# Complete customer training catalogue

**Airlines Learning Services** 

15 juin 2025

amadeus.com



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### e-Learning

#### Altéa Administration Departure Plan Template

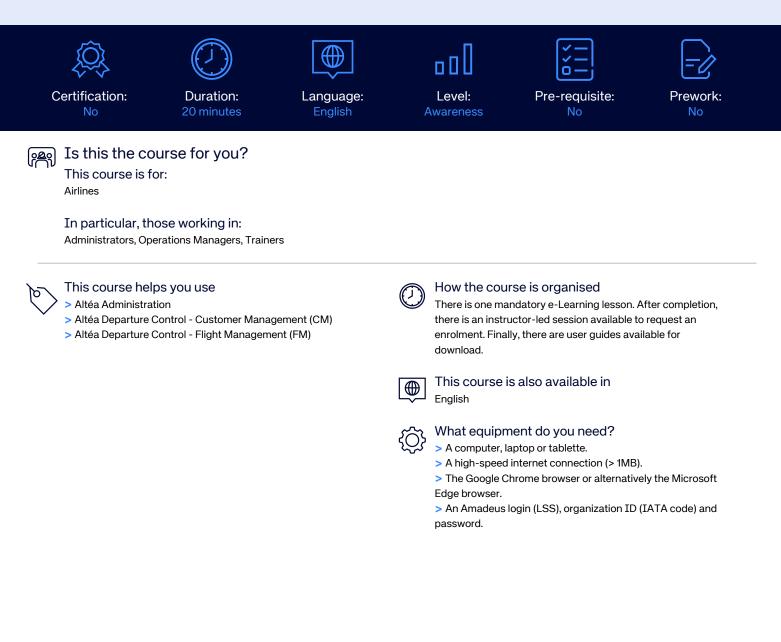
As an administrator, discover how Amadeus helps you to manage your business operation activities and customise them according to your markets.

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On this course, you will learn: > What is Plan Template Management?



Through a set of interactive e-Learning lessons, learn how Altéa Administration organises markets using a Template Tree, identifies operation activities for both Flight Management and Customer Management, and assign activities to templates to set up the departure plan of a flight leg and for successful flight creation.

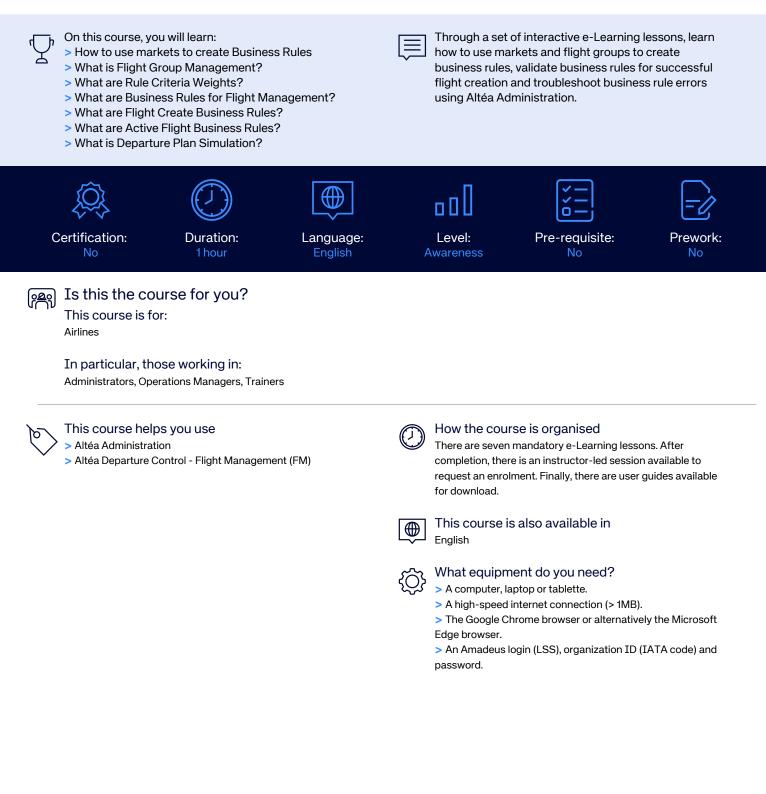




### e-Learning

#### Altéa Administration Flight Management Business Rules

As an administrator, examine how Amadeus helps you to manage set of business rules to automate operational processes so that manual intervention is not needed to optimise Altéa Departure Control - Flight Management (FM) to align with your business goals.



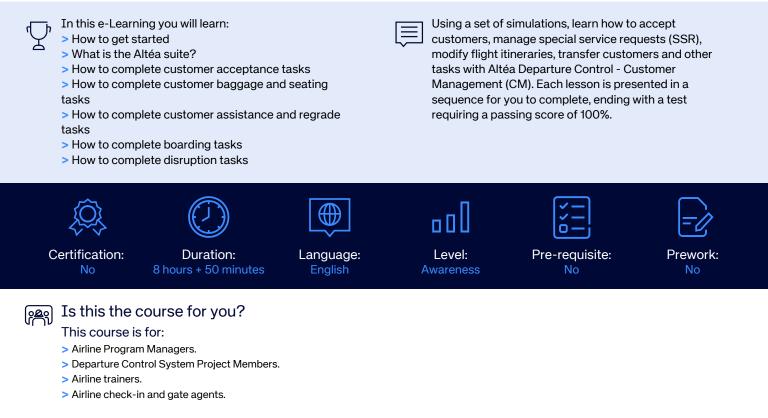
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## e-Learning

#### Altéa Departure Control - Customer Management

As an agent, learn about automating key processes from customer acceptance to flight departure that streamlines your activities for the best customer service.





#### This course helps you use

> Altéa Departure Control - Customer Management (CM)

#### How the course is organised

First, there are forty-nine mandatory e-Learning lessons. After completion, there is an online test. After passing the test, there is an instructor-led session available to request enrolment. Finally, there are user guides available for download.



#### This course is also available in English



What equipment do you need?



> A computer, laptop or tablet. > A high-speed internet connection (< 1MB).

> The Google Chrome browser or alternatively the Microsoft Internet Explorer browser.

> An Amadeus login (LSS), organization ID (IATA code) and password.



The last few details...

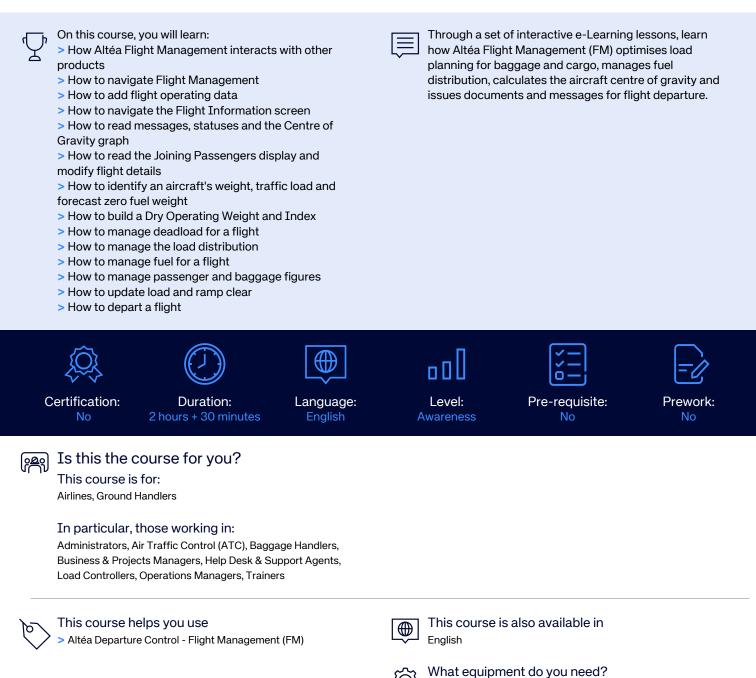
> Last update: July 2021



## e-Learning

### Altéa Departure Control - Flight Management

As a Load Controller, discover how Amadeus helps you to manage passengers and baggage, cargo, and fuel with precision, to boost productivity in your load control operations.



> A computer, laptop or tablet.

Edge browser.

password

> A high-speed internet connection (> 1MB).

> The Google Chrome browser or alternatively the Microsoft

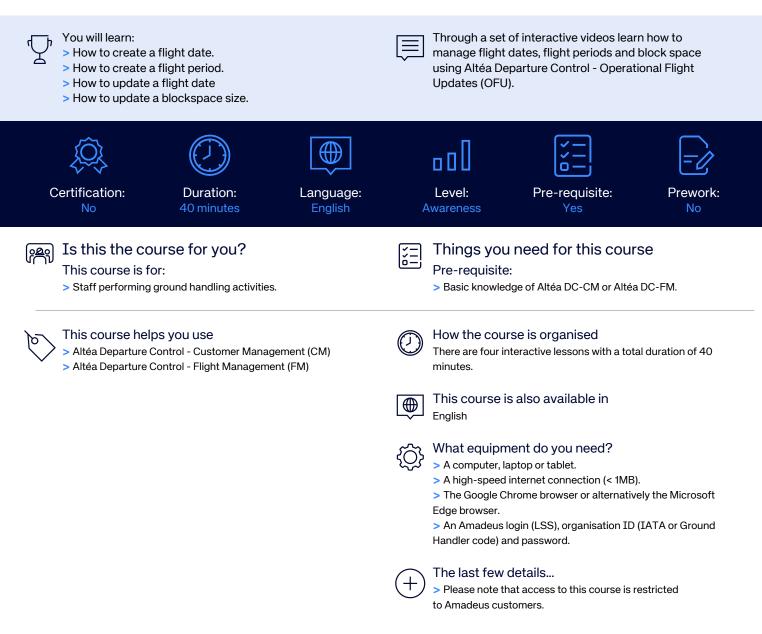
> An Amadeus login (LSS), organization ID (IATA code) and



### e-Learning

### Altéa Departure Control - Operational Flight Updates

As a ground handler, learn how to manage flight schedules for another airline when close to the departure date.





### e-Learning

#### Altéa Inventory

Through a set of interactive e-Learning lessons, learn how Altéa Inventory (INV) automates schedules and re-accommodations, manages seating, handles special service requests and automates waitlist clearance.

- On this course, you will learn: > How to navigate Altéa Inventory
- > How to install and log in to Altéa Inventory
- > How Altéa Inventory works
- > How Altéa Inventory works with other systems
- > How to manage user access to Altéa Inventory
- > How to work with Messenger
- > What are Business Rules and markets?
- > What are flight groups?
- > How to get started with seating
- > How to handle flight schedules
- > How to handle re-accommodations
- > How to read the flight date inventory panel
- > How Altéa Inventory interacts with other products
- > How the Altéa suite sends passenger information to a departure control system
- > How the Altéa suite receives passenger information
- from a departure control system after flight departure > How the Altéa suite sends passenger assistance lists to another airport
- > What is Schedule Loader?
- > How to load new flight schedules
- > How to update flight schedules
- > How to manage codeshare flights
- > What is Automatic Waitlist Clearance?
- > How to manage Automatic SSR Handling
- > How to set up automatic SSR handling replies
- > How to set up automatic SSR handling replies with a quota restriction
- > How to set up automatic SSR handling replies belonging to a SSR family
- > How to set up automatic SSR handling replies without a quota restriction
- > What are Carrier Preferred Display service flows?
- > How to get started with Revenue Integrity Desktop
- > How to use the Revenue Integrity search engine
- > How to use the rule editor to manage business rules
- > How Amadeus Time Limits processes a PNR
- > How to navigate Amadeus Time Limits screens
- > How to create Amadeus Time Limits business rules
- > What are the Amadeus Time Limits configurations?
- > How to read Amadeus Time Limits logs
- > How Group Time Limits processes a group PNR

> How to navigate Group Time Limits and set multiple time limits

- Certification:

Duration: 6 hours

Language: English



Awareness







Prework: No



No

#### Is this the course for you? This course is for: © 2025 Amadeus IT Group SA



- This course covers the following topics: > Getting started with Altéa Inventory
- > Creating Business Rules
- > Exchanging information within Altéa
- > Using Schedule Loader
- > Discovering other Altéa Inventory features
- > Managing Automatic Special Service Requests
- > Using Carrier Preferred Display
- > Using Amadeus Revenue Integrity



## e-Learning

#### Altéa Reservation and Ticketing

As a reservation agent, learn how to make reservations in the Amadeus Global Distribution System (GDS) using cryptic commands.





### e-Learning

#### Altéa Reservation Desktop Web

As a reservation agent, process efficiently and swiftly passenger requests, in any part of their journey.

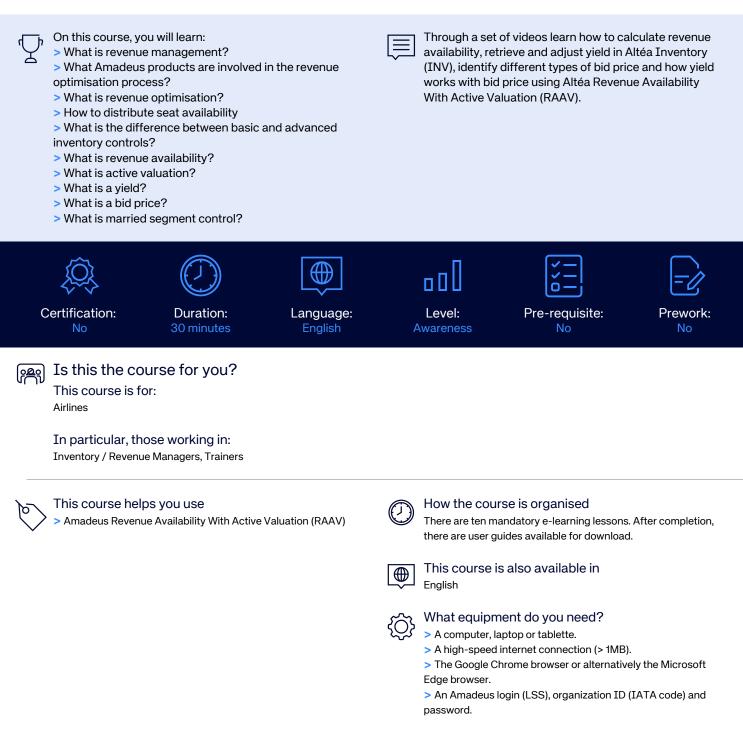




## e-Learning

### Altéa Revenue Availability With Active Valuation

As an agent, learn about boosting your sales and 'bookability' with real-time Origin and Destination availability, computing with the whole PNR context, and protecting your critical O&D revenues with married segment control functionality.





### Instructor-Led

#### Amadeus AEM-DES plugin certification

This training course introduces the Amadeus AEM-DES plugin. This Adobe based plugin is a Content Management System (CMS) that customizes and contextualizes passenger digital touchpoint applications. Those applications manage online booking, servicing, self-service check-in, or other Digital Experience Suite (DES) based transactional flows.

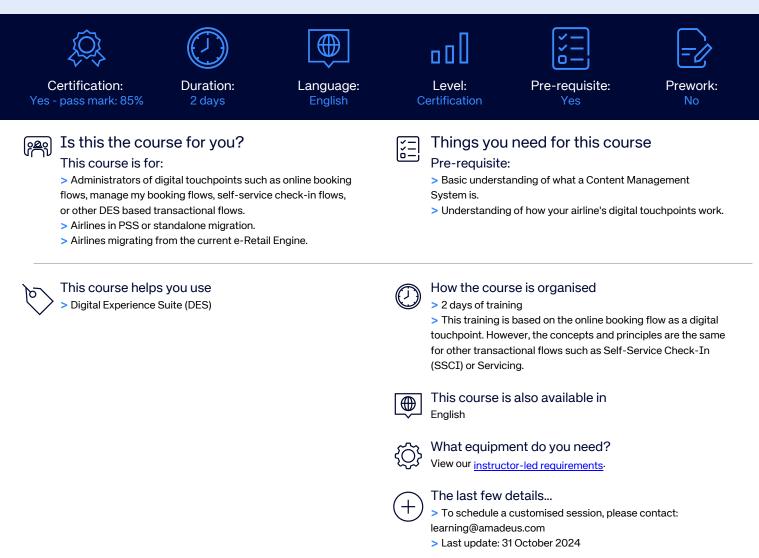
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- On this course, you will learn:
- > What a Content Management System is.
- > How to access the AEM-DES plugin and navigate it.
- > How to customize text and other media.
- > How to use content rules to contextualize text and other media.
- > How to deploy and activate changes to a 'live' environment.
- > How to use project mode in a team environment.



This course covers the following topics:

- > Differentiate between the Amadeus AEM instance and an airline's Adobe instance.
- > Identify an application from the Applications Manager panel.
- > Navigate the application dashboard.
- > Identify localization keys to customize text, error messages or language translations.
- > Manage media content in 'Assets management'.
- > Create pre-defined banners by using 'Experience fragments'.
- > Create content rules in an IF THIS THEN THAT approach.
- > Organise the test and project environments.
- > Deploy and activate modifications to a 'live' environment.

