



“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 (1) | AY Customer (1) | **AY Flight AY122 (2)**

Enter Flight > Flight Information > Customer List Selection

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 incarriage flights(ICL)	List of accepted customers who have incarriage flights
5	Customers with incarriage flights(INBO)	List of all customers who have incarriage 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, DEPL, STAFF customers(STFC)
9	Staff customers(STFC)	List of all staff customers bookable (TD1) and SA (TD2)

Select List: 1

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	<input type="text"/> sa	<input type="text"/>
		Special Assistance List (SAL)	



Special Assistance List

	From	To	Bkg	Cabin	Class	Seat	Accepted	Mer	RGD	INC	ONC	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-ANTESHGUPTA//GMAIL.COM CTCM-917044031411	
Ms		DEL	HEL	Y	Q		X			N	N	MOML-Guaranteed WAST-WCH WCHR	
		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... i	
	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-BHAVINA0682//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 ... i	



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-ANTESHGUPTA//GMAIL.COM CTCM-917044031411												
4	JAMI Halima Mrs	DEL	HEL	Y	Q			X		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

Accept Finalised | Codeshare: AA9000,BA6032,CX1413...

Aircraft

	Config	Cabin Capacity	Infant
Comments	J Y	J Y	Quota
Set Flight Comments F12	46 251	46 251	100

Connections

- All Connections F3
- Inbound Connections Summary SF4
- Outbound Connections Summary CF3**

Departure Plan

- Departure Plan SF7
- 15:15
- 15:00
- 15:10
- 15:01
- 0h05

Edit Settings

- Amend Capacity F8
- Flight Contacts SF8
- Flight Update SF2
- Move Curtain CF5
- Voluntary Denied Boarding AF10 (VDB) Information

Information/Figures

- Catering Figures F9
- Customer Weight and Balance Details SF5
- Flight History SF12
- GenDec Information SF11

Lists

- Customer List F4
- Non Commercial PNR SF3
- Summary List
- Tracked Customers F11

Refreshed At: 15:27

Default: AY | Applications | Device | Navigation | Logoff | Help | 05DEC19 15:29 |

Messenger (0) | AY Customer (1) | AY Flight AY1332 (2)

Enter Flight | Flight Information | Outbound Connection Summary

Accept Finalised | Codeshare: AA9000,BA6032,CX1413...

Airport: LHR HEL

Elapsed Time: 2h48

Scheduled: 10:20 15:15

Estimated: 15:00

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

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 1	6		
4 AY535 HEL-RVN				16:20 1h10	0 1	1 0	1 1	1 1	21		
5 AY1023 HEL-TLL				16:25 1h15	0 1	1 0	1 1	0 0	19B		
6 AY575 HEL-KTT				16:30 16:20 1h20	0 14	14 0	14 14	10 10	20		
7 AY369 HEL-KUO				16:35 1h25	0 2	2 0	2 2	1 1	11		
8 AY605 HEL-IVL				16:40 1h30	7 19	26 7	19 26	16 16	19		
9 AY101 HEL-HKG				16:55 1h45	1 3	4 1	3 4	4 4	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 1	23B		
12 AY705 HEL-LED				17:00 1h50	0 1	1 0	1 1	1 1	50J		
13 AY79 HEL-NGO				17:15 2h05	0 5	5 0	5 5	6 6	45A		
14 JL6804 HEL-NGO				17:15 2h05	1 0	1 1	0 1	1 1	45A		
15 AY87 HEL-PVG				17:25 2h15	0 1	1 0	1 1	1 1	49		
16 JL6800 HEL-NRT				17:30 2h20	0 2	2 0	2 2	2 2	48		
17 AY41 HEL-ICN				17:30 2h20	1 6	7 1	6 7	6 6	47		
18 AY72 HEL-NRT				17:30 2h20	1 0	1 1	0 1	0 0	40		

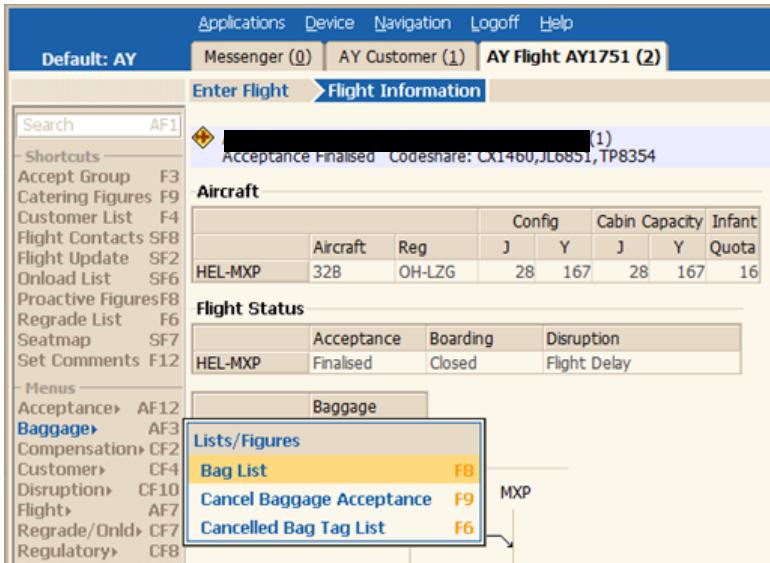
Select Connection:

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

Display Customers | Cancel

List Refreshed At: 15:29

Bag List



Default: AY

Search AF1

- System -

- Restart SF12

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, WCBD and WCBW

Select List: 7

Default: AY

Search AF1

- Shortcuts -

- Baggage F9
- Print to Default F8
- View Customer F7

- Menus -

- Baggage AF3
- Customer CF4
- Printing AF10
- System -
- Refresh F5
- Restart SF12

Selected Filters: (Special bags)

Baggage List

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	✓ Local	Standard	N	N		
2 0105-AY-654723	25	AGP	HEL	✓ Local	Y	AVIH		Active	Y	Y	N		HEL	✓ Local	Standard	N	N		

Bag list

08JUN22 07:52

Default: AY

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

Enter Flight Flight Information Baggage List Selection

Search AF1

- System SF12

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, WCBD and WCBW

Select List: 8

Advanced Options [F2] Display Exit

08JUN22 07:51

Default: AY

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

Enter Flight Flight Information Baggage List Selection Baggage List

Search AF1

- Shortcuts F9

- Baggage F9

Print to Default F8

View Customer F7

- Menus

Baggage AF3

Customer AF4

Printing AF10

- System F5

Refresh F5

Restart SF12

Selected Flags: (WHEELCHAIR)

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	WHEELCHAIR	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

