



Calypso® Training – Course Outlines

This document outlines all courses available at Tourism Technology. For every course offered, the 'Course Outline' provides information on the:

- Description of the course
- Duration of the course
- Modules covered
- Who should attend
- Pre-requisites of course

All courses can be offered on a generic or client specific basis. It is also possible to customise any of these courses to suit your individual training needs. Please contact Tourism Technology to discuss your requirements.

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Basic ACE Report Writing Course

Course Outline

This course is designed to provide an introduction to ACE report writing, to allow a user to be able to competently extract data from the Calypso database and write simple reports.

Duration of Course: 3 days

Modules include:

DAY 1

- Introduction
- VI commands
- The concept of a database
- The table structure of Calypso
- The most commonly used tables for reporting in Calypso
- Finding field names and formats
- Simple "select" statement
- Adding a "where" statement
- Ordering

DAY 2

- More complex "where" statements
- Joining tables
- Mathematical functions
- Using the ACE report menu
- Adding text to the ACE report
- Describing the sections of ACE reports

DAY 3

- Adding parameters and parameter text
- Page headers in ACE reports
- Basic formatting techniques
- Advanced formatting techniques
- Mathematics and Totals in ACE

Who should attend this course?

Any user who has a need to extract information from the Calypso database.

Course Pre-requisites

Intermediate working knowledge of Calypso and Calypso screens are required to prepare Calypso ACE reports.

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Advanced ACE Report Writing Course

Course Outline

The Advanced ACE course will explain how to plan and write complex ACE reports. SQL queries and formatting will be explored in depth, building on the concepts that were learnt in the basic ACE course.

This course covers more concepts than what was originally offered in the ACE reporting course prior to April 2004.

Duration of Course:

3 days

Modules include:

DAY 1

- Review of basic ACE notes
- SQL queries
- Having
- Unions

DAY 2

- SQL Queries
- Complex Joins
- Outer Joins
- Temporary Table
- Case Statements

DAY 3

- Formatting
- IF statements
- Begin/End
- Variables
- Data types
- Tabular report structure
- Planning and writing complex ACE Reports
- SQL functions versus Formatting
- Workshop ACE Report scenarios as required

Who should attend this course?

- Employees who are responsible for preparing and writing complex ACE reports
- Employees who are responsible for ACE report writing who attended the ACE Reporting course prior to April, 2004.

Course Pre-requisites

- Recent experience of writing ACE reports containing table joins, aggregate functions and formatting.
- The ability to structure and write ACE reports using written specifications.
- NB: Course attendees must bring a copy of the basic ace report writing documentation to the course

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Basic Model Itinerary Writing Course

New Modules

Course Outline

This course covers the basics of Model Itinerary set up in Calypso including the 9 question types that can be used in a Model Itineraries, IF, ELSEIF, AND/OR and ERROR commands.

Duration of Course:

3 days

Modules include:

DAY 1

- Introduction
- Model Itinerary Overview
- Model Itinerary Expansion
- Building a simple Model Itinerary
- Model Itinerary Maintenance
- Using variables in a Model Itinerary
- Review and practice the following Model Itinerary question types
- Duration questions
- Day or date questions
- List questions
-

DAY 2

- Automated queries and Remarks
- Flight questions
- Time questions
- City questions
- Free Text questions
- Yes or No questions
- Manipulating Variables
- Use of SET command
- Standard Variables
- Conditional Logic
- IF / ELSE / ELSEIF Commands
- AND/OR commands
- ERROR commands

DAY 3

- Nested IF statements
- Calling Other Model Itineraries
- Sequence Numbers
- Day Numbers
- Recursions

Who should attend this course?

Product or reservations employees who will be involved in loading and maintaining reservations and Agency Access model itineraries.

Course Pre-requisites

Knowledge of reservations and/or product loading

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Advanced Model Itinerary Writing Course

New Modules

Course Outline

This is an in-depth training course teaching advanced Model Itinerary functionality. It is designed to prepare users to write multi-destination and recursive Model Itineraries for Agency Access, including CalypsoNet.

Duration of Course:

3 days

Modules include:

DAY 1

- Further Manipulation of Variables
- Counters
- Creating Packages
- Multiple Destination Itineraries

DAY 2

- Flights / FlightLink – includes the use of arrays
- Compound Variables
- Cars

DAY 3

- Practical Examples
- Construct multi destination MI which includes:
 - How to formulate a well constructed model itinerary
 - Flights
 - Car Hire
 - All other land product
 - Appropriate use of variable names

Who should attend this course?

Product employees who are involved in loading and maintaining reservations and agency access model itineraries.

Course Pre-requisites

Basic Model Itinerary Course or 6mths model itinerary writing.