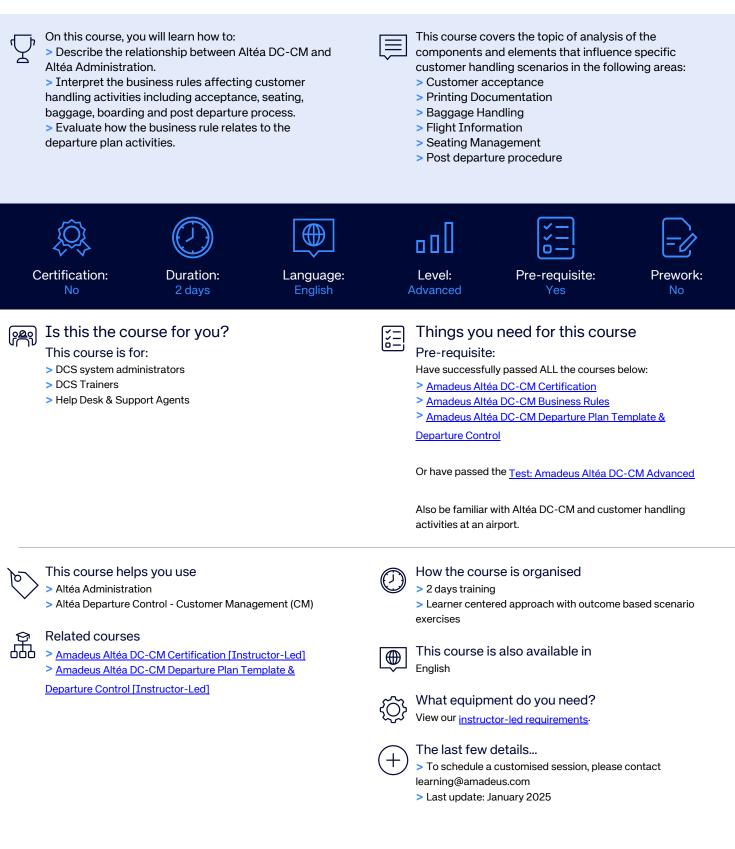




## Instructor-Led

### Amadeus Altéa DC - CM Advanced

This course builds upon the certification course by exploring complex scenarios for effective problem solving with the use of hands-on exercises. involving customer handling activities in the operational window.

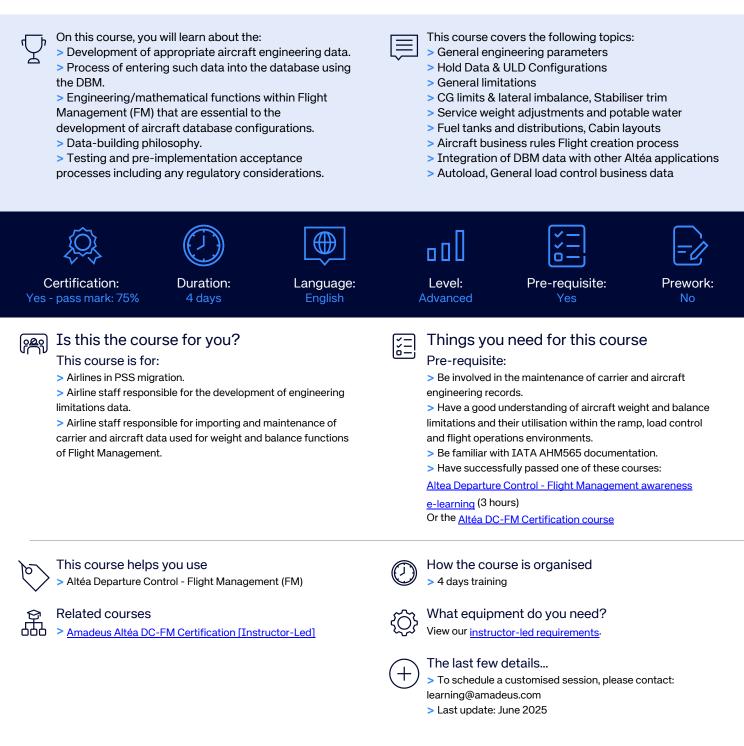




## Instructor-Led

#### Amadeus Altéa DC Aircraft Engineering and Business Database

The Altéa Departure Control Aircraft Engineering and Business Database course describes the process of constructing and maintaining carrier and aircraft weight & balance engineering data using the Database Maintenance Tool (DBM).

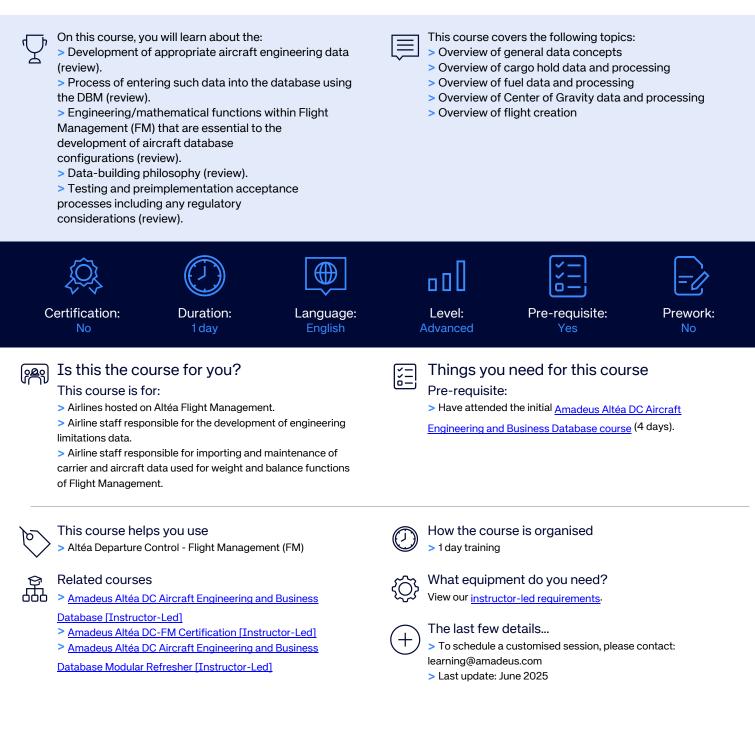




## Instructor-Led

#### Amadeus Altéa DC Aircraft Engineering and Business Database General Refresher

This one-day training is a refresher of the initial Amadeus Altéa DC Aircraft Engineering and Business Data DBM training. The content is a pre-defined high-level training, limited to some of the more complex concepts of the initial training that may be difficult to follow by referencing the user guide only.

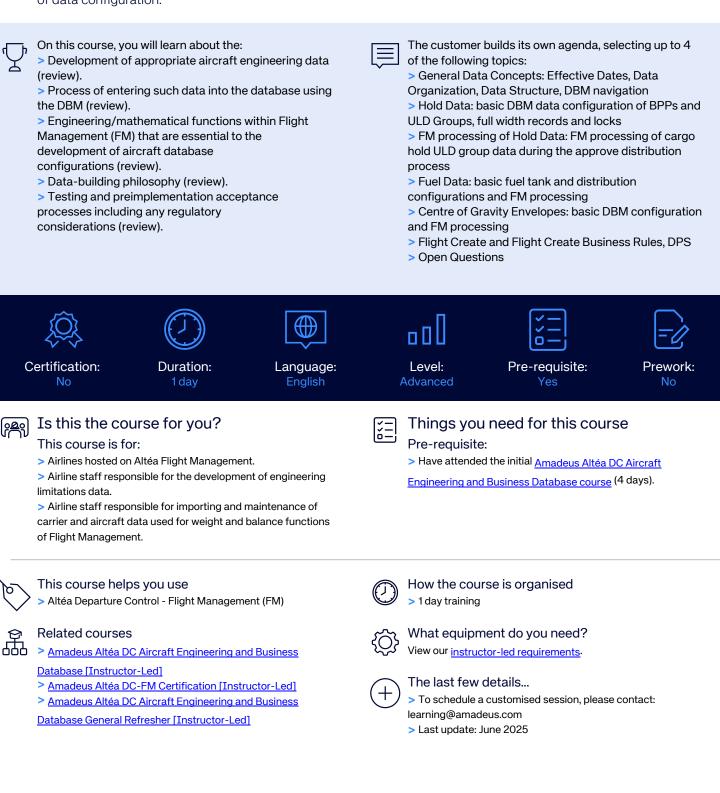




### Instructor-Led

#### Amadeus Altéa DC Aircraft Engineering and Business Database Modular Refresher

This one-day training is a refresher of the initial Amadeus Altéa DC Aircraft Engineering and Business Data DBM course. The content is tailored to the needs of the customer by offering pre-defined modules for the customer to select from. This course is appropriate for customers looking for more detailed refresher training on specific areas of data configuration.

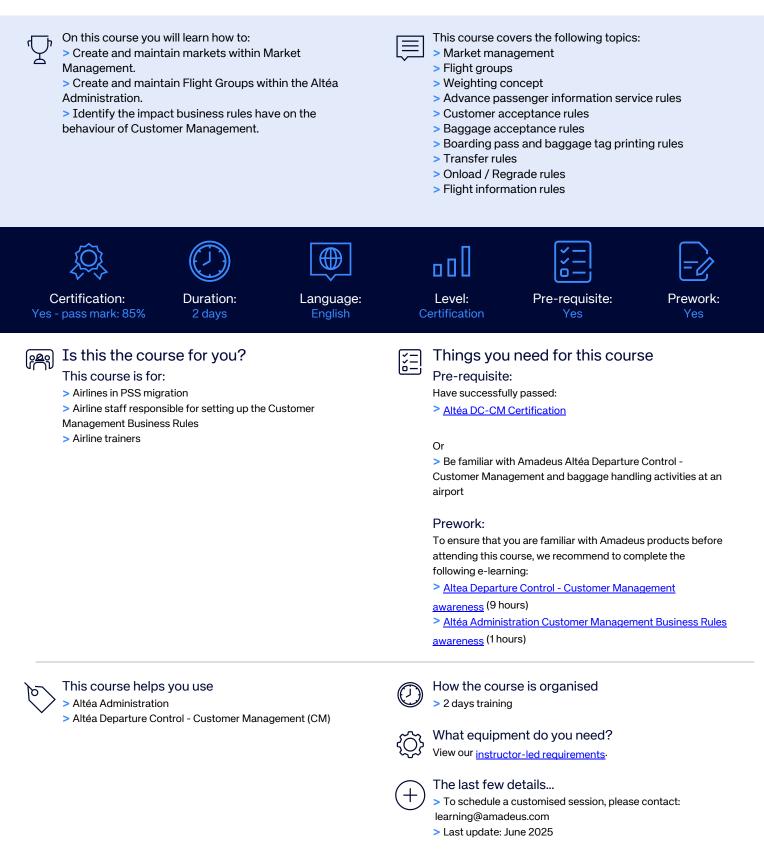




### Instructor-Led

#### Amadeus Altéa DC-CM Business Rules

This course describes business rules that determine the behaviour of Amadeus Altéa Departure Control - Customer Management.



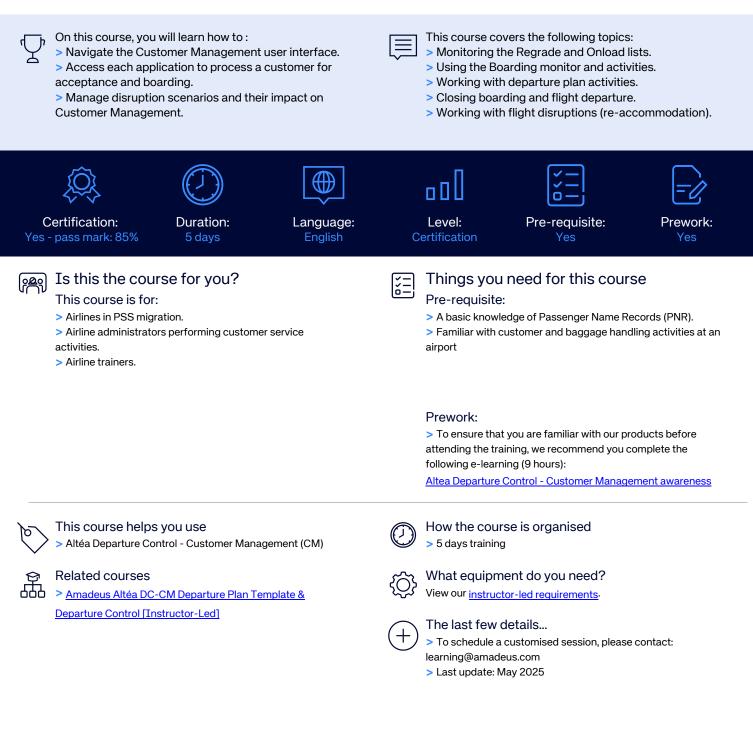


## Instructor-Led

#### Amadeus Altéa DC-CM Certification

This course explains how to use the check-in features of the Amadeus Altéa Departure Control - Customer Management solution.

You will practice using hands-on exercises leading to a certification test.



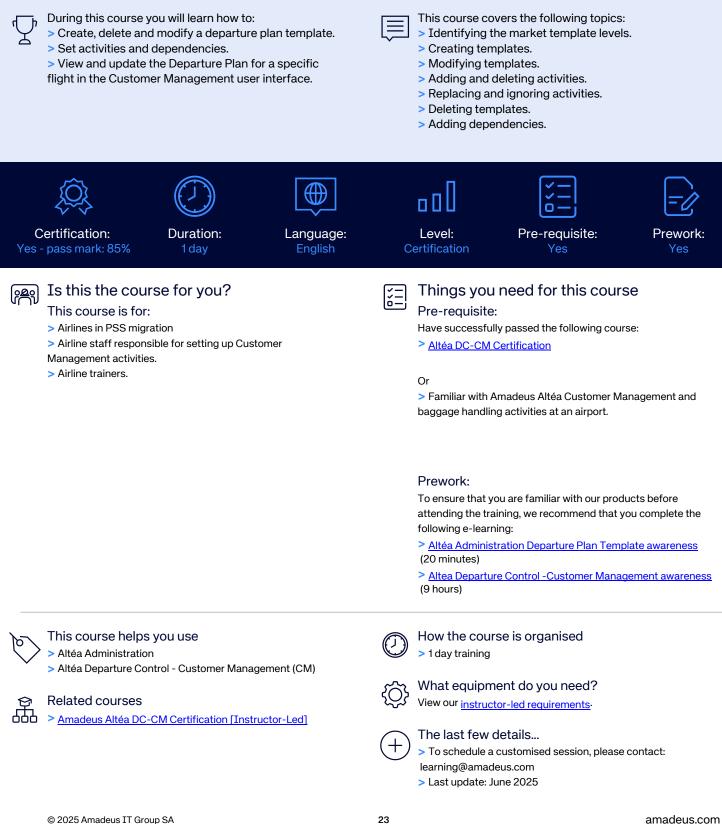
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## Instructor-Led

#### Amadeus Altéa DC-CM Departure Plan Template & **Departure Control**

This course describes how to automate Departure Control by programming activities at pre-determined times before and after departure of an aircraft (for example, the issuing of post departure messages) using Amadeus Altéa Departure Control - Customer Management.

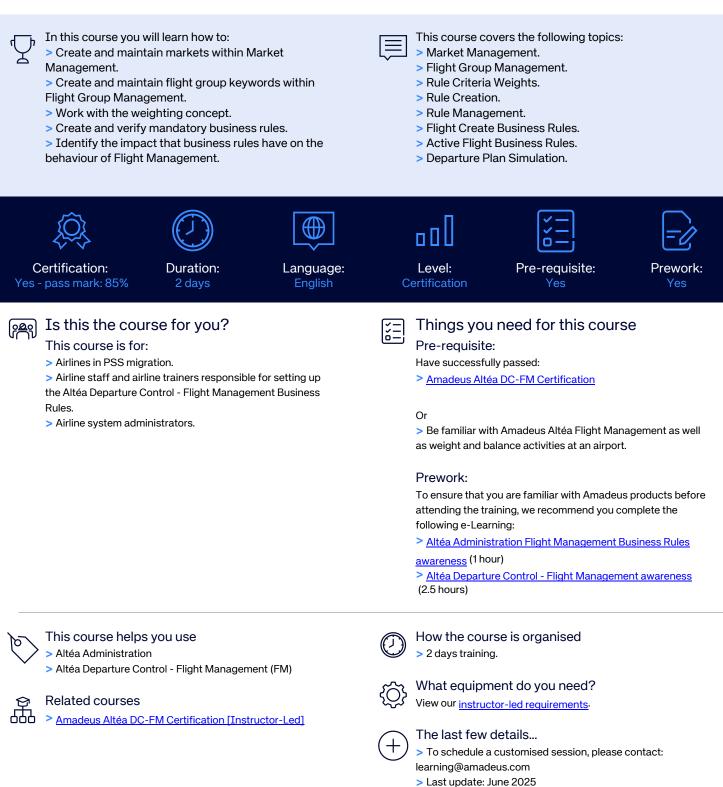




## Instructor-Led

#### Amadeus Altéa DC-FM Business Rules & Departure Plan Simulation

This course describes how business rules can modify Amadeus Altéa Departure Control - Flight Management's behaviour and align it with your business goals. Generally, the business rules are applied either at flight creation or at different stages of the flight life cycle including the operational window. These two phases are called Flight Create business rules and Active Flight business rules respectively.



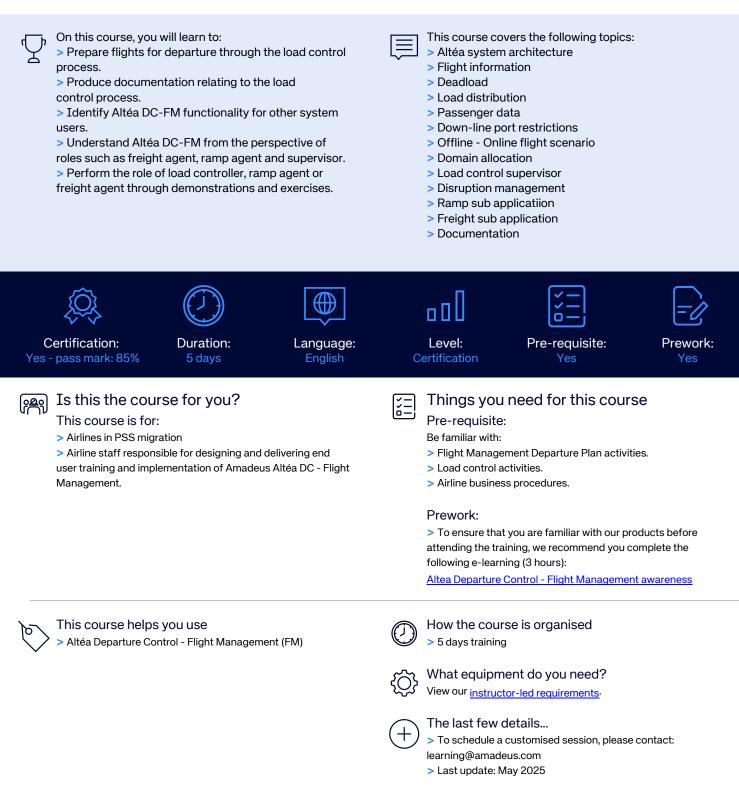


### Instructor-Led

#### Amadeus Altéa DC-FM Certification

This course explains how to use the modules associated with load control in Amadeus Altéa Departure Control -Flight Management.