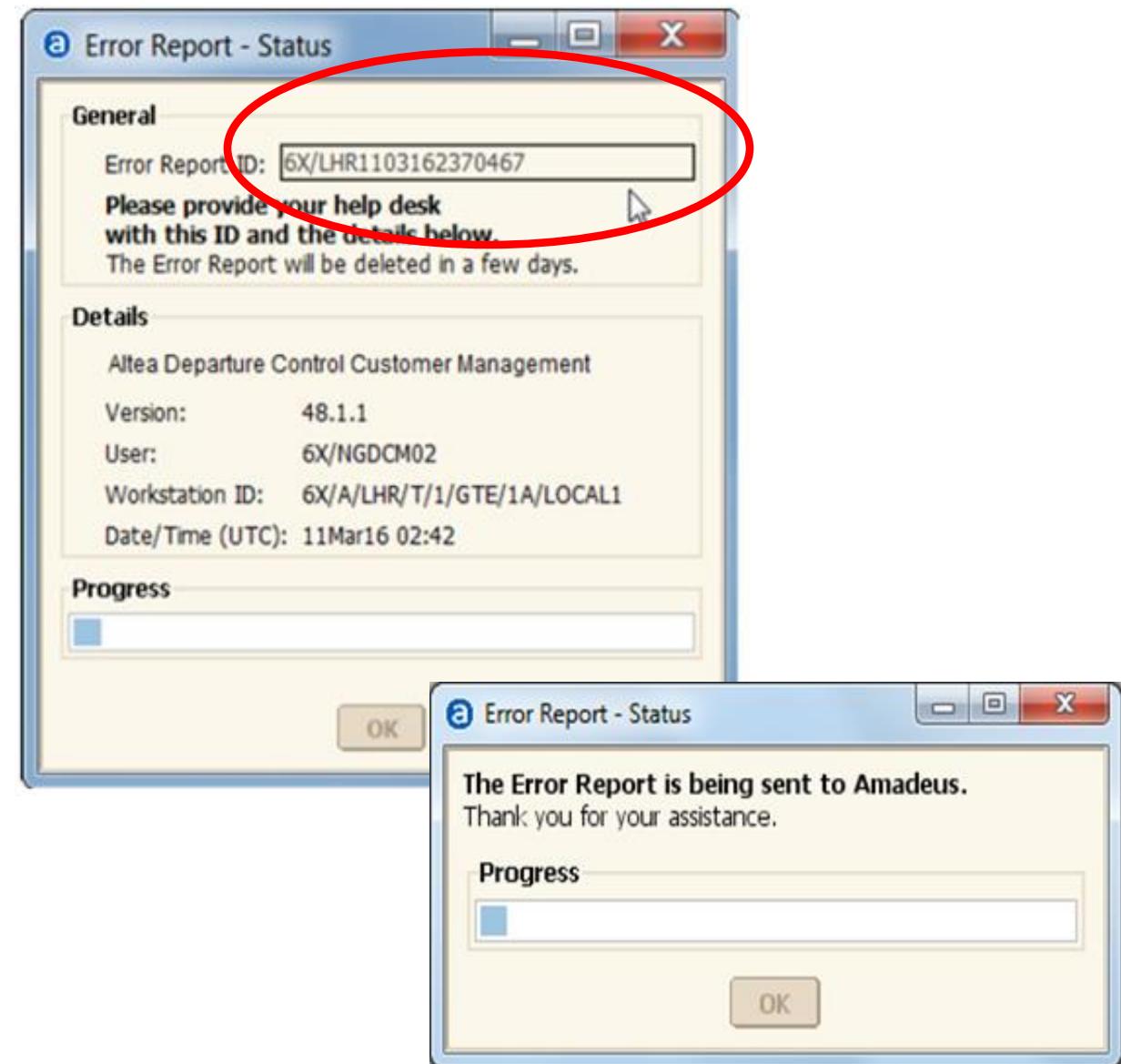
OSC&S (Operational System Control & Support) is Finnair's **first level helpdesk** in **Altéa CM related** problems and questions.

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



Applications Device Navigation Logoff Help

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

PDT

Customer Identification > Customer Acceptance

AY1653 21MAR HEL → BCN Barcelona Airport (1) Acceptance Open

STD: 17:05 Gate: None Boarding: 16:35 Baggage: Open

Sort By Default Order Ascending

	Bkg	Tkt	Cabin	Sec	Seat	Accept Baggage	Info
1							ECONOMY, AY-ELIGHT, Service

Select Customer(s) for Acceptance: 1

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

Baggage

Customer has bags: Yes

Seat Preference: ...

Comments out of HEL

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

E-Ticket Data & Coupon List

Number: 1052476371291 Type: Adult

Frequent Flyer: NONE

Customer: [REDACTED] Mr

Date 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	OPC
2	No HEL-BCN	AY1653	O	21MAR	OK	ONN0S9BE	OPEN FOR USE			21Mar/21Mar	OPC
3	Yes BCN-HEL	AY1654	Q	26MAR	OK	QNN0S9BE	NOTIFICATION			26Mar/26Mar	OPC
4	No HEL-BGO	AY941	Q	26MAR	OK	QNN0S9BE	NOTIFICATION			26Mar/26Mar	OPC

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

Confirm Skip Customer Exit

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

^(*) 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



Applications Device Navigation Logoff Help

14APR14 11:05

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

Customer 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	Ms	Y(Z)	001	24E	✓		ECONOMY	

Select Customer(s): 1

Enter baggage pieces and weight.

Baggage

Additional Hold Baggage: / 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	Ms	Y(Z)	001	24E	✓		ECONOMY	

