



Finnair Altéa CM Disruption Transfer

LEVEL 1
Training Material
Updated 30AUG2017



Content of Training Material – Level 1



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Disruption Transfer – General Information



- **Disruption Transfer** is an Altea CM functionality for Involuntary transfer/rebooking of customers in flight disruptions such as missed connections, delayed or cancelled flights and denied boarding
- **Backup Transfer** will replace **Force Transfer** functionality in Altea CM Transfer Menu
- Either the flight or customer must be marked as Disrupted in Altea CM to enable the use of Disruption Transfer
- Disruption Transfer can be performed in order to transfer customers to any airline that Finnair has ETKT Interline Agreement with. Today Finnair has Interline Agreements with ca. 110 airlines globally.
- Disruption Transfer functions are controlled by business rules and different functionalities are available depending on the airline agreements between Finnair and other airlines
- If customer has been Accepted to Finnair flight before the disruption, customer can be transferred to new flights with their Acceptance status, baggage and regulatory data transferred to the new flights as well if Finnair and other airline have agreed on Customer Data Transfer between the carriers
- Even if the Customer Data Transfer is not possible, rebooking will be made and e-tickets are reissued during Disruption Transfer in Altea CM
- Customers to be transferred by Disruption Transfer can be selected from:
 - Customer Application: Customer display
 - Flight Application: Customer Lists, Inbound/Outbound Connections Summary screens or Non-Operational Customers list
- Chargeable seats and services are returned on the new flight, if the new flight is eligible for this service and the service/seat-type exists. (If not, this is reported in the transfer result.)

Disruption Transfer – AY → AY

- Check that flight or customer is marked as "Disrupted", icon will be shown 
- Identify Customer → Select Transfer → Disruption Transfer SF6

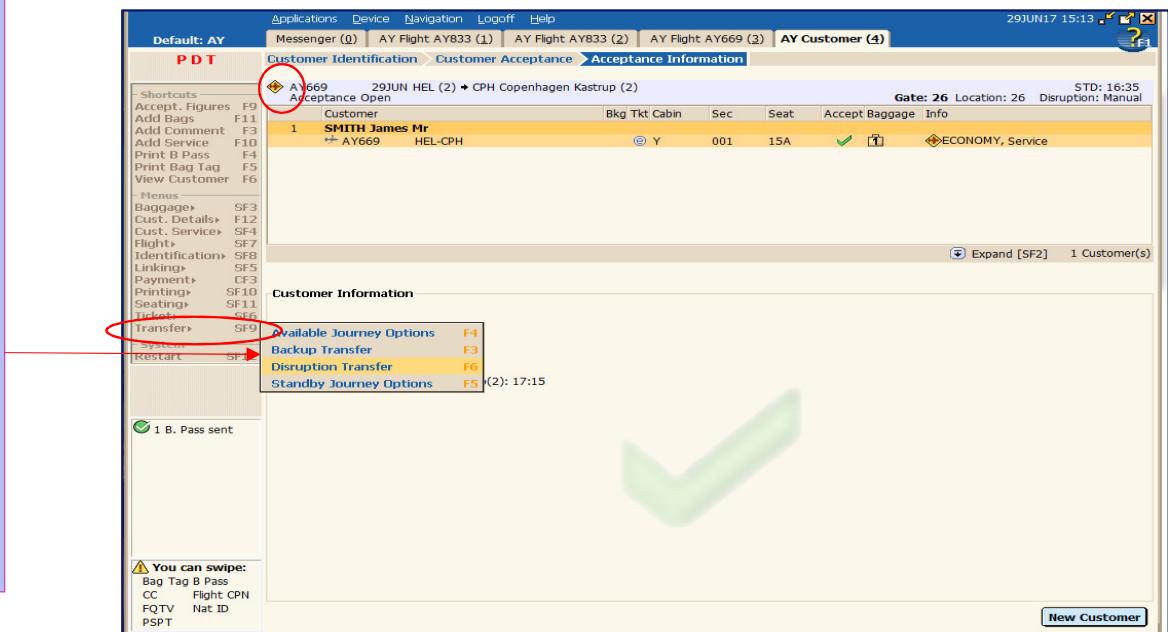
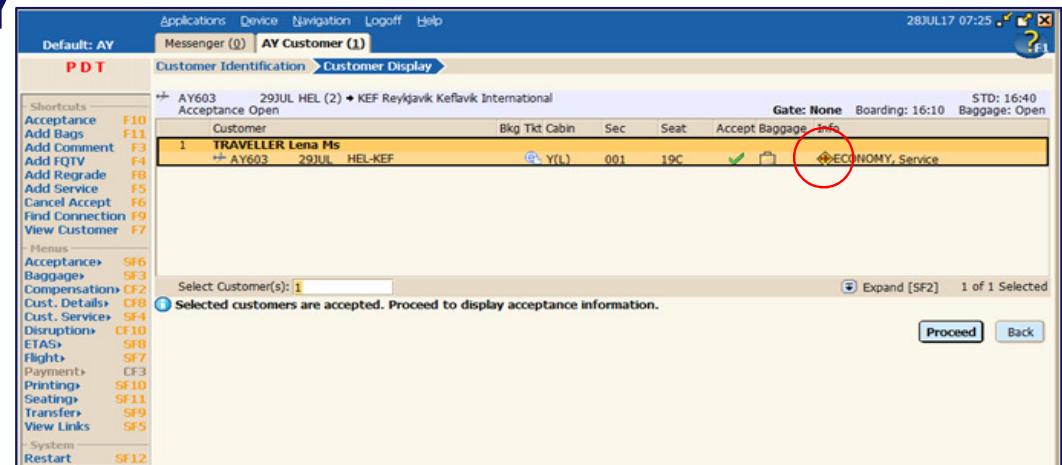
Current behaviour:

Force Transfer has been used to transfer customers from AY flight to another AY flight. Force Transfer does not update (reissue/revalidate) the e-ticket, EMD or PNR and cannot be used when transferring to other airlines flights

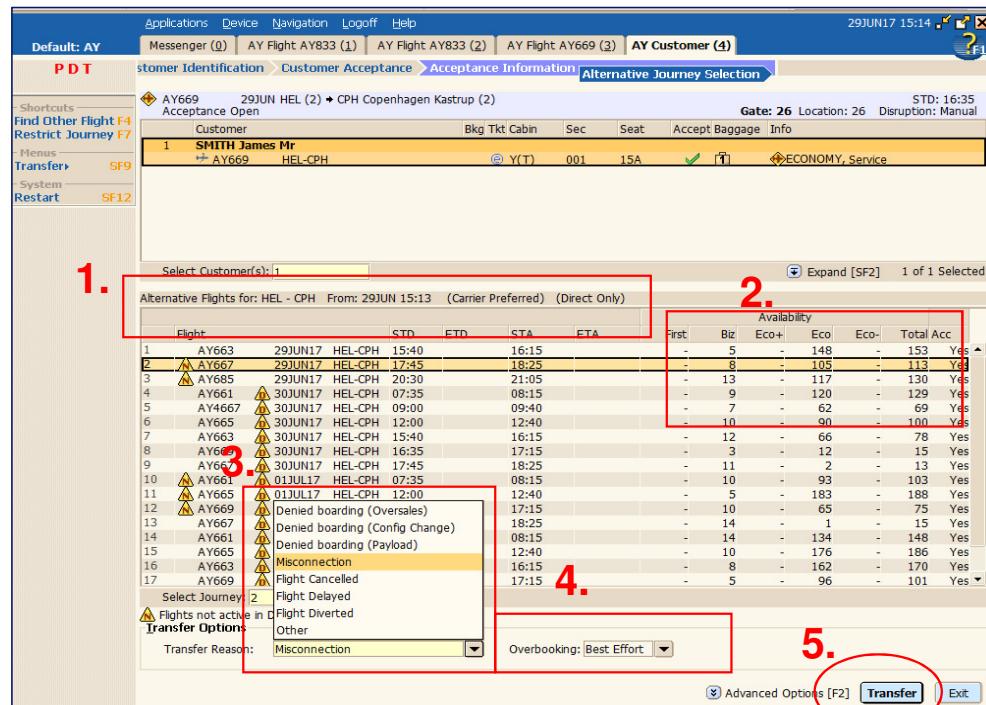
New behaviour:

Force transfer will be renamed to **Backup Transfer (F3)**. The functionality will remain as such.

Disruption Transfer (F6) enables rebooking and transferring disrupted customers onto AY or onto another airline's flight (s). Disruption Transfer will update PNR, (reissue/revalidate) e-ticket and EMD - if rebooking of the service is possible. Disruption transfer can only be used when customer or flight is marked as disrupted.

