

Want to increase customer loyalty? Amadeus Checkmytrip provides your customers with all the information they need before their trip directly from your website and allows you to reward them with extra services. Provide them with a great customer service right up until their departure date, saving your agents time and increasing cross-selling opportunities.



Thanks to the Private Label version of Amadeus Checkmytrip, we have been able to customise the user-interface and bring our online users the reliable and comprehensive travel information they need in the positive context of our brand.”

**Birger Thrun, Head of Product & Processes,**  
First Business Travel, Germany

### Reward customer loyalty with extra services

Amadeus Checkmytrip provides you with a personalised portal to offer an efficient and complete post booking service. Your customers will be able to access their itineraries, download and share their travel details, access a myriad of useful information about their destination (such as weather, dialing codes, etc.), as well as travel tips relevant to their journey (like event tickets and location guides). All this is accessible in only a few clicks and directly from your website, at any time and from anywhere. Logging in is simple and fast! The only information requested is the traveller's surname and the Amadeus record locator.

### Automate your post sales service

Provide your customers with a unique, easy to access and reliable point of reference for their travel information and see an immediate decrease in the number of calls to handle. Each time a customer queries Amadeus Checkmytrip to verify information such as departure time, flight number or terminal, it saves a call and frees up time for your agents to focus on sales. And don't forget, your customer's itinerary is updated in real-time, so changes will be automatically reflected.

### Create cross-selling opportunities

With its rich content, high degree of automation and real-time updates, Amadeus Checkmytrip is not only a cost-effective way of providing a comprehensive trip planning tool; it also allows you to create cross-selling opportunities. You can use Amadeus Checkmytrip as a way to feature related offers and promotions. Your customers can book activities and entertainment tickets related to their trip directly from your website. Give your customers another reason of choosing your agency and watch their loyalty, and your sales, increase.

### Make it yours

Your customers can access Amadeus Checkmytrip in several ways; either on Checkmytrip.com or within your own website pages. With the private label version of Amadeus Checkmytrip, the tool is yours and your customers access their travel information directly from your website. Match the perception of your brand while benefiting from the reliability of Amadeus' technology and the information accuracy we provide. Push customer service a step further with the XML integration to also tailor the content you want to display.

### Just imagine...

**Mr. Johns from World Travel:**

“So Ms. Robins, your flight is now booked for Boston next month.”

**Ms. Robins, the traveller:**

“Thank you, can you send me a flight confirmation? It is my first visit to the city; do you know anything about it? Where can I find all this information?”

**Mr. Johns from World Travel:**

“Well, you can simply log on to our agency's website and review all flight information as well as destination guides about your location. All information is updated in real time and you will also be able to find much more!”

**He adds:**

“For example, book entertainment tickets or check the weather forecast. Plus if you want to make sure you don't miss your flight, upload the information to your electronic calendar.”

**A delighted Ms. Robins:**

“Thank you, from now on, planning my trip is going to be much easier!”

## Key features & benefits

### User-friendly

- > User-friendly graphical user interface
- > Destination sensitive information: display of related city guides, maps, offers and promotions
- > Available in 25 languages and prices can be displayed in any currency

### Content-rich

- > Your customers access their full travel itinerary
  - flight duration, flight number, aircraft, seat maps, etc.
  - hotel and/or car reservation
  - complementary insurance
- > Your customers get extra information like
  - destination guides for every country in the world from World Travel Guide
  - activities and entertainment recommendations enabled by 10Best
  - airport guides for 210 airports worldwide from amadeus.net
  - weather forecast for 1,800 locations
  - dialing codes and world clock for every location
  - subway maps for all major cities

### Accessible

- > Easy access: logging in only requires customer's surname and record locator
- > Anytime, be a 24/7 agent
- > Anywhere from a computer, phone or blackberry
- > Store and share information by e-mailing or printing the itinerary
- > Download complete itinerary into most electronic calendars (Outlook, Palm or Lotus Notes calendars amongst others) with Infotriever

### Reliable

- > Latest information is displayed and updated in real time, ensuring complete accuracy
- > Benefit from Amadeus technology and support

### Customisable

- > With the private label version of Amadeus Checkmytrip, integrate the portal into your own website and tailor it to your brand's look and feel
- > Push customisation a step further with XML, remove and/or modify Checkmytrip content and include your own for a fully integrated post sales customer service



Example of a Checkmytrip Private Label website



Contact your Amadeus sales representative to know more about Amadeus Checkmytrip Private Label or visit [www.amadeus.com/travelagencies](http://www.amadeus.com/travelagencies)

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