

A woman with long, wavy hair is shown in profile, looking out over a city at sunset. The sky is a mix of orange, yellow, and blue, with the sun low on the horizon. The city lights are visible in the background, creating a bokeh effect. The woman's hair is illuminated by the warm light of the setting sun.

amadeus

E-Learning Catalogue

Airlines Learning Services

8 juillet 2024

[amadeus.com](https://www.amadeus.com)



Summary

Altéa Administration Departure Plan Template	3
Altéa Administration Flight Management Business Rules	4
Altéa Departure Control - Customer Management	5
Altéa Departure Control - Flight Management	6
Altéa Departure Control - Operational Flight Updates	7
Altéa Inventory	8
Altéa Reservation and Ticketing	9
Altéa Reservation Desktop Web	10
Altéa Revenue Availability With Active Valuation	11
Amadeus Customer Service Point	12
Amadeus Office Management	13
Amadeus Revenue Integrity	14
Amadeus Security Management	15
Electronic Miscellaneous Documents	16
Inconsistent Journey Management	17
Local Security Management	18
Seatmap Management	19
Ticketing Configuration Manager	20
Ticketing in Amadeus (Cryptic)	21



e-Learning

Altéa Administration Departure Plan Template

As an administrator, discover how Amadeus helps you to manage your business operation activities and customise them according to your markets.



On this course, you will learn:

- > What is Plan Template Management?



Through a set of interactive e-Learning lessons, learn how Altéa Administration organises markets using a Template Tree, identifies operation activities for both Flight Management and Customer Management, and assign activities to templates to set up the departure plan of a flight leg and for successful flight creation.



Certification:
No



Duration:
20 minutes



Language:
English



Level:
Awareness



Pre-requisite:
No



Prework:
No



Is this the course for you?

This course is for:

Airlines

In particular, those working in:

Administrators, Operations Managers, Trainers



This course helps you use

- > Altéa Administration
- > Altéa Departure Control - Customer Management (CM)
- > Altéa Departure Control - Flight Management (FM)



How the course is organised

There is one mandatory e-Learning lesson. After completion, there is an instructor-led session available to request an enrolment. Finally, there are user guides available for download.



This course is also available in

English



What equipment do you need?

- > A computer, laptop or tablette.
- > A high-speed internet connection (> 1MB).
- > The Google Chrome browser or alternatively the Microsoft Edge browser.
- > An Amadeus login (LSS), organization ID (IATA code) and password.



e-Learning

Altéa Administration Flight Management Business Rules

As an administrator, examine how Amadeus helps you to manage set of business rules to automate operational processes so that manual intervention is not needed to optimise Altéa Departure Control - Flight Management (FM) to align with your business goals.



On this course, you will learn:

- > How to use markets to create Business Rules
- > What is Flight Group Management?
- > What are Rule Criteria Weights?
- > What are Business Rules for Flight Management?
- > What are Flight Create Business Rules?
- > What are Active Flight Business Rules?
- > What is Departure Plan Simulation?



Through a set of interactive e-Learning lessons, learn how to use markets and flight groups to create business rules, validate business rules for successful flight creation and troubleshoot business rule errors using Altéa Administration.



Certification:
No



Duration:
1 hour



Language:
English



Level:
Awareness



Pre-requisite:
No



Prework:
No



Is this the course for you?

This course is for:

Airlines

In particular, those working in:

Administrators, Operations Managers, Trainers



This course helps you use

- > Altéa Administration
- > Altéa Departure Control - Flight Management (FM)



How the course is organised

There are seven mandatory e-Learning lessons. After completion, there is an instructor-led session available to request an enrolment. Finally, there are user guides available for download.



This course is also available in

English



What equipment do you need?

- > A computer, laptop or tablette.
- > A high-speed internet connection (> 1MB).
- > The Google Chrome browser or alternatively the Microsoft Edge browser.
- > An Amadeus login (LSS), organization ID (IATA code) and password.



e-Learning

Altéa Departure Control - Customer Management

As an agent, learn about automating key processes from customer acceptance to flight departure that streamlines your activities for the best customer service.