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WebBook Set Up

Course Outline

This course is designed to provide an introduction to WebBook functionality. The technical requirements to utilise WebBook will be discussed and trainees will be taught how to create WebBook model itineraries.

As WebBook Model Itineraries have new commands that are used in conjunction with existing Model Itinerary functionality, it is imperative that any user attending this course is familiar with writing Model Itineraries.

Duration of Course:

2 days

Modules include:

DAY 1

- Overview – General Process
- Model Itinerary Overview
- General Directives – Paragraph Remarks & Headings
- General Directives – Labelling Queries & Displaying Multiple Queries
- General Directives – Errors

DAY 2

- Specific Directives – QLI Product Availability, Query Columns & Multiple Selections
- Specific Directives – QLI Flight Availability Search and Column Headings
- Specific Directives Checkbox Display & Time Increment
- HTML Tools
- Question Type Summary

Who should attend this course?

Employees who are involved in the implementation and/or maintenance of WebBook

Course Pre-requisites

Basic and Advanced Model Itineraries

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Airfares Training Course

Course Outline

This is an in depth course covering all aspects of the Air Fare and Ticket tax load process.

Duration of Course: 4 days

Modules include:

DAY 1

- Airfare Training Overview
- Reservations Overview
- Airline Codes
- Ticketing Carrier Records
- Endorsements and Restrictions
- Release Schedules
- Tax Schedule Codes
- Commission Codes
- Agency Locations
- Seasonal Periods
- Form of Payment

DAY 2

- Air Price Maintenance
- Airfare Conditions Maintenance
- Airfare Maintenance – Loading Sector Fares
- Journey Indicators and Trip Types
- Loading of sample contracts – Sector Fares

DAY 3

- Airfare Maintenance – Loading Through Fares
- Loading sample contracts – Through Fares
- Flight Number and Day Specific Fares
- Air Booking Conditions
- Flight Schedule Maintenance
- Air Passes
- Loading sample contracts – Air Passes
- Concession Airfares (if necessary)

DAY 4

- General Information System
- Ticketing Overview
- Automated Ticket Taxes
- Tax Zones
- Ticketing Overview
- Loading sample Air Taxes
- Workshop Air Taxes as appropriate (recommended that trainees bring specific examples to the course)

Who should attend this course?

- Newest members of your Airfare Load team.
- Cross training purposes - for staff from areas such as Finance, Ticketing, Inventory and Reservations.
- Opportunity for management / supervisors to attend an Air Fare Load course to enhance their system understanding.
- Training Officers who wish to increase their Air Fares knowledge.
- Support staff who require an in depth understanding of the Air Fare load process.

Course Pre-requisites

No prior knowledge required.

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Air Tax Loading Training Course

Course Outline

This is comprehensive course and workshop covering the load of complex ticket taxes into the Calypso system.

Duration of Course:

1 day

Modules include:

DAY 1

- Automated Ticket Taxes
- Tax Zones
- Ticketing Overview
- Loading sample Air Taxes
- Workshop Air Taxes as appropriate (recommended that trainees bring specific examples to the course)

Who should attend this course?

- Members of your Airfare Load team.
- Training Officers who wish to increase their air tax knowledge.
- Support staff, who require an in depth understanding of the air tax load process.

Course Pre-requisites

A basic understanding of Calypso Airfares.

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Paper and E-Ticketing

Course Outline

The Ticketing course covers all aspects of paper, CRS and E ticketing through Calypso. This includes the set up required, the generation of Paper and E Tickets including Combined Documentation and CRS implications.

Duration of Course:

2 days

Modules include:

DAY 1

- Ticketing Training Overview
- Reservations Overview – Booking Flights, Through Fares and Transparent PNR
- Introduction to Ticketing
- Initial Set Up – Ticketing
- Requesting Tickets
- Ticket Summary Screens
- Printing Tickets
- Abandoning a Ticket Run
- Printing Errors – Misprinting and Voiding
- Posting Tickets
- Forcing Ticket Flags
- Issuing Tickets from Booking Message Queues
- Ticket Summary Report
- Ticket Sales File Creation
- Ticket Sales Journal Creation
- Changing Ticketed Bookings

DAY 2

- Electronic Ticketing setup
- Review of E-ticketing functionality
- Generation of E-Tickets through Calypso, including COMBDOCS
- Implications for Calypso System setup
- CRS specific issues
- Integration of e-ticketing into existing processes

Who should attend this course?

- Members of your Ticketing team.
- Cross Training purposes – Airfares department
- Training Officers who wish to increase their ticketing knowledge.
- Support staff that require an in depth understanding of the ticketing process.

Course Pre-requisites

No prior knowledge required.

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Calypso Overview Training Course

Course Outline

The purpose of the Calypso Overview is to create an awareness and appreciation of the Calypso Wholesale Travel System. A high level overview of each area of Calypso will be discussed.