Select Customer(s): 1

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		

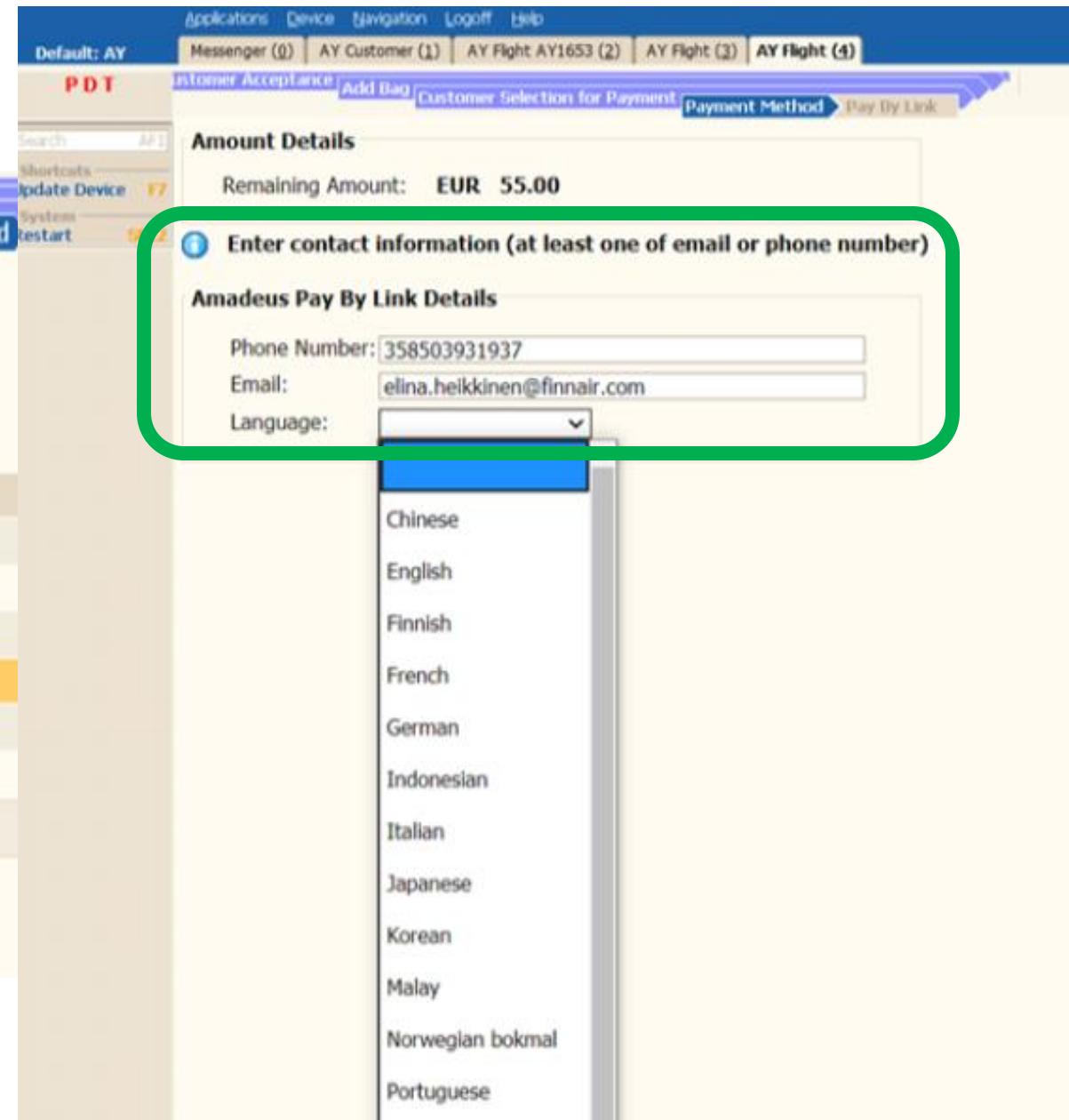
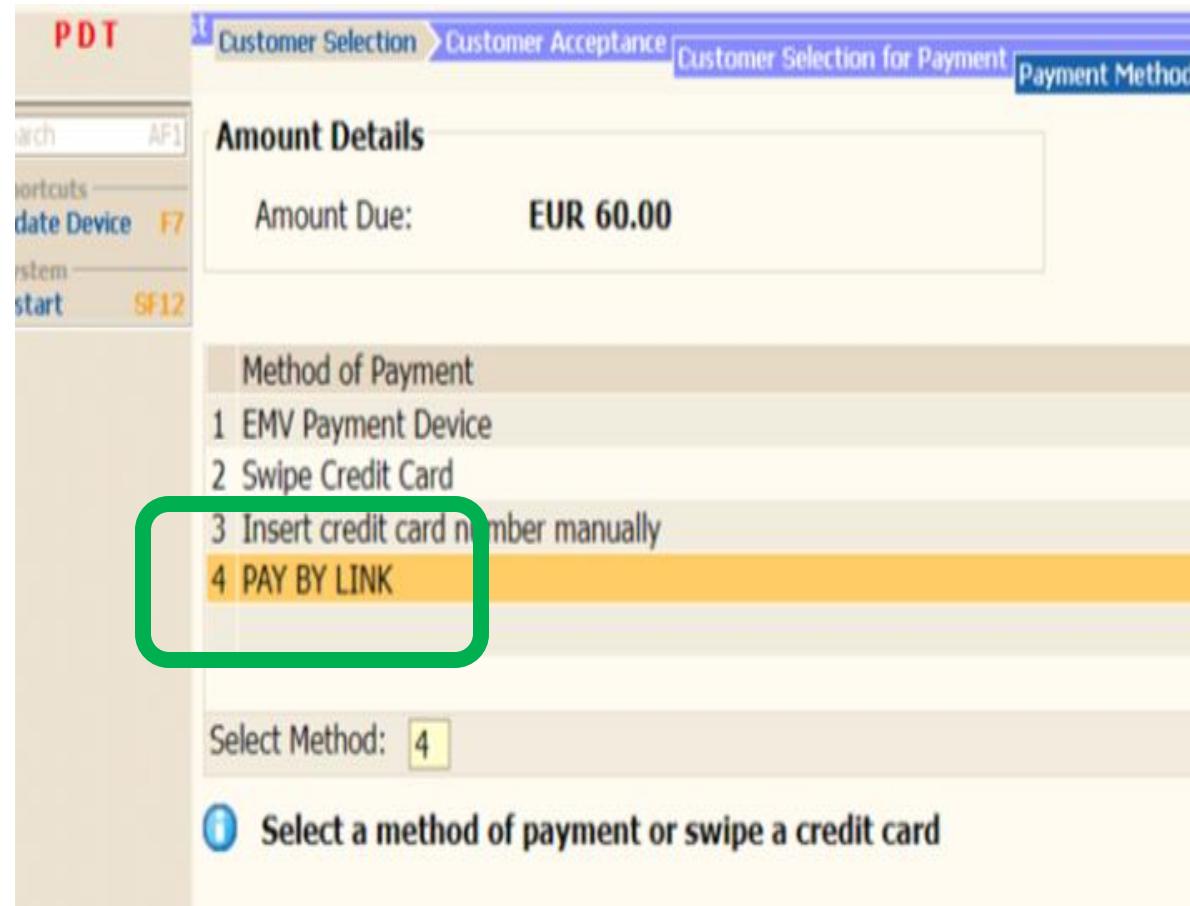
0 Bags

Add Bag Exit

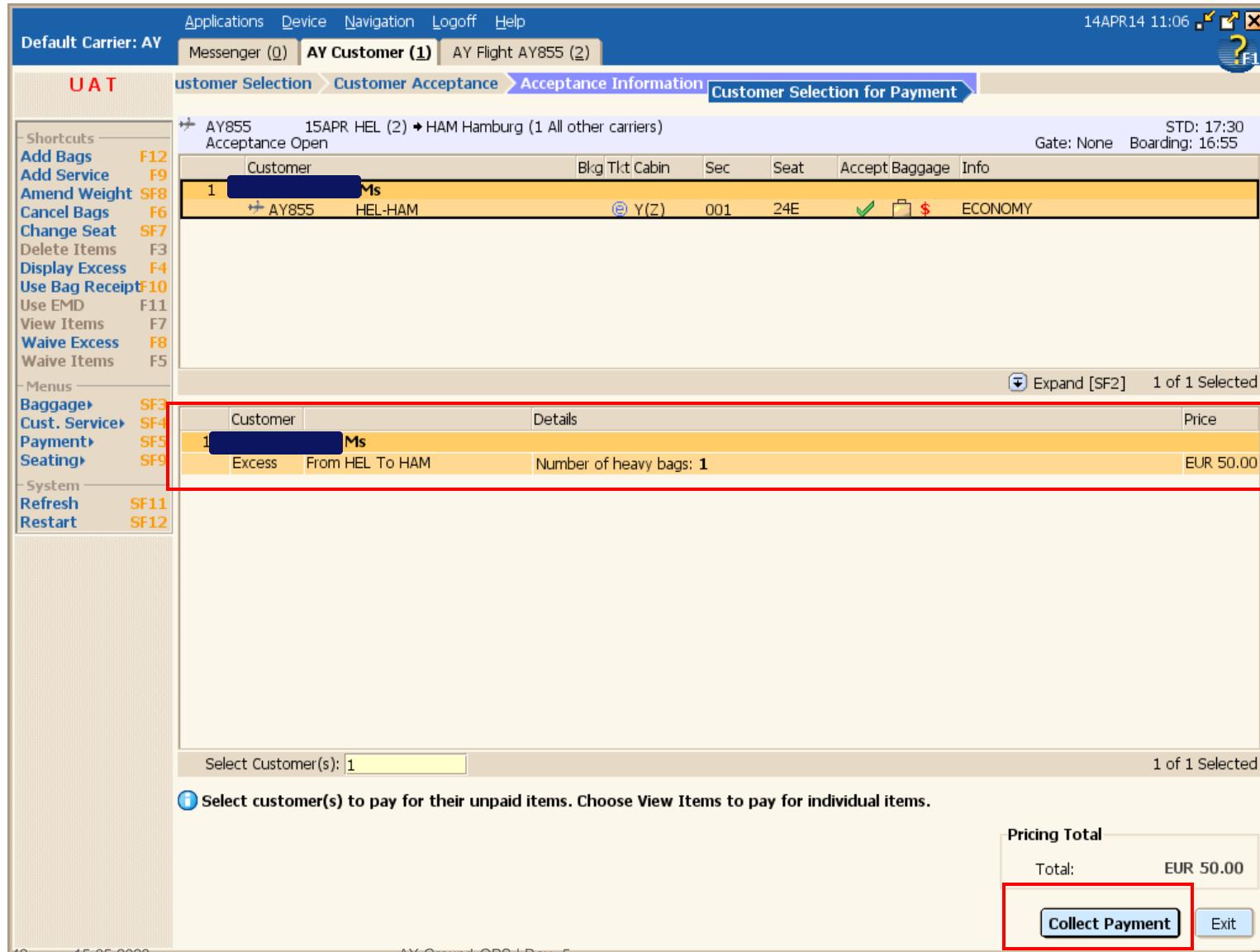
AY Ground OPS | Rev. 5

- 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

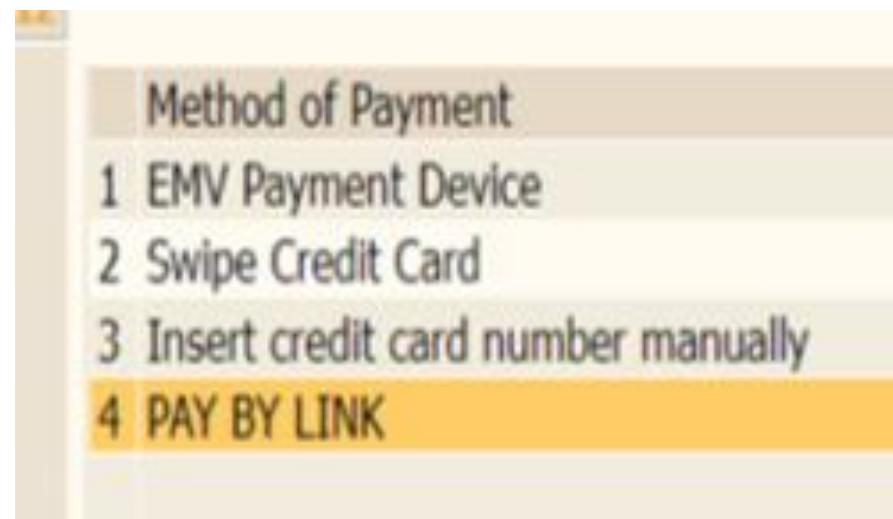
Pay By Link – if no credit card



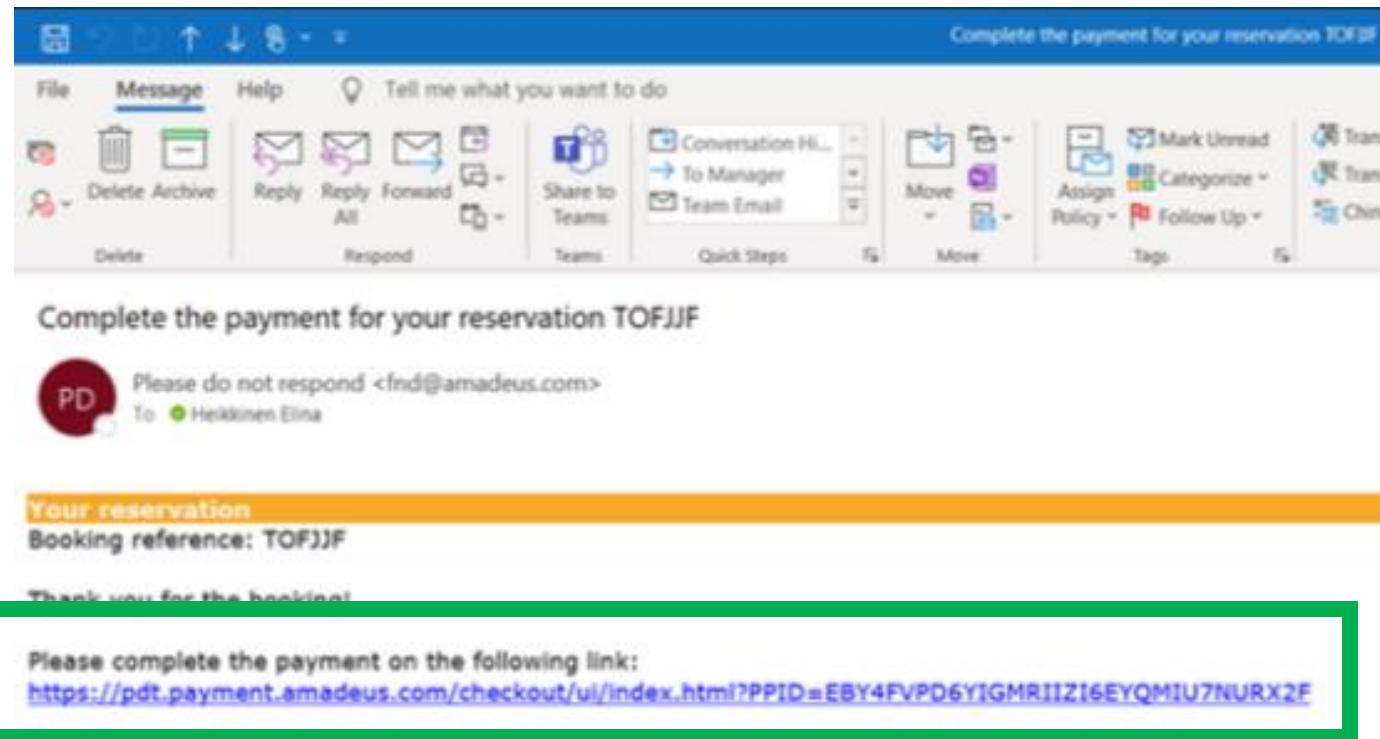
Payment Flow



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

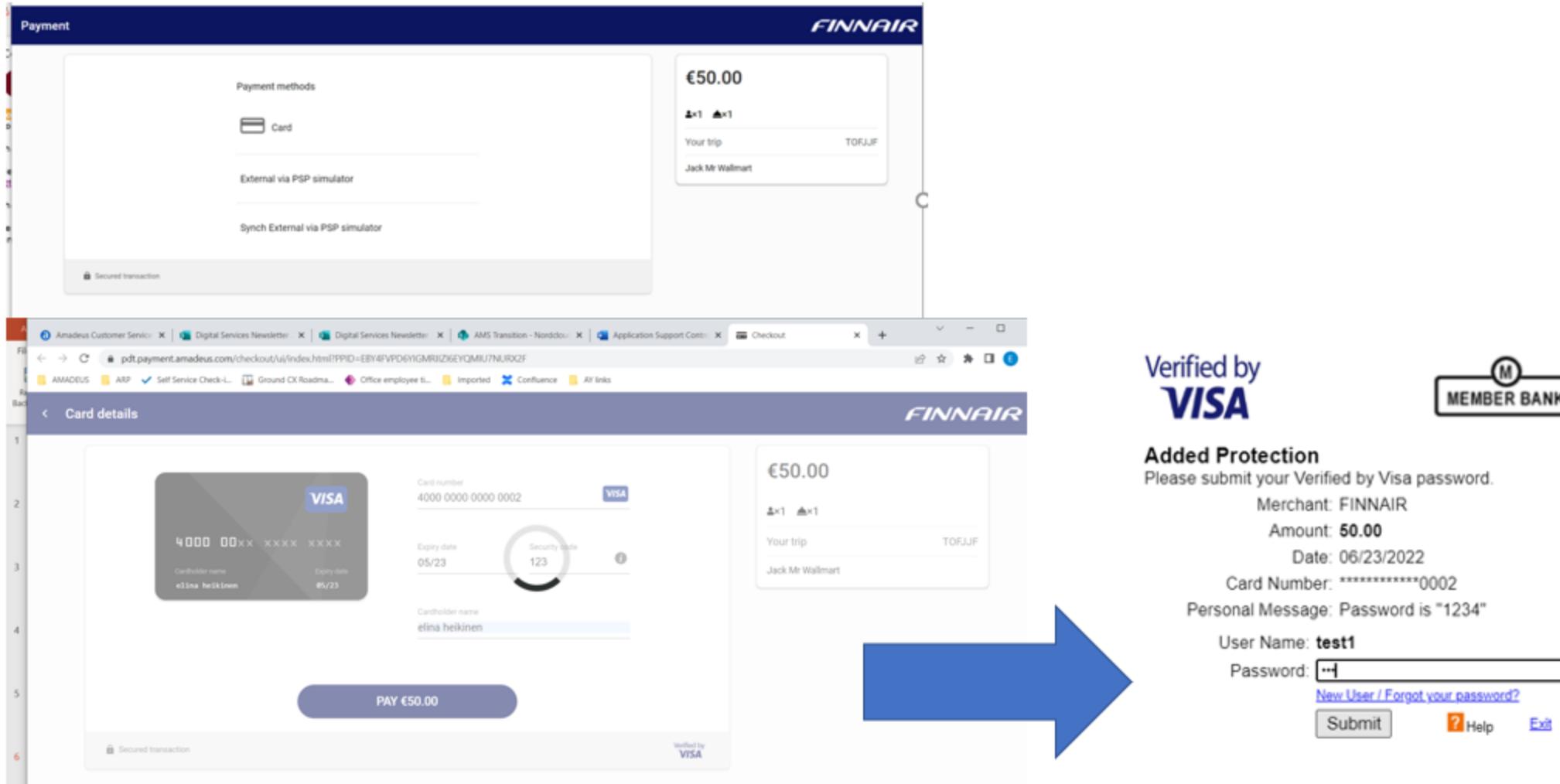


Pay By Link – if no credit card



The screenshot shows an Outlook message window. The subject line is "Complete the payment for your reservation TOFJJF". The message body contains a "Your reservation" section with a yellow background, a "Booking reference: TOFJJF" section, and a "Thank you for the booking!" section. A green box highlights the payment link: "Please complete the payment on the following link: <https://pdt.payment.amadeus.com/checkout/ui/index.html?PPID=EBY4FVPD6Y1GMRIIZI6EYQMIU7NURX2F>". Below the link, a note states: "The link is valid for 12 hours. After the payment, you will receive your ticket/document by e-mail." The message is from "fnd@amadeus.com" and is addressed to "Heikkinen Elina". The Outlook ribbon at the top shows the "Message" tab is selected.

Pay By Link – if no credit card



The diagram illustrates the process of making a payment using a payment link. It consists of three main components:

- Payment Screen:** Shows a list of payment methods including "Card", "External via PSP simulator", and "Synch External via PSP simulator". A "Secured transaction" message is displayed at the bottom.
