whichever suits your need best – Log an online Case or call / chat directly with an agent.

Call to an agent may be chargeable

The screenshot shows the 'Open a case' interface with three main options:

- Open a case**: Send your request to our agents.
- Call us**: Talk to one of our agents. This section includes:
 - 1. Call us +1 770 767 2857 * or [Click to call](#)
 - Support in English
 - 2. Enter this access PIN 22416 (valid for 30 min)
 - Any issue calling us? [Click here to refresh the page](#)
- Ask the Community**: Get help from experts at the Amadeus Live Travel Community

A red arrow points to the 'Click to call' button. A callout box points to this button with the text 'Call to an agent may be chargeable'. A 3D agent character is shown on the right side of the interface.

Scan the QR code for Live translation



How to create a Case / Claim in Amadeus Service Hub

Search solutions, learning and support

Search for something or choose an option

More support & learning ^

- Browse Service Hub
- Learn how to
- Get support**
- Ask the community

Powered by Amadeus Service Hub

Bonjour, Mariatou,
On va vous aider.

Dites-nous ce dont vous avez besoin. Nous vous aiderons à trouver les bonnes réponses.

- ✓ Trouver les meilleures réponses
- ✓ Découvrir nos canaux d'assistance
- ✓ Obtenir l'aide de nos agents

Comment pouvons-nous vous aider ?

Exemple: Comment réémettre un PNR

+ Open a case ^

Send your request to our agents.

Car, Hotels, Cruise, Insurance & Transfers

Open a case ←

Call us v

Talk to one of our agents

Chat with an agent v

Start a chat session with one of our experts.

Ask the Community v

Get help from experts at the Amadeus Live Travel Community

Scan the QR code for Live translation



AMADEUS

Support experience

Activate Notifications

Support | Learning | Community | Agency

Amadeus Support & Knowledge

Home | Selling Platform Connect | NDC | Technology Partners | Online Requests | Critical Incident Center (ACIC) | News | Amadeus Listens

Search | Gift | MO Mariatou OUATTARA

- Back to home
- Mariatou
- My Account
 - Account Settings
 - Subscriptions & Notifications
 - My Social Activities
- Sign Out
- Travel Sellers
- My sites

My areas of interest

Products
No products saved

Topics
About Amadeus Service Hub

Groups (Live Travel Community)
No groups

My notifications

Send email notifications to: mariatou.ouattara@amadeus.com
All the notification sent depends on the Notification language selected in your User profile

Notify me about:

News and Hot News	Never	Progress on my logged cases	Immediate
User guides	Never	Cases needing action on my side	Immediate
Product Overviews and How to solutions	Never	Updates on articles I follow	Immediate
Error messages & Troubleshooting	Never	Updates on Community questions and users I follow	Immediate
Release notes	Never	Updates on a question I have asked or answered to	Immediate
Discover products	Never	New Community private message (inbox)	Immediate
Critical Incident and Scheduled Maintenance Bulletins	Never	Community questions and answers	Never
		New events	Never
		Events I subscribed to	Never

