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Amadeus Learning Services Catalogue

CUSTOMER TRAINING 2016/2017



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Amadeus Learning Services Catalogue

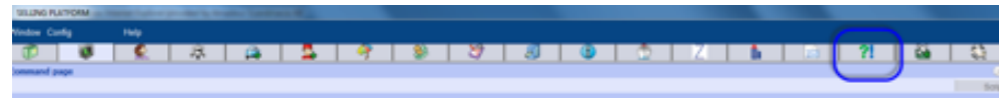
CUSTOMER TRAINING 2016/2017



Book and sign up today

To book a classroom or a virtual course

- ▶ Login to Amadeus e-Support Centre via Selling Platform by clicking on the tab shown below, or via internet <https://mye-supportcentre.amadeus.com/eTass/>.
- ▶ Enter your credentials on the Amadeus e-Support Centre home page.
- ▶ Click on the Learning Centre tab on the menu bar at the top or the Learning Centre widget in the bottom right corner.



- ▶ Once in the Learning Centre, click on the Training Catalogue, select the course and date and enroll.

Not yet registered?

The easiest way to register is through Selling Plattform. Click on the same icon and follow the instructions. The course catalog is visible the day after you have registered. If you have login problems please contact our 1st line Support.

Need help?

Do you need guidance on which course is best suitable for your needs? Please get in touch with us via email – education@sca.amadeus.com – or call us on +46 8 4580519.

Please note that our price list and course offering is subject to change

Book your course today – we are here for you!

Lena Nilsson
Course Advisor & Admin, Sweden

Christina Fällman Olsson
Instructor, Sweden

Trine Naerby
Instructor, Norway

Victoria Strandberg
Instructor, Sweden

Merete Larssen Berntsen
Instructor, Norway

Eva Karlsdotter
Instructor, Sweden

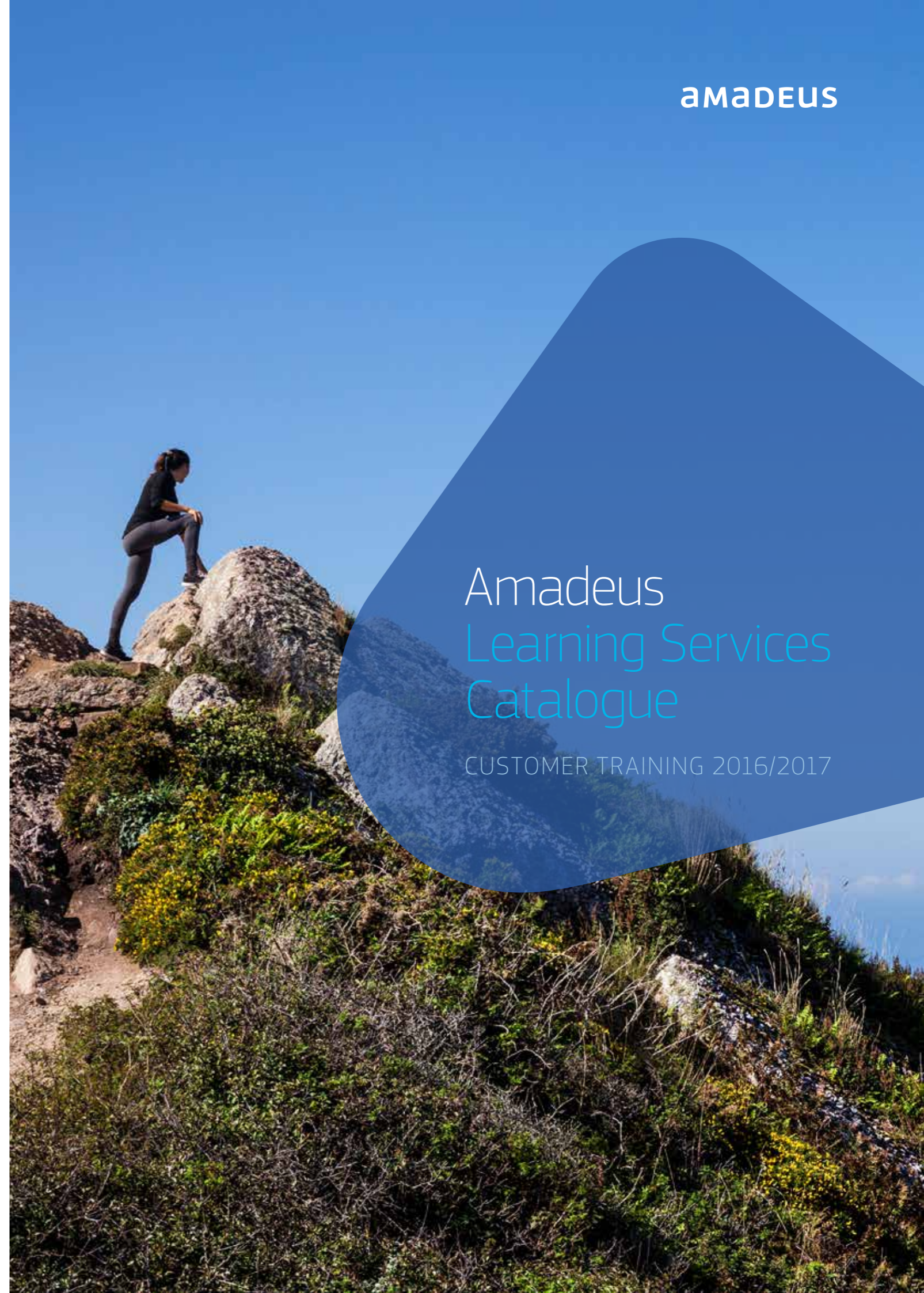
Jeanett Wulff
Instructor, Denmark

Karina Grebak
Instructor, Denmark

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Amadeus Learning Services Catalogue

CUSTOMER TRAINING 2016/2017



Why learning with Amadeus

“We have worked closely with Amadeus on a Competence Analysis for our staff. As a result we understood which training investments we had to do to improve even more. Amadeus’ trainers are very skilled and we always receive very good feedback from our staff that have participated in the training sessions.”

Kirsten H. Husebø
General Manager,
Travelnet Stavanger

With a team of dedicated trainers all across Scandinavia, Amadeus provides training in local language in our fully equipped classrooms, onsite or virtually through the web. Our trainers have accumulated many years of working in the travel industry and using the Amadeus system.

We aim for excellence and regularly assess our trainers and the learning experience through post course satisfaction surveys.

Our areas of training have been carefully developed to match your specific needs whether you’re a travel agent, a product and pricing expert or an administrator.

The areas of training we offer include:

- Fares and Ticketing
- PNR
- Hotels and Cars
- e-Travel Management
- Group bookings
- Tariffs
- Profiles
- Rail

Why not do a Competence Analysis of your staff or a Booking Workflow Analysis to help you make the appropriate training investments?



Three good reasons why you should use Amadeus Learning Services

Training that suits your needs

Amadeus offers a wide range of courses for different levels to help optimise your booking process. Whether you are new, need to develop into further areas or already experienced, we feel confident that you can find something in our versatile training portfolio.

Create success with your customers

Learning Services boasts an experienced team of trainers who can help you achieve the full potential of the Amadeus system, thereby increasing your performance towards your customers

Efficient training formats

As we know that different agencies have different training needs, we can deliver our services in the format that suits you the best:

- Classroom
- Virtual
- On-site customised

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Our 3 levels of experience

Have you always worked in the travel industry or are you new to the business? Do you want to excel in a specific area? Or maybe you want to broaden your area of expertise?

Whatever your needs are we can help you develop your skills according to your level of expertise. We also offer virtual classes: 2-hour sessions on various topics, which you will find towards the end of the catalogue.

All of our courses require that you can read and understand English and that you are familiar with the PC environment.

Basic Training

► Basic training consists of courses to get started on main functionalities such as reservations, ticketing and fares.

Advanced Training

► Advanced training takes it a step deeper, focusing on main functionalities for experienced users.

Expert and Solution Training

► This is training on “complex” products and solutions for specialists.

Basic Training

Basic Training focuses on the essential functionality of the Amadeus system such as making reservations or finding fares.

These are the courses we offer at a basic level:

- Amadeus the Essentials
- Amadeus Hotels
- Amadeus Hotels for Providers
- Amadeus Migration and Refresher
- Amadeus Reservation Graphic
- Linkonline Basic
- Amadeus Cars
- Amadeus Cars for Providers
- Amadeus Fares and Ticketing



Amadeus the Essentials

Learn the basics of the Amadeus system and Selling Platform.

PARTICIPANTS

New employees at travel agencies

PRE-REQUISITES

Previous experience of the Amadeus system will contribute to a better understanding of the course

FORMAT

Mostly cryptic

DURATION

5 days

PRICE (VAT EXCL)

Customer: 11 500 SEK/
NOK/DKK

Non-customer: 18 000
SEK/NOK/DKK

Note! The course is held in your local language: Danish, Norwegian or Swedish. Can also be offered in English

You will learn:

- How to find flights and fares
- How to make a simple booking
- How to issue an e-ticket for the journey
- How to find information and help pages in Amadeus
- A short brief of queue and profile handling

Topics:

- Flight display and booking
- Modification and changes
- Info and help pages
- Frequent flyer
- Seating
- Fares, pricing and ticketing
- Basic queue handling
- Basic profile handling
- Split and copy PNR
- Ancillary Services


After taking this course you will be able to:

- Check for available flights
- Book a trip for a customer
- Price the booking
- Find cheaper fares

Amadeus Hotels

Learn how to search for and book hotels in Amadeus with our powerful tool that manages over 320 000 hotel unique properties.

You will learn:

- How to search for hotels
- How to encode the different hotel displays
- How to make a hotel reservation
- How to access the different rates and rate rules
- How to use Amadeus Landmark/Point of Reference
- How to view and send hotel information and pictures to your clients
- How to change a hotel reservation
- How to cancel a hotel reservation
- How to use Hotel Plus with Traveller Profile
- How to create hotel offers 

Topics:

- Hotel display and booking
- Information and help pages
- Hotel pricing
- Using Landmarks/Point of reference in hotel search
- Hotel facilities
- Modify and cancel a hotel reservation

After taking this course you will be able to:

- Book and encode a hotel reservation
- Modify and cancel a hotel reservation
- Increase your hotel bookings in Amadeus

PARTICIPANTS

Employees in travel agencies that would like to learn how to book and search for hotels in Amadeus Command page and Hotels Plus

PRE-REQUISITES

Amadeus the Essentials or Amadeus Migration and Refresher

FORMAT

Cryptic; partly Graphic

DURATION

1 day

PRICE (VAT EXCL)

Customer: 2 300 SEK/
NOK/DKK

Non-customer: 3 600
SEK/NOK/DKK

Amadeus Hotels for Providers

A hotel course to build GDS awareness, tailored especially for hotel providers. See and understand how hotels are displayed and booked in the Amadeus reservation system.

