



Electronic Miscellaneous Documents

As a reservation and ticketing agent, learn how to manage Electronic Miscellaneous Documents (EMD) using the Amadeus Central System.



You will learn:

- _ What is an EMD
- _ How to issue an EMD
- _ How to reissue a ticket with a residual value using Amadeus Ticket Changer (ATC)
- _ How to manually reissue a ticket with a Penalty EMD
- _ How to refund a ticket and an EMD.



Through a set of interactive videos and games learn how to issue, reissue and refund EMDs using cryptic commands and Amadeus Ticket Changer (ATC).



Certification:
No



Duration:
1 hour



Language:
English



Level:
Awareness



Pre-requisite:
Yes



Pework:
Yes



Is this the course for you?

This course is for:

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In particular, those working in:

Administrators, Fare Filing Agents, Help Desk & Support Agents, Reservation Agents, Ticketing Agents, Trainers



Things you need for this course

Pre-requisite:

- _ A basic knowledge of the Amadeus Central System.

Pework:

- _ Some knowledge of ticketing concepts.



This course helps you use

- _ Amadeus Reservation Desktop Essential
- _ Amadeus Reservation Desktop Web (ARDW)



How the course is organised

There are five interactive lessons with a duration of 1 hour.



What equipment do you need?

- _ A computer, laptop or tablet.
- _ A high-speed internet connection (> 1MB).
- _ The Google Chrome browser or alternatively the Microsoft Edge browser.
- _ An Amadeus login (LSS), organization ID (IATA code) and password.