

## Amadeus e-Learning catalogue

Services & Consulting



# Amadeus

## e-Learning catalogue

This catalogue contains all the e-Learning courses that will help you to acquire knowledge on Amadeus solutions.

For each e-Learning course, you will find its:

- > objectives
- > components
- > content
- > audience
- > prerequisites
- > technical requirements

All our e-Learning modules are in English. Nevertheless, some of the courses already exist in additional languages and others may be translated at a future date. For further details on **localization** please contact [localization.services@amadeus.com](mailto:localization.services@amadeus.com)

For **pricing conditions**, please contact your Amadeus Account Manager or Sales Representative

For more information, please visit: [www.amadeus.com](http://www.amadeus.com)

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## e-Learning catalogue

Services & Consulting

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# Amadeus

## Mini Lessons

### Services & Consulting

These mini lessons provide an introduction to some of the major features of the Amadeus distribution system (cryptic entries). After completing this course, you will be able to:

- > sign in and sign out
- > navigate around the help pages
- > create, retrieve and modify a passenger name record (PNR)
- > book a flight
- > price an itinerary
- > book a car
- > book a hotel
- > issue a ticket
- > handle queues
- > cope with frequent flyer entries



### COURSE COMPONENTS

- > Online course - 18 lessons of 20 minutes each (Total 6 hours)

### COURSE CONTENT

During this course, the following lessons will be covered:

- > Introduction to the Amadeus Mini Lessons
- > Getting Started
- > Amadeus Air, Part I and II
- > Creating a Passenger Name Record, Part I and II
- > Booking a Hotel
- > Booking a Car
- > Pricing an Itinerary
- > Pricing an Itinerary using Best Buy
- > Printing a Ticket
- > Working the Queues
- > Modifying a Passenger Name Record
- > Frequent Flyer
- > Displaying Fares
- > Fares Display Follow-up Transactions
- > Making an Advance Seat Request
- > Creating OSI and SSR Transactions

### AUDIENCE

This course is suitable for airline reservation agents, ticketing agents, travel agents and help desk agents.

#### Prerequisites

- > There are no prerequisites for this course

#### Technical requirements

##### Hardware:

- > Pentium II 300, Pentium III recommended
- > 64 MB memory, 128 recommended
- > Minimum 16-bit color video card at 800 x 600 resolution ( 24-bit color at 800 x 600 recommended)
- > SVGA 15" monitor with 14,5" viewable area capable of 800 x 600 resolution
- > Internet connection ( modem, cable, ADSL, LAN, ISDN) 56kB modem as minimum, 128kB recommended

##### Software:

- > Microsoft Internet Explorer 5.5 or above
- > Macromedia Flash Player 7
- > Windows 98, 2000 or NT4 recommended

# Amadeus

## PNR Servicing Course

### Services & Consulting

This course provides an overview of the typical cryptic entries an airline agent makes in a PNR. These tasks include booking, modifying and canceling flights, creating SSRs, pricing itineraries and managing queues. After completing this course, you will be able to:

- > sign in and sign out
- > navigate around the help pages
- > encode and decode cities, airports, airlines and aircraft types
- > differentiate between access levels
- > create, retrieve and modify a passenger name record (PNR)
- > retrieve and understand PNR history
- > request special services (SSRs)
- > book a flight
- > display fares and fare notes
- > price a PNR
- > handle queues



### COURSE COMPONENTS

- > Online course - 8 hours

### COURSE CONTENT

This course contains the following modules:

- > Getting Started with Amadeus
- > Amadeus Air
- > Amadeus PNR 01
- > Amadeus PNR 02
- > Amadeus Fares
- > Amadeus Pricing
- > Amadeus Queues

### Prerequisites

- > You must have a basic knowledge of the Travel Industry and booking systems

### Technical requirements

#### Hardware:

- > Pentium II 300, Pentium III recommended
- > 64 MB memory, 128 recommended
- > Minimum 16-bit color video card at 800 x 600 resolution ( 24-bit color at 800 x 600 recommended)
- > SVGA 15" monitor with 14,5" viewable area capable of 800 x 600 resolution
- > Internet connection ( modem, cable, ADSL, LAN, ISDN) 56kB modem as minimum, 128kB recommended

#### Software:

- > Microsoft Internet Explorer 5.5 or above
- > Macromedia Flash Player 7
- > Windows 98, 2000 or NT4 recommended

### AUDIENCE

This course is available to airlines that have signed a participating carrier agreement with Amadeus.

Amadeus Service Fee Manager provides new opportunities for efficient revenue management and increased profits.

The module overall objective is for you to learn how to calculate Service Fees, based on a set of parameters defined by the agency's administrator and stored in a price scheme.



### COURSE COMPONENTS

- > Online course - 1 module with 4 topics (total 1.5 hours)

### COURSE CONTENT

This course contains the following content:

- > Course Introduction
- > Concept and Definitions
- > Calculating service fees by applying the right price scheme
- > Modifying service fees
- > Deactivating service fees
- > Course Summary

### AUDIENCE

This course is suitable for selling agents of travel agencies or airline system users who have signed for Amadeus Service Fee Manager.

#### Prerequisites

>You must have knowledge of the Amadeus Distribution System and the Travel Industry.

#### Technical requirements

##### Hardware:

- >Pentium II 300, Pentium III recommended
- >64 MB memory, 128 recommended
- >Minimum 16-bit color video card at 800 x 600 resolution ( 24-bit color at 800 x 600 recommended)
- >SVGA 15" monitor with 14,5" viewable area capable of 800 x 600 resolution
- >Internet connection ( modem, cable, ADSL, LAN, ISDN) 56kB modem as minimum, 128kB recommended

##### Software:

- >Microsoft Internet Explorer 5.5 or above
- >Macromedia Flash Player 7
- >Windows 98, 2000 or NT4 recommended

# Amadeus

## A Day in the Life of a Travel Agent

### Services & Consulting

A Day in the Life of a Travel Agent provides an overview of the typical tasks a Travel Agent carries out each day, using cryptic entries. These tasks include booking, modifying and canceling flights, hotel and car bookings, issuing tickets and managing queues. After completing this course, you will be able to:

- > sign in and sign out
- > navigate around the help pages
- > differentiate between access levels
- > create, retrieve and modify a passenger name record (PNR)
- > request special services (SSRs)
- > display fares and fare notes
- > retrieve and understand PNR history
- > book a car
- > book a hotel
- > book a flight
- > Issue a ticket
- > handle queues
- > cope with customer profiles



### COURSE COMPONENTS

- > Online course - 8 to 9 hours

### COURSE CONTENT

This course contains the following modules:

- > The GDS Industry and Amadeus
- > Amadeus Information Pages and Online Help
- > Signing In and Out of Amadeus & Practice Training
- > The Amadeus Passenger Name Record
- > Encode/Decode
- > Amadeus Air
- > Creating a PNR
- > Advance Seat Assignment & Seat Wish
- > Special Service Requests (SSR)
- > PNR Pricing
- > Amadeus Car Reservation
- > Amadeus Hotel Reservation
- > Ticketing
- > Itinerary
- > PNR Retrieval
- > PNR Modification
- > Additional Name Elements
- > Special Segments
- > Passenger Association
- > Frequent Flyer
- > Air Availability Options

### Prerequisites

- > There are no prerequisites for this course

### Technical requirements

#### Hardware:

- > Pentium II 300, Pentium III recommended
- > 64 MB memory, 128 recommended
- > Minimum 16-bit color video card at 800 x 600 resolution ( 24-bit color at 800 x 600 recommended)
- > SVGA 15" monitor with 14,5" viewable area capable of 800 x 600 resolution
- > Internet connection ( modem, cable, ADSL, LAN, ISDN) 56kB modem as minimum, 128kB recommended

#### Software:

- > Microsoft Internet Explorer 5.5 or above
- > Macromedia Flash Player 7
- > Windows 98, 2000 or NT4 recommended

### AUDIENCE

This course is suitable for travel agents who have little or no experience of using the Amadeus Distribution System.

# Amadeus

## Car Reservation Course

Services & Consulting

This course explains how to manage car bookings using cryptic entries. After completing this course, you will be able to:

- > differentiate between car access levels
- > request car availability
- > make a car booking
- > modify a car booking
- > cancel a car booking



### COURSE COMPONENTS

- > Online course - 6 hours

### COURSE CONTENT

This course contains the following modules:

- > Amadeus Information Pages and Online Help
- > Introduction to Amadeus Car Reservation
- > Car Location Lists
- > Car Availability
- > Car Terms and Car Rate Features
- > Booking a Car in Amadeus
- > Modifying a Car Booking

### Prerequisites

> You must have a basic knowledge of the Amadeus Distribution System.

