

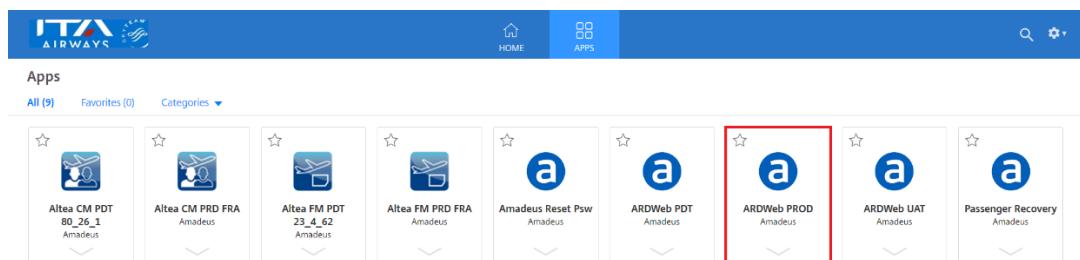


## Topic: Viewing and Printing ITA Sales Reports

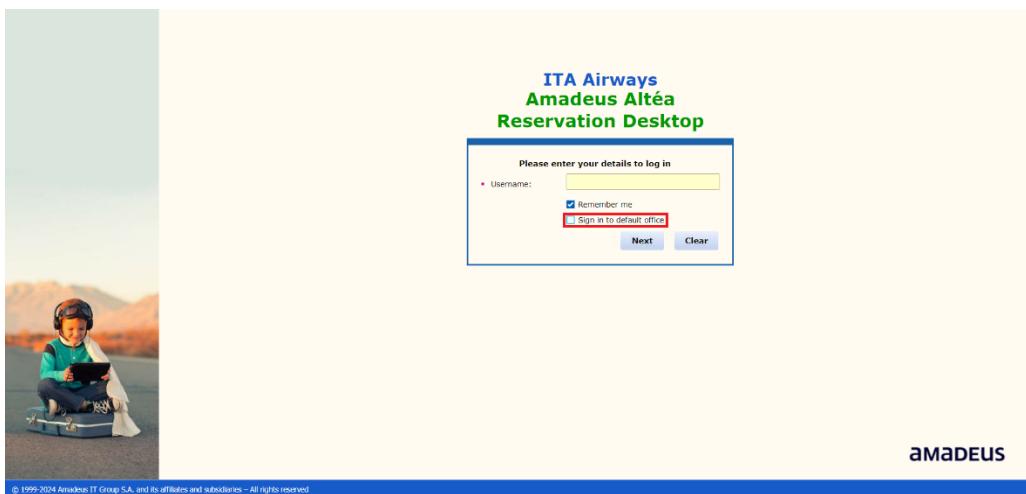
Dear Supervisors and Lead Agents,

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.

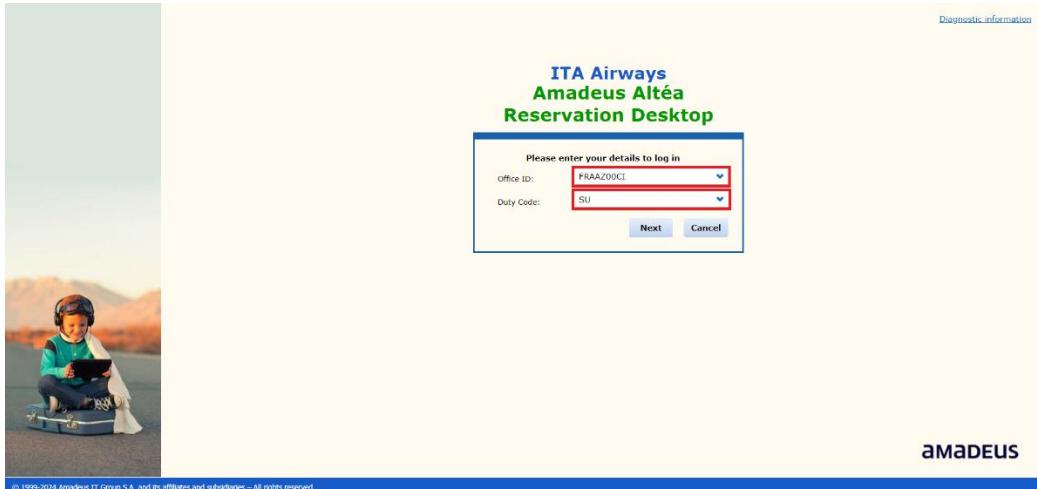




## READ AND SIGN

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



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.”

The screenshot shows the Amadeus Reservation Desktop interface. The 'Tools' menu is highlighted with a red box. Under 'Sales Report', 'Daily Report (TJD)' is selected. The search options show 'Username' set to 'ANY' and 'Office ID' set to 'FRAAZ00CI'. The 'Display Report' button is highlighted with a red box.

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



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

The screenshot shows the Amadeus interface with a 'Sales Report' selected. The 'Print' button is highlighted in the top right corner of the report area. The report displays 'Office: FRAA2001', 'Username: ANY', 'Sales Indicator: International & Domestic', and 'Date: 14OCT24'. The 'Price Breakdown' section shows a table with columns for Type, Form of Payment, Sales (EUR), Refunds (EUR), and Balance (EUR). The 'Form Of Payments' section is also visible.

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.”

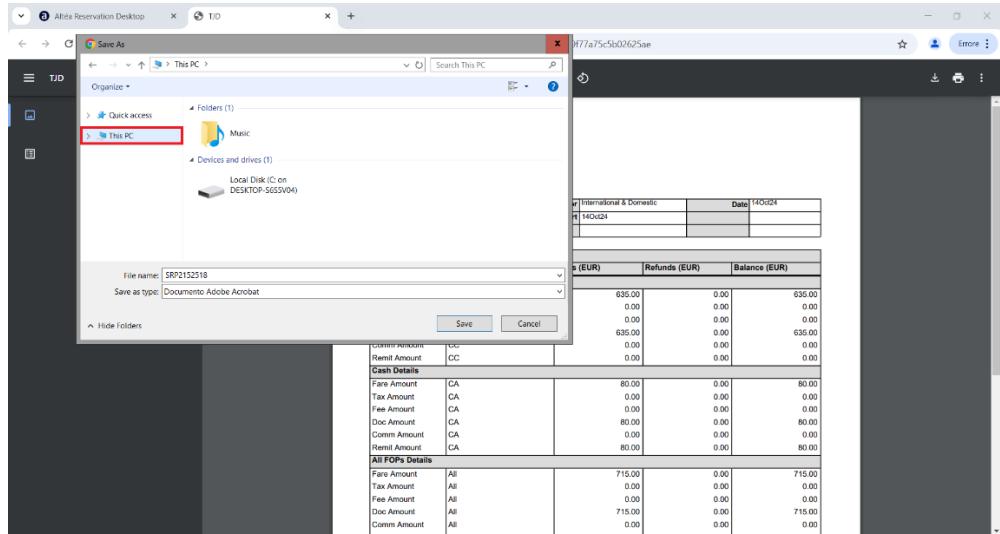
The screenshot shows a browser window with a PDF document. A permissions dialog box is overlaid, asking if the application can access the user's computer. It provides three options: 'Zugriff blockieren' (Block Access), 'Nur Leserechte' (Read Only), and 'Vollzugriff' (Full Access), with 'Vollzugriff' highlighted with a red box. The PDF document in the background shows a 'DAILY REPORT' section with a table of financial data.



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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.