Duration of Course:

1 day

Modules include:

DAY 1

- Calypso Database
- Native Calypso
- Agency Access (CalypsoNet- AgWeb, CRS Agency Access, Internet Agency Access WebBook)
- Supplier Access (SuWeb)
- Native Calypso
- Reservations
- Land database
- Air database
- Booking workflow
- Documentation
- Ticketing
- Finance
- Reporting Agency Access Interfaces
- Supplier Access Interfaces

Who should attend this course?

- Management who require a high level overview of Calypso applications and functionality.
- Support staff that require a high level overview of Calypso applications and functionality.

Course Pre-requisites

No prior knowledge required.

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Documentation

Course Outline

The Documentation Training Course covers all aspects of how bookings are documented in Calypso and the types of documentation produced.

Duration of Course:

1 day

Modules include:

Day 1

- Documentation Overview
- Bulk Documentation
- Combined Documentation
- Checking error msgs for documentation jobs
- Printing documentation
- Documentation Dispatch
- Documentation from booking message queues
- Forcing ticket and voucher flags
- Individual document production

Who should attend this course?

- Newest members of your Documentation team
- Cross training purposes - for staff from areas such as Finance, Product, Inventory and Reservations
- Opportunity for management / supervisors to attend a Documentation Course
- Training Officers who wish to reinforce their Documentation skills
- Support staff who require an in depth knowledge of the Documentation process

Course Pre-requisites

No prior knowledge required.

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Finance Set Up

Course Outline

This course is normally offered in during implementation of the Calypso software. However individual modules are sometimes included as part of other courses depending upon the nature of the course. For example 'Setting Up Creditors' may be included in Creditors training for the benefit of the team leader.

Duration of Course:

1/2 day

Modules Include:

- Setting Up General Ledger Accounts
- Finance Related System Parameter Table Records
- Masks in the System Parameter Table
- Setting Up Entry Types
- Setting Up Batch Types
- Creditor Records in the System Parameter Table
- Setting Up Exchange Rates
- Setting Up Bank Accounts and Cheque Formats
- Setting Up Debtors
- Setting Up Creditors
- Setting Up Hand Off Formats

Who should attend this course?

- Senior finance staff.
- Training Officers who wish to increase their finance knowledge.

Course Pre-requisites

Ability to navigate around Calypso

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Introductory Finance

Course Outline

This course covers all aspects of Calypso Finance Data Entry functionality including running jobs and reporting.

Duration of Course:

1 day

Modules Include:

Day 1

- Finance Overview
- Receipt Batches
- Payment Batches
- Journal Batches
- Enquiries
- Printing Reports
- Background Job Queue and System Message Enquiry
- Booking Message Queue
- Bank Deposit Listing
- Smart Money / Money Direct Payment Load
- Credit Card Receipt Batches

Who should attend this course?

- Newest members of your finance team. This course is aimed at finance staff who have not used Calypso before.
- Opportunity for management / supervisors to attend a Finance course to enhance their system understanding.
- Training Officers who wish to increase their finance knowledge.
- Support staff who require an in depth understanding of the Finance process.

Course Pre-requisites

No prior knowledge required.

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Advanced Finance

Course Outline

This course covers various aspects of Calypso Finance that is not covered in other courses.

Duration of Course:

1/2 day

Modules Include:

- Writing Financial Reports
- Running Financial Reports
- Budget Batches
- Booking Funds Transfer
- Changing General Ledger Account Numbers

Who should attend this course?

- Staff who need to manager budgets or prepare financial reports (Profit & Loss, Balance Sheet, Cash Flow), finance managers.
- Opportunity for management / supervisors to attend a Finance course to enhance their system understanding.
- Training Officers who wish to increase their finance knowledge.

Course Pre-requisites

Introductory Finance Course.

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Debtors

Course Outline

This course covers all aspects of Calypso Debtors functionality including exchange orders, invoices, receipt matching and reporting.

Duration of Course:

1/2 day

Modules Include:

- Debtors Overview
- Exchange Order Batches
- Pending Payments
- Enquiring on Debtor Transactions
- Running Debtors Invoices
- Running Debtors Statements
- Debtors Cash Allocation
- Debtor Reports
- Debtor Settlement Generation
- Debtor Settlement Handoff
- Debtor Settlement Advices

Who should attend this course?

- Accounts Receivable staff, finance managers.
- Opportunity for management / supervisors to attend a Finance course to enhance their system understanding.
- Training Officers who wish to increase their finance knowledge.
- Support staff that require an in depth understanding of the Finance process.

Course Pre-requisites

Introductory Finance Course.

