



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:

Yes - pass mark: 85%



Duration:

2 days



Language:

English



Level:

Certification



Pre-requisite:

Yes



Pework:

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

Pework:

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



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