You will practice using hands-on exercises leading to a certification test.

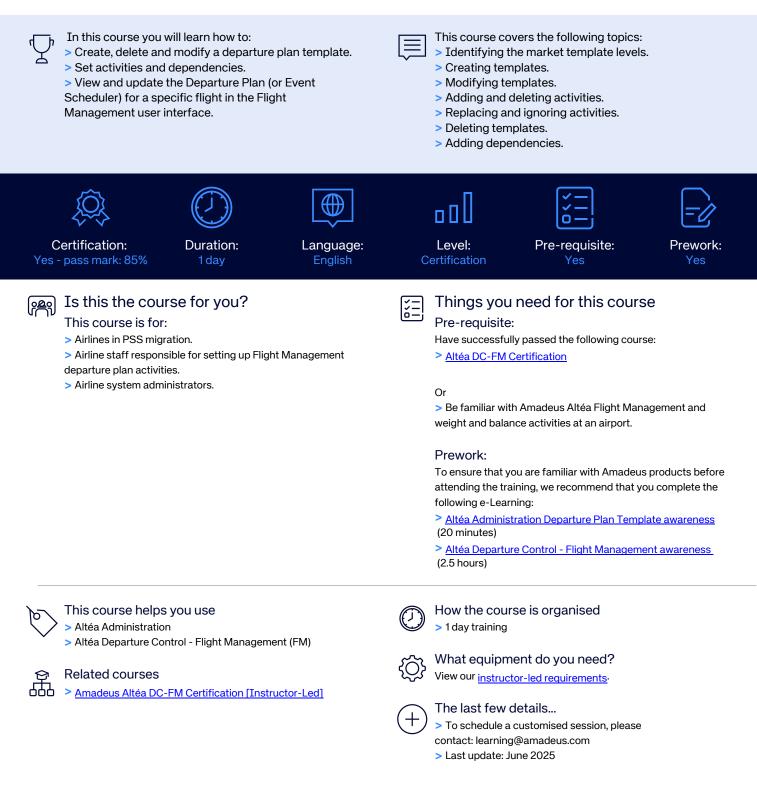




## Instructor-Led

# Amadeus Altéa DC-FM Departure Plan Template & Departure Control

This course describes how to automate Departure Control by programming activities at pre-determined times before and after departure of an aircraft (for example, the issuing of a loadsheet) using Amadeus Altéa Departure Control - Flight Management.

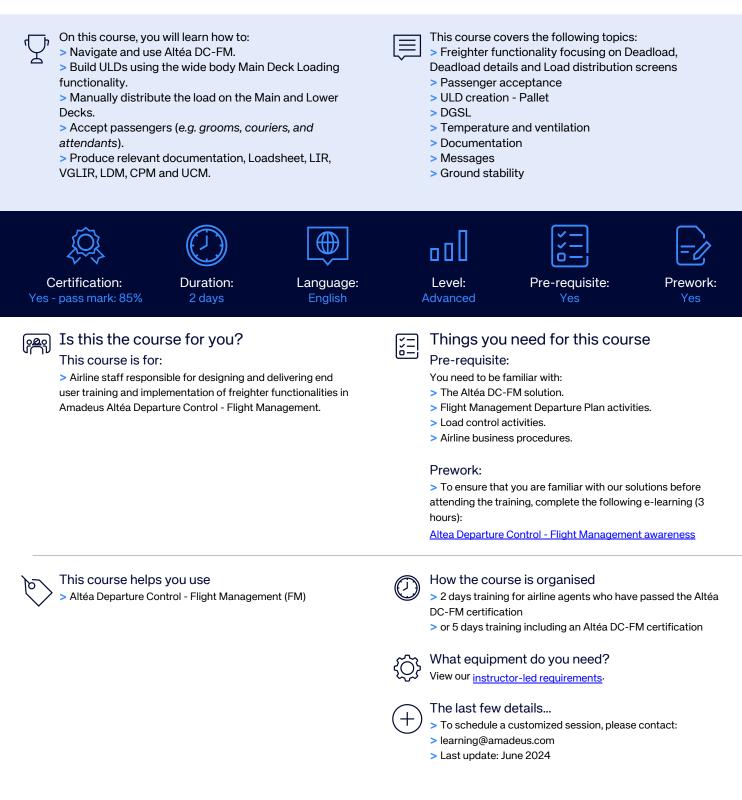




### Instructor-Led

#### Amadeus Altéa DC-FM Wide Body Freighter Functionality (Cargo)

This course describes in detail the load control process to manage wide body freighters in Amadeus Altéa Departure Control - Flight Management.





### Instructor-Led

#### Amadeus Altéa DCS Help Desk for Airlines

This course gives a global picture of the Altéa DCS process flows, covering flight creation to post departure. It also explains how airlines help desk agents should support Altéa Customer Management and Flight Management users in solving their daily issues.

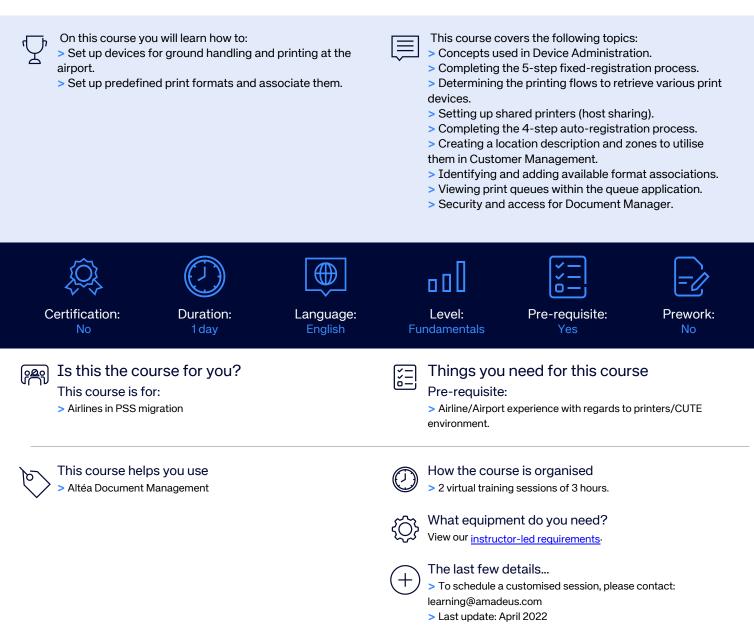




### Instructor-Led

#### Amadeus Altéa Document Management for Altéa Departure Control

This course explains how to set up device and print management for Altéa carriers using DCS.





### Instructor-Led

#### Amadeus Altéa Ground Handler DC - Administration

This course explains how to use Amadeus Altéa Administration Plan Template Management and Amadeus Altéa Administration Business Rules. It includes familiarisation and set-up sessions with Amadeus ground handling implementation experts.

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In this course you will learn how to:

- > Build a Departure Plan Template.
- > Identify and create Business Rules.

> Benefit from setup and familiarisation sessions with Amadeus ground handling implementation experts. This course covers the following topics:

- Delivered by Airlines Learning Services: > Departure Plan Template.
- > Amadeus Business Rules (CM, FM, INV).

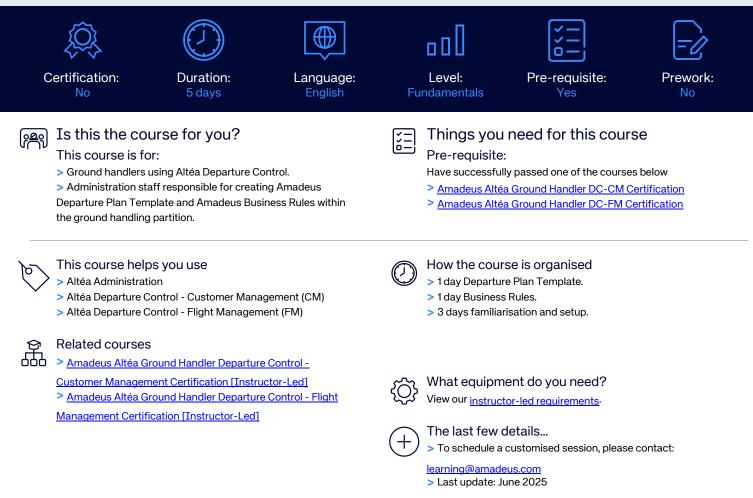
Delivered by Ground Handling Implementation: > New Adhoc Solution and Web Seatmap Designer Tool.

- > Device management.
- > Post-implementation processes using ACSP.
- > Data management responsibilities.

> Ground Handling main concepts: Altéa architecture and administration, Logon and Security Server, business rules and DBM process.

> Flight Life Cycle: Flight creation, ACV/Schedule management, troubleshooting, Operational Flight Updates and NGD messenger.

> Specific day dedicated to your organization with an expert project manager of ground handling.

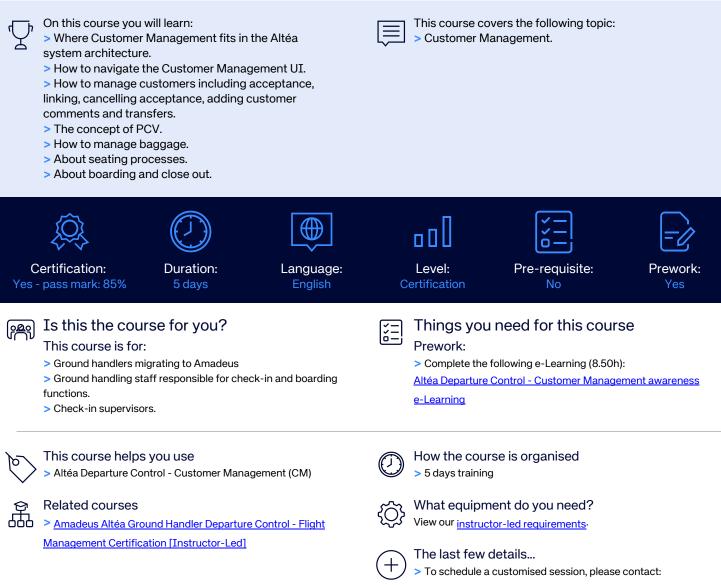


## Instructor-Led



#### Amadeus Altéa Ground Handler Departure Control -Customer Management Certification

This course explains to Ground Handlers how to use the check-in features of the Amadeus Altéa Departure Control - Customer Management solution. You will practice using hands-on exercises leading to a certification test.



learning@amadeus.com

> Last update: May 2021

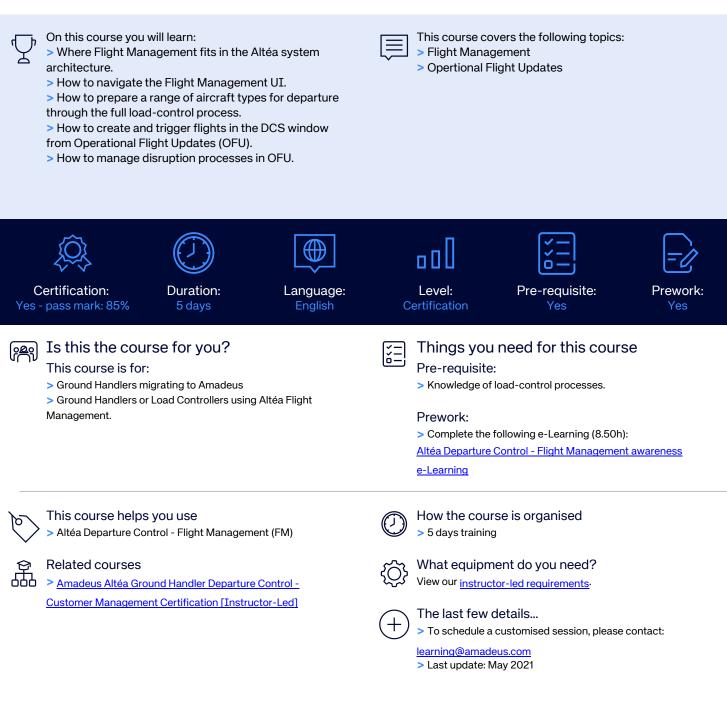


## Instructor-Led

#### Amadeus Altéa Ground Handler Departure Control -Flight Management Certification

This course explains to Ground Handlers how to use the modules associated with load control in Amadeus Altéa Departure Control - Flight Management.

You will practice using hands-on exercises leading to a certification test.



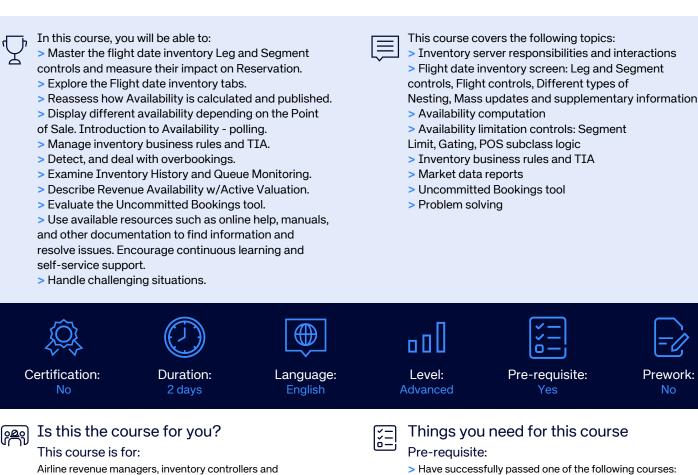
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### Instructor-Led

#### Amadeus Altéa Inventory - Inventory Management Advanced

This course builds upon the certification course by exploring complex scenarios for effective problem solving with the use of hands-on exercises. You will improve your ability to manage the application, get informed about recent changes or developments, and address Inventory control scenarios.



Airline revenue managers, inventory controllers and supervisors who have some product experience and want to expand their product knowledge towards an advanced level.

This standard course does not suit to users who already master the above topics and does not cover any customized troubleshooting or configuration checks that are unique to your airline.

#### How the course is organised > 2 davs training

Or

> Learner centered approach with outcome based scenario exercises

> Have passed the Test: Inventory Management Advanced

What equipment do you need? View our instructor-led requirements.

Amadeus Altéa Inventory Certification

Inventory Management Certification-



The last few details...

> To schedule a customised session, please contact: learning@amadeus.com > Last update: June 2025



This course helps you use Altéa Inventory and Code Share Prework:

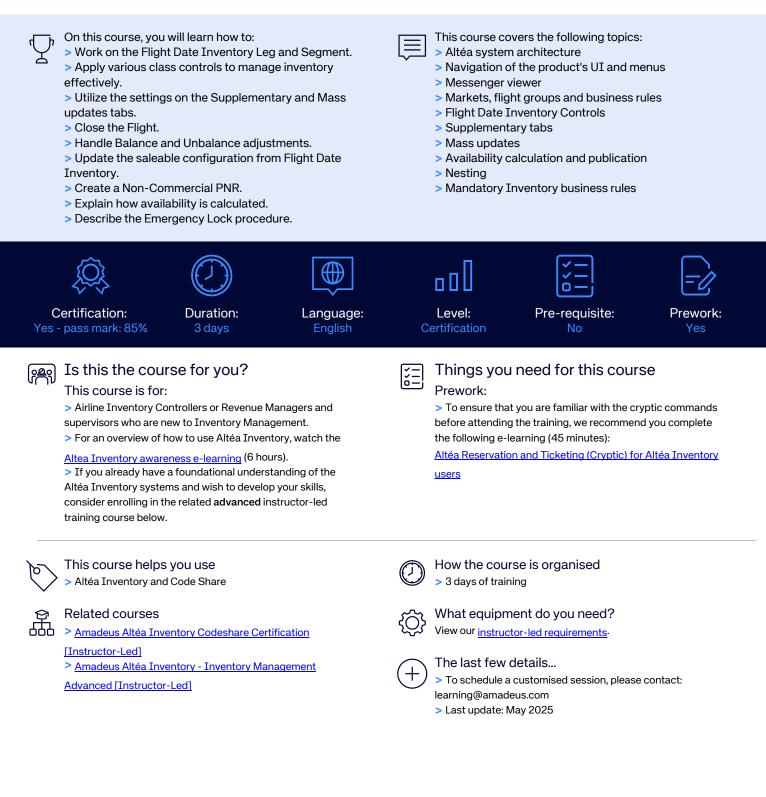
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## Instructor-Led

#### Amadeus Altéa Inventory - Inventory Management Certification

This course explains how to use the Amadeus Altéa Inventory solution for airline inventory management. You will practice using hands-on exercises leading to a certification test.



In this course, you will be able to:

their impact internally/externally.



## Instructor-Led

> Master manual/automatic schedule processes of

> Define optional schedule business rules and TIA.

> Monitor operational messages and manage FLIX.

> Examine the schedule history and Queue Monitoring.

> Master the automatic and manual reaccommodation

> Maximize the automatic flight selection (AFS) feature.

> Manage optional reaccommodation business rules.

> Optimize features like overbooking control, itinerary

> Employ the reaccommodation from report tool.

> Examine reaccommodation history and interpret

queue monitoring and the reaccommodation reports.

> Work with the SET (Schedule Entry Table).