In this e-Learning you will learn:

- > How to get started
- > What is the Altéa suite?
- > How to complete customer acceptance tasks
- > How to complete customer baggage and seating tasks
- > How to complete customer assistance and regrade tasks
- > How to complete boarding tasks
- > How to complete disruption tasks



Using a set of simulations, learn how to accept customers, manage special service requests (SSR), modify flight itineraries, transfer customers and other tasks with Altéa Departure Control - Customer Management (CM). Each lesson is presented in a sequence for you to complete, ending with a test requiring a passing score of 100%.



Certification:
No



Duration:
8 hours + 50 minutes



Language:
English



Level:
Awareness



Pre-requisite:
No



Pework:
No



Is this the course for you?

This course is for:

- > Airline Program Managers.
- > Departure Control System Project Members.
- > Airline trainers.
- > Airline check-in and gate agents.



This course helps you use

- > Altéa Departure Control - Customer Management (CM)



How the course is organised

First, there are forty-nine mandatory e-Learning lessons. After completion, there is an online test. After passing the test, there is an instructor-led session available to request enrolment. Finally, there are user guides available for download.



This course is also available in

English



What equipment do you need?

- > A computer, laptop or tablet.
- > A high-speed internet connection (< 1MB).
- > The Google Chrome browser or alternatively the Microsoft Internet Explorer browser.
- > An Amadeus login (LSS), organization ID (IATA code) and password.



The last few details...

- > Last update: July 2021



e-Learning

Altéa Departure Control - Flight Management

As a Load Controller, discover how Amadeus helps you to manage passengers and baggage, cargo, and fuel with precision, to boost productivity in your load control operations.



On this course, you will learn:

- > How Altéa Flight Management interacts with other products
- > How to navigate Flight Management
- > How to add flight operating data
- > How to navigate the Flight Information screen
- > How to read messages, statuses and the Centre of Gravity graph
- > How to read the Joining Passengers display and modify flight details
- > How to identify an aircraft's weight, traffic load and forecast zero fuel weight
- > How to build a Dry Operating Weight and Index
- > How to manage deadload for a flight
- > How to manage the load distribution
- > How to manage fuel for a flight
- > How to manage passenger and baggage figures
- > How to update load and ramp clear
- > How to depart a flight



Through a set of interactive e-Learning lessons, learn how Altéa Flight Management (FM) optimises load planning for baggage and cargo, manages fuel distribution, calculates the aircraft centre of gravity and issues documents and messages for flight departure.



Certification:
No



Duration:
2 hours + 30 minutes



Language:
English



Level:
Awareness



Pre-requisite:
No



Prework:
No



Is this the course for you?

This course is for:

Airlines, Ground Handlers

In particular, those working in:

Administrators, Air Traffic Control (ATC), Baggage Handlers, Business & Projects Managers, Help Desk & Support Agents, Load Controllers, Operations Managers, Trainers



This course helps you use

- > Altéa Departure Control - Flight Management (FM)



This course is also available in
English



What equipment do you need?

- > A computer, laptop or tablet.
- > A high-speed internet connection (> 1MB).
- > The Google Chrome browser or alternatively the Microsoft Edge browser.
- > An Amadeus login (LSS), organization ID (IATA code) and password



e-Learning

Altéa Departure Control - Operational Flight Updates

As a ground handler, learn how to manage flight schedules for another airline when close to the departure date.



You will learn:

- > How to create a flight date.
- > How to create a flight period.
- > How to update a flight date
- > How to update a blockspace size.



Through a set of interactive videos learn how to manage flight dates, flight periods and block space using Altéa Departure Control - Operational Flight Updates (OFU).



Certification:
No



Duration:
40 minutes



Language:
English



Level:
Awareness



Pre-requisite:
Yes



Pework:
No



Is this the course for you?

This course is for:

- > Staff performing ground handling activities.



Things you need for this course

Pre-requisite:

- > Basic knowledge of Altéa DC-CM or Altéa DC-FM.



This course helps you use

- > Altéa Departure Control - Customer Management (CM)
- > Altéa Departure Control - Flight Management (FM)



How the course is organised

There are four interactive lessons with a total duration of 40 minutes.



This course is also available in

English



What equipment do you need?

- > A computer, laptop or tablet.
- > A high-speed internet connection (< 1MB).
- > The Google Chrome browser or alternatively the Microsoft Edge browser.
- > An Amadeus login (LSS), organisation ID (IATA or Ground Handler code) and password.



