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Airline courses

Airlines Learning Services

3 juillet 2025

Summary

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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.

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.

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	20 minutes	English	Awareness	No	No

Is this the course for you?

This course is for:

Airlines

In particular, those working in:

Administrators, Operations Managers, Trainers

This course helps you use

> Altéa Administration
> Altéa Departure Control - Customer Management (CM)
> Altéa Departure Control - Flight Management (FM)

How the course is organised

There is one mandatory e-Learning lesson. After completion, there is an instructor-led session available to request an 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 tablette.
> 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.

AMADEUS

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.

On this course, you will learn:
> How to use markets to create Business Rules
> What is Flight Group Management?
> What are Rule Criteria Weights?
> What are Business Rules for Flight Management?
> What are Flight Create Business Rules?
> What are Active Flight Business Rules?
> What is Departure Plan Simulation?

Through a set of interactive e-Learning lessons, learn how to use markets and flight groups to create business rules, validate business rules for successful flight creation and troubleshoot business rule errors using Altéa Administration.

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	1 hour	English	Awareness	No	No

Is this the course for you?

This course is for:

Airlines

In particular, those working in:

Administrators, Operations Managers, Trainers

This course helps you use
> Altéa Administration
> Altéa Departure Control - Flight Management (FM)

How the course is organised
There are seven mandatory e-Learning lessons. After completion, there is an instructor-led session available to request an 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 tablette.
> 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.

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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.

In this e-Learning you will learn:
> How to get started
> What is the Altéa suite?
> How to complete customer acceptance tasks
> How to complete customer baggage and seating tasks
> How to complete customer assistance and regrade tasks
> How to complete boarding tasks
> How to complete disruption tasks

Using a set of simulations, learn how to accept customers, manage special service requests (SSR), modify flight itineraries, transfer customers and other tasks with Altéa Departure Control - Customer Management (CM). Each lesson is presented in a sequence for you to complete, ending with a test requiring a passing score of 100%.

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	8 hours + 50 minutes	English	Awareness	No	No

Is this the course for you?

This course is for:
> Airline Program Managers.
> Departure Control System Project Members.
> Airline trainers.
> Airline check-in and gate agents.

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

AMADEUS

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.

On this course, you will learn:
> How Altéa Flight Management interacts with other products
> How to navigate Flight Management
> How to add flight operating data
> How to navigate the Flight Information screen
> How to read messages, statuses and the Centre of Gravity graph
> How to read the Joining Passengers display and modify flight details
> How to identify an aircraft's weight, traffic load and forecast zero fuel weight
> How to build a Dry Operating Weight and Index
> How to manage deadload for a flight
> How to manage the load distribution
> How to manage fuel for a flight
> How to manage passenger and baggage figures
> How to update load and ramp clear
> How to depart a flight

Through a set of interactive e-Learning lessons, learn how Altéa Flight Management (FM) optimises load planning for baggage and cargo, manages fuel distribution, calculates the aircraft centre of gravity and issues documents and messages for flight departure.

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	2 hours + 30 minutes	English	Awareness	No	No

Is this the course for you?

This course is for:

Airlines, Ground Handlers

In particular, those working in:

Administrators, Air Traffic Control (ATC), Baggage Handlers, Business & Projects Managers, Help Desk & Support Agents, Load Controllers, Operations Managers, Trainers

This course helps you use
> Altéa Departure Control - Flight Management (FM)

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

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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.

You will learn:
> How to create a flight date.
> How to create a flight period.
> How to update a flight date
> How to update a blockspace size.

Through a set of interactive videos learn how to manage flight dates, flight periods and block space using Altéa Departure Control - Operational Flight Updates (OFU).

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	40 minutes	English	Awareness	Yes	No

Is this the course for you?
This course is for:
> Staff performing ground handling activities.

Things you need for this course
Pre-requisite:
> Basic knowledge of Altéa DC-CM or Altéa DC-FM.

This course helps you use
> Altéa Departure Control - Customer Management (CM)
> Altéa Departure Control - Flight Management (FM)

How the course is organised
There are four interactive lessons with a total duration of 40 minutes.

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 Edge browser.
> An Amadeus login (LSS), organisation ID (IATA or Ground Handler code) and password.

The last few details...
> Please note that access to this course is restricted to Amadeus customers.

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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

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

Certification:
No

Duration:
6 hours

Language:
English

Level:
Awareness

Pre-requisite:
No

Prework:
No

Is this the course for you?
This course is for:

Airlines

AMADEUS

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.

You will learn:
> How to get started
> What is Amadeus Air?
> What are PNR Mandatory elements?
> What are PNR Optional elements?
> How to modify a PNR
> How to work with itineraries and invoices
> How to price and use fares
> How to use ticketing
> How to use Amadeus Queues

Through a set of interactive e-Learning videos learn what is the Amadeus GDS and how to create and modify the elements of a Passenger Name Records (PNR) in order to issue a ticket using Altéa Reservation (Cryptic).

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	3 hours	English	Fundamentals	No	No

Is this the course for you?

This course is for:

Airlines

In particular, those working in:

Administrators, Fare Filing Agents, Help Desk & Support Agents, Inventory / Revenue Managers, Reservation Agents, Ticketing Agents, Trainers

This course helps you use
> Altéa Reservation Desktop Essential
> Altéa Reservation Desktop Web (ARDW)

How the course is organised
There are thirty mandatory e-Learning lessons with four supplementary lessons. Also, 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.

AMADEUS

e-Learning

Altéa Reservation Desktop Web

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

You will learn:
> What is ARD Web
> How to navigate ARD Web
> How to display a flight
> How to create a PNR with mandatory elements
> How to copy a PNR
> How to create an ancillary service and issue the EMD
> How to reissue an e-ticket
> How to reissue an EMD
> How to use an EMD to partially cover the price of a new e-ticket
> How to refund an e-ticket
> How to refund an EMD
> How to display Sales Reports

Through a set of interactive e-Learning, discover what Altéa Reservation Desktop Web (ARD Web) is and how to display flights, create a Passenger Name Record (PNR) and sell ancillary services, search for fares and price flights, issue and exchange documents using ARD Web.

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	3 hours + 15 minutes	English	Awareness	No	No

Is this the course for you?

This course is for:

Airlines

In particular, those working in:

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

This course helps you use

> Altéa Reservation Desktop Web (ARDW)

How the course is organised

First, there are fourteen mandatory e-Learning lessons. After completion, there is an instructor-led session available for 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 Edge browser.
> An Amadeus login (LSS), organization ID (IATA code) and password.

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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.

On this course, you will learn:
> What is revenue management?
> What Amadeus products are involved in the revenue optimisation process?
> What is revenue optimisation?
> How to distribute seat availability
> What is the difference between basic and advanced inventory controls?
> What is revenue availability?
> What is active valuation?
> What is a yield?
> What is a bid price?
> What is married segment control?

Through a set of videos learn how to calculate revenue availability, retrieve and adjust yield in Altéa Inventory (INV), identify different types of bid price and how yield works with bid price using Altéa Revenue Availability With Active Valuation (RAAV).

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	30 minutes	English	Awareness	No	No

Is this the course for you?

This course is for:
Airlines

In particular, those working in:
Inventory / Revenue Managers, Trainers

This course helps you use
> Amadeus Revenue Availability With Active Valuation (RAAV)

How the course is organised
There are ten mandatory e-learning lessons. After completion, there are user guides available for download.

This course is also available in
English

What equipment do you need?
> A computer, laptop or tablette.
> 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.

AMADEUS

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.

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.

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
Yes - pass mark: 85%	2 days	English	Certification	Yes	No

Is this the course for you?

This course is for:
> Administrators of digital touchpoints such as online booking flows, manage my booking flows, self-service check-in flows, or other DES based transactional flows.
> Airlines in PSS or standalone migration.
> Airlines migrating from the current e-Retail Engine.

Things you need for this course

Pre-requisite:
> Basic understanding of what a Content Management System is.
> Understanding of how your airline's digital touchpoints work.

This course helps you use
> Digital Experience Suite (DES)

How the course is organised
> 2 days of training
> This training is based on the online booking flow as a digital touchpoint. However, the concepts and principles are the same for other transactional flows such as Self-Service Check-In (SSCI) or Servicing.

This course is also available in
English

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: 31 October 2024

AMADEUS

Instructor-Led

Amadeus Altéa DC - CM Advanced

This course builds upon the CM 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.

On this course, you will learn how to:
> Describe the relationship between Altéa DC-CM and Altéa Administration.
> Interpret the business rules affecting customer handling activities including acceptance, seating, baggage, boarding and post departure process.
> Evaluate how the business rule relates to the departure plan activities.

This course covers the topic of analysis of the components and elements that influence specific customer handling scenarios in the following areas:
> Customer acceptance
> Printing Documentation
> Baggage Handling
> Flight Information
> Seating Management
> Post departure procedure

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	2 days	English	Advanced	Yes	No

Is this the course for you?

This course is for:
> DCS system administrators
> DCS Trainers
> Help Desk & Support Agents

Things you need for this course

Pre-requisite:
Have successfully passed ALL the courses below:
> Amadeus Altéa DC-CM Certification
> Amadeus Altéa DC-CM Business Rules
> Amadeus Altéa DC-CM Departure Plan Template & Departure Control

Or have passed the Test: Amadeus Altéa DC-CM Advanced

Also be familiar with Altéa DC-CM and customer handling activities at an airport.

This course helps you use
> Altéa Administration
> Altéa Departure Control - Customer Management (CM)

Related courses
> Amadeus Altéa DC-CM Certification [Instructor-Led]
> Amadeus Altéa DC-CM Departure Plan Template & Departure Control [Instructor-Led]

How the course is organised
> 2 days training
> Learner centered approach with outcome based scenario exercises

This course is also available in
English

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: June 2025

AMADEUS

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).

On this course, you will learn about the:
> Development of appropriate aircraft engineering data.
> Process of entering such data into the database using the DBM.
> Engineering/mathematical functions within Flight Management (FM) that are essential to the development of aircraft database configurations.
> Data-building philosophy.
> Testing and pre-implementation acceptance processes including any regulatory considerations.

This course covers the following topics:
> General engineering parameters
> Hold Data & ULD Configurations
> General limitations
> CG limits & lateral imbalance, Stabiliser trim
> Service weight adjustments and potable water
> Fuel tanks and distributions, Cabin layouts
> Aircraft business rules Flight creation process
> Integration of DBM data with other Altéa applications
> Autoload, General load control business data

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
Yes - pass mark: 75%	4 days	English	Advanced	Yes	No

Is this the course for you?

This course is for:
> Airlines in PSS migration.
> Airline staff responsible for the development of engineering limitations data.
> Airline staff responsible for importing and maintenance of carrier and aircraft data used for weight and balance functions of Flight Management.

Things you need for this course

Pre-requisite:
> Be involved in the maintenance of carrier and aircraft engineering records.
> Have a good understanding of aircraft weight and balance limitations and their utilisation within the ramp, load control and flight operations environments.
> Be familiar with IATA AHM565 documentation.
> Have successfully passed one of these courses:
Altea Departure Control - Flight Management awareness e-learning (3 hours)
Or the Altéa DC-FM Certification course

This course helps you use
> Altéa Departure Control - Flight Management (FM)

Related courses
> Amadeus Altéa DC-FM Certification [Instructor-Led]

How the course is organised
> 4 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: June 2025

AMADEUS

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.

On this course, you will learn about the:
> Development of appropriate aircraft engineering data (review).
> Process of entering such data into the database using the DBM (review).
> Engineering/mathematical functions within Flight Management (FM) that are essential to the development of aircraft database configurations (review).
> Data-building philosophy (review).
> Testing and preimplementation acceptance processes including any regulatory considerations (review).

