



## e-Learning

### Altéa Reservation Desktop Web fundamental

As a reservation agent, gain practical, step by step expertise in creating, copying and splitting PNRs, managing ancillary and insurance services, and performing essential transactions, such as e ticket and EMD reissues, refunds, and partial EMD payments using ARD Web.



In this course, you will learn how to:

- > Create PNR with mandatory elements.
- > Copy a PNR.
- > Split a PNR and access associated PNRs.
- > Create ancillary service and issue EMD using Ancillary catalogue.
- > Create ancillary service and issue EMD without the Ancillary catalogue.
- > Work with insurance services in a Passenger Name Record (PNR).
- > Reissue an e-ticket manually.
- > Reissue an EMD.
- > How to use an EMD partially and price a new e-ticket.
- > How to refund an e-ticket manually.



Through a set of interactive lessons, learn how to create, copy, and split a PNR and access associated PNRs, create and issue EMDs with and without using the ancillary catalogue, work with insurance services, reissue EMDs and e-tickets, and manually refund e-tickets.



**Certification:**  
No



**Duration:**  
2 hours + 15 minutes



**Language:**  
English



**Level:**  
Fundamentals



**Pre-requisite:**  
Yes



**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



#### Things you need for this course

**Pre-requisite:**  
Altéa Reservation Desktop Web awareness learning path



#### This course helps you use

- > Altéa Reservation Desktop Web (ARDW)



#### How the course is organised

First, there is the Altéa Reservation Desktop Web awareness learning path, which is not mandatory. Then, there are ten mandatory e-learning lessons. Finally, there is a user guide available for download.



#### What equipment do you need?

- > A computer, laptop or tablet.
- > A high-speed internet connection (> 1MB).
- > Google Chrome browser or alternatively the Microsoft Edge browser.
- > An Amadeus login (LSS), organization ID (IATA code) and password.