



Instructor-Led

Amadeus Passenger Recovery (OPR)

This course explains how to use Amadeus Passenger Recovery, formerly known as OPR (Optimized Passenger Recovery), to optimize your disruption process. You will practice using hands-on exercises leading to a certification test.



On this course you will learn how to:

- > Introduce the concept of Amadeus Passenger Recovery.
- > Describe the Transfer control rule (TCR), Class matching (CMT) and VPCK cabin class tables.
- > Explain how Carrier Preferred Display impacts OPR.
- > Explain what the Distance Range Rule (DDR) is.
- > Identify event triggers and create a situation.
- > Evaluate the situation to build scenario(s).
- > Run the optimization and adjust the template and/or OPR feeder(s).
- > Request access authorisation.



This course covers the following topics:

- > Describe all the data feeding into Amadeus Passenger Recovery.
- > Determine event triggers.
- > Transform event in a situation and evaluate it to build one or more scenarios.
- > Run the optimization process on the scenario(s) to adjust templates and OPR feeders to achieve expected reaccommodation.
- > Review the execution report.



Certification:

Yes - pass mark: 85%



Duration:

3 days



Language:

English



Level:

Certification



Pre-requisite:

Yes



Pework:

Yes



Is this the course for you?

This course is for:

- > Airlines in OPR migration or new to OPR
- > Amadeus Passenger Recovery administrators
- > Airline trainers



Things you need for this course

Pre-requisite:

Have successfully passed one of the courses below:

- > [Amadeus Amadeus Altéa Inventory Certification](#)
- > [Amadeus Altéa Inventory - Schedules & Reaccommodation Certification](#)
- > [Amadeus Carrier Preferred Display Management for disruption, OCC, APR display](#)
- > [Amadeus Process Customer Value for Customer Management](#)

Pework:

To familiarize with our products, complete this e-learning before attending this course:

- > [How to prevent transfer points to flights that are too far in distance](#) (8 minutes)



This course helps you use

- > Altéa Administration



Related courses

- > [Amadeus Altéa Inventory - Schedules & Reaccommodation Certification \[Instructor-Led\]](#)
- > [Amadeus Altéa Inventory Certification \[Instructor-Led\]](#)
- > [Amadeus Carrier Preferred Display Management for disruption, OCC, APR display \[Instructor-Led\]](#)



How the course is organised

- > 3 days training



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: October 2026