### Technical requirements

#### Hardware:

- > Pentium II 300, Pentium III recommended
- > 64 MB memory, 128 recommended
- > Minimum 16-bit color video card at 800 x 600 resolution ( 24-bit color at 800 x 600 recommended)
- > SVGA 15" monitor with 14,5" viewable area capable of 800 x 600 resolution
- > Internet connection ( modem, cable, ADSL, LAN, ISDN) 56kB modem as minimum, 128kB recommended

#### Software:

- > Microsoft Internet Explorer 5.5 or above
- > Macromedia Flash Player 7
- > Windows 98, 2000 or NT4 recommended

### AUDIENCE

This course is suitable for travel professionals who have a good understanding of the Amadeus Distribution System, but who do not have much experience of using Amadeus Cars.

# Amadeus

## Car Assessments Course

Services & Consulting

This course explains how to manage car bookings using cryptic entries. After completing this course, you This course is presented in the form of quizzes, and is based on the Amadeus Cars Reservation Training Module. The Training Module can be accessed directly from the assessment.

After completing this course, you will be able to list the features of Amadeus Cars Reservation.



### COURSE COMPONENTS

> Not applicable

### COURSE CONTENT

This course contains a curriculum of 10 quizzes.

### AUDIENCE

This course is suitable for travel professionals who have a good understanding of the Amadeus Distribution System and are using Amadeus Cars.

#### Prerequisites

>You must have completed the Amadeus Cars Reservation Training Module before attempting this course

#### Technical requirements

##### Hardware:

>Pentium II 300, Pentium III recommended  
 >64 MB memory, 128 recommended  
 >Minimum 16-bit color video card at 800 x 600 resolution ( 24-bit color at 800 x 600 recommended)  
 >SVGA 15" monitor with 14,5" viewable area capable of 800 x 600 resolution  
 >Internet connection ( modem, cable, ADSL, LAN, ISDN) 56kB modem as minimum, 128kB recommended

##### Software:

>Microsoft Internet Explorer 5.5 or above  
 >Macromedia Flash Player 7  
 >Windows 98, 2000 or NT4 recommended

# Amadeus

## Hotel Reservation Course

Services & Consulting

This course explains how to manage hotel bookings using cryptic entries. After completing this course, you will be able to:

- > differentiate between hotel access levels
- > request hotel availability
- > make a hotel booking
- > modify a hotel booking
- > cancel a hotel booking



### COURSE COMPONENTS

- > Online course - 3 to 4 hours

### COURSE CONTENT

This course contains the following modules:

- > Amadeus Hotel Reservation Overview
- > Finding Information
- > Finding Hotels
- > Pricing a Hotel Room
- > Booking a Hotel
- > Modifying and Canceling a Booking
- > Post-Assessment Amadeus Hotels
- > Feedback - Information About the Learning Offer

### Prerequisites

>You must have a basic knowledge of the Amadeus Distribution System.

### Technical requirements

#### Hardware:

- >Pentium II 300, Pentium III recommended
- >64 MB memory, 128 recommended
- >Minimum 16-bit color video card at 800 x 600 resolution ( 24-bit color at 800 x 600 recommended)
- >SVGA 15" monitor with 14,5" viewable area capable of 800 x 600 resolution
- >Internet connection ( modem, cable, ADSL, LAN, ISDN) 56kB modem as minimum, 128kB recommended

#### Software:

- >Microsoft Internet Explorer 5.5 or above
- >Macromedia Flash Player 7
- >Windows 98, 2000 or NT4 recommended

### AUDIENCE

This course is suitable for travel professionals who have a good understanding of the Amadeus Distribution System, but who do not have much experience of using Amadeus Hotels.

# Amadeus

## Sell Better with Amadeus Hotels (Taster)

Services & Consulting

This preview features the potential of Amadeus Hotels application at a glance.

After watching this presentation, you will be able to sell more, faster and smarter Hotel bookings on the Amadeus (Vista) Selling Platform



### COURSE COMPONENTS

> Demonstration – 5 minutes

### COURSE CONTENT

Demo - Quick Look 5 minutes presentation

### AUDIENCE

This presentation is suitable for travel professionals who have a good understanding of the Amadeus Distribution System, but who do not have much experience of using Amadeus Hotels.

#### Prerequisites

>You must have a basic knowledge of the Amadeus Distribution System.

#### Technical requirements

##### Hardware:

>Pentium II 300, Pentium III recommended

>64 MB memory, 128 recommended

>Minimum 16-bit color video card at 800 x 600 resolution ( 24-bit color at 800 x 600 recommended)

>SVGA 15" monitor with 14,5" viewable area capable of 800 x 600 resolution

>Internet connection ( modem, cable, ADSL, LAN, ISDN) 56kB modem as minimum, 128kB recommended

##### Software:

>Microsoft Internet Explorer 5.5 or above

>Macromedia Flash Player 7

>Windows 98, 2000 or NT4 recommended

# Amadeus

## Sell Better with Amadeus Hotels course

Services & Consulting

This course explains how to enhance your productivity when handling Amadeus Hotel bookings. After completing this course, you will be able to:

- > access information regarding Hotels
- > create, modify and cancel hotel bookings
- > benefit from additional features enabling an increase in productivity increase and greater customer satisfaction



### COURSE COMPONENTS

- > Online course - 45 minutes

### COURSE CONTENT

This course contains 5 quizzes and the following modules:

- > Introduction
- > How to navigate in Amadeus Hotels
- > Searching for a hotel
- > Finding hotel information
- > Searching for rates and rate conditions
- > Making a hotel booking
- > Modifying or canceling a booking
- > Informing your customers about "Check my trip"
- > Selling faster by customizing your workspace
- > Enhancing your productivity by using Direct Sell and Smart Keys
- > Improving your customer service: by using Travel Choice
- > Improving your customer service: by using Travel Choice
- > Post evaluation
- > Conclusion
- > Feedback survey

#### Prerequisites

>You must have a basic knowledge of the Amadeus Distribution System.

#### Technical requirements

##### Hardware:

- >Pentium II 300, Pentium III recommended
- >64 MB memory, 128 recommended
- >Minimum 16-bit color video card at 800 x 600 resolution ( 24-bit color at 800 x 600 recommended)
- >SVGA 15" monitor with 14,5" viewable area capable of 800 x 600 resolution
- >Internet connection ( modem, cable, ADSL, LAN, ISDN) 56kB modem as minimum, 128kB recommended

##### Software:

- >Microsoft Internet Explorer 5.5 or above
- >Macromedia Flash Player 7
- >Windows 98, 2000 or NT4 recommended

### AUDIENCE

This course is suitable for travel professionals who have a good understanding of the Amadeus Distribution System, but who do not have much experience of using Amadeus Hotels.

# Amadeus

## Central Ticketing Course

Services & Consulting

This course explains the fundamentals of central ticketing such as document banks, sales reports and automated refunds. It also provides information about office profile settings and extended ownership security agreements that must be in place to ensure successful central ticketing. After completing this course, you will be able to:

- > work the document bank
- > register stock and other documents
- > identify the features of sales reports
- > display and manage print queues
- > identify and solve ticket print problems
- > identify the office profile fields and settings required to activate ticketing



### Prerequisites

>You must have a good understanding of the Amadeus Distribution System, and medium to expert knowledge of issuing tickets within a national/airline system.

### Technical requirements

#### Hardware:

- >Pentium II 300, Pentium III recommended
- >64 MB memory, 128 recommended
- >Minimum 16-bit color video card at 800 x 600 resolution ( 24-bit color at 800 x 600 recommended)
- >SVGA 15" monitor with 14,5" viewable area capable of 800 x 600 resolution
- >Internet connection ( modem, cable, ADSL, LAN, ISDN) 56kB modem as minimum, 128kB recommended

#### Software:

- >Microsoft Internet Explorer 5.5 or above
- >Macromedia Flash Player 7
- >Windows 98, 2000 or NT4 recommended

### COURSE COMPONENTS

- > Online course in english - 10 hours
- > Online post-assessment - 1 hour

### COURSE CONTENT

This course contains the following modules:

- > Document Bank Display
- > Registering Stock
- > Registering Additional Documents
- > Modifying and Adjusting the Document Bank
- > Ticket Printer Setup Scenarios
- > The Daily Report
- > The Query Report
- > Query Report Selection Options
- > The Transaction Report
- > The Cross-Reference Report
- > The Summary Sales Period Report
- > The Item Sales Period Report
- > The Net Remit Report
- > Printing Sales Reports
- > Canceling a Sale
- > Reinstating a Canceled Sale
- > Processing a Full Automated Refund
- > Updating a Refund Record
- > The Print Queue
- > The Ticket Delivery Mechanism
- > Office Profile Settings

### AUDIENCE

This course is suitable for travel professionals who have a good understanding of the Amadeus Distribution System, and require further information about central ticketing functionality.