- Checkout Window:** A browser window showing the payment details. The amount is €50.00, the trip is "Your trip TOEJUF", and the cardholder name is "Jack Mr Walmart". The card details are visible, including the card number (4000 0000 0000 0002), expiration date (05/23), and security code (123). The cardholder name is listed as "elina heikinen". A "PAY €50.00" button is at the bottom, and a "Secured transaction" message is at the bottom.
- Payment Confirmation:** A summary of the payment details. It includes:
 - Verified by VISA** logo and **MEMBER BANK** logo.
 - Added Protection** message with a note to submit a password.
 - Merchant: FINNAIR
 - Amount: **50.00**
 - Date: 06/23/2022
 - Card Number: ****0002
 - Personal Message: Password is "1234"
 - User Name: **test1**
 - Password: (with placeholder "1234")
 - [New User / Forgot your password?](#)
 - Submit** button
 - Help** and **Exit** links

Default Carrier: AY

Applications Device Navigation Logoff Help

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

U A T

Customer Identification > Customer Selection > Customer Acceptance > Acceptance Information

AY855 15APR HEL (2) → HAM Hamburg (1 All other carriers)

Acceptance Open

Customer Bkg Tkt Cabin Sec Seat Accept Baggage Info

1 A Ms AY855 HEL-HAM Y(Z) 001 24E ✓ ECONOMY, Service

STD: 17:30 Gate: None Boarding: 16:55

Shortcuts Accept. Figures F9 Add Bags F11 Add Comment F3 Add Service F10 Print B Pass F4 Print Bag Tag F5 View Customer F6

Menus Baggage SF3 Customer SF4 Flight SF7 Identification SF8 Linking SF5 Payment CF3 Printing SF10 Seating SF11 Ticket SF6 Transfer SF9 System Restart SF12

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

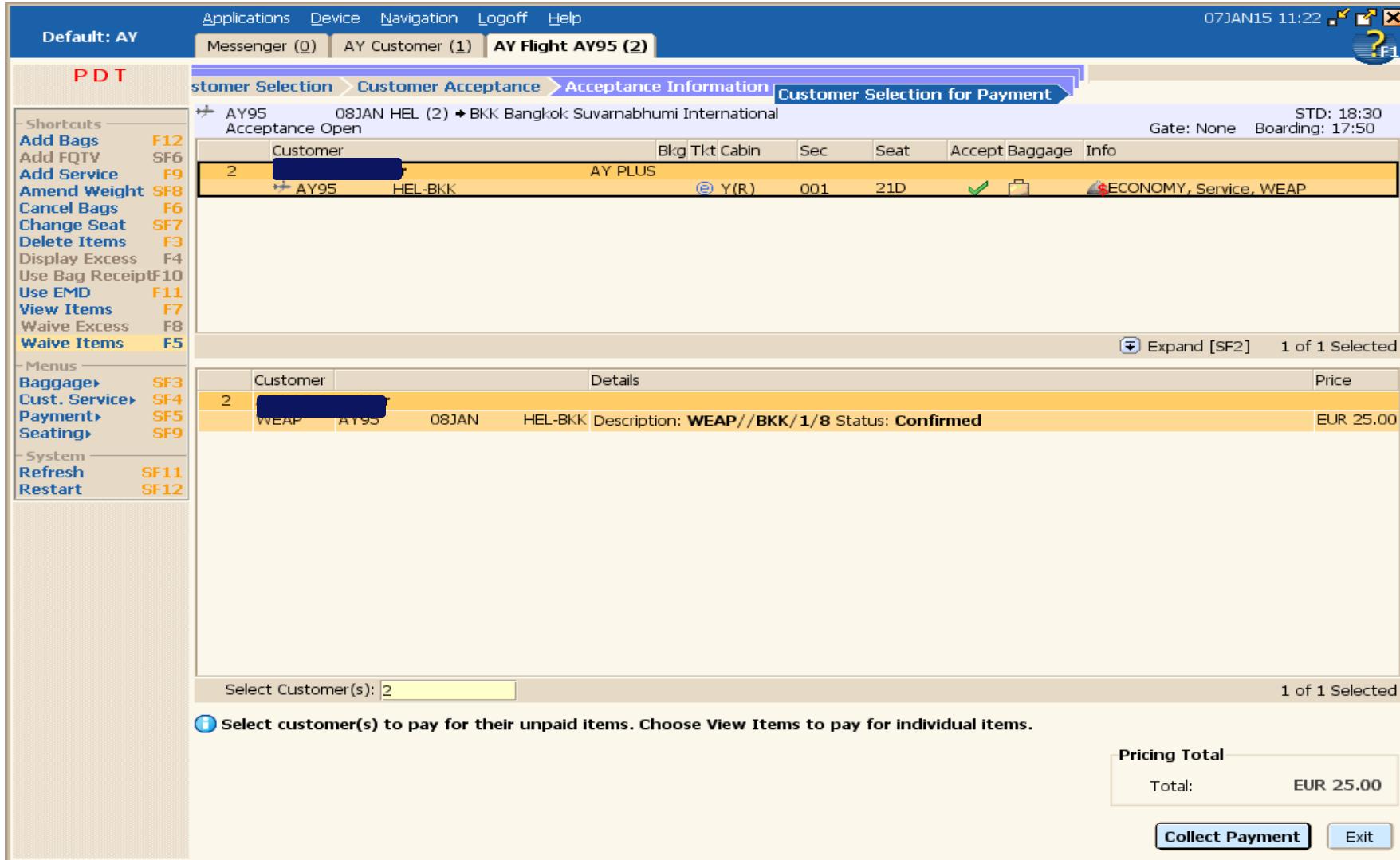
- After payment, EMD receipt is automatically printed
- Acceptance Information screen is displayed