> Manage regular and non-regular flights.

process: Types/Modes/Solutions/Options

analysis and enhanced reaccommodation.

message reception, dressing and publication, measure

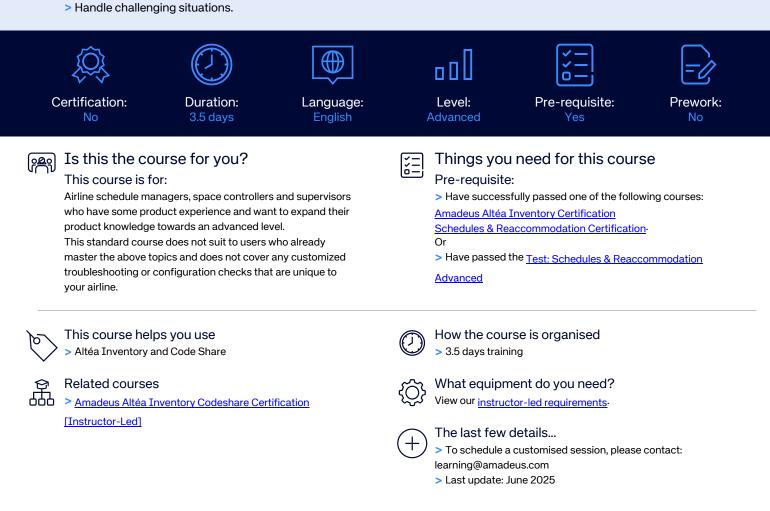
# Amadeus Altéa Inventory - Schedules & Reaccommodation Advanced

This course builds upon the certification course by exploring complex scenarios for effective problem solving with the use of hands-on exercises. You will improve your ability to manage the application, get informed about recent changes or developments, and address schedules and reaccommodation scenarios.



This course covers the following topics:

- Reception and decoding of schedule messages
  Schedule dressing, business rules, Aircraft
- configuration version
- > Schedule entry table (SET)
- > Schedule maintenance & publication
- > Internal & external publication
- > Automatic and manual publication + customization
- > FLIX and operational messages
- > Reaccommodation: Modes/Types/Solutions/Options
- > Automatic flight selection
- > Reaccommodation business rules
- > Manual and automatic reaccommodation
- > Reports, history and queue monitoring
- > Itinerary analysis & Overbooking control
- > Enhanced reaccommodation
- > Reaccommodation from report (RFR)
- > Problem solving

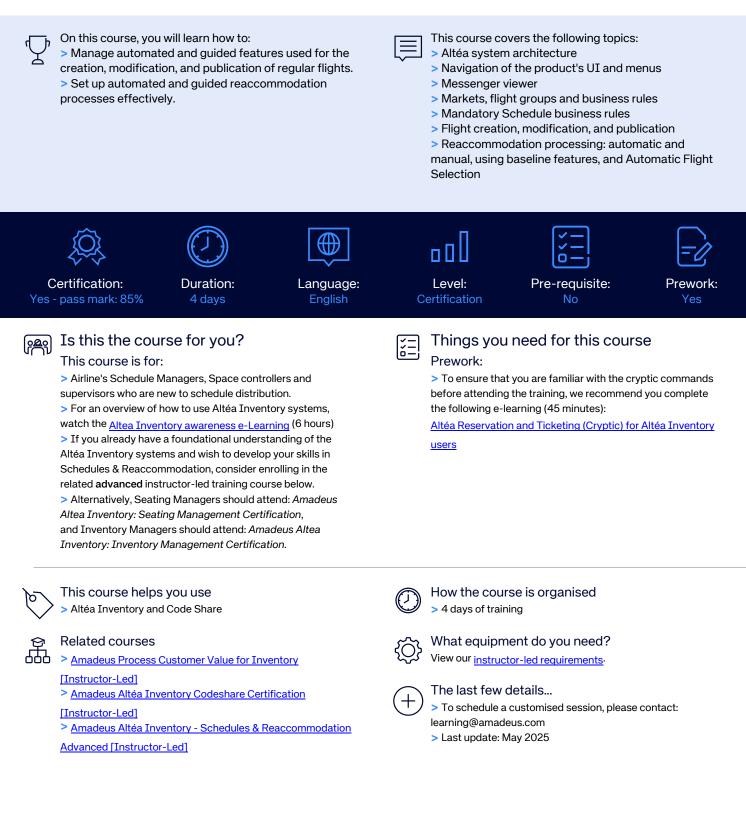




### Instructor-Led

# Amadeus Altéa Inventory - Schedules & Reaccommodation Certification

This course explains how to use the Amadeus Altéa Inventory solution for schedule management and re-accommodation. You will practice using hands-on exercises leading to a certification test.





## Instructor-Led

### Amadeus Altéa Inventory - Seating Management Advanced

This course builds upon the certification course by exploring complex seating scenarios for effective problem solving with the use of hands-on exercises. You will improve your ability to manage the application, get informed about recent changes or developments, and address complex seating scenarios.



- In this course, you will be able to:
- > Utilize the Aircraft Library efficiently and the seat map designer
- > Manage mandatory and optional seat map templates effectively
- > Interpret the Flight Date Seat Map and master its functions
- > Apply and maintain Seating business rules proficiently.
- > Implement chargeable seating.
- > Examine how a seat is allocated and how passengers are reseated.

> Use available resources such as online help, manuals, and other documentation to find information and resolve issues. Encourage continuous learning and self-service support.

> Address challenging situations.

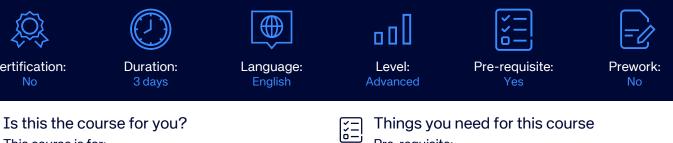


This course covers the following topics:

> Extended aircraft configuration code, schedule changes

> Seat Map Designer: Mandatory and optional templates

- > Flight Date Seat Map
- > Seating business rules
- > Find Best Seat algorithm
- > Reseating
- > Chargeable Seating



#### This course is for:

Certification:

Airline seating agents, space controllers, schedule managers, and supervisors who have some product experience and want to expand their product knowledge towards an advanced level.

This standard course does not suit to users who already master the above topics and does not cover any customized troubleshooting or configuration checks that are unique to your airline.



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#### This course helps you use

> Altéa Inventory and Code Share



#### **Related courses**

> Amadeus Altéa Inventory Codeshare Certification [Instructor-Led]

Pre-requisite:

> Have successfully passed one of the following courses: Amadeus Altéa Inventory Certification

Seating Management Certification Or

> Have passed the Test: Seating Management Advanced



#### How the course is organised > 3 davs training

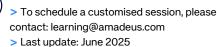
> Learner centered approach with outcome based exercises



#### What equipment do you need?

View our instructor-led requirements-

#### The last few details...

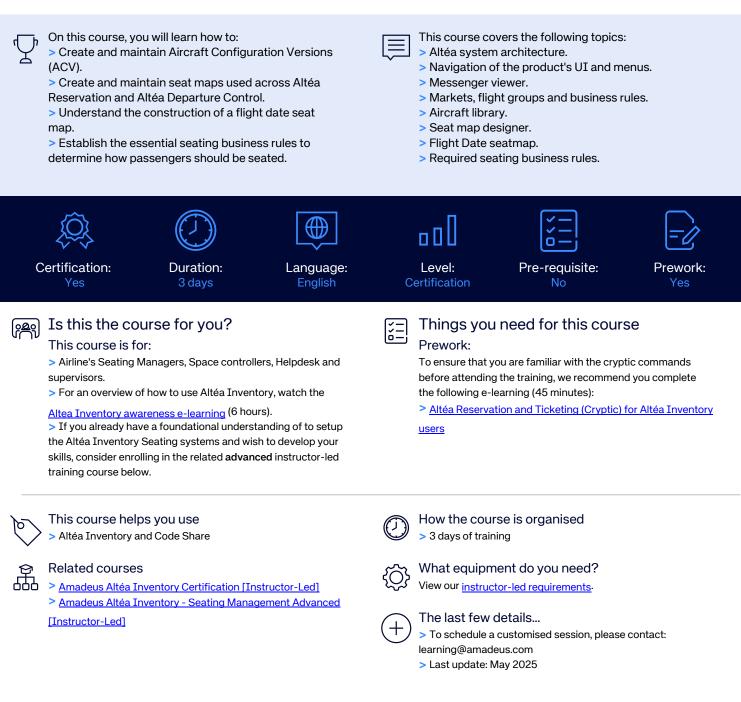




# Instructor-Led

#### Amadeus Altéa Inventory - Seating Management Certification

This course explains how to use the Amadeus Altéa Inventory solution for seating. You will practice using hands-on exercises leading to a certification test.



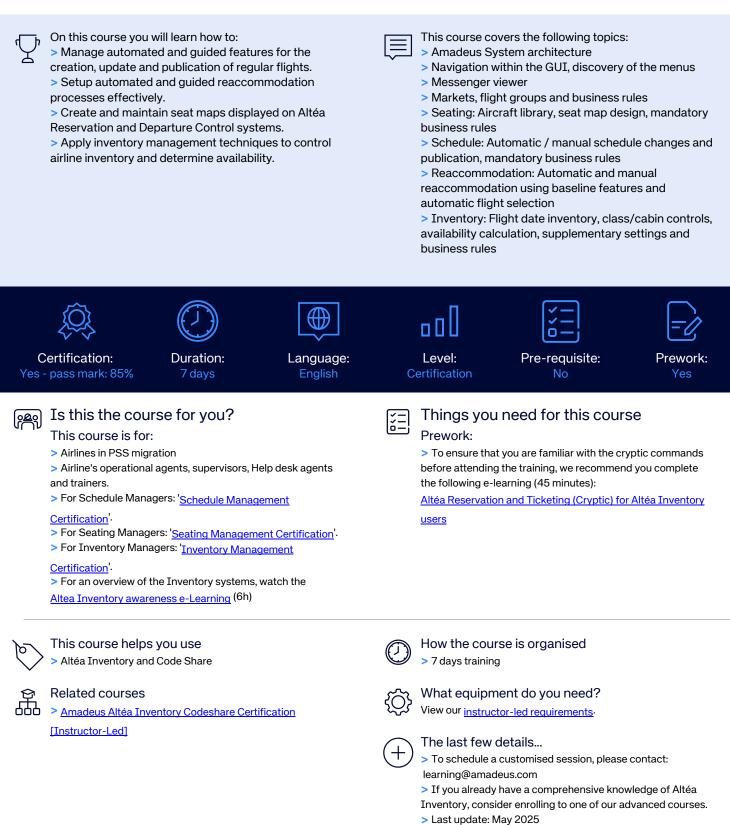


## Instructor-Led

#### Amadeus Altéa Inventory Certification

This course explains how to use the Amadeus Altéa Inventory solution for schedule, seating, re-accommodation and inventory management.

You will practice using hands-on exercises leading to a comprehensive certification test.





# Instructor-Led

### Amadeus Altéa Inventory Codeshare Advanced

This course builds upon the certification course by exploring complex scenarios for effective problem solving with the use of hands-on exercises. It will also improve your proficiency in application management, update you on recent modifications or advancements and address codeshare scenarios on schedules and reaccommodation

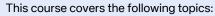
#### In this course you will improve your skills to:

> Analyze and explain possible flight period locks.

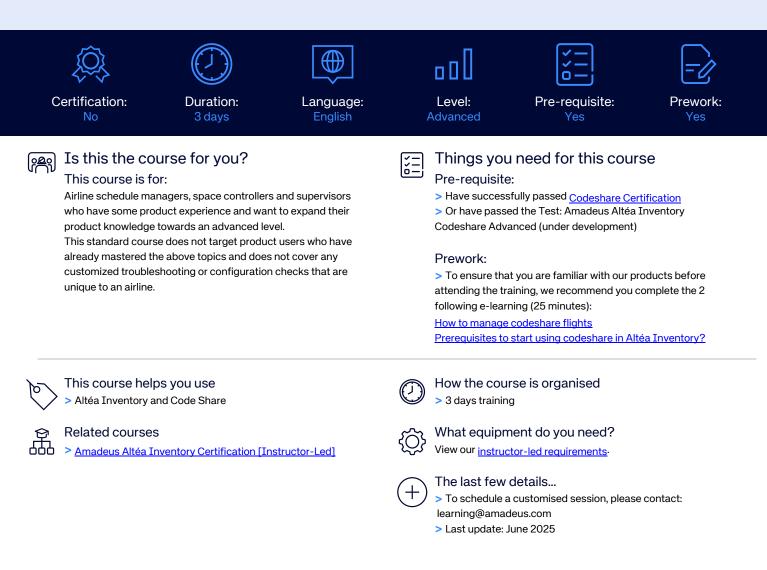
> Manage and unlock flight periods caused by dressing errors.

> Explain reaccommodation rules for finding alternative flights.

- > Address changes in flight numbers and booking classes.
- > Terminate a codeshare partnership.



- Schedule reception, dressing and publication in a Free Flow agreement
- > Codeshare Release Date, Auto Codeshare Update
- > Flight locks, SAC rule and SET (manual and errors)
- > Marketing Data Synchronization business rule
- > Reaccommodation Mode/Type/Options
- > Operating/Marketing flight nb or bkg class changes
- > Codeshare refresh and reaccommodation
- > Explanation of the reaccommodation settings in the Amadeus Codeshare Portal
- > Reaccommodation Business Rules
- > Reports, history and queue monitoring
- > Itinerary analysis, Overbooking control
- > Franchise agreements
- > Reaccommodation from report (RFR)
- > Problem solving

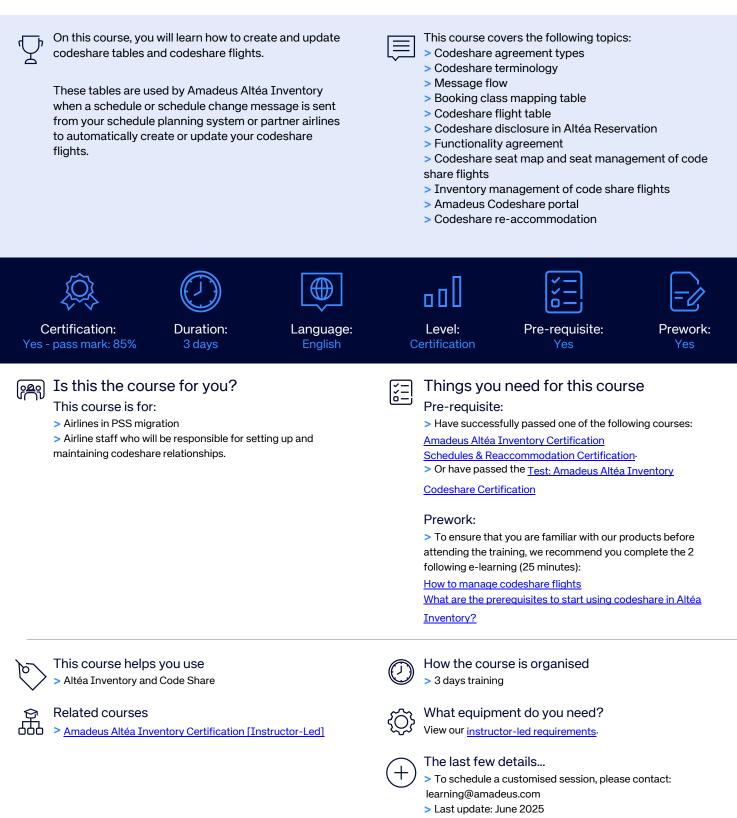




### Instructor-Led

### Amadeus Altéa Inventory Codeshare Certification

This course explains how to use the Amadeus Altéa Codeshare solution. You will practice using hands-on exercises leading to a certification test.





### Instructor-Led

#### Amadeus Altéa Inventory-DCS Links

This course gives a global picture of the process flow, links and interactions between Altéa Reservation, Inventory, Administration and Departure Control (CM and FM) from flight creation to departure control.

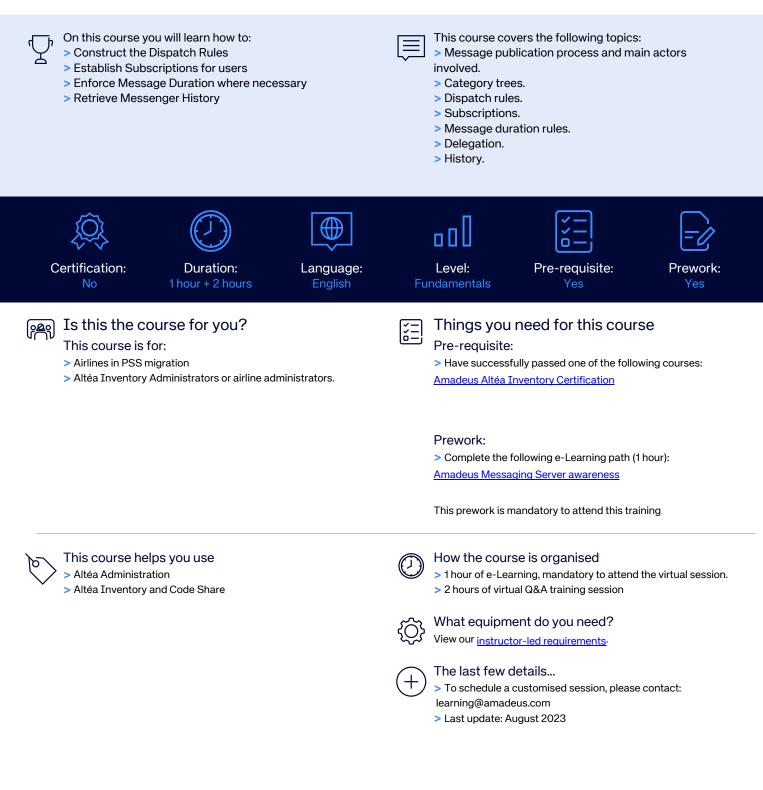




### Instructor-Led

#### Amadeus Altéa Messaging Server

This course describes how to correctly set up the Messenger viewer in Amadeus Altéa Inventory

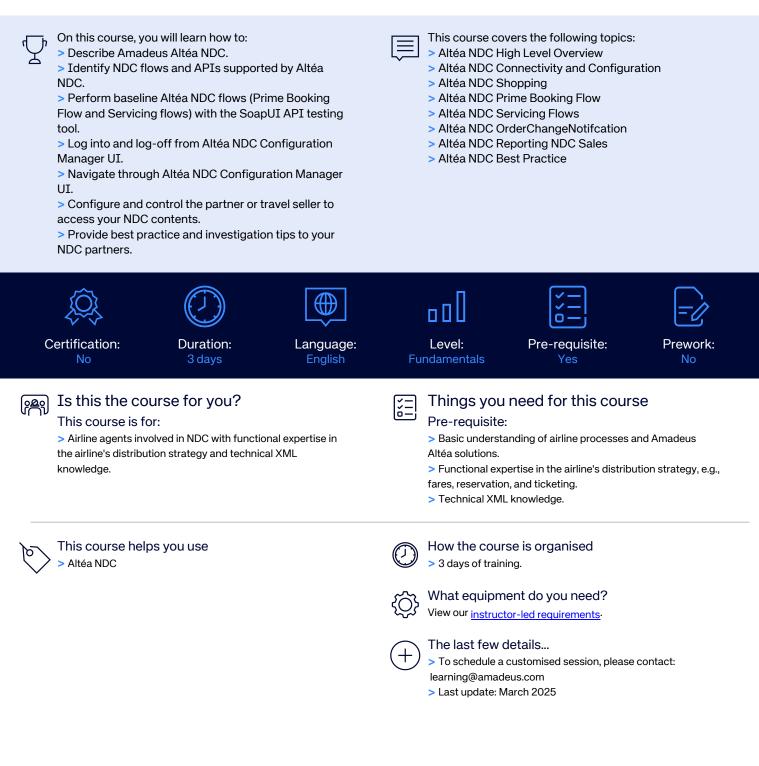




### Instructor-Led

### Amadeus Altéa NDC for Airlines

Amadeus Altéa NDC (New Distribution Capability) provides the end-to-end booking flows, from shopping to purchasing, using NDC-Standard API to manage "full Offer & Order" capabilities.