The last few details...

- > Please note that access to this course is restricted to Amadeus customers.



e-Learning

Altéa Inventory

Through a set of interactive e-Learning lessons, learn how Altéa Inventory (INV) automates schedules and re-accommodations, manages seating, handles special service requests and automates waitlist clearance.



On this course, you will learn:

- > How to navigate Altéa Inventory
- > How to install and log in to Altéa Inventory
- > How Altéa Inventory works
- > How Altéa Inventory works with other systems
- > How to manage user access to Altéa Inventory
- > How to work with Messenger
- > What are Business Rules and markets?
- > What are flight groups?
- > How to get started with seating
- > How to handle flight schedules
- > How to handle re-accommodations
- > How to read the flight date inventory panel
- > How Altéa Inventory interacts with other products
- > How the Altéa suite sends passenger information to a departure control system
- > How the Altéa suite receives passenger information from a departure control system after flight departure
- > How the Altéa suite sends passenger assistance lists to another airport
- > What is Schedule Loader?
- > How to load new flight schedules
- > How to update flight schedules
- > How to manage codeshare flights
- > What is Automatic Waitlist Clearance?
- > How to manage Automatic SSR Handling
- > How to set up automatic SSR handling replies
- > How to set up automatic SSR handling replies with a quota restriction
- > How to set up automatic SSR handling replies belonging to a SSR family
- > How to set up automatic SSR handling replies without a quota restriction
- > What are Carrier Preferred Display service flows?
- > How to get started with Revenue Integrity Desktop
- > How to use the Revenue Integrity search engine
- > How to use the rule editor to manage business rules
- > How Amadeus Time Limits processes a PNR
- > How to navigate Amadeus Time Limits screens
- > How to create Amadeus Time Limits business rules
- > What are the Amadeus Time Limits configurations?
- > How to read Amadeus Time Limits logs
- > How Group Time Limits processes a group PNR
- > How to navigate Group Time Limits and set multiple time limits



This course covers the following topics:

- > Getting started with Altéa Inventory
- > Creating Business Rules
- > Exchanging information within Altéa
- > Using Schedule Loader
- > Discovering other Altéa Inventory features
- > Managing Automatic Special Service Requests
- > Using Carrier Preferred Display
- > Using Amadeus Revenue Integrity



Certification:
No



Duration:
6 hours



Language:
English



Level:
Awareness



Pre-requisite:
No



Prework:
No



Is this the course for you?

This course is for:
© 2024 Amadeus IT Group SA
Airlines



e-Learning

Altéa Reservation and Ticketing

As a reservation agent, learn how to make reservations in the Amadeus Global Distribution System (GDS) using cryptic commands.



You will learn:

- > How to get started
- > What is Amadeus Air?
- > What are PNR Mandatory elements?
- > What are PNR Optional elements?
- > How to modify a PNR
- > How to work with itineraries and invoices
- > How to price and use fares
- > How to use ticketing
- > How to use Amadeus Queues



Through a set of interactive e-Learning videos learn what is the Amadeus GDS and how to create and modify the elements of a Passenger Name Records (PNR) in order to issue a ticket using Altéa Reservation (Cryptic).



Certification:
No



Duration:
3 hours



Language:
English



Level:
Fundamentals



Pre-requisite:
No



Prework:
No



Is this the course for you?

This course is for:

Airlines

In particular, those working in:

Administrators, Fare Filing Agents, Help Desk & Support Agents, Inventory / Revenue Managers, Reservation Agents, Ticketing Agents, Trainers



This course helps you use

- > Amadeus Reservation Desktop Essential
- > Amadeus Reservation Desktop Web (ARDW)



How the course is organised

There are thirty mandatory e-Learning lessons with four supplementary lessons. Also, there are user guides available for download.



This course is also available in

English



What equipment do you need?

- > A computer, laptop or tablet.
- > A high-speed internet connection (> 1MB).
- > The Google Chrome browser or alternatively the Microsoft Internet Explorer browser.
- > An Amadeus login (LSS), organization ID (IATA code) and password.



e-Learning

Altéa Reservation Desktop Web

As a reservation agent, process efficiently and swiftly passenger requests, in any part of their journey.