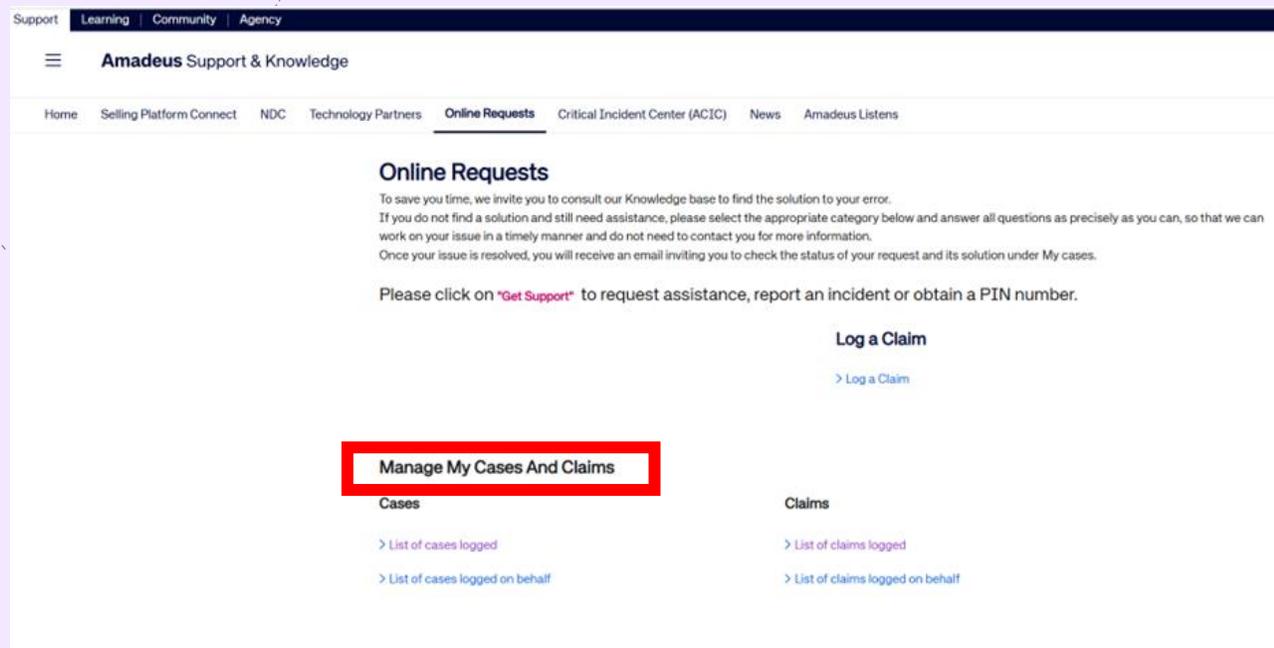
Save

Scan the QR code for Live translation



Support experience

Follow your opened Claims (ADMs...)



3. Learning universe

Amadeus Learning universe – “Hybrid educational platform” offered by Amadeus, which covers comprehensive topics on Amadeus and the Travel industry.

[Quick tutorial](#) on how to navigate learning universe

Scan the QR code for Live translation



Amadeus Learning Universe

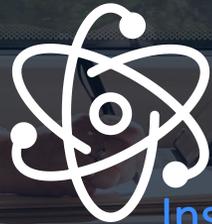
How to upskill yourself with Amadeus

Free for all
Amadeus
customers



Lessons and learning paths

I have a specific topic in mind



Instructor-led trainings

I want to deep dive into a topic with an expert



Practice Sessions

I want to validate what I learnt

Scan the QR code for Live translation



Section Summary: Learning with Amadeus

Amadeus Learning universe

Free for all
Amadeus
Customers

Lessons and Learning Paths

I have a specific topic in my mind



Click on **Lessons** on the **Amadeus learning universe** to find a short training on the topic

I want to upskill myself on a topic



Click on **Learning paths** on the **Amadeus learning universe** to find a series of online videos on the topic

Instructor led Trainings

I want to deep dive into a topic with a technical expert



Enroll to **Instructor led course** on the **Amadeus learning universe** on the topic

Amadeus Practice Sessions

I want to test my knowledge acquired during the trainings



Take up **Practice Sessions** on the **Amadeus learning universe** on the topic

I want to get certified on a particular topic



Take up **Practice Sessions** on the **Amadeus learning universe** on the topic and obtain a **Shareable certificate** from Amadeus

