



READ AND SIGN

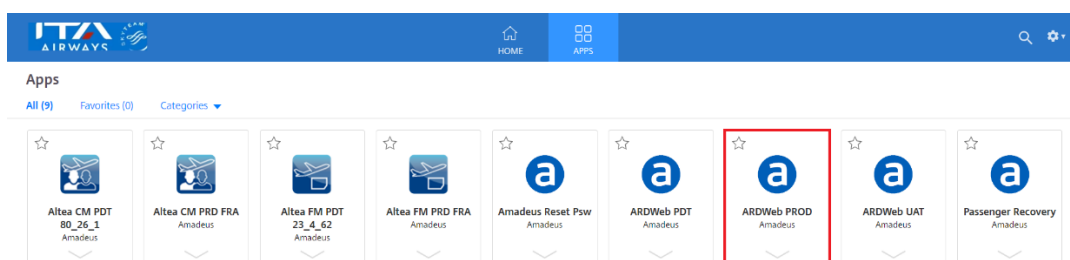
Revision: 0 | Issued: 14.10.2024

Topic: Viewing and Printing ITA Sales Reports

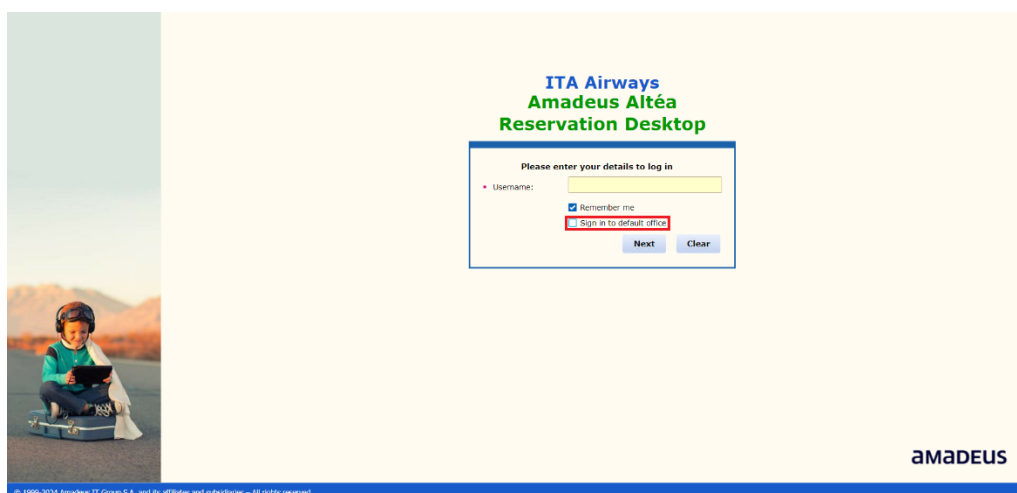
Dear Supervisors and Lead Agents,

Below are the steps for viewing and printing the ITA sales reports through ARDWeb.

Step 1: Login to Citrix. Click on “ARDWeb PROD” to launch the application. A browser window will open. This is a remote desktop and may be presented in Italian.



Step 2: In the login screen, be sure to uncheck “Sign in to default device.” User your ITA Altea login credentials to sign in.





READ AND SIGN

Revision: 0 | Issued: 14.10.2024

Step 3: Set the Office ID to FRAAZ00CI and the Duty Code to SU.

ITA Airways
Amadeus Altéa
Reservation Desktop

Please enter your details to log in

Office ID: FRAAZ00CI

Duty Code: SU

Next Cancel

amadeus

Step 4: Once logged in, on the left side of the screen select “Tools.” Choose an option under “Sales Report” e.g. “Daily Report.” Change the username to “ANY” and click “Display Report.”

amadeus

Create New Session Create New PNR Group PNR Search PNR Member

Tools

Tools

Sales Report

- Query Report (TRQ) - Displays a list of sold EMDs
- Form Of Payment Report (TRF)
- Item Sales Report (TRI)
- Sales Period Summary Report (TSS)
- Transaction Report (TRT)
- Daily Report (TDD) - Displays the daily sales report

Daily Report (TDD)

Search Options

Date: 11/01/24 to

Username: ANY

Office ID: FRAAZ00CI

Currency: EUR

Sales Indicator: International & Domestic

Reset Default Display Report

By default, it is not possible to print the reports. The next page explains how to save the reports locally for printing.



READ AND SIGN

Revision: 0 | Issued: 14.10.2024

Step 1: After opening a sales report, select print on the upper right side of the report.

The screenshot shows the Amadeus web interface for a 'Daily Report (TJD)'. The left sidebar contains navigation options like 'Create New', 'Retrieve/Modify', 'Settings', and 'Tools'. The main area displays search options (Date, Username, Office ID, etc.) and a 'Print' button in the top right corner of the report section.

Step 2: A PDF will open in a new tab of the remote desktop browser. Click the download icon. A permissions window will pop up. Select “Vollzugriff” or “Full Access.”

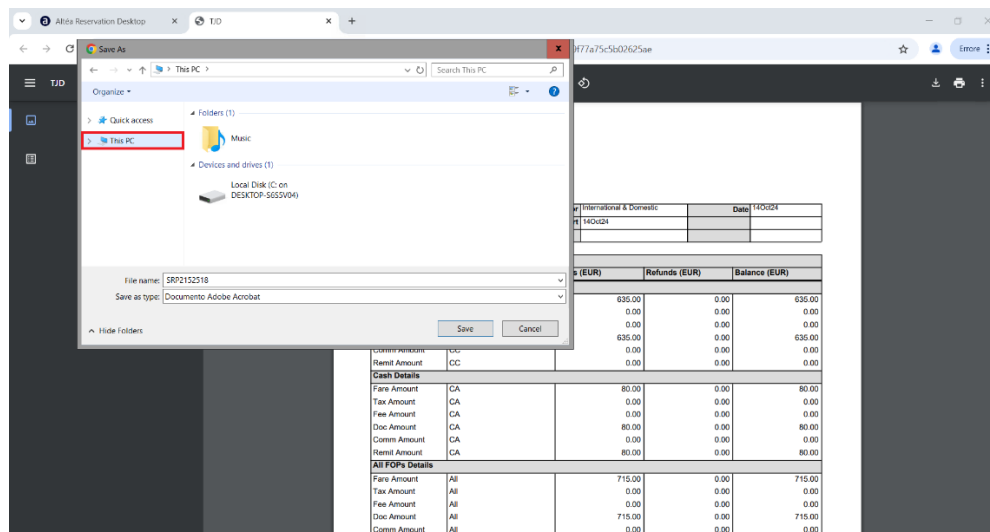
The screenshot shows a remote desktop browser window displaying a PDF report. A security warning dialog box is open, asking for permissions to access files on the computer. The 'Vollzugriff' (Full Access) option is highlighted in the dialog box.



READ AND SIGN

Revision: 0 | Issued: 14.10.2024

Step 3: The “Save As” window will open. Select “This PC” and choose a file location to save the report. E.g. This PC – Local Disk (C:) – Users – DHS – Downloads



From here the file can be opened locally and printed.