You will learn:

- > What is ARD Web
- > How to navigate ARD Web
- > How to display a flight
- > How to create a PNR with mandatory elements
- > How to copy a PNR
- > How to create an ancillary service and issue the EMD
- > How to reissue an e-ticket
- > How to reissue an EMD
- > How to use an EMD to partially cover the price of a new e-ticket
- > How to refund an e-ticket
- > How to refund an EMD
- > How to display Sales Reports



Through a set of interactive e-Learning, discover what Altéa Reservation Desktop Web (ARD Web) is and how to display flights, create a Passenger Name Record (PNR) and sell ancillary services, search for fares and price flights, issue and exchange documents using ARD Web.



Certification:
No



Duration:
3 hours + 15 minutes



Language:
English



Level:
Awareness



Pre-requisite:
No



Pework:
No



Is this the course for you?

This course is for:

Airlines

In particular, those working in:

Administrators, Fare Filing Agents, Help Desk & Support Agents, Reservation Agents, Ticketing Agents, Trainers



This course helps you use

- > Amadeus Reservation Desktop Web (ARDW)



How the course is organised

First, there are fourteen mandatory e-Learning lessons. After completion, there is an instructor-led session available for request enrolment. Finally, there are user guides available for download.



This course is also available in

English



What equipment do you need?

- > A computer, laptop or tablet.
- > A high-speed internet connection (< 1MB).
- > The Google Chrome browser or alternatively the Microsoft Edge browser.
- > An Amadeus login (LSS), organization ID (IATA code) and password.



e-Learning

Altéa Revenue Availability With Active Valuation

As an agent, learn about boosting your sales and 'bookability' with real-time Origin and Destination availability, computing with the whole PNR context, and protecting your critical O&D revenues with married segment control functionality.



On this course, you will learn:

- > What is revenue management?
- > What Amadeus products are involved in the revenue optimisation process?
- > What is revenue optimisation?
- > How to distribute seat availability
- > What is the difference between basic and advanced inventory controls?
- > What is revenue availability?
- > What is active valuation?
- > What is a yield?
- > What is a bid price?
- > What is married segment control?



Through a set of videos learn how to calculate revenue availability, retrieve and adjust yield in Altéa Inventory (INV), identify different types of bid price and how yield works with bid price using Altéa Revenue Availability With Active Valuation (RAAV).



Certification:
No



Duration:
30 minutes



Language:
English



Level:
Awareness



Pre-requisite:
No



Prework:
No



Is this the course for you?

This course is for:
Airlines

In particular, those working in:
Inventory / Revenue Managers, Trainers



This course helps you use

- > Altéa Revenue Availability With Active Valuation (RAAV)



How the course is organised

There are ten mandatory e-learning lessons. After completion, there are user guides available for download.



This course is also available in

English



What equipment do you need?

- > A computer, laptop or tablette.
- > A high-speed internet connection (> 1MB).
- > The Google Chrome browser or alternatively the Microsoft Edge browser.
- > An Amadeus login (LSS), organization ID (IATA code) and password.



e-Learning

Amadeus Customer Service Point

A self-paced learning on how to use Amadeus Customer Service Point (ACSP).



You will learn:

- > What is ACSP
- > How to navigate ACSP
- > How to set up your ACSP account
- > How to open an incident record
- > How to open a work order
- > How to open a record
- > How to check a record status
- > How to verify and close an incident record
- > How to verify and close a work order



As an Amadeus customer, submit an inquiry on an Amadeus product using **Amadeus Customer Service Point (ACSP)**. Through a set of interactive videos learn how to open, verify and close inquiries including both work orders (WO) and incidents (IR).



Certification:
No



Duration:
20 minutes



Language:
English



Level:
Awareness



Pre-requisite:
No



Prework:
No



Is this the course for you?

This course is for:

Airlines

In particular, those working in:

Help Desk & Support Agents, Operations Managers, Trainers



This course helps you use

- > Amadeus Customer Service Point



How the course is organised

9 interactive lessons with a duration of 20 minutes.



What equipment do you need?

- > A computer or tablette.
- > A high-speed internet connection.



The last few details...

