



# **Finnair Altéa CM Disruption Transfer**

## **LEVEL 1**

Training Material

Updated 30AUG2017



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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

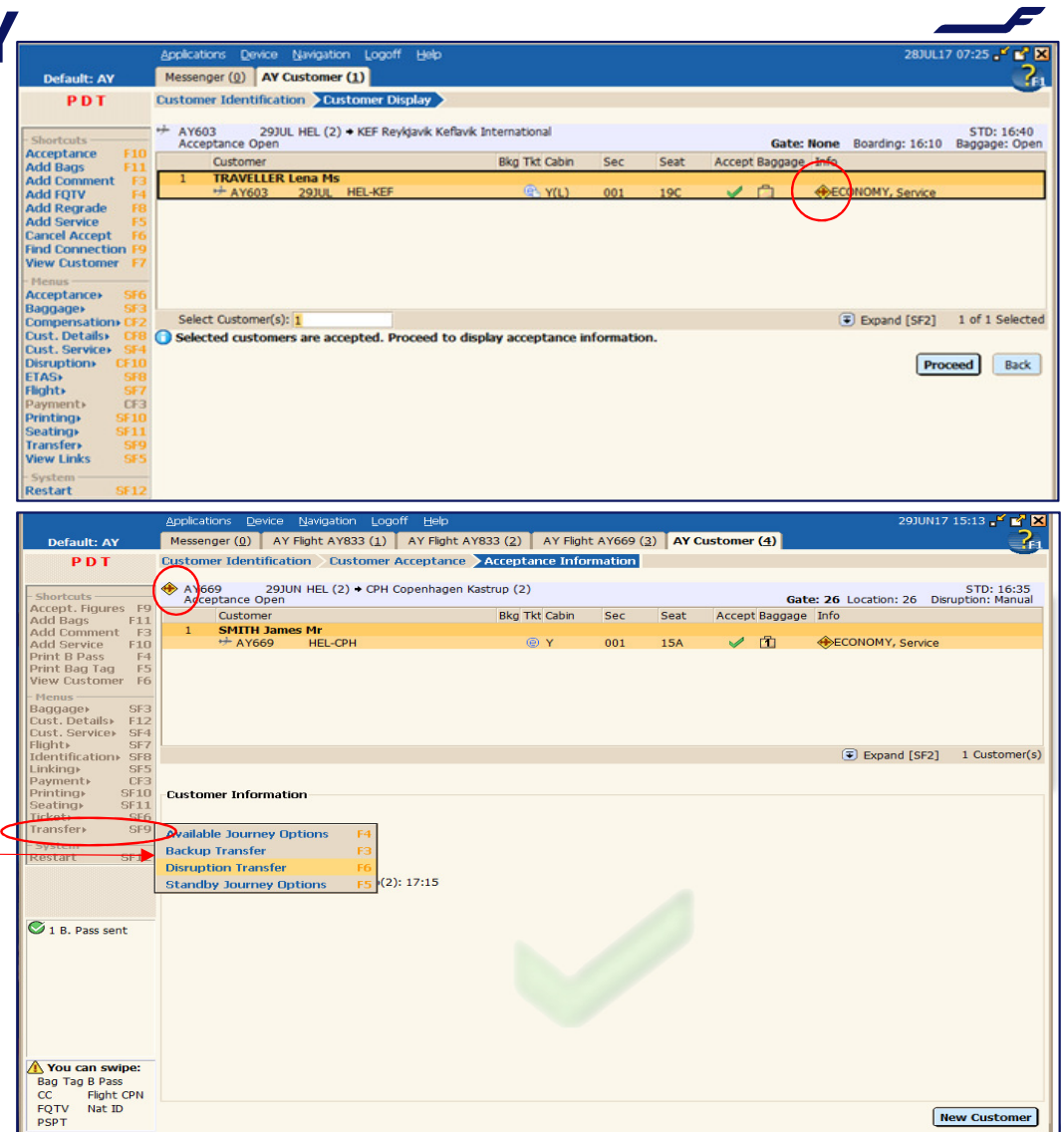
## Current behaviour:

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.



The interface shows the 'Disruption Transfer' process. The top screenshot displays the 'Customer Identification' screen for customer 'TRAVELLER Lena Ms' on flight AY603. The 'ECONOMY, Service' status is highlighted with a red circle. The bottom screenshot displays the 'Acceptance Information' screen for customer 'SMITH James Mr' on flight AY669. The 'Transfer' option is highlighted in the left menu with a red circle. A large green checkmark is overlaid on the bottom screenshot.

# Disruption Transfer – AY → AY



The screenshot displays the Finnair Disruption Transfer interface. At the top, the header shows the current flight: AY669, 29JUN HEL (2) → CPH Copenhagen Kastrup (2). The interface is divided into several sections. On the left, there are navigation tabs: 'Customer Identification', 'Customer Acceptance', 'Acceptance Information', and 'Alternative Journey Selection'. The 'Alternative Journey Selection' tab is active. Below this, a table lists alternative flights for the selected customer (SMITH James Mr). The table has columns for Flight, STD, ETD, STA, ETA, and Availability. The availability section shows figures for Biz, Eco+, Eco-, and Total Acc. A dropdown menu is open, showing 'Transfer Reason' options: 'Flight Cancelled', 'Flight Delayed', 'Flight Diverted', 'Other', and 'Misconnection'. The 'Misconnection' option is selected. At the bottom, there is a 'Transfer' button and an 'Exit' button. Red boxes and numbers 1 through 5 are overlaid on the screenshot to highlight key features: 1. Select Customer(s), 2. Availability figures, 3. Transfer Reason dropdown, 4. Overbooking: Best Effort, and 5. Transfer button.

Flight	STD	ETD	STA	ETA	Availability
AY663	29JUN17	HEL-CPH	15:40	16:15	5
AY662	29JUN17	HEL-CPH	17:45	18:25	8
AY685	29JUN17	HEL-CPH	20:30	21:05	13
AY661	30JUN17	HEL-CPH	07:35	08:15	9
AY667	30JUN17	HEL-CPH	09:00	09:40	7
AY665	30JUN17	HEL-CPH	12:00	12:40	10
AY663	30JUN17	HEL-CPH	15:40	16:15	12
AY669	30JUN17	HEL-CPH	16:35	17:15	3
AY661	30JUN17	HEL-CPH	17:45	18:25	11
AY661	01JUL17	HEL-CPH	07:35	08:15	10
AY665	01JUL17	HEL-CPH	12:00	12:40	5
AY669	01JUL17	HEL-CPH	12:00	12:40	10
AY667	01JUL17	HEL-CPH	12:00	12:40	14
AY661	01JUL17	HEL-CPH	12:00	12:40	14
AY665	01JUL17	HEL-CPH	12:00	12:40	10
AY663	01JUL17	HEL-CPH	12:00	12:40	8
AY669	01JUL17	HEL-CPH	12:00	12:40	5

- 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!
- 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
- Select correct Transfer Reason
- 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
- Select Transfer

# Disruption Transfer – AY → AY



The screenshot shows the Finnair Disruption Transfer interface. The top bar includes navigation links: Applications, Device, Navigation, Logoff, Help. The main header displays the current flight: AY669 29JUN HEL (2) → CPH Copenhagen Kastrup (2). The status is 'Acceptance Open'. The transfer result for customer SMITH James Mr. is shown as 'Completed'. A red circle highlights the 'Completed' status. The interface also includes a 'Transfer Information' section at the bottom with 'Original Journey: AY669 29JUN HEL-CPH' and buttons for 'Continue' and 'Exit'.

Customer	To	Cabin Class	Seat	Accept Transfer Status	Info
1 SMITH James Mr	To Flight: AY667 29JUN HEL-CPH	CPH	Y T 15A	Completed	STD: 17:45 STA: 18:25 Gate: 24 Boarding: 17:15

- 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: AY Messenger (0) AY Customer (1)

PDT Customer Identification Customer Selection Customer Display

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: AY Messenger (0) AY Customer (1) AY Customer (2)

PDT Customer Identification Customer Display Customer Acceptance Service Information

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	INVOL RR DUE TO DISRUPTION

Special Services Information Recap

1	AY667	31JUL HEL-CPH Y TK
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Select : 1 1 of 1 selected

Add Service Exit



# Disruption Transfer AY → oneworld Airline



The screenshot shows the Finnair Disruption Transfer interface. The top bar includes 'Applications', 'Device', 'Navigation', 'Logoff', and 'Help'. The main header shows 'Default: AY', 'Messenger (0)', 'AY Customer (1)', and 'AY Flight AY833 (2)'. The left sidebar has 'Shortcuts' (Find Other Flight F4, Restrict Journey F7), 'Menus' (Transfer SF9, Restart SF12), and 'System'. The main content area is titled 'Alternative Journey Selection' and shows flight details for 'AY833 29JUN HEL (2) → LHR London Heathrow (3)'. The customer is 'SMITH John Mr' on flight 'AY833 HEL-LHR' in 'ECONOMY PRO, Service'. The interface is divided into several sections: 'Select Customer(s)', 'Alternative Flights for: HEL - LHR From: 29JUN 12:35 (Carrier Preferred) (Direct Only)', and 'Transfer Options'. The 'Alternative Flights' section displays a table of flight options with columns for Flight, Date, Time, and Availability. The 'Transfer Options' section includes a 'Transfer Reason' dropdown and an 'Overbooking' dropdown set to 'Best Effort'.

Flight	Date	Time	Availability
AY833	29JUN17	HEL-LHR 14:05	14 - 125 - 139 Yes
AY995	29JUN17	HEL-LHR 17:00	21 - 124 - 145 Yes
BA799	29JUN17	HEL-LHR 17:10	17 - 93 - 110 Yes
AY3125	29JUN17	HEL-LHR 19:30	18 - 108 - 126 Yes
BA795	30JUN17	HEL-LHR 07:45	15 - 70 - 85 Yes
AY831	30JUN17	HEL-LHR 08:00	36 - 201 - 237 Yes
AY839	30JUN17	HEL-LHR 14:05	26 - 117 - 143 Yes
AY833	30JUN17	HEL-LHR 16:00	27 - 139 - 166 Yes
AY995	30JUN17	HEL-LHR 17:00	10 - 119 - 129 Yes
BA799	30JUN17	HEL-LHR 17:10	43 - 81 - 124 Yes
AY3125	30JUN17	HEL-LHR 19:30	16 - 105 - 121 Yes
BA795	30JUN17	HEL-LHR 09:00	48 - 103 - 151 Yes
AY831	30JUN17	HEL-LHR 09:10	37 - 206 - 243 Yes
AY839	30JUN17	HEL-LHR 15:10	13 - 117 - 130 Yes
AY833	30JUN17	HEL-LHR 17:10	24 - 71 - 95 Yes
AY995	30JUN17	HEL-LHR 18:05	12 - 110 - 122 Yes
BA799	30JUN17	HEL-LHR 18:20	37 - 70 - 107 Yes

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



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

PDT | Customer Acceptance | Acceptance Information | Alternative Journey Selection | Transfer Result

AY833 29JUN HEL (2) → LHR London Heathrow (3) | Gate: None | Location: 160 | Boarding: 15:30 | Baggage: Open | STD: 16:00

Transferred Customers

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

Number in List: 1 Completed: 1 Failed: 0 In Progress: 0

To Flight: BA799 29JUN HEL-LHR STD: 17:10 STA: 18:20

Continue Exit

## 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)

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

PDT | Customer Identification | Customer Display

BA799 29JUN HEL (2) → LHR London Heathrow (3) | Gate: None | Boarding: 16:40 | STD: 17:10

Customer

Customer	Bkg Tkt Cabin	Sec	Seat	Accept Baggage	Info
1 SMITH John Mr	BA799	HEL-LHR	M	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 29JUN17 12:57

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

PDT Customer Identification Customer Display Baggage Display

Shortcuts: Add Bags F3, Amend Bags SF4, Amend Weight F4, Cancel Bags F6, Depool Bags F8, Excess Calculator F9, Pay Excess F10, Print Bag Tag F5, Revert Waiver SF8, Update Bags F12, Waive Excess F11

Menus: Bag Handling SF1, Baggage SF3, Printing SF10, