



Instructor-Led

Amadeus Reservation and Ticketing Web Advanced - EMDs

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



In this course you will learn how to:

- > Create financial EMDs for penalty fees and residual value.



This course covers the following higher-level topics:

- > EMD creation for: Penalty fees, No Show fees, Cancellation fees, & Deposit (Group PNRs)
- > EMD RSVT after reissue process
- > EMD RSVR after reissue process
- > EMD RSVT partially used on future booking with new EMD RSVT issuance
- > EMD RSVT used on future booking with additional collection
- > EMD RSVR 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 EMDs
- > 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
- > Last update: July 2024