> Please note that access to this course is restricted to Amadeus customers.



e-Learning

Amadeus Office Management

As a security administrator, control office security access across all Amadeus systems.



On this course, you will learn:

- > How to manage offices
- > How to manage terminals
- > How to manage printers
- > How to manage printer Sets
- > How to manage certificates



Through a set of interactive lessons learn how to manage offices, terminals, printers, printer-sets and certificates using the web-based interface Amadeus Office Management (AOM).



Certification:
No



Duration:
2 hours



Language:
English



Level:
Awareness



Pre-requisite:
No



Pework:
No



Is this the course for you?

This course is for:

Airlines, Ground Handlers

In particular, those working in:

Administrators, Business & Projects Managers, Help Desk & Support Agents, Security Administrators, Trainers



This course helps you use

- > Amadeus Office Management (AOM)



This course is also available in
English



What equipment do you need?

- > A computer, laptop or tablet.
- > A high-speed internet connection (> 1MB).
- > The Google Chrome browser or alternatively the Microsoft Edge browser.
- > An Amadeus login (LSS), organization ID (IATA code) and password.



The last few details...

To get access to AOM, you will need to complete a 2-days instructor-led training and successfully pass the test.



e-Learning

Amadeus Revenue Integrity

As an analyst, learn how Revenue Integrity enforces airline booking policy and minimises speculative booking practices and therefore reduces distribution costs from non-productive bookings and maximises available inventory for travellers ready to purchase tickets.



On this course, you will learn:

- > How to get started with Revenue Integrity Desktop
- > What are the new Revenue Integrity Desktop changes?
- > How to use the Revenue Integrity search engine
- > How to use the rule editor to manage business rules
- > How to work with Amadeus Time Limits
- > How to work with Group Time Limits



Through a set of interactive e-Learning lessons, how to manage Amadeus Time Limits (ATL), how Group Time Limits (GTL) processes a group PNR, how to create business rules, and how to read logs using Amadeus Revenue Integrity (ARI).



Certification:
No



Duration:
1 hour + 20 minutes



Language:
English



Level:
Awareness



Pre-requisite:
No



Pework:
No



Is this the course for you?

This course is for:
Airlines

In particular, those working in:

Administrators, Business & Projects Managers, Fare Filing Agents, Help Desk & Support Agents, Inventory / Revenue Managers, Reservation Agents, Ticketing Agents, Trainers



This course helps you use

- > Amadeus Reservation Desktop Essential
- > Amadeus Reservation Desktop Web (ARDW)
- > Amadeus Revenue Integrity



This course is also available in
English



What equipment do you need?

- > A computer, laptop or tablet.
- > A high-speed internet connection (> 1MB).
- > The Google Chrome browser or alternatively the Microsoft Edge browser.
- > An Amadeus login (LSS), organization ID (IATA code) and password.



e-Learning

Amadeus Security Management

As a security administrator, control user authentication and access control across all Amadeus systems.



On this course, you will learn:

- > What is Amadeus Security Management
- > How to create user access
- > How to remove user access
- > How to manage user access
- > What are partnerships
- > How to create partnerships
- > How to remove partnerships



Through a set of interactive videos learn about user access, user responsibility, partnerships with other organisations by using Amadeus Security Management (ASM).



Certification:
No



Duration:
1 hour + 10 minutes



Language:
English



Level:
Awareness



Pre-requisite:
No



Pework:
No



Is this the course for you?

This course is for:

Airlines, Ground Handlers

In particular, those working in:

Administrators, Help Desk & Support Agents, Security Administrators, Trainers



This course helps you use

- > Amadeus Security Management (ASM)



Related courses

- > [Local Security Management \[e-Learning\]](#)
- > [Amadeus Office Management \[e-Learning\]](#)



How the course is organised

7 interactive lessons with a duration of 1 hour and 10 minutes.



This course is also available in

English



What equipment do you need?

- > A computer, laptop or tablet.
- > A high-speed internet connection (> 1MB).
- > The Google Chrome browser or alternatively the Microsoft Edge browser.
- > An Amadeus login (LSS), organization ID (IATA code) and password.



The last few details...