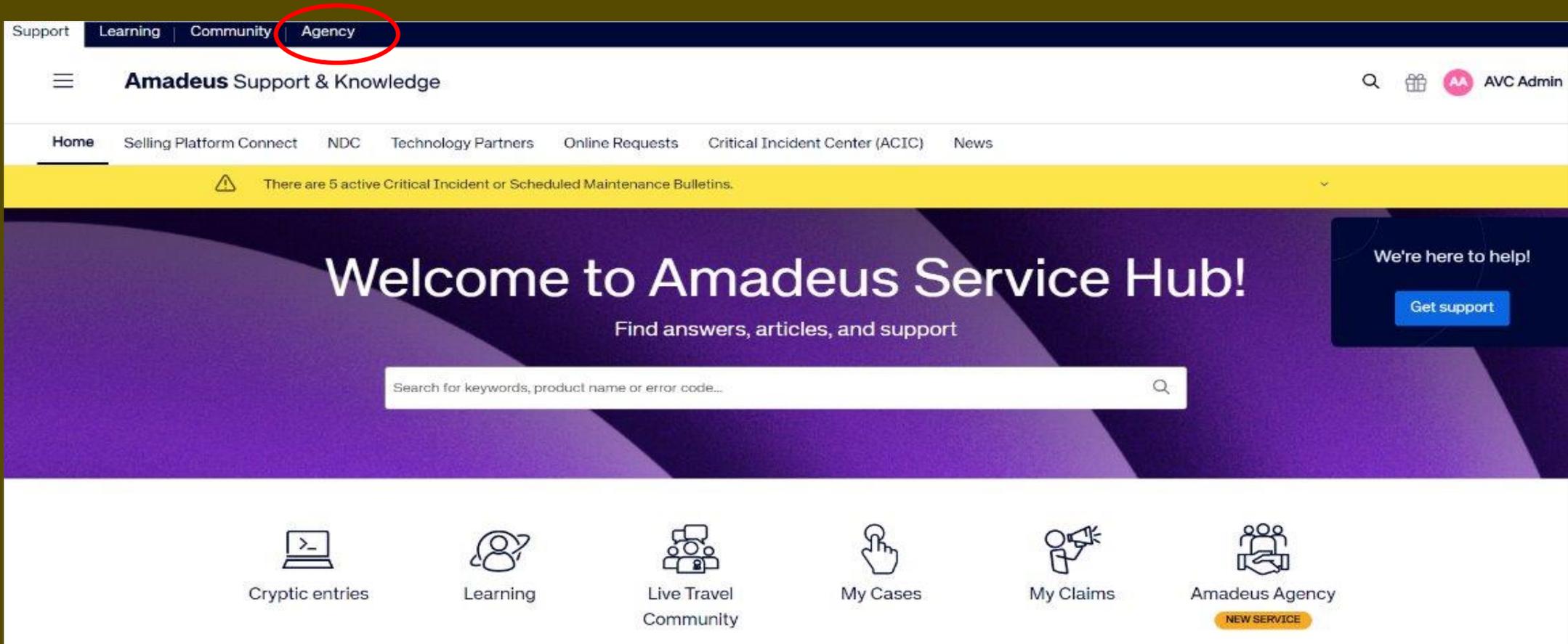
4. My Agency new tab with +ME program

Amadeus+Me
My club
My rewards

eBook link: [Amadeus — Amadeus +Me](#)



My Agency new tab



How to register for access to Amadeus Service Hub

To be part of the club,
just register!



The club is **exclusive to Amadeus**,
it's open to every agent and it's free.



You just need to **register**
to get a membership number.
No red tape (except approval from your
agency manager).

REGISTER



Scan the QR code for Live translation

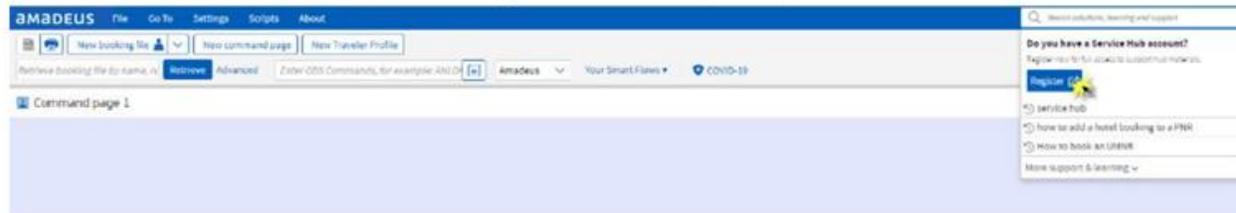


How to register for access to Amadeus Service Hub

Procedure

You are an Amadeus Selling Platform Connect user

1. Sign into Amadeus Selling Platform Connect.
2. From the Service Hub search solutions field, click Register to start the registration process.



