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(71) Applicant *(for all designated States except US)*: **AMADEUS S.A.S.** [FR/FR]; 485 Route du Pin Montard, Sophia Antipolis, F-06410 Biot (FR).

(72) Inventors; and

(75) Inventors/Applicants *(for US only)*: **PELISSIER, Marc**; 386 Chemin de la Carpenée, Cidex 103, F-06330 Roquefort les Pins (FR). **CHARRAT, Christel**; Bat A - Res Les Tennis, 95 Montée Maruches, F-06220 Vallarius (FR). **LEDROIT, Francois**; 13 Rue du Grand Mur, F-06250 Mougins (FR). **BRUN, Pierre**; 83 Avenue de la Liberte, F-06220 Golfe Juan (FR). **GADEYNE, Pierre**; 100 Chemin des Peillons, F-06370 Mouans Sartoux (FR).

(74) Agent: **ZERBI, Guido Maria**; Murgitroyd & Company, Piazza Borromeo 12, I-20123 Milan (IT).

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(54) **Title**: RESERVATION METHOD AND SYSTEM WITH IMPROVED PNR HANDLING

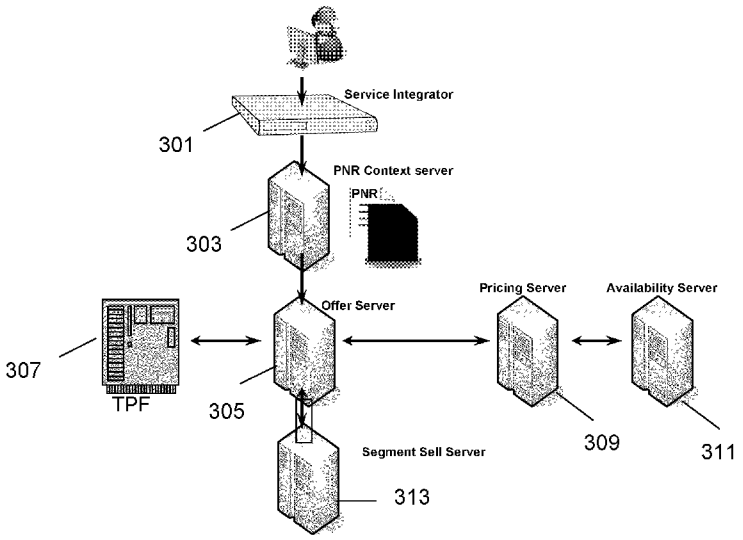



Fig. 3

(57) **Abstract**: The method and system according to a preferred embodiment of the present invention allows storing and proposing a list of saved quotes, referred to as Offers, together with the PNR. These Offers once created can be communicated to the passenger, so he could access them and make his choice in a cross-channel, interactive dialog with the proposing agent. Standard PNR have been enhanced to accommodate quotations / offers on top of firm bookings. As well as making the search efforts of the user persistent and re-usable, the inclusion of quotation in the PNR makes them accessible via all the distribution channels and gives to this invention a full cross-channel dimension. This new functionality represents as well a huge enhancement in the Travel Agent work flow, since the saving of all the pre-booking activity is now automated and traceable, by the agent himself (for follow-up and confirmation purpose) and eligible for sending to commonly used Mid-Office and reporting systems.

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