

amadeus

Training Catalogue

Amadeus Pakistan



Amadeus – The Leader in Travel Technology Training

Amadeus offers a range of courses to meet your training needs. Courses are structured to provide competency in the use of Amadeus' products in a time effective manner.

Our training approach is hands on, using Training Exercises which use scenarios that may occur in a Travel Agency.

Learning Services, through an experienced team of trainers who can help you to accomplish the full potential of the Amadeus system, thereby enhances your performance in serving your customers

As we know different agencies face different training needs, we aim at delivering our training in a format that suits you the best:

- **Classroom training**
- **Customized training**
- **Webex Training**

- **Classroom training**

These types of trainings are Amadeus functionalities based training which includes topics from reservation to ticketing and after ticketing procedures. On demand customized and product training can also be arranged.

Basic Training

In this section we have topics that cover the basic functionality topics of Amadeus such as availability, PNR creation, fares up to ticketing

Advance Training

This section includes topics that will cover after ticketing procedures or topics that covers Amadeus advance functionalities

Users that had been qualified in our Basic Training course will get an invitation from our Training Department for the Advance E-Ticketing courses after a period of 6 months

- Customized Training

This section will cover the topics that are being delivered on demand with a customized structure suitable with customer needs, training on products can also be delivered upon request. These topics may vary from training to training, depending upon the request of the users. Some of the topics for customized training includes:

Functionality

- Profiles
- Queues
- Hotels

Products

- Master Pricer
- Amadeus Ticket Changer
- Amadeus Itinerary and more
- All Fares
- Web UETTR

- Webex Training

This section will cover all the topics include in classroom training. The purpose of this training is to provide knowledge to the customers unable to attend classroom training. Certification test will be taken online and certificate will be provide as per current criteria

BASIC RESERVATION - Beginners / Intermediate

This course will help agents with the very basics of Amadeus system. To log in, Log out, info & Help pages and moreover with PNR creation and modification.

Topics

This course covers the following topics:

- Log in & Log out
- Info & Help pages
- Availability, Schedule & Timetable display
- Access Levels
- Direct Access
- Mandatory elements of a PNR
- PNR optional elements
- Modifications in a PNR
- Copy & splitting a PNR
- PNR History

Audience

This This course is designed for new users in travel agencies and along with it for those who have been using other GDS,

Certification

There is a certificaion test after taking Fares & Ticketing course. The pass mark is 85%. Attendance / Participation certificate will be issued to those only this course.

Prerequisites

None

Level

Beginner / Intermediate

Duration

03 Days 09 Hrs

Format

Cryptic & Graphic

FARES & PRICING

Learn how to perform typical fares and pricing on Amadeus

Topics

This course covers the following topics:

- Fares & Pricing Entries
- Fare Quote Display
 - What Fares Are Displayed
 - Fare Display Elements
 - Types of Fare Displays
 - Fare Display Options
- Follow Up Transactions
 - Displaying Fare Notes
 - Displaying Routing Information
 - Displaying Booking Exception
 - Displaying Fare with Different Currency
 - Displaying Fare Family Description
- Informative Pricing
 - Display Description
 - Pricing Display Options
- Itinerary Pricing
 - Pricing a PNR
 - Pricing Override Options
 - IT/BT Fares
 - Amadeus Best Pricer
 - Master Pricer Expert

Audience

This course is designed for users those have been using Amadeus for 2 to 3 months and are capable of creating simple and complex itineraries

Certification

Achievement - Achievement certificate will be passing Basic Reservation course. Pass marks is 85%

Participation - Participation certificate will be issued for only taking this course.

Prerequisites

Basic Reservation

Level

Intermediate

Duration

02 Days 06 Hrs

Format

Cryptic & Graphic

E-TICKETING IN AMADEUS

This course will help travel agents to issue and void tickets

Topics

This course covers the following topics:

- E- Ticketing Eligibility Rule
- Interline Agreement between Airlines
- PNR Pricing
- IT/BT Fares
- Ticket Issuance
- Net Remit Ticket Issuance
- Ticket Void
- Sales Report
- Quota Display
- Print & Email Ticket/Itinerary (IEP & ITR)

Audience

This course is design for users in travel agencies those who have been using Amadeus for reserv - ation procedure but cannot issue tickets

Certification

There is a participation certificate.