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Bank Reconciliation

Course Outline

This course covers all aspects of Calypso bank reconciliation functionality including statement entry and matching.

Duration of Course:

1/2 day

Modules Include:

- Bank Reconciliation Overview
- Bank Statement Entry Types
- Bank Deposit Listing
- Bank Statement Entry
- Bank Reconciliation Reports

Who should attend this course?

- Finance staff responsible for banking and bank reconciliation.
- Finance managers.
- Senior Accounts Payable staff.
- Opportunity for management / supervisors to attend a Finance course to enhance their system understanding.
- Training Officers who wish to increase their finance knowledge.
- Support staff who require an in depth understanding of the Finance process.

Course Pre-requisites

Introductory Finance Course.

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Refunds

Course Outline

This course covers all aspects of Calypso Agent Refunds functionality including manual and automated processes.

Duration of Course:

1/2 day

Modules Include:

- Refunds Overview
- Booking Refund Requests
- Printing Refund Cheques
- Agent Payments
- Agent Payment Remittance Advices
- Booking Refund Finalisation
- Booking Refunds Write Off
- Automated Booking Refunds

Who should attend this course?

- Agents Refunds staff
- Finance managers
- Opportunity for management / supervisors to attend a Finance course to enhance their system understanding.
- Training Officers who wish to increase their finance knowledge.
- Support staff who require an in depth understanding of the Finance process.

Course Pre-requisites

Introductory Finance Course.

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GST Workshop

Course Outline

This course covers all aspects of how Australian GST works in the Calypso system including revenue recognition, tax invoices and GST reporting.

Duration of Course:

1/2 day

Modules Include:

- GST Overview
- Recording GST
- Automatic GST Journals
- Revenue Report
- Producing Tax Invoices
- Archiving and Retrieving Tax Invoices
- Input Taxed Product

Who should attend this course?

- Staff responsible for generating tax invoices and GST reporting.
- Finance managers.
- Opportunity for management / supervisors to attend a Finance course to enhance their system GST understanding.
- Training Officers who wish to increase their GST knowledge.
- Support staff that require an in depth understanding of the GST process.

Course Pre-requisites

Introductory Finance Course.

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Finalisation

Course Outline

This course covers all aspects of Calypso finalisation functionality including when bookings are finalised, where values are posted to, what errors can occur and how to fix them.

Duration of Course:

1 ½ days

Modules include:

DAY 1

- The Booking Finalisation Process
- Postings made from the Finalisation Process
- Finalisation Accounts and Masking
- Profit Ranges
- Running the Finalisation Report
- Information produced by the Finalisation Report
- Errors found during Finalisation
- Transferring Finalisation Transactions
- Finalisation and Bookings
- Reporting and Intercompany Finalisation

DAY 2

- Finalisation workshop to practice modules covered in day 1
- Trouble shooting of errors on live bookings

Who should attend this course?

- Staff responsible for closing off departed bookings.
- Staff responsible for reconciling and reporting trading profit and loss figures.
- Opportunity for management / supervisors to attend a Finance course to enhance their system understanding.
- Training Officers who wish to increase their finance knowledge.
- Support staff who require an in depth understanding of the Finance process.

Course Pre-requisites

Introductory Finance Course.

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Advanced Finalisation

Course Outline

This course covers advanced aspects of Calypso finalisation functionality including BSP reconciliation. Also covers the impact of ECOs and other miscellaneous items upon finalisation.

Duration of Course:

1 day

Modules Include:

- Advanced Finalisation Overview
- Airfares Setup
- Ticketing Impact Upon Finalisation
- BSP Reconciliation
- Product Maintenance Setup
- ECO Impact upon Finalisation

Who should attend this course?

- Staff responsible for closing off departed bookings.
- Staff responsible for reconciling and reporting trading profit and loss figures.
- Staff responsible for BSP reconciliation.
- Support staff that require an in depth understanding of the Finance process.

Note: This is a fairly specialised course and is recommended only to those staff that will use it on a regular basis.

Course Pre-requisites

Introductory Finance and Finalisation courses.

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Creditors

Course Outline

This course covers all aspects of Calypso creditors functionality including accruals, invoices, payments and reporting.

Duration of Course: 3 days

Modules include:

DAY 1

- Booking Finalisation
- Creditors Overview
- Enquiring on Creditor Accruals
- Creditor Invoice Entry
- Holding / Retrieving Invoices
- When the Creditor Invoice is more than the Accrual
- When the Creditor Invoice is less than the Accrual
- Creditor Prepayments
- Entering Creditor Invoices when no Accruals Exist
- Credit Notes
- Enquiring on Creditor Invoices

DAY 2

- Generating Payment Numbers Automatically
- Generating Payment Numbers Manually
- Creating Creditor Payment Batches
- Generating Creditor Payment Hand Off File
- Finalising Creditor Payment Batches
- Cheque Printing
- Finalising Creditor Cheque Payments
- Finalising Other Creditor Payments
- Printing Creditor Remittance Advices

DAY 3

- Creating Creditor Accruals through a Journal Batch
- Amending Creditor Accruals through a Journal Batch
- Amending Creditor Invoices through a Journal Batch
- Accrual Writeoffs
- Reports
- Entering GST Accruals and Invoices

Who should attend this course?