PARTICIPANTS

Hotel providers

PRE-REQUISITES

No previous knowledge required.

FORMAT

Graphic focus but some cryptic as well

DURATION

1 day

PRICE (VAT EXCL)

1 500 SEK/NOK/DKK

You will learn:

- How your products and services are presented in the Amadeus system and how travel agents work when booking a hotel for a customer
- **Critical and non-critical options when booking a Hotel reservation.**



Topics:

- Searching and booking in the traditional cryptic environment
- Searching and booking in the new platform Hotels Plus
- Guarantees
- Booking rooms for more than single/double occupancy
- Cancellation and modification of a booking
- Working with customer profiles, preferences and negotiated rates
- Rate loading and rate presentation
- Rate conditions (hotel pricing)
- Presentation of Hotel (hotel features, map placements and pictures)

After taking this course you will be able to:

- Be more familiar with the travel agent's booking situation
- Have a better understanding of the correlation between your own systems and what the agents see on their desktop
- Be able to better support your agents in bookings through the Amadeus system

Amadeus Migration & Refresher

Maybe it has been a while since you worked in the Amadeus system or maybe you have been working in another GDS. This course will help you get started/restarted with the Amadeus system.

You will learn:

- How to find help and information pages
- How to find flights and fares
- How to make bookings
- How to price and issue tickets

Topics:

- Flight display
- PNR
- Modification/changes
- Help and information pages
- Frequent flyer
- Seating
- Queue handling
- Ancillary Services
- Fares
- Pricing and ticketing
- Split and copy a PNR
- PNR history

After taking this course you will be able to:

- Search for flights and fares
- Make reservations
- Issue tickets

PARTICIPANTS

Travel agents who are working in a different GDS or who have not worked in the Amadeus system for a while

PRE-REQUISITES

Good knowledge and daily use of another GDS or old knowledge of the Amadeus system

FORMAT

Cryptic

DURATION

2 days

PRICE (VAT EXCL)

Customer: 4 600 SEK/
NOK/DKK
Non customer: 7 200
SEK/NOK/DKK

Amadeus Reservation Graphic

A course especially developed for those who will use Amadeus Graphic for reservations instead of the cryptic mode.

PARTICIPANTS

New employees at travel agencies who will work with basic reservations in Selling Platform Graphic page

PRE-REQUISITES

No previous knowledge required

FORMAT

Graphic

DURATION

2 days

PRICE (VAT EXCL)

Customer: 4600 SEK/
NOK/DKK

Non customer: 7 200
SEK/NOK/DKK

Note! The course will be held in local language; Danish, Norwegian or Swedish

You will learn:

- How to find flights
- How to find basic fares
- How to make a simple booking

Topics:

- Flight display and booking
- Modification and changes
- Basic fare searches

After taking this course you will be able to:

- Check for available flights
- Book a basic trip for a customer
- Find suitable basic fares

Linkonline Basic

Learn about domestic train tickets in Sweden in the Linkonline interface. This includes SJ trains and connections, SJ fares and rules. Course documentation in Swedish.

You will learn:

- How to make bookings and rebookings in Linkonline according to SJ rules
- How to find information from SJ
- How to book connections
- How to issue an e-ticket for the journey
- How to make user settings

Topics:

- Connection search
- Explanation of the price concept
- Booking day and night trains and connections
- Customer register handling
- Prio and other customer cards
- Commuter tickets
- E-ticket
- ResPlus
- Train taxi
- Seating
- User settings
- Simple international bookings

After taking this course you will be able to:

- Book SJ trains according to rules
- Book connections and train taxi

PARTICIPANTS

Travel agents who are going to book domestic train tickets and connections in Sweden

PRE-REQUISITES

Read and understand Swedish

FORMAT

Graphic

DURATION

2 days

PRICE (VAT EXCL)

Customer: 4 600 SEK/
NOK/DKK

Non customer: 7 200
SEK/NOK/DKK

Amadeus Cars

Learn how to search and book cars with Amadeus' powerful tool.

PARTICIPANTS

Employees in travel agencies that would like to learn how to book and search for cars in Amadeus command page and Cars Plus

PRE-REQUISITES

Amadeus Essentials or Amadeus Migration and Refresher

FORMAT

Cryptic

DURATION

1 day

PRICE (VAT EXCL)

Customer: 2 300 SEK/
NOK/DKK

Non customer: 7 200
SEK/NOK/DKK

You will learn:

- How to use car offers
- How to view and send car information and pictures to your clients
- How to use Amadeus Address and Landmark
- How to use Cars Plus
- How to change or cancel a car reservation
- How to make a car reservation
- How to view car policy display and taxes
- How to access car location, car types and stations
- How to encode the different car displays
- How to search for cars
- Critical and non-critical options when booking a Hotel reservation.