The course is also suitable for ACO and airline helpdesk personnel who need to understand office profile and security

# Amadeus

## Central Ticketing Post-Assessment course

Services & Consulting

This course is presented in the form of quizzes, and is based on the Amadeus Central Ticketing course. After completing this course, you will be able to:

- > list the main features of Amadeus Central Ticketing
- > increase your knowledge in this area.



### COURSE COMPONENTS

- > Online course - 1 hour

### COURSE CONTENT

This course contains an assessment of 50 questions.

### AUDIENCE

This course is suitable for travel professionals who have completed the Amadeus Central Ticketing course and would like to check their knowledge level of this topic.

#### Prerequisites

>You must have completed the Amadeus Central Ticketing course before attempting this assessment.

#### Technical requirements

##### Hardware:

- >Pentium II 300, Pentium III recommended
- >64 MB memory, 128 recommended
- >Minimum 16-bit color video card at 800 x 600 resolution ( 24-bit color at 800 x 600 recommended)
- >SVGA 15" monitor with 14,5" viewable area capable of 800 x 600 resolution
- >Internet connection ( modem, cable, ADSL, LAN, ISDN) 56kB modem as minimum, 128kB recommended

##### Software:

- >Microsoft Internet Explorer 5.5 or above
- >Macromedia Flash Player 7
- >Windows 98, 2000 or NT4 recommended

# Amadeus

## Electronic Ticketing Course

(Amadeus Participating Carrier with Amadeus Electronic Ticketing Server)

Services & Consulting

This course explains what e-ticketing is, and how to change and control your electronic tickets. After completing this course, you will be able to:

- > display and interpret an e-ticket
- > view e-ticket history from an e-ticket display
- > change and void an e-ticket



### COURSE COMPONENTS

Online course - 40 minutes

### COURSE CONTENT

This course contains the following modules:

- > Displaying E-Tickets
- > Changes to an Electronic Ticket

### AUDIENCE

This course is available to airlines that have signed a participating carrier agreement with Amadeus, using the Amadeus Electronic Ticketing Server. The course is intended for those who wish to know more about this subject.

#### Prerequisites

>There are no prerequisites for this course.

#### Technical requirements

##### Hardware:

- >Pentium II 300, Pentium III recommended
- >64 MB memory, 128 recommended
- >Minimum 16-bit color video card at 800 x 600 resolution ( 24-bit color at 800 x 600 recommended)
- >SVGA 15" monitor with 14,5" viewable area capable of 800 x 600 resolution
- >Internet connection ( modem, cable, ADSL, LAN, ISDN) 56kB modem as minimum, 128kB recommended

##### Software:

- >Microsoft Internet Explorer 5.5 or above
- >Macromedia Flash Player 7
- >Windows 98, 2000 or NT4 recommended

# Amadeus

## Electronic Ticketing Course

(Amadeus Altea Reservation Airlines with an Airline-specific Electronic Ticketing Server)

Services & Consulting

This course explains what e-ticketing is, and how to issue, change and troubleshoot your electronic tickets. After completing this course, you will be able to:

- > identify flights that are eligible for e-ticketing
- > display and interpret an e-ticket
- > issue e-tickets
- > view e-ticket history from an e-ticket display
- > change and void an e-ticket
- > troubleshoot e-tickets



### COURSE COMPONENTS

- > Online course - 3 hours

### COURSE CONTENT

This course contains the following modules:

- > Introduction and Issuing an E-Ticket
- > Changes to an Electronic Ticket
- > Itinerary Receipts
- > Troubleshooting

### AUDIENCE

This course is available to Amadeus Altea Reservation airlines that use an airline-specific Electronic Ticketing Server. The course is for those who wish to know more about this subject.

#### Prerequisites

> There are no prerequisites for this course.

#### Technical requirements

##### Hardware:

- > Pentium II 300, Pentium III recommended
- > 64 MB memory, 128 recommended
- > Minimum 16-bit color video card at 800 x 600 resolution ( 24-bit color at 800 x 600 recommended)
- > SVGA 15" monitor with 14,5" viewable area capable of 800 x 600 resolution
- > Internet connection ( modem, cable, ADSL, LAN, ISDN) 56kB modem as minimum, 128kB recommended

##### Software:

- > Microsoft Internet Explorer 5.5 or above
- > Macromedia Flash Player 7
- > Windows 98, 2000 or NT4 recommended

# Amadeus

## Electronic Ticketing Course

(Amadeus Altea Reservation Airlines with Amadeus Electronic Ticketing Server)

Services & Consulting

This course explains what e-ticketing is, and how to issue, change and troubleshoot your electronic tickets. After completing this course, you will be able to:

- > identify flights that are eligible for e-ticketing
- > display and interpret an e-ticket
- > issue e-tickets
- > view e-ticket history from an e-ticket display
- > change and void an e-ticket
- > troubleshoot e-tickets



### COURSE COMPONENTS

- > Online course - 3 to 4 hours

### COURSE CONTENT

This course contains the following modules:

- > Introduction and Issuing an E-Ticket
- > Changes to an Electronic Ticket
- > Itinerary Receipts
- > Trouble Shooting

### AUDIENCE

This course is available to Amadeus Altea Reservation airlines that use the Amadeus Electronic Ticketing Server. The course is intended for those who wish to know more about this subject.

#### Prerequisites

- > There are no prerequisites for this course.

#### Technical requirements

##### Hardware:

- > Pentium II 300, Pentium III recommended
- > 64 MB memory, 128 recommended
- > Minimum 16-bit color video card at 800 x 600 resolution ( 24-bit color at 800 x 600 recommended)
- > SVGA 15" monitor with 14,5" viewable area capable of 800 x 600 resolution
- > Internet connection ( modem, cable, ADSL, LAN, ISDN) 56kB modem as minimum, 128kB recommended

##### Software:

- > Microsoft Internet Explorer 5.5 or above
- > Macromedia Flash Player 7
- > Windows 98, 2000 or NT4 recommended

# Amadeus

## Electronic Ticketing Course

(Amadeus Altea Reservation Airlines with an Amadeus Electronic Ticketing Server (specific to AY, BA and QF)

Services & Consulting

This course explains what e-ticketing is, and how to issue, change and troubleshoot your electronic tickets. After completing this course, you will be able to:

- > identify flights that are eligible for e-ticketing
- > display and interpret an e-ticket
- > issue e-tickets
- > view e-ticket history from an e-ticket display
- > change and void an e-ticket
- > troubleshoot e-tickets



### COURSE COMPONENTS

- > Online course - 4 hours

### COURSE CONTENT

This course contains the following modules:

- > Introduction and Issuing an E-Ticket
- > Changes to an Electronic Ticket
- > Itinerary Receipts
- > Troubleshooting

### AUDIENCE

This course is available to British Airways, Finnair and Qantas agents who wish to know more about electronic ticketing.

#### Prerequisites

- > There are no prerequisites for this course.

#### Technical requirements

##### Hardware:

- > Pentium II 300, Pentium III recommended
- > 64 MB memory, 128 recommended
- > Minimum 16-bit color video card at 800 x 600 resolution ( 24-bit color at 800 x 600 recommended)
- > SVGA 15" monitor with 14,5" viewable area capable of 800 x 600 resolution
- > Internet connection ( modem, cable, ADSL, LAN, ISDN) 56kB modem as minimum, 128kB recommended

##### Software:

- > Microsoft Internet Explorer 5.5 or above
- > Macromedia Flash Player 7
- > Windows 98, 2000 or NT4 recommended

# Electronic Ticketing Course

(Amadeus Travel Agents)

Services & Consulting

This course explains what e-ticketing is, and how to issue and change electronic tickets. After completing this course, you will be able to:

- > identify flights that are eligible for e-ticketing
- > display and interpret an e-ticket
- > issue e-tickets
- > view e-ticket history from an e-ticket display
- > change and void an e-ticket



## COURSE COMPONENTS

- > Online course - 2 hours

## COURSE CONTENT

This course contains the following modules:

- > Introduction and Issuing an E-Ticket
- > Changes to an Electronic Ticket
- > Itinerary Receipts

## AUDIENCE

This course is suitable for travel agents who wish to know more about electronic ticketing.

### Prerequisites

> There are no prerequisites for this course.