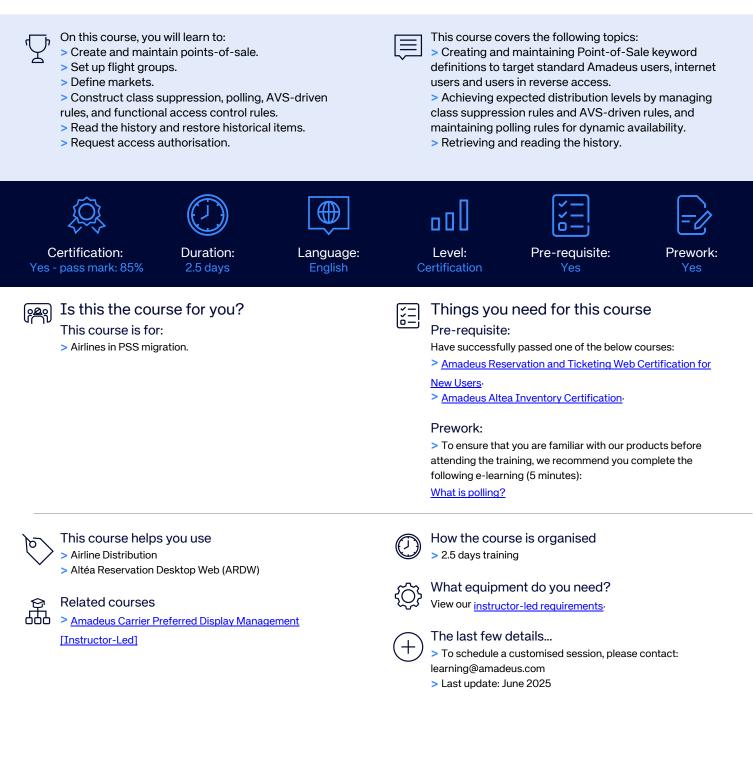




## Instructor-Led

#### Amadeus Availability Management

This course describes how to use Amadeus Availability Management to differentiate your availability offer in line with your customer and market segmentation. By applying revenue management controls at channel level, availability information can be tailored to individual points-of-sale.

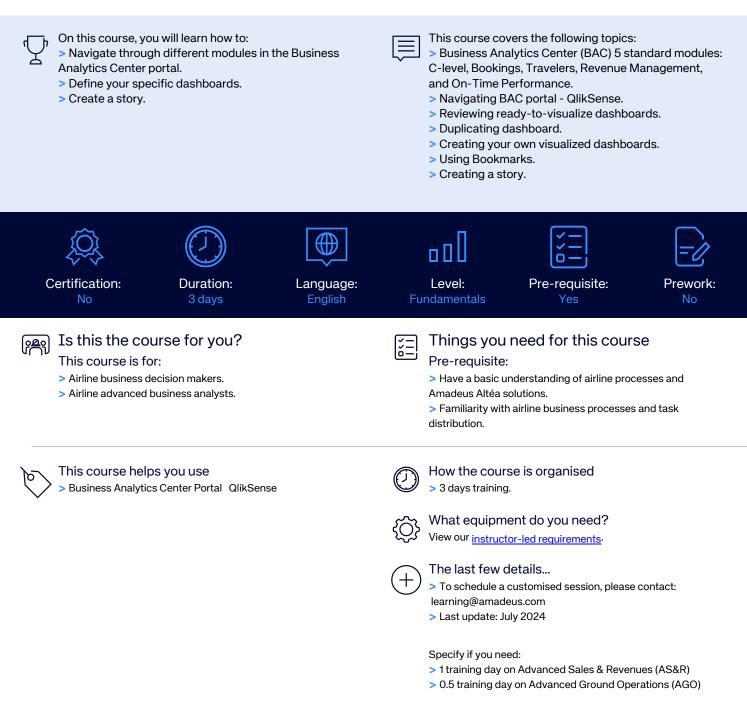




## Instructor-Led

### Amadeus Business Analytics Center for Altéa Airlines

Business Analytics Center (BAC) provides easy access to relevant KPIs and dynamic commercial and operational performance ready-to-use dashboards. This one single portal efficiently and autonomously defines your strategy, sets your objectives, and measures their impacts afterwards using trusted data. This course explains how to use Airline Business Analytics Center (BAC) features to prepare the business dashboards.

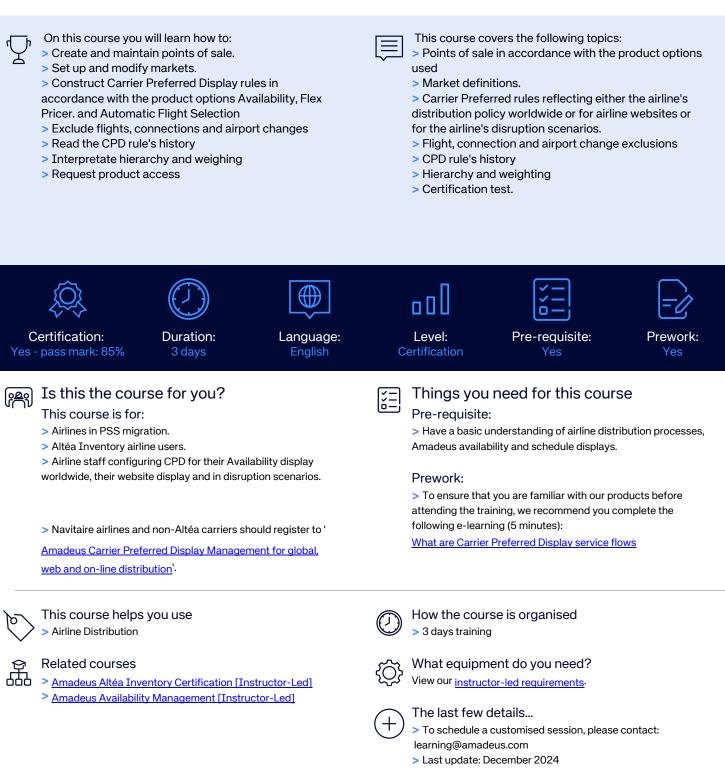




## Instructor-Led

### Amadeus Carrier Preferred Display Management

This course explains how to use Amadeus Carrier Preferred Display Management to configure the content of your biased display in the most profitable way for your Availability display worldwide, your website display or in disruption scenarios.

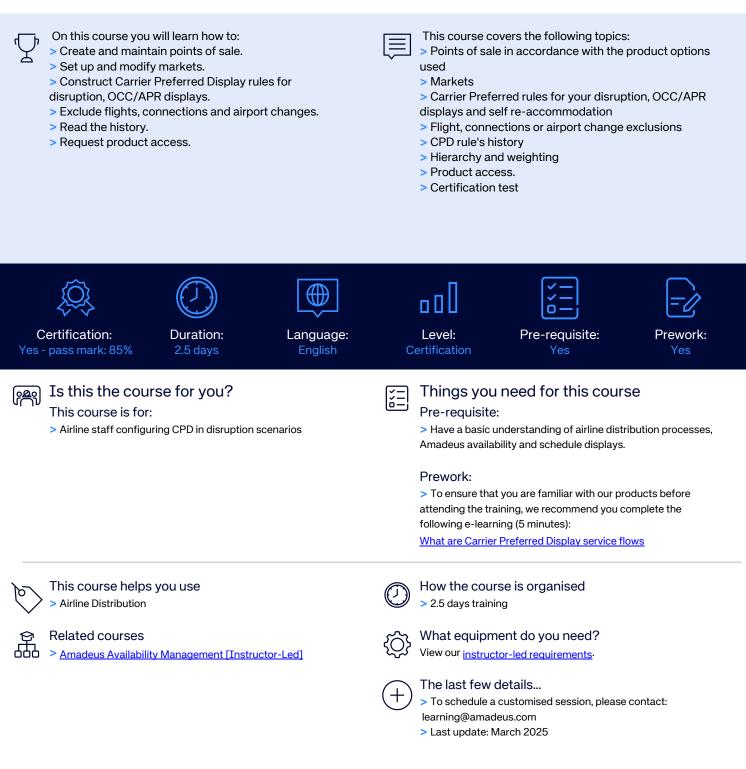




### Instructor-Led

# Amadeus Carrier Preferred Display Management for disruption, OCC, APR display

This course explains how to use Amadeus Carrier Preferred Display Management to configure the content of your biased display in the most profitable way for Disruption / OCC operation control center / APR optimized passenger recovery scenarios at the airport.

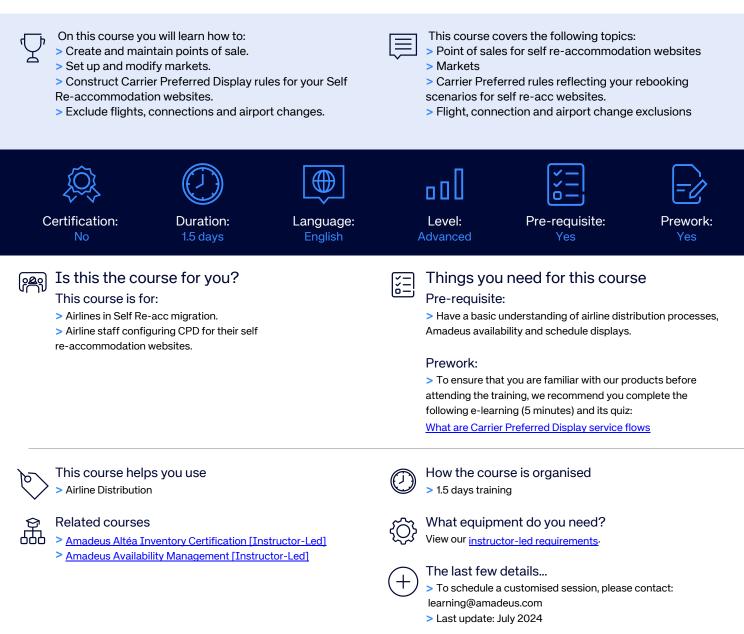




# Instructor-Led

#### Amadeus Carrier Preferred Display Management Self Re-accommodation

This course explains how to use Amadeus Carrier Preferred Display Management to configure the content of your Self Re-accommodation websites.





## e-Learning

#### **Amadeus Customer Service Point**

A self-paced learning on how to use Amadeus Customer Service Point (ACSP).

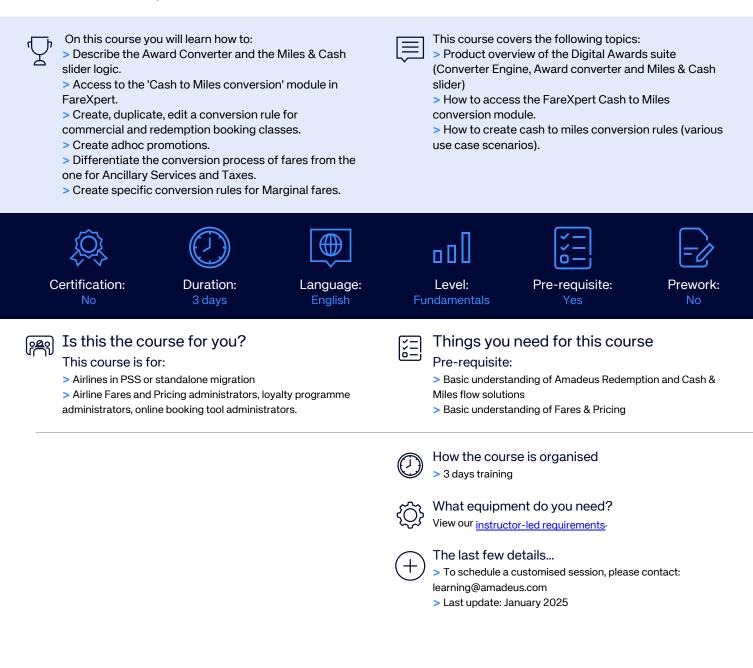




## Instructor-Led

#### Amadeus Digital Awards

This course focuses on how to configure Cash to Miles conversion rules through the Amadeus FareXpert filing platform. The conversion rate defined in these rules can feed an airline's online channel (Digital Awards) or the offline channel (ARD Web) or both. It allows frequent travellers to book air travel and settle the price of a ticket either in currency, or in miles, or in a combination of both.

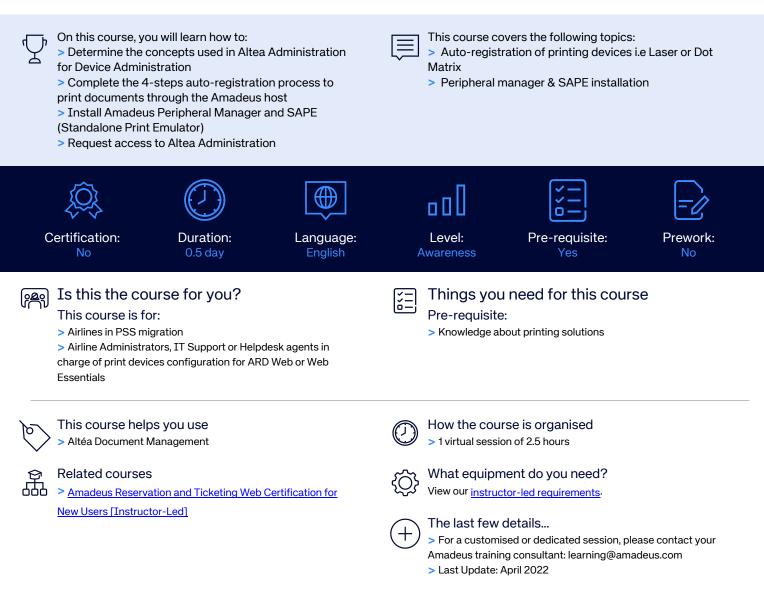




## Instructor-Led

# Amadeus Document Management for ARD Web & SAPE

This course explains how to setup the standalone print emulator in the Altea Admin GUI and it covers the installation of Amadeus Peripheral Manager, SAPE including the launch of ARD Web.

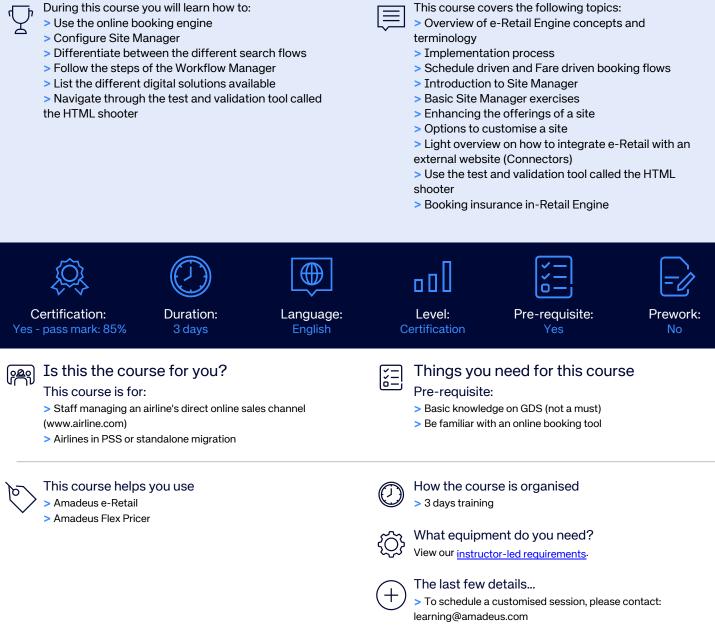




### Instructor-Led

#### Amadeus e-Retail Engine for New Users

This course describes how a booking engine works and interacts with the reservation system whether as a standalone solution or integrated into an external website.