Topics:

- Car display and booking
- Amadeus information and help pages
- Car rates features and additional equipment
- Using landmarks for pick-up/delivery in car search
- Car facilities
- Modify and cancel a car reservation
- Car upsell and car offer

After taking this course you will be able to:

- Book and encode a car reservation
- Modify and cancel a car reservation
- Increase your car bookings in Amadeus

Amadeus Cars for Providers

A course to build GDS awareness, tailored especially for car providers. See and understand how cars are displayed and booked in the Amadeus reservation system.

You will learn:

- How travel agents work with cars in the Amadeus system
- How cars and car information are displayed in Amadeus

Topics:

- Amadeus information system pages for cars
- Car type codes
- Car list
- Car policy
- Car availability
- Car rate features
- Car sell
- Cars Plus
- Modifications and cancellations of car bookings

After taking this course you will be able to:

- Have a better understanding of how car rentals are displayed and booked in the Amadeus reservation system

PARTICIPANTS

Car Providers

PRE-REQUISITES

No previous knowledge required

FORMAT

Graphic focus but some cryptic as well

DURATION

1 day

PRICE (VAT EXCL)

1 500 SEK/NOK/DKK

Amadeus Fares and Ticketing

A course developed for travel agents who need basic knowledge of fares, rules and manual ticketing.

PARTICIPANTS

All Travel Agents

PRE-REQUISITES

Basic knowledge of Amadeus, or Amadeus the Essentials

FORMAT

Cryptic

DURATION

2 days

PRICE (VAT EXCL)

Customer: 4 600 SEK/
NOK/DKK

Non customer: 7 200
SEK/NOK/DKK

You will learn:

- How to make a fare display
- How to read Fare Notes
- How to use the different price options
- How to create manual Transitional Stored Tickets (TST's)

Topics:

- Published and unpublished Fares
- Fare display
- Fare notes
- Routing
- Booking code
- Amadeus Itinerary Pricing
- Amadeus Best Pricer
- Amadeus Master Pricer Expert (FXD)
- Manual ticketing
- IT tickets
- Diagnostic Tools
- Fare Quote Pricing (FQP)

After taking this course you will be able to:

- Display fares and fare notes
- Price E-tickets
- Price manual Transitional Stored Tickets (TST's)
- Use Amadeus Fares efficiently



Advanced Training

Advanced Training aims at providing already experienced Amadeus users with even deeper skills to become more productive and efficient when helping customers.

These are the courses we offer at an Advanced level:

- Amadeus Fares Efficiency
- Amadeus Customer Profiles
- Amadeus E-ticket Reissue
- Amadeus Efficiency and News
- Amadeus Fare Notes
- Amadeus Groups
- Amadeus Ticketing
- International Tariffs and Ticketing in Accordance with IATA Regulations
- Tariff Brush-up

Amadeus Fares Efficiency

Get a grip on some of the fare quote functionalities and the different tools in Amadeus Fares.

PARTICIPANTS

Employees at travel agencies using Amadeus Fares on a daily basis

PRE-REQUISITES

Amadeus Fares and Ticketing course or a profound knowledge of Amadeus Fares

FORMAT

Cryptic

DURATION

1 day

PRICE (VAT EXCL)

Customer: 2 900 SEK/
NOK/DKK

Non-customer: 3 600
SEK/NOK/DKK

You will learn:

- How to use the different tools in Amadeus Fares
- How to read and understand output after some fare quote functionalities
- About the advantage of using some of the graphic pages

Topics:

- Published and unpublished fares
- Fare notes categories
- Booking codes routines
- Routings
- Master Pricer Expert (FXD)
- Diagnostic Tool
- Fare display
- Best Pricer
- Amadeus Ticket Changer Involuntary reissue

After taking this course you will be able to:

- Better understand some of the fare quote functionalities
- Work with new functionalities in Amadeus Fares

Amadeus Customer Profiles

This course provides training in how to create profiles for your customers giving useful information about a traveller or company that can assist you when making a reservation.

You will learn:

- How to use all functionalities in Amadeus Customer Profiles

Topics:

- Management profile
- Create traveller profile
- Create company profiles
- Non-transferable data
- Profile notes
- Profile display
- Transfer profile date
- Modify profiles
- Display profile history
- Profile management script
- Deactivate and reactivate profiles
- Travel Preference Manager in profiles
- Create and update profile from PNR
- Create and update profile from profile

After taking this course you will be able to:

- Create structured profiles which are clear to read and easy to work with and keep up to date

PARTICIPANTS

Travel agents working with or administrating Amadeus Customer Profiles

PRE-REQUISITES

Amadeus the Essentials or equivalent

FORMAT

Cryptic

DURATION

1 day

PRICE (VAT EXCL)

Customer: 2 900 SEK/
NOK/DKK

Non-customer: 3 600
SEK/NOK/DKK

Amadeus E-ticket Reissue

Recalculate and reissue E-tickets will become much easier after you've completed this course.

PARTICIPANTS

All travel agents that want to learn how to reissue tickets

PRE-REQUISITES

Basic knowledge of Amadeus, Tariffs, Fares and Ticketing or equivalent

FORMAT

Cryptic and Graphic

DURATION

1 day

PRICE (VAT EXCL)

Customer: 2 900 SEK/
NOK/DKK

Non customer: 3 600
SEK/NOK/DKK

You will learn:

- How to make a recalculation on the new journey
- How to update the Transitional Stored Ticket (TST) with new information
- How to make a reissue to higher/lower fare
- How to make a revalidation

Topics:

- Changes
- Recalculation
- Reissue to a higher fare
- Reissue with rebooking fee
- Involuntary rerouting
- Revalidation
- Validating carrier

After taking this course you will be able to:

- Recalculate a new fare for a journey
- Update the Transitional Stored Ticket (TST) and performance reissue of e-tickets
- Perform revalidations

Amadeus Efficiency and News

This course is aimed at helping you to optimise the way you work in the Amadeus reservation system. We provide you with some new and more efficient ways of working.