### Technical requirements

#### Hardware:

- > Pentium II 300, Pentium III recommended
- > 64 MB memory, 128 recommended
- > Minimum 16-bit color video card at 800 x 600 resolution ( 24-bit color at 800 x 600 recommended)
- > SVGA 15" monitor with 14,5" viewable area capable of 800 x 600 resolution
- > Internet connection ( modem, cable, ADSL, LAN, ISDN) 56kB modem as minimum, 128kB recommended

#### Software:

- > Microsoft Internet Explorer 5.5 or above
- > Macromedia Flash Player 7
- > Windows 98, 2000 or NT4 recommended

# Amadeus

## Electronic Ticketing Course

(Amadeus ACOs)

Services & Consulting

This course explains what e-ticketing is, and how to issue, change and troubleshoot your electronic tickets. After completing this course, you will be able to:

- > identify flights that are eligible for e-ticketing
- > display and interpret an e-ticket
- > issue e-tickets
- > view e-ticket history from an e-ticket display
- > change and void an e-ticket
- > troubleshoot e-tickets



### COURSE COMPONENTS

- > Online course - 3 hours

### COURSE CONTENT

This course contains the following modules:

- > Introduction and Issuing an E-Ticket
- > Changes to an Electronic Ticket
- > Itinerary Receipts
- > Troubleshooting

### AUDIENCE

This course is suitable for ACO first-level help desk personnel who wish to know more about electronic ticketing.

#### Prerequisites

>There are no prerequisites for this course.

#### Technical requirements

##### Hardware:

- >Pentium II 300, Pentium III recommended
- >64 MB memory, 128 recommended
- >Minimum 16-bit color video card at 800 x 600 resolution ( 24-bit color at 800 x 600 recommended)
- >SVGA 15" monitor with 14,5" viewable area capable of 800 x 600 resolution
- >Internet connection ( modem, cable, ADSL, LAN, ISDN) 56kB modem as minimum, 128kB recommended

##### Software:

- >Microsoft Internet Explorer 5.5 or above
- >Macromedia Flash Player 7
- >Windows 98, 2000 or NT4 recommended

# Amadeus

## Issuing Tickets and Itinerary Receipts Using the Altea Reservation Desktop

Services & Consulting

Using the Altea Reservation Desktop, this course covers how to print paper and e-tickets as well as itinerary receipts. You will be able to identify flights that are eligible for e-ticketing and describe why a paper or an e-ticket is being printed.



### COURSE COMPONENTS

- > Online course- 1 module with 3 topics of 20 minutes each (Total around 1 hour)

### COURSE CONTENT

This course contains the following module:

- >Issuing Tickets and Itinerary Receipts

Topics:

- > Printing tickets, general ticketing conditions
- > E-ticket eligibility indicators
- > Issuing e-tickets and itinerary receipts

### Prerequisites

- >There are no prerequisites for this course

### Technical requirements

#### Hardware:

- >Pentium II 300, Pentium III recommended
- >64 MB memory, 128 recommended
- >Minimum 16-bit color video card at 800 x 600 resolution ( 24-bit color at 800 x 600 recommended)
- >SVGA 15" monitor with 14,5" viewable area capable of 800 x 600 resolution
- >Internet connection ( modem, cable, ADSL, LAN, ISDN) 56kB modem as minimum, 128kB recommended

#### Software:

- >Microsoft Internet Explorer 5.5 or above
- >Macromedia Flash Player 7
- >Windows 98, 2000 or NT4 recommended

### AUDIENCE

This course is aimed at airlines using the Altea Reservation Desktop

# Amadeus

## Selling Platform Course - Launch and Sign in

Services & Consulting

This course explains how to launch Amadeus Selling Platform and how to sign in. After completing this course, you will be able to:

- > launch Amadeus Selling Platform
- > sign into Amadeus Selling Platform
- > differentiate between the command page and the graphical pages
- > customize Amadeus Selling Platform



### COURSE COMPONENTS

- > Online course - 30 minutes

### COURSE CONTENT

This course contains the following modules:

- > Introduction
- > Launch Selling Platform and Sign in
- > Navigate in Selling Platform
- > Final Quiz

### AUDIENCE

This course is suitable for new users of Amadeus Selling Platform.

#### Prerequisites

- > There are no prerequisites for this course.

#### Technical requirements

##### Hardware:

- > Pentium II 300, Pentium III recommended
- > 64 MB memory, 128 recommended
- > Minimum 16-bit color video card at 800 x 600 resolution ( 24-bit color at 800 x 600 recommended)
- > SVGA 15" monitor with 14,5" viewable area capable of 800 x 600 resolution
- > Internet connection ( modem, cable, ADSL, LAN, ISDN) 56kB modem as minimum, 128kB recommended

##### Software:

- > Microsoft Internet Explorer 5.5 or above
- > Macromedia Flash Player 7
- > Windows 98, 2000 or NT4 recommended

This course explains how to check flight availability, book flights and create a PNR using the graphical pages in Amadeus Selling Platform. After completing this course, you will be able to:

- > request air availability
- > make an air booking
- > display a seatmap and book a seat
- > identify all mandatory PNR elements
- > modify and cancel PNR elements
- > cancel an entire PNR
- > display PNR history



### COURSE COMPONENTS

- > Online course - 3 hours

### COURSE CONTENT

This course contains the following modules:

- > Request a single and dual city pair flight availability display
- > Modify the display requested.
- > Sell seats from a single and dual city pair display.
- > Modify and cancel the booked flights
- > Add the mandatory PNR elements: Names (adults, child, and infant), Phone, Ticketing and Received From.
- > Add a frequent flyer number and miscellaneous remarks.
- > Display the seat map and book seats.
- > Cancel PNR elements.
- > Cancel an entire PNR.
- > Check the PNR history

### AUDIENCE

This course is suitable for travel agents who wish to know how to make air bookings in the graphical pages of Amadeus Selling Platform, whether or not they know how to do this in the command page.

#### Prerequisites

>You must have a basic knowledge of the Amadeus Distribution System and the Travel Industry.

#### Technical requirements

##### Hardware:

- >Pentium II 300, Pentium III recommended
- >64 MB memory, 128 recommended
- >Minimum 16-bit color video card at 800 x 600 resolution ( 24-bit color at 800 x 600 recommended)
- >SVGA 15" monitor with 14,5" viewable area capable of 800 x 600 resolution
- >Internet connection ( modem, cable, ADSL, LAN, ISDN) 56kB modem as minimum, 128kB recommended

##### Software:

- >Microsoft Internet Explorer 5.5 or above
- >Macromedia Flash Player 7
- >Windows 98, 2000 or NT4 recommended

This course explains how to check a fare display and price an itinerary using the graphical pages in Amadeus Selling Platform. After completing this course, you will be able to:

- > request a fare display
- > read fare notes
- > check booking class information
- > price an itinerary
- > price an itinerary and store the fare (create the TST)
- > display the TST from the PNR



### COURSE COMPONENTS

- > Online course - 2 hours

### COURSE CONTENT

This course contains the following modules:

- > Request a fare display.
- > Read the fare note from a fare display.
- > Check the booking class information from a fare display.
- > Request flight availability from a fare display.
- > Price an itinerary.
- > Price an itinerary for a youth passenger.
- > Price an itinerary and store the fare (create the TST).
- > Display the TST (the stored fare) from the PNR.

### Prerequisites

>You must have a basic knowledge of the Amadeus Distribution System and the Travel Industry.

### Technical requirements

#### Hardware:

- >Pentium II 300, Pentium III recommended
- >64 MB memory, 128 recommended
- >Minimum 16-bit color video card at 800 x 600 resolution ( 24-bit color at 800 x 600 recommended)
- >SVGA 15" monitor with 14,5" viewable area capable of 800 x 600 resolution
- >Internet connection ( modem, cable, ADSL, LAN, ISDN) 56kB modem as minimum, 128kB recommended

#### Software:

- >Microsoft Internet Explorer 5.5 or above
- >Macromedia Flash Player 7
- >Windows 98, 2000 or NT4 recommended

### LANGUAGES

This course is available in:

- > English (using Amadeus Selling Platform 3.1)
- > French, German and Spanish (using Amadeus Selling Platform 3.1)

### AUDIENCE

This course is suitable for travel agents who wish to know how to look at fares and price an itinerary in the graphical pages of Amadeus Selling Platform, whether or not they know how to do this in the command page.

# Amadeus

## Issuing Tickets and Other Documents in Amadeus Selling Platform

Services & Consulting

This course has been created to allow the learner to experience essential Amadeus ticketing functionality in a secure and controlled environment. At the end of this course the learner will be able to:

- > use the graphical pages to navigate around Amadeus Selling Platform
- > make a passenger booking and issue a paper ticket
- > issue an e-ticket and an e-ticket passenger receipt
- > issue an MCO for two different types of service.