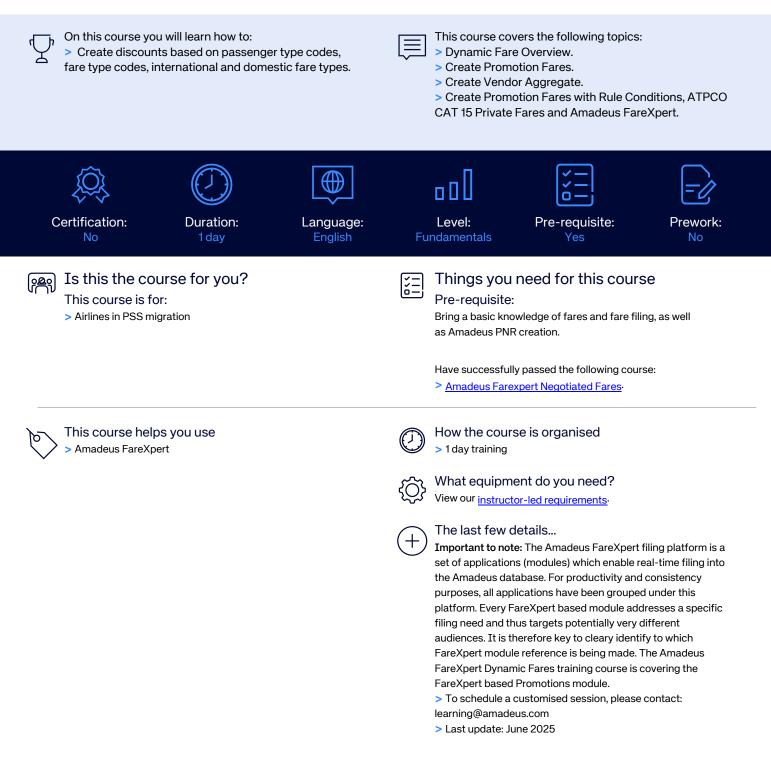
> Last update: July 2024



### Instructor-Led

#### Amadeus FareXpert Dynamic Fares

This course explains how to use Amadeus FareXpert Dynamic Fares to create discounts based on existing published, private and negotiated fares.

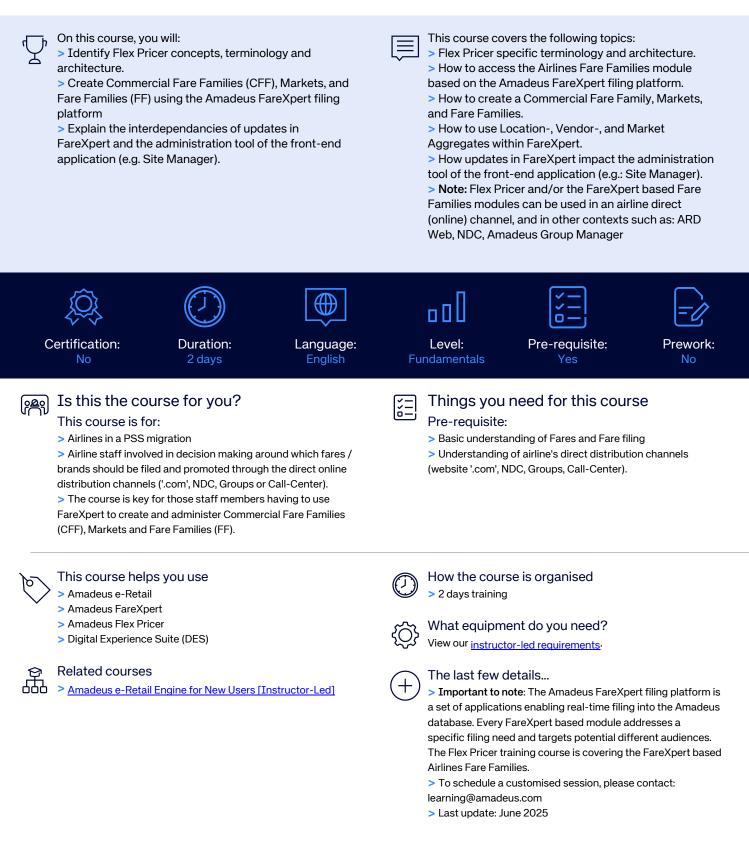




### Instructor-Led

#### **Amadeus Flex Pricer**

This course describes how Flex Pricer as a shopping engine fits into airline direct distribution channels (digital '.com', NDC, Call-Center, Group Management). Main focus during this course is how to access and administer the FareXpert based Airlines Fare Families module.

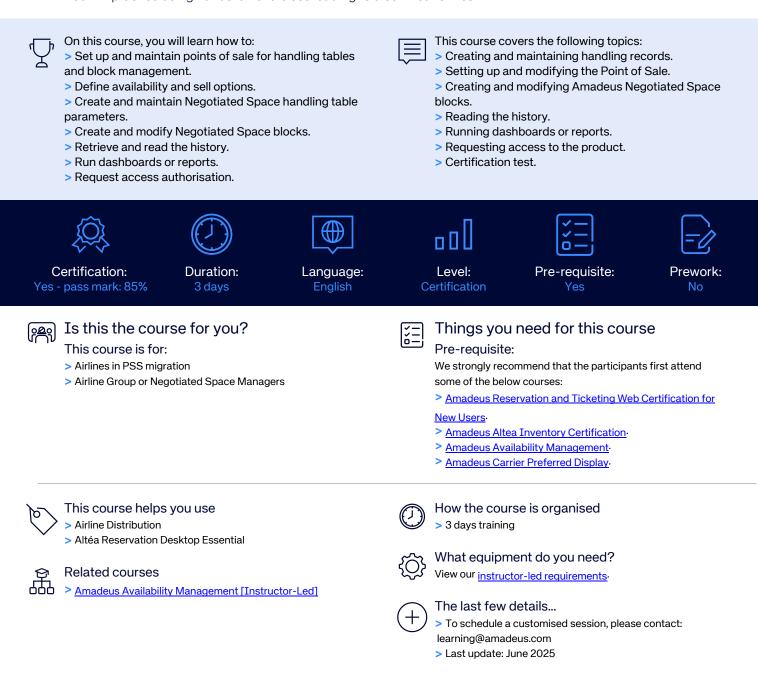




# Instructor-Led

#### **Amadeus Negotiated Space Certification**

This course explains how to use Amadeus Negotiated Space to best define blocked space and assign it to preferred travel agents, while retaining full synchronisation with your inventory system. This is an essential feature for your distribution to cruise lines, tour operators and other consolidators. You will practice using hands-on exercises leading to a certification test.

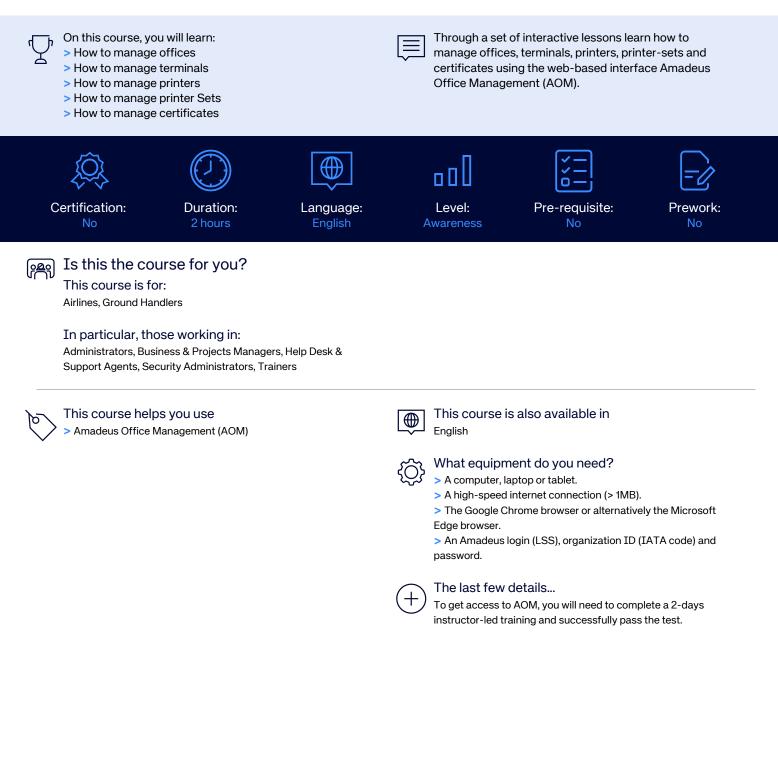




## e-Learning

#### **Amadeus Office Management**

As a security administrator, control office security access across all Amadeus systems.

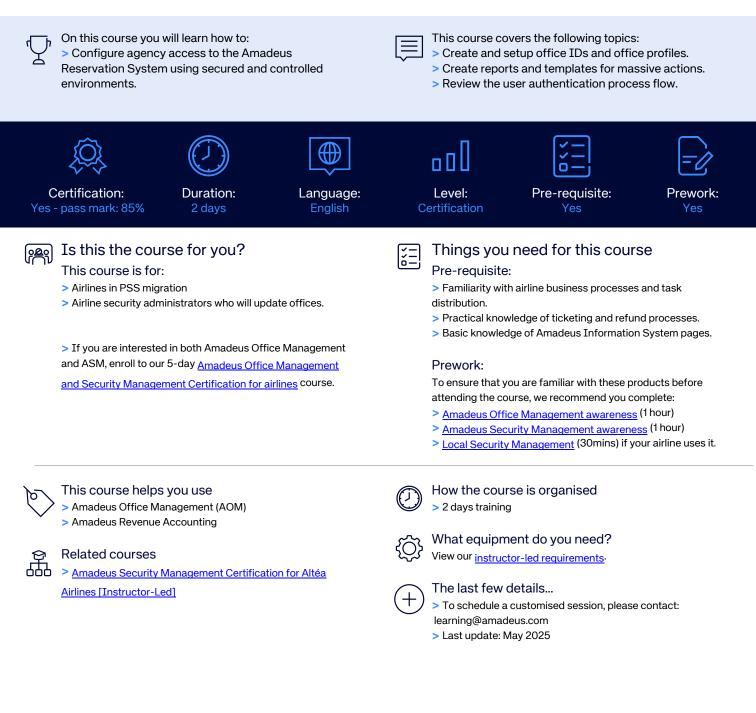




# Instructor-Led

#### Amadeus Office Management Certification for Airlines

This course explains how to manage office identifiers and office profiles using Amadeus Office Management (AOM), to search, update and delete office configurations using the application. You will practice using hands-on exercises leading to a certification test.

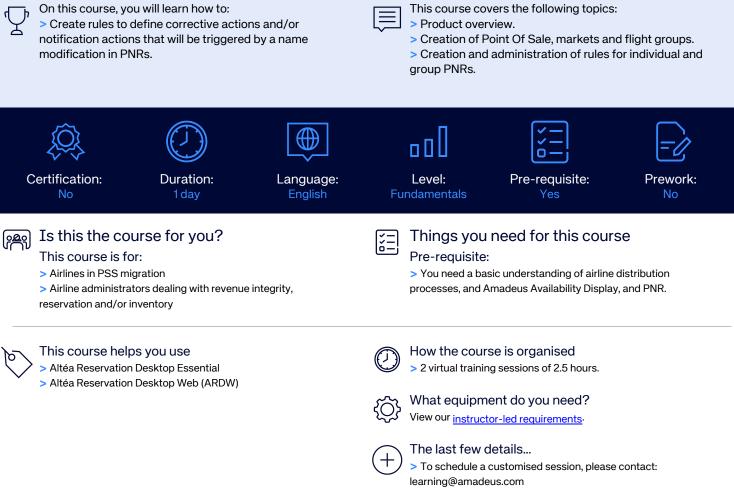




### Instructor-Led

#### Amadeus Passenger Name Manager

This course explains how to manage your name elements firming policies in a way that matches your sales strategies.



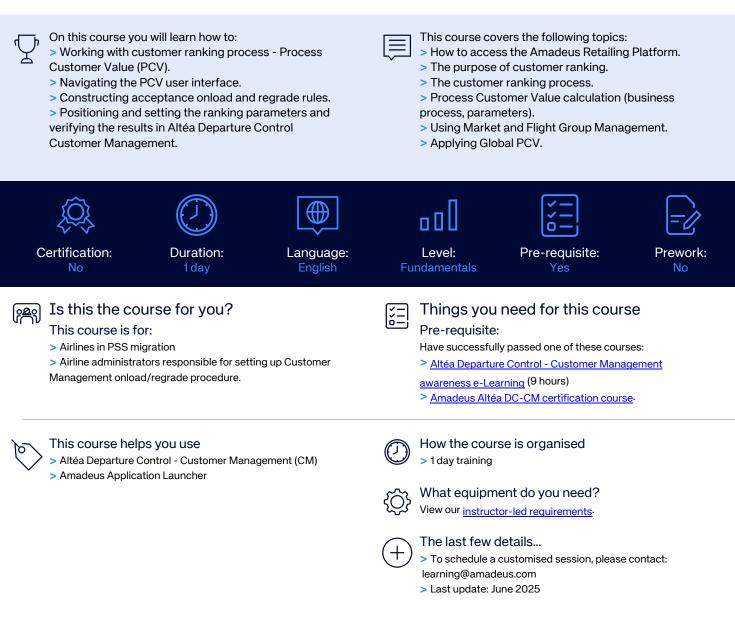
> Last update: June 2023



## Instructor-Led

#### Amadeus Process Customer Value for Customer Management

This course explains how to set up the customer ranking rules to prioritise customers during the onload/seating regrade process on the Amadeus Retailing Platform.

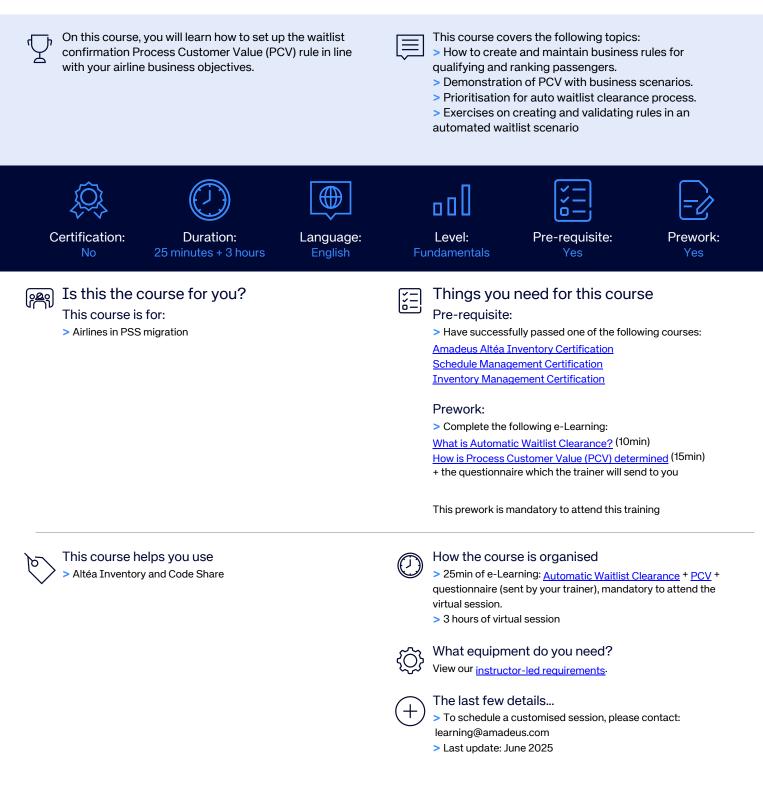




### Instructor-Led

#### Amadeus Process Customer Value for Inventory

This course describes the Process Customer Value (PCV) application that is accessed via the Amadeus Application Launcher and used by processes within Amadeus Altéa Inventory, and Amadeus Reservations. The purpose of PCV for Inventory is to enable the passenger ranking on a waitlist confirmation.

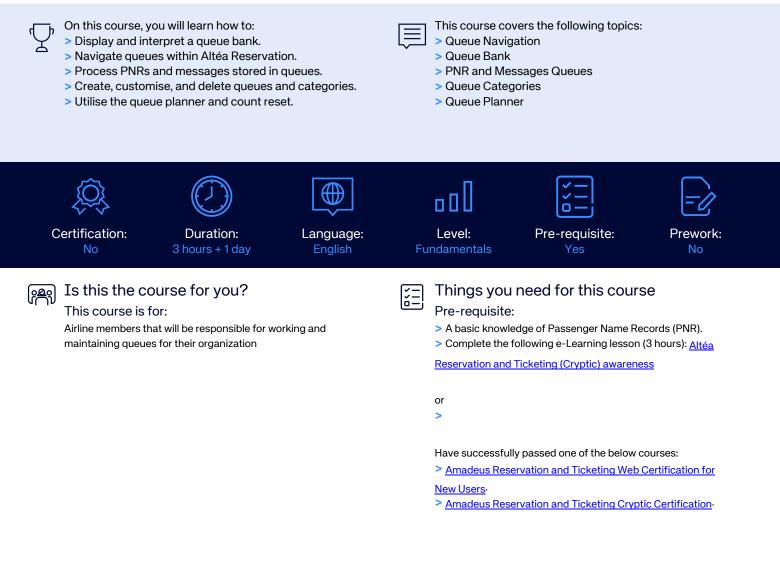


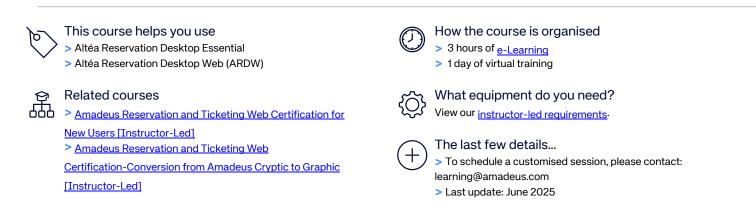


### Instructor-Led

#### Amadeus Queues

This course explains how to display and process Amadeus queues for the airline reservation and ticketing agents who are responsible for creating and maintaining queues in their organisation.





### **a**Madeus



### Instructor-Led

#### Amadeus Reservation and Ticketing Cryptic Certification

This course explains how to use cryptic window of the Amadeus Reservation Desktop Web solution and perform actions not available in the graphical user interface.

You will practice using hands-on exercises leading to a certification test.

