

Your productivity gains, our Learning Solutions

Fast-track your team's path to competency with the power of eLearning and other performance-support services

Core to the *tramada* value proposition is increased travel consultant productivity, and our mission is to help every *tramada* user become competent with the system – quickly.

That's why we combine best-practice learning techniques into an industry-leading portfolio of proven learning tools that:

- Rapidly develop the effectiveness of every *tramada* user
- Promote an environment of continuous workplace learning
- Improve consultant job satisfaction, engagement and retention
- Empower users to provide excellent customer service
- Drive significant return on investment (ROI) in your *tramada* solution.

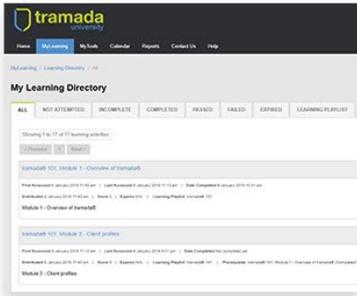
The *tramada* learning journey

A new user will always begin with completing a Tramada University eLearning course. These courses are designed using learning industry best-practice and give a new user their first glimpse into *tramada*, give context to what *tramada* is used for and the typical workflows to be followed, resulting in reaching proficiency in the minimum amount of time.

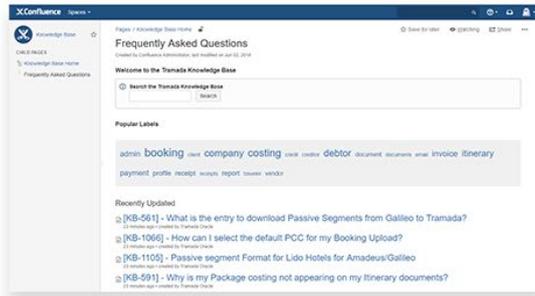
But the learning journey doesn't stop there. To maximize knowledge retention we've bridged the gap between completion of the Tramada University courses and when a new user first logs into *tramada* to begin their work. We have a new user progress tracker, step-by-step guidance tools embedded in *tramada* and other resources that allow employees to learn on the job rather than working from memory.

Continuous Learning

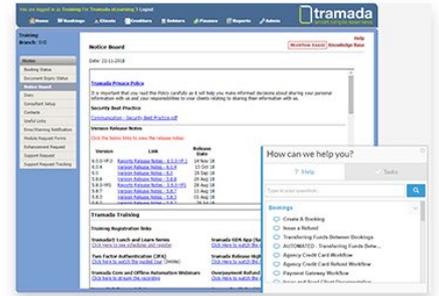
ROI is driven by constant skill development and meeting users' unique learning styles. That's why we encourage and support continuous learning that helps every user learn new features and functionality, adopt best practices, and maximize the value of our award-winning travel technology.



TRAMADA UNIVERSITY PORTAL



KNOWLEDGE BASE



WORKFLOW ASSIST

Tramada University: the start of your *tramada* learning journey

tramada 101

A self-paced eLearning course designed to help new users master day-to-day operations, as well as anyone needing to understand where and how information is entered into the *tramada* booking profile, course content is presented in a highly interactive format for maximum learner engagement and knowledge retention.

Topics covered include the desktop environment, consultant workflow, creating/maintaining client profiles and booking profiles, documentation including itineraries and costings, balancing booking ledgers, refunds and e-mailing, printing and storing client documents.

tramada 102

This comprehensive course embeds the interactivity and engagement from the *tramada* 101 course and goes much deeper into system functionality. It's specifically designed for managers and users who are involved in the balancing of ledgers within *tramada*, banking, reporting and ARC/BSP reconciliations.

Topics include finance workflow and tasks, balancing ledgers, supplier payments, commission due, debtor reconciliations, creating and maintaining debtor and supplier profiles, and daily, weekly and monthly tasks.

The learning doesn't stop there...

Don't hit a productivity wall - drive through it. Encourage within your business the use of our on-the-job learning solutions that empower employees to choose when and where to master the next topic.



New User Progress Tracker. Bridging the gap between online learning and real-world actions within *tramada*, this dynamic visual indicator helps motivate new users to “learn and remember by action”.

Workflow Assist. A revolutionary, innovative on-screen guidance tool designed to take users step-by-step through key functions using pop-up balloons – all within the *tramada* screen.

Lunch & Learn Webinars. Complimentary, convenient sessions that introduce new features and functions, and close knowledge gaps.

Knowledge Base (FAQs). More than 800 regularly updated articles and how-to guides, all readily accessible at any moment of need.

Online Help Pages. Complete, easy-to-understand descriptions of *tramada*'s many features and functions.

Guided Video Tours. Task-focused “how to’s” showcasing new modules, features and workflows.