### COURSE COMPONENTS

- > Online course - 1.5 to 2 hours

### COURSE CONTENT

This course contains the following modules:

- > Issuing Tickets & Other Documents

### AUDIENCE

This course is suitable for newcomers to Amadeus and to the travel industry, especially for airline reservation agents, ticketing agents, travel agents and help desk agents.

#### Prerequisites

- > There are no prerequisites for this course

#### Technical requirements

##### Hardware:

- > Pentium II 300, Pentium III recommended
- > 64 MB memory, 128 recommended
- > Minimum 16-bit color video card at 800 x 600 resolution ( 24-bit color at 800 x 600 recommended)
- > SVGA 15" monitor with 14,5" viewable area capable of 800 x 600 resolution
- > Internet connection ( modem, cable, ADSL, LAN, ISDN) 56kB modem as minimum, 128kB recommended

##### Software:

- > Microsoft Internet Explorer 5.5 or above
- > Macromedia Flash Player 7
- > Windows 98, 2000 or NT4 recommended
- > Java Runtime

# Automated Refunds in Amadeus Selling Platform

This module forms part of the Amadeus Ticketing Platform course. This course has been created to allow learners to experience Amadeus ticketing functionality, in this case Automated Refunds, in a secure and controlled environment. At the end of this module, the learner will be able to:

- > Complete a full refund of an e-ticket from an e-ticket display;
- > Complete a tax-only refund of an e-ticket from a sales report;
- > Complete a partial refund of a paper ticket from a PNR.



## COURSE COMPONENTS

- > Online course – between 1 hour and an half and 2 hours

## COURSE CONTENT

This module has been designed to maximise learner interest and attention by being a 100% 'hands-on' e-learning lesson. This module contains pre- and post-assessments, totally interactive simulations (where the learner makes all the entries) and end-of-objective mini-quizzes, to test the learner's knowledge as the module is completed.

## AUDIENCE

This course is suitable to newcomers to Amadeus and the travel industry, especially, airline reservation agents, ticketing agents, travel agents and help desk agents.

### Prerequisites

>Before you enroll on this module you should have a good understanding of how to create a PNR and issue a ticket.. Both these topics are included within this module, but are not explained in any detail.

### Technical requirements

#### Hardware:

- >Pentium II 300, Pentium III recommended
- >64 MB memory, 128 MB memory recommended
- >Minimum 16-bit color video card at 800 x 600 resolution ( 24-bit color at 800 x 600 recommended)
- >SVGA 15" monitor with 14,5" viewable area capable of 800 x 600 resolution
- >Internet connection ( modem, cable, ADSL, LAN, ISDN) 56kB modem as minimum, 128kB recommended

#### Software:

- >Microsoft Internet Explorer 5.5 or above
- >Macromedia Flash Player 7
- >Windows 98, 2000 or NT4 recommended
- >Java Runtime

This course explains how to manage car bookings using the graphical pages in Amadeus Selling Platform. After completing this course, you will be able to:

- > display the lowest rate for all car providers
- > display all rates offered by one provider
- > make a car booking
- > modify a car booking
- > cancel a car booking
- > configure the data entry screens in the Car tab



### COURSE COMPONENTS

- > Online course - 2 hours

### COURSE CONTENT

This course contains the following modules:

- > Selling a car
- > Modifying a car booking
- > Canceling a car booking
- > Configuring the Data Entry Screens
- > Final Quiz

### LANGUAGES

This course is available in:

- > English (using Amadeus Selling Platform 3.1)
- > French, German and Spanish (using Amadeus Selling Platform 3.1)

### AUDIENCE

This course is suitable for travel agents who wish to know how to make car bookings in the graphical pages of Amadeus Selling Platform, whether or not they know how to do this in the command page.

#### Prerequisites

>There are no prerequisites for this course.

#### Technical requirements

##### Hardware:

- >Pentium II 300, Pentium III recommended
- >64 MB memory, 128 recommended
- >Minimum 16-bit color video card at 800 x 600 resolution ( 24-bit color at 800 x 600 recommended)
- >SVGA 15" monitor with 14,5" viewable area capable of 800 x 600 resolution
- >Internet connection ( modem, cable, ADSL, LAN, ISDN) 56kB modem as minimum, 128kB recommended

##### Software:

- >Microsoft Internet Explorer 5.5 or above
- >Macromedia Flash Player 7
- >Windows 98, 2000 or NT4 recommended

This course explains how to manage hotel bookings using the graphical pages in Amadeus Selling Platform. After completing this course, you will be able to:

- > display available hotels with various search criteria
- > display hotel information
- > make a hotel booking
- > modify a hotel booking
- > cancel a hotel booking
- > configure the data entry screens in the Hotel tab



### COURSE COMPONENTS

- > Online course - 2 hours

### COURSE CONTENT

This course contains the following modules:

- > Selling a Room
- > Modifying a Hotel Booking
- > Canceling a Hotel Booking
- > Configuring the Data Entry Screens
- > Final Quiz

### AUDIENCE

This course is suitable for travel agents who wish to know how to make hotel bookings in the graphical pages of Amadeus Selling Platform, whether or not they know how to do this in the command page.

#### Prerequisites

>You must have a basic knowledge of the Amadeus Distribution System and the Travel Industry.

#### Technical requirements

##### Hardware:

- >Pentium II 300, Pentium III recommended
- >64 MB memory, 128 recommended
- >Minimum 16-bit color video card at 800 x 600 resolution ( 24-bit color at 800 x 600 recommended)
- >SVGA 15" monitor with 14,5" viewable area capable of 800 x 600 resolution
- >Internet connection ( modem, cable, ADSL, LAN, ISDN) 56kB modem as minimum, 128kB recommended

##### Software:

- >Microsoft Internet Explorer 5.5 or above
- >Macromedia Flash Player 7
- >Windows 98, 2000 or NT4 recommended

Customer profiles store frequently used information such as contact details, car and hotel preferences and form of payment. You can copy information to a PNR from the profile rather than having to enter it manually each time. This course explains how to manage profiles and how to create PNRs from profiles, using the graphical pages in Amadeus Selling Platform. After completing this course, you will be able to:

- > create profiles from scratch
- > create profiles from a PNR
- > associate a traveler profile with a company profile
- > retrieve a profile
- > modify a profile



### COURSE COMPONENTS

- > Online course - 2 hours

### COURSE CONTENT

This course contains the following modules:

- > Introduction
- > Create one Profile from a PNR and create a PNR from one Profile
- > Create two Profiles from a PNR and create a PNR from two Profiles
- > Create a Traveler Profile from scratch
- > Create a Company Profile and Associate a Traveler to the Company Profile
- > Modify and Delete Elements in a Profile
- > Modify the Service Requests when the Profile has been Created from a PNR

### Prerequisites

>You must have a basic knowledge of the Amadeus Distribution System and the Travel Industry.

### Technical requirements

#### Hardware:

- >Pentium II 300, Pentium III recommended
- >64 MB memory, 128 recommended
- >Minimum 16-bit color video card at 800 x 600 resolution ( 24-bit color at 800 x 600 recommended)
- >SVGA 15" monitor with 14,5" viewable area capable of 800 x 600 resolution
- >Internet connection ( modem, cable, ADSL, LAN, ISDN) 56kB modem as minimum, 128kB recommended

#### Software:

- >Microsoft Internet Explorer 5.5 or above
- >Macromedia Flash Player 7
- >Windows 98, 2000 or NT4 recommended

### LANGUAGES

This course is available in:

- > English (using Amadeus Selling Platform 3.1)
- > French, German and Spanish (using Amadeus Selling Platform 3.1)

### AUDIENCE

This course is suitable for travel agents who wish to know how to create and maintain customer profiles in the graphical pages of Amadeus Selling Platform, whether or not they know how to do this in the command page.

# Amadeus

## Selling Platform Course - Queues

Services & Consulting

This course explains how to manage queues and work PNRs from queues using the graphical pages in Amadeus Selling Platform. After completing this course, you will be able to:

- > place PNRs and messages on queue
- > display the queue bank
- > handle PNRs and messages on queue
- > display queue history



### COURSE COMPONENTS

- > Online course - 1 hour

### COURSE CONTENT

This course contains the following modules:

- > Place PNRs or messages on queue
- > Handle PNRs or messages on queue
- > Display the queue history
- > Display the Queue Bank

### AUDIENCE

This course is suitable for travel agents who wish to know how to use queues in the graphical pages of Amadeus Selling Platform, whether or not they know how to do this in the command page.