3. In the self-registration window, enter the first letters of your name in the Select one of the users drop-down field.

- If your name is in the drop-down list, select it.
- If your name is not in the list, select the I am not in the list option.
- Complete the mandatory fields, marked with a red asterisk (*).

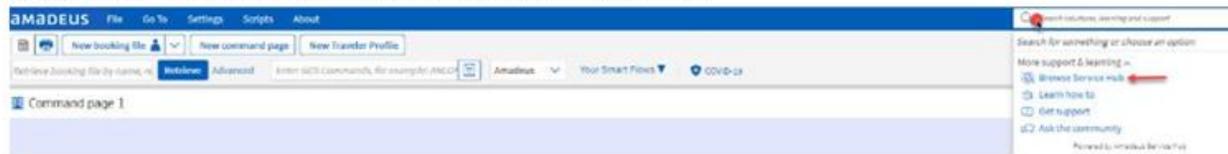
4. Select the check box I am aware of the Amadeus Data Protection Policy.

5. Click Register.

You are now registered and can access Amadeus Service Hub.

To access the Amadeus Service Hub when working in Amadeus Selling Platform Connect:

- Click Search solutions, learning and support area, on the top right corner.
- Select Browse Service Hub to be redirected to the Amadeus Service Hub.



Scan the QR code for Live translation



Need support ?



Amadeus+Me already contains an extensive bank of FAQs.

Otherwise, your Amadeus Service Hub is here to help at any time, as usual.

In addition, our global gift provider EdenRed is on hand to answer any queries you might have about your gift orders via the **'Contact Us'** button in your gift catalog screen.

QUICK FAQs



Scan the QR code for Live translation



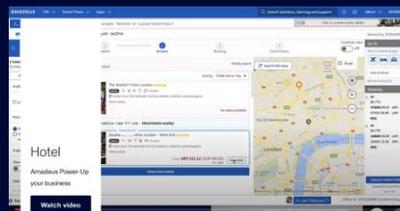
See you in our Amadeus Power up your business Sessions

- Power Up your business 25th and 27th of Feb and 5th of March.

Access our previous events [here](#)



[Previous Power Up sessions](#)



[Previous Power Up with **Hotel**](#)



[Previous Power Up with **LCCs**](#)

And Much more...

Scan for translation



amadeus

To Summarize...

Once connected to the Amadeus, you can...

