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Amadeus PROPworks®
Managing revenue and property

About Amadeus PROPworks®

Managing property and assets

Amadeus PROPworks is used by airports to improve internal communication and more efficiently manage agreements, billing and invoicing, company contacts, statistics, concession sales and more. Managing revenue and property at airports means not only managing leases and tenants, but also ensuring that the right information is available for making critical business decisions. To compete and remain profitable, airports must provide services, concessions and retail establishments that enhance the overall customer experience; this has made managing facilities more complex, challenging and competitive.

Amadeus PROPworks is a comprehensive software application designed to manage the lease, property and revenue information needed to operate airports of all sizes. In addition, PROPworks can also be used for managing seaports, railroads, and other large national and global commercial enterprises.

Information when you need it

Amadeus PROPworks allows companies to monitor agreements and leases, compile information about business relationships, bill and invoice tenants or concession operators, and track service providers and concessionaires for compliance to agreements. In addition, agreements with companies and individuals, business turnover, operational performance, facility information, site-specific configurations and management of user information are seamlessly integrated into Amadeus PROPworks.

Optional industry-specific software components allow facilities to track physical space and property assets at each facility, compile statistics for tracking performance, manage utilities, track tenant alterations, and interface easily with other software programs.

Positioned for the future

Over the past decade, Amadeus has become one of the recognized leaders in providing revenue and property management solutions to the transportation industry. Amadeus is building systems for the facilities of tomorrow – utilizing automated control systems, data warehousing and combined operational and business systems.

As a full service provider, Amadeus complements its product offerings with consulting services, training and a full-service support organization.

Amadeus PROPworks is designed to grow and evolve through software development updates and new products and modules. Customer experience and ongoing industry knowledge are blended to deliver a software program that features the most useful and current tools.

Key features

_ Operating system and database independent
_ Easily integrates with third-party systems
_ Role-based security
_ Highly configurable to meet customer requirements

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Customer management

The Customer Management module enables airports to maintain detailed information about their customers and company agreements. Information such as name, address, phone number and job responsibilities can also be maintained for an unlimited number of contacts, shareholders and suppliers for each company. The Customer Management module provides a single, facility-wide source of company information, eliminating the need for each facility, office or department to maintain different lists.

Companies entered into the Customer Management module do not require a contractual relationship with your airport to be valid and active within Amadeus PROPworks. This means that a company does not have to have an agreement in the Contract Management module to be entered in PROPworks. A company can be entered for any reason; for example, if a company may potentially do business with the airport, then basic company information can be entered in the Customer Management module prior to creating an agreement.

Contract management

In the Amadeus PROPworks portfolio, the Contract Management module refers to the contractual relationship – including permits, agreements, etc. – between the managing organization and its contractees. Contract management also includes leasehold agreements that cover utility meters, spaces and other assets.

Alerts and notifications

Events

Events in Amadeus PROPworks enable users to define and monitor contractual activities regarding tenants and their associated contracts, invoices, and / or occupied spaces. Events can also send email notifications to any party regarding actions to be taken. Users can even track communication with their tenants by adding comments to the events.

Reminders

Reminders automatically generate email notifications to users regarding any date-specific events related to a tenant's agreement.

Notifications

Through the change notification feature, users receive automatic notifications about any changes they make to contractual agreements. This feature keeps all parties informed with permanent "date stamps" and audit trails that document all contract changes.

Workflow

The workflow engine in Amadeus PROPworks monitors, notifies, and assigns tasks to users. Customers can use this highly configurable feature to replicate and model business processes created within PROPworks, leading to smoother, faster, more efficient workflows.

Revenue management

Whether your airport charges airlines using statistical reports or flight by flight, Amadeus PROPworks is your billing engine of choice. Flexible modules make it easy to manage your operation end-to-end.

Revenue management in Amadeus PROPworks enables airports to optimally manage their revenues. Users can consolidate all fixed and variable charges, create preliminary billings, and generate statements and invoices for your organization's tenants, concessionaires and other entities. Invoices can be issued based on tenancy or occupancy, minimum guarantees, activities or miscellaneous fees.

Integrated fee management

By integrating all landing and passenger fees, ground services and aircraft parking events within one system, airports can generate appropriate charges based on their organization's rates and tariffs.

Miscellaneous and direct billing

Users can also use Amadeus PROPworks to handle non-traditional billing requirements such as miscellaneous and non-contracted charges. In these situations, Amadeus PROPworks can invoice charges immediately, and when payment collection is required, the Revenue Management module offers a fully integrated point-of-sale solution.

Cash posting and financial interfaces

Invoices must be paid to complete the revenue cycle. Amadeus PROPworks gives organizations the option to manage collections within the system or their ERP. Amadeus PROPworks easily integrates with mainstream financial systems like Oracle e-Business Suite, SAP and PeopleSoft, as well as smaller accounting solutions like Microsoft Dynamics, Sage, and MUNIS by Tyler Technologies. Whether you exchange billing and payment information through files or web services, your organization can decide the integration levels and options that best fit your needs.

For organizations looking to manage collections within Amadeus PROPworks, the Cash Posting module facilitates recording and allocation of all credits and payments. The system's sub-ledger ensures that all journal entries are created and posted to reconcile with your organization's general ledger.