EMD A receipt example



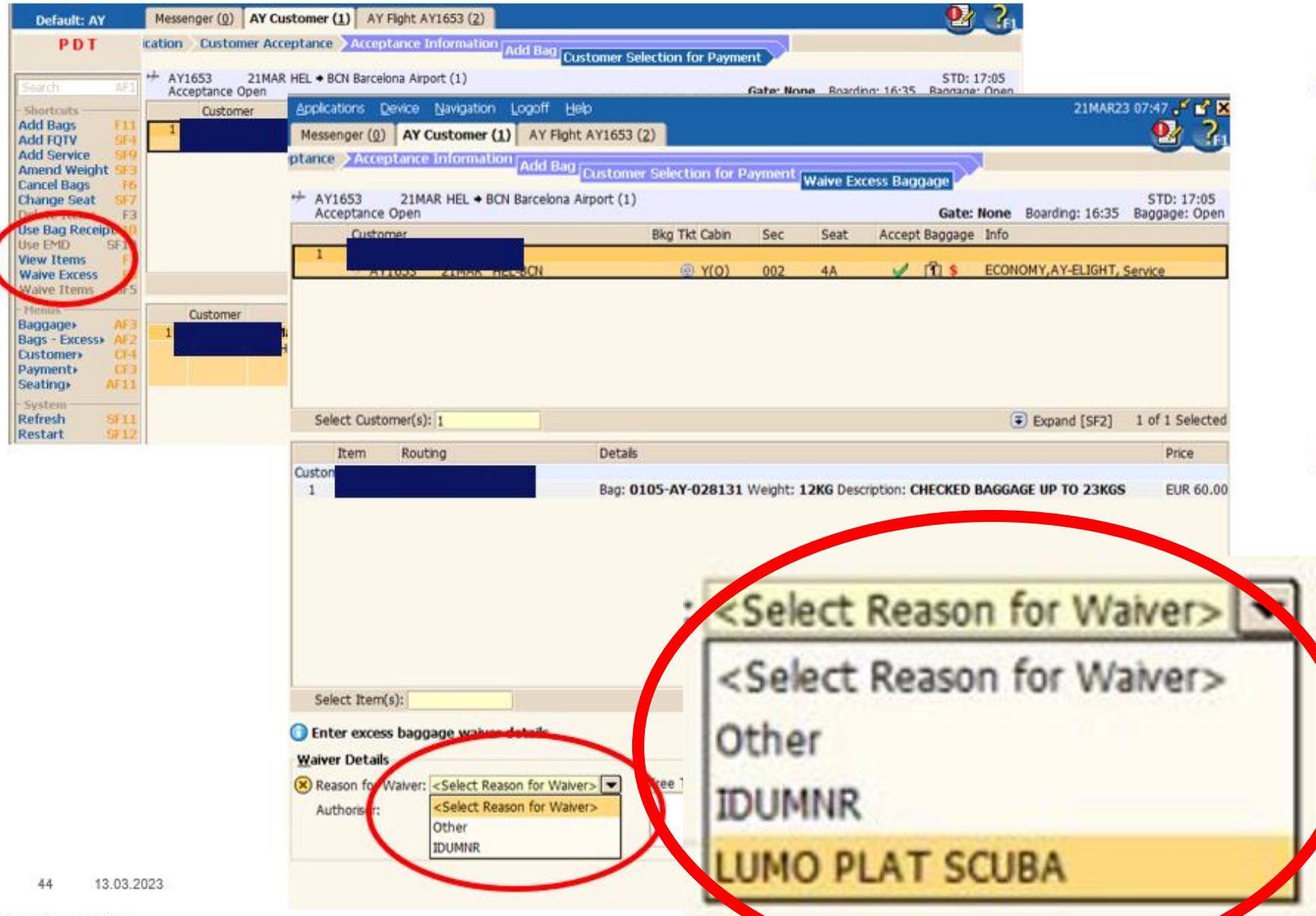
- Receipt is printed automatically (EMD-A)
- EMR/EPR-EML-james.bond@gmail.com

Waive Payments – excess or item



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

Waiver Reasons



Available Waiver reasons:

OTHER

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

IDUMNR

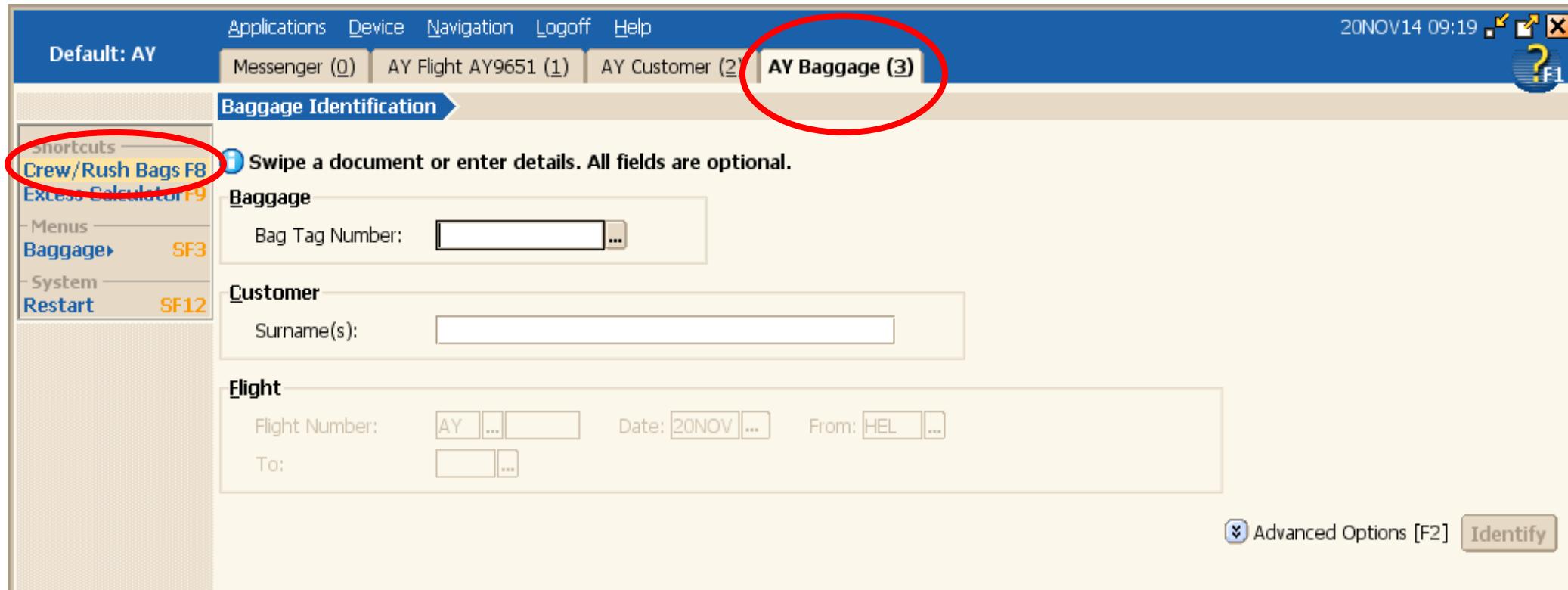
Used for ID customer
UMNR

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



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

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

The screenshot shows the Altéa CM software interface for baggage handling. The title bar indicates the date as 06OCT14 14:12. The menu bar includes Applications, Device, Navigation, Logoff, Help, Messenger (1), AY Customer (1), AY Flight AY79 (2), AY Baggage (3), and a question mark icon. The main window is titled 'Baggage Display' and shows the following details:

- Flight Information:** AY79, 06OCT HEL → NGO Nagoya Chubu Centrair International, Acceptance.
- Customer:** CREW SMITH/JACK, AY79, HEL-NGO.
- Baggage Record:** CREW BAG (highlighted with a red box).
- Baggage Summary:** Hold Baggage: 1 / 15 KG, Cabin Baggage: 0 / 0 KG.
- Baggage Details:** Tag Number: 0105-AY-051807, Wt: 15, To: NGO, Acc: ✓, Owner: Auto, Tag Type: Info (highlighted with a red box), Info: CREW BAG, Status: Active.
- Exit Button:** A red box highlights the 'Exit' button in the bottom right corner.