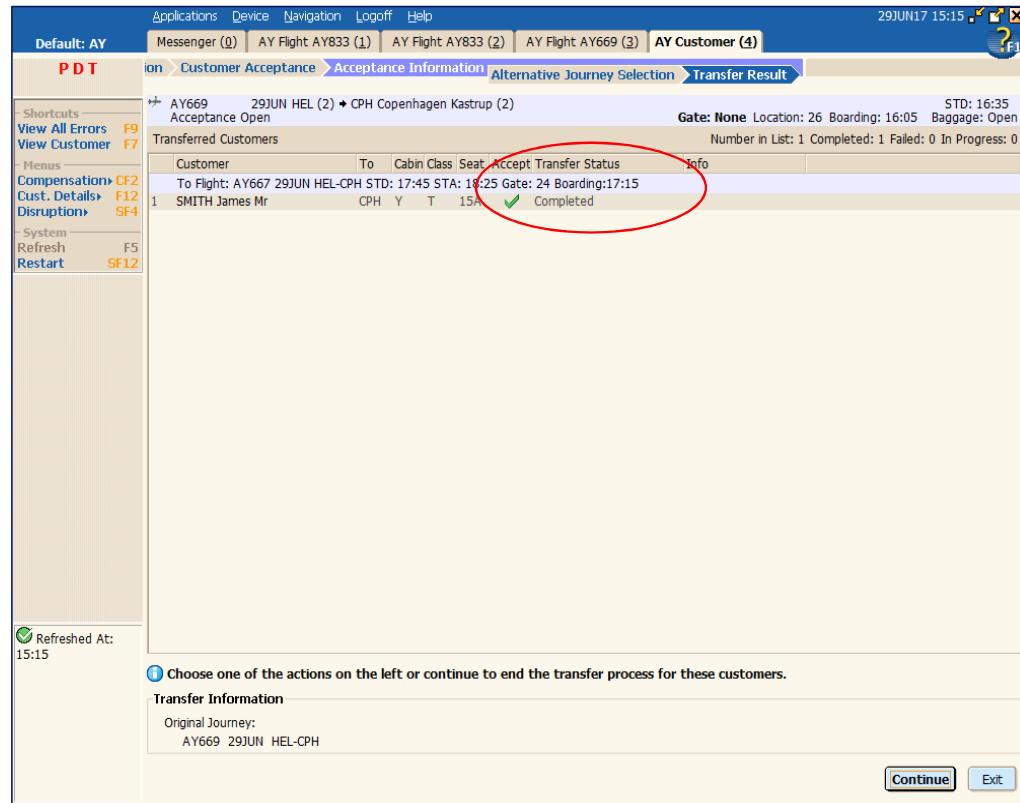


Disruption Transfer – AY → AY



1. Alternative Flights Display (AFS)
 - Default display is always showing AY and **oneworld direct flights** first (Carrier Preferred direct flights)
 - Flights are displayed from the **current local departure time**
 - Attention when rebooking a cancelled flight of tomorrow!
2. Total availability per cabin is shown (Biz = Business Class / Eco = Economy Class)
 - Availability Figures come from Inventory
 - Rebooking for AY is done in the original booking class
 - ACC :YES: Customer Data Transfer is possible on selected flight
3. Select correct Transfer Reason
4. Select the number of customers based on total availability
 - If you select more customers than the availability allows, the “Best Effort” option rebooks only the highest PCV up to the capacity
 - Rest of the customers will be put back on the customer list
5. Select Transfer

Disruption Transfer – AY → AY



- Transfer status switches to “In Progress”
- Please wait until the final result, obtained by auto-refresh
- Transfer status changes to “Completed” when all actions are done correctly
- Select Continue

Information in Transfer Result Screen:

TO-flight to which the customer is transferred

- Cabin and Booking Class on the **TO-flight**
- Seat-number on the **TO-flight**
- Acceptance status on the **TO-flight**
- Transfer Status/Result

Disruption Transfer – AY → AY



Applications Device Navigation Logoff Help 31JUL17 14:07

Default: AV Messenger (0) AV Customer (1) ? F1

PDT Customer Identification Customer Selection Customer Display

Shortcuts

- Acceptance F10
- Add Bags F11
- Add Comment F3
- Add FQTV F4
- Add Regrade F8
- Add Service F5
- Cancel Accept F6
- Find Connection F9
- View Customer F7

AY667 31JUL HEL (2) → CPH Copenhagen Kastrup (2) STD: 17:45
Acceptance Open Gate: 18 Location: 18 Disruption: Manual

Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1 SMITH John Mr	AY667	31JUL	HEL-CPH	Y(T)	002	3A	✓	ECONOMY

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

Selected customers are accepted. Proceed to display acceptance information.

Proceed Back

Add SSR: OTHS INVOL RR
DUE TO DISRUPTION
(F5 Add Service)

Applications Device Navigation Logoff Help 31JUL17 10:01

Default: AV Messenger (0) AV Customer (1) AV Customer (2) ? F1

PDT Customer Identification Customer Display Customer Acceptance Service Information

Shortcuts

- Delete Service F9
- Update Service F8
- View Customer F7
- Customer SF4
- System SF12

AY667 31JUL HEL (2) → CPH Copenhagen Kastrup (2) STD: 17:45
Acceptance Open Gate: 18 Location: 18 Boarding: 17:15 Baggage: Open

Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1 SMITH John Mr	AY667	31JUL	HEL-CPH	Y(T)	002	3A	✓	ECONOMY

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

Enter services.