Activity collection and resources

From concession sales to flight data, Amadeus PROPworks is designed to collect any activity from any source to generate invoices, provide statistical reports, or simply store information for future reference. Depending on the requirements, sources can include anything from simple data entries and file uploads to complex interfaces. Amadeus PROPworks can even extend activity collection directly to customers through the portal.

PROPworks can further augment activity information by linking it to resources. Leaseholds can be linked to an inventory of spaces provided by a Geographical Information System (GIS). Meter readings can be used to bill for utilities. Aircraft, gates, spots, jet bridges and other ground resources can be used to calculate aeronautical fees. All in all, a good inventory of resources makes the system extremely capable.

In addition to PROPworks, Amadeus has the ability to link PROPworks to any other system through the use of the Amadeus Enterprise Service Bus (ESB). Put simply, the Amadeus ESB can link PROPworks to the Enterprise Resource Planning (ERP) for billing and invoicing, to a GIS system for space inventory, or a building management system to retrieve meter readings. Integration to IATA's Simplified Invoicing & Settlement (SIS) is also possible with the Amadeus ESB.

Concession Sales

Most concession billing is based on percentage of sales by product. Amadeus PROPworks can record monthly sales activities and apply their values to generate appropriate charges. The system can even incorporate minimum guarantees into calculations.

Reported Activity

Besides concession sales many airport contracts can be based on other key metrics. For example, ground transportation shuttles can be charged by the number of trips through the automatic vehicle identification (AVI) lane. Using this example, PROPworks users are able to enter or upload from file the number of trips by shuttle.

Optional modules

Insurance and Surety Management

Contracts typically include provisions that outline insurance coverage and/or surety requirements. Users can easily document all risk management provisions in the Amadeus PROPworks contracts. Risk analysts can then record the proof of insurance or surety instruments and link back to specific requirements. Together with other Contract Management functions, risk analysts will always be on top of insurance or credit renewals.

Aviation Statistics

Many airports do not have the ability to generate charges based on individual flight data. In such cases, aeronautical billing is based on monthly statistical reports. Amadeus PROPworks provides the mechanism to collect these reports on a monthly basis, by airline, and invoice the appropriate charges.

Carrier Activity Tracking

This optional module links Amadeus PROPworks to airport flight data, providing visibility to an aircraft's every move, from the moment it touches down to the next takeoff. Amadeus PROPworks is designed to retrieve flight information from the Amadeus Airport Operational Data Base (AODB). If the Amadeus AODB is not an option, Amadeus PROPworks can still integrate to any source of flight data through its Timely Aircraft Identification and Linking System (TAILS).

Space Management

The Amadeus PROPworks Space Management module provides organizations with an inventory of physical spaces in their locations. These spaces can be sourced from GIS and linked to leaseholds for contract management.

Utility Management and Meter Readings

The Amadeus PROPworks Utility Management module maintains an inventory of utility meters that can be linked to leaseholds and spaces for contract management.

Some organizations are responsible for provisioning utility services (i.e. electrical, gas and water) to their tenants. This means that many charges are derived from meter readings. The Amadeus PROPworks Utility module lets organizations maintain an inventory of utility meters; subsequently, meter readings can be recorded for conversion to billable activity so

appropriate charges can be invoiced.

Amadeus PROPworks Cashier

Amadeus PROPworks Cashier enables you to communicate with your PROPworks property and revenue management system, and provides additional functionality to process financial and carrier activity-specific transactions. This highly configurable point-of-sale (POS) application was developed specifically to fulfill the POS needs of today's growing airports. Typical Cashier functions include fuel purchases, plus parking and landing fees for airlines and / or general aviation customers that may not have established accounts with the airport authority. Other uses include operational charges for items like security badges and parking passes for

airport employees or contractors.

Amadeus PROPworks Portal

The Amadeus PROPworks Portal is an optional, licensed application that is part of Amadeus' PROPworks Revenue and Agreement management suite of software products. The portal enables airports to manage their contact information, retrieve invoices, and collect contractual metrics such as concession sales and airline landing reports. Seaports, railroads and airports use the portal to enable their customers to manage their own contact information and report on their activities.

Customer portal

The Amadeus PROPworks customer portal allows customers to:

_ Log in
_ Submit activity reports
_ View previously submitted reports
_ View invoices
_ View associated payment records
_ Request new user accounts
_ View and edit contact information

Administrative portal

The Amadeus PROPworks administrative portal allows designated staff to:

_ Review, approve and reject submitted activity reports
_ Perform customer / user account maintenance tasks
_ Handle system administrative tasks

Using the portal

Customers can access the Amadeus PROPworks Portal via a link on your organization's website. Access is secured through Secure Sockets Layer (SSL), the standard security technology that ensures all data that passes between the web server and browsers remains private and protected. Secure access can also incorporate Recaptcha. Customers can only access records associated with their own organization's account. For added flexibility, Amadeus PROPworks Portal can accommodate users associated with more than one company, such as ground agents.

Key features

_ Manage contract information, retrieve invoices, and collect reports and concession sales
_ Customer portal gives customers access to key data
_ Administrative portal allows designated staff to manage administrative details
_ Secure access is offered via your company website
_ Users associated with more than one company can receive access

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