Manage all your booking at one place

Access all sources of content in an integrated platform

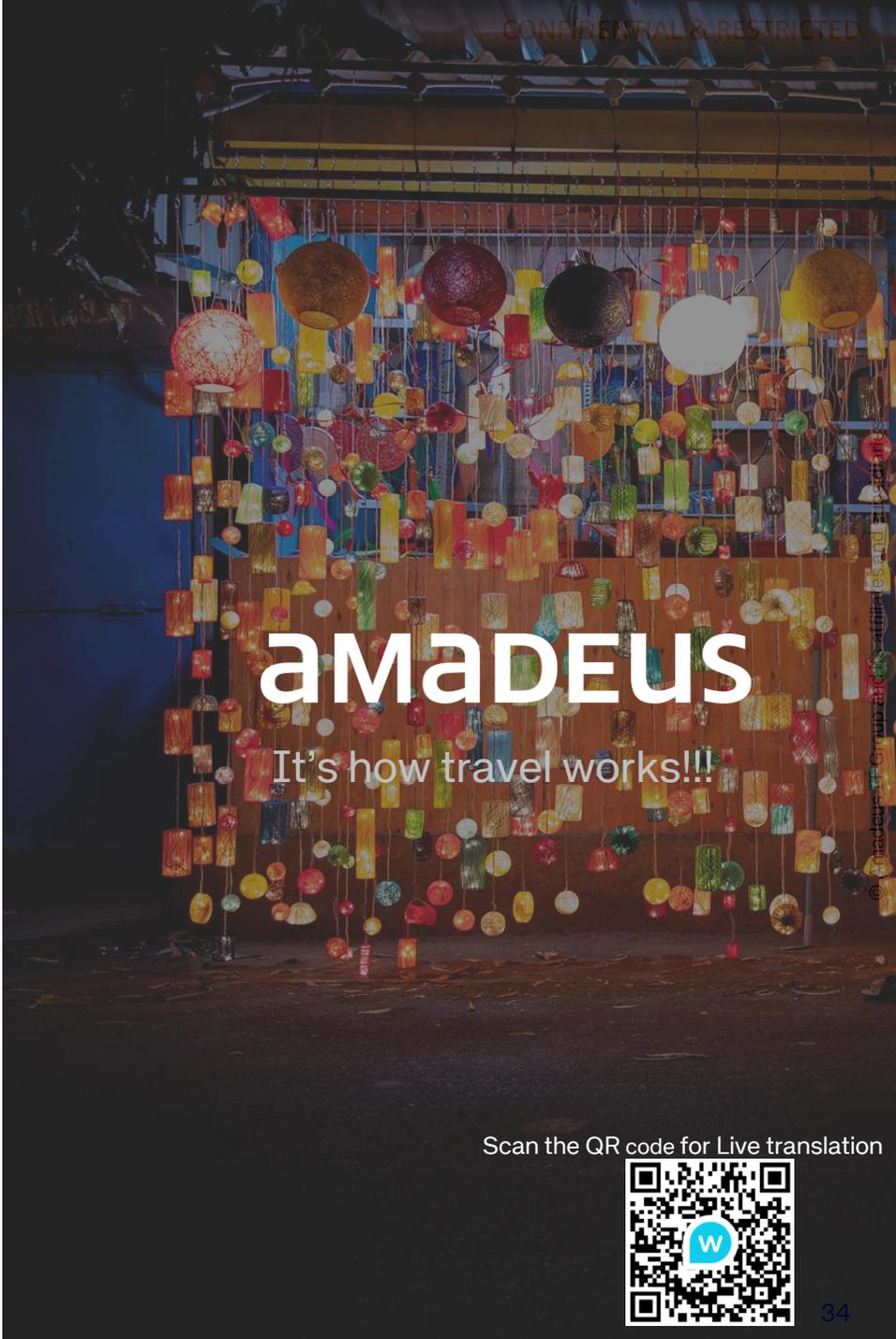
24/7 customer support

Track your cases & claims

Stay up to date on critical incident information

Follow an e-learning course or enroll in instructor led classes

Exchange with your peers



amadeus
It's how travel works!!!