Special Services

Service	Service Description	Additional Description
1 OTHS	... OTHER INFORMATION	IN VOL RR DUE TO DISRUPTION
...		

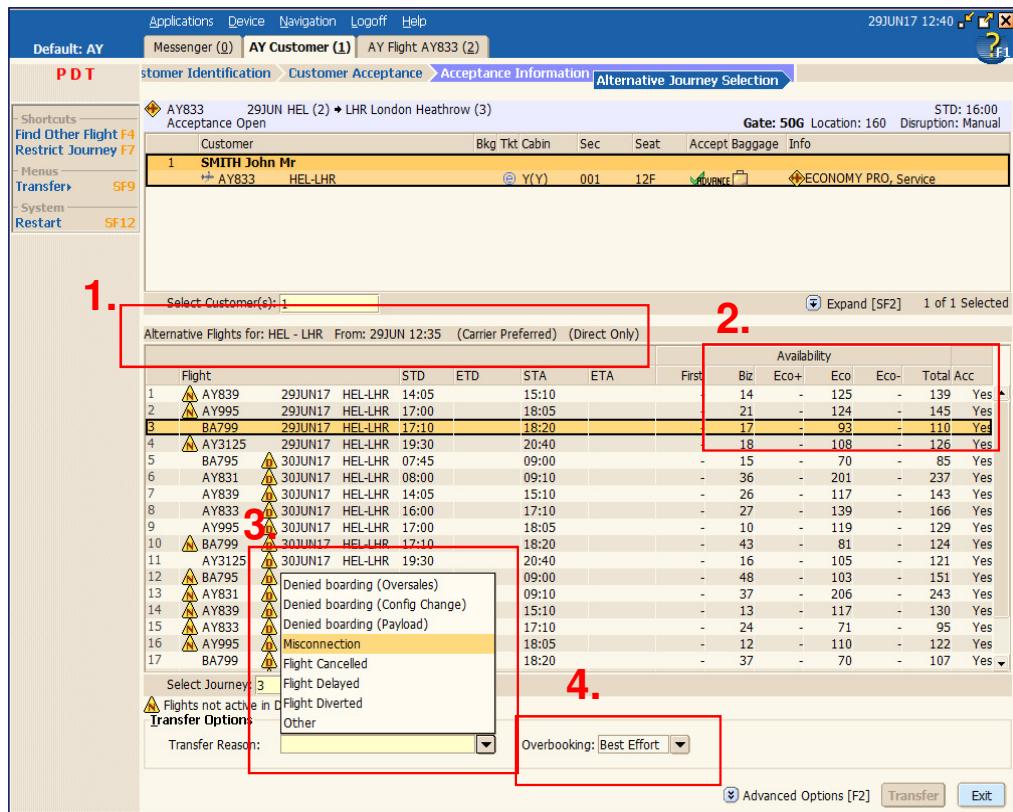
Special Services Information Recap

Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1 AY667	31JUL	HEL-CPH	Y(T)	002	3A	✓	ECONOMY	

Select : 1 1 of 1 selected

Add Service Exit

Disruption Transfer AY → oneworld Airline



Check that flight or customer is marked as "Disrupted"
 Select Transfer → Disruption Transfer F6

1. Alternative Flights Display (AFS)
 - Default display is always showing AY and **oneworld direct flights** first (Carrier Preferred direct flights)
 - Flights are displayed from the **current local departure time**
2. Total availability per cabin is showed for **AY & oneworld** flights
 - Rebooking for AY/OW is done in the original booking class
 - ACC: YES: Customer Data Transfer is possible on selected flight
3. Select correct Transfer Reason
4. Overbooking:
 - Default setting is "**Best Effort**": system books up to the capacity and rest of the customers are returned back on the customer list
 - **Yes** means that all the customers are rebooked (even if it results in overbooking, only AY flights allowed)
 - **No** means that if there is not enough capacity on the TO flight to accommodate all customers in the request then no rebooking is done

Disruption Transfer AY → oneworld Airline



Customer	To	Cabin Class	Seat	Accept Transfer Status	Info
1 SMITH John Mr	LHR	M	Y	✓ Completed	

Transfer Result Screen.

- Transfer status switches to “In Progress”. One by one customers are rebooked, ticketed, and re-accepted including CDT*, on the new flight.
- Transfer status will change to “Completed” when all actions are done correctly
- (CDT = Customer Data Transfer)

Customer	Bkg Tkt	Cabin	Sec	Seat	Accept Baggage	Info
1 SMITH John Mr	BA799	HEL-LHR	001	12F	✓	

Select Customer(s): 1

Selected customers are accepted. Proceed to display baggage or select an action on the left.