To get access to ASM, you will need to complete a 4-days instructor-led training and successfully pass the test.



e-Learning

Electronic Miscellaneous Documents

As a reservation and ticketing agent, learn how to manage Electronic Miscellaneous Documents (EMD) using the Amadeus Central System.



You will learn:

- > What is an EMD
- > How to issue an EMD
- > How to reissue a ticket with a residual value using Amadeus Ticket Changer (ATC)
- > How to manually reissue a ticket with a Penalty EMD
- > How to refund a ticket and an EMD.



Through a set of interactive videos and games learn how to issue, reissue and refund EMDs using cryptic commands and Amadeus Ticket Changer (ATC).



Certification:
No



Duration:
1 hour



Language:
English



Level:
Awareness



Pre-requisite:
Yes



Pework:
Yes



Is this the course for you?

This course is for:
Airlines

In particular, those working in:

Administrators, Fare Filing Agents, Help Desk & Support Agents, Reservation Agents, Ticketing Agents, Trainers



Things you need for this course

Pre-requisite:

- > A basic knowledge of the Amadeus Central System.

Pework:

- > Some knowledge of ticketing concepts.



This course helps you use

- > Amadeus Reservation Desktop Essential
- > Amadeus Reservation Desktop Web (ARDW)



How the course is organised

There are five interactive lessons with a duration of 1 hour.



This course is also available in

English



What equipment do you need?

- > A computer, laptop or tablet.
- > A high-speed internet connection (> 1MB).
- > The Google Chrome browser or alternatively the Microsoft Edge browser.
- > An Amadeus login (LSS), organization ID (IATA code) and password.



e-Learning

Inconsistent Journey Management

As an analyst, learn how to forecast and manage revenue in real-time with greater accuracy and therefore reduce distribution costs from non-productive bookings using an internet browser.



On this course, you will learn:

- > What are the Duplicate Segment Manager configurations?
- > How to navigate Duplicate Segment Manager
- > How to interpret Duplicate Segment Manager logs
- > How to create Duplicate Segment Manager business rules
- > How Duplicate Segment Manager processes a PNR



Through a set of e-Learning lessons, learn what the Duplicate Segment Manager configurations are, how to read and interpret logs, how non-compliant PNRs are detected and which segments will be targeted for action, and how to create business rules using Amadeus Revenue Integrity (ARI).



Certification:
No



Duration:
0 hour + 45 minutes



Language:
English



Level:
Awareness



Pre-requisite:
No



Pework:
No



Is this the course for you?

This course is for:

Airlines

In particular, those working in:

Administrators, Fare Filing Agents, Help Desk & Support Agents, Reservation Agents, Ticketing Agents, Trainers



This course helps you use

- > Amadeus Revenue Integrity



This course is also available in

English



What equipment do you need?

- > A computer, laptop or tablet.
- > A high-speed internet connection (> 1MB).
- > The Google Chrome browser or alternatively the Microsoft Edge browser.
- > An Amadeus login (LSS), organization ID (IATA code) and password.



e-Learning

Local Security Management

As a local security administrator, control user authentication and access control on your Amadeus product.



On this course, you will learn:

- > What is Local Security Management?
- > How to create users in Local Security Management
- > How to manage users in Local Security Management
- > How to register devices for Digital DNA authentication
- > How to create agreements in Local Security Management
- > What is guest authentication?



Through a set of interactive e-Learning lessons, learn about user access, Digital DNA authentication, and creating agreements using Local Security Management (LSM).



Certification:
No



Duration:
30 days



Language:
English



Level:
Awareness



Pre-requisite:
No



Prework:
No



Is this the course for you?

This course is for:

Airlines, Ground Handlers

In particular, those working in:

Administrators, Help Desk & Support Agents, Security Administrators, Trainers



This course helps you use

- > Amadeus Security Management (ASM)



Related courses

- > [Amadeus Office Management \[e-Learning\]](#)



This course is also available in
English



What equipment do you need?

- > A computer, laptop or tablet.
- > A high-speed internet connection (> 1MB).
- > The Google Chrome browser or alternatively the Microsoft Edge browser.
- > An Amadeus login (LSS), organization ID (IATA code) and password.



The last few details...

To get access to ASM, you will need to complete a 4-days instructor-led training and successfully pass the test.



e-Learning

Seatmap Management

As a ground handler, create seat maps for flights using the Altéa ad hoc solution.



On this course, you will learn:

- > How to create a seat map using the Altéa ad hoc solution.



Through an interactive video learn how to create a seat map using Seatmap Management accessible in Amadeus Application Launcher.



Certification:
No



Duration:
5 minutes



Language:
English



Level:
Awareness



Pre-requisite:
No



Pework:
No



Is this the course for you?

This course is for:

- > Agents performing ground handling activities at the airport.



This course helps you use

- > Altéa Departure Control - Customer Management (CM)
- > Altéa Departure Control - Flight Management (FM)
- > Amadeus Application Launcher



How the course is organised

There is one interactive lesson with a duration of 5 minutes.



This course is also available in

English



What equipment do you need?

- > A computer, laptop or tablet.
- > A high-speed internet connection (> 1MB).
- > The Google Chrome browser or alternatively the Microsoft Edge browser.
- > An Amadeus login (LSS), organization ID (IATA code) and password.



e-Learning

Ticketing Configuration Manager

As a ticketing manager, learn how to regulate and control your ticketing agreements and conditions using a graphical interface.



On this course, you will learn:

- > What is TCM?
- > What is the Online application?
- > How to identify an airline's preferences for e-ticket display options.
- > How to allow or restrict issuance of infant tickets.
- > How to allow or disallow mandatory FOID at time of issuance.
- > What is the Interline sub-application?
- > How to identify the interline agreements between a validating carrier and an interline partner.
- > How to identify an airline's distribution conditions for specific GDS and countries.



Through a set of interactive e-Learning videos learn what is TCM and what are TCM's sub-applications, how to identify rule types, how to modify rule conditions and how to modify interline ticketing agreements using Ticketing Configuration Manager (TCM).



Certification:
No



Duration:
30 minutes



Language:
English



Level:
Awareness



Pre-requisite:
No



Pework:
No



Is this the course for you?

This course is for:

Airlines

In particular, those working in:

Administrators, Help Desk & Support Agents, Reservation Agents, Ticketing Agents, Trainers



This course helps you use

- > Amadeus Reservation Desktop Essential
- > Amadeus Reservation Desktop Web (ARDW)
- > Amadeus Application Launcher



How the course is organised

There are eight lessons with a duration of 30 minutes.



This course is also available in

English



What equipment do you need?

- > A computer, laptop or tablet.
- > A high-speed internet connection (> 1MB).
- > The Google Chrome browser or alternatively the Microsoft Edge browser.
- > An Amadeus login (LSS), organization ID (IATA code) and password.



e-Learning

Ticketing in Amadeus (Cryptic)

As a reservation agent, learn how to manage ticket issuance using the Amadeus central system.



You will learn:

- > How to issue a ticket
- > How to display and read a TST
- > What is an EMD
- > How to reissue a ticket with a residual value using Amadeus Ticket Changer (ATC)
- > How to manually reissue a ticket with a penalty EMD
- > How to refund a ticket and an EMD.



Through a set of interactive videos and games learn how to issue, reissue and refund e-tickets and Electronic Miscellaneous Documents (EMDs) using cryptic commands.



Certification:
No



Duration:
1 hour



Language:
English



Level:
Awareness



Pre-requisite:
Yes



Pework:
No



Is this the course for you?

This course is for:
Airlines

In particular, those working in:

Administrators, Fare Filing Agents, Help Desk & Support Agents, Inventory / Revenue Managers, Reservation Agents, Space Controllers / SKD Managers, Ticketing Agents, Traffic Operators, Trainers



Things you need for this course

Pre-requisite:

- > A basic knowledge of the Amadeus Central System.
- > A basic knowledge of the airline travel industry and ticketing concepts.



This course helps you use

- > Amadeus Reservation Desktop Essential
- > Amadeus Reservation Desktop Web (ARDW)



How the course is organised

There are six interactive lessons with a duration of 60 minutes.



This course is also available in

English



What equipment do you need?

- > A computer, laptop or tablet.
- > A high-speed internet connection (> 1MB).
- > The Google Chrome browser or alternatively the Microsoft Edge browser.
- > An Amadeus login (LSS), organization ID (IATA code) and password.

It's how travel
works.

amADEUS