This course covers the following topics:
> Overview of general data concepts
> Overview of cargo hold data and processing
> Overview of fuel data and processing
> Overview of Center of Gravity data and processing
> Overview of flight creation

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	1 day	English	Advanced	Yes	No

Is this the course for you?

This course is for:
> Airlines hosted on Altéa Flight Management.
> Airline staff responsible for the development of engineering limitations data.
> Airline staff responsible for importing and maintenance of carrier and aircraft data used for weight and balance functions of Flight Management.

Things you need for this course

Pre-requisite:
> Have attended the initial Amadeus Altéa DC Aircraft Engineering and Business Database course (4 days).

This course helps you use
> Altéa Departure Control - Flight Management (FM)

Related courses
> Amadeus Altéa DC Aircraft Engineering and Business Database [Instructor-Led]
> Amadeus Altéa DC-FM Certification [Instructor-Led]
> Amadeus Altéa DC Aircraft Engineering and Business Database Modular Refresher [Instructor-Led]

How the course is organised
> 1 day 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: June 2025

AMADEUS

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.

On this course, you will learn about the:
> Development of appropriate aircraft engineering data (review).
> Process of entering such data into the database using the DBM (review).
> Engineering/mathematical functions within Flight Management (FM) that are essential to the development of aircraft database configurations (review).
> Data-building philosophy (review).
> Testing and preimplementation acceptance processes including any regulatory considerations (review).

The customer builds its own agenda, selecting up to 4 of the following topics:
> General Data Concepts: Effective Dates, Data Organization, Data Structure, DBM navigation
> Hold Data: basic DBM data configuration of BPPs and ULD Groups, full width records and locks
> FM processing of Hold Data: FM processing of cargo hold ULD group data during the approve distribution process
> Fuel Data: basic fuel tank and distribution configurations and FM processing
> Centre of Gravity Envelopes: basic DBM configuration and FM processing
> Flight Create and Flight Create Business Rules, DPS
> Open Questions

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	1 day	English	Advanced	Yes	No

Is this the course for you?

This course is for:
> Airlines hosted on Altéa Flight Management.
> Airline staff responsible for the development of engineering limitations data.
> Airline staff responsible for importing and maintenance of carrier and aircraft data used for weight and balance functions of Flight Management.

Things you need for this course

Pre-requisite:
> Have attended the initial Amadeus Altéa DC Aircraft Engineering and Business Database course (4 days).

This course helps you use
> Altéa Departure Control - Flight Management (FM)

Related courses
> Amadeus Altéa DC Aircraft Engineering and Business Database [Instructor-Led]
> Amadeus Altéa DC-FM Certification [Instructor-Led]
> Amadeus Altéa DC Aircraft Engineering and Business Database General Refresher [Instructor-Led]

How the course is organised
> 1 day 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: June 2025

AMADEUS

Instructor-Led

Amadeus Altéa DC-CM Business Rules

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

On this course you will learn how to:
> Create and maintain markets within Market Management.
> Create and maintain Flight Groups within the Altéa Administration.
> Identify the impact business rules have on the behaviour of Customer Management.

This course covers the following topics:
> Market management
> Flight groups
> Weighting concept
> Advance passenger information service rules
> Customer acceptance rules
> Baggage acceptance rules
> Boarding pass and baggage tag printing rules
> Transfer rules
> Onload / Regrade rules
> Flight information rules

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
Yes - pass mark: 85%	2 days	English	Certification	Yes	Yes

Is this the course for you?

This course is for:
> Airlines in PSS migration
> Airline staff responsible for setting up the Customer Management Business Rules
> Airline trainers

Things you need for this course

Pre-requisite:
Have successfully passed:
> Altéa DC-CM Certification

Or
> Be familiar with Amadeus Altéa Departure Control - Customer Management and baggage handling activities at an airport

Prework:
To ensure that you are familiar with Amadeus products before attending this course, we recommend to complete the following e-learning:
> Altea Departure Control - Customer Management awareness (9 hours)
> Altéa Administration Customer Management Business Rules awareness (1 hours)

This course helps you use
> Altéa Administration
> Altéa Departure Control - Customer Management (CM)

How the course is organised
> 2 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: June 2025

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.

On this course, you will learn how to :
> Navigate the Customer Management user interface.
> Access each application to process a customer for acceptance and boarding.
> Manage disruption scenarios and their impact on Customer Management.

This course covers the following topics:
> Monitoring the Regrade and Onload lists.
> Using the Boarding monitor and activities.
> Working with departure plan activities.
> Closing boarding and flight departure.
> Working with flight disruptions (re-accommodation).

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
Yes - pass mark: 85%	5 days	English	Certification	Yes	Yes

Is this the course for you?

This course is for:
> Airlines in PSS migration.
> Airline administrators performing customer service activities.
> Airline trainers.

Things you need for this course

Pre-requisite:
> A basic knowledge of Passenger Name Records (PNR).
> Familiar with customer and baggage handling activities at an airport

Prework:
> To ensure that you are familiar with our products before attending the training, we recommend you complete the following e-learning (9 hours):
Altea Departure Control - Customer Management awareness

This course helps you use
> Altéa Departure Control - Customer Management (CM)

Related courses
> Amadeus Altéa DC-CM Departure Plan Template & Departure Control [Instructor-Led]

How the course is organised
> 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

AMADEUS

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.

During this course you will learn how to:
> Create, delete and modify a departure plan template.
> Set activities and dependencies.
> View and update the Departure Plan for a specific flight in the Customer Management user interface.

This course covers the following topics:
> Identifying the market template levels.
> Creating templates.
> Modifying templates.
> Adding and deleting activities.
> Replacing and ignoring activities.
> Deleting templates.
> Adding dependencies.

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
Yes - pass mark: 85%	1 day	English	Certification	Yes	Yes

Is this the course for you?

This course is for:
> Airlines in PSS migration
> Airline staff responsible for setting up Customer Management activities.
> Airline trainers.

Things you need for this course

Pre-requisite:
Have successfully passed the following course:
> Altéa DC-CM Certification

Or
> Familiar with Amadeus Altéa Customer Management and baggage handling activities at an airport.

Prework:
To ensure that you are familiar with our products before attending the training, we recommend that you complete the following e-learning:
> Altéa Administration Departure Plan Template awareness (20 minutes)
> Altea Departure Control -Customer Management awareness (9 hours)

This course helps you use
> Altéa Administration
> Altéa Departure Control - Customer Management (CM)

Related courses
> Amadeus Altéa DC-CM Certification [Instructor-Led]

How the course is organised
> 1 day 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: June 2025

AMADEUS

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.

In this course you will learn how to:
> Create and maintain markets within Market Management.
> Create and maintain flight group keywords within Flight Group Management.
> Work with the weighting concept.
> Create and verify mandatory business rules.
> Identify the impact that business rules have on the behaviour of Flight Management.

This course covers the following topics:
> Market Management.
> Flight Group Management.
> Rule Criteria Weights.
> Rule Creation.
> Rule Management.
> Flight Create Business Rules.
> Active Flight Business Rules.
> Departure Plan Simulation.

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
Yes - pass mark: 85%	2 days	English	Certification	Yes	Yes

Is this the course for you?

This course is for:
> Airlines in PSS migration.
> Airline staff and airline trainers responsible for setting up the Altéa Departure Control - Flight Management Business Rules.
> Airline system administrators.

Things you need for this course

Pre-requisite:
Have successfully passed:
> Amadeus Altéa DC-FM Certification

Or
> Be familiar with Amadeus Altéa Flight Management as well as weight and balance activities at an airport.

Prework:
To ensure that you are familiar with Amadeus products before attending the training, we recommend you complete the following e-Learning:
> Altéa Administration Flight Management Business Rules awareness (1 hour)
> Altéa Departure Control - Flight Management awareness (2.5 hours)

This course helps you use
> Altéa Administration
> Altéa Departure Control - Flight Management (FM)

Related courses
> Amadeus Altéa DC-FM Certification [Instructor-Led]

How the course is organised
> 2 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: June 2025

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.

On this course, you will learn to:
> Prepare flights for departure through the load control process.
> Produce documentation relating to the load control process.
> Identify Altéa DC-FM functionality for other system users.
> Understand Altéa DC-FM from the perspective of roles such as freight agent, ramp agent and supervisor.
> Perform the role of load controller, ramp agent or freight agent through demonstrations and exercises.

This course covers the following topics:
> Altéa system architecture
> Flight information
> Deadload
> Load distribution
> Passenger data
> Down-line port restrictions
> Offline - Online flight scenario
> Domain allocation
> Load control supervisor
> Disruption management
> Ramp sub applicatiion
> Freight sub application
> Documentation

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
Yes - pass mark: 85%	5 days	English	Certification	Yes	Yes

Is this the course for you?

This course is for:
> Airlines in PSS migration
> Airline staff responsible for designing and delivering end user training and implementation of Amadeus Altéa DC - Flight Management.

Things you need for this course

Pre-requisite:
Be familiar with:
> Flight Management Departure Plan activities.
> Load control activities.
> Airline business procedures.

Prework:
> To ensure that you are familiar with our products before attending the training, we recommend you complete the following e-learning (3 hours):
Altea Departure Control - Flight Management awareness

This course helps you use
> Altéa Departure Control - Flight Management (FM)

How the course is organised
> 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

AMADEUS

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.

In this course you will learn how to:
> Create, delete and modify a departure plan template.
> Set activities and dependencies.
> View and update the Departure Plan (or Event Scheduler) for a specific flight in the Flight Management user interface.

This course covers the following topics:
> Identifying the market template levels.
> Creating templates.
> Modifying templates.
> Adding and deleting activities.
> Replacing and ignoring activities.
> Deleting templates.
> Adding dependencies.

Certification: Yes - pass mark: 85%	Duration: 1 day	Language: English	Level: Certification	Pre-requisite: Yes	Prework: Yes

Is this the course for you?

This course is for:
> Airlines in PSS migration.
> Airline staff responsible for setting up Flight Management departure plan activities.
> Airline system administrators.

Things you need for this course

Pre-requisite:
Have successfully passed the following course:
> Altéa DC-FM Certification

Or
> Be familiar with Amadeus Altéa Flight Management and weight and balance activities at an airport.

Prework:
To ensure that you are familiar with Amadeus products before attending the training, we recommend that you complete the following e-Learning:
> Altéa Administration Departure Plan Template awareness (20 minutes)
> Altéa Departure Control - Flight Management awareness (2.5 hours)

This course helps you use
> Altéa Administration
> Altéa Departure Control - Flight Management (FM)

Related courses
> Amadeus Altéa DC-FM Certification [Instructor-Led]

How the course is organised
> 1 day 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: June 2025

AMADEUS

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.

On this course, you will learn how to:
> Navigate and use Altéa DC-FM.
> Build ULDs using the wide body Main Deck Loading functionality.
> Manually distribute the load on the Main and Lower Decks.
> Accept passengers (*e.g. grooms, couriers, and attendants*).
> Produce relevant documentation, Loadsheet, LIR, VGLIR, LDM, CPM and UCM.

This course covers the following topics:
> Freighter functionality focusing on Deadload, Deadload details and Load distribution screens
> Passenger acceptance
> ULD creation - Pallet
> DGSL
> Temperature and ventilation
> Documentation
> Messages
> Ground stability

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
Yes - pass mark: 85%	2 days	English	Advanced	Yes	Yes

Is this the course for you?

This course is for:
> Airline staff responsible for designing and delivering end user training and implementation of freighter functionalities in Amadeus Altéa Departure Control - Flight Management.

Things you need for this course

Pre-requisite:
You need to be familiar with:
> The Altéa DC-FM solution.
> Flight Management Departure Plan activities.
> Load control activities.
> Airline business procedures.

