



“Finnair Features”

Altéa CM training 2023

Travel Plan

1. Arrival

- Monitoring the Arriving Flight
- Disembarkation

2. Departure

- Altéa CM settings for Finnair
- Check-In and Baggage Related Topics
- Boarding
- Post Flight Duties

3. Other Important Topics

- Overbooking
- Compensation



Kiitos – Thank you!

... for your attention

... for your questions and active participation

... and your willingness to learn!





**Nordic is a *mindset* –
not a nationality**



What do I need to know about Finnair Altéa CM?

Earlier this week, you learned about our new **Product Changes**, and refreshed your knowledge on Finnair Customer Journey and our Airport Customer Processes in general.

Today we focus on Altéa CM.

As Amadeus products are increasingly in use in the aviation world, we'll focus on Altéa CM through Product Changes. However, we'll also walk through other important Finnair Altéa CM functionalities.





Monitoring the Arriving Flight



Special Assistance List

Messenger (0) | AY Customer (1) | **AY Flight AY122 (2)**

Enter Flight | Flight Information | **Customer List Selection**

✈️ [Redacted] Acceptance Finalised

	List Type	Additional Information
1	All Customers(ALL)	All Customers Display List
2	Accepted customers(ACC)	List of accepted customers
3	Customers with FQTV numbers(FQTV)	List of all customers who have FQTV numbers
4	Accepted customers with incarrriage flights(ICL)	List of accepted customers who have incarrriage flights
5	Customers with incarrriage flights(INBO)	List of all customers who have incarrriage flights
6	Not accepted customers(NACC)	List of not accepted customers
7	Customers with oncarriage flights(OUTB)	List of all customers who have oncarriage flights
8	Customers with ALL SSR and SK elements(SSR)	List of all customers with all SSR and SK elements e.g. AVIH, BLND, DEPA, DEPU
9	Staff customers(STEF)	List of all staff customers, bookable (ID1) and SA (ID2)

Select List: 1

i Select a customer list.
Restrict Customer List
To: [] Customer Filter: Joining and Transit []
Cabin: []

Refine Customer Lists with Criteria

And/Or	Include/Exclude	Filter	Value
And	Include	sa	
		Special Assistance List (SAL)	



Special Assistance List

	From	TO	Bkg	Cabin	Class	Seat	Accept	Net	RBD	INC	UNC	Services
	Child	DEL	HEL	Y	N	46G	✓BOARDED			N	Y	WAST-PDN-PRESEATING-CHID/INFT/FQTV
	Infant	DEL	HEL	Y	Z	182	✓BOARDED			N	N	
	Child	DEL	HEL	J	D	8H	✓BOARDED			N	Y	CHML-Guaranteed CTCE-ANESHGUPTA//GMAIL.COM CTCM-917044031411
		DEL	HEL	Y	Q		✗			N	N	MOML-Guaranteed WAST-WCH WCHR
4s		DEL	HEL	Y	N	46A	✓BOARDED			N	Y	WCHR-DUE TO OLD AGE
		DEL	HEL	Y	Z	41G	✓BOARDED	AY PLUS		N	N	CTCE-CDDR.ASHU//GMAIL.COM CTCE-CDDR.ASHU//GMAIL.COM/EN CTCM-358465751425 CTCM-358465751425/EN INFT-DHIMAN/AIZELMS 31JAN19 PBST-BULKHEAD SEAT XACI-CUSTOMER REFU... ⓘ
	Infant	DEL	HEL	Y	Z	137	✓BOARDED			N	Y	
		DEL	HEL	Y	Z	45D	✓BOARDED			N	Y	CTCE-GAUTAMYOGESH32//GMAIL.COM CTCM-1755477464/GB CTCM-4915145401275 CTCM-491755477464 INFT-KUMAR/MAHESH 01MAR18 WAST-PDN-PRESEATING-CHID/INFT/FQTV
	Child	DEL	HEL	Y	O	44G	✓BOARDED			N	Y	CTCE-KALPANA.MADHOKK//GMAIL.COM CTCM-16472695806 WAST-PDN-PRESEATING-CHID/INFT/FQTV
	Child	DEL	HEL	Y	O	44H	✓BOARDED			N	Y	WAST-PDN-PRESEATING-CHID/INFT/FQTV
	Child	DEL	HEL	Y	Z	44L	✓BOARDED			N	Y	CTCE-BHAVNA0682//HOTMAIL.COM CTCM-4790200235 CTCM-4790200325 WAST-PDN-PRESEATING-CHID/INFT/FQTV
	Child	DEL	HEL	Y	Z	42D	✓BOARDED			N	Y	HNML-Guaranteed WAST-PDN-PRESEATING-CHID/INFT/FQTV
		DEL	HEL	Y	O	43L	✓BOARDED			N	Y	AVML-Guaranteed CTCE-TRIKHA48//GMAIL.COM CTCM-15193414763 PCNS-.COM/ ABOUT FLT/SCHED CHANGE BY FINNAIR AUTOMATIC SER PCNS-CUSTOMER HAS BEEN INFORMED WITH EMAIL ,... ⓘ



Special Assistance List

	Customer	From	To	Bkg	Cabin	Class	Seat	Accept	Tier	RGD	INC	ONC	
1	DHAWAN Delveen Ms	Child	DEL	HEL	Y	N	46G	✓BOARDED			N	Y	
	Services: WAST-PDN-PRESEATING-CHID/INFT/FQTV												
2	DHIMAN Aizel Ms	Infant	DEL	HEL	Y	Z	182	✓BOARDED			N	N	
	Services:												
3	GUPTA Aadvik	Child	DEL	HEL	J	D	8H	✓BOARDED			N	Y	
	Services: CHML-Guaranteed CTCE-ANESHGUPTA//GMAIL.COM CTCM-917044031411												
4	JAMI Halima Mrs		DEL	HEL	Y	Q		✗			N	N	
	Services: MOML-Guaranteed WAST-WCH WCHR												
5	JASSAL Surinderkaur Ms		DEL	HEL	Y	N	46A	✓BOARDED			N	Y	
	Services: WCHR-DUE TO OLD AGE												
6	KUMAR Ashish Mr		DEL	HEL	Y	Z	41G	✓BOARDED	AY PLUS		N	N	
	Services: CTCE-CDDR.ASHU//GMAIL.COM CTCE-CDDR.ASHU//GMAIL.COM/EN CTCM-358465751425 CTCM-358465751425/EN INFT-DHIMAN/AIZELMS 31JAN19 PBST-BULKHEAD SEAT XACI-CUSTOMER REFUSED AUTOMATIC CHECKIN												
7	KUMAR Mahesh	Infant	DEL	HEL	Y	Z	137	✓BOARDED			N	Y	
	Services:												
8	KUMAR Yogesh		DEL	HEL	Y	Z	45D	✓BOARDED			N	Y	
	Services: CTCE-GAUTAMYOGESH32//GMAIL.COM CTCM-1755477464/GB CTCM-4915145401275 CTCM-491755477464 INFT-KUMAR/MAHESH 01MAR18 WAST-PDN-PRESEATING-CHID/INFT/FQTV												
9	MADHOK Aarav	Child	DEL	HEL	Y	O	44G	✓BOARDED			N	Y	
	Services: CTCE-KALPANA.MADHOKK//GMAIL.COM CTCM-16472695806 WAST-PDN-PRESEATING-CHID/INFT/FQTV												
10	MADHOK Alice	Child	DEL	HEL	Y	O	44H	✓BOARDED			N	Y	
	Services: WAST-PDN-PRESEATING-CHID/INFT/FQTV												
11	PANDEY Yogansh Mr	Child	DEL	HEL	Y	Z	44L	✓BOARDED			N	Y	
	Services: CTCE-BHAVNA0682//HOTMAIL.COM CTCM-4790200235 CTCM-4790200325 WAST-PDN-PRESEATING-CHID/INFT/FQTV												
12	SINGH Dilawar Mstr	Child	DEL	HEL	Y	Z	42D	✓BOARDED			N	Y	
	Services: HNML-Guaranteed WAST-PDN-PRESEATING-CHID/INFT/FQTV												
13	TRIKHA Arun Mr		DEL	HEL	Y	O	43L	✓BOARDED			N	Y	
	Services: AVML-Guaranteed CTCE-TRIKHA48//GMAIL.COM CTCM-15193414763 PCNS-.COM/ ABOUT FLT/SCHED CHANGE BY FINNAIR AUTOMATIC SER PCNS-CUSTOMER HAS BEEN INFORMED WITH EMAIL ,TRIKHA48@GMAIL PCNS-VICE ON 2019-06-28T17:39:18.878Z WAST-WCH WCHR-NOT OWN NEEDS ASSISTANCE WITH DISTANCES												

Outbound Connections

Default: AY

Messenger (0)

AY Customer (1)

AY Flight AY1332 (2)

Enter Flight

Flight Information

Search AF1

Acceptance Finalised Codeshare: AA9000,BA6032,CX1413...

Aircraft

Config Cabin Capacity Infant

Comments

Set Flight Comments F12

Connections

All Connections F3

Inbound Connections Summary SF4

Outbound Connections Summary CF3

Departure Plan

Departure Plan SF7

Edit Settings

Amend Capacity F8

Flight Contacts SF8

Flight Update SF2

Voluntary Denied Boarding (VDB) Information AF10

Information/Figures

Catering Figures F9

Customer Weight and Balance Details SF5

Flight History SF12

GenDec Information SF11

Lists

Customer List F4

Non Commercial PNR Summary List SF3

Tracked Customers F11

Refreshed At: 15:27

Default: AY

Messenger (0)

AY Customer (1)

AY Flight AY1332 (2)

Enter Flight

Flight Information

Outbound Connection Summary

Search AF1

Acceptance Finalised Codeshare: AA9000,BA6032,CX1413...