- Accounts Payable staff, finance managers.
- Opportunity for management / supervisors to attend a Finance course to enhance their system understanding.
- Training Officers who wish to increase their finance knowledge.
- Support staff that require an in depth understanding of the Finance process.

Course Pre-requisites

Ability to navigate around Calypso



Finance for Ticketing Users

Course Outline

Finance for Ticketing users provides an overview of the Ticketing processes that affect Finance in Calypso.

Duration of Course:

1 day

Modules Include:

- The Booking Finalisation Process
- Airfares in Calypso
- Ticketing in Calypso
- Ticket Generation
- Ticket Summary Maintenance
- Ticket Reporting
- Ticketing issues
- Air Cost Calculations
- BSP reconciliation
- Extra Cost Options

Who should attend this course?

- Staff responsible for closing off departed bookings.
- Staff responsible for reconciling and reporting trading profit and loss figures.
- Staff responsible for BSP reconciliation.
- All staff in the Finance and Ticketing areas who require Cross training.
- Opportunity for management / supervisors to enhance their system understanding in the finalisation process.
- Training Officers who wish to increase their finance and ticketing knowledge.
- Support staff who require an in depth understanding on how to troubleshoot Finalisation issues relating to ticketing.

Course Pre-requisites

- Finalisation
- Airfares
- Knowledge of the Ticket Summary Maintenance Screen

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Pre-Product Load

Course Outline

This course is normally offered in during implementation of the Calypso software. However, this course can be used for refresher training to staff to update their knowledge on the set up that is required for the basic product load

Duration of Course:

3 days

Modules include:

DAY 1	DAY 2	DAY 3
<ul style="list-style-type: none">Company RecordsExchange Rate MaintenanceCountry MaintenanceMajor RegionsMinor RegionsCities	<ul style="list-style-type: none">SeriesDeposit and Refund ScheduleGeographic AreasMarketing InformationCurrencies	<ul style="list-style-type: none">Agent Maintenance set up - System ParametersAgent MaintenanceSales Target MaintenanceProduct Range MaintenanceMarket SchedulesAgents and Commissions OverviewStandard TextProduct Commissions

Who should attend this course?

- Product staff who would like to update their knowledge on system requirements needed for the basic product load
- Sales staff who require knowledge on the set up of agents, series and commissions
- Cross training purposes – for staff from areas such as Finance, Reservations, Inventory, Documentation and Airfares
- Opportunity for management/supervisors to attend a system set up course and refresh their system knowledge
- Training Officers who wish to reinforce their Calypso set up skills
- Support staff who require an in depth knowledge of the system set up process

Course Pre-requisites

No prior knowledge required.

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Basic Product Load

Course Outline

The product training course teaches how to load each land product type in the Calypso Database, from creditor details through to inventory and pricing. Trainees will be taught the most efficient process for loading a land product contract.

Duration of Course: 5 days

Modules include:

DAY 1 <ul style="list-style-type: none">Product OverviewReservations OverviewCreditorsSuppliersReminder Schedules and Booking OfficesProduct TypesCategoriesRoom DescriptionsCreating a Basic Hotel ProductBasic Hotel Cost to Price	DAY 2 <ul style="list-style-type: none">Hotel loading in detailHotel costs in detailHotel Price CalculationBooking ConditionsMealsHistory EnquiryProduct TaxesLoading Costs/Prices for multiple seasons	DAY 3 <ul style="list-style-type: none">Loading ModulesInventory codesInventory managementAction KeysInventory set up and the Product Maintenance screenLoading Costs/Prices for multiple seasons
DAY 4 <ul style="list-style-type: none">Loading Cars and VansCar and Van DepotsTransit SchedulesSharing and Unsharing InventorySharing and Unsharing Prices	DAY 5 <ul style="list-style-type: none">Product CommissionsSupplier Commission RatesFixed Rate DurationProduct TextProduct and Supplier Notes	

Who should attend this course?

- Newest members of your Product Team
- Cross training purposes – for staff from areas such as Finance, Reservations, Inventory, Documentation and Airfares
- Opportunity for management/supervisors to attend a full Product course and refresh their system knowledge
- Training Officers who wish to reinforce their Product skills
- Support staff who require an in depth knowledge of the Product load process

Course Pre-requisites

No prior knowledge required.

