



Instructor-Led

Amadeus Loyalty Management

This course is an in-depth exploration of Amadeus Loyalty Management (ALM) that brings long-term value to customer loyalty. It covers loyalty profile management and optimization, business rules configuration, reporting, and other configurable components. You will practice using hands-on exercises to effectively setup your loyalty ecosystem.



On this course you will learn how to:

- > Navigate ALM and manage member profiles.
- > Perform manual accrual and retro claims.
- > Define, configure, and manage catalog items.
- > Create new and update business rules.
- > Manage member tier processes and related operational steps.
- > Configure and monitor partners & promotions.
- > Describe the billing processes, create and manage billing rules.
- > Use MDE reporting and batch monitoring to follow operational activities.



This course covers the following topics:

- > Navigation & profile Management
- > Accrual & retro claims
- > Tier & card
- > Purchase, corporate module, pool management
- > Partner, promotion, & back office
- > Member communication, statements
- > Massive Data Export (MDE) & batch monitoring
- > Billing, & reporting



Certification:
No



Duration:
5 days



Language:
English



Level:
Fundamentals



Pre-requisite:
Yes



Pework:
No



Is this the course for you?

This course is for:

- > Airlines migrating to ALM.
- > Airline Loyalty Management administrators.



Things you need for this course

Pre-requisite:

- > A basic understanding of airlines loyalty solutions



This course helps you use

- > Amadeus Loyalty Management



Related courses

- > [Amadeus Rewards \[Instructor-Led\]](#)



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: July 2026