



# Instructor-Led

## Amadeus Reservation and Ticketing Web Advanced - Manual reissues

This course focuses on complex scenarios related to reservation bookings and manual reissue processes. You will be able to confidently manage complex reservation scenarios, maximize the advanced features of ARDW and improve your current business processes with practical and engaging exercises.



In this course you will learn how to:

- > Execute the required steps to process manual reissues in Amadeus Reservation Desktop Web using guided flows.
- > Perform all possible scenarios for involuntary and voluntary reissues.



This course covers the following higher-level topics:

Manual involuntary reissue due to:

- > A change of cabin/airline/routing
- > An outbound diversion
- > A change of name (airline agent mistake)

Manual voluntary reissue due to:

- > A change of name free of charge
- > A change of route with additional collection and penalty fees
- > A change of route with residual value for Future Air Transportation
- > A change of cabin - upgrade with penalty fee
- > A downgrade with residual value for refund



Certification:  
No



Duration:  
2 days



Language:  
English



Level:  
Advanced



Pre-requisite:  
Yes



Prework:  
No



### Is this the course for you?

This course is for:

- Any airline user with at least 6 months of experience using Amadeus Reservation Desktop Web:
- > Airline help desk agents
  - > Airline trainers
  - > Airline reservation and ticketing agents



### Things you need for this course

Pre-requisite:

- Have successfully passed [Amadeus Reservation and Ticketing Web Certification for new users](#).



### This course helps you use

- > Amadeus Reservation Desktop Web (ARDW)



### Related courses

- > [Amadeus Reservation and Ticketing Web Certification for New Users \[Instructor-Led\]](#)



### How the course is organised

- > 2 days training on manual reissues
- > 1 hour knowledge test



### What equipment do you need?

- View our [instructor-led requirements](#).



### The last few details...

- > To schedule a customised session, please contact: [learning@amadeus.com](mailto:learning@amadeus.com)
- > Last update: July 2024