Proceed Back

- Passenger is re-accepted on BA flight and regulatory messages are resent
- Bags are transferred on BA flights
- Reseating is done during acceptance
- E-ticket is reissued

Disruption Transfer AY → oneworld Airline



View baggage messages: Baggage SF3 → View Bag Messages (SF3)

Applications Device Navigation Logoff Help

Default: AY Messenger (0) BA Customer (1) AY Flight AY833 (2)

PDT Customer Identification > Customer Display Baggage Display

Shortcuts Add Bags F3 Amend Bags F4 Amend Weight F4 Cancel Bags F6 Depool Bags F8 Excess Calculator F9 Pay Excess F10 Print Bag Tag F5 Revert Waiver F8 Update Bags F12 Waive Excess F11

Bag Handling SF1 Baggage SF3 Printing SF10 World Tracer SF7 Baggage

System Restart SF12

Customer Identification > Customer Display Baggage Display

BA799 29JUN HEL (2) → LHR London Heathrow (3)
Acceptance Open

Customer Bkg Tkt Cabin Sec Seat Accept Baggage Info

1 SMITH John Mr BA799 HEL-LHR M 001 12F ✓

STD: 17:10 Gate: None Boarding: 16:40

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

Select the customer to view baggage information.

Hold Baggage: 1 / 15 KG

Below are the individual baggage details.

Tag Number	Wt	To	Acc	Owner	Tag Type	Info	Status	Spl. Bag
1 1051-4U-111111	15	LHR	✓	SMITH John Mr	Manual		Active	

1 Bag(s)

You can swipe:
ATB2 Bag Tag
B Pass CC
Flight CPN FQTV
Nat ID PSPT

Applications Device Navigation Logoff Help

Default: AY Messenger (0) BA Customer (1) AY Flight AY833 (2)

PDT Customer Identification > Customer Display Baggage Display Baggage Message History

System Restart SF12

Customer Identification > Customer Display Baggage Display Baggage Message History

BA799 29JUN HEL (2) → LHR London Heathrow (3)
Acceptance Open

Tag number Flight Head of Pool Bkg Ref Info

1 1051-4U-111111 BA799 29JUN HEL-LHR SMITH John Mr WFJ2W2

Select: 1

Select a bag to view the history.

29JUN17 09:42 Transaction: Acceptance User: ATCGENERIC Office: MUC1A0701

Category: Baggage Messages Subcategory: Baggage Source Message
» Added: Originators Address: MUCDPBA TTY Addresses: FMT34BA HDQBABA
Message Text: .V/1XLHR
.I/BA0799/29JUN/HEL/M
.N/1051111111001

Category: Baggage Messages Subcategory: Baggage Source Message
» Added: Originators Address: MUCDPBA TTY Addresses: FMT34BA HDQBABA LONGPBA
Message Text: .V/1XLHR
.I/BA0799/29JUN/HEL/M
.N/1051111111001
.S/Y/12F/C/001/001//N
.W/K/1/15
.P/SMITH/JOHNMR
.L/WFJ2W2

Category: Baggage Messages Subcategory: Baggage Source Message
» Added: Originators Address: MUCDPBA TTY Addresses: FMT34BA HDQBABA HDQILAY LONGPBA
Message Text: .V/1LHEL
.F/BA0799/29JUN/LHR/M
.N/1051111111001
.S/Y/12F/C/001/001//N
.P/SMITH/JOHNMR
.L/WFJ2W2