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Inventory

Course Outline

This course covers all aspects of the inventory load from creating new inventory, changing inventory, the creation of Action Keys and the generation of booking supplier messages.

Duration of Course:

1 day

Modules Include:

- Inventory Training Overview
- Inventory Sell On and Status Code Behaviour
- Inventory Management
- Reminder Schedules and Supplier Booking Offices
- Booking Supplier Messages
- Action Keys
- Inventory Set up - Product Maintenance Screen
- Arrival Notification Reports and Inventory Close Off
- Sharing and Unsharing Inventory
- Inventory Reports
- Manual Pool Products

Who should attend this course?

- Members of your Inventory Management team.
- Members of your Product Load team.
- Training Officers who wish to obtain an in-depth knowledge of inventory.
- Support staff who wish to increase their understanding of inventory.
- Reservations Supervisors/Managers.

Course Pre-requisites

- Basic Reservations experience
- Basic Calypso system knowledge

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Product Updates

Course Outline

A product update course can be created from any of the below categories. These topics are designed to provide an overview of recent enhancements and more advanced functionality that affect product loading and Calypso maintenance. If there is an area of the system that you would like to know about that is not in the list below, please contact Tourism Technology.

Duration of Course:

Variable

Modules Include:

- | | |
|--|--|
| <ul style="list-style-type: none">▪ Automatic Pools▪ Car Depot Support & Hertz Booking Link▪ Extra Cost Options▪ Fixed Rate Duration▪ General Information System▪ Group Arrivals Report▪ Hotel Day Use Rooms▪ How Product Affects Finalisation▪ Insurance▪ Mandatory Product Category/Product Category Groups & Product Usage▪ Market Schedules▪ Marketing Information▪ Meals▪ Minimum / Maximum Duration | <ul style="list-style-type: none">▪ Passenger Exclusion▪ Preferred suppliers▪ Price Protection▪ Pricing Schedule Maintenance▪ Product Commission▪ Product Pricing Basis▪ Product Range Maintenance▪ Product Taxes▪ Repricing▪ Sell & Report Supplier messages▪ Supplier Address Options and Passenger Counts▪ Supplier Commission Rates▪ Supplier Message Options / Supplier Message costs |
|--|--|

Who should attend this course?

Any staff member who require the knowledge of any of the above areas.

Course Pre-requisites

Prerequisites are dependent on each module.

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Reservations Course

Course Outline

This is an in depth Reservations course covering all aspects of the Reservations process.

Duration of Course:

4 days

Modules include:

DAY 1

- Reservations Overview
- Starting a Calypso Session
- Calypso Navigation
- Quotes, Options and Bookings
- Making a Simple Land Reservation
- Component Types
- City and Date Continuity
- City and Product Searches
- Model Itineraries
- Booking Itinerary Search functions
- Passenger Detail Enquiry functions
- Changing the Start Date on a Quote

DAY 2

- Adding, Deleting and Changing Components on a Quote
- Children and Infants
- Changing a Quote into an Option
- Creating a New Option
- Inventory
- Searching for a Reservation
- Changing Options
- Introduction to Flights
- Transparent PNR
- Through Fares
- Flagging Messages
- Series Codes

DAY 3

- Agents and Consultants
- Direct Passengers
- Booking Options
- Cancelled Bookings
- Modifying Passenger Names
- Booking Notes and Special Requests
- Booking Itinerary History
- Early Check In and Late Check Out
- Car Hire
- Campervan Hire
- Diverging Arrangements
- Meals
- Alternate Components

DAY 4

- Variable Commission Rates
- Extra Cost Options
- Merging PNR's
- Waitlisting Flights Using TPNR
- Manually Priced Flights
- Booking Queues
- Conjunction Bookings
- Booking Supplier Messages
- Passenger Detail Enquiry Function Keys

Who should attend this course?

- Newest members of your Reservations team.
- Cross training purposes - for staff from areas such as Finance, Product, Inventory, Documentation and Airfares.
- Opportunity for management / supervisors to attend a full Reservations course and brush up on their system knowledge.
- Training Officers who wish to reinforce their Reservations skills.
- Support staff who require an in depth knowledge of the Reservations process.

Course Pre-requisites

No prior knowledge required

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Reservations Trainer Training

Course Outline

The Reservations Trainer Training course covers all reservations modules in depth to prepare trainers to teach reservations internally. The standard Reservation course is four days duration, an additional day to workshop all reservations issues. The Reservations Trainer Training course also includes a soft copy of the current Reservations training documentation.