STD: 10:20 ATD: 10:22 Gate: 32 Departed

Airport: LHR HEL

Elapsed Time: 2h48

Scheduled: 10:20 15:15

Estimated: 15:00

Actual (off/onblocks): 10:22 15:15

Actual (airb./touchd): 10:45 15:01

Delay: +0h02 -0h05

Total Elapsed Time: 02h48

Codeshare Display: All Customers

Connection	ATD	ETD	STD	Time	Customer Categories				Dest.	Term.	Gate		
					Connect	Booked	Accepted	Final					
Connection OK													
1 AY265 HEL-TMP			16:00	0h50	0	5	5	0	5	5	3	2	8
2 AY441 HEL-OUL			16:00	0h50	1	6	7	1	6	7	2	2	21A
3 AY225 HEL-TKU			16:15	1h05	0	2	2	0	2	2	1	2	6
4 AY535 HEL-RVN			16:20	1h10	0	1	1	0	1	1	1	2	21
5 AY1023 HEL-TLL			16:25	1h15	0	1	1	0	1	1	0	2	19B
6 AY575 HEL-KTT		16:30	16:20	1h20	0	14	14	0	14	14	10	2	20
7 AY369 HEL-KUO			16:35	1h25	0	2	2	0	2	2	1	2	11
8 AY605 HEL-IVL			16:40	1h30	7	19	26	7	19	26	16	2	19
9 AY101 HEL-HKG			16:55	1h45	1	3	4	1	3	4	4	2	46
10 BA6000 HEL-LAX		16:55	16:40	1h45	2	0	2	2	0	2	2	2	54
11 AY443 HEL-OUL			17:00	1h50	0	2	2	0	2	2	1	2	23B
12 AY705 HEL-LED			17:00	1h50	0	1	1	0	1	1	1	2	50J
13 AY79 HEL-NGO			17:15	2h05	0	5	5	0	5	5	6	2	45A
14 JL6804 HEL-NGO			17:15	2h05	1	0	1	1	0	1	1	2	45A
15 AY87 HEL-PVG			17:25	2h15	0	1	1	0	1	1	1	2	49
16 JL6800 HEL-NRT			17:30	2h20	0	2	2	0	2	2	2	MYJ	48
17 AY41 HEL-ICN			17:30	2h20	1	6	7	1	6	7	6	2	47
18 AY72 HEL-NRT			17:30	2h20	1	0	1	1	0	1	0	2	48

Select Connection:

Collapse [SF2] 0 of 29 selected

Select a flight to view a list of the customers on that journey.

Display Customers Cancel

Bag List



Applications Device Navigation Logoff Help

Default: AY Messenger (0) AY Customer (1) AY Flight AY1751 (2)

Enter Flight Flight Information

Search AF1

Acceptance Finalised Codeshare: CX1460, JL6851, TP8354

Aircraft

	Aircraft	Reg	Config	Cabin Capacity	Infant		
			J	Y	J	Y	Quota
HEL-MXP	328	OH-LZG	28	167	28	167	16

Flight Status

	Acceptance	Boarding	Disruption
HEL-MXP	Finalised	Closed	Flight Delay

Baggage

Lists/Figures

Bag List F8

Cancel Baggage Acceptance F9

Cancelled Bag Tag List F6

MXP

Applications Device Navigation Logoff Help

Default: AY Messenger (0) AY Customer (1) AY Flight AY1676 (2)

Enter Flight Flight Information Baggage List Selection

Search AF1

HELE Helsinki Vantaa (2)

STD: 01:15 ATD: 01:10
Gate: D42 Departed

Enter optional restrictions below and refine if required. Press Enter to display bags.

List Type	Additional Information
1 All Bags (ALL)	All Bags Display List
2 ATL No(ATLN)	Authority To Load NO
3 BTM Bags(BTM)	List of all bags created by BTM
4 Inactive Bags(INAC)	List of all inactive bags
5 Not loaded bags(LOAD)	List of all not loaded bags
6 Offloaded bags(OFFL)	All bags that are offloaded
7 Special bags(SPEC1)	List of bags with following special attributes AVIH, BIKE, LMC and WEAP
8 Wheelchairs(SPEC2)	List of bags with following special attributes WCMP, WCLB, WCBW and WCBW

Select List: 7

Applications Device Navigation Logoff Help

Default: AY Messenger (0) AY Customer (1) AY Flight AY1676 (2)

Enter Flight Flight Information Baggage List Selection Baggage List

Search AF1

HELE Helsinki Vantaa (2)

STD: 01:15 ATD: 01:10
Gate: D42 Departed

Selected Filters: (Special bags)

Tag Number	Wt	From	To	Acc	Transfer	Bag Class	Baggage Attribute	Status	ATL	ATT	Loading Status	Owner	To	Acc	Bag Type	Rushed	Has Early	Oncarriage	Oncarriage To
1 0105-AY-654715	25	AGP	HEL	✓	Local	Y	AVIH	Active	Y	Y	N		HEL	✓	Standard	N	N		
2 0105-AY-654723	25	AGP	HEL	✓	Local	Y	AVIH	Active	Y	Y	N		HEL	✓	Standard	N	N		

Sort By Tag Number Order Ascending

12 15.05.2023

AY Ground OPS | Rev. 5

Classified as Internal



Bag list

Applications | Device | Navigation | Logoff | Help

Default: AY | Messenger (0) | AY Customer (1) | **AY Flight AY122 (2)**

08JUN22 07:52

Enter Flight | **Flight Information** | Baggage List Selection

Search AF1

System Restart SF12

Enter optional restrictions below and refine if required. Press Enter to display bags.

List Type

1 "All Bags"(ALL)

2 ATL No(ATLN)

3 BTM Bags(BTM)

4 Inactive Bags(INAC)

5 Not loaded bags(LOAD)

6 Offloaded bags(OFFL)

7 Special bags(SPEC1)

8 Wheelchairs(SPEC2)

Select List: 8

Additional Information

All Bags Display List

Authority To Load NO

List of all bags created by BTM

List of all inactive bags

List of all not loaded bags

All bags that are offloaded

List of bags with following special attributes AVIH, BIKE, LMC and WEAP

List of bags with following special attributes WCMP, WCLB, WCBP and WCBW

Advanced Options [F2] | Display | Exit

Applications | Device | Navigation | Logoff | Help

Default: AY | Messenger (0) | AY Customer (1) | **AY Flight AY122 (2)**

08JUN22 07:51

Enter Flight | **Flight Information** | Baggage List Selection | **Baggage List**

Search AF1

System Restart SF12

Selected filters (Wheelchairs)

Sort By Tag Number | Order Ascending

Tag Number	Wt	From	To	Acc	Transfer	Bag	Class	Baggage	Attribute	Status	ATL	ATT	Loading Status	Owner	To	Acc	Bag Type	Rushed	Has Early	Oncarriage	Oncarriage To
1	0105-AY-655301	7	DEL	SEA	✓	Local	J	WCMP		Active	Y	Y	L	SATVIR KAUR MsHEL	✓	Standard	N	N	AY33	SEA	

Disembarkation



- PTM / PSM information available
- Any PRM, UMNR etc. onboard? → ensure proper assistance
- When the jet bridge / stairs have been connected, a signal of “two knocks” on the door shall be given
- Passenger door is always opened by the cabin crew
- “Meet & Greet” - be there for the customers, use eye contact and smile!
- Assistance / guidance until all customers have disembarked





Altéa CM Settings for Finnair

Finnair Altéa CM Business Rules

Business rules control all customer processes.

- **Seating**
 - No editing required, do **not** select seats
- **Ranking** (ACV = customer value)
- **Travel docs, ADC**
- **Baggage allowance**
 - Automated payment via Altéa CM Shopping Basket
- **Through check-in**
 - If separate tickets, only AY–AY and AY-QR (via DOH) connections OK for TCI
- **Priority** (AY or **oneworld** benefits)
- **Onload** (overbooking, SBY)
 - Always check Onload List at gate



Finnair Altéa CM Business Rules

- Finnair Altéa CM business rules control customer processes:
 - **Seating** (no editing required, do not select seats)
 - Adjacent seat rule ("highest" rule)
 - **Ranking** (ACV =customer value) Business rules setup is done to follow the customer ranking according to Finnair policy (AY GOM)
 - **Pre-seating** CHD, INF families (in same bookings)
 - **The theoretical seat in CM** → No allocation of seats or seat changes are needed. The R (restricted) seats shall not be touched.



