



## 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.