


Travel Agent - How to Reinstate a Canceled Reservation

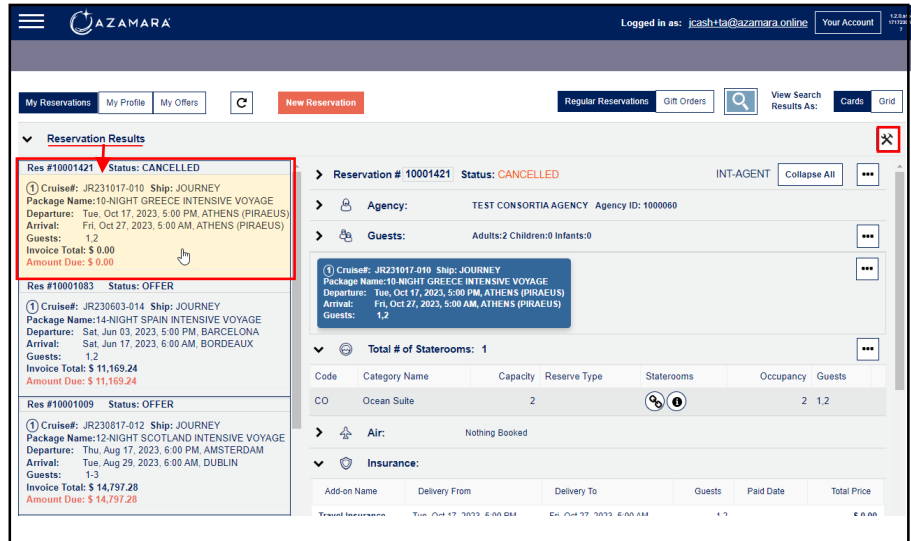
Step 1

Let us start by clicking on the **Your Account** tab. This will open a drop-down menu. Click the **My Reservations** tab.



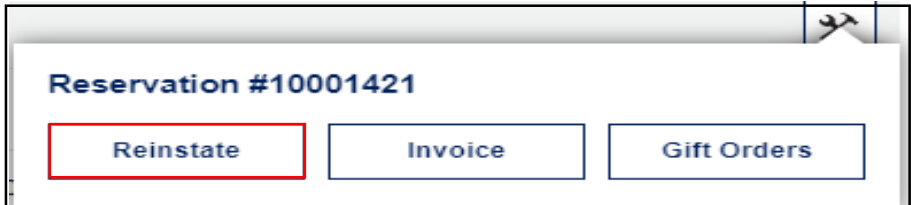
Step 2

Here you will be brought to the My Reservations screen. Under the **Reservation Results** section you will be able to see all our reservations. Click on the Canceled Reservation you want to work with. It will now become **highlighted**. Then go to the right side of the Reservation screen click the **Tools**  symbol.



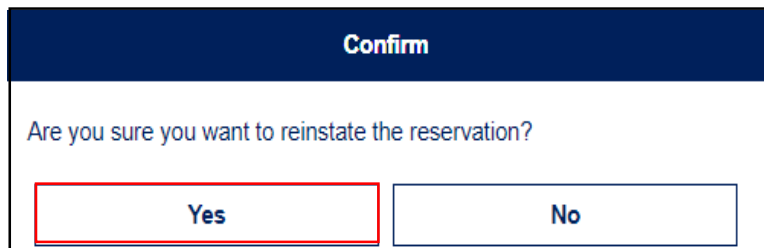
Step 3

This will open the Tools menu. Click the Reinstate tab.



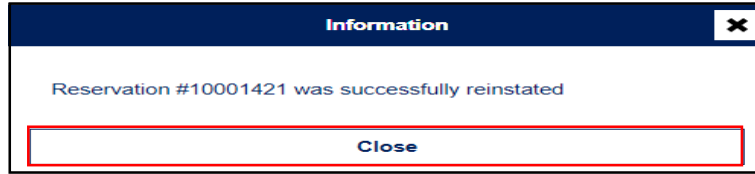
Step 4

You will receive a Confirm message asking if you want to Reinstate the reservation. Click the **Yes** tab.



Step 5

This will give us an Information message stating the Reservation was successfully stored. Click the **Close** tab.



Step 6

You will return to the **Summary** screen. Here you will see the Reservation has been reinstated. Click the **Store** button at the bottom of the screen.

AZAMARA online

Logged in as: jcash+ia@azamara.online

10001421 | Reservation

Invoice Total: \$ 28,033.80

Reservation # 10001421 Status: OFFER

Agency: TEST CONSORTIA AGENCY Agency ID: 1000060

Guests: Adults:2 Children:0 Infants:0

Cruise#: JR231017-010 Ship: JOURNEY
Package Name: 10 NIGHT GREECE INTENSIVE VOYAGE
Departure: Tue, Oct 17, 2023, 5:00 PM, ATHENS (PIRAEUS)
Arrival: Fri, Oct 27, 2023, 5:00 AM, ATHENS (PIRAEUS)
Guests: 1,2

Total # of Staterooms: 1

| Code | Category Name | Capacity | Reserve Type | Staterooms | Occupancy | Guests |
|------|---------------|----------|--------------|------------|-----------|--------|
| CO | Ocean Suite | 2 | | 6002 | 2 | 1,2 |

Air: Nothing Booked

Insurance:

| Add-on Name | Delivery From | Delivery To | Guests | Paid Date | Total Price |
|------------------|----------------------------|----------------------------|--------|-----------|-------------|
| Travel Insurance | Tue, Oct 17, 2023, 5:00 PM | Fri, Oct 27, 2023, 5:00 AM | 1,2 | | \$ 1,758.00 |

Special Requests:

| Sp Request Name | Delivery From | Delivery To | Guests | Status | Notes |
|-----------------|----------------------------|----------------------------|--------|--------|-------|
| DIET | | | | | |
| Salt-Free Meals | Tue, Oct 17, 2023, 5:00 PM | Fri, Oct 27, 2023, 5:00 AM | 1,2 | | |
| Salt-Free Meals | Tue, Oct 17, 2023, 5:00 PM | Fri, Oct 27, 2023, 5:00 AM | 1,2 | | |

Store Pay Now

Step 7

This will give us a **Confirm** message asking if you would like to save the changes. Click the **Yes** tab.

Confirm

There are some unsaved changes. Would you like to save changes?

Yes No

Step 8

You will receive another **Confirm** message telling us that the reservation has been **stored successfully**.

Yes – To Continue

No – To End the process

Print/View Confirmation –

Print and View the reservation.

Confirm

Reservation #10001421 is stored successfully.

Would you like to continue working with the reservation?

Yes No Print/View Confirmation