You will learn:

- How to access functional help and information in Amadeus
- How to work more efficiently with flight displays
- How to use schedule/availability change options
- How to work more efficiently with PNRs

Topics:

- Flight display with options
- Schedule/availability change options
- Ancillary Services
- PNR history
- E-Support Centre
- Amadeus Offers
- Light Ticketing Information and help pages
- Hotels Plus

After taking this course you will be able to:

- Understand more about different Amadeus functionalities
- Use new functions in Amadeus
- Work more efficiently with Amadeus

PARTICIPANTS

All employees that would like to refresh their knowledge of Amadeus and learn about new areas in Amadeus

PRE-REQUISITES

Amadeus the Essentials or equivalent

FORMAT

Cryptic & Graphic

DURATION

1 day

PRICE (VAT EXCL)

Customer: 2 900 SEK/
NOK/DKK

Non customer: 3 600
SEK/NOK/DKK

Amadeus Fare Notes

The logic behind Fare Notes is provided in this course to give you an understanding of what's "behind the scenes" and how to read and understand the different categories in a Fare Note.

PARTICIPANTS

All travel agents that work with fares and fare notes

PRE-REQUISITES

Basic knowledge of Amadeus, Fares and Ticketing or equivalent

FORMAT

Cryptic

DURATION

1 day

PRICE (VAT EXCL)

Customer: 2 900 SEK/
NOK/DKK

Non customer: 3 600
SEK/NOK/DKK

You will learn:

- How to display a fare note and its categories
- How to read and understand the fare notes
- About fare note assumptions

Topics:

- General fare notes
- Rule application
- Minimum stay
- Maximum stay
- Advance purchase
- Stopover and transfers
- Combinations
- Penalty
- Discounts
- Flight restrictions

After taking this course you will be able to:

- Read and understand the different categories in a fare note

Amadeus Groups

Learn more about how to book Groups in Amadeus.

You will learn:

- How to work more efficiently with Amadeus Selling Platform
- How to create a group booking
- How to modify a group booking
- How to manually price and issue ticket in a group booking
- How to create an Electronic Miscellaneous Document (EMD)

Topics:

- Flight display with options
- Create group name
- Group sell
- Group fare Special Service
- Request (SSR) Element
- Assign individual names
- Delete individual names
- Transmission of names
- Modify group size
- The complete party indicator
- Split and copy PNR
- Group seating
- PNR history
- IT ticketing
- Electronic Miscellaneous Documents
- Document (EMD)
- Request (SSR)

After taking this course you will be able to:

- Handle group bookings in Amadeus

PARTICIPANTS

All travel agents working with group bookings

PRE-REQUISITES

Amadeus the Essentials or equivalent

FORMAT

Cryptic

DURATION

1 day

PRICE (VAT EXCL)

Customer: 2 900 SEK/
NOK/DKK

Non customer: 3 600
SEK/NOK/DKK

Amadeus Ticketing

Learn the best way to work with manual and automatic ticketing.



International Tariffs and Ticketing in Accordance with IATA Regulations

This course provides a deeper knowledge and understanding of the pricing rules and regulations. After a successfully completed test you will also obtain an IATA certificate.

PARTICIPANTS

All travel agents working with ticketing

PRE-REQUISITES

Basic knowledge of Amadeus and Amadeus Fares

FORMAT

Cryptic

DURATION

1 day

PRICE (VAT EXCL)

Customer: 2 900 SEK/
NOK/DKK

Non customer: 3 600
SEK/NOK/DKK

You will learn:

- How to read the airlines' help pages for e-tickets
- How to perform manual ticketing
- About mandatory elements for ticketing
- How to work with central ticketing in graphic mode
- How to make a refund and how to cancel tickets
- How to perform ticket number transmission, automatic and manual
- How to work with Electronic Miscellaneous Documents (EMD's)

Topics:

- Information and help pages
- Manual ticketing
- Mandatory elements for ticketing
- Central ticketing
- Voiding tickets
- Refunds
- Ticket number transmissions
- Electronic Miscellaneous Documents (EMD's)
- Pricing Update Script, Diagnostic Tool
- and taxes

After taking this course you will be able to:

- Make a manual ticket
- Void tickets
- Perform refunds
- Use reports

You will learn:

- How to define different types of journeys
- How to make manual fare calculations
- To interpret existing fare calculations
- How to handle currencies
- To create manual Transitional Stored Tickets (TST's)

Topics:

- IATA geography
- Mileage system and routings
- Higher intermediate point check
- Circle trip minimum check
- Combination of fares
- Fare calculation limitations
- Currencies and taxes
- Class differentials
- Special fare rules

After taking this course you will be able to:

- Explain ticketed fares and taxes
- Find fare note restrictions
- Understand what information is entered in a ticket

PARTICIPANTS

Employees working with pricing, reissues and refunds

PRE-REQUISITES

Amadeus the Essentials
Amadeus Fares and
Ticketing or equivalent

FORMAT

Cryptic

DURATION

5 days

PRICE (VAT EXCL)

Customer: 14 500 SEK/
NOK/DKK

Non customer: 18 000
SEK/NOK/DKK

Tariff Brush-up

This is a course to give you a brush-up on the pricing rules and regulations.