#### Prerequisites

>You must have a basic knowledge of the Amadeus Distribution System and the Travel Industry.

#### Technical requirements

##### Hardware:

- >Pentium II 300, Pentium III recommended
- >64 MB memory, 128 recommended
- >Minimum 16-bit color video card at 800 x 600 resolution ( 24-bit color at 800 x 600 recommended)
- >SVGA 15" monitor with 14,5" viewable area capable of 800 x 600 resolution
- >Internet connection ( modem, cable, ADSL, LAN, ISDN) 56kB modem as minimum, 128kB recommended

##### Software:

- >Microsoft Internet Explorer 5.5 or above
- >Macromedia Flash Player 7
- >Windows 98, 2000 or NT4 recommended

Amadeus Travel Preferences Manager provides a direct and interactive link between the booking process and your stored customer profiles. With Travel Preferences Manager, you can make reservations that automatically take into account your client's corporate and personal travel preferences as well as your own agency preferences.

After completing this course, you will be able to:

- > Create Air, Car and Hotels preferences in both traveler and company profiles
- > Modify and cancel preferences in the profiles
- > Create preferences based on traveler and trip categories
- > Request Travel Preferences Air, Car and Hotel availability displays
- > Interpret Travel Preferences Air, Car and Hotel displays



### COURSE COMPONENTS

- > Online course - 2 hours

### COURSE CONTENT

The course is divided into two sections:

- > Section A covers traveler personal preferences for leisure travel and contains two scenarios that demonstrate how to:
  - > Add air, car and hotel preferences in a traveler profile.
  - > Request and display flights, cars and hotels with your client's preferences once you have displayed your client's customer profile.
- > Section B covers company policies for corporate travel and contains two scenarios that demonstrate how to:
  - > Request and display flights, cars and hotels for your client together with the company policies.
  - > Create traveler and trip categories in the company profile, create policies according to these new categories and apply them.

There is also a quiz attached to each section.

### AUDIENCE

Travel agents who need to learn how to use Travel Preferences Manager in the graphical pages, whether or not they know how to do this in the command page.

#### Prerequisites

>There are no prerequisites for this course

#### Technical requirements

##### Hardware:

- >Pentium II 300, Pentium III recommended
- >64 MB memory, 128 recommended
- >Minimum 16-bit color video card at 800 x 600 resolution ( 24-bit color at 800 x 600 recommended)
- >SVGA 15" monitor with 14,5" viewable area capable of 800 x 600 resolution
- >Internet connection ( modem, cable, ADSL, LAN, ISDN) 56kB modem as minimum, 128kB recommended

##### Software:

- >Microsoft Internet Explorer 5.5 or above
- >Macromedia Flash Player 7
- >Windows 98, 2000 or NT4 recommended

This course provides an introduction to the command page in Amadeus Selling Platform. The tools available on the command page make it easier for you to work in cryptic mode. After completing this course, you will be able to:

- > resend commands
- > clear the screen
- > display and clear screen history
- > split your screen in two
- > customize the command page
- > copy, paste and print from your screen
- > use Speed Mode to handle bookings quickly



### COURSE COMPONENTS

- > Online course - 1 hour

### COURSE CONTENT

This course contains the following modules:

- > Introduction
- > The Command Page Toolbar
- > Speed Mode
- > Final Quiz

### LANGUAGES

This course is available in:

- > English (using Amadeus Selling Platform 3.1)
- > French, German and Spanish (using Amadeus Selling Platform 3.1)

### AUDIENCE

This course is suitable for travel agents who wish to know how to use the command page in Amadeus Selling Platform.

#### Prerequisites

- > There are no prerequisites for this course.

#### Technical requirements

##### Hardware:

- > Pentium II 300, Pentium III recommended
- > 64 MB memory, 128 recommended
- > Minimum 16-bit color video card at 800 x 600 resolution ( 24-bit color at 800 x 600 recommended)
- > SVGA 15" monitor with 14,5" viewable area capable of 800 x 600 resolution
- > Internet connection ( modem, cable, ADSL, LAN, ISDN) 56kB modem as minimum, 128kB recommended

##### Software:

- > Microsoft Internet Explorer 5.5 or above
- > Macromedia Flash Player 7
- > Windows 98, 2000 or NT4 recommended

Smart keys are automated lists of Amadeus commands that enable you to carry out your most common tasks quickly and easily. This course explains how to create and run smart keys for yourself and your colleagues. After completing this course, you will be able to:

- > differentiate between the different types of Smart Keys
- > create, run and modify Smart Keys



### COURSE COMPONENTS

- > Online course - 1 hour

### COURSE CONTENT

This course contains the following modules:

- > Introduction
- > Running Smart Keys
- > Creating Smart Keys
- > Modifying Smart Keys
- > Deleting Smart Keys
- > Copying Smart Keys
- > Final Quiz

### Prerequisites

>You must have a basic knowledge of the Amadeus Distribution System and the Travel Industry.

### Technical requirements

#### Hardware:

- >Pentium II 300, Pentium III recommended
- >64 MB memory, 128 recommended
- >Minimum 16-bit color video card at 800 x 600 resolution ( 24-bit color at 800 x 600 recommended)
- >SVGA 15" monitor with 14,5" viewable area capable of 800 x 600 resolution
- >Internet connection ( modem, cable, ADSL, LAN, ISDN) 56kB modem as minimum, 128kB recommended

#### Software:

- >Microsoft Internet Explorer 5.5 or above
- >Macromedia Flash Player 7
- >Windows 98, 2000 or NT4 recommended

### LANGUAGES

This course is available in:

- > English (using Amadeus Selling Platform 3.1)
- > French, German and Spanish (using Amadeus Selling Platform 3.1)

### AUDIENCE

This course is suitable for travel agents who wish to know how to use Smart Keys in the command page of Amadeus Selling Platform.

# Amadeus

## Air in Selling Platform Command Page (cryptic)

Services & Consulting

Imagine that your favorite passenger or client walks into your agency and tells you that he wants to travel between London and New York with four of his friends. Would you be able to give him all the details of the flights available, as well as determine that there are enough seats for the five of them? After completing this lesson, you'll be able to do just that and more!



### COURSE COMPONENTS

- > Online course - 1 module with 3 topics of 20 minutes each (Total 1 hour)

### COURSE CONTENT

This course contains the following module:

- > Amadeus Air in Selling Platform Command Page

This module contains the following topics:

- > Encode and Decode
- > AN entry
- > AN output

### Prerequisites

- > There are no prerequisites for this course

### Technical requirements

#### Hardware:

- > Pentium II 300, Pentium III recommended
- > 64 MB memory, 128 recommended
- > Minimum 16-bit color video card at 800 x 600 resolution (24-bit color at 800 x 600 recommended)
- > SVGA 15" monitor with 14,5" viewable area capable of 800 x 600 resolution
- > Internet connection (modem, cable, ADSL, LAN, ISDN) 56kB modem as minimum, 128kB recommended

#### Software:

- > Microsoft Internet Explorer 5.5 or above
- > Macromedia Flash Player 7
- > Windows 98, 2000 or NT4 recommended

### AUDIENCE

This course is suitable for travel agents who are newcomers to Amadeus and the Travel Industry.

# Amadeus

## Cars Easy Shopper in Amadeus Selling Platform Command page Course (cryptic)

Services & Consulting

Amadeus Cars Easy Shopper is the leisure component of Amadeus Cars (now called Amadeus Cars Corporate Sellers). Users have the option to book leisure rates via Amadeus Cars Easy Shopper, or a simple workflow, a standardized rate content or a payment flow adapted to the leisure business.

After completing this course, you will be able to:

- > Request a car leisure availability display
- > Display the car rate features associated to a leisure rate
- > Sell a car leisure rate
- > Modify and cancel a car leisure booking



### COURSE COMPONENTS

- > Online course - 1.5 hours

### COURSE CONTENT

This course contains the following modules:

- > The full scenario
- > The car availability entries
- > The sell entries
- > The car rate features entries
- > The modification/cancellation of a car leisure booking.

### AUDIENCE

This course is suitable for travel agents who create PNRs using cryptic entries and who want to book leisure rates, whether or not they know how to book cars or use Amadeus Selling Platform.

#### Prerequisites

>You must have a basic knowledge of the Amadeus distribution system and know how to create a PNR using cryptic entries.