Helpdesk Altéa CM

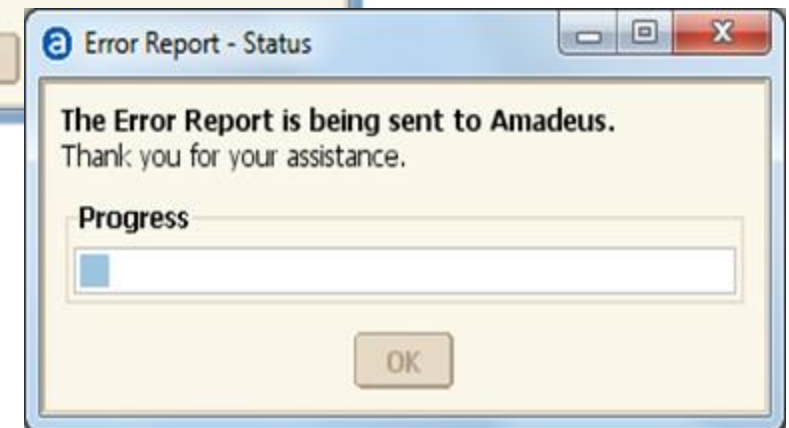
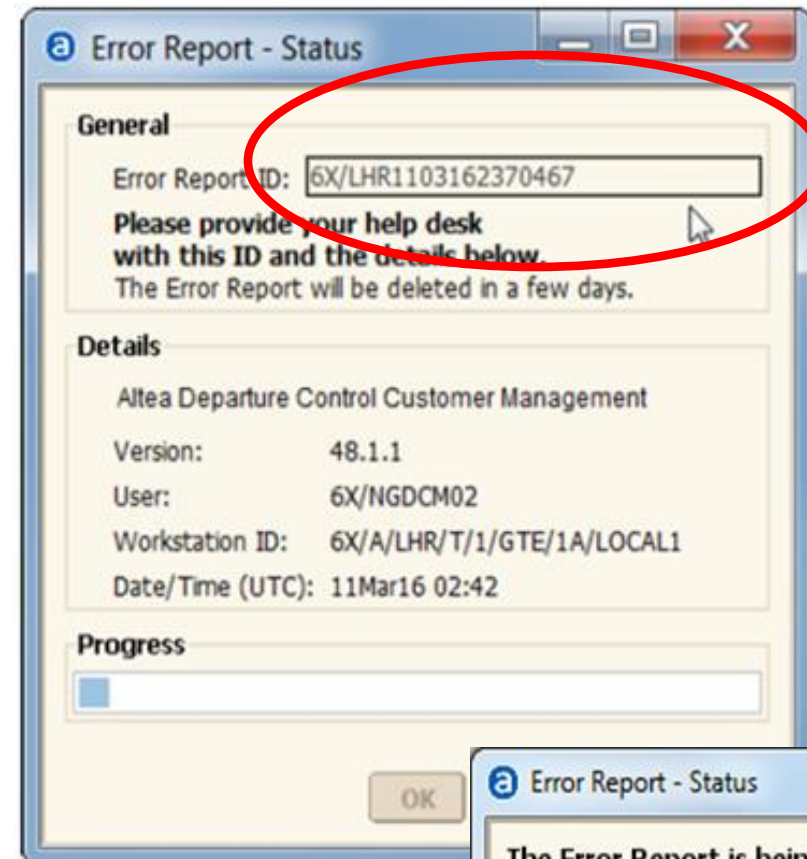
OSC&S (Operational System Control & Support) is Finnair's **first level helpdesk** in **Altéa CM** **related** problems and questions.

All situations when Altéa CM is not working as expected should be reported to OSC&S.

Additionally, an **error report** should be sent from CM.

OSC&S Operational System Control & Support

- osc@finnair.com
- +358 9 818 5708
- Open 05:00–02:00 daily (HEL time)



Help Desk Altéa CM – Error reporting



1. Always send an Error Report from Altéa CM

- ALT + H (Help), Send Error Report
- Write down the Error Report ID and the time when the error occurred
- Sending the Error Report should be done as soon as the error occurs and from the same workstation. You can continue working while the Error Report is being sent.
- It takes several minutes for the Error Report to be sent. Do not log off before sending has been completed (OK button is active).
- Screen shots of the error/warning message are always useful.

2. Inform OSC&S about the problem by phone or e-mail with the following data

- Error Report ID and the time when the error occurred
- Customer name and flight/date
- Description of the problem (and screen shots of the error/warning message)
- If the problem needs to be solved immediately contact OSC&S by phone
- If the problem, can be reported afterwards contact OSC&S by email or by phone

Please note: Without an error report, and without informing OSC&S, the issues cannot be solved.



Aviation Alphabet

A	ALPHA	N	NOVEMBER
B	BRAVO	O	OSCAR
C	CHARLIE	P	PAPA
D	DELTA	Q	QUEBEC
E	ECHO	R	ROMEO
F	FOXTROT	S	SIERRA
G	GOLF	T	TANGO
H	HOTEL	U	UNIFORM
I	INDIA	V	VICTOR
J	JULIET	W	WHISKEY
K	KILO	X	X-RAY
L	LIMA	Y	YANKEE
M	MIKE	Z	ZULU



Check-In and Baggage Related Topics

Check-In / Baggage



- Always inform the customer where their baggage has been checked to
- Altéa CM does **not** automatically recognize **overnight** stopovers
 - If connection time under 24h, Altéa CM automatically tags baggage to final destination
- If customer stays overnight at HEL, they might want their baggage out at HEL
 - Always check – never assume!
 - Always **talk** to the customer
- On fully-booked flights, proactively ask for customers to check their carry-ons FOC (voluntary but appreciated)





Add Itinerary / Find Connection

- AY/AY
- When can I add a missing cnx flight?

Through Check-In Policy

- In general, **customer and baggage** shall be through checked to final destination
- Through check-in to other airlines is not restricted as long as all flights are on the **same ticket**
- No TCI if flights are on separate tickets
 - Exception: AY – AY (incl. Norra) & AY – QR (via DOH)
 - Flights must be operated **and** marketed by AY
- Baggage to final destination, even if unable to issue boarding passes all the way
- Always tell customer where baggage has been checked to
- **All** baggage to **same** destination!
 - If customer checks baggage at gate, check final destination and inform customer that baggage will **not** be delivered at gate in HEL



Exception:

If overnight stay in HEL, ask customer if they wish baggage checked only to HEL

Baggage – Safety and Responsibilities

- **Pay attention to possible Dangerous Goods**
 - Lithium batteries, power banks – high risk **safety hazard**
 - [EASA lithium battery video](#)
- **Pooling of baggage is not allowed**
- **Check condition of baggage – how to mark in Altéa CM**
 - Damaged bag must be identified
 - System tag or Limited Release tag
- **All baggage must be entered into the DCS**
 - Every member of a group shall be given an individual baggage claim receipt with customer's name



**Your
actions
matter!**



Baggage attributes in Altéa CM

Baggage attributes in Altéa CM



CODE	INFORMATION SENT TO FM?	OTHER BEHAVIOUR	VISIBLE ON TAG?
AVIH	Yes	Excluded from EXW calculation (no need to waive)	Print on tag
Baby Stroller	No	Excluded from EXW calculation (no need to waive). Note: needs to be added for a chd/inf	
Child Car Seat	No	Excluded from EXW calculation (no need to waive). Note: needs to be added for a chd/inf	
WEAP	Yes	Chargeable SSR WEAP creates a separate EMD for weapon handling fee in Altéa CM	Print on tag (excluding flights to/from USA)
Other mobility aid	No	Excluded from EXW calculation (no need to waive)	

CODE	INFORMATION SENT TO FM?	OTHER BEHAVIOUR	VISIBLE ON TAG?
Manual WCH	YES	EXCLUDED FROM EXW CALCULATION (no need to waive). NOTE: SSR needs to be visible in pnr	Print on tag
WCLB	Yes	Excluded from EXW calculation (no need to waive). Note: SSR needs to be visible in PNR	Print on tag
WCBD	Yes	Excluded from EXW calculation (no need to waive). Note: SSR needs to be visible in PNR	Print on tag

Baggage Attributes in Altéa CM



CODE	INFORMATION SENT TO FM?	OTHER BEHAVIOUR	VISIBLE ON TAG?
WCBW	Yes	Excluded from EXW calculation (no need to waive). Note: SSR needs to be visible in PNR	Print on tag
Damaged bag	No		Print on tag
LMC Late check-in	No		Print on tag
BIKE	No	Excluded from EXW calculation (no need to waive). Note: SSR needs to be visible in PNR as separate EMD is created in Altéa with chargeable SSR	
Sport LUMO PLAT GOLD	Yes	Excluded from EXW calculation (no need to waive)	
Checked carry-on bag	No	Excluded from EXW calculation (no need to waive)	

Baggage Attributes
Bag Type: Standard Luggage
Standard Luggage
LMC Late check-in
Baby stroller
Child car seat
Sport LUMO PLAT GOLD
Checked carry-on bag
Other mobility aid
Manual WCH

Baggage Attributes
Bag Type: Standard Luggage
WCBD
WCBW
WCLB
BIKE
AVIH
WEAP
Damaged bag
Oversized bag

Special Baggage



- **AVIH**, max weight is 75kg on Finnair operated flights and 50kg on flights operated by Norra
 - Animals over 75 kg **always** as cargo
- **PETC**, max 8 kg (incl. box / bag)
 - Seeing eye dog always free of charge - SVAN
- **Baby strollers**
 - Always free of charge (if child traveling)
 - Strollers will **not** be delivered at the gate in Helsinki
 - All baggage always to the same destination
 - Airport strollers available for free at **HEL**
- **Sporting equipment**



Baby strollers
always in plastic
bags.

Special Baggage

- **Wheelchairs** and other mobility aids
 - Always free of charge
 - Pay extra attention to ensure device on same aircraft with customer!
 - Remember to use correct attribute.
- **Firearms** and ammunition
 - Firearm label (exception: US flights due to US regulations & DOH has imposed embargo)
 - Mark as WEAP in Altéa CM and charge handling fee
 - Pay attention to possible country-specific rules



Make sure you mark
all the necessary
WCH information
into Altéa CM

Checked Baggage Allowance

ApplicationsDeviceNavigationLogoffHelp

21MAR23 08:07

Default: AY

Messenger (1)AY Customer (1)AY Flight AY1653 (2)

PDT

Customer IdentificationCustomer Acceptance

SearchAF1

AY165321MAR HEL → BCN Barcelona Airport (1)
Acceptance Open

Gate: NoneBoarding: 16:35STD: 17:05
Baggage: Open

Sort By DefaultOrder Ascending

	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1						Y(O)	ECONOMY,AY-ELIGHT, Service	

Select Customer(s) for Acceptance: 1Expand [SF2]1 of 1 Selected

Enter seat preference (if required). Enter bag details afterwards.