PARTICIPANTS

Employees working with fares and pricing

PRE-REQUISITES

Amadeus the Essentials
Amadeus Fares and Ticketing or equivalent
IATA Tariffs

FORMAT

Cryptic

DURATION

1 day

PRICE (VAT EXCL)

Customer: 2 900 SEK/
NOK/DKK

Non customer: 3 600
SEK/NOK/DKK

You will learn:

- How to define different types of journeys
- How to calculate different types of journeys
- About Amadeus fare selection
- About fare note processing

Topics:

- IATA geography and definitions
- Fare selection
- Manual calculation of one way journeys
- Mileage system and routings
- Manual calculation of round- and circle trip journeys
- Higher intermediate point check
- Circle trip minimum check
- Manual calculation of open jaw journeys
- Fare note categories assumptions and processing
- Combinability
- Penalty

After taking this course you will be able to:

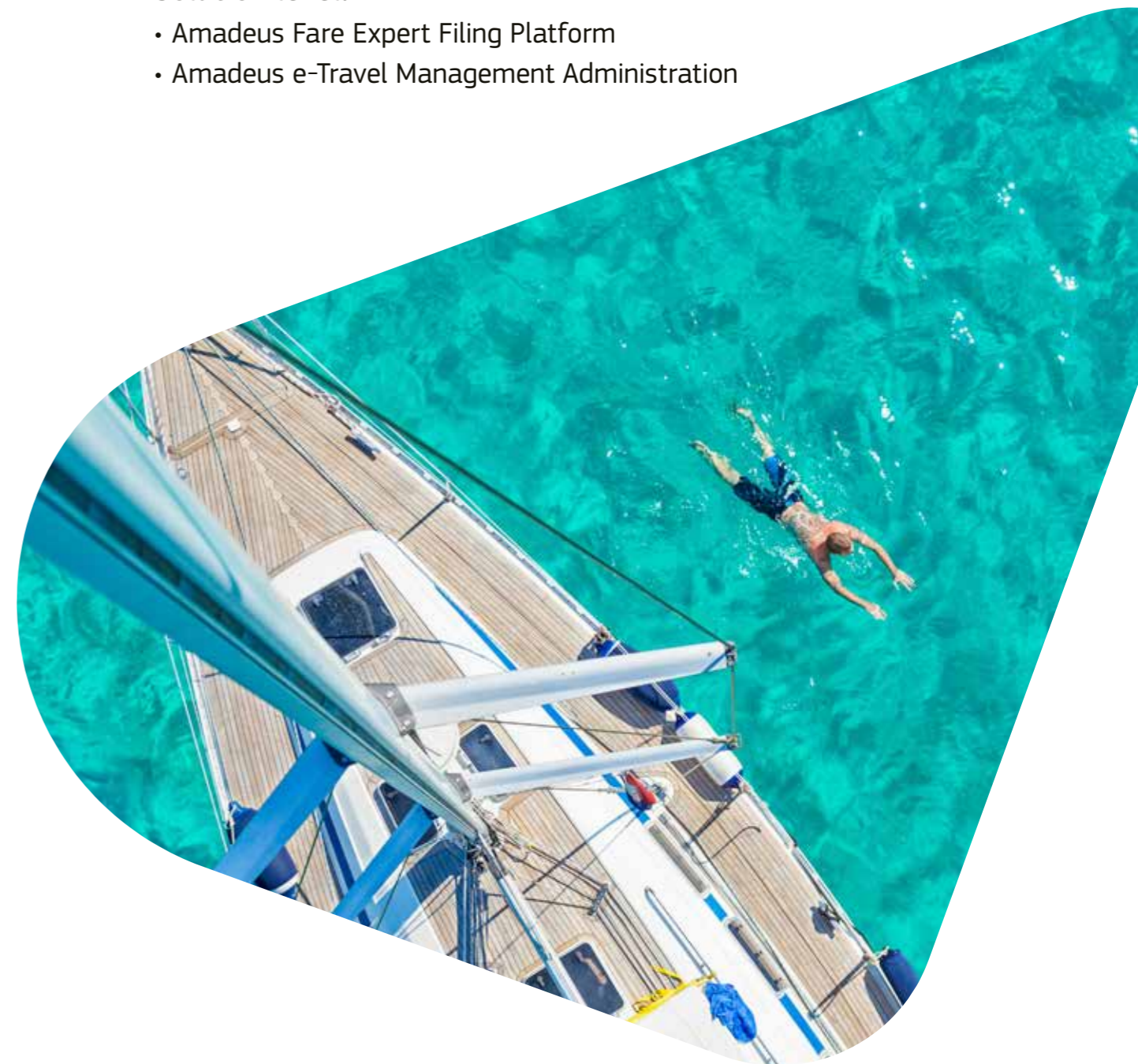
- Perform and identify different checks in a fare calculation
- Understand fare note processing
- Understand what information is entered in a ticket

Expert and Solution Training

The training courses we offer on Expert and Solution level are aimed towards more complex products.

