# amadeus

# e-Learning

## Altéa Reservation Desktop Web

As a reservation agent, process efficiently and swiftly passenger requests, in any part of their journey.

**You will learn:**
> What is ARD Web
> How to navigate ARD Web
> How to display a flight
> How to create a PNR with mandatory elements
> How to copy a PNR
> How to create an ancillary service and issue the EMD
> How to reissue an e-ticket
> How to reissue an EMD
> How to use an EMD to partially cover the price of a new e-ticket
> How to refund an e-ticket
> How to refund an EMD
> How to display Sales Reports

Through a set of interactive e-Learning, discover what Altéa Reservation Desktop Web (ARD Web) is and how to display flights, create a Passenger Name Record (PNR) and sell ancillary services, search for fares and price flights, issue and exchange documents using ARD Web.

| Certification: | Duration: | Language: | Level: | Pre-requisite: | Prework: |
|---|---|---|---|---|---|
| No | 3 hours + 15 minutes | English | Awareness | No | No |

## Is this the course for you?

**This course is for:**
Airlines

**In particular, those working in:**
Administrators, Fare Filing Agents, Help Desk & Support Agents, Reservation Agents, Ticketing Agents, Trainers

## This course helps you use
> Amadeus Reservation Desktop Web (ARDW)

## How the course is organised
First, there are fourteen mandatory e-Learning lessons. After completion, there is an instructor-led session available for request enrolment. Finally, there are user guides available for download.

## What equipment do you need?
> A computer, laptop or tablet.
> A high-speed internet connection (< 1MB).
> The Google Chrome browser or alternatively the Microsoft Edge browser.
> An Amadeus login (LSS), organization ID (IATA code) and password.