



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.



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.