These are the courses we offer at an Expert and Solution level:

- Amadeus Fare Expert Filing Platform
- Amadeus e-Travel Management Administration



Amadeus Fare Expert Filing Platform

Learn how to file and manage negotiated fares.

PARTICIPANTS

Employees at travel agencies responsible for filing and managing the negotiated fares

PRE-REQUISITES

IATA Tariffs or equivalent
Be familiar with fares and fare notes

FORMAT

Cryptic

DURATION

3 days

PRICE (VAT EXCL)

Customer: 8 700 SEK/
NOK/DKK

Non customer: 10 800
SEK/NOK/DKK

You will learn:

- How to create and modify rules, routings and fares in Negotiated Fares module
- How to use Dynamic Discounted Fares module

Topics:

- Rule definition
- Distribution and ticketing
- Rule conditions
- Booking code exceptions
- Vendor and location aggregates
- Dynamic Discounted Fares
- Mark up and distribution
- Voluntary changes
- Routings

After taking this course you will be able to:

- File your own negotiated contracts
- Price your contracts automatically

Amadeus e-Travel Management Administration

Learn how to administrate your e-Travel Management site.

This course is only offered on request and is adapted according to the needs of each specific customer since it is dependent on each customer's unique AeTM site set-up.

Below are examples of some of the topics that can be included in the training.

- Introduction to the different parts of Amadeus e-Travel management
- The different community levels
- Manage and configure communities
- Profile structure set-up
- The different user roles
- Command builder
- How to set up corporate travel policy rules
- Single view set-up and explanation

PARTICIPANTS

Employees working with the administration of Amadeus e-Travel Management

PRE-REQUISITES

Good understanding of the Amadeus Central System and some knowledge of the booking dialogue with AeTM

FORMAT

This course is only offered as customised training and on request

DURATION

3 days

PRICE (VAT EXCL)

Please contact us on
education@
sca.amadeus.com

Virtual Training

We can also provide customer knowledge from the comfort of your own desk – a very time-efficient way of learning – through our virtual, web-based courses. All our virtual training is instructor-led. All you have to do is connect through your computer and your phone.

These are the virtual courses we offer:

- Amadeus Ancillary Services
- Amadeus Electronic Miscellaneous Document
- Amadeus Cars Plus
- Amadeus Advanced Reissue
- Amadeus Hotels Plus
- Amadeus All Fares Plus
- Amadeus Master Pricer Expert (FXD) – Hands-on
- Amadeus Offers
- Amadeus Ticket Changer Reissue and Refund
- Amadeus Tips & Shortcuts – Hands-on
- Amadeus Tips & Shortcuts Groups and Events – Hands-on
- Amadeus Tips & Shortcuts for Leisure Travel Agencies – Hands-on
- Amadeus Queues
- Amadeus Refunds
- Amadeus Manual Pricing Efficiency
- Amadeus Cars Command Part 1 & 2
- Amadeus Light Ticketing
- Amadeus Cars in Command Page Part I and II
- Amadeus Hotels in Command Page Part I and II
- Amadeus Fares Efficiency part I and II
- Amadeus Fare Notes
- Amadeus Fare Families – Hands on



Amadeus Virtual Courses

The only thing required to attend a virtual course with Amadeus is a phone and a PC. Each session lasts for two hours and costs 660 SEK/NOK/DKK per participant and session.

► Should you be interested in a customised session, exclusively for you, please contact education@sca.amadeus.com.

Amadeus Ancillary Services

Skills needed:

- Amadeus the Essentials
- Amadeus Fares and Ticketing

You will learn:

- About Ancillary Services
- How to find and book Ancillary Services
- How to price Ancillary Services

Amadeus Electronic Miscellaneous Documents

Skills needed:

- Amadeus the Essentials
- Amadeus Fares and Ticketing

You will learn:

- How to create Electronic Miscellaneous Documents (EMD's), manually and automatically
- How to display and read Electronic Records (EWD)
- How to perform refunds on EMD's in command page
- How to cancel EMD's in command page

Amadeus Cars Plus

Skills needed:

- Amadeus the Essentials or equivalent

You will learn:

- How to search for cars
- How to access the different rates and rate rules
- How to use Amadeus Landmark
- How to view and send car information and maps to your clients
- How to make a car reservation
- How to cancel a car reservation
- How to use Cars Plus and Profiles

Amadeus Advanced Reissue

Skills needed:

- E-ticket Reissue or have basic knowledge of re-calculation and reissue

You will learn:

- How to make Reissues after name change and/or schedule change
- How to make multiple reissues
- How to reissue tickets with multiple PU's
- How to reissue with Residual Value
- How to make Name Change Reissues

Amadeus All Fares Plus

Skills needed:

- Basic knowledge of the Amadeus system

You will learn:

- How to search for times and fares for GDS airlines
- How to search for times and fares for non-GDS airlines
- How to work with calendar display
- How to make reservations using All Fares Plus

Amadeus Hotels Plus

Skills needed:

- Amadeus the Essentials or equivalent

You will learn:

- How to search for Hotels
- How to access the different rates and rate rules
- How to use Amadeus Landmark
- How to view and send Hotel information and pictures to your clients
- How to make a Hotel reservation
- How to cancel a Hotel reservation
- How to create hotel offers
- How to use Hotel Plus with Traveller Profile