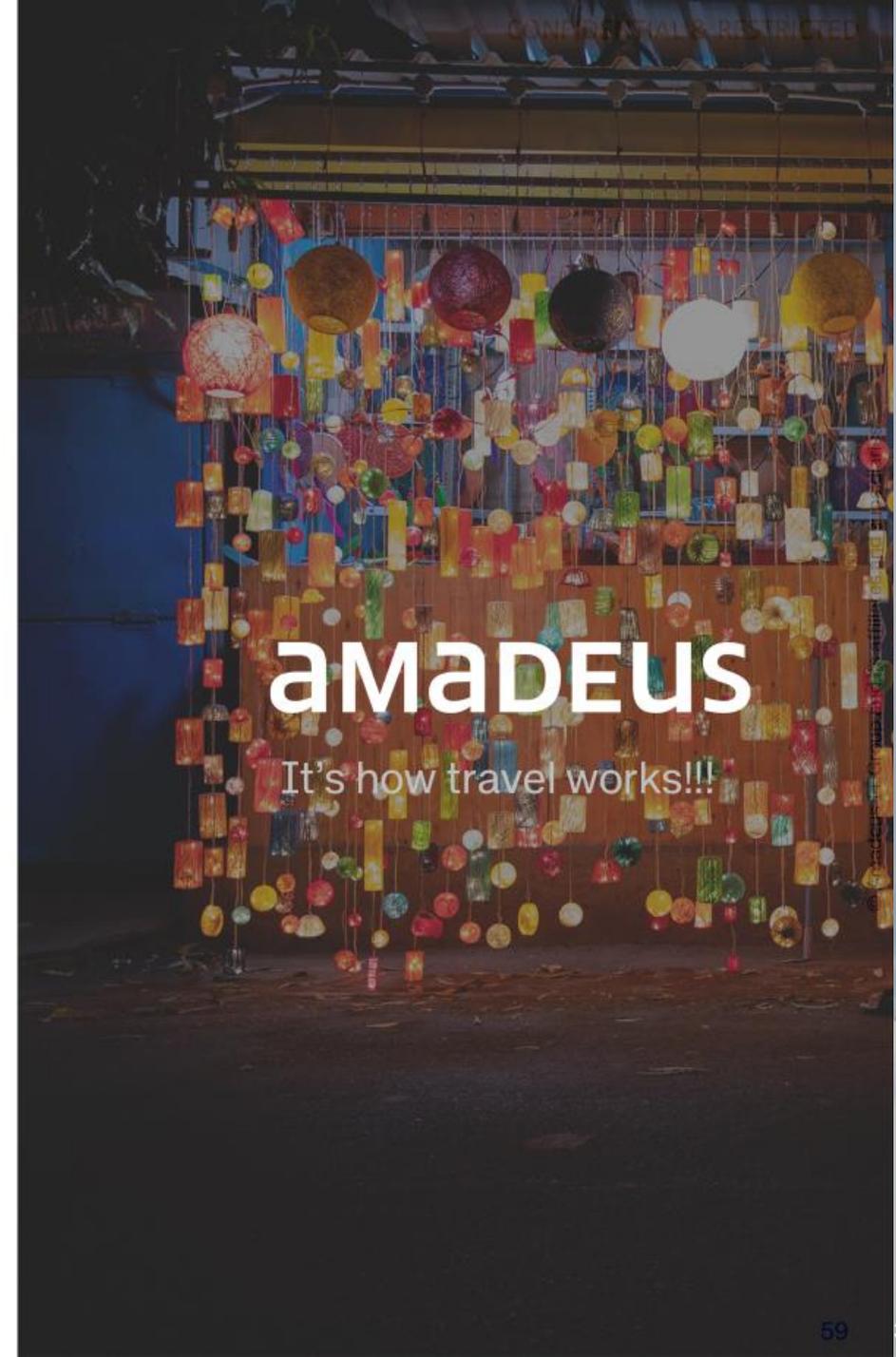
Q & A

Scan the QR code for Live translation



A Quick feedback!

Scan the below QR code to access the feedback form!





