



eFulfillment

Key Features:

- *Multilingual travel consultants*
- *Automated file finishing and quality check*
- *Multi-CRS capability*
- *Specific software implementations customized for each booking engine to minimize transaction processing time.*

What it is:

American Express' **eFulfillment Centres** are dedicated to interactive travel transaction processing, established in locations where they can provide service to multiple countries cost effectively.

By using **eFulfillment Centres** American Express is able to offer the lowest possible transaction processing cost.

Concentration of fulfillment efforts also means we deliver economies of scale and the highest levels of interactive travel expertise available to assist you more effectively in booking your travel online.

The **eFulfillment Centre** for the BeLux is located in Sophia Antipolis, near Nice, France. Initial robotic processing of all bookings (basically an error-check) is done in Miami.

Key Benefits:

COST SAVINGS

American Express applies innovative technology to automate, streamline and reduce the cost of the fulfillment process generating savings of 50 to 70% on transaction fees.

SEAMLESS PROCESSING

Our online booking fulfillment services integrate completely with our back office systems and with major GDS' and online booking engines for seamless reservation and data processing.

SPECIALIZED PERSONNEL

Our knowledgeable travel consultants are specially selected and trained to provide interactive support, tailored to your traveller's needs.

OPERATIONAL SUPPORT

Full range of accounting and information processing functions are available.

For more information:

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