

Welcome to Amadeus e-Support Centre

The Amadeus e-Support Centre is a knowledge database that offers quick and easy access to error message solutions, tips, trouble shooting guides, functionality 'how to' documents and product information. All of which are available to all Amadeus customers at anytime, helping you to use your Amadeus products to their fullest potential.

Navigating in Amadeus e-Support

Search

From the Home page, you can enter a keyword or copy and paste an error message into the search field to start your search.

Browse knowledge areas

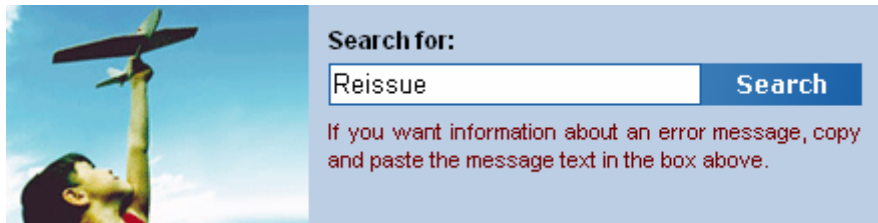
The 'Browse knowledge areas' section is located below 'Search' and lists the most common areas requiring assistance and consists of three knowledge areas – Ticketing; Fares and Pricing; and PNR.

Advanced search

To refine your search by selecting criteria and filters click on 'Advanced search', located in the top left menu.

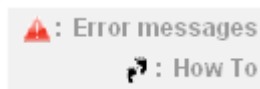
Key word search example

Step 1: Enter the keyword or words you require information on, then click 'Search'.



Step 2: The search results will be displayed. Click on the one that relates to your query and the system will respond with either a list of steps, or if you received an error message, a solution to resolve the problem.

Note: The option to refine your search is also available, in the 'refine your search' menu. This allows you to select which type of search you want, whether it be for an 'Error message' or 'How To' results.



[Home page](#) > [Search for:](#) > [Search results](#)

Search results

Results **1 - 20** of **48**

- How to perform an exchange (reissue) of an e-ticket – exchange of and exchange**

Want to know how to reissue an e-ticket that has already been re-issued? Click here.....
- How to perform an exchange (reissue) of an e-ticket when there is a change fee only.**

This document how to perform an exchange (reissue) of an e-ticket when there is a change fee only.
- NEED NVA FOR REISSUE**

Are you getting this error message? If you are, click here
- How to perform an exchange (reissue) of a paper ticket.**

Want to know how to reissue a paper ticket? Click here.....

[Back](#)
 Highlight off
Refine your search to:
 All types
 All areas
 Reissue
[Search](#)