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
- CAOB, JAOB
- SEATS (by selecting a seat)



Ancillary Catalogue view



Products in Catalogue for this specific flight and customer:

Customer
1 FIRSTA Firsta Mr

Select Customer(s) 1

Seat in a quiet zone EUR 119.00
P9 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

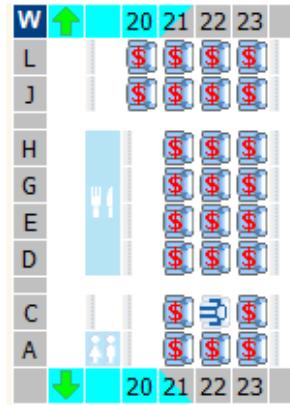
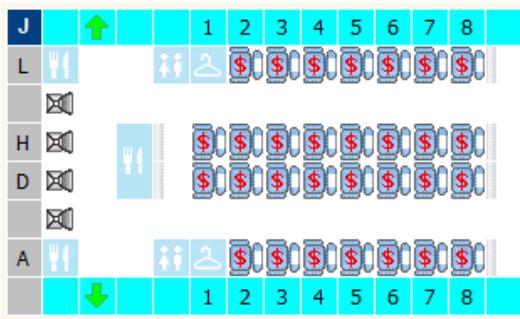
Catalogue returned for 1 customer / 1 flight

Pets

Service	Price
1 PETC In Cabin	EUR 90.00

Select: 0 of 1 selected

Seatmap - icons



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



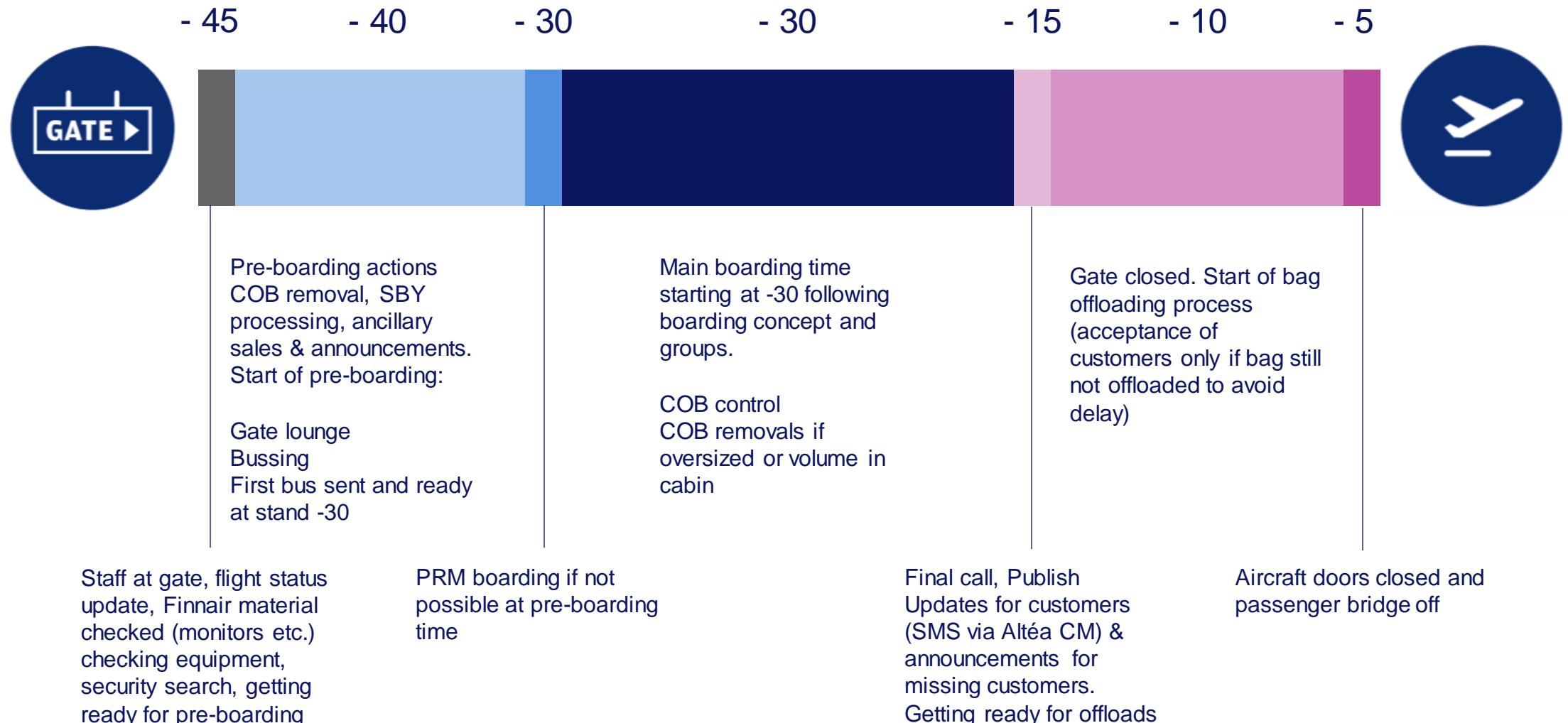
The ADC responds with one of the following statuses for each flight in the journey based on the travel document details. Remember that the ADC response is purely a Timatic response!

- **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 Vile 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.

Customer Onload Recommendation

Customer	Class	Seat	Current	Accept.	Recommendation	Priority	Info.
1 ROMKAZIER Simika Ms	AY PLAT	Y(Y)	190	✓	Upgrade	T 3	
2 VALLATON Ville Mr		Y(Y)	123	SBY	Onload	Y	
3 VARALA Laura Ms	AY PLAT	Y(Y)	6C	✓	Upgrade	T 3	
4 HODRE Roger Mr		Y(Y)	124	SBY	Onload	Y	
5 LITTLEWOODS Emilio Mr	Staff	Y(X)	11A	✓	Upgrade	T 3 62/Y62,5A	DOI 15NOV05
6 BOND James Mr		Y(Y)	125	SBY	Onload	Y	
7 FARRAN Rigoberto Mr	Staff	Y(X)	15F	✓	Upgrade	T 3 66/Y66,5A	DOI 15NOV12
8 SMITH Mike Mr		Y(Y)	122	SBY	Onload	Y	