Prework:
> To ensure that you are familiar with our solutions before attending the training, complete the following e-learning (3 hours):
Altea Departure Control - Flight Management awareness

This course helps you use
> Altéa Departure Control - Flight Management (FM)

How the course is organised
> 2 days training for airline agents who have passed the Altéa DC-FM certification
> or 5 days training including an Altéa DC-FM certification

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

The last few details...
> To schedule a customized session, please contact:
> learning@amadeus.com
> Last update: June 2024

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.

In this course you will learn how to:
> Investigate most of the common incidents.
> Understand the flow of the flight cycle.
> Search for information in order to solve or reject an incident.
> Navigate the different Altéa solutions to identify missing information or wrong settings.
> Follow the procedures to report incidents.

This course cover the following topics:
> Incident handling and reporting
> Altéa solution system architecture
> JFE access issues
> Failure to create a flight
> Seating management
> Baggage management
> Device and printing management
> Flight history in Altéa DC-FM
> CM/FM 'link is down' scenarios
> First steps of a problem investigation

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	3 days	English	Fundamentals	Yes	No

Is this the course for you?

This course is for:
> Airlines in PSS migration
> Airline Help Desk agents

Things you need for this course

Pre-requisite:
> Complete the Amadeus Incident Management for support agents e-Learning (1 hour).
> Successfully pass the full CM or FM certifications below:
  Amadeus Altéa DC-CM certification·
  + Amadeus Altéa DC-CM Business Rules·
  + Amadeus Altéa DC-CM Departure Plan Template & Departure Control·
  Or
  Amadeus Altéa DC-FM certification·
  + Amadeus Altéa DC-FM Business Rules & Departure Plan Simulation·
  + Amadeus Altéa DC-FM Departure Plan Template & Departure Control·

This course helps you use

> Altéa Administration
> Altéa Departure Control - Customer Management (CM)
> Altéa Departure Control - Flight Management (FM)

Related courses

> Amadeus Altéa DC-FM Certification [Instructor-Led]
> Amadeus Altéa DC-CM Certification [Instructor-Led]

How the course is organised

> 1 hour of e-Learning·
> 3 days training.

What equipment do you need?

View our instructor-led requirements·

The last few details...

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

amadeus

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.

On this course you will learn how to:
> Set up devices for ground handling and printing at the airport.
> Set up predefined print formats and associate them.

This course covers the following topics:
> Concepts used in Device Administration.
> Completing the 5-step fixed-registration process.
> Determining the printing flows to retrieve various print devices.
> Setting up shared printers (host sharing).
> Completing the 4-step auto-registration process.
> Creating a location description and zones to utilise them in Customer Management.
> Identifying and adding available format associations.
> Viewing print queues within the queue application.
> Security and access for Document Manager.

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	1 day	English	Fundamentals	Yes	No

Is this the course for you?
This course is for:
> Airlines in PSS migration

Things you need for this course
Pre-requisite:
> Airline/Airport experience with regards to printers/CUTE environment.

This course helps you use
> Altéa Document Management

How the course is organised
> 2 virtual training sessions of 3 hours.

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: April 2022

AMADEUS

Instructor-Led

Amadeus Altéa Inventory - Inventory Management Advanced

This course builds upon the Inventory 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.

In this course, you will be able to:
> Master the flight date inventory Leg and Segment controls and measure their impact on Reservation.
> Explore the Flight date inventory tabs.
> Reassess how Availability is calculated and published.
> Display different availability depending on the Point of Sale. Introduction to Availability - polling.
> Manage inventory business rules and TIA.
> Detect, and deal with overbookings.
> Examine Inventory History and Queue Monitoring.
> Describe Revenue Availability w/Active Valuation.
> Evaluate the Uncommitted Bookings tool.
> Use available resources such as online help, manuals, and other documentation to find information and resolve issues. Encourage continuous learning and self-service support.
> Handle challenging situations.

This course covers the following topics:
> Inventory server responsibilities and interactions
> Flight date inventory screen: Leg and Segment controls, Flight controls, Different types of Nesting, Mass updates and supplementary information
> Availability computation
> Availability limitation controls: Segment Limit, Gating, POS subclass logic
> Inventory business rules and TIA
> Market data reports
> Uncommitted Bookings tool
> Problem solving

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	2 days	English	Advanced	Yes	No

Is this the course for you?

This course is for:

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.

Things you need for this course

Pre-requisite:
> Have successfully passed one of the following courses:
Amadeus Altéa Inventory Certification
Inventory Management Certification.
Or
> Have passed the Test: Inventory Management Advanced.

This course helps you use
> Altéa Inventory and Code Share

How the course is organised
> 2 days training until August 2025
> 3 days training starting September 2025
> Learner centered approach with outcome based scenario exercises

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: June 2025

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.

On this course, you will learn how to:
> Work on the Flight Date Inventory Leg and Segment.
> Apply various class controls to manage inventory effectively.
> Utilize the settings on the Supplementary and Mass updates tabs.
> Close the Flight.
> Handle Balance and Unbalance adjustments.
> Update the saleable configuration from Flight Date Inventory.
> Create a Non-Commercial PNR.
> Explain how availability is calculated.
> Describe the Emergency Lock procedure.

This course covers the following topics:
> Altéa system architecture
> Navigation of the product's UI and menus
> Messenger viewer
> Markets, flight groups and business rules
> Flight Date Inventory Controls
> Supplementary tabs
> Mass updates
> Availability calculation and publication
> Nesting
> Mandatory Inventory business rules

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
Yes - pass mark: 85%	3 days	English	Certification	No	Yes

Is this the course for you?

This course is for:
> Airline Inventory Controllers or Revenue Managers and supervisors who are new to Inventory Management.
> For an overview of how to use Altéa Inventory, watch the Altea Inventory awareness e-learning (6 hours).
> If you already have a foundational understanding of the Altéa Inventory systems and wish to develop your skills, consider enrolling in the related **advanced** instructor-led training course below.

Things you need for this course

Prework:
> To ensure that you are familiar with the cryptic commands before attending the training, we recommend you complete the following e-learning (45 minutes):
Altéa Reservation and Ticketing (Cryptic) for Altéa Inventory users

This course helps you use
> Altéa Inventory and Code Share

Related courses
> Amadeus Altéa Inventory Codeshare Certification [Instructor-Led]
> Amadeus Altéa Inventory - Inventory Management Advanced [Instructor-Led]

How the course is organised
> 3 days of 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

amadeus

Instructor-Led

Amadeus Altéa Inventory - Schedules & Reaccommodation Advanced

This course builds upon the Inventory and Schedules 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.

In this course, you will be able to:
> Master manual/automatic schedule processes of message reception, dressing and publication, measure their impact internally/externally.
> Work with the SET (Schedule Entry Table).
> Manage regular and non-regular flights.
> Define optional schedule business rules and TIA.
> Examine the schedule history and Queue Monitoring.
> Monitor operational messages and manage FLIX.
> Master the automatic and manual reaccommodation process: Types/Modes/Solutions/Options
> Maximize the automatic flight selection (AFS) feature.
> Manage optional reaccommodation business rules.
> Optimize features like overbooking control, itinerary analysis and enhanced reaccommodation .
> Employ the reaccommodation from report tool.
> Examine reaccommodation history and interpret queue monitoring and the reaccommodation reports.
> Handle challenging situations.

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

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	4 days	English	Advanced	Yes	No

Is this the course for you?

This course is for:

Airline schedule managers, space 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.

Things you need for this course

Pre-requisite:
> Have successfully passed one of the following courses:
Amadeus Altéa Inventory Certification
Schedules & Reaccommodation Certification.
Or
> Have passed the Test: Schedules & Reaccommodation Advanced

This course helps you use
> Altéa Inventory and Code Share

Related courses
> Amadeus Altéa Inventory Codeshare Certification [Instructor-Led]

How the course is organised
> 4 days training starting September 2025

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: June 2025

AMADEUS

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.

On this course, you will learn how to:
> Manage automated and guided features used for the creation, modification, and publication of regular flights.
> Set up automated and guided reaccommodation processes effectively.

This course covers the following topics:
> Altéa system architecture
> Navigation of the product's UI and menus
> Messenger viewer
> Markets, flight groups and business rules
> Mandatory Schedule business rules
> Flight creation, modification, and publication
> Reaccommodation processing: automatic and manual, using baseline features, and Automatic Flight Selection

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
Yes - pass mark: 85%	4 days	English	Certification	No	Yes

Is this the course for you?

This course is for:

> Airline's Schedule Managers, Space controllers and supervisors who are new to schedule distribution.
> For an overview of how to use Altéa Inventory systems, watch the Altea Inventory awareness e-Learning (6 hours)
> If you already have a foundational understanding of the Altéa Inventory systems and wish to develop your skills in Schedules & Reaccommodation, consider enrolling in the related **advanced** instructor-led training course below.
> Alternatively, Seating Managers should attend: *Amadeus Altea Inventory: Seating Management Certification*, and Inventory Managers should attend: *Amadeus Altea Inventory: Inventory Management Certification*.

Things you need for this course

Prework:

> To ensure that you are familiar with the cryptic commands before attending the training, we recommend you complete the following e-learning (45 minutes):
Altéa Reservation and Ticketing (Cryptic) for Altéa Inventory users

This course helps you use
> Altéa Inventory and Code Share

Related courses
> Amadeus Process Customer Value for Inventory [Instructor-Led]
> Amadeus Altéa Inventory Codeshare Certification [Instructor-Led]
> Amadeus Altéa Inventory - Schedules & Reaccommodation Advanced [Instructor-Led]

How the course is organised
> 4 days of 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

amaDEUS

Instructor-Led

Amadeus Altéa Inventory - Seating Management Advanced

This course builds upon the Inventory and Seating 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

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	3 days	English	Advanced	Yes	No

Is this the course for you?

This course is for:

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.

Things you need for this course

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·

This course helps you use
> Altéa Inventory and Code Share

Related courses
> Amadeus Altéa Inventory Codeshare Certification [Instructor-Led]

How the course is organised
> 3 days training
> Learner centered approach with outcome based exercises

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: June 2025

AMADEUS

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.

On this course, you will learn how to:
> Create and maintain Aircraft Configuration Versions (ACV).
> Create and maintain seat maps used across Altéa Reservation and Altéa Departure Control.
> Understand the construction of a flight date seat map.
> Establish the essential seating business rules to determine how passengers should be seated.

This course covers the following topics:
> Altéa system architecture.
> Navigation of the product's UI and menus.
> Messenger viewer.
> Markets, flight groups and business rules.
> Aircraft library.
> Seat map designer.
> Flight Date seatmap.
> Required seating business rules.

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
Yes	3 days	English	Certification	No	Yes

Is this the course for you?

This course is for:
> Airline's Seating Managers, Space controllers, Helpdesk and supervisors.
> For an overview of how to use Altéa Inventory, watch the

Altea Inventory awareness e-learning (6 hours).
> If you already have a foundational understanding of to setup the Altéa Inventory Seating systems and wish to develop your skills, consider enrolling in the related **advanced** instructor-led training course below.

Things you need for this course

Prework:
To ensure that you are familiar with the cryptic commands before attending the training, we recommend you complete the following e-learning (45 minutes):
> Altéa Reservation and Ticketing (Cryptic) for Altéa Inventory users

This course helps you use
> Altéa Inventory and Code Share

Related courses
> Amadeus Altéa Inventory Certification [Instructor-Led]
> Amadeus Altéa Inventory - Seating Management Advanced [Instructor-Led]

How the course is organised
> 3 days of 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

AMADEUS

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.

On this course you will learn how to:
> Manage automated and guided features for the creation, update and publication of regular flights.
> Setup automated and guided reaccommodation processes effectively.
> Create and maintain seat maps displayed on Altéa Reservation and Departure Control systems.
> Apply inventory management techniques to control airline inventory and determine availability.

This course covers the following topics:
> Amadeus System architecture
> Navigation within the GUI, discovery of the menus
> Messenger viewer
> Markets, flight groups and business rules
> Seating: Aircraft library, seat map design, mandatory business rules
> Schedule: Automatic / manual schedule changes and publication, mandatory business rules
> Reaccommodation: Automatic and manual reaccommodation using baseline features and automatic flight selection
> Inventory: Flight date inventory, class/cabin controls, availability calculation, supplementary settings and business rules

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
Yes - pass mark: 85%	7 days	English	Certification	No	Yes

Is this the course for you?

This course is for:
> Airlines in PSS migration
> Airline's operational agents, supervisors, Help desk agents and trainers.
> For Schedule Managers: 'Schedule Management Certification'.
> For Seating Managers: 'Seating Management Certification'.
> For Inventory Managers: 'Inventory Management Certification'.
> For an overview of the Inventory systems, watch the Altea Inventory awareness e-Learning (6h)

Things you need for this course

Prework:
> To ensure that you are familiar with the cryptic commands before attending the training, we recommend you complete the following e-learning (45 minutes):
Altéa Reservation and Ticketing (Cryptic) for Altéa Inventory users

This course helps you use
> Altéa Inventory and Code Share

Related courses
> Amadeus Altéa Inventory Codeshare Certification [Instructor-Led]

How the course is organised
> 7 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
> If you already have a comprehensive knowledge of Altéa Inventory, consider enrolling to one of our advanced courses.
> Last update: May 2025

AMADEUS

Instructor-Led

Amadeus Altéa Inventory Codeshare Advanced

This course builds upon the Codeshare 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.

This course covers the following topics:
> 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

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	3 days	English	Advanced	Yes	Yes

Is this the course for you?

This course is for:

Airline schedule managers, space controllers and supervisors who have some product experience and want to expand their product knowledge towards an advanced level.
This standard course does not target product users who have already mastered the above topics and does not cover any customized troubleshooting or configuration checks that are unique to an airline.

Things you need for this course

Pre-requisite:

> Have successfully passed the Codeshare Certification
> Or have passed the Test: Amadeus Altéa Inventory Codeshare Advanced (under development)

Prework:

> To ensure that you are familiar with our products before attending the training, we recommend you complete the 2 following e-learning (25 minutes):
How to manage codeshare flights
Prerequisites to start using codeshare in Altéa Inventory?

This course helps you use

> Altéa Inventory and Code Share

Related courses

> Amadeus Altéa Inventory Certification [Instructor-Led]

How the course is organised

> 3 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: June 2025

AMADEUS

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.

On this course, you will learn how to create and update codeshare tables and codeshare flights.

These tables are used by Amadeus Altéa Inventory when a schedule or schedule change message is sent from your schedule planning system or partner airlines to automatically create or update your codeshare flights.

This course covers the following topics:
> Codeshare agreement types
> Codeshare terminology
> Message flow
> Booking class mapping table
> Codeshare flight table
> Codeshare disclosure in Altéa Reservation
> Functionality agreement
> Codeshare seat map and seat management of code share flights
> Inventory management of code share flights
> Amadeus Codeshare portal
> Codeshare re-accommodation

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
Yes - pass mark: 85%	3 days	English	Certification	Yes	Yes

Is this the course for you?

This course is for:
> Airlines in PSS migration
> Airline staff who will be responsible for setting up and maintaining codeshare relationships.

Things you need for this course

Pre-requisite:
> Have successfully passed one of the following courses:
Amadeus Altéa Inventory Certification
Schedules & Reaccommodation Certification·
> Or have passed the Test: Amadeus Altéa Inventory Codeshare Certification

Prework:
> To ensure that you are familiar with our products before attending the training, we recommend you complete the 2 following e-learning (25 minutes):
How to manage codeshare flights
What are the prerequisites to start using codeshare in Altéa Inventory?

This course helps you use
> Altéa Inventory and Code Share

Related courses
> Amadeus Altéa Inventory Certification [Instructor-Led]

How the course is organised
> 3 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: June 2025

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.

In this course, you will learn about the links and interactions between:
> Altéa Inventory
> Altéa Reservation
> Altéa Administration
> Altéa Departure Control - Customer Management
> Altéa Departure Control - Flight Management

This course covers the following topics:
> Reviewing the Altéa solution system architecture.
> Buidling seat maps, creating schedules in Inventory.
> Reviewing the relevant Altéa Inventory and Departure Control Business Rules.
> Reviewing the Departure Plan activities.
> Creating flights in Altéa CM and FM.
> Identifying the data exchange between Altéa Departure Control, Inventory and the PNR.
> Working with common flight disruption scenarios impacting Altéa Departure Control and PNRs.

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	5 days	English	Advanced	Yes	Yes

Is this the course for you?

This course is for:
> Airlines in PSS migration.
> Airline administrators, functional analysts and business process testers needing to know how the different Altéa products link with one another.

Things you need for this course

Pre-requisite:

Have successfully passed one of the courses below:
> Amadeus Amadeus Altéa Inventory Certification
> Amadeus Altéa DC-CM certification
> Amadeus Altéa DC-FM certification

Or completed one of the following e-Learning:
> Altéa Inventory awareness (6 hours 10 minutes)
> CM awareness (8 hours 50 minutes)
> FM awareness (2 hours 30 minutes)

Prework:
> To ensure that you are familiar with our solutions before attending the training, we recommend that you complete the following e-Learning (20 minutes):
How Altea Inventory interacts with other systems

This course helps you use
> Altéa Administration
> Altéa Departure Control - Customer Management (CM)
> Altéa Departure Control - Flight Management (FM)
> Altéa Inventory and Code Share
> Altéa Reservation Desktop Essential

Related courses
> Amadeus Altéa DC-FM Certification [Instructor-Led]
> Amadeus Altéa DC-CM Certification [Instructor-Led]
> Amadeus Altéa Inventory Certification [Instructor-Led]

How the course is organised
> 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: June 2025

AMADEUS

Instructor-Led

Amadeus Altéa Messaging Server

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

On this course you will learn how to:
> Construct the Dispatch Rules
> Establish Subscriptions for users
> Enforce Message Duration where necessary
> Retrieve Messenger History

This course covers the following topics:
> Message publication process and main actors involved.
> Category trees.
> Dispatch rules.
> Subscriptions.
> Message duration rules.
> Delegation.
> History.

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	1 hour + 2 hours	English	Fundamentals	Yes	Yes

Is this the course for you?

This course is for:
> Airlines in PSS migration
> Altéa Inventory Administrators or airline administrators.

Things you need for this course

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

Prework:
> Complete the following e-Learning path (1 hour):
Amadeus Messaging Server awareness

This prework is mandatory to attend this training

This course helps you use
> Altéa Administration
> Altéa Inventory and Code Share

How the course is organised
> 1 hour of e-Learning, mandatory to attend the virtual session.
> 2 hours of virtual Q&A training session

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: August 2023

AMADEUS

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.

On this course, you will learn how to:
> Describe Amadeus Altéa NDC.
> Identify NDC flows and APIs supported by Altéa NDC.
> Perform baseline Altéa NDC flows (Prime Booking Flow and Servicing flows) with the SoapUI API testing tool.
> Log into and log-off from Altéa NDC Configuration Manager UI.
> Navigate through Altéa NDC Configuration Manager UI.
> Configure and control the partner or travel seller to access your NDC contents.
> Provide best practice and investigation tips to your NDC partners.

This course covers the following topics:
> Altéa NDC High Level Overview
> Altéa NDC Connectivity and Configuration
> Altéa NDC Shopping
> Altéa NDC Prime Booking Flow
> Altéa NDC Servicing Flows
> Altéa NDC OrderChangeNotifcation
> Altéa NDC Reporting NDC Sales
> Altéa NDC Best Practice

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	3 days	English	Fundamentals	Yes	No

Is this the course for you?

This course is for:
> Airline agents involved in NDC with functional expertise in the airline's distribution strategy and technical XML knowledge.

Things you need for this course

Pre-requisite:
> Basic understanding of airline processes and Amadeus Altéa solutions.
> Functional expertise in the airline's distribution strategy, e.g., fares, reservation, and ticketing.
> Technical XML knowledge.

This course helps you use
> Altéa NDC

How the course is organised
> 3 days of 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: March 2025

AMADEUS

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.

On this course, you will learn to:
> Create and maintain points-of-sale.
> Set up flight groups.
> Define markets.
> Construct class suppression, polling, AVS-driven rules, and functional access control rules.
> Read the history and restore historical items.
> Request access authorisation.

This course covers the following topics:
> Creating and maintaining Point-of-Sale keyword definitions to target standard Amadeus users, internet users and users in reverse access.
> Achieving expected distribution levels by managing class suppression rules and AVS-driven rules, and maintaining polling rules for dynamic availability.
> Retrieving and reading the history.

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
Yes - pass mark: 85%	2.5 days	English	Certification	Yes	Yes

Is this the course for you?

This course is for:
> Airlines in PSS migration.

Things you need for this course

Pre-requisite:
Have successfully passed one of the below courses:
> Amadeus Reservation and Ticketing Web Certification for New Users.
> Amadeus Altea Inventory Certification.

Prework:
> To ensure that you are familiar with our products before attending the training, we recommend you complete the following e-learning (5 minutes):
What is polling?

This course helps you use
> Airline Distribution
> Altéa Reservation Desktop Web (ARDW)

Related courses
> Amadeus Carrier Preferred Display Management [Instructor-Led]

How the course is organised
> 2.5 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: June 2025

AMADEUS

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.

On this course, you will learn how to:
> Navigate through different modules in the Business Analytics Center portal.
> Define your specific dashboards.
> Create a story.

This course covers the following topics:
> Business Analytics Center (BAC) 5 standard modules: C-level, Bookings, Travelers, Revenue Management, and On-Time Performance.
> Navigating BAC portal - QlikSense.
> Reviewing ready-to-visualize dashboards.
> Duplicating dashboard.
> Creating your own visualized dashboards.
> Using Bookmarks.
> Creating a story.

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	3 days	English	Fundamentals	Yes	No

Is this the course for you?
This course is for:
> Airline business decision makers.
> Airline advanced business analysts.

Things you need for this course
Pre-requisite:
> Have a basic understanding of airline processes and Amadeus Altéa solutions.
> Familiarity with airline business processes and task distribution.

This course helps you use
> Business Analytics Center Portal   QlikSense

How the course is organised
> 3 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: July 2024

Specify if you need:
> 1 training day on Advanced Sales & Revenues (AS&R)
> 0.5 training day on Advanced Ground Operations (AGO)

AMADEUS

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.

On this course you will learn how to:
> Create and maintain points of sale.
> Set up and modify markets.
> Construct Carrier Preferred Display rules in accordance with the product options Availability, Flex Pricer. and Automatic Flight Selection
> Exclude flights, connections and airport changes
> Read the CPD rule's history
> Interpretate hierarchy and weighing
> Request product access

This course covers the following topics:
> Points of sale in accordance with the product options used
> Market definitions.
> Carrier Preferred rules reflecting either the airline's distribution policy worldwide or for airline websites or for the airline's disruption scenarios.
> Flight, connection and airport change exclusions
> CPD rule's history
> Hierarchy and weighting
> Certification test.

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
Yes - pass mark: 85%	3 days	English	Certification	Yes	Yes

Is this the course for you?

This course is for:
> Airlines in PSS migration.
> Altéa Inventory airline users.
> Airline staff configuring CPD for their Availability display worldwide, their website display and in disruption scenarios.

> Navitaire airlines and non-Altéa carriers should register to '

Amadeus Carrier Preferred Display Management for global, web and on-line distribution'.

Things you need for this course

Pre-requisite:
> Have a basic understanding of airline distribution processes, Amadeus availability and schedule displays.

