

tramada 101

Overview

The tramada 101 eLearning course contains our six (6) mandatory modules required to become a Tramada Accredited Associate (TAA). The revolutionary course covers everything required to empower an agent to be a successful user of tramada. The content is presented in a highly interactive format for maximum learning engagement and retention of knowledge.

Modules

Module 1 - Overview of tramada

Start off your eLearning journey by taking a tour of the tramada system. View tips and tricks to get you started and general navigation around tramada.

Module 2 – Traveler profiles

Learn about adding and managing travelers within tramada. Including adding in passport and visa details, and traveler interests into profiles.

Module 3 – Overview of the booking process

Get started on the process of creating bookings in tramada. Explore the different workflows available and match it to your preferred process.

Module 4 - Booking elements

Here you will learn the process of managing the itineraries, costings and documentation in the booking process.

Module 5 - Booking transactions

Building on the previous module, explore the process of managing payments, invoices and receipts for a booking in tramada.

Module 6 - Refunds

This module outlines the process for completing a refund within tramada.

Registration information

1. Using the form enter all required student information and choose 'tramada 101' from the course selector
2. Enter in Agency ID and Password (if unavailable please contact training@tramada.com)
3. Enter the course start date
4. A confirmation email will be sent to the email addresses provided
5. Details to start the course will be emailed on the course start date to the student email address

Costs

USD \$100.00

Minimum System Requirements

The tramada 101 eLearning course was built on modern HTML5 technology and designed to be

responsive to the device that the course is accessed by.

What this means, is you can access the course on any modern PC or Mac as well as iPads & tablets. Internet Connection and access to headphones or speakers is required

tramada 102

Overview

tramada 102 is an interactive and engaging course that goes through all 14 modules of the Tramada University. A blend of the essential tramada 101 modules and extra functionality to enable finance and manager users to be successful in the learning of tramada. Completion of tramada 102 takes your accreditation to Tramada Accredited Professional (TAP) level.

Modules

Module 1 - Overview of tramada

Start off your eLearning journey by taking a tour of the tramada system. View tips and tricks to get you started and general navigation around tramada.

Module 2 - Traveler profiles

Learn about adding and managing travelers within tramada. Including adding in passport and visa details, and traveler interests into profiles.

Module 3 - Bookings in tramada

Get started on the process of creating bookings in tramada. Explore the different workflows available and match it to your preferred process.

Module 4 - Booking elements

Here you will learn the process of managing the itineraries, costings and documentation in the booking process.

Module 5 - Booking transactions

Building on the previous module, explore the process of managing payments, invoices and receipts for a booking in tramada.

Module 6 - Refunds

This module outlines the process for completing a refund within tramada.

Module Assessment

At the half way point – here we will test you on your progress so far. There are 6 multiple choice questions that are directly related to pieces of content learned in the past 6 modules.

Module 7 - Companies

Here you will explore companies – those organizations or individuals who pay you for the travel services on behalf of the passengers doing the traveling. You will see how to add and manage companies in your tramada system.

Module 8 - Vendors

Here you will explore vendors – the entities that supply you, and your travelers, with travel services. You will see how to add and manage vendors in your tramada system.

Module 9 - Database management

In this module you will explore how an administrator manages the underlying database in tramada.

Module 10 - Bank transactions

Here you will explore how to issue bulk receipts and payments to and from companies and vendors that are not specific to a particular booking. These receipts and payments are typically for larger amounts paid or owed across multiple bookings or over a period of time.

Module 11 - ARC reconciliations

Here you will explore how to reconcile the statements your agency receives from ARC, and make bulk payments for the tickets you have sold.

Module 12 – Banking and bank statements

Here you will explore how to generate a bank deposit for cash and checks received in your agency for a period. You will also explore how to reconcile your bank statement within tramada for all transactions throughout a financial period.

Module 13 - Commissions

Here you will explore using tramada to complete the vital steps in the process of releasing commissions for the agency.

Module 14 - Useful reports

Here you will explore some of the key reports that can be generated in tramada, the purpose of each report and how they can be used in your agency.

Registration information

1. Using the form enter all required student information and choose 'tramada 101 & tramada 102' from the course selector
2. Enter in Agency ID and Password (if unavailable please contact training@tramada.com)
3. Enter the course start date
4. A confirmation email will be sent to the email addresses provided
5. Details to start the course will be emailed on the course start date to the student email address

Costs

USD \$200.00

Minimum System Requirements

The Tramada University eLearning courses were built on modern HTML5 technology and designed to be responsive to the device that the course is accessed with.

What this means, is you can access the course on any modern PC or Mac as well as iPads & tablets.

Internet Connection and access to headphones or speakers is required