#### Technical requirements

##### Hardware:

- >Pentium II 300, Pentium III recommended
- >64 MB memory, 128 recommended
- >Minimum 16-bit color video card at 800 x 600 resolution ( 24-bit color at 800 x 600 recommended)
- >SVGA 15" monitor with 14,5" viewable area capable of 800 x 600 resolution
- >Internet connection ( modem, cable, ADSL, LAN, ISDN) 56kB modem as minimum, 128kB recommended

##### Software:

- >Microsoft Internet Explorer 5.5 or above
- >Macromedia Flash Player 7
- >Windows 98, 2000 or NT4 recommended

The purpose of the course is to show you the list of items that have been modified or added in each new release of Amadeus Selling Platform, both in the Command and Graphical pages, compared to a previous release.



### COURSE COMPONENTS

- > Online course - 30 minutes each

### COURSE CONTENT

This course contains the following modules:

- > What's new in Amadeus Vista 2.2
- > What's new in Amadeus Selling Platform 2.3
- > What's new in Amadeus Selling Platform 3.1
- > What's new in Amadeus Selling Platform 3.2
- > What's new in Amadeus Selling Platform 3.3

### LANGUAGES

- > English
  - > French, German and Spanish not yet available for this course.
- However the following two courses are available in French, German and Spanish:
- > Amadeus Selling Platform 2.3 - What's New
  - > Amadeus Selling Platform 3.1 - What's New

### AUDIENCE

This course is suitable for travel agents who have migrated or who will migrate to a new release of Amadeus Selling Platform.

#### Prerequisites

>You must have a basic knowledge of a previous version of Amadeus Selling Platform

#### Technical requirements

##### Hardware:

- >Pentium II 300, Pentium III recommended
- >64 MB memory, 128 recommended
- >Minimum 16-bit color video card at 800 x 600 resolution ( 24-bit color at 800 x 600 recommended)
- >SVGA 15" monitor with 14,5" viewable area capable of 800 x 600 resolution
- >Internet connection ( modem, cable, ADSL, LAN, ISDN) 56kB modem as minimum, 128kB recommended

##### Software:

- >Microsoft Internet Explorer 5.5 or above
- >Macromedia Flash Player 7
- >Windows 98, 2000 or NT4 recommended
- >Adobe Reader 7.0

This course covers the concept of marking up net fares and distributing them to authorized vendors, and describes the main features of the FareXpert Mark-up & Distribution module. After completing this course, you will be able to:

- > Describe what a negotiated fare is and list and describe its components.
- > Identify the selling updater's responsibilities and identify the different steps in the flow of creating a negotiated contract using the Mark-up & Distribution module.
- > List the main features of the FareXpert Mark-up & Distribution module.
- > Learn how to use the FareXpert Mark-up & Distribution module.



### COURSE COMPONENTS

- > Online course (Four modules, two quizzes, three guided hands-on simulations, three exercises and a glossary) - 3-4 hours

### COURSE CONTENT

This course contains the following modules:

- > The concept of marking up net fares.
- > Searching for a Net Fare, selecting a Selling Record and setting its status.
- > Displaying and interpreting the Selling Record Rule information.
- > Displaying and updating a Selling Fare.

### Prerequisites

- > You must have basic Travel Industry knowledge.

### Technical requirements

#### Hardware:

- > Pentium II 300, Pentium III recommended
- > 64 MB memory, 128 recommended
- > Minimum 16-bit color video card at 800 x 600 resolution ( 24-bit color at 800 x 600 recommended)
- > SVGA 15" monitor with 14,5" viewable area capable of 800 x 600 resolution
- > Internet connection ( modem, cable, ADSL, LAN, ISDN) 56kB modem as minimum, 128kB recommended

#### Software:

- > Microsoft Internet Explorer 5.5 or above
- > Macromedia Flash Player 7
- > Windows 98, 2000 or NT4 recommended

### AUDIENCE

This course is suitable for negotiated fares selling updaters.

After completing the FareXpert Negotiated Fares modules, learners will be able to:

- > Describe a negotiated fare
- > Recognize the various actors and their respective roles
- > Demonstrate their understanding of the rule-based concept
- > List key features of the new concept
- > Create a rule definition with net, selling and net fare-only options
- > Select a rule and set the Distribution and Ticketing options
- > Select a rule and routing and set the fares
- > Update a rule and set the rule conditions, the booking code exceptions and the routing
- > Identify the mandatory and optional applications for creating a negotiated fares contract



### COURSE COMPONENTS

- > Online course - 3-4 hours

### COURSE CONTENT

This course contains the following modules:

- > Module 1 – The concept
  - > What is a negotiated fare?
  - > Who does what?
  - > The rule-based concept
- > Module 2 - Creating a contract - mandatory applications
  - > Rule Definition – Net & Selling
  - > Distribution & Ticketing – Net & Selling
  - > Fares – Net & Selling
  - > Rule Definition – Net only
  - > Distribution & Ticketing – Net only
  - > Fares – Net only
- > Module 3 - Creating a contract - optional applications
  - > Rule Conditions
  - > Booking Code Exceptions
  - > Routing

### AUDIENCE

The learners are mainly travel agents and airlines or companies responsible for setting selling fares for the airlines. They can be divided into two groups:

- > Experienced users: These users already know how to set negotiated fares.
- > New users: These users need to learn how to use this new product and also learn about the negotiated fares concept.

#### Prerequisites

>You must have knowledge of the Amadeus Distribution System and the Travel Industry.

#### Technical requirements

##### Hardware:

- >Pentium II 300, Pentium III recommended
- >64 MB memory, 128 recommended
- >Minimum 16-bit color video card at 800 x 600 resolution ( 24-bit color at 800 x 600 recommended)
- >SVGA 15" monitor with 14,5" viewable area capable of 800 x 600 resolution
- >Internet connection ( modem, cable, ADSL, LAN, ISDN) 56kB modem as minimum, 128kB recommended

##### Software:

- >Microsoft Internet Explorer 5.5 or above
- >Macromedia Flash Player 7
- >Windows 98, 2000 or NT4 recommended

The purpose of this course is to provide an overview of the functionalities of the Global Updates module of the Amadeus FareXpert Filing Platform. After completing this course, you will be able to:

- > Create new negotiated fares for a specific carrier, a specific tariff number and a specific geography, and for several rules and several fare classes.
- > Modify existing negotiated fares for a specific carrier, a specific tariff number, a specific geography, and for several rules and several fare classes.
- > Discontinue the existing negotiated fares or delete future negotiated fares for a specific carrier, a specific tariff number, a specific geography, and for several rules and several fare classes.

Moreover, you will be able to reference a Location Aggregate in Global Updates as origin and/or destination of the fares. Using this functionality, you user will be able to create in one action exactly the same fare characteristics for several city pairs.



#### COURSE COMPONENTS

- > Online course - 5 lessons of 20 minutes each plus one assessment (2 hours)

#### COURSE CONTENT

This course contains the following modules:

- > Course Introduction
- > Module 1 - Create a Location Aggregate
- > Module 2 - Create a Negotiated Fare
- > Module 3 - Modify a Negotiated Fare
- > Module 4 - Discontinue a Negotiated Fare
- > Module 5 - Create an Evolution of Fares
- > Assessment
- > Course Summary

#### AUDIENCE

This course is suitable for Airlines and help desk agents.

#### Prerequisites

>It is recommended that you have taken the Amadeus FareXpert Negotiated Fares e-Learning course.

#### Technical requirements

##### Hardware:

- >Pentium II 300, Pentium III recommended
- >64 MB memory, 128 recommended
- >Minimum 24-bit color video card at 1024 x 768 resolution
- >SVGA 15" monitor capable of 1024 x 768 resolution
- >Internet connection ( modem, cable, ADSL, LAN, ISDN) 56kB modem as minimum, 128kB recommended

##### Software:

- >Microsoft Internet Explorer 5.5 or 6.0
- >Macromedia Flash Player 8 or above
- >Windows 98, 2000 or NT4 recommended

# Amadeus

## e-Travel Management for Traveller Course

Services & Consulting

This course explains how a traveller makes a booking using e-Travel Management. After completing this course, you will be able to:

- > navigate around Amadeus e-Travel Management
- > recognize whether or not a flight, hotel property or car company is within policy
- > book a flight, car and hotel
- > add all information necessary so that you can confirm your trip



### COURSE COMPONENTS

- > Online course - 1 to 2 hours

### COURSE CONTENT

This course contains the following content:

- > Welcome to Amadeus e-Travel Management
- > Navigating Around This Lesson
- > Traveller Lesson
- > Traveller Objectives
- > Traveller 'Show Me' Simulation
- > Traveller 'Let Me' Simulation
- > Traveller Summary
- > Traveller Quick Quiz
- > The Next Step

### Prerequisites

> There are no prerequisites for this course.

