amadeus

Altéa Reservation Desktop Web

A self-paced learning on Altéa Reservation Desktop Web (ARD Web).

You will learn:
_ What is ARD Web?
_ How to display a flight.
_ How to create a PNR with mandatory elements.
_ How to create ancillary service and issue EMD using Ancillary Catalogue.
_ How to reissue an e-ticket.
_ How to reissue an EMD.
_ How to use 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.

As a reservation agent, learn how to make reservations in *Amadeus Altéa* using a graphical interface. Through a set of interactive e-Learning videos learn what is ARD Web and how to display flights, create a *Passenger Name Record* (PNR), selling ancillary services, issuing documents, and servicing bookings using **Altéa Reservation Desktop Web** (ARD Web).

Certification: No	Duration: 3 hours	Language: English	Level: Basic	Prerequisites: No

Is this the course for you?

This course is for:
Airlines

In particular, those working in:
Reservation Agents, Ticketing Agents

This course helps you use
_ Amadeus Reservation Desktop Essential
_ Amadeus Reservation Desktop Web (ARD)

How the course is organised
14 interactive lessons with a duration of 3 hours and 15 minutes.

Related courses
_ Reservation and Ticketing (Cryptic) [e-Learning]

What equipment do you need?
_ A computer or a tablette
_ A high-speend internet connection

Full course title: Altéa Reservation Desktop Web