On this course, you will learn to: This course covers the following topics: > Use cryptic entries to access airline content > Amadeus Information Pages and online help distributed in Altéa Reservation. > Availability, schedule and timetable displays > Passenger Name Record (PNR) creation and modification > Introduction to Amadeus Queues > Amadeus Fare Quote > PNR pricina > Issuing and revalidating tickets > Voluntary and involuntary reissues > Full and partial refunds > Electronic Miscellaneous Documents (EMD) > Electronic document management Pre-requisite: Certification: Duration: Language: Level: Prework: English Yes - pass mark: 85% 5 days Certification Is this the course for you? Things you need for this course ള്ള്യി This course is for: Pre-requisite: > Airline staff using Amadeus Altéa Reservation Desktop. Complete the following e-learning: > Airline business developers, helpdesk and trainers. Altea Reservation and Ticketing (Cryptic) awareness This course helps you use How the course is organised > Altéa Reservation Desktop Essential > 5 days training What equipment do you need? View our instructor-led requirements-The last few details... > This course is available on request only. > To schedule a customised session, please contact: learning@amadeus.com



## Instructor-Led

### Amadeus Reservation and Ticketing Help Desk for Airlines

This course explains how to support your customers' reservation and ticketing agents in solving their daily issues. It concentrates on the functional and technical system settings that agents need to verify before contacting the Second-level Help Desk.

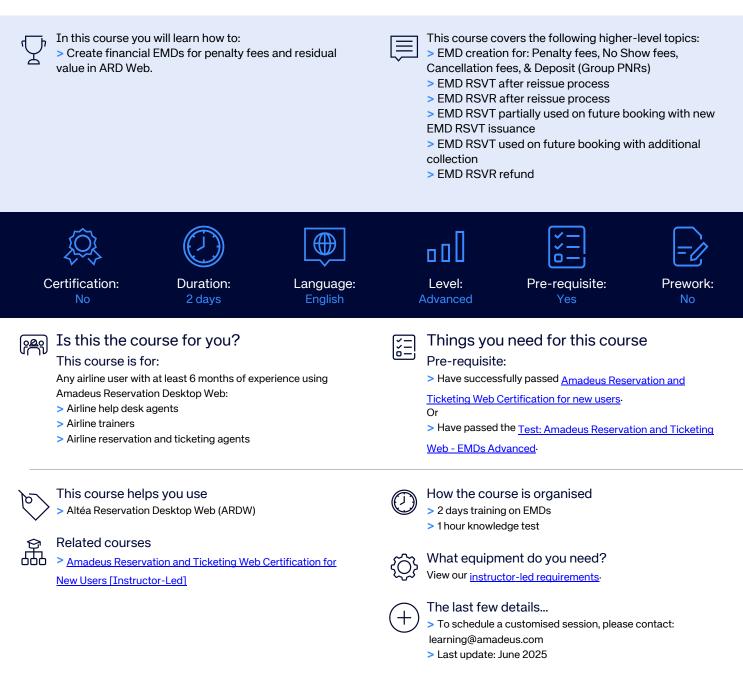




# Instructor-Led

# Amadeus Reservation and Ticketing Web - EMDs Advanced

This course builds upon the certification course by exploring complex scenarios related to EMD processes in ARD Web for effective problem solving with the use of hands-on exercises.

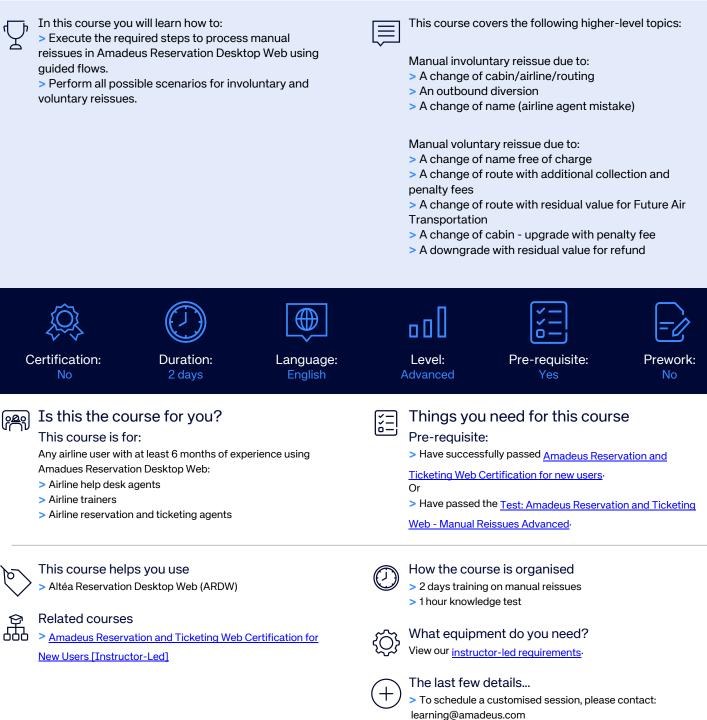




### Instructor-Led

# Amadeus Reservation and Ticketing Web - Manual reissues Advanced

This course builds upon the certification course by exploring complex scenarios related to manual reissue processes in ARD Web for effective problem solving with the use of hands-on exercises.





### Instructor-Led

#### Amadeus Reservation and Ticketing Web **Certification for New Users**

This course explains how to use the graphical user interface of Amadeus Altéa Reservation Desktop Web (ARD and targets new users who do not have cryptic knowledge.

You will practice using hands-on exercises leading to a certification test.

On this course you will learn how to: This course covers the following topics: > Use the graphical environment of Altéa Reservation > Understanding the ARDW environment and Desktop Web (ARDW). architecture. > Improve customer service with best practices. > Requesting an availability, informative pricing, schedule and timetable display. > Creating a Passenger Name Record (PNR). > Modifying a PNR and interpreting its history. > Working with Queues. > Displaying fare information and pricing PNRs. > Issuing, revalidating and reissuing e-tickets. > Issuing, reissuing and managing EMDs. > Displaying sales reports. > Refunding and voiding documents. Pre-requisite: Certification: Duration: Language: Level: Prework: English Certification Yes - pass mark: 85% 5 days Is this the course for you? Things you need for this course ജ്രി This course is for: Prework: > Airlines in PSS migration > To ensure that you are familiar with ARD Web before > Airline help desk agents. attending the training, we recommend you complete the > Airline trainers. following e-learning (3 hours): > Airline reservation and ticketing agents. Altea Reservation Desktop Web awareness (3 hours) > If you need to learn cryptic commands you should also complete the following e-Learning: Altea Reservation and Ticketing (Cryptic) (3h) Ticketing in Amadeus - Cryptic (1h) This course helps you use How the course is organised Altéa Reservation Desktop Web (ARDW) > 5 days training What equipment do you need? View our instructor-led requirements. The last few details... > To schedule a customised session, please contact:

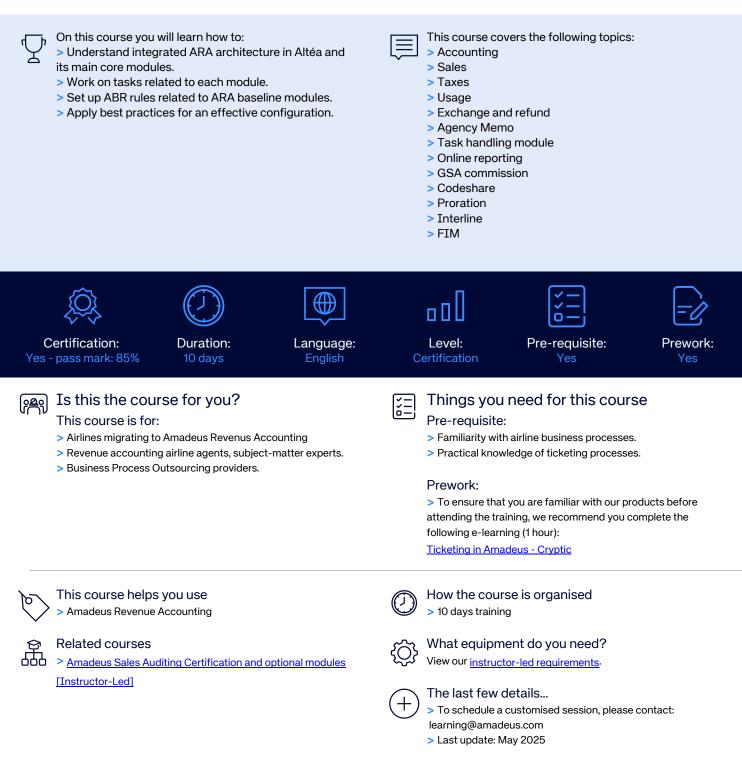
learning@amadeus.com > Last update: May 2025



### Instructor-Led

#### **Amadeus Revenue Accounting Certification**

This course explains how to configure and operate the Amadeus Revenue Accounting baseline modules, as a solution for real-time revenue recognition during all document life cycles (from sales to usage and interline billing). You will practice using hands-on exercises leading to a certification test.

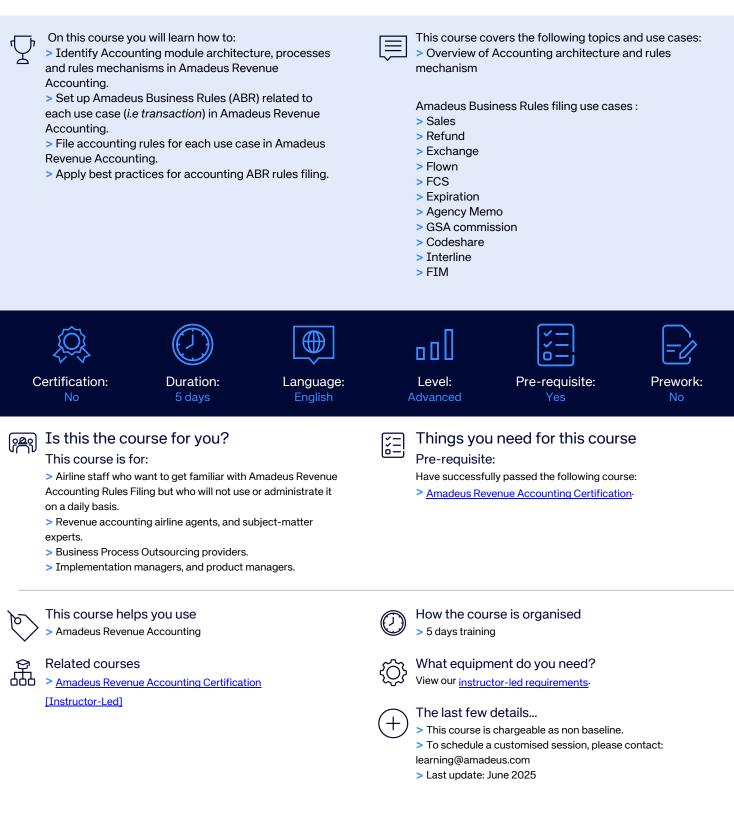




### Instructor-Led

#### Amadeus Revenue Accounting Rules Filing

This course helps you to explain and operate the Accounting Rules Filing module of Amadeus Revenue Accounting. This one-week course does not include a certification test.





### e-Learning

#### **Amadeus Revenue Integrity**

As an analyst, learn how Revenue Integrity enforces airline booking policy and minimises speculative booking practices and therefore reduces distribution costs from non-productive bookings and maximises available inventory for travellers ready to purchase tickets.





### Instructor-Led

### Amadeus Rewards

The focus of this training course is the administration of Amadeus Rewards conversion rules. Those rules are administered through the Cash to Miles conversion module which is part of the Amadeus FareXpert filing platform. Conversion rates defined in these rules can convert currency based fare or Ancillary Service amounts into Miles / Points. Then airline frequent flyer members can book air travel and choose to settle the price of a ticket or an Ancillary Service in currency, in Miles, or a combination of both.







# Amadeus Sales Auditing Certification and optional modules

This course explains how to configure and operate the Amadeus Sales Auditing module (ASA). This optional Amadeus Revenue Accounting module audits all sales, exchanges, and refund transactions performed by Amadeus, other GDS travel agencies, airline ATO/CTOs or GSA sales agents. You will practice using hands-on exercises leading to a certification test.





# e-Learning

#### **Amadeus Security Management**

As a security administrator, control user authentication and access control across all Amadeus systems.





# Instructor-Led

#### Amadeus Security Management Certification for Altéa Airlines

This course explains how to use the Amadeus Security Management (ASM) and provide authentication, access control and security administration across Amadeus products. You will practice using hands-on exercises leading to a certification test.

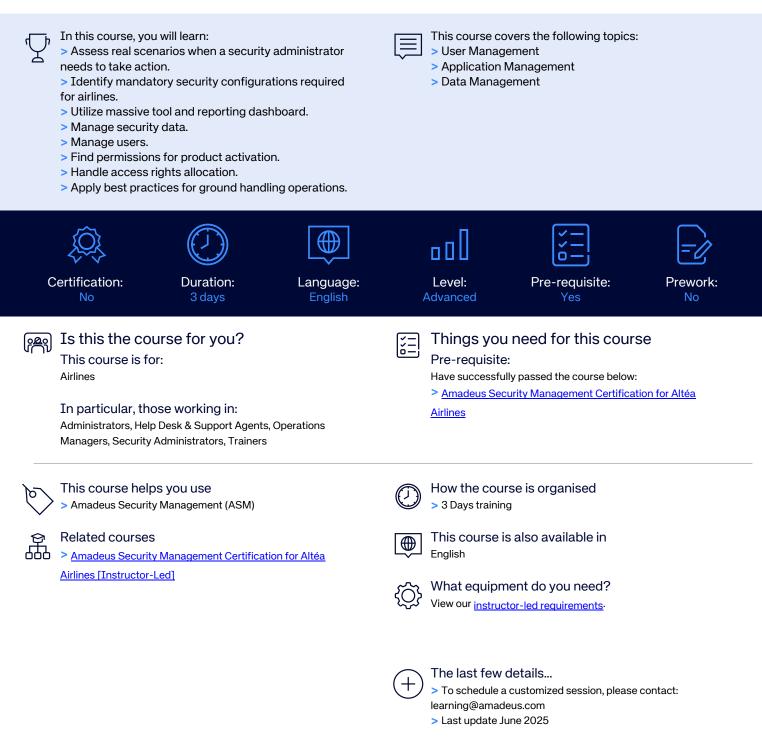
On this course, you will learn how to: This course covers the following topics: > Navigate through the ASM application. > Organisation and User Management > Define the security setup for an airline. > Navigating ASM. > Identify and apply security elements to allow access > Access Rights management. to applications > Managing partnerships between organisations. > Deleting roles, offices and organisation units. > Practical exercises. Level: Pre-requisite: Prework: Certification: Duration: Language: Yes - pass mark: 85% 4 days English Certification Things you need for this course ഭ്ഷി Is this the course for you? This course is for: Pre-requisite: > Airlines in PSS migration > Familiarity with airline business processes and task > Airline security administrators distribution Prework: > If you are interested in both Amadeus Office Management > To ensure that you are familiar with our products before and ASM, enroll to our 5-day Amadeus Office Management attending the training, we recommend you complete the and Security Management Certification for airlines course. following e-learning (1 hour): Amadeus Security Management awareness > Complete the Local Security Management e-Learning (30mins) if your airline uses it. How the course is organised This course helps you use > Amadeus Security Management (ASM) > 4 days training What equipment do you need? Related courses View our instructor-led requirements. > Amadeus Reservation and Ticketing Help Desk for Airlines [Instructor-Led] The last few details... > Amadeus Office Management Certification for Airlines > To schedule a customised session, please contact: [Instructor-Led] learning@amadeus.com > Last update: May 2025



# Instructor-Led

#### Amadeus Security Management for Altéa Airlines Advanced

This course builds upon the certification course by exploring complex scenarios for effective problem solving with the use of hands-on exercises related to security management, access rights administration, product activation, and industry best practices.

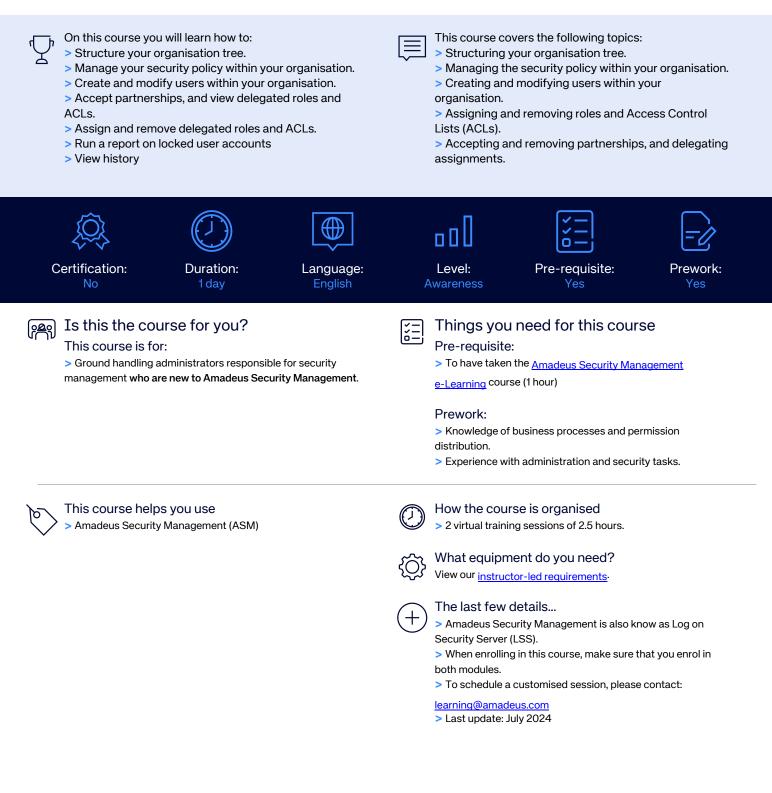




# Instructor-Led

#### Amadeus Security Management for Ground Handlers

This course explains how to use and configure Amadeus Security Management, an integrated solution for authentication, access control and security administration across Amadeus products.