Duration of Course:

5 days

Modules include:

DAY 1

- Reservations Overview
- Starting a Calypso Session
- Calypso Navigation
- Quotes, Options and Bookings
- Making a Simple Land Reservation
- Component Types
- City and Date Continuity
- City and Product Searches
- Model Itineraries
- Booking Itinerary Search functions
- Passenger Detail Enquiry functions
- Changing the Start Date on a Quote

DAY 2

- Adding, Deleting and Changing Components on a Quote
- Children and Infants
- Changing a Quote into an Option
- Creating a New Option
- Inventory
- Searching for a Reservation
- Changing Options
- Introduction to Flights
- Transparent PNR
- Through Fares
- Flagging Messages
- Series Codes

DAY 3

- Agents and Consultants
- Direct Passengers
- Booking Options
- Cancelled Bookings
- Modifying Passenger Names
- Booking Notes and Special Requests
- Booking Itinerary History
- Early Check In and Late Check Out
- Car Hire
- Campervan Hire
- Diverging Arrangements
- Meals
- Alternate Components

DAY 4

- Variable Commission Rates
- Extra Cost Options
- Merging PNR's
- Waitlisting Flights Using TPNR
- Manually Priced Flights
- Booking Queues
- Conjunction Bookings
- Booking Supplier Messages
- Passenger Detail Enquiry Function Keys

DAY 5

- Opportunity to discuss training concepts with other trainers and Calypso specialists
- "Workshop" of reservations issues as required
- Assistance in structuring internal training plans as required
- In depth review of Calypso documentation process
- In depth review of the Booking Supplier Messages produced through Calypso

Who should attend this course?

- Training Officers who wish to train reservations
- Support staff who require an in depth knowledge the Reservations process
- Opportunity for management/supervisors to attend a Reservations course and refresh their system knowledge

Course Pre-requisites

- IATA City codes
- Construction of an itinerary

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Reservations Supervisors

Course Outline

The Reservations Supervisor Course reviews advanced reservations concepts. It covers tasks that are normally performed by reservations supervisors, eg invoices, booking supplier messages, etc

Duration of Course:

2 days

Modules include:

DAY 1

- Reservations Supervisor Overview
- Background Job Queue and System Message Enquiry Screen
- Booking Message Queues
- Inventory
- Booking Supplier Messages
- Booking Confirmation Processing
- Booking Confirmations
- Invoice Production

DAY 2

- Forcing Ticket and Voucher Flags
- Booking Modifications Screen
- Bulk Documentation
- Combined Documentation
- Individual Documentation Production
- ACE Reporting
- Negative ECO's

Who should attend this course?

- Reservation Team Leaders
- Reservation Mangers
- Operations Managers
- Cross training purposes - for staff from areas such as Finance, Product, Inventory, Documentation and Airfares.
- Opportunity for management / supervisors in other areas to attend a Supervisors course and brush up on their system knowledge
- Training Officers who wish to reinforce their Reservations Supervisor skills.
- Support staff who require an in depth knowledge of the Reservation Supervisor process

Course Pre-requisites

No prior knowledge required.

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Super User Training Outline

Course Outline

The Super User Training course is specifically aimed at team members new to Calypso support teams. However we also suggest that other staff would benefit from some or all of the proposed sessions.

The primary objective of the training is to minimise the time and effort involved in a new team member getting up to speed with their new role. New team members typically come from within the business; as such they are likely to be particularly efficient in one or more areas of the application. However they are equally likely to have little, if any, experience with the background that makes running the system possible. The training may also enable existing team members to more effectively troubleshoot certain aspects of the system.

The training is focused on those areas that a general business user wouldn't have an awareness of; those areas typically heavily supported by Tourism Technology, i.e. the surrounding scripts, processes and infrastructure that make running Calypso possible.

The training aims of this course are to:

- Reduce the mystery surrounding the running and support of Calypso
- Enable team members to effectively troubleshoot
- Enable team members to provide relevant information when issues need to be forwarded to other teams (internally or externally)

Outlined below are a number of sessions including topics TT believe may be of benefit.

The training be held in short sessions (maximum of 1 day each) over a number of weeks. This is to allow information to be absorbed and applied rather than overwhelming individuals in one go as well as minimise the interruption to the business.

For each section of training there will be some pre-requisites. The sessions have been devised to build on knowledge gained in previous sessions. Depending on requirements and attendees, the length of some sessions may change.

Summary of Sessions

Session	Duration	Schedule
Calypso – An application Overview	1 day	Session 1
Architecture	1½ day	Session 2
Process Menus	1½ day	Session 2
Log Awareness	1½ day	Session 3
Basic Troubleshooting	1½ day	Session 3
ACE Reports – support	2 Hrs	Session 4
Advanced Troubleshooting	5 Hrs	Session 4

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Super User – Calypso Overview

Course Outline

This course is designed to create an awareness and appreciation of the Calypso Wholesale Travel System. It will give a high level overview of the each area in the system and the Calypso products that are available for wholesalers to use.