Prework:
> To ensure that you are familiar with our products before attending the training, we recommend you complete the following e-learning (5 minutes):

What are Carrier Preferred Display service flows

This course helps you use
> Airline Distribution

Related courses
> Amadeus Altéa Inventory Certification [Instructor-Led]
> Amadeus Availability Management [Instructor-Led]

How the course is organised
> 3 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: December 2024

AMADEUS

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.

On this course you will learn how to:
> Create and maintain points of sale.
> Set up and modify markets.
> Construct Carrier Preferred Display rules for disruption, OCC/APR displays.
> Exclude flights, connections and airport changes.
> Read the history.
> Request product access.

This course covers the following topics:
> Points of sale in accordance with the product options used
> Markets
> Carrier Preferred rules for your disruption, OCC/APR displays and self re-accommodation
> Flight, connections or airport change exclusions
> CPD rule's history
> Hierarchy and weighting
> Product access.
> Certification test

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
Yes - pass mark: 85%	2.5 days	English	Certification	Yes	Yes

Is this the course for you?

This course is for:
> Airline staff configuring CPD in disruption scenarios

Things you need for this course

Pre-requisite:
> Have a basic understanding of airline distribution processes, Amadeus availability and schedule displays.

Prework:
> To ensure that you are familiar with our products before attending the training, we recommend you complete the following e-learning (5 minutes):
What are Carrier Preferred Display service flows

This course helps you use
> Airline Distribution

Related courses
> Amadeus Availability Management [Instructor-Led]

How the course is organised
> 2.5 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: March 2025

AMADEUS

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.

On this course you will learn how to:
> Create and maintain points of sale.
> Set up and modify markets.
> Construct Carrier Preferred Display rules for your Self Re-accommodation websites.
> Exclude flights, connections and airport changes.

This course covers the following topics:
> Point of sales for self re-accommodation websites
> Markets
> Carrier Preferred rules reflecting your rebooking scenarios for self re-acc websites.
> Flight, connection and airport change exclusions

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	1.5 days	English	Advanced	Yes	Yes

Is this the course for you?

This course is for:
> Airlines in Self Re-acc migration.
> Airline staff configuring CPD for their self re-accommodation websites.

Things you need for this course

Pre-requisite:
> Have a basic understanding of airline distribution processes, Amadeus availability and schedule displays.

Prework:
> To ensure that you are familiar with our products before attending the training, we recommend you complete the following e-learning (5 minutes) and its quiz:
What are Carrier Preferred Display service flows

This course helps you use
> Airline Distribution

Related courses
> Amadeus Altéa Inventory Certification [Instructor-Led]
> Amadeus Availability Management [Instructor-Led]

How the course is organised
> 1.5 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: July 2024

AMADEUS

e-Learning

Amadeus Customer Service Point

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

You will learn:
> What is ACSP
> How to navigate ACSP
> How to set up your ACSP account
> How to open an incident record
> How to open a work order
> How to open a record
> How to check a record status
> How to verify and close an incident record
> How to verify and close a work order

As an Amadeus customer, submit an inquiry on an Amadeus product using **Amadeus Customer Service Point** (ACSP). Through a set of interactive videos learn how to open, verify and close inquiries including both work orders (WO) and incidents (IR).

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	20 minutes	English	Awareness	No	No

Is this the course for you?

This course is for:

Airlines

In particular, those working in:

Help Desk & Support Agents, Operations Managers, Trainers

This course helps you use
> Amadeus Customer Service Point

How the course is organised
9 interactive lessons with a duration of 20 minutes.

What equipment do you need?
> A computer or tablette.
> A high-speed internet connection.

The last few details...
> Please note that access to this course is restricted to Amadeus customers.

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.

On this course you will learn how to:
> Describe the Award Converter and the Miles & Cash slider logic.
> Access to the 'Cash to Miles conversion' module in FareXpert.
> Create, duplicate, edit a conversion rule for commercial and redemption booking classes.
> Create adhoc promotions.
> Differentiate the conversion process of fares from the one for Ancillary Services and Taxes.
> Create specific conversion rules for Marginal fares.

This course covers the following topics:
> Product overview of the Digital Awards suite (Converter Engine, Award converter and Miles & Cash slider)
> How to access the FareXpert Cash to Miles conversion module.
> How to create cash to miles conversion rules (various use case scenarios).

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	3 days	English	Fundamentals	Yes	No

Is this the course for you?

This course is for:
> Airlines in PSS or standalone migration
> Airline Fares and Pricing administrators, loyalty programme administrators, online booking tool administrators.

Things you need for this course

Pre-requisite:
> Basic understanding of Amadeus Redemption and Cash & Miles flow solutions
> Basic understanding of Fares & Pricing

How the course is organised
> 3 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: January 2025

AMADEUS

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.

On this course, you will learn how to:
> Determine the concepts used in Altea Administration for Device Administration
> Complete the 4-steps auto-registration process to print documents through the Amadeus host
> Install Amadeus Peripheral Manager and SAPE (Standalone Print Emulator)
> Request access to Altea Administration

This course covers the following topics:
> Auto-registration of printing devices i.e Laser or Dot Matrix
> Peripheral manager & SAPE installation

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	0.5 day	English	Awareness	Yes	No

Is this the course for you?

This course is for:
> Airlines in PSS migration
> Airline Administrators, IT Support or Helpdesk agents in charge of print devices configuration for ARD Web or Web Essentials

Things you need for this course

Pre-requisite:
> Knowledge about printing solutions

This course helps you use
> Altéa Document Management

Related courses
> Amadeus Reservation and Ticketing Web Certification for New Users [Instructor-Led]

How the course is organised
> 1 virtual session of 2.5 hours

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

The last few details...
> For a customised or dedicated session, please contact your Amadeus training consultant: learning@amadeus.com
> Last Update: April 2022

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.

During this course you will learn how to:
> Use the online booking engine
> Configure Site Manager
> Differentiate between the different search flows
> Follow the steps of the Workflow Manager
> List the different digital solutions available
> Navigate through the test and validation tool called the HTML shooter

This course covers the following topics:
> Overview of e-Retail Engine concepts and terminology
> Implementation process
> Schedule driven and Fare driven booking flows
> Introduction to Site Manager
> Basic Site Manager exercises
> Enhancing the offerings of a site
> Options to customise a site
> Light overview on how to integrate e-Retail with an external website (Connectors)
> Use the test and validation tool called the HTML shooter
> Booking insurance in-Retail Engine

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
Yes - pass mark: 85%	3 days	English	Certification	Yes	No

Is this the course for you?

This course is for:
> Staff managing an airline's direct online sales channel (www.airline.com)
> Airlines in PSS or standalone migration

Things you need for this course

Pre-requisite:
> Basic knowledge on GDS (not a must)
> Be familiar with an online booking tool

This course helps you use
> Amadeus e-Retail
> Amadeus Flex Pricer

How the course is organised
> 3 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: July 2024

AMADEUS

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.

On this course you will learn how to:
> Create discounts based on passenger type codes, fare type codes, international and domestic fare types.

This course covers the following topics:
> Dynamic Fare Overview.
> Create Promotion Fares.
> Create Vendor Aggregate.
> Create Promotion Fares with Rule Conditions, ATPCO CAT 15 Private Fares and Amadeus FareXpert.

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	1 day	English	Fundamentals	Yes	No

Is this the course for you?
This course is for:
> Airlines in PSS migration

Things you need for this course
Pre-requisite:
Bring a basic knowledge of fares and fare filing, as well as Amadeus PNR creation.

Have successfully passed the following course:
> Amadeus Farexpert Negotiated Fares·

This course helps you use
> Amadeus FareXpert

How the course is organised
> 1 day training

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

The last few details...
Important to note: The Amadeus FareXpert filing platform is a set of applications (modules) which enable real-time filing into the Amadeus database. For productivity and consistency purposes, all applications have been grouped under this platform. Every FareXpert based module addresses a specific filing need and thus targets potentially very different audiences. It is therefore key to cleary identify to which FareXpert module reference is being made. The Amadeus FareXpert Dynamic Fares training course is covering the FareXpert based Promotions module.
> To schedule a customised session, please contact: learning@amadeus.com
> Last update: June 2025

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.

On this course, you will:
> Identify Flex Pricer concepts, terminology and architecture.
> Create Commercial Fare Families (CFF), Markets, and Fare Families (FF) using the Amadeus FareXpert filing platform
> Explain the interdependancies of updates in FareXpert and the administration tool of the front-end application (e.g. Site Manager).

This course covers the following topics:
> Flex Pricer specific terminology and architecture.
> How to access the Airlines Fare Families module based on the Amadeus FareXpert filing platform.
> How to create a Commercial Fare Family, Markets, and Fare Families.
> How to use Location-, Vendor-, and Market Aggregates within FareXpert.
> How updates in FareXpert impact the administration tool of the front-end application (e.g.: Site Manager).
> **Note:** Flex Pricer and/or the FareXpert based Fare Families modules can be used in an airline direct (online) channel, and in other contexts such as: ARD Web, NDC, Amadeus Group Manager

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	2 days	English	Fundamentals	Yes	No

Is this the course for you?

This course is for:
> Airlines in a PSS migration
> Airline staff involved in decision making around which fares / brands should be filed and promoted through the direct online distribution channels ('.com', NDC, Groups or Call-Center).
> The course is key for those staff members having to use FareXpert to create and administer Commercial Fare Families (CFF), Markets and Fare Families (FF).

Things you need for this course

Pre-requisite:
> Basic understanding of Fares and Fare filing
> Understanding of airline's direct distribution channels (website '.com', NDC, Groups, Call-Center).

This course helps you use
> Amadeus e-Retail
> Amadeus FareXpert
> Amadeus Flex Pricer
> Digital Experience Suite (DES)

Related courses
> Amadeus e-Retail Engine for New Users [Instructor-Led]

How the course is organised
> 2 days training

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

The last few details...
> **Important to note:** The Amadeus FareXpert filing platform is a set of applications enabling real-time filing into the Amadeus database. Every FareXpert based module addresses a specific filing need and targets potential different audiences. The Flex Pricer training course is covering the FareXpert based Airlines Fare Families.
> To schedule a customised session, please contact: learning@amadeus.com
> Last update: June 2025

AMADEUS

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.

On this course, you will learn how to:
> Set up and maintain points of sale for handling tables and block management.
> Define availability and sell options.
> Create and maintain Negotiated Space handling table parameters.
> Create and modify Negotiated Space blocks.
> Retrieve and read the history.
> Run dashboards or reports.
> Request access authorisation.

This course covers the following topics:
> Creating and maintaining handling records.
> Setting up and modifying the Point of Sale.
> Creating and modifying Amadeus Negotiated Space blocks.
> Reading the history.
> Running dashboards or reports.
> Requesting access to the product.
> Certification test.

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
Yes - pass mark: 85%	3 days	English	Certification	Yes	No

Is this the course for you?

This course is for:
> Airlines in PSS migration
> Airline Group or Negotiated Space Managers

Things you need for this course

Pre-requisite:
We strongly recommend that the participants first attend some of the below courses:
> Amadeus Reservation and Ticketing Web Certification for New Users·
> Amadeus Altea Inventory Certification·
> Amadeus Availability Management·
> Amadeus Carrier Preferred Display·

This course helps you use
> Airline Distribution
> Altéa Reservation Desktop Essential

Related courses
> Amadeus Availability Management [Instructor-Led]

How the course is organised
> 3 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: June 2025

AMADEUS

e-Learning

Amadeus Office Management

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

On this course, you will learn:
> How to manage offices
> How to manage terminals
> How to manage printers
> How to manage printer Sets
> How to manage certificates

Through a set of interactive lessons learn how to manage offices, terminals, printers, printer-sets and certificates using the web-based interface Amadeus Office Management (AOM).

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	2 hours	English	Awareness	No	No

Is this the course for you?