amadeus

Thank you

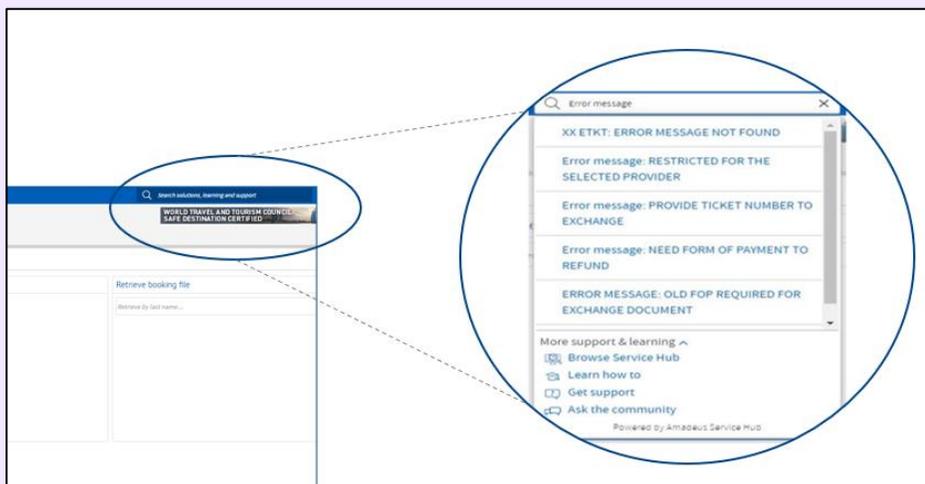
Frequently Asked Questions

What happens if my Amadeus Service Hub account expires?

If you have not accessed Amadeus Service Hub for a period of two years, your account may be deactivated.

If this happens, you will receive an email asking you to access Amadeus Service Hub in order to avoid this deactivation.

Please note: you can keep your account active if you have the habit of browsing in the new 'In Flow' search bar in Amadeus Selling Connect.





Amadeus Service Hub

Amadeus Customer Service

Dear [REDACTED],

In 1 month, your Amadeus Service Hub account will have been inactive for 2 years. In accordance with General Data Protection Regulation (GDPR) compliancy statement, **unless you log in again to Amadeus Service Hub at this URL <https://servicehub.amadeus.com> before Jun 19, 2021, your Amadeus Service Hub account will expire and be erased on Jun 19, 2021.**

This email refers to the following Amadeus Service Hub account credentials:

First Name: [REDACTED]
Last Name: [REDACTED]
Email: [REDACTED]
Office ID: [REDACTED]
Agent Sign: [REDACTED]

N.B.: Should you have several accounts without any Amadeus Service Hub activity since 2 years, you will be notified separately to take action for each account.

Log in Amadeus Service Hub for a 2 year renewal of your account. Without any action on your behalf prior to Jun 19, 2021, all your personal data in Amadeus Service Hub will be de-identified whilst your previous published content will no longer be correlated to your identity. Subsequently, accessing [Amadeus Service Hub](#) will then require a new registration.

Amadeus Customer Service
 'Helping Amadeus Customers Succeed'

This email is generated automatically; no reply will be processed.

Scan the QR code for Live translation

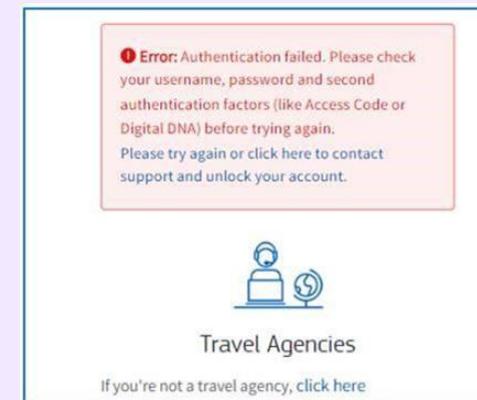


Frequently Asked Questions

My password is locked, how do I contact support?

If your Selling Platform Connect account is locked and you need to contact the service desk for support,

1. Go first to <https://servicehub.amadeus.com> and try to log in, even if your Amadeus Service Hub account is also locked.
2. Click on the link in the error message to go the maintenance page.
3. In this page, you will find information on how to contact the service desk in your market and get a dedicated PIN.
4. Select your country from the drop-down list to get the phone number and temporary PIN.



Something went wrong with your access to Amadeus Service Hub

We apologise for the inconvenience. You will find information below to contact support and unlock your account.

Please select your company's profile.

Travel Agencies	Travel Agencies
Corporations	1. Please select your country: <input type="text" value="Select"/>
Airlines	2. Call us *:
Ground Handlers and Airports	3. Enter the following PIN: 123456
Hospitality	
IATA, Travel Schools, and Guests	

*Charges may apply