Select Customer(s): 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

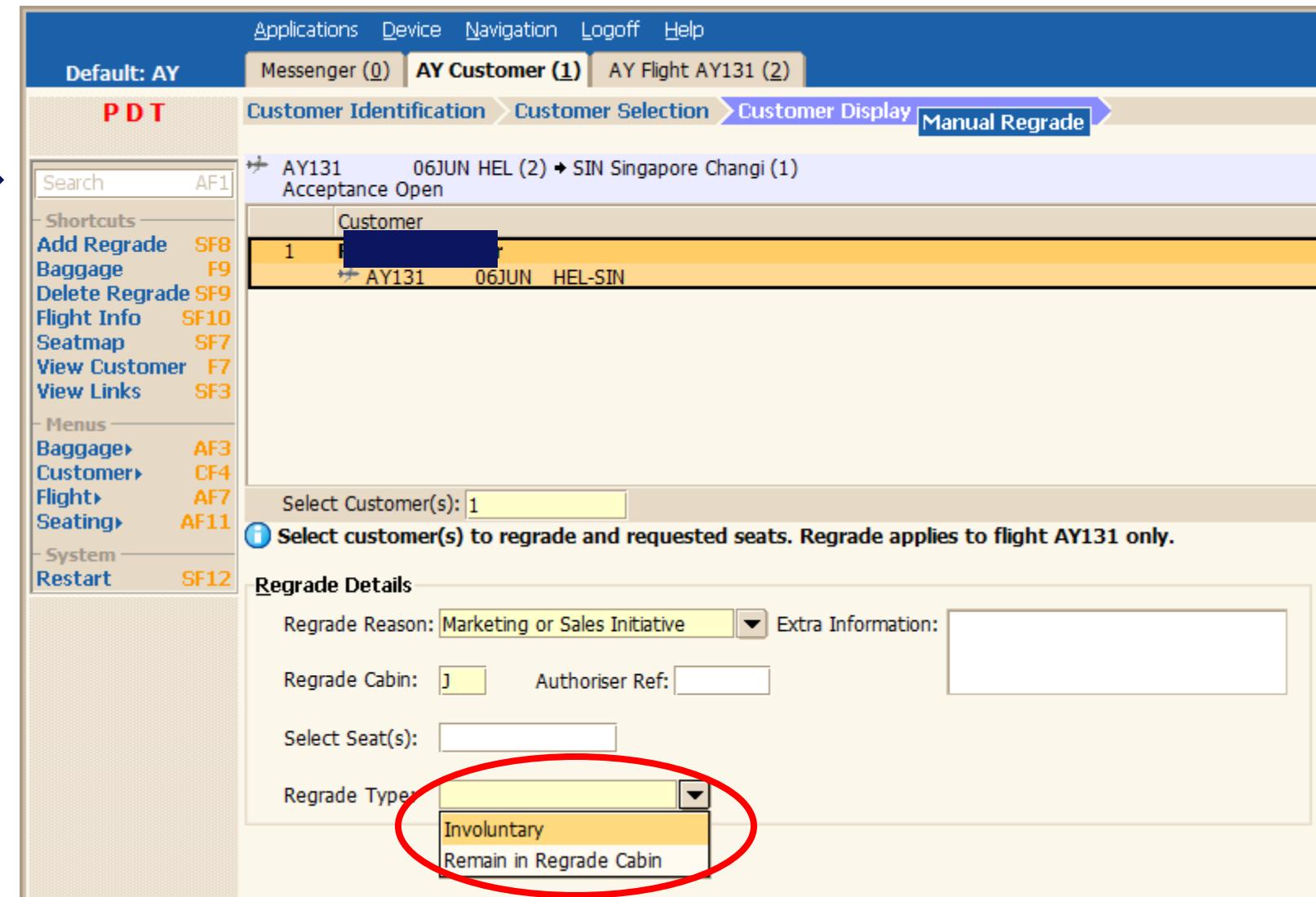
Select Customer(s):

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.





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.

FINNAIR



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)**

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

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: _____

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, OSS
DELAY DUE TO LATE INBOUND OF AY1 INCLUDING 40 MINS 93C DUE TO GATE OCCUPIED BY OAL AND MISSING PAX



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 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

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

Show: Combined Figures

Aircraft

	Aircraft	Config	Cabin Capacity	Infant
LHR-HEL	359	J Y	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
LHR	Total	34	266	1	0	0	25	197	1	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
LHR	Total	0	2	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
LHR	Total	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 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
LHR-HEL	359	OH-LWG	J Y	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

Applications Device Navigation Logoff Help

Default: AY Messenger (0) AY Flight (1) AY Flight (2) AY Flight (3) AY Customer (4) AY Flight AY1332 (5) 18NOV19 09:43 F1

Search AF1 Flight Flight Overbooked Flight List Flight Information Voluntary Denied Boarding(VDB) Information

System Refresh F5 Restart SF12

AY1332 18NOV LHR (3) → HEL Helsinki Vantaa (2)
Acceptance Open Codeshare: AA9000,BA6032,CX1413...
STD: 10:20 Gate: None Boarding: 09:40

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

Voluntary Denied Boarding (VDB) Prompt Parameters

VDB Required	J	Y
VDB Required	No	Yes

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):

OffPoints	Include
HEL	Yes

VDB Compensation and Alternatives

Alternative 1: PLS OFFER AY1344 DEP 1350

Alternative 2:

Alternative 3:

Alternative 4:

Alternative 5:

Buttons

Update Exit

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€

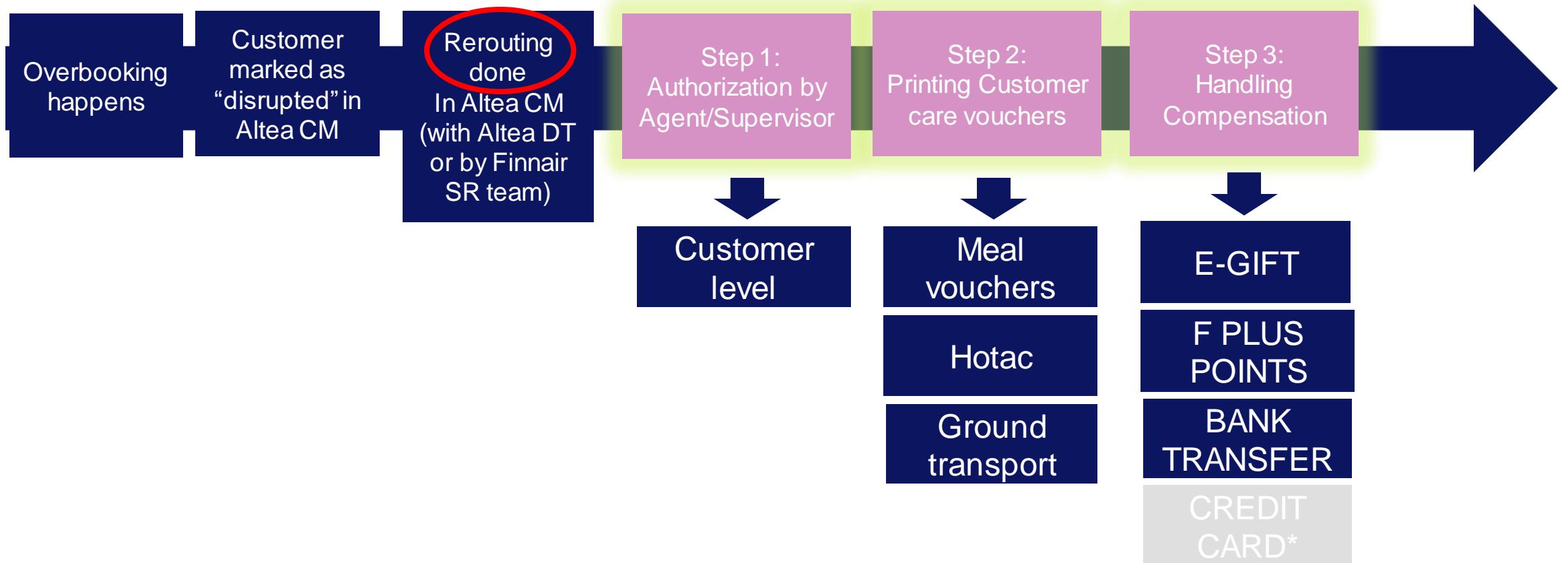
Involuntary Compensations – Overbooking

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