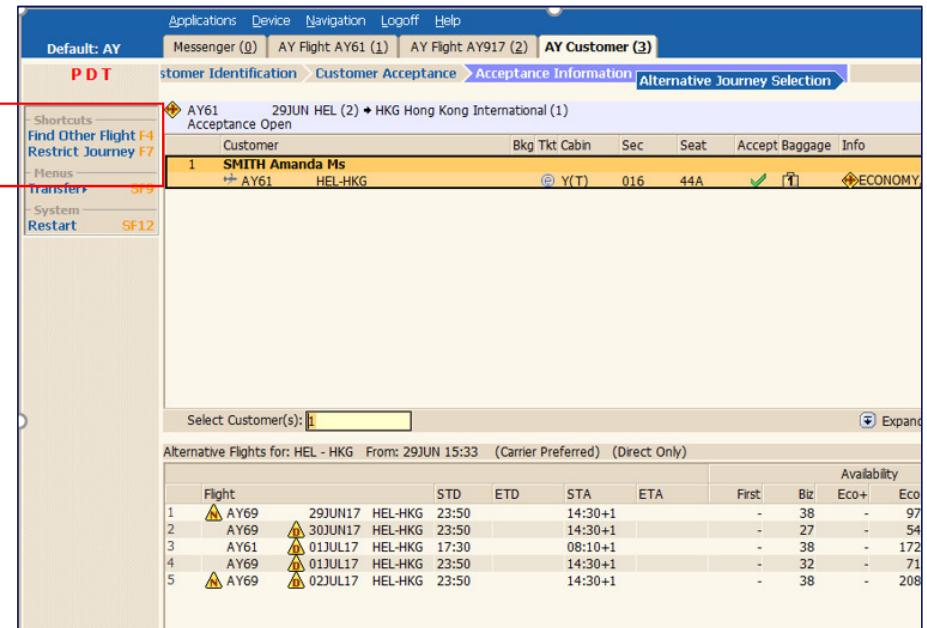
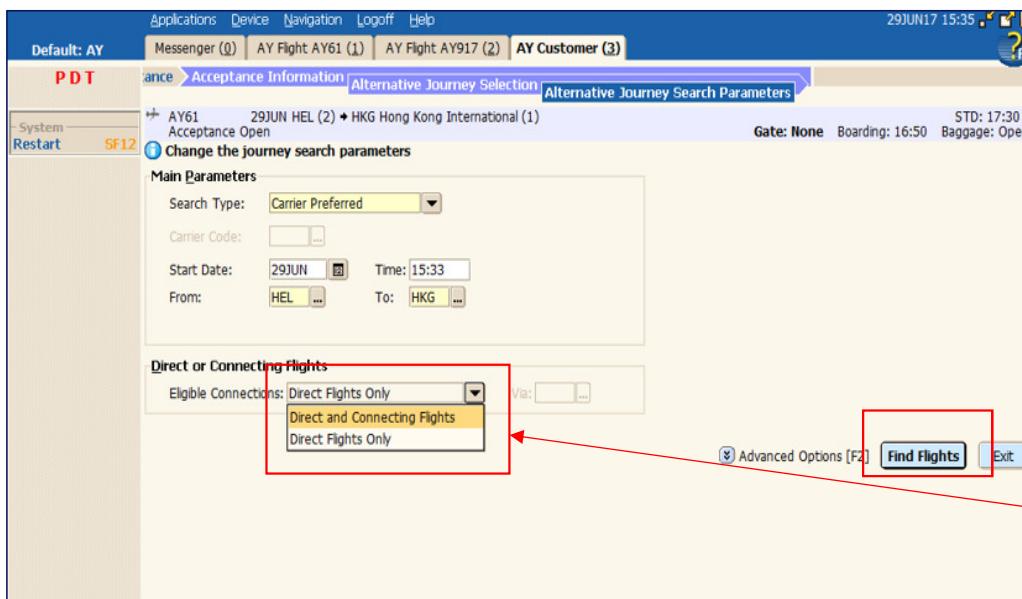
Done Exit

Baggage messages sent:
➤ BSM to Add bag on the TO flight

Disruption Transfer AY → AY + Other Airline



- Check that flight or customer is marked as "Disrupted"
- Select Transfer → Disruption Transfer F6
- Alternative Flights Display (AFS) shows carrier preferred **direct** flights as a default
- To get more options select Find Other Flight F4



- Change Eligible Connections: **Direct and Connecting Flights**
- Select **Find Flights**

Disruption Transfer AY → AY + Other Airline



Search result shows AY preferred flights (AY + other flights).

ATTN! Flights are **not** necessarily displayed in current local departure time order.

- Select New Flight → Add Transfer Reason → Transfer
- If AY has no agreement with one of the airlines that you have selected, you will be directed automatically to Available Class Selection screen. Enter correct class manually (Biz=J/ Eco=Y).

Applications Device Navigation Logoff Help 29AUG17 15:45 

Default: AV Messenger (1) AY Flight (1) AY Flight AY656 (2) AY Flight AY9 (3) AY Flight AY69 (4) 7 FL

Shortcuts Find Other Flight F4 Restrict Journey F7

Customer List Selection > Customer List Select Destination Alternative Journey Selection

AY69 29AUG HEL (2) → HKG Hong Kong International (1) STD: 23:45
Acceptance Open Gate: 33 Location: 33 Boarding: 23:05 Baggage: Open
Customer List for Journey: HEL - HKG Number in List: 11

Customer	Cabin	Class	Accept	Baggage	Onward Flight	Cabin	Final Dest	Services
1 SAEKHUNN Pattraporn Miss	J	U	✓				HKG	CTCE, CTCM, PCNS, PCNS, PCNS, XSBP



Customer Selection
Number of Customers to Transfer: (Maintains Links)

Alternative Flights for: HEL - HKG From: 29AUG 15:45 (Carrier Preferred)