BaggageSeating

Customer has bags?: YesSeat Preference:

Comments out of HEL

BUSINESS CLASS UPGRADE - 10 000 POINTS OR 1 EUROPEAN UPGRADE BENEFIT

Seating> AF11

Ticket / EMD> AF6

Travel> AF9

System> SF12

Restart

E-Ticket (ETKT)

Edit E-ticketF3

EMD

Display EMDF4

E-Ticket Data & Coupon List

Number: 1052476371291Type: AdultFrequent Flyer: NONE

Customer: MrDate of Issue: 14FEB23

Endorsements: NO BAG INCL/NONREF-NO CHNG

	Stop	From/To	Flight	Class	Date	Bkg	Fare basis	Coupon status	EMD	Involuntary	Valid From/To	Allow
1	Yes	BGO-HEL	AY942	O	21MAR	OK	ONN0S9BE	NOTIFICATION			21Mar/21Mar	0PC
2	No	HEL-BCN	AY1653	O	21MAR	OK	ONN0S9BE	OPEN FOR USE			21Mar/21Mar	0PC
3	Yes	BCN-HEL	AY1654	Q	26MAR	OK	QNN0S9BE	NOTIFICATION			26Mar/26Mar	0PC
4	No	HEL-BGO	AY941	Q	26MAR	OK	QNN0S9BE	NOTIFICATION			26Mar/26Mar	0PC

Associate Flight AY1653 in class O with Coupon Number(s): 2(1052476371291)

ConfirmSkip CustomerExit

Baggage allowance can be seen in Altéa CM



Carry-on Baggage Allowance



Travel Class	Maximum quantity and dimensions of carry-on baggage	Carry-on baggage weight limit
Business Class	Two pieces of carry-on baggage, maximum external dimensions 55 X 40 X 23 cm (22 X 16 X 9 in) per piece. One personal item ^(*) , maximum external dimensions 40 x 30 x 15 cm (16 X 12 X 6 in).	Combined weight not exceeding 10 kg / 22 lb.
Economy and Premium Economy class	One piece of carry-on baggage, maximum external dimensions 55 X 40 X 23 cm (22 X 16 X 9 in). One personal item ^(*) , maximum external dimensions 40 x 30 x 15 cm (16 X 12 X 6 in).	Combined weight not exceeding 8 kg / 17,5 lb.
Infants with no seat reservation - all cabin classes	No carry-on allowance. Foldable pushchair and safety seat is accepted. Combined dimensions of foldable pushchair and safety seat shall not exceed maximum carry-on dimensions of parent cabin class.	No carry-on allowance. Combined weight of foldable pushchair and safety seat shall not exceed carry-on weight allowance of parent cabin class.

**“Personal item”
→ “Small bag”**

^(*) Personal item such as small handbag / laptop bag / backpack which passenger shall place under the seat in front of the passenger.



Excess Baggage and Payment Flow

Excess Baggage

- Baggage allowance on ticket shall be honoured
 - Altéa CM indicates excess baggage with \$
- Baggage exceeding allowance shall be charged
 - **Exceptions:** Wheelchairs or other mobility aids, strollers, car seats, baby bassinets
- Special baggage must be marked with the correct **Baggage Attribute**
- Several kinds of baggage can be prepaid online – AY operated only
- Charges based on flat rates
- Excess baggage charges are collected at the check-in through Altéa CM with a credit card or PayByLink
- *More information: AY GOM Annex B*



Child or INF may always have

- 1 stroller
- 1 car seat or baby bassinet

Payment Flow



- Add Bags normally
- In this example customer has 1PC of 28kg
- System recognizes heavy bag and creates \$ icon
- When all bags are added to the system, select Exit

Applications Device Navigation Logoff Help 14APR14 11:05

Messenger (0) **AY Customer (1)** AY Flight AY855 (2)

Identification Customer Selection Customer Acceptance **Acceptance Information** Add Bag

AY855 15APR HEL (2) → HAM Hamburg (1 All other carriers) STD: 17:30
Acceptance Open Gate: None Boarding: 16:55

Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1	AY855	HEL-HAM	Y(Z)	001	24E	✓	ECONOMY	

Select Customer(s): 1 Expand [SF2] 1 of 1 Selected


Enter baggage pieces and weight.

Baggage

Additional Hold Baggage: 1 / 28 KG

Is this a special bag? No

AY855 15APR HEL (2) → HAM Hamburg (1 All other carriers) STD: 17:30
Acceptance Open Gate: None Boarding: 16:55

Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1	AY855	HEL-HAM	Y(Z)	001	24E	✓	 \$	ECONOMY

Select Customer(s): 1 Expand [SF2] 1 of 1 Selected

Enter additional baggage pieces and weight.

Baggage

Additional Hold Baggage: / KG

Is this a special bag? No

If applicable, enter details for each bag.

Tag Number	Wt	From	To	Acc	Class	Owner	Tag Type	Info	Spl. Bag
		HEL	HAM	✓		<Select Custo...	Auto		

0 Bags

Add Bag Exit



Pay By Link – if no credit card

PDT

Customer Selection Customer Acceptance Customer Selection for Payment **Payment Method**

Amount Details

Amount Due: **EUR 60.00**

Method of Payment

- 1 EMV Payment Device
- 2 Swipe Credit Card
- 3 Insert credit card number manually
- 4 PAY BY LINK**

Select Method: **4**

Select a method of payment or swipe a credit card

Applications Device Navigation Logoff Help

Default: AY Messenger (0) AY Customer (1) AY Flight AY1653 (2) AY Flight (3) **AY Flight (4)**

PDT Customer Acceptance Add Bag Customer Selection for Payment **Payment Method** Pay By Link

Amount Details

Remaining Amount: **EUR 55.00**

Enter contact information (at least one of email or phone number)

Amadeus Pay By Link Details

Phone Number:

Email:

Language:

Chinese

English

Finnish

French

German

Indonesian

Italian

Japanese

Korean

Malay

Norwegian bokmal

Portuguese

Payment Flow



Applications Device Navigation Logoff Help 14APR14 11:06

Default Carrier: AY Messenger (0) AY Customer (1) AY Flight AY855 (2)

UAT Customer Selection Customer Acceptance Acceptance Information Customer Selection for Payment

AY855 15APR HEL (2) → HAM Hamburg (1 All other carriers) STD: 17:30
Acceptance Open Gate: None Boarding: 16:55

Customer	Blq	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1 [REDACTED] Ms								
AY855		HEL-HAM	Y(Z)	001	24E	✓	\$	ECONOMY

Expand [SF2] 1 of 1 Selected

Customer	Details	Price
1 [REDACTED] Ms		
Excess	From HEL To HAM	Number of heavy bags: 1
		EUR 50.00

Select Customer(s): 1 1 of 1 Selected

Select customer(s) to pay for their unpaid items. Choose View Items to pay for individual items.

Pricing Total
Total: EUR 50.00

Collect Payment Exit

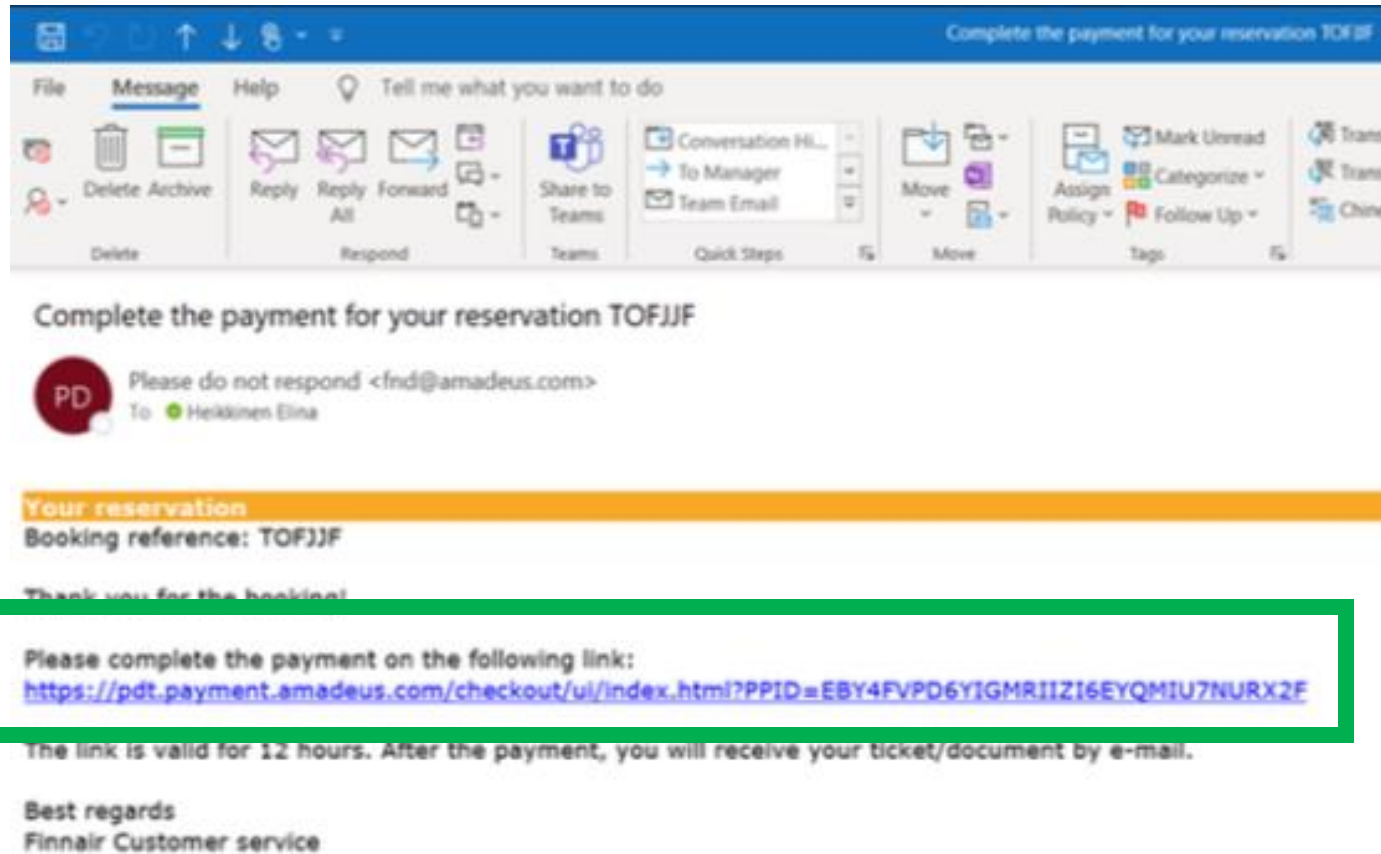
- Customer Selection for Payment screen is displayed
- **Unpaid items** are listed with information of:
 - Routing
 - Chargeable SSR details
 - Price
- Press Enter to **Collect Payment**

Method of Payment

- 1 EMV Payment Device
- 2 Swipe Credit Card
- 3 Insert credit card number manually
- 4 **PAY BY LINK**



Pay By Link – if no credit card





Pay By Link – if no credit card

Payment FINNAIR

Payment methods

Card

External via PSP simulator

Synch External via PSP simulator

Secured transaction

€50.00

✱1 ✱1

Your trip TOFJJF

Jack Mr Walmart

Card details FINNAIR

Card number 4000 0000 0000 0002 VISA

Expiry date 05/23

Security Code 123

Cardholder name elina heikinen

PAY €50.00

Secured transaction

Verified by VISA



Verified by
VISA



Added Protection

Please submit your Verified by Visa password.

