

## ***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 a consultant 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 - Client profiles**

Learn about adding and managing clients within tramada®. Including adding in passport and visa details, and client 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'll 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**

AUD \$160.00 + GST / NZD \$193.00 + GST

### **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

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## ***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 - Client profiles**

Learn about adding and managing clients within tramada®. Including adding in passport and visa details, and client interests into profiles.

#### **Module 3 - Bookings in tramada**

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

#### **Module 4 - Booking elements**

Here you'll 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 7 - Debtors**

Here you will explore debtors – those organisations or individuals who pay you for the travel services on behalf of the clients doing the travelling. You'll see how to add and manage debtors in your tramada® system.

#### **Module 8 - Creditors**

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

#### **Module 9 - Database management**

In this module you'll explore how an administrator manages the underlying database in tramada®.

#### **Module 10 - Bank transactions**

Here you'll explore how to issue bulk receipts and payments to debtors and creditors that aren't 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 - Auto ticket reconciliations**

Here you'll explore how to reconcile the statements your agency receives from BSP or AirTickets, and make bulk payments for the tickets you've sold.

#### **Module 12 - Banking and bank statements**

Here you'll explore how to generate a bank deposit for cash and cheques 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'll explore using tramada® to complete the vital steps in the process of releasing commissions for the agency.

#### **Module 14 - Useful reports**

Here you'll 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](mailto: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**

AUD \$320.00 + GST / NZD \$386.00 + GST

### **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