



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:
No



Duration:
3 hours + 15 minutes



Language:
English



Level:
Awareness



Pre-requisite:
No



Pework:
No



Is this the course for you?

This course is for:

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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.