



## TARGET AUDIENCE

Sales supervisors and station managers taking up their post.



## GOALS

At the end of this training, participants will be able to effectively contribute to the establishment of pricing and passenger accounts.



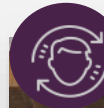
## PREREQUISITES

Have held the position of commercial train agent, and have basic knowledge of accounting, station and train fares and passenger equipment technology.



## EDUCATIONAL MODALITIES

Exercises, case study, group work and exchange of good practices.



**DURATION: 3 Weeks**



## PROGRAM

- Develop general and common provisions (station and train)
- Know the accounting management of the different distribution channels (station and train)
- Organize station and train accounting (Different entities)
- Check and control the accounts Control passenger pricing, fare products
- Master the issuance systems of automatic ticketing (SABIL) and automatic ticket dispenser (DAT)
- Master the conditions of application of passenger fares and establish the conditions for reimbursement of tax refunds and the management of customer complaints.