Merchant: FINNAIR

Amount: **50.00**

Date: 06/23/2022

Card Number: *****0002

Personal Message: Password is "1234"

User Name: **test1**

Password:

[New User / Forgot your password?](#)

Applications Device Navigation Logoff Help 14APR14 11:10

Default Carrier: AY Messenger (Q) **AY Customer (1)** AY Flight AY855 (2)

UAT Customer Identification Customer Selection Customer Acceptance **Acceptance Information**

AY855 15APR HEL (2) → HAM Hamburg (1 All other carriers) STD: 17:30
Acceptance Open Gate: None Boarding: 16:55

Customer	Blq	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1 [REDACTED] a Ms								
AY855		HEL-HAM	Y(Z)	001	24E	✓	✓	ECONOMY, Service

Expand [SF2] 1 Customer(s)

Excess Baggage

Cust	Charge	Tax	Total	Payment
1	50.00	0.00	50.00	PAID

Customer Information

Gate Number: Not Available
Boarding Time: 16:55
Arrival at HAM Hamburg(1 All other carriers): 18:30

✓ Payment successful
✓ 1 B. Pass sent

- After payment, EMD receipt is automatically printed
- Acceptance Information screen is displayed

EMD A receipt example

FINNAIR

PASSENGER RECEIPT
14APR14 19492745
5599TZ

EXCESS BAGGAGE
TICKET

THIS IS YOUR RECEIPT

FOR CONDITIONS OF
CONTRACT - SEE
PASSENGER TICKET AND
BAGGAGE CHECK

NOT VALID FOR TRAVEL

EXCESS WEIGHT 1 PC
RATE PER KG/PIECE EUR -

ROUTING HEL AY HAM
EUR 50.00

VIXXXXXXXXXXX9999/ C APS10K

EUR 50.00 0000000000001 105 8201386886 0

- Receipt is printed automatically (EMD-A)
- EMR/EPR-EML-james.bond@gmail.com

Waive Payments – excess or item



Applications Device Navigation Logoff Help 07JAN15 11:22

Default: AY Messenger (Q) AY Customer (1) AY Flight AY95 (2)

PDT

Shortcuts

- Add Bags F12
- Add FQTV SF6
- Add Service F9
- Amend Weight SF8
- Cancel Bags F6
- Change Seat SF7
- Delete Items F3
- Display Excess F4
- Use Bag Receipt F10
- Use EMD F11
- View Items F7
- Waive Excess F8
- Waive Items F5

Menus

- Baggage SF3
- Cust. Service SF4
- Payment SF5
- Seating SF9

System

- Refresh SF11
- Restart SF12

Customer Selection Customer Acceptance Acceptance Information Customer Selection for Payment

AY95 08JAN HEL (2) BKK Bangkok Suvarnabhumi International STD: 18:30
Acceptance Open Gate: None Boarding: 17:50

	Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
2	[REDACTED]								
	AY95	HEL-BKK		Y(R)	001	21D	✓		ECONOMY, Service, WEAP

Expand [SF2] 1 of 1 Selected

	Customer	Details	Price
2	[REDACTED]		
	WEAP AY95	08JAN HEL-BKK Description: WEAP//BKK/1/8 Status: Confirmed	EUR 25.00

Select Customer(s): 2 1 of 1 Selected

Select customer(s) to pay for their unpaid items. Choose View Items to pay for individual items.

Pricing Total

Total: EUR 25.00

Collect Payment Exit

- Select Waive Items/excess
- Select the Item to Waive

Waiver Reasons



Default: AY | Messenger (0) | AY Customer (1) | AY Flight AY1653 (2)

PDT | Application | Customer Acceptance | Acceptance Information | Add Bag | Customer Selection for Payment

AY1653 21MAR HEL → BCN Barcelona Airport (1) | Gate: None | Boarding: 16:35 | STD: 17:05 | Baggage: Open

Customer: 1

Applications | Device | Navigation | Logoff | Help

Messenger (0) | AY Customer (1) | AY Flight AY1653 (2)

ptance | Acceptance Information | Add Bag | Customer Selection for Payment | Waive Excess Baggage

AY1653 21MAR HEL → BCN Barcelona Airport (1) | Gate: None | Boarding: 16:35 | STD: 17:05 | Baggage: Open

Customer	Bkg Tkt Cabin	Sec	Seat	Accept Baggage	Info
1	AY1653 21MAR HEL → BCN	Y(0)	002	4A	✓ [1] \$ ECONOMY,AY-ELIGHT, Service

Select Customer(s): 1 | Expand [SF2] | 1 of 1 Selected

Item	Routing	Details	Price
Custom 1		Bag: 0105-AY-028131 Weight: 12KG Description: CHECKED BAGGAGE UP TO 23KGS	EUR 60.00

Enter excess baggage waiver details

Waiver Details

Reason for Waiver: <Select Reason for Waiver>

Author: <Select Reason for Waiver>

Other

IDUMNR

LUMO PLAT SCUBA

Available Waiver reasons:

OTHER

To be used with supervisor authorization only. Explain the reason in Free Text Comment field.

IDUMNR

Used for ID customer UMNR

LUMO PLAT SCUBA

Used for LUMO and PLAT when having scuba diving equipment (FOC)

Crew Bags in Altéa CM

- Open Baggage Application (CTRL + G)
- Select *Crew/Rush Bags F8*

Default: AY Applications Device Navigation Logoff Help 20NOV14 09:19

Messenger (0) AY Flight AY9651 (1) AY Customer (2) **AY Baggage (3)**

Baggage Identification

Shortcuts
Crew/Rush Bags F8
Excess Calculator F9

Menus
Baggage SF3

System
Restart SF12

Swipe a document or enter details. All fields are optional.

Baggage
Bag Tag Number:

Customer
Surname(s):

Flight
Flight Number: AY Date: 20NOV From: HEL
To:

Advanced Options [F2] **Identify**

Crew Bags in Altéa CM

1. Customer name into *Responsible Customer* field with text CREW (CREW last name/first name)
2. Number of bags and weight information
 - into Baggage **and**
 - into WT fields
3. Flight number, date and routing
4. Press enter to *Accept* → system tag is printed

Note! Only needed for layover crew

Default: AY Applications Device Navigation Logoff Help 06OCT14 13:40

Messenger (0) AY Customer (1) AY Flight AY79 (2) AY Baggage (3)

UAT

System Restart SF12

Baggage Identification Rush and Crew Bags

Select a type of bag and enter acceptance details.

Baggage Information

Baggage Type: Crew

Responsible Customer: CREW SMITH/JACK

Hold Baggage: 1 / 15 KG

If applicable, enter manual tag number.

New Tag Number	Original Tag Number	Wt	Original Destination
		15	

1 Bag

Manual Itinerary

Flight	Date	From	To
1 AY 79	06OCT	HEL	NGO
AY	06OCT	NGO	

Baggage Comment

Comment:

Accept Exit

Baggage type is Crew by default

Add baggage weight in both fields

- in format 1/15 **and**
- also Individual bag weight 15 kg

Crew Bags in Altéa CM

Baggage Display screen is displayed with bag information. Use EXIT to escape from the screen

Default: AY

Applications Device Navigation Logoff Help

06OCT14 14:12

Messenger (0) AY Customer (1) **AY Flight AY79 (2)** AY Baggage (3)

UAT

ht Information

Baggage List Selection

Baggage List

Baggage Selection From a List

Baggage Display

AY79

06OCT HEL

NGO Nagoya Chubu Centrai International

Gate: None

Acceptance

	Customer	Blg Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1	CREW SMITH/JACK							
	AY79	HEL	NGO				CREW BAG	

Select Customer(s): 1

Select the customer to view baggage information.

Baggage

Hold Baggage: 1 / 15 KG

Cabin Baggage: 0 / 0 KG

Below are the individual baggage details.