Prerequisites

Basic Reservation

Level

Intermediate

Duration

01 Days 03 Hrs

Format

Cryptic & Graphic

ADVANCE E-TICKETING – REISSUE

This course will help travel agents to revalidate, reissue and void ticket along with other document work with sales report

Topics

This course covers the following topics:

- Revalidate an E-Ticket
- Reissue with NO ADC
- Reissue with date change penalty
- Reissue with DOF
- Reissue due to upgrade in higher class
- Reissue with Multi PTC (Adult, Child, Infant)
- Residual value EMD Issuance
- Reissue void
- Sales Report

Audience

This course is design for Travel Agents who must be a proficient Amadeus Reservations user having basic knowledge about Reservation & Ticketing

Certification

Attendance / Participation certificate will be issued

Prerequisites

E Ticketing

Level

Advanced

Duration

02 Days 06 Hrs

Format

Cryptic & Graphic

ADVANCE E-TICKETING – REFUND

This course will help you to refund e - tickets and miscellaneous documents in different scenarios

Topics

This course covers the following topics:

- Full Refund
- Refund with Cancellation Penalty
- Partial Refund
- Taxes Refund
- EMD Refund
- Process a not-reported refund
- Void Refund
- Sales Report

Audience

This course is specially designed for Amadeus user that are responsible of processing and maintaining refund records

Certification

There is a participation certificate

Prerequisites

Basic reservation / fares and pricing

Level

Advanced

Duration

01 Days 03 Hrs

Format

Cryptic & Graphic

ADVANCE E-TICKETING – EMD

Discover Amadeus Electronic Miscellaneous Document (EMD)

Topics

This course covers the following topics:

- Electronic Miscellaneous Document (EMD)
 - EMD-S (stand-alone)
 - EMD-A (associated)
- EMD Coupon Structure
- RIFC Description
- RIFSC Description
- Airline Ancillary Service Catalogue
- Types of EMD
 - SSR
 - Excess baggage
 - Seat Request
 - SVC
 - No Show EMD
 - Penalty Fees EMD
 - Deposit Down Payments
- Display EMD Record
- Cancellation of EMD (Void)
- EMD Refund

Audience

This course is design for Travel Agents that mostly involve in creating miscellaneous documents

Certification

There is a participation certificate

Prerequisites

Basic reservation

Level

Advanced

Duration

01 Days 03 Hrs

Format

Cryptic & Graphic

GROUP HANDLING

This course will help travel agents how to handle group reservation and ticketing

Topics

This course covers the following topics:

- PNR Claim & Share
- Add, Update & Delete name element
- Manual TST Creation
- Split assigned and unassigned names
- Deposit EMD Creation
- EMD Status
- EMD Refund
- EMD Void
- Troubleshooting
- Sales Report

Audience

This course is design for Travel Agents, those who must have basic knowledge for reservation in Amadeus and hadling group bookings most import - antly for those Agencies dealing with group bookings only

Certification

There is a participation certificate.

Prerequisites

Basic Reservation and Advanced Ticekting

Level

Intermediate

Duration

01 Days 03 Hrs

Format

Cryptic

PROFILES

Discover create and manage profiles

Topics

This course covers the following topics:

- Profile Sections
- How to create Traveler profile
 - PNR Transferable Data Entries
 - Document Information About Traveler
 - Add Travel Policies
 - Add General Information About a Traveler
- Finalizing Profiles
 - End a Profile
 - Ignore a Profile
- Working With Profiles
 - Retrieve a Traveler Profile
 - Deactivate a Traveler Profile
 - List of Deactivated Profiles
 - Reactivate a Profile
- Company Profile
- Agency Profile

Audience

This course is designed for users in travel agencies responsible of creating and maintaining profiles in Amadeus, most importantly handling traveler profile

Certification

There is a participation certificate

Prerequisites

Basic Reservation

Level

Advanced

Duration

01 Days 03 Hrs

Format

Cryptic & Graphic

QUEUES

Discover how to manage queues, and work on PNR from queues

Topics

This course covers the following topics:

- Queue Banks
- Queue Count
- Queue types (Special & Dual)
- Queue Delay
- Remove message from Queue
- Starting a Queue
- Exit Queue Mode
- Clear A Queue
- Display and remove PNR from queues
- Status codes updates
- Additional Entries

Audience

This course is designed for Travel Agents having basic knowledge about Amadeus and want to clear concept of working with queues

Certification

There is only a participation certificate

Prerequisites

Basic Reservation

Level

Advanced

Duration

01 Days 03 Hrs

Format

Cryptic

HOTELS

Discover how to search and book hotels efficiently using Amadeus system

Topics

This course covers the following topics:

- Hotel Searching
- Hotel Booking
- Amadeus Hotel Cancellation
- Cancellation Number
- Interactive Cancel Functionality
- Outside Cancellation Policy

Audience

This course is designed for users in travel agencies responsible of doing hotel bookings. Users must have basic knowledge of working with Amadeus

Certification

There is a certification test at the end of the course. The pass mark is 85%

Prerequisites

None

Level

Advanced

Duration

01 Days 03 Hrs

Format

Cryptic