This course is for:

Airlines, Ground Handlers

In particular, those working in:

Administrators, Business & Projects Managers, Help Desk & Support Agents, Security Administrators, Trainers

This course helps you use

> Amadeus Office Management (AOM)

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

The last few details...

To get access to AOM, you will need to complete a 2-days instructor-led training and successfully pass the test.

AMADEUS

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.

On this course you will learn how to:
> Configure agency access to the Amadeus Reservation System using secured and controlled environments.

This course covers the following topics:
> Create and setup office IDs and office profiles.
> Create reports and templates for massive actions.
> Review the user authentication process flow.

Certification:
Yes - pass mark: 85%

Duration:
2 days

Language:
English

Level:
Certification

Pre-requisite:
Yes

Prework:
Yes

Is this the course for you?

This course is for:
> Airlines in PSS migration
> Airline security administrators who will update offices.

> If you are interested in both Amadeus Office Management and ASM, enroll to our 5-day Amadeus Office Management and Security Management Certification for airlines course.

Things you need for this course

Pre-requisite:
> Familiarity with airline business processes and task distribution.
> Practical knowledge of ticketing and refund processes.
> Basic knowledge of Amadeus Information System pages.

Prework:
To ensure that you are familiar with these products before attending the course, we recommend you complete:
> Amadeus Office Management awareness (1 hour)
> Amadeus Security Management awareness (1 hour)
> Local Security Management (30mins) if your airline uses it.

This course helps you use
> Amadeus Office Management (AOM)
> Amadeus Revenue Accounting

Related courses
> Amadeus Security Management Certification for Altéa Airlines [Instructor-Led]

How the course is organised
> 2 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

amadeus

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.

On this course, you will learn how to:
> Create rules to define corrective actions and/or notification actions that will be triggered by a name modification in PNRs.

This course covers the following topics:
> Product overview.
> Creation of Point Of Sale, markets and flight groups.
> Creation and administration of rules for individual and group PNRs.

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	1 day	English	Fundamentals	Yes	No

Is this the course for you?

This course is for:
> Airlines in PSS migration
> Airline administrators dealing with revenue integrity, reservation and/or inventory

Things you need for this course

Pre-requisite:
> You need a basic understanding of airline distribution processes, and Amadeus Availability Display, and PNR.

This course helps you use
> Altéa Reservation Desktop Essential
> Altéa Reservation Desktop Web (ARDW)

How the course is organised
> 2 virtual training sessions of 2.5 hours.

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: June 2023

AMADEUS

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.

On this course you will learn how to:
> Working with customer ranking process - Process Customer Value (PCV).
> Navigating the PCV user interface.
> Constructing acceptance onload and regrade rules.
> Positioning and setting the ranking parameters and verifying the results in Altéa Departure Control Customer Management.

This course covers the following topics:
> How to access the Amadeus Retailing Platform.
> The purpose of customer ranking.
> The customer ranking process.
> Process Customer Value calculation (business process, parameters).
> Using Market and Flight Group Management.
> Applying Global PCV.

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	1 day	English	Fundamentals	Yes	No

Is this the course for you?

This course is for:
> Airlines in PSS migration
> Airline administrators responsible for setting up Customer Management onload/regrade procedure.

Things you need for this course

Pre-requisite:
Have successfully passed one of these courses:
> Altéa Departure Control - Customer Management awareness e-Learning (9 hours)
> Amadeus Altéa DC-CM certification course.

This course helps you use
> Altéa Departure Control - Customer Management (CM)
> Amadeus Application Launcher

How the course is organised
> 1 day 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: June 2025

amadeus

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.

On this course, you will learn how to set up the waitlist confirmation Process Customer Value (PCV) rule in line with your airline business objectives.

This course covers the following topics:
> How to create and maintain business rules for qualifying and ranking passengers.
> Demonstration of PCV with business scenarios.
> Prioritisation for auto waitlist clearance process.
> Exercises on creating and validating rules in an automated waitlist scenario

Certification: No	Duration: 25 minutes + 3 hours	Language: English	Level: Fundamentals	Pre-requisite: Yes	Prework: Yes

Is this the course for you?

This course is for:
> Airlines in PSS migration

Things you need for this course

Pre-requisite:
> Have successfully passed one of the following courses:
Amadeus Altéa Inventory Certification
Schedule Management Certification
Inventory Management Certification

Prework:
> Complete the following e-Learning:
What is Automatic Waitlist Clearance? (10min)
How is Process Customer Value (PCV) determined (15min)
+ the questionnaire which the trainer will send to you

This prework is mandatory to attend this training

This course helps you use
> Altéa Inventory and Code Share

How the course is organised
> 25min of e-Learning: Automatic Waitlist Clearance + PCV + questionnaire (sent by your trainer), mandatory to attend the virtual session.
> 3 hours of virtual session

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: June 2025

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.

On this course, you will learn how to:
> Display and interpret a queue bank.
> Navigate queues within Altéa Reservation.
> Process PNRs and messages stored in queues.
> Create, customise, and delete queues and categories.
> Utilise the queue planner and count reset.

This course covers the following topics:
> Queue Navigation
> Queue Bank
> PNR and Messages Queues
> Queue Categories
> Queue Planner

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	3 hours + 1 day	English	Fundamentals	Yes	No

Is this the course for you?

This course is for:

Airline members that will be responsible for working and maintaining queues for their organization

Things you need for this course

Pre-requisite:
> A basic knowledge of Passenger Name Records (PNR).
> Complete the following e-Learning lesson (3 hours): Altéa Reservation and Ticketing (Cryptic) awareness

or
>

Have successfully passed one of the below courses:
> Amadeus Reservation and Ticketing Web Certification for New Users·
> Amadeus Reservation and Ticketing Cryptic Certification·

This course helps you use
> Altéa Reservation Desktop Essential
> Altéa Reservation Desktop Web (ARDW)

Related courses
> Amadeus Reservation and Ticketing Web Certification for New Users [Instructor-Led]
> Amadeus Reservation and Ticketing Web Certification-Conversion from Amadeus Cryptic to Graphic [Instructor-Led]

How the course is organised
> 3 hours of e-Learning
> 1 day of virtual 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: June 2025

AMADEUS

Instructor-Led

Amadeus Reservation and Ticketing Cryptic - EMDs Advanced

This course builds upon the cryptic certification course by exploring complex scenarios for effective problem solving using hands-on exercises. You will improve your ability to manage EMD processes in the cryptic window.

In this course you will learn how to:
> Create financial EMDs for penalty fees and residual value in the cryptic window (command page).

This course covers the following higher-level topics:
> EMD creation for: Penalty fees, No Show fees, Cancellation fees, & Deposit (Group PNRs)
> EMD RSVT after reissue process
> EMD RSVR after reissue process
> EMD RSVT partially used on future booking with new RSVT issuance
> EMD RSVT used on future booking with additional collection
> EMD RSVR refund

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	2 days	English	Advanced	Yes	No

Is this the course for you?

This course is for:

Any airline user with at least 6 months of experience using the cryptic window (command page):
> Airline help desk agents
> Airline trainers
> Airline reservation and ticketing agents

Things you need for this course

Pre-requisite:

> Have successfully passed Amadeus Reservation and Ticketing Cryptic Certification for new users.

Or
> Have passed the Test: Amadeus Reservation and Ticketing Cryptic - EMDs Advanced (coming soon).

This course helps you use
> Altéa Reservation Desktop Essential

Related courses
> Amadeus Reservation and Ticketing Cryptic Certification [Instructor-Led]
> Amadeus Reservation and Ticketing Cryptic - Manual Reissues Advanced [Instructor-Led]

How the course is organised
> 2 days training on EMDs
> 1 hour knowledge test

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: June 2025

Instructor-Led

Amadeus Reservation and Ticketing Cryptic - Manual Reissues Advanced

This course builds upon the cryptic certification course by exploring complex scenarios for effective problem solving using hands-on exercises. You will improve your ability to manage manual reissue processes in the cryptic window.

In this course you will learn how to:
> Execute the required steps to process manual reissues in the cryptic window (command page).
> Perform all possible scenarios for involuntary and voluntary reissues.

This course covers the following higher-level topics:

Manual involuntary reissue due to:
> A change of cabin/airline/routing
> An outbound diversion
> A change of name (airline agent mistake)

Manual voluntary reissue due to:
> A change of name with and without fees
> A change of route with additional collection and penalty fees
> A change of route with residual value for future air transportation (RSVT)
> A change of cabin
- upgrade with penalty fee
- downgrade with residual value for refund (RSVR)

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	2 days	English	Advanced	Yes	No

Is this the course for you?

This course is for:
Any airline user with at least 6 months of experience using the cryptic window (command page):
> Airline help desk agents
> Airline trainers
> Airline reservation and ticketing agents

Things you need for this course

Pre-requisite:
> Have successfully passed Amadeus Reservation and Ticketing Cryptic Certification for new users.

Or
> Have passed the Test: Amadeus Reservation and Ticketing Cryptic - Manual Reissues Advanced (coming soon).

This course helps you use
> Altéa Reservation Desktop Essential

Related courses
> Amadeus Reservation and Ticketing Cryptic Certification [Instructor-Led]
> Amadeus Reservation and Ticketing Cryptic - EMDs Advanced [Instructor-Led]

How the course is organised
> 2 days training on manual reissues
> 1 hour knowledge test

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: June 2025

AMADEUS

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:
> Use cryptic entries to access airline content distributed in Altéa Reservation.

This course covers the following topics:
> Amadeus Information Pages and online help
> Availability, schedule and timetable displays
> Passenger Name Record (PNR) creation and modification
> Introduction to Amadeus Queues
> Amadeus Fare Quote
> PNR pricing
> Issuing and revalidating tickets
> Voluntary and involuntary reissues
> Full and partial refunds
> Electronic Miscellaneous Documents (EMD)
> Electronic document management

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
Yes - pass mark: 85%	5 days	English	Certification	Yes	No

Is this the course for you?

This course is for:
> Airline staff using Amadeus Altéa Reservation Desktop.
> Airline business developers, helpdesk and trainers.

Things you need for this course

Pre-requisite:
Complete the following e-learning:
Altea Reservation and Ticketing (Cryptic) awareness

This course helps you use

> Altéa Reservation Desktop Essential

How the course is organised

> 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
> Last update: May 2025

AMADEUS

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.

On this course you will learn how to:
> Use features available to Help Desks for identifying and solving problems
> Maximize the use of the Service Hub and the different support touchpoints
> Assist end users with central system functionality and database problems
> Describe the Amadeus system processing and communication flows
> React accurately to specific system responses
> Identify issues and assign them to appropriate Amadeus groups
> Follow the procedures to report incidents

This course covers the following topics:
> Incident handling and reporting
> Service Hub Support Touchpoints
> The distribution system architecture
> Office IDs and Office profiles
> Extended Ownership Security
> Amadeus Air
> Ticketing

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
Yes - pass mark: 85%	3 hours + 5 days	English	Certification	Yes	Yes

Is this the course for you?

This course is for:
> Airlines in PSS migration
> Airline Help Desk agents

Things you need for this course

Pre-requisite:
> For airlines newcomers:
- Complete Altéa Reservation and Ticketing Helpdesk (3h)
- And successfully pass the included Awareness test (1h)
- Or complete the ARD Web for New Users course.
> For airlines in PSS migration:
- Complete the ARD Web for New Users course.

Prework:
> Complete the Amadeus Incident Management e-Learning

This course helps you use
> Altéa Reservation Desktop Essential
> Altéa Reservation Desktop Web (ARDW)

Related courses
> Amadeus Security Management Certification for Altéa Airlines [Instructor-Led]
> Amadeus Reservation and Ticketing Web Certification for New Users [Instructor-Led]

How the course is organised
> For airlines newcomers:
- 3 hours of e-Learning + online Awareness test
- 5 days training
> For airlines in PSS migration:
- 1 hour of Amadeus Incident Management e-Learning
- 5 days training

What equipment do you need?