	Tag Number	Wt	To	Acc	Owner	Tag Type	Info	Status	Spl. Bag
1	0105-AY-051807	15	NGO	✓		Auto	CREW BAG	Active	

1 Bag(s)

Exit

Bag record is visible with CREW BAG information



Ancillary Catalogue

Products available via the Ancillary Catalogue



Sold through Catalogue View or Add Service:

- LOUNGE
- WIFI
- MEALS
- UPYW/ UPWJ/UPYJ/ UOYW/ UOWJ/ UOYJ (upgrade codes)
- PETC
- WEAP
- BIKE
- EXTRA BAGGAGE
- CAO, JA
- SEATS (by selecting a seat)



Ancillary Catalogue view

Products in Catalogue for this specific flight and customer:

Add FlightSF4
Add ServiceSF9
Allocate SeatF9
Change SeatSF7
Unpaid ItemsSF6
View CustomerF7

Menus
Customer>CF4
Payment>CF3
Seating>AF11

System
RestartSF12

Customer

1FIRSTA Firsta Mr

Select Customer(s)1

5Seat in a quiet zoneEUR 119.00
F9 to Allocate Seat

Lounge

Service	Price
1 LOUC	EUR 45.00

Select:0 of 1 selected

Travel Services

Service	Price
1 HDIF	EUR 75.00
2 HVOL	EUR 250.00
3 UOYJ	EUR 340.00
4 UOYW	EUR 136.00
5 UPYJ	EUR 800.00
6 UPYW	EUR 320.00

Select:0 of 6 selected

Baggage

Service	Price
1 BIKE Sporting Equipment	EUR 75.00
2 WEAP Sporting Equipment	EUR 80.00
3 XBGG	EUR 75.00

Select:0 of 3 selected

In-flight Entertainment

Service	Price
1 WIAL Internet Access	EUR 19.95
2 WIAM Internet Access	EUR 11.95
3 WIAS Internet Access	EUR 7.95

Select:0 of 3 selected

Pets

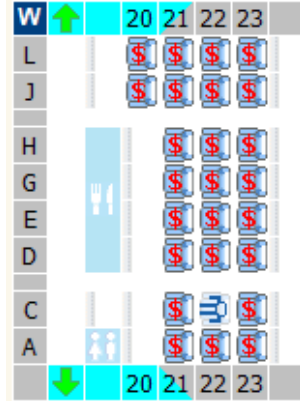
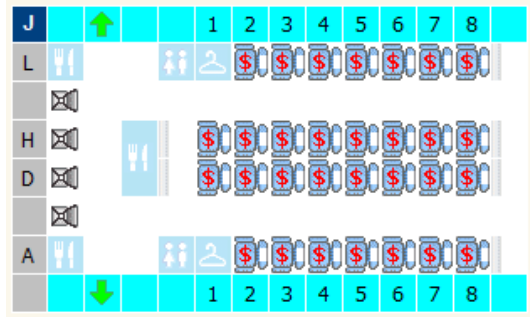
Service	Price
1 PETC In Cabin	EUR 90.00

Select:0 of 1 selected

✓ Catalogue returned for 1 customer / 1 flight



Seatmap - icons



Applications Device Navigation Logoff Help 21MAR23 08

Default: AY Messenger (0) AY Customer (1) AY Flight AY141 (2) **AY Seatmap AY141 (3)**

PDT Enter Flight **Seatmap**

AY141 21MAR HEL → BKK Bangkok Suvarnabhumi International Gate: 49 Location: S49 Boarding: 13:15

Acceptance Open

Search AF1

Shortcuts:
 Amend Capacity F8
 Block Seats F3
 Blocked Seats F10
 Change Seat SF7
 Hide Legend F12
 Flight Info SF10
 More Cust Info F6
 More Seat Info F9
 Move Curtain SF5
 Unblock Seats SF6
 View Customer F7

Menus:
 Customer CF4
 Flight AF7
 Seating AF11

System:
 Refresh F5
 Restart SF12

Select Seats: Display Legs: 1 (HEL → BKK) Pg-Up

Seat Occupation: Seat number e.g. 1A

- Accepted All Legs
- Accepted First Leg
- Assigned All Legs
- Assigned Next Leg
- Blocked Seat
- Boarded All Legs
- Occupation Differs
- Theoretical Seat
- Vacant First Leg
- Vacant All Legs
- Linked Customer

- Toilets
- Stairs
- Closet
- Movie screen
- Luggage Storage
- Airphone
- Bar
- General Facility
- Storage Space
- Table

- Emergency Exit
- Window Overwing
- Window
- No Window

Seats:

- Extra Legroom
- Bassinet Seat
- Extra Seat
- Economy Class Seat
- Economy Plus Seat
- Business Class Seat
- Business Class Bed
- First Class Bed
- Exit Row Seat
- Selected Seat
- Chargeable Seat
- Exempt Seat
- Left Vacant or Offered Last

Seatmap icons and meanings are found in seat map application by Display Legend



ADC – Automated Document Check

ADC in a Nutshell

ADC controls, agent confirms!

ADC is used to validate all travel documents needed for the entire journey

The Auto document check feature in Altéa CM has been designed to work in a similar way to interactive regulatory checks

Passport needs to be swiped and stamps need to be checked from customers' passports (system does not know if a VISA has already been used (if single, double or multiple entry))

Auto Document Check feature integrated in Altéa CM is primarily used to ensure that customers are carrying sufficient documentation for their travel

Carrying passengers with insufficient documentation may result in:

- Monetary penalties
- Having to transport the customer back to the point of origin

The Auto Document Check helps reduce such expenses

ADC



- ADC is based on **Timatic** rules, and it is purely an airline functionality
- ADC gives correct responses when it has all required information available
- ADC gathers information from the booking and from the machine-readable zone (MRZ) of the passport
- Information that you need to confirm to ADC:
 - Passport type (qualifier) (Diplomatic, Alien etc.)
 - Passport feature (biometric, machine readable)
 - Purpose of visit? (tourist, work, studies etc.)
 - Return or onward ticket? (if not present in the reservation)



ADC Status



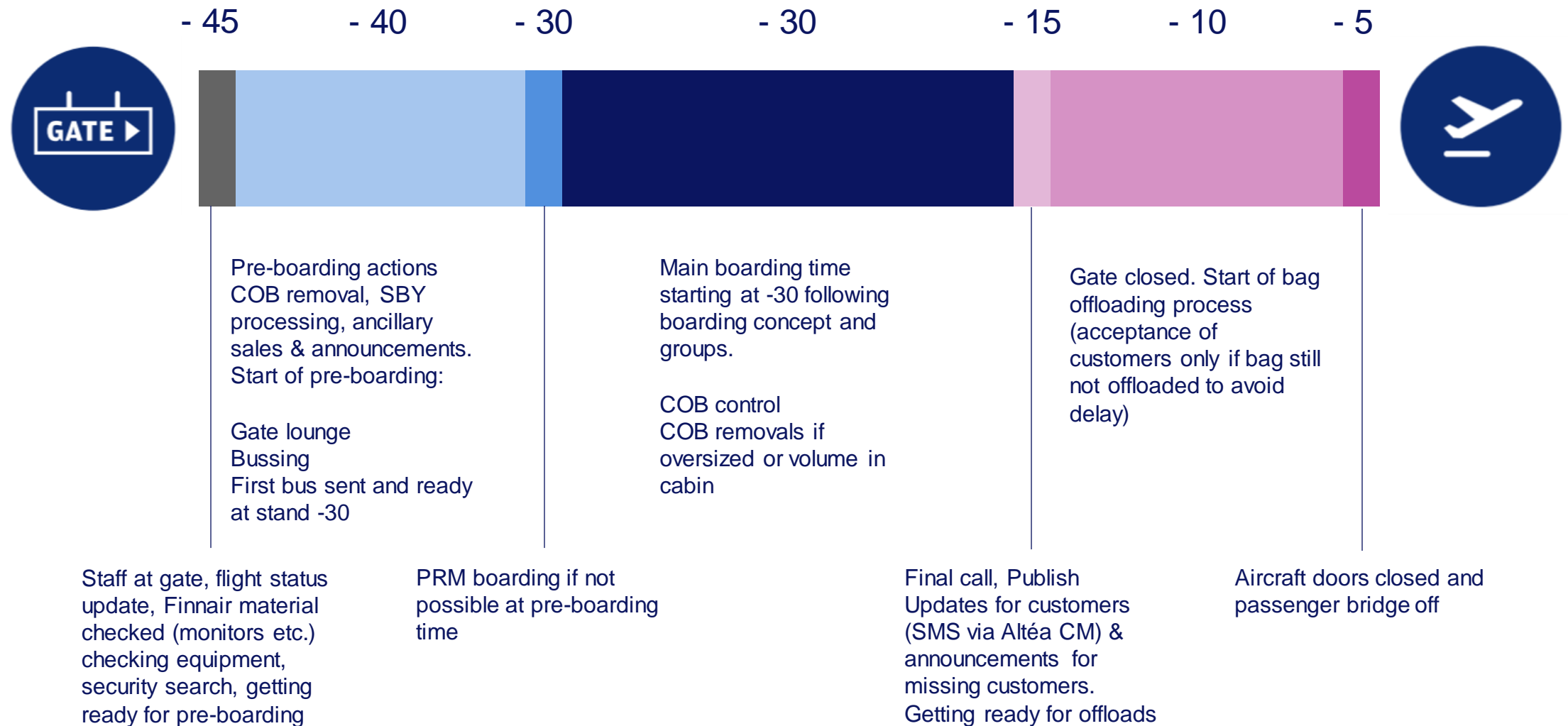
The ADC responds with one of the following statuses for each flight in the journey based on the travel document details. Remember that the ADC response is purely a Timatic response!

- **OK to Board**
 - Travel documents are OK for travel
- **Conditional**
 - Agent needs to check the visa manually. Customer is placed on the ineligible to board list until ADC check is completed
- **Do Not Board**
 - Travel documents are **NOT** OK for travel – customer cannot be accepted on the flight



Boarding

Boarding Target Times



Onload process

- Onload processing is used to complete the acceptance or regrading for revenue and non-revenue customers
- Onload must be checked on all flights, even if no customers are on stand-by
- Onload will display the ranking and system recommendation for action
- Onload is performed by using **onload apply**



- **Onload list (SF6)** knows which customers are unloaded to Y and upgraded to J.
- **Those in same base colours impact each other** (If Ronkainen is upgraded to J, Vallaton will get a seat in Y). If Vahala is upgraded to J, Moore will get her seat.. Etc..

