

AMADEUS Basic e-ticketing Course

Description

Learn all the tips for issuing documents (electronic tickets, e-tickets and Electronic Miscellaneous documents, EMDs) on the Amadeus Selling Platform Connect reservation system.

Also learn how to cancel and refund these documents.

Prerequisite

Good English knowledge

PC knowledge

Good knowledge of the Amadeus reservation system and pricing

Target group

The Amadeus Selling Platform Connect e-ticketing course is designed for IATA affiliated travel agency sales staff who are comfortable with creating and pricing PNRs, and who wants to learn the basics of electronic ticketing.

Goals

This course provides knowledge of the features of electronic ticketing in Amadeus. After the course, you will be able to issue and reimburse e-tickets and EMD documents. In addition, you'll know how to control sales and perform voids and refunds. The target achievement will be supported by exercises on the AMADEUS reservation system.

Topics

Pricing elements

Creation of TST (automatic and manual)

Issuing e-tickets / EMDs

Display of e-tickets / EMDs

Cancellation of e-tickets / EMDs

Refund of e-tickets / EMDs

Sales report

Duration

7 hours.

Price

Depending on the number of participants, from CHF 250.-.

Date

On demand.

Additional information

We can give this course in group or individual, in a training room or at your office. Some specific topics can also be given virtually.