View our instructor-led requirements.

The last few details...
> To schedule a customized session, please contact: learning@amadeus.com
> Last update: June 2025

AMADEUS

Instructor-Led

Amadeus Reservation and Ticketing Web - EMDs Advanced

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

In this course you will learn how to:
> Create financial EMDs for penalty fees and residual value in ARD Web.

This course covers the following higher-level topics:
> EMD creation for: Penalty fees, No Show fees, Cancellation fees, & Deposit (Group PNRs)
> EMD RSVT after reissue process
> EMD RSVR after reissue process
> EMD RSVT partially used on future booking with new EMD RSVT issuance
> EMD RSVT used on future booking with additional collection
> EMD RSVR refund

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	2 days	English	Advanced	Yes	No

Is this the course for you?

This course is for:

Any airline user with at least 6 months of experience using Amadeus Reservation Desktop Web:
> Airline help desk agents
> Airline trainers
> Airline reservation and ticketing agents

This course helps you use
> Altéa Reservation Desktop Web (ARDW)

Related courses
> Amadeus Reservation and Ticketing Web Certification for New Users [Instructor-Led]

Things you need for this course

Pre-requisite:

> Have successfully passed Amadeus Reservation and Ticketing Web Certification for new users.
Or
> Have passed the Test: Amadeus Reservation and Ticketing Web - EMDs Advanced.

How the course is organised
> 2 days training on EMDs
> 1 hour knowledge test

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: June 2025

AMADEUS

Instructor-Led

Amadeus Reservation and Ticketing Web - Manual reissues Advanced

This course builds upon the ARDW 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.

In this course you will learn how to:
> Execute the required steps to process manual reissues in Amadeus Reservation Desktop Web using guided flows.
> Perform all possible scenarios for involuntary and voluntary reissues.

This course covers the following higher-level topics:

Manual involuntary reissue due to:
> A change of cabin/airline/routing
> An outbound diversion
> A change of name (airline agent mistake)

Manual voluntary reissue due to:
> A change of name free of charge
> A change of route with additional collection and penalty fees
> A change of route with residual value for Future Air Transportation
> A change of cabin - upgrade with penalty fee
> A downgrade with residual value for refund

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	2 days	English	Advanced	Yes	No

Is this the course for you?

This course is for:

Any airline user with at least 6 months of experience using Amadues Reservation Desktop Web:
> Airline help desk agents
> Airline trainers
> Airline reservation and ticketing agents

Things you need for this course

Pre-requisite:
> Have successfully passed Amadeus Reservation and Ticketing Web Certification for new users.
Or
> Have passed the Test: Amadeus Reservation and Ticketing Web - Manual Reissues Advanced.

This course helps you use
> Altéa Reservation Desktop Web (ARDW)

Related courses
> Amadeus Reservation and Ticketing Web Certification for New Users [Instructor-Led]

How the course is organised
> 2 days training on manual reissues
> 1 hour knowledge test

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: June 2025

amadeus.com

AMADEUS

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:
> Use the graphical environment of Altéa Reservation Desktop Web (ARDW).
> Improve customer service with best practices.

This course covers the following topics:
> Understanding the ARDW environment and architecture.
> 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.

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
Yes - pass mark: 85%	5 days	English	Certification	No	Yes

Is this the course for you?

This course is for:
> Airlines in PSS migration
> Airline help desk agents.
> Airline trainers.
> Airline reservation and ticketing agents.

Things you need for this course

Prework:
> To ensure that you are familiar with ARD Web before attending the training, we recommend you complete the following e-learning (3 hours):
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
> Altéa Reservation Desktop Web (ARDW)

How the course is organised
> 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

AMADEUS

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.

On this course you will learn how to:
> Understand integrated ARA architecture in Altéa and its main core modules.
> Work on tasks related to each module.
> Set up ABR rules related to ARA baseline modules.
> Apply best practices for an effective configuration.

This course covers the following topics:
> Accounting
> Sales
> Taxes
> Usage
> Exchange and refund
> Agency Memo
> Task handling module
> Online reporting
> GSA commission
> Codeshare
> Proration
> Interline
> FIM

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
Yes - pass mark: 85%	10 days	English	Certification	Yes	Yes

Is this the course for you?

This course is for:
> Airlines migrating to Amadeus Revenus Accounting
> Revenue accounting airline agents, subject-matter experts.
> Business Process Outsourcing providers.

Things you need for this course

Pre-requisite:
> Familiarity with airline business processes.
> Practical knowledge of ticketing processes.

Prework:
> To ensure that you are familiar with our products before attending the training, we recommend you complete the following e-learning (2 hours):
Ticketing in Amadeus - Cryptic
Amadeus Revenue Accounting awareness

This course helps you use
> Amadeus Revenue Accounting

Related courses
> Amadeus Sales Auditing Certification and optional modules [Instructor-Led]

How the course is organised
> 10 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

AMADEUS

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.

On this course you will learn how to:
> Identify Accounting module architecture, processes and rules mechanisms in Amadeus Revenue Accounting.
> Set up Amadeus Business Rules (ABR) related to each use case (*i.e transaction*) in Amadeus Revenue Accounting.
> File accounting rules for each use case in Amadeus Revenue Accounting.
> Apply best practices for accounting ABR rules filing.

This course covers the following topics and use cases:
> Overview of Accounting architecture and rules mechanism

Amadeus Business Rules filing use cases :
> Sales
> Refund
> Exchange
> Flown
> FCS
> Expiration
> Agency Memo
> GSA commission
> Codeshare
> Interline
> FIM

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	5 days	English	Advanced	Yes	No

Is this the course for you?

This course is for:
> Airline staff who want to get familiar with Amadeus Revenue Accounting Rules Filing but who will not use or administrate it on a daily basis.
> Revenue accounting airline agents, and subject-matter experts.
> Business Process Outsourcing providers.
> Implementation managers, and product managers.

Things you need for this course

Pre-requisite:
Have successfully passed the following course:
> Amadeus Revenue Accounting Certification·

This course helps you use
> Amadeus Revenue Accounting

Related courses
> Amadeus Revenue Accounting Certification [Instructor-Led]

How the course is organised
> 5 days training

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

The last few details...
> This course is chargeable as non baseline.
> To schedule a customised session, please contact: learning@amadeus.com
> Last update: June 2025

AMADEUS

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.

On this course, you will learn:
> How to get started with Revenue Integrity Desktop
> What are the new Revenue Integrity Desktop changes?
> How to use the Revenue Integrity search engine
> How to use the rule editor to manage business rules
> How to work with Amadeus Time Limits
> How to work with Group Time Limits

Through a set of interactive e-Learning lessons, how to manage Amadeus Time Limits (ATL), how Group Time Limits (GTL) processes a group PNR, how to create business rules, and how to read logs using Amadeus Revenue Integrity (ARI).

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	1 hour + 20 minutes	English	Awareness	No	No

Is this the course for you?

This course is for:

Airlines

In particular, those working in:

Administrators, Business & Projects Managers, Fare Filing Agents, Help Desk & Support Agents, Inventory / Revenue Managers, Reservation Agents, Ticketing Agents, Trainers

This course helps you use
> Altéa Reservation Desktop Essential
> Altéa Reservation Desktop Web (ARDW)
> Amadeus Revenue Integrity

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

AMADEUS

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.

On this course you will learn how to:
> Distinguish between 'Flight Rewards' (full redemption) and 'Cash & Miles' flows.
> Access the FareXpert filing platform.
> Launch the FareXpert based Cash to Miles conversion rules module.
> Administer Cash to Miles conversion rules.
> Create new rules or duplicate existing rules.
> Differentiate conversion rules targeting commercial fares versus marginal fares.
> Configure rules with Cash boundaries.
> Work with Point Offsets (static charts).
> Update exisiting rules with effective and discontinuation dates.
> Grant adhoc Miles discounts.
> Differentiate the conversion logic of fares, Ancillary Services and Taxes.

This course covers the following topics:
> Overview and terminology of Amadeus Rewards flow solutions (Flight Rewards, Cash & Miles).
> How to access the FareXpert Cash to Miles conversion rules module.
> How to administer Cash to Miles conversion rulesbased on real-life use cases.
> How to differentiate conversion rules targeting revenue fares from rules targeting full redemption fares.

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	3 days	English	Fundamentals	Yes	No

Is this the course for you?

This course is for:
> Airlines in PSS or standalone migration.
> Airline Fares and Pricing analysts, Loyalty Management System administrators, Digital touchpoint administrators.

Things you need for this course

Pre-requisite:
> Basic understanding of Amadeus Rewards flow solutions.
> Basic understanding of Fares & Pricing.
> **An implemented RefX online booking flow. This course is only suitable for airlines who have migrated.** *If your online flows are still based on e-Retail DX and the migration to RefX is not yet planned, then refer to our '*Digital Awards*' training course.*

This course helps you use
> Amadeus FareXpert
> Loyalty Management System

How the course is organised
> 3 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: January 2025

AMADEUS

Instructor-Led

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.
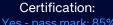
On this course you will learn how to:
> Understand and use the ASA module.
> Learn how to set up its Amadeus Business Rules to meet your business requirements.
> Work on ASA-related tasks.
> Work on reports generated by the ASA module.

This course covers the following topics:
> Audit of issuance, exchange and refund transactions (Audit of Tickets and EMDs).
> Sales Audit Amadeus Business Rules.
> Sales Audit tasks and related Agency Memo creation.
> Sales Audit reports.
> Protation Optimization Tool (optional).
> Interline Auditing (optional).

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
Yes - pass mark: 85%	3 days + 1 day	English	Certification	Yes	No

Is this the course for you?

This course is for:
> Airlines migrating to Amadeus Revenue Accounting including the Sales Auditing module.
> Revenue accounting and Sales Auditing airline agents, subject-matter experts.
> Business Process Outsourcing providers.

Things you need for this course

Pre-requisite:
Have successfully passed the following course:
> Amadeus Revenue Accounting Certification.

This course helps you use
> Amadeus Revenue Accounting

Related courses
> Amadeus Revenue Accounting Certification [Instructor-Led]

How the course is organised
> 3 days of Sales Auditing training
> 0.5 day of Protation Optimization Tool training (optional)
> 0.5 day of Interline Auditing training (optional)

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

The last few details...
> To schedule a customized session, please contact: learning@amadeus.com
> Last update: June 2025

AMADEUS

e-Learning

Amadeus Security Management

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

On this course, you will learn:
> What is Amadeus Security Management
> How to create user access
> How to remove user access
> How to manage user access
> What are partnerships
> How to create partnerships
> How to remove partnerships

Through a set of interactive videos learn about user access, user responsibility, partnerships with other organisations by using Amadeus Security Management (ASM).

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	1 hour + 10 minutes	English	Awareness	No	No

Is this the course for you?

This course is for:

Airlines, Ground Handlers

In particular, those working in:

Administrators, Help Desk & Support Agents, Security Administrators, Trainers

This course helps you use
> Amadeus Security Management (ASM)

Related courses
> Local Security Management [e-Learning]
> Amadeus Office Management [e-Learning]

How the course is organised
7 interactive lessons with a duration of 1 hour and 10 minutes.

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

The last few details...
To get access to ASM, you will need to complete a 4-days instructor-led training and successfully pass the test.

AMADEUS

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:
> Navigate through the ASM application.
> Define the security setup for an airline.
> Identify and apply security elements to allow access to applications

This course covers the following topics:
> Organisation and User Management
> Navigating ASM.
> Access Rights management.
> Managing partnerships between organisations.
> Deleting roles, offices and organisation units.
> Practical exercises.

Certification:
Yes - pass mark: 85%

Duration:
4 days

Language:
English

Level:
Certification

Pre-requisite:
Yes

Prework:
Yes

Is this the course for you?