		Before Onload		After Onload	
		J	Y	J	Y
HEL-MUC		4	0	0	0

Cabin Capacity	12	88
Meals	0	0

Customer Onload Recommendation

Customer	Cabin	Seat	Current	Accept	Recommendation	Priority	Info.	Bag
Onload								
1 RONKAINEN Sinikka Ms	AY PLAT	Y(Y)	19D	✓	Upgrade ↑ J			
2 VALLATON Ville Mr		Y(H)	123	SBY	Onload Y			
3 VAHALA Laura Ms	AY PLAT	Y(Y)	6C	✓	Upgrade ↑ J			
4 MOORE Roger Mr		Y(Y)	124	SBY	Onload Y			
5 LITTLEWOOD Emilio Mr	Staff	Y(X)	11A	✓	Upgrade ↑ J	62/Y62,SA	DOJ 15JUN05	
6 BOND James Mr		Y(Y)	125	SBY	Onload Y			
7 FARRAN Rigoberto Mr	Staff	Y(X)	15F	✓	Upgrade ↑ J	66/Y66,SA	DOJ 15NOV12	
8 SMITH Mike Mr		Y(H)	122	SBY	Onload Y			

Select Customer(s):

Select customer(s), click "Apply" to accept the Recommendation or Select an Action from the menu on the left

- Select first all customers (or some)
- Apply function activates
- If all customers are not selected at first, there will be a new option to recalculate onload with remaining customers → return to onload recommendation screen.

Applications Device Navigation Logout Help 27JAN22 16:35

Default: AY Messenger (0) AY Flight AY1405 (1) AY Flight AY1405 (2) AY Customer (3)

Enter Flight: Flight Information Onload Recommendation

AY1405 28JAN HEL (2) → MUC Munich International (1)
Acceptance Open Codeshare: JL6827,QR0140

STD: 16:20 ETD: 23:00
Gate: None Boarding: 22:30 Baggage: Open

Availability Before and After Onload
Availability: HEL-MUC Acceptance Figures

	Before Onload		After Onload	
	J	Y	J	Y
HEL-MUC	4	0	0	0

Catering figures

	J	Y
Cabin Capacity	12	00
Meals	0	0

Customer Onload Recommendation

Customer	Cabin	Seat	Current	Accept	Recommendation	Priority	Info.	Bag
1. ROBKABER Sinikka Ms	AY PLAT	Y(Y)	190	✓	Upgrade ↑	3		
2. VALLATON Ville Mr	Y(H)		123	SBY	Onload	Y		
3. VAHALA Laura Ms	AY PLAT	Y(Y)	6C	✓	Upgrade ↑	3		
4. MOORE Roger Mr	Y(Y)		124	SBY	Onload	Y		
5. LITTLEWOOD Emilio Mr	Staff	Y(X)	11A	✓	Upgrade ↑	3	62/Y62.SA	DOI 15JUN05
6. BOND James Mr	Y(Y)		125	SBY	Onload	Y		
7. FARRAN Rigoberto Mr	Staff	Y(X)	15F	✓	Upgrade ↑	3	66/Y66.SA	DOI 15NOV12
8. SMITH Mike Mr	Y(H)		122	SBY	Onload	Y		

Weight calculations not used.

Select Customer(s): 1-8 8 of 8 Selected

Select customer(s), click "Apply" to accept the Recommendation or Select an Action from the menu on the left

Apply Exit

Select Customer(s):

Recalculate Onload or Select a Customer(s) and an Action from the Menu on the left.

Recalculate Onload Exit

Upgrading customers

- When upgrading customers in DCS (UPYW,UPYJ,UOYW,UOYJ) regrade type must always be → **INVOLUNTARY**
- As per GOM, certain customer types (e.g. LUMO, PLAT) are firm non-offloadable and non-downgradeable. Onload is also capable to recognize those customers and they will never be actioned
- Remain in Regrade Cabin can only be used if "force majeure" as it will not downgrade/upgrade customer again.

Applications Device Navigation Logoff Help

Default: AY Messenger (0) **AY Customer (1)** AY Flight AY131 (2)

PDT Customer Identification Customer Selection Customer Display **Manual Regrade**

AY131 06JUN HEL (2) → SIN Singapore Changi (1)
Acceptance Open

Customer	
1	AY131 06JUN HEL-SIN

Select Customer(s): 1

Select customer(s) to regrade and requested seats. Regrade applies to flight AY131 only.

Regrade Details

Regrade Reason: Marketing or Sales Initiative Extra Information:

Regrade Cabin: J Authoriser Ref:

Select Seat(s):

Regrade Type: Involuntary
Remain in Regrade Cabin



Staff Travel

Staff Travel / ID Travel



- J-cl or Y-cl, SBY or confirmed (bookable)
- **Always** check onload list at gate!
 - Even when all ID customers are already accepted
 - Some ID travel categories are entitled to travel in J (even though already accepted in Y)
- Cockpit and cabin jumpseat permission by authority of the Commander
 - JMP seats may be assigned to any ID categories if permission from the Commander (*not only flight/cabin crew*)
- GOM defines if ID is offloadable or not
- Y-class overbooking upgrade order (AY GOM Annex A, 3.2)
 1. LUMO, PLAT, EMER
 2. GOLD, SAPH
 3. ID customers
- **No complimentary upgrades**



Staff Travel / ID Travel

Exceptions to the rules

- Always priority for staff with **60J/J60 SA status** (regardless of DOJ and travel class)
- All other J-status tickets have priority **only** when seats available in Business – their acceptance to Y-class is always by DOJ or onload code
- Whenever it looks like a customer with a J-class booking is headed to Y-class, check their DOJ



Background Information for ID travel



To clarify the main order in which the Business Class seats are allocated:

1. Customers with direct WL J-class booking
2. Staff travel with direct WL J-class booking (13J/J13)
3. Staff travel with Economy class ticket waitlisted for upgrade to the Business class (13Y/J13)
4. Customer with WL Finnair Plus upgrade (processed automatically by AWC -37h before departure)
5. Finnair deadheading crew (10Y/J10)
6. UPYJ sales if seats and meals available – **you need to check Onload List before selling any upgrades!**
7. Bookable staff who have OK status booking in Economy, are entitled to an upgrade if seats available after airport upgrade sales. For example, oneworld Duty travel (38Y/J38)
8. SA staff leisure tickets in priority and DOJ order
 1. 60J/J60 Seniority (DOJ) order within the code 60
 2. 61J/J61 Seniority (DOJ) order within the code 61
 3. 62J/J62 Seniority (DOJ) order within the code 62
 4. 64J/J64 Seniority (DOJ) order within the code 64
 5. 66J/J66 Seniority (DOJ) order within the code 66



Weight Critical Flights

- If the number of ID customers accepted on a flight is limited due to restrictions on the flight's weight/balance, all customers holding a standby ID ticket shall be boarded as stated in ANNEX A 3.1 **regardless of the class entitlement on the ticket or listing.**
- In such cases those ID customers having a cockpit or cabin crew jumpseat permit from the Commander shall be boarded first. Only after that shall any vacant normal seat be given to other staff per the weight limits.



Post-Flight Duties

FPR Instructions (AY GOM Annex E 10)



- **Teletype FPR** (Flight Performance Report) message is used:
 - As **station report**
 - For reporting **irregularities**
- FPR shall be sent by departure station handling agent for **every** flight
- Different departments can send separate FPR messages
- FPR must be sent **immediately** after departure
- Turnaround-related errors and irregularities can be investigated and corrected when properly reported in FPR
- Correct use of FPR cuts down the need for further correspondence



How to access FPR reporting in Altéa?

Altéa CM

Applications → Teletype (TTY) →
1 Movement → **5 FPR (template)**

Applications → Teletype (TTY) →
1 Movement → **1 FPR (free text)**

Altéa FM

Applications → Cryptic Applications →
Teletype (TTY) → 1 Movement →
4 FPR (template)

Applications → Cryptic Applications →
Teletype (TTY) → 1 Movement →
1 FPR (free text)

How to fill in the FPR?



Standard FPR with required basic data shall be sent after **every departure (even if no irregularities)**

Delay or any other irregularity (e.g., ground operations, customer experience and care) shall be explained

CREATE FREE TEXT TTY Page 1 of 2

Priority: QD
Send to: HELRMAY _____

Send from: _____ Copy to originator address: Y
FPR (Message type optional) Double Signature: __

AY0808/09AUG ARN
STD 1255LT, ATD 1254LT, DL00X/00MINS
BOARDING 1230-1245LT, DOORS CLOSED 1250LT
GATE 068 / BUS TRANSPORTATION: NO
TOT PAX 095
AMOUNT OF CARRY ON BAGS REMOVED AT GATE:0
AGENT REPORT FORM OR LIP FILLED: NO
STAFF AT GATE:MAARIA, SAMI

CREATE FREE TEXT TTY Page 1 of 2

Priority: QD
Send to: HELRMAY _____

Send from: _____ Copy to originator address: Y
FPR (Message type optional) Double Signature: __

AY0002/07AUG LAX
STD 1930LT, ATD 2109LT, DL93A/93MINS, DL85H/6MINS
BOARDING 2025-2100LT, DOORS CLOSED 2101LT
GATE 130 / BUS TRANSPORTATION: NO
TOT PAX 293
AMOUNT OF CARRY ON BAGS REMOVED AT GATE:7
AGENT REPORT FORM OR LIP FILLED: YES
STAFF AT GATE:MAARIA, SAMI, OSSI
DELAY DUE TO LATE INBOUND OF AY1 INCLUDING 40 MINS 93C DUE TO
GATE OCCUPIED BY OAL AND MISSING PAX

A photograph of an airplane wing, likely from a commercial jet, viewed from a low angle. The wing is white with a blue logo on the wingtip. The background is a clear, light blue sky. The text "Other Important Topics" is overlaid in white on the bottom left of the image.