Amadeus Master Pricer Expert (FXD) – Hands-on

Skills needed:

- Basic knowledge of Amadeus

You will learn:

- How to use Amadeus Master Pricer Expert in command page

Amadeus Offers

Skills needed:

- Basic knowledge of Amadeus

You will learn:

- How to create, send and book Amadeus Offers

Amadeus Tips & Shortcuts – Hands-on

Skills needed:

- Amadeus the Essentials or equivalent

You will learn:

- How to work more efficiently with schedules and availabilities
- How to work more efficiently with PNRs
- How to work more efficiently with your queue
- How to use the Fare Diagnostic Tool
- How to book Ancillary Services



Amadeus Ticket Changer Reissue and Refund

Skills needed:

- Basic knowledge of Amadeus

You will learn:

- How to use Amadeus Ticket Changer Reissue and Refund in command page

Amadeus Tips & Shortcuts Groups and Events

Skills needed:

- Basic knowledge of Amadeus and group reservations

You will learn:

- How to work more efficient with Amadeus Selling Platform
- How to access functional help in Amadeus
- How to access information
- How to work more efficient with flight displays
- How to work more efficient with group PNRs
- How to create Electronic Miscellaneous Documents (EMD's) for group deposit

Amadeus Tips & Shortcuts for Leisure TA' – Hands-on

Skills needed:

- Amadeus The Essentials of the equivalent

You will learn:

- How to work more efficient with fare search and options for individuals and families, in Amadeus Master Pricer Expert.
- How to work in the graphic interface when booking extra air services, Ancillary Services and Hotels.
- How to search for Airline baggage charges and allowances

Amadeus Refunds

Skills needed:

- Knowledge of fares and fare calculations

You will learn:

- How to efficiently make full refunds
- How to make partly used refunds
- How to make tax refunds

Amadeus Queues

Skills needed:

- Basic knowledge of the Amadeus system

You will learn:

- How to maintain the queue bank
- How to handle queues
- How to add queues
- How to delete queues

Amadeus Manual Pricing Efficiency

Skills needed:

- Basic knowledge of fare calculations and reissues

You will learn:

- How to efficiently update fare calculations
- How to efficiently use TTK inputs

Amadeus Cars Command Part I and II

Skills needed:

- Amadeus the Essentials of the equivalent

You will learn:

- How to search for cars
- How to access the different rates and rate rules
- How to read car policy
- How to make a car reservation and how to cancel

Amadeus Fares Efficiency Part I and II

Skills needed:

- Amadeus Fares and Ticketing or basic knowledge of Amadeus fares.

You will learn:

- How to work with the FQ entries in Amadeus Fares.
- How to work with pricing in Amadeus Fares.

Amadeus Fare Notes

Skills needed:

- Amadeus the Essentials and Amadeus Fares and Ticketing

You will learn:

- How to display Amadeus Fare Notes
- How to read and understand the Rule Application, Minimum Stay, Maximum Stay, Sales Restriction, Stopover, Advance Reservation & Ticketing and Combinability categories



Amadeus Hotels in Command Page Part I and II

Skills needed:

- Amadeus the Essentials or the equivalent

You will learn:

- How to search & display hotels in command page
- How to access the different rates and rate rules
- How to read hotel feature & pricing
- How to make a hotel reservation
- How to modify or cancel a hotel reservation

Amadeus Fare Families – Hands on

Skills needed:

- Amadeus the Essentials and Amadeus Fares and Ticketing

You will learn:

- How to display and price with Fare Families and see how Upsell works.

Amadeus Light Ticketing

Skills needed:

- Basic knowledge of fare calculations and reissues

You will learn:

- How to book and issue Light Ticketing Carriers (EasyJet, Ryanair, Air Asia, Transavia)
- How to book Ancillary Services for Light Ticketing Carriers



Customised Training

Sometimes training needs can be very specific and require adaption to the specific environment you face in your everyday work. All of our training courses can be adapted and delivered on-site.

Our instructor-led training is delivered at your location on dates and times of your choosing, saving you time and money on travel expenses. Amadeus designs these sessions around your requirements while focusing primarily on hands-on application.

▶ **Should you need help with analysing the needs of your staff we can also offer a Competence Analysis in order to provide you with the right training.**

Competence Analysis of Your Staff

Amadeus can help you as a customer do an inventory of your staff's skills when it comes to Amadeus GDS functionality. By using our customised web-based tool you can identify areas of strengths as well as areas for improvement. Based on this we present a recommendation for appropriate future training investments, enabling you to offer a better customer experience.

The Competence Analysis is customised according to the staff's skills that you wish to map. You can choose out of our database of approximately three hundred questions or you can customise your own questions in cooperation with us. Results are compiled and presented in a report on team-and/or corporate level along with appropriate training recommendations.

▶ **A follow-up is also offered, allowing staff to do the same test a second time.**

Booking Workflow Analysis

An onsite hands-on service that provides guidance for each travel agent on how to work quicker and more efficiently with the GDS. By interviewing and observing how your staff works when booking airline tickets, hotels, ancillary services, or rebooking tickets etc we get a clear picture of the needs that you have. By customising training delivery according to these needs we help you to invest just the right time on just the right things to be even more successful in your customer service.

▶ **Please get in touch with us by sending a mail to education@sca.amadeus.com.**