Flight	STD	ETD	STA	ETA	Availability						
					First	Biz	Eco+	Eco	Eco-	Total Acc	
1 AY99 29AUG17 HEL-HKG 17:25	08:10+1		-	-	19	-	20	Yes			
2 AY833 29AUG17 HEL-LHR 16:00	17:10		-	11	-	64	-	75			
3 BA31 29AUG17 LHR-HKG 18:40	13:40+1		3	20	19	28	-	70			
4 AY75 29AUG17 HEL-FUK 16:30	08:00+1		-	6	-	95	-	101			
CX511 30AUG17 FUK-HKG 10:20	15:05				JL CL DL IL UL PL Y3 B1 HC KC MC LC VC GL SC NC QC OL XL	?	No				
5 AY995 29AUG17 HEL-LHR 17:00	18:05		-	1	-	11	-	12			
CX256 29AUG17 LHR-HKG 20:10	15:05+1				J9 C9 D9 I9 US P9 W9 R9 E9 T9 Y9 B9 H9 K9 M9 L9 V9 G9 S9 N9 Q9 O9 X9	?	No				
6 AY57 29AUG17 HEL-PVG 17:20	07:10+1		-	15	-	43	-	58			
CX365 30AUG17 PVG-HKG 09:40	12:25				J9 CL DL IL UL PL W9 RL EL TL Y3 B1 HC KC MC LC VC GL SC NC QC OL XL	?	No				
7 AY57 29AUG17 HEL-PVG 17:20	07:10+1		-	-1	-	12	-	11			

Select Journey:

Transfer Options

Transfer Reason: Overbooking: Best Effort

<p>● Cabin availability is not known for one or more flights in the selected journey. For each cabin of the selected customers, enter a single corresponding target booking class.</p> <p>Booking Class Selection</p>					
FROM	AY89 29AUG HEL-BKK	Booking Availability	Biz	Eco	
TO	AY51 29AUG HEL-PEK	Cabin availability known Biz: 28 Eco: 196			
TO	CA959 30AUG PEK-BKK	Biz : J4 C3 D2 ZL RL Eco : Y9 B9 M9 U9 H9 Q9 V9 W9 S9 T9 L9 NL K5			

Default: AF	Passenger (1) <input type="button" value="AF Flight AF001 (1)"/>	AF Flight AF001 (1) <input type="button" value="AF Customer (2)"/>
PDT	<input type="radio"/> Customer Acceptance <input type="radio"/> Acceptance Information <input type="radio"/> Alternative Journey Selection <input type="radio"/> Transfer Status	
Availability	<input type="radio"/> AF001 2008/HG (2) <input type="radio"/> AF05 Hong Kong International (5) <input type="radio"/> Acceptance Open <input type="radio"/> Transfer Open	
View All Errors <input type="radio"/>	Date: None Boarding: 08:00 Baggage: Open	
Passenger Details <input type="radio"/>	Number in List: 1 Completed: 1 Failed: 0 In Progress: 0	
Companions (2)		
Flight Details (2)		
Departures (2)		
Reasons		
Keywords <input type="text" value="AF"/>		
Restart <input type="button" value="W/T"/>		

- Please be patient!**
- "In Progress" mode might take some time.
- Don't press Continue during "In Progress" mode.
- Wait until rebooking is **Completed**.

Disruption Transfer AY → AY + Other Airline



Transfer is completed successfully! Customer is re-accepted onto new flights with

- seat number
- regulatory information
- baggage data
- e-ticket reissued with C-status

Add Service:
OTHS INVOL RR
DUE TO (REASON)

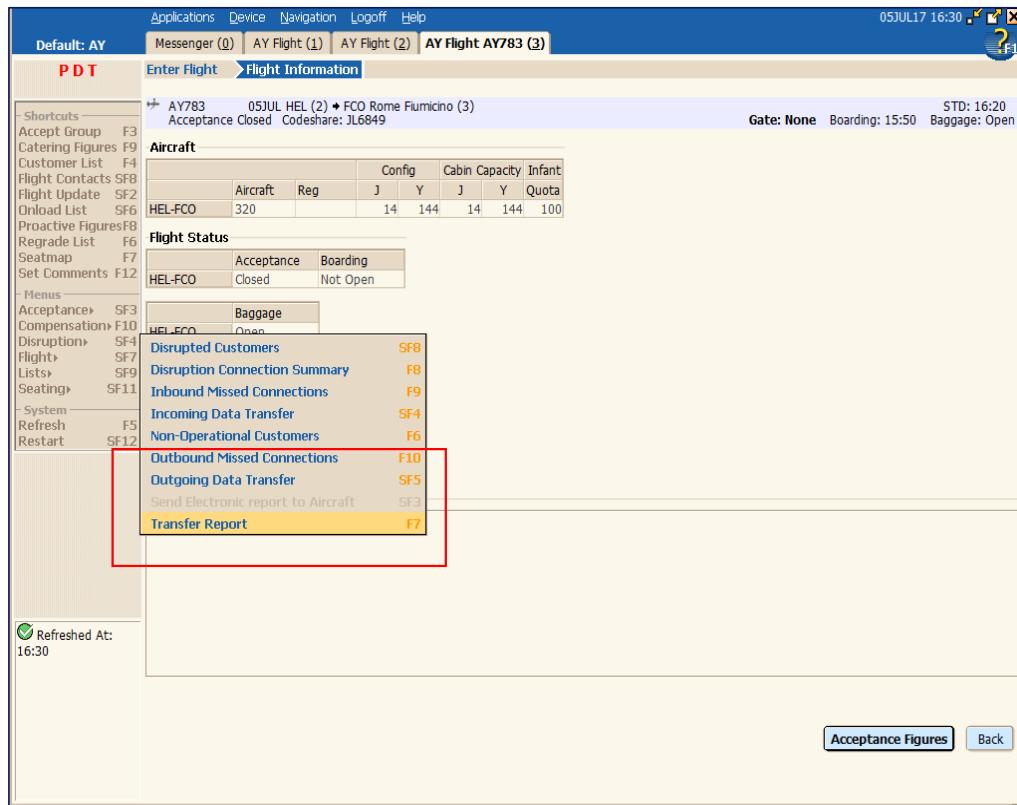
⚠ You can swipe:
ATB2 Bag Tag
B Pass CC
FQTV Nat ID
PSPT