Other Important Topics

Overbooking

- Always search for volunteers
- In VOL situations, always hand out Denied Boarding Voluntary Notice
- In case no volunteers found, Altéa CM onload list ranking shall be followed when offloading customers
- Notice on Passenger Rights shall always be available for customers



Overbooking

- Detailed instructions for handling overbooking situations at PartnerHUB Airport (new JAN2020)
- Compensation in accordance with EU regulations
- Compensation options
 - Finnair voucher
 - Money
 - AY Plus points (*if customer is already a Finnair Plus member*)
 - Development work for more options ongoing
- Always fill in **LIP** checklist



Overbooking Monitoring



Applications Device Navigation Logoff Help

18NOV19 08:28

Default: AY

Messenger (0) AY Flight (1) AY Flight (2) AY Flight AY12 (3) AY Customer (4) **AY Flight AY1332 (5)**

Search AF1

Search Flight Overbooked Flight List **Acceptance Figures**

✈ AY1332 18NOV LHR (3) → HEL Helsinki Vantaa (2)
Acceptance Open Codeshare: AA9000,BA6032,CX1413***

Gate: None STD: 10:20
Boarding: 09:40

Freeseale Codeshare
AA9000, BA6032, CX1413, CZ4356,
JL6840, QF4164, UL3201

Show: Combined Figures

Aircraft

	Aircraft	Config	Cabin Capacity		Infant	
		J	Y	J	Y	Quota
LHR-HEL	359	46	251	46	251	100

Availability

	Availability		Est. Availability	
	J	Y	J	Y
LHR-HEL	12	-15	13	-10

Total Acceptance Figures

		Booked					Accepted					Standby	
		J	Y	Infant	CBBG	EXST	J	Y	Infant	CBBG	EXST	J	Y
Joining	To HEL	34	266	1	0	0	25	197	1	0	0	0	0
LHR	Total	34	266	1	0	0	25	197	1	0	0	0	0

Subject to Load (Rebate Staff) Figures

		Listed					Accepted					Standby	
		J	Y	Infant	CBBG	EXST	J	Y	Infant	CBBG	EXST	J	Y
Joining	To HEL	0	2	0	0	0	0	0	0	0	0	0	0
LHR	Total	0	2	0	0	0	0	0	0	0	0	0	0

Bookable Staff Figures

		Booked					Accepted					Standby	
		J	Y	Infant	CBBG	EXST	J	Y	Infant	CBBG	EXST	J	Y
Joining	To HEL	0	0	0	0	0	0	0	0	0	0	0	0
LHR	Total	0	0	0	0	0	0	0	0	0	0	0	0

Applications Device Navigation Logoff Help

18NOV19 08:53

Default: AY

Messenger (0) AY Flight (1) AY Flight (2) AY Flight AY12 (3) AY Customer (4) **AY Flight AY1332 (5)**

Search AF1

Search Flight Overbooked Flight List **Flight Information**

✈ AY1332 18NOV LHR (3) → HEL Helsinki Vantaa (2)
Acceptance Open Codeshare: AA9000,BA6032,CX1413***

Gate: None STD: 10:20
Boarding: 09:40

Aircraft

	Aircraft	Reg	Config		Cabin Capacity		Infant	
			J	Y	J	Y	Quota	
LHR-HEL	359	OH-LWG	46	251	46	251	100	

Flight Status

	Acceptance	Boarding
LHR-HEL	Open	Not Open

Schedule

Airport: LHR HEL

Elapsed Time: 2h55

Scheduled: 10:20 15:15

Total Elapsed Time: 02h55

Comments out of LHR

- FLT-2 -PLS SEE VDB

Acceptance Figures

Back

Overbooking Monitoring / Voluntary Denied Boarding

ApplicationsDeviceNavigationLogoffHelp

18NOV19 09:43

Default: AY

Messenger (0)AY Flight (1)AY Flight (2)AY Flight (3)AY Customer (4)AY Flight AY1332 (5)

SearchAF1

SystemRefreshF5RestartSF12

SearchFlight>Overbooked Flight List>Flight Information>Voluntary Denied Boarding(VDB) Information

AY133218NOV LHR (3) → HEL Helsinki Vantaa (2)
Acceptance Open Codeshare: AA9000,BA6032,CX1413***
Gate: NoneSTD: 10:20
Boarding: 09:40

Press Enter to update VDB information and recalculate number of VDB still required

JY

VDB RequiredNoYes

Number of VDB Required:-3

VDB Required Adjustment:11

Number of VDB Found (On Flight):3

Number of VDB Found (Transferred):0

Total Number of VDB Still Required:5

Multi-leg Parameters

Prompt Customers with Offpoint(s):

OffPointsInclude

HELYes

VDB Compensation and Alternatives

Alternative 1:PLS OFFER AY1344 DEP 1350

Alternative 2:

Alternative 3:

Alternative 4:

Alternative 5:

Update

Exit

8815.05.2023

AY Ground OPS | Rev. 5

Classified as Internal



Voluntary Compensations – Overbooking

Category	Flight distance	eGift voucher (for Euro currency country residents only)	Finnair Plus points (for Finnair Plus members only)	Cash
1	< 1500 km	200 €	20 000 pts	125€
2	1500-3500 km	300 €	40 000 pts	200€
3	> 3500 km	500 €	60 000 pts	300€

Involuntary Compensations – Overbooking

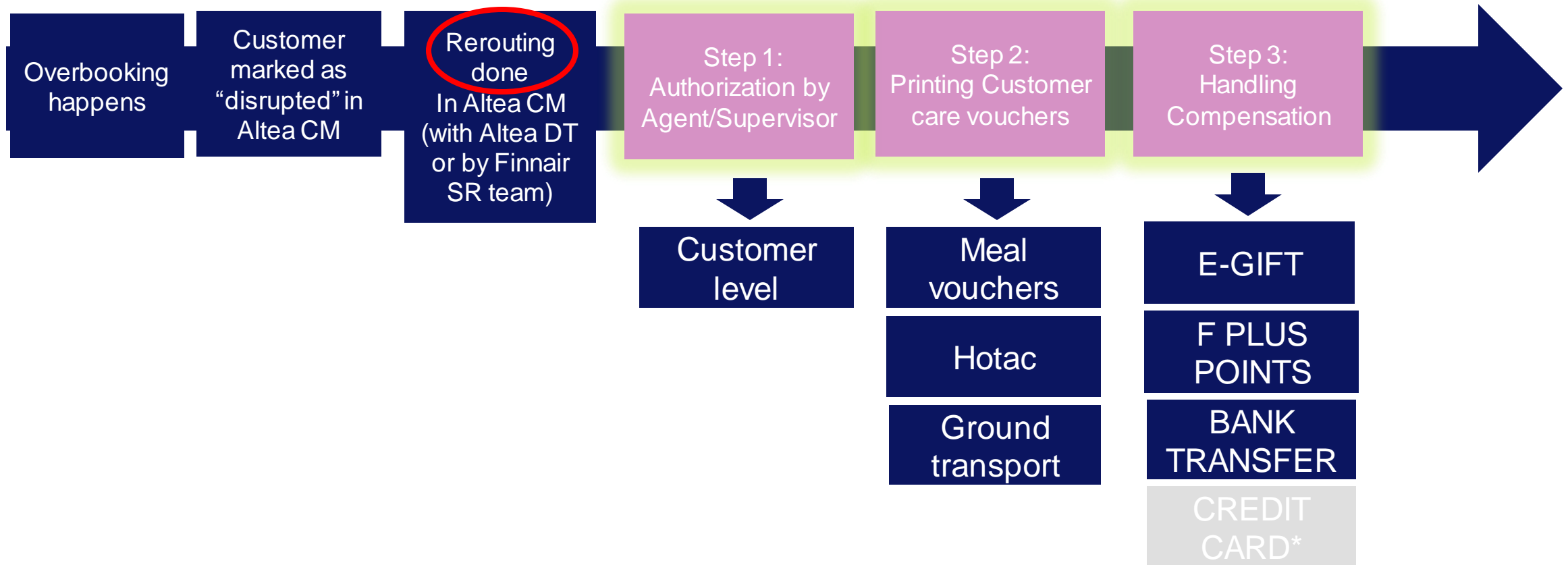
Category	Flight distance	eGift voucher (rerouted arrival not later than 2h*/3h**/4h**)	Cash (rerouted arrival not later than 2h*/3h**/4h***)
1	< 1500 km	350 € (200 € *)	250 (125€ *)
2	1500-3500 km	550 € (300 € **)	400 (200€ **)
3	> 3500 km	800 € (400 € ***)	600 (300€ ***)



Compensation

Compensation Process Flow

(Overbooking: From agent's point of view)



*) Option under development.
To be launched during 2020.

Compensation Step-By-Step Instructions



Overbooking

1. Make sure customer is VOL or INVOL and mark it correctly. This is needed for Altéa CM to be able to calculate the correct compensation amount.
2. Disrupt the customer:
Disruption → Update disruption status → Disrupted
3. Rebook the customer:
Disruption → Disruption Transfer → Denied boarding (oversales) – compensation authorization is automated
4. Issue Compensation according to the alternative that the customer selects → eGift, Finnair plus points, or bank transfer
5. Add customers email to the reservation:
Add service (SF9) → Service: CTCE - Passenger's email address
6. Add OTHS information about denied boarding due overbooking:
Add Service (SF9) → OTHS - Denied boarding due overbooking/compensation issued

VOLI – Voluntary Change to offered INVOL Rerouting

Add following remark in Altea CM to customer's PNR to prevent automated compensation handling:

Add Service > VOLI (Service box)

Add **OTHS** comment about the reason of 2nd change and any additional information about case thus helping feedback handling afterwards





Kiitos – Thank you!

**Now it's time to discuss,
ask questions, and find
answers together.**



FINNAIR