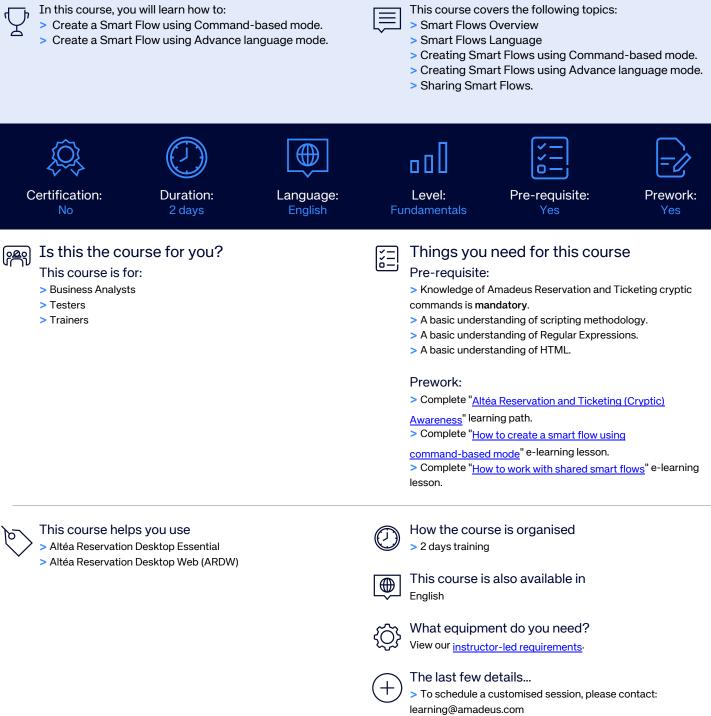




# Instructor-Led

#### **Amadeus Smart Flows**

This course explains how to create, modify and share Smart Flows using both command-based and language mode.

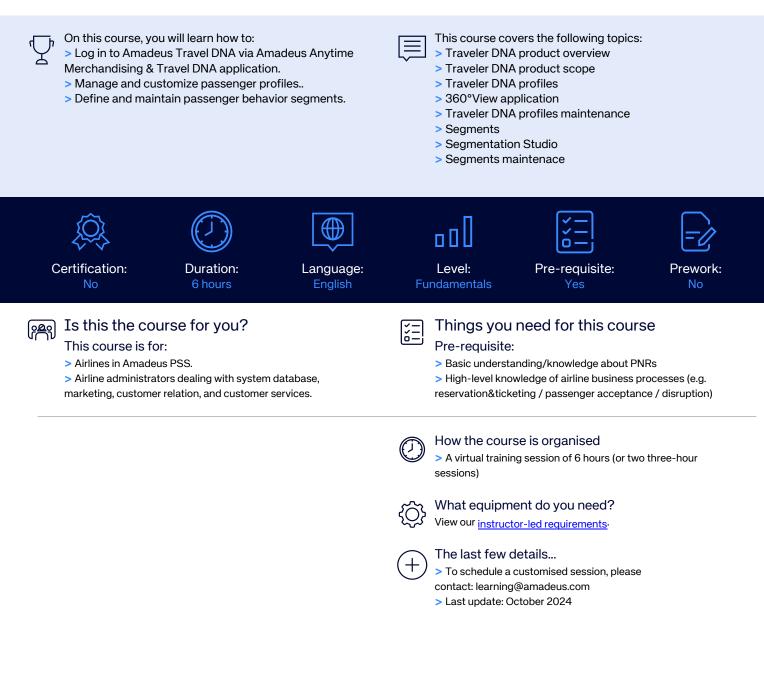




# Instructor-Led

#### Amadeus Traveler DNA - Customer Knowledge Center (CKC)

This course provides an overview of Amadeus Traveler DNA solution focusing on the Customer Knowledge Center (CKC). With practical hands-on exercises, retrieve and maintain Traveler DNA profiles retrieval and maintenance in 360°View as well as create and maintain segments in Segmentation Studio.

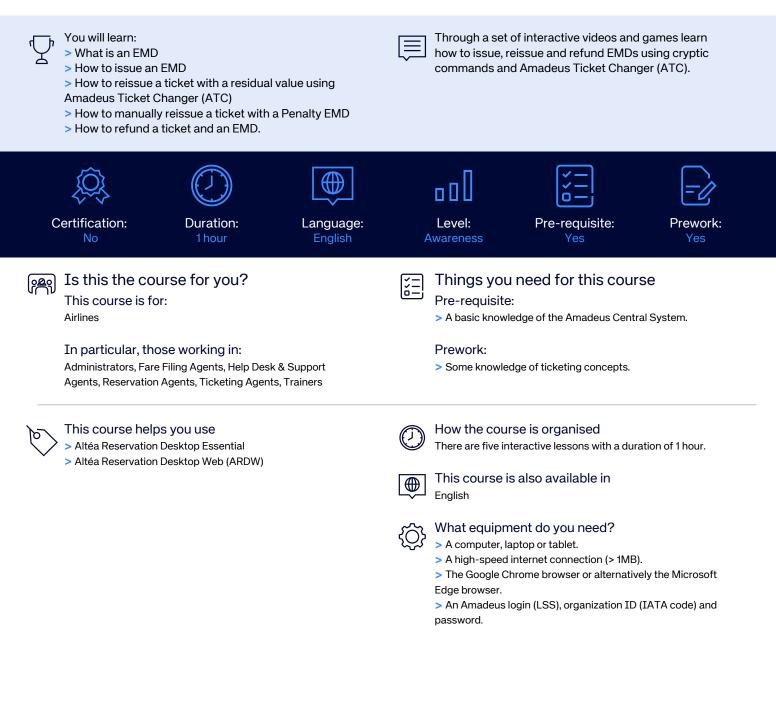




# e-Learning

#### **Electronic Miscellaneous Documents**

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





# Instructor-Led

#### **FareXpert Negotiated Fares**

This course explains how to use Amadeus FareXpert Negotiated Fares to define net and selling fares, and assign these fares to agents for display, pricing and ticketing in distribution systems.

In this course, you will learn how to:

- > Create and modify single negotiated fares.
- > Create and modify global negotiated fares.

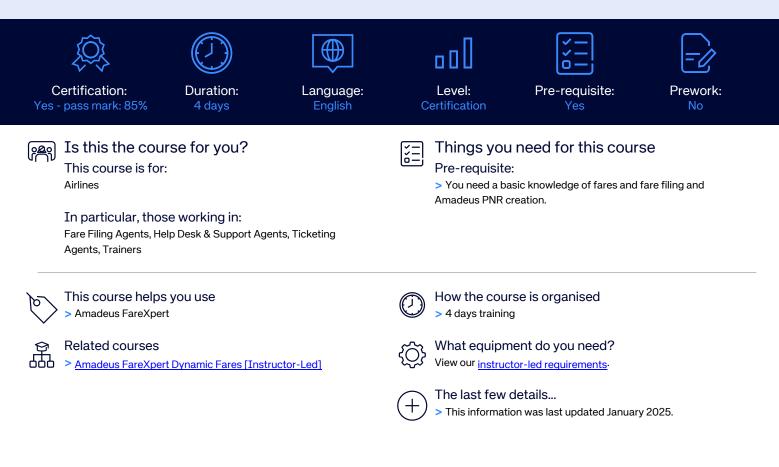
This course covers the following topics:

> Creating and modifying rule definitions with net selling / net fare only options.

> Creating and updating vendor aggregates.

- > Selecting a rule and setting the distribution and ticketing options.
- > Choosing a rule and creating rule conditions.
- > Selecting a rule and setting its booking code exceptions.
- > Setting up routings.
- > Selecting a rule, routing and creating the fares.
- > Setting up and maintaining location aggregates.
- > Creating fares using global update.
- > Modifying the fares utilising global update.
- > Discontinuing fares through global update.

> This course does not cover Voluntary Changes (CAT31) nor Voluntary Refund (CAT33).

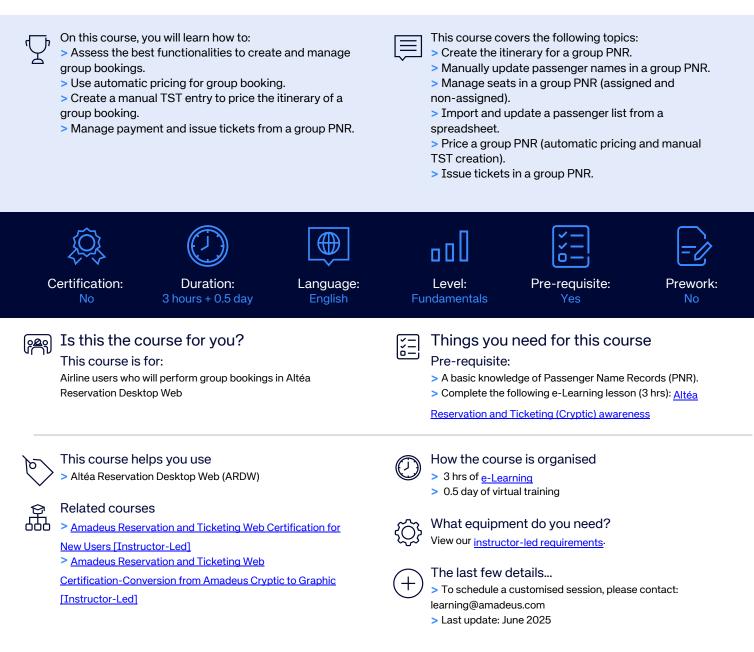




# Instructor-Led

#### Group bookings in Altéa Reservation Desktop Web

This course explains how to process groups bookings in Altéa Reservation Desktop Web.





# e-Learning

#### **Inconsistent Journey Management**

As an analyst, learn how to forecast and manage revenue in real-time with greater accuracy and therefore reduce distribution costs from non-productive bookings using an internet browser.

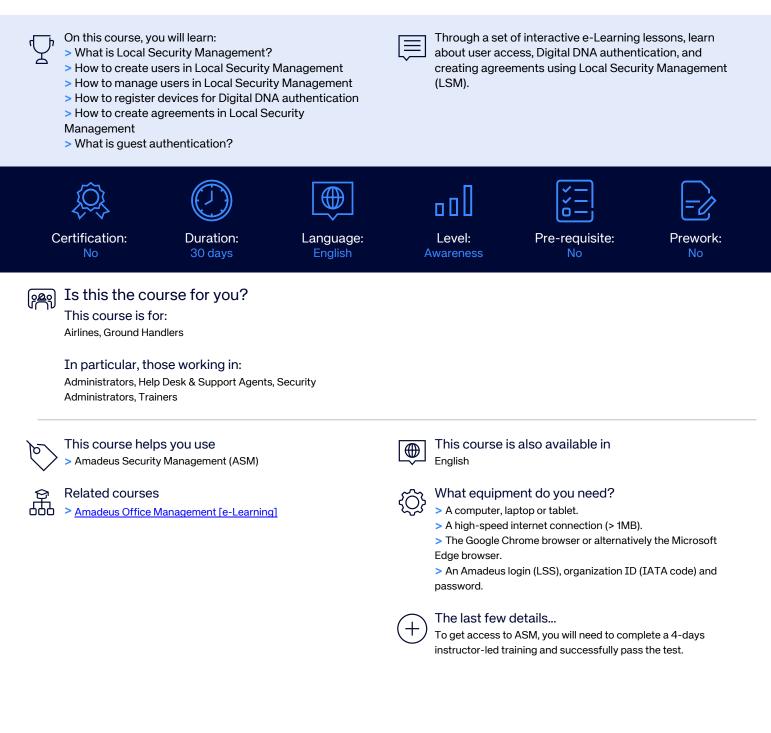




# e-Learning

#### Local Security Management

As a local security administrator, control user authentication and access control on your Amadeus product.





# e-Learning

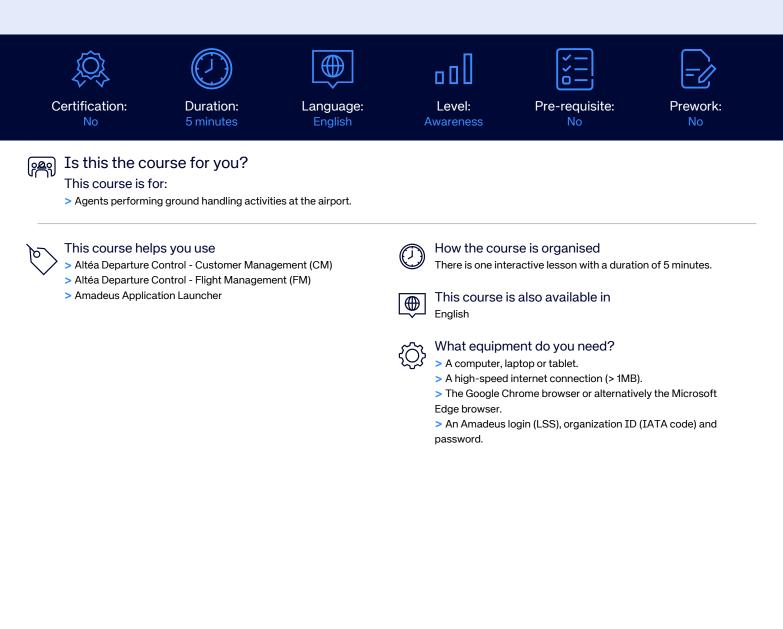
#### Seatmap Management

As a ground handler, create seat maps for flights using the Altéa ad hoc solution.

On this course, you will learn: > How to create a seat map using the Altéa ad hoc solution.



Through an interactive video learn how to create a seat map using Seatmap Management accessible in Amadeus Application Launcher.

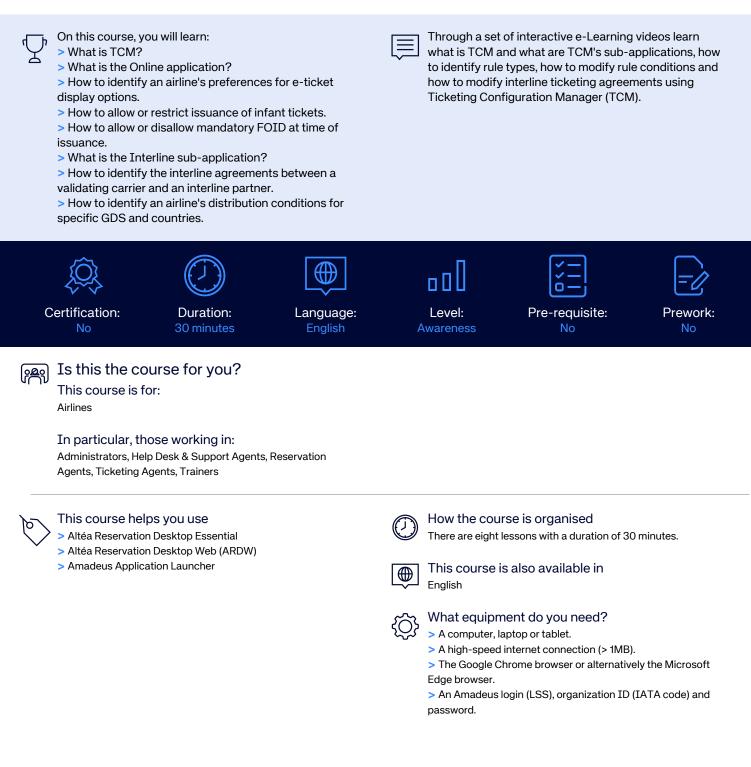




# e-Learning

#### **Ticketing Configuration Manager**

As a ticketing manager, learn how to regulate and control your ticketing agreements and conditions using a graphical interface.





# e-Learning

#### Ticketing in Amadeus (Cryptic)

As a reservation agent, learn how to manage ticket issuance using the Amadeus central system.

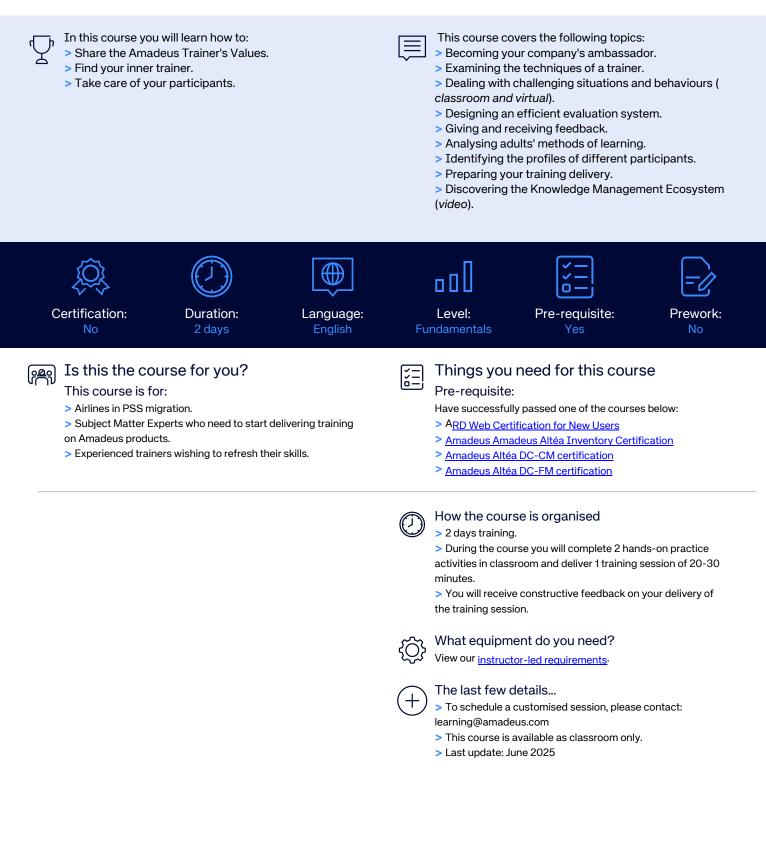




# Instructor-Led

#### Training techniques for airline trainers

In this course Amadeus trainers will equip you with the right techniques to deliver efficient and engaging functional training by using hands-on practice activities and real-time delivery exercises.



# It's how travel works.

amadeus