Duration of Course:

1 day

Modules Include:

The purpose of this session is not to cover any of these areas in detail, rather to create awareness and an appreciate of the whole application.

- Reservations
- Product load
- Inventory
- Costs and Prices
- Airfares
- Documentation
- Finance functions
- Agency Access
- Supplier Access

Who should attend this course?

- Tourism Technology key contacts
- I.T. staff

Course Pre-requisites

None, although it is expected that attendees will have worked with at least one area of the system and have a solid understanding of the business. If the proposed attendees don't have this background, please contact Tourism Technology so we can discuss their existing skills and other suitability for attendance.

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Super User – Architecture

Course Outline

The architecture overview has been designed to provide an awareness of the infrastructure, applications, processes and scripts that make the running of Calypso Wholesale Travel System possible.

Duration of Course:

½ day

Modules Include:

- TT systems and how they fit together
- Explain Calypso, Solaris, Informix, Unix and how they interrelate
- Outline of the relevant servers and databases
- Provision of network diagram (TT relevant only, excluding firewalls)
- Glossary of terms
- Where does the application stop and scripts / Unix menus start

Who should attend this course?

- Tourism Technology key contacts
- I.T. staff

Course Pre-requisites

Calypso Overview or a previous working knowledge of the application

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Super User – Process Menus

Course Outline

This course will give you the appropriate tools to look after the company's Process Control Menus. It will show you:

- How to access the process menus
- How to interpret the status of a process
- How to view and read the log files
- Why a process would fail
- How to stop and start the individual processes in the process menus

Duration of Course:

1/2 day

Modules Include:

- Outline process including line control, java gateway, TPNR gateway etc. Including processes that are running and their business application.
- Stopping / starting processes
- Viewing logs
- Navigation through log files

Who should attend this course?

- Tourism Technology key contacts
- I.T. staff

Course Pre-requisites

- Calypso overview
- Understanding of the Calypso architecture

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Super User – Log Awareness

Course Outline

In this course, we will look at the log files generated by the Hertz Online Booking Link, Agency Access and Supplier Access.

By understanding the way the information has been written in these log files, you will be able to troubleshoot more effectively when errors occur with these applications.

Duration of Course:

½ day

Modules Include:

- Which processes generate logs (other than those mentioned in Process Menus)
- Agency logs
- Supplier logs
- Hertz logs
- Using logs to troubleshoot
- How to find them
- What to look for
- Understanding error messages
- Increasing debug

Who should attend this course?

- Tourism Technology key contacts
- I.T. staff

Course Pre-requisites

- Calypso overview
- Ability to navigate through log files (Process Menu session will provide this)

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Super User – Basic Trouble Shooting

Course Outline

The Calypso Basic Trouble shooting course outlines takes an indepth look at the life cycle of a booking supplier message from generation to archiving. It also covers Background Jobs in Calypso and provides the steps involved when resolving issues relating to these background jobs.

Duration of Course:

½ day

Modules Include:

- Life Cycle of a Booking Supplier Message
 - Booking generation
 - Background job queue
 - Report directory
 - Faxsplit processing
 - Archiving
- Background Jobs
 - The types of jobs that can be run
 - How to find job names
 - email notification of error messages
 - System error messages, how to find them and what they mean
 - Output files, where to find them, how to view, print
 - Periodic Update Booking Job

Who should attend this course?

- Tourism Technology key contacts
- I.T. staff

Course Pre-requisites

- Calypso overview
- Unix menu awareness (Process Menu session will provide this)

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Super User – ACE Reporting Support

Course Outline

This course covers the Unix Menu option for ACE reporting, other than writing and compiling ACE reports.

Duration of Course:

2 hours

Modules Include:

- Explanation of each of the menu options
- Finding reports, how to run them to screen, print, file
- What effect they can have on the system
- How to kill them when they affect system performance

Who should attend this course?

- Tourism Technology key contacts
- I.T. staff

Course Pre-requisites

Unix menu awareness.



Super User – Advanced Trouble Shooting

Course Outline

This session is designed to equip the users with additional skills to support the business as well as look at some peripheral processes essential effective business operation.

Duration of Course:

5 hours

Modules Include:

- Other Unix Menu Options
- Support centre commands (including checksys, security tools, etc)
- FTP'ing files, what and why
- Monitoring Calypso Users
- Administration commands
- Security Set Up and Maintenance
- Bug Fixes
- CalypsoNet deployments
- Purges and Archives
- Backups
- Advisory emails
- System Performance

Who should attend this course?

- Tourism Technology key contacts
- I.T. staff

Course Pre-requisites

Calypso overview, Basic Troubleshooting, Unix menu awareness

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