Below are the individual baggage details.

Tag Number	Wt	To	Acc	Owner	Tag Type	Info	Status	Spl. Bag
1 1051-4U-122334	15	NGO	✓	SMITH Amanda Ms	Manual		Active	IROP
		HKG	✓					

1 Bag(s)

Disruption Transfer – Transfer Report



- Transfer Report can be displayed from the Flight Information screen → Disruption (SF4) → Transfer Report **F7**
- Transfer Report is always built upon the FROM flight
- Transfer Report gives an overview of all customers transferred FROM that flight

Disruption Transfer – Transfer Report



- Transfer report shows an overview of the result of every single step in the Disruption Transfer -flow
 - Pre-check (if passenger is not marked as disrupted)
 - Rebooking result
 - E-ticket -action
 - Paid Services
 - EMD action (linked to Paid Service)
 - Customer Data Transfer (CDT)
- The Error-type and actual error from the system is displayed in the Info-column
- Customer filter: display by type of error

Disruption Transfer – Ancillaries



Each Special Service Request – **SSR** – non-chargeable or chargeable services and seats are returned on the new flight, if the new flight is eligible for this service and the service or seat type still exists and is available

Electronic Miscellaneous Document – **EMD** – will be re-associated and exchanged for transferred services, if service is confirmed on a new flight and EMD Interline Agreement exists. Finnair has EMD Interline Agreement with only few airlines and with a specific SSR with bags. EMD Interline does not apply with seat, meal or other ancillaries.

EMD will be disassociated if the service is lost and not confirmed on the new flight,

- **BAG:** Customers shall apply refund from AY, if they have to pay extra to other airline (not automatic process)
- **SEAT:** Customers will get refund if they don't get similar seat as prepaid seat was
- **MEAL:** Customers will get refund when new flight departs within 24 hours and/or pre-ordered meal is not available on new flight
- **PRM:** Customer is not processed automatically to the new flight. PRM quota and seats available must be checked before rebooking on the new flight.

Disruption Transfer – Summary

Altea CM Disruption Transfer will replace Force Transfer function in Altea CM Transfer Menu. Previous Force Transfer function is found in Backup Transfer. Always use **Disruption Transfer** whenever possible.

- 1) Make sure that flight and/or customer status is Disrupted
- 2) Choose customer who needs to be rebooked
- 3) Select Disruption Transfer → Continue
- 4) Choose new flight from Flight Selection screen (or if needed go to Search Flight). If the screen does not show new flights' seat availability, check the seat availability from the receiving airline.
- 5) Select Journey and Transfer Reason → select Transfer. If system shows available class selection, proceed by selecting Transfer and there is no need to fill in the box.
- 6) Wait until **In Progress** status changes to **Completed**
- 7) If customer is **Accepted** (Customer Data Transfer applies), print new boarding pass and service vouchers, if needed. If customer is **not Accepted** automatically, follow the old procedure
- 8) Add **SSR OTHS INVOL RR DUE TO (REASON)**. If SSR is missing and customer is no-show, rest of the flight segments are automatically cancelled from PNR.
- 9) Rebooking and reissue of E-tickets and EMDs (if requested service exists on new flight) are done **automatically** during Disruption Transfer.
- 10) Chargeable seats and services are transferred on the new flight, if the new flight is eligible for the service and the service/seat-type exists. If not, this is reported in the transfer result.

For error reporting, please contact Finnair Operations System Control OSC
at osc@finnair.com or by phone +358 9 818 5708 (05:00 – 22:00 LT)

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