### Technical requirements

#### Hardware:

- > Pentium II 300, Pentium III recommended
- > 64 MB memory, 128 recommended
- > Minimum 16-bit color video card at 800 x 600 resolution ( 24-bit color at 800 x 600 recommended)
- > SVGA 15" monitor with 14,5" viewable area capable of 800 x 600 resolution
- > Internet connection ( modem, cable, ADSL, LAN, ISDN) 56kB modem as minimum, 128kB recommended

#### Software:

- > Microsoft Internet Explorer 5.5 or above
- > Macromedia Flash Player 7
- > Windows 98, 2000 or NT4 recommended

### AUDIENCE

This course is suitable for Amadeus-Travel Management customers

This course explains how a travel arranger makes a booking using e-Travel Management. After completing this course, you will be able to:

- > recognize the difference between the roles of Travel Arranger and Travel Approver
- > navigate around Amadeus e-Travel Management and the Travel Arranger interface
- > select the traveler for whom you are making a booking
- > recognize whether or not a flight is within policy



### COURSE COMPONENTS

- > Online course - 1 hour

### COURSE CONTENT

This course contains the following modules:

- > Welcome to Amadeus e-Travel Management
- > Navigating Around This Lesson
- > Travel Arranger Lesson
- > Travel Arranger Objectives
- > Travel Arranger 'Show Me' Simulation
- > Travel Arranger 'Let Me' Simulation
- > Travel Arranger Summary
- > Travel Arranger Quick Quiz
- > The Next Step

### AUDIENCE

This course is suitable for Amadeus e-Travel Management customers who arrange travel for others.

#### Prerequisites

- > There are no prerequisites for this course.

#### Technical requirements

##### Hardware:

- > Pentium II 300, Pentium III recommended
- > 64 MB memory, 128 recommended
- > Minimum 16-bit color video card at 800 x 600 resolution ( 24-bit color at 800 x 600 recommended)
- > SVGA 15" monitor with 14,5" viewable area capable of 800 x 600 resolution
- > Internet connection ( modem, cable, ADSL, LAN, ISDN) 56kB modem as minimum, 128kB recommended

##### Software:

- > Microsoft Internet Explorer 5.5 or above
- > Macromedia Flash Player 7
- > Windows 98, 2000 or NT4 recommended

This course explains how a travel approver approves a booking using e-Travel Management. After completing this course, you will be able to:

- > navigate around Amadeus e-Travel Management and the Travel Approval interface
- > describe the options available as an approver
- > view the list of trips awaiting approval
- > approve a trip
- > confirm the trip approval



### COURSE COMPONENTS

- > Online course - 30 minutes

### COURSE CONTENT

This course contains the following content:

- > Welcome to Amadeus e-Travel Management
- > Navigating Around This Lesson
- > Travel Approver Lesson
- > Travel Approver Objectives
- > Travel Approver 'Show Me' Simulation
- > Travel Approver 'Let Me' Simulation
- > Travel Approver Summary
- > Travel Approver Quick Quiz
- > The Next Step

### Prerequisites

> There are no prerequisites for this course.

### Technical requirements

#### Hardware:

- > Pentium II 300, Pentium III recommended
- > 64 MB memory, 128 recommended
- > Minimum 16-bit color video card at 800 x 600 resolution ( 24-bit color at 800 x 600 recommended)
- > SVGA 15" monitor with 14,5" viewable area capable of 800 x 600 resolution
- > Internet connection ( modem, cable, ADSL, LAN, ISDN) 56kB modem as minimum, 128kB recommended

#### Software:

- > Microsoft Internet Explorer 5.5 or above
- > Macromedia Flash Player 7
- > Windows 98, 2000 or NT4 recommended

### AUDIENCE

This course is suitable for Amadeus e-Travel Management customers who approve travel requests.

# Amadeus

## LMS Introduction Getting Started Course

Services & Consulting

This short introductory presentation outlines the main features of the LMS. You must complete this demonstration when you first access the LMS.

After watching this presentation, you will be able to optimize your e-learning activity.



### COURSE COMPONENTS

> Demonstration – 5 minutes

### COURSE CONTENT

Quick Demo

### AUDIENCE

This course is suitable for Oracle iLearning System Managers and LMS administrators who are responsible for managing users.

#### Prerequisites

>There are no prerequisites for this course.

#### Technical requirements

##### Hardware:

- >Pentium II 300, Pentium III recommended
- >64 MB memory, 128 recommended
- >Minimum 16-bit color video card at 800 x 600 resolution ( 24-bit color at 800 x 600 recommended)
- >SVGA 15" monitor with 14,5" viewable area capable of 800 x 600 resolution
- >Internet connection ( modem, cable, ADSL, LAN, ISDN) 56kB modem as minimum, 128kB recommended

##### Software:

- >Microsoft Internet Explorer 5.5 or above
- >Macromedia Flash Player 7
- >Windows 98, 2000 or NT4 recommended

This e-book is a refresher and reference manual following the two day instructor-led training session on LMS User Administration. By reading this e-book, you will refresh your knowledge of how to:

- > manage users
- > handle organizations
- > manage custom attributes
- > handle roles and permissions
- > manage your site
- > promote e-learning



### COURSE COMPONENTS

- > Printable Material in English (pdf format)

### COURSE CONTENT

Reference Manual (e-book)

### AUDIENCE

This Reference Manual is suitable for Oracle iLearning System Managers and LMS administrators who are responsible for managing users.

#### Prerequisites

>You must have completed part 1 of the LMS User Administration course.

#### Technical requirements

##### Hardware:

- >Pentium II 300, Pentium III recommended
- >64 MB memory, 128 recommended
- >Minimum 16-bit color video card at 800 x 600 resolution ( 24-bit color at 800 x 600 recommended)
- >SVGA 15" monitor with 14,5" viewable area capable of 800 x 600 resolution
- >Internet connection ( modem, cable, ADSL, LAN, ISDN) 56kB modem as minimum, 128kB recommended

##### Software:

- >Microsoft Internet Explorer 5.5 or above
- >Macromedia Flash Player 7
- >Windows 98, 2000 or NT4 recommended

# Amadeus

## Terminal Lesson course

Services & Consulting

This course explains terminal definitions and security. After completing this course, you will be able to:

- > describe how end users can locate their terminal address
- > translate the information from an OU and a JD display
- > name the nine main components of terminal security



### COURSE COMPONENTS

- > Online course – 1 hour

### COURSE CONTENT

This course contains the following modules:

- > Navigating around the lesson.
- > Terminals Introduction
- > Lesson Objectives and simulations
- > Quick Quiz
- > Lesson Summary
- > Terminals End of Lesson Test

### Prerequisites

>You must have completed the ASC course and have some help desk experience.

### Technical requirements

#### Hardware:

- >Pentium II 300, Pentium III recommended
- >64 MB memory, 128 recommended
- >Minimum 16-bit color video card at 800 x 600 resolution ( 24-bit color at 800 x 600 recommended)
- >SVGA 15" monitor with 14,5" viewable area capable of 800 x 600 resolution
- >Internet connection ( modem, cable, ADSL, LAN, ISDN) 56kB modem as minimum, 128kB recommended

#### Software:

- >Microsoft Internet Explorer 5.5 or above
- >Macromedia Flash Player 7
- >Windows 98, 2000 or NT4 recommended

### AUDIENCE

This course is suitable for help desk personnel.

# Amadeus

## Travel Geography - First Steps in the Travel World course

Services & Consulting

This 'ready, study, go' course is presented in the form of quizzes combined with self learning. It aims to evaluate and improve your travel geography. After completing this course, you will be able to evaluate your knowledge of:

- > cities, airports and capitals
- > countries
- > currencies
- > states and provinces



### COURSE COMPONENTS

- > Online course – 4 hours

### COURSE CONTENT

This course contains a set of 31 quizzes.

### AUDIENCE

This course is suitable for newcomers to Amadeus and the Travel Industry.

### Prerequisites

- > There are no prerequisites for this course.

### Technical requirements

#### Hardware:

- > Pentium II 300, Pentium III recommended
- > 64 MB memory, 128 recommended
- > Minimum 16-bit color video card at 800 x 600 resolution ( 24-bit color at 800 x 600 recommended)
- > SVGA 15" monitor with 14,5" viewable area capable of 800 x 600 resolution
- > Internet connection ( modem, cable, ADSL, LAN, ISDN) 56kB modem as minimum, 128kB recommended

#### Software:

- > Microsoft Internet Explorer 5.5 or above
- > Macromedia Flash Player 7
- > Windows 98, 2000 or NT4 recommended