This course is for:
> Airlines in PSS migration
> Airline security administrators

> If you are interested in both Amadeus Office Management and ASM, enroll to our 5-day Amadeus Office Management and Security Management Certification for airlines course.

Things you need for this course

Pre-requisite:
> Familiarity with airline business processes and task distribution.

Prework:
> To ensure that you are familiar with our products before attending the training, we recommend you complete the following e-learning (1 hour):
Amadeus Security Management awareness

> Complete the Local Security Management e-Learning (30mins) if your airline uses it.

This course helps you use
> Amadeus Security Management (ASM)

Related courses
> Amadeus Reservation and Ticketing Help Desk for Airlines [Instructor-Led]
> Amadeus Office Management Certification for Airlines [Instructor-Led]

How the course is organised
> 4 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 Security Management for Altéa Airlines Advanced

This course builds upon the ASM 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.

In this course, you will learn:
> Assess real scenarios when a security administrator needs to take action.
> Identify mandatory security configurations required for airlines.
> Utilize massive tool and reporting dashboard.
> Manage security data.
> Manage users.
> Find permissions for product activation.
> Handle access rights allocation.
> Apply best practices for ground handling operations.

This course covers the following topics:
> User Management
> Application Management
> Data Management

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	3 days	English	Advanced	Yes	No

Is this the course for you?

This course is for:

Airlines

In particular, those working in:

Administrators, Help Desk & Support Agents, Operations Managers, Security Administrators, Trainers

Things you need for this course

Pre-requisite:

Have successfully passed the course below:

> Amadeus Security Management Certification for Altéa Airlines

This course helps you use
> Amadeus Security Management (ASM)

Related courses
> Amadeus Security Management Certification for Altéa Airlines [Instructor-Led]

How the course is organised
> 3 Days training

This course is also available in
English

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

The last few details...
> To schedule a customized session, please contact: learning@amadeus.com
> Last update June 2025

AMADEUS

Instructor-Led

Amadeus Smart Flows

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

In this course, you will learn how to:
> Create a Smart Flow using Command-based mode.
> Create a Smart Flow using Advance language mode.

This course covers the following topics:
> Smart Flows Overview
> Smart Flows Language
> Creating Smart Flows using Command-based mode.
> Creating Smart Flows using Advance language mode.
> Sharing Smart Flows.

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	2 days	English	Fundamentals	Yes	Yes

Is this the course for you?

This course is for:
> Business Analysts
> Testers
> Trainers

Things you need for this course

Pre-requisite:
> Knowledge of Amadeus Reservation and Ticketing cryptic commands is **mandatory**.
> A basic understanding of scripting methodology.
> A basic understanding of Regular Expressions.
> A basic understanding of HTML.

Prework:
> Complete "Altéa Reservation and Ticketing (Cryptic) Awareness" learning path.
> Complete "How to create a smart flow using command-based mode" e-learning lesson.
> Complete "How to work with shared smart flows" e-learning lesson.

This course helps you use
> Altéa Reservation Desktop Essential
> Altéa Reservation Desktop Web (ARDW)

How the course is organised
> 2 days training

This course is also available in
English

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: July 2024

AMADEUS

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.

On this course, you will learn how to:
> Log in to Amadeus Travel DNA via Amadeus Anytime Merchandising & Travel DNA application.
> Manage and customize passenger profiles..
> Define and maintain passenger behavior segments.

This course covers the following topics:
> Traveler DNA product overview
> Traveler DNA product scope
> Traveler DNA profiles
> 360°View application
> Traveler DNA profiles maintenance
> Segments
> Segmentation Studio
> Segments maintenace

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	6 hours	English	Fundamentals	Yes	No

Is this the course for you?

This course is for:
> Airlines in Amadeus PSS.
> Airline administrators dealing with system database, marketing, customer relation, and customer services.

Things you need for this course

Pre-requisite:
> Basic understanding/knowledge about PNRs
> High-level knowledge of airline business processes (e.g. reservation&ticketing / passenger acceptance / disruption)

How the course is organised
> A virtual training session of 6 hours (or two three-hour sessions)

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: October 2024

AMADEUS

e-Learning

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:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	1 hour	English	Awareness	Yes	Yes

Is this the course for you?

This course is for:

Airlines

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.

Prework:

> Some knowledge of ticketing concepts.

This course helps you use
> Altéa Reservation Desktop Essential
> Altéa Reservation Desktop Web (ARDW)

How the course is organised
There are five interactive lessons with a duration of 1 hour.

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

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).**

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
Yes - pass mark: 85%	4 days	English	Certification	Yes	No

Is this the course for you?

This course is for:

Airlines

In particular, those working in:

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

Things you need for this course

Pre-requisite:

> You need a basic knowledge of fares and fare filing and Amadeus PNR creation.

This course helps you use
> Amadeus FareXpert

Related courses
> Amadeus FareXpert Dynamic Fares [Instructor-Led]

How the course is organised
> 4 days training

What equipment do you need?

View our instructor-led requirements.

The last few details...
> This information was last updated January 2025.

AMADEUS

Instructor-Led

Group bookings in Altéa Reservation Desktop Web

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

On this course, you will learn how to:
> Assess the best functionalities to create and manage group bookings.
> Use automatic pricing for group booking.
> Create a manual TST entry to price the itinerary of a group booking.
> Manage payment and issue tickets from a group PNR.

This course covers the following topics:
> Create the itinerary for a group PNR.
> Manually update passenger names in a group PNR.
> Manage seats in a group PNR (assigned and non-assigned).
> Import and update a passenger list from a spreadsheet.
> Price a group PNR (automatic pricing and manual TST creation).
> Issue tickets in a group PNR.

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	3 hours + 0.5 day	English	Fundamentals	Yes	No

Is this the course for you?

This course is for:

Airline users who will perform group bookings in Altéa Reservation Desktop Web

Things you need for this course

Pre-requisite:
> A basic knowledge of Passenger Name Records (PNR).
> Complete the following e-Learning lesson (3 hrs): Altéa Reservation and Ticketing (Cryptic) awareness

This course helps you use

> Altéa Reservation Desktop Web (ARDW)

Related courses

> Amadeus Reservation and Ticketing Web Certification for New Users [Instructor-Led]
> Amadeus Reservation and Ticketing Web Certification-Conversion from Amadeus Cryptic to Graphic [Instructor-Led]

How the course is organised

> 3 hrs of e-Learning
> 0.5 day of virtual 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: June 2025

AMADEUS

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.

On this course, you will learn:
> What are the Duplicate Segment Manager configurations?
> How to navigate Duplicate Segment Manager
> How to interpret Duplicate Segment Manager logs
> How to create Duplicate Segment Manager business rules
> How Duplicate Segment Manager processes a PNR

Through a set of e-Learning lessons, learn what the Duplicate Segment Manager configurations are, how to read and interpret logs, how non-compliant PNRs are detected and which segments will be targeted for action, and how to create business rules using Amadeus Revenue Integrity (ARI).

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	0 hour + 45 minutes	English	Awareness	No	No

Is this the course for you?

This course is for:

Airlines

In particular, those working in:

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

This course helps you use
> Amadeus Revenue Integrity

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

AMADEUS

e-Learning

Local Security Management

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

On this course, you will learn:
> What is Local Security Management?
> How to create users in Local Security Management
> How to manage users in Local Security Management
> How to register devices for Digital DNA authentication
> How to create agreements in Local Security Management
> What is guest authentication?

Through a set of interactive e-Learning lessons, learn about user access, Digital DNA authentication, and creating agreements using Local Security Management (LSM).

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	30 days	English	Awareness	No	No

Is this the course for you?

This course is for:

Airlines, Ground Handlers

In particular, those working in:

Administrators, Help Desk & Support Agents, Security Administrators, Trainers

This course helps you use
> Amadeus Security Management (ASM)

Related courses
> Amadeus Office Management [e-Learning]

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

The last few details...
To get access to ASM, you will need to complete a 4-days instructor-led training and successfully pass the test.

AMADEUS

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.

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	5 minutes	English	Awareness	No	No

Is this the course for you?

This course is for:
> Agents performing ground handling activities at the airport.

This course helps you use
> Altéa Departure Control - Customer Management (CM)
> Altéa Departure Control - Flight Management (FM)
> Amadeus Application Launcher

How the course is organised
There is one interactive lesson with a duration of 5 minutes.

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

AMADEUS

e-Learning

Ticketing Configuration Manager

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

On this course, you will learn:
> What is TCM?
> What is the Online application?
> How to identify an airline's preferences for e-ticket display options.
> How to allow or restrict issuance of infant tickets.
> How to allow or disallow mandatory FOID at time of issuance.
> What is the Interline sub-application?
> How to identify the interline agreements between a validating carrier and an interline partner.
> How to identify an airline's distribution conditions for specific GDS and countries.

Through a set of interactive e-Learning videos learn what is TCM and what are TCM's sub-applications, how to identify rule types, how to modify rule conditions and how to modify interline ticketing agreements using Ticketing Configuration Manager (TCM).

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	30 minutes	English	Awareness	No	No

Is this the course for you?
This course is for:
Airlines

In particular, those working in:
Administrators, Help Desk & Support Agents, Reservation Agents, Ticketing Agents, Trainers

This course helps you use
> Altéa Reservation Desktop Essential
> Altéa Reservation Desktop Web (ARDW)
> Amadeus Application Launcher

How the course is organised
There are eight lessons with a duration of 30 minutes.

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

AMADEUS

e-Learning

Ticketing in Amadeus (Cryptic)

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

You will learn:
> How to issue a ticket
> How to display and read a TST
> What is 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 e-tickets and Electronic Miscellaneous Documents (EMDs) using cryptic commands.

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	1 hour	English	Awareness	Yes	No

Is this the course for you?

This course is for:

Airlines

In particular, those working in:

Administrators, Fare Filing Agents, Help Desk & Support Agents, Inventory / Revenue Managers, Reservation Agents, Space Controllers / SKD Managers, Ticketing Agents, Traffic Operators, Trainers

Things you need for this course

Pre-requisite:

> A basic knowledge of the Amadeus Central System.
> A basic knowledge of the airline travel industry and ticketing concepts.

This course helps you use

> Altéa Reservation Desktop Essential
> Altéa Reservation Desktop Web (ARDW)

How the course is organised

There are six interactive lessons with a duration of 60 minutes.

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

AMADEUS

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.

In this course you will learn how to:
> Share the Amadeus Trainer's Values.
> Find your inner trainer.
> Take care of your participants.

This course covers the following topics:
> Becoming your company's ambassador.
> Examining the techniques of a trainer.
> Dealing with challenging situations and behaviours (*classroom and virtual*).
> Designing an efficient evaluation system.
> Giving and receiving feedback.
> Analysing adults' methods of learning.
> Identifying the profiles of different participants.
> Preparing your training delivery.
> Discovering the Knowledge Management Ecosystem (*video*).

Certification:	Duration:	Language:	Level:	Pre-requisite:	Prework:
No	2 days	English	Fundamentals	Yes	No

Is this the course for you?

This course is for:
> Airlines in PSS migration.
> Subject Matter Experts who need to start delivering training on Amadeus products.
> Experienced trainers wishing to refresh their skills.

Things you need for this course

Pre-requisite:
Have successfully passed one of the courses below:
> A RD Web Certification for New Users
> Amadeus Amadeus Altéa Inventory Certification
> Amadeus Altéa DC-CM certification
> Amadeus Altéa DC-FM certification

How the course is organised

> 2 days training.
> During the course you will complete 2 hands-on practice activities in classroom and deliver 1 training session of 20-30 minutes.
> You will receive constructive feedback on your delivery of the training session.

What equipment do you need?

View our instructor-led requirements.

The last few details...

> To schedule a customised session, please contact: learning@amadeus.com
> This course is available as classroom only.
> Last update: June 2025

It's how travel works.

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