amaDEUS

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:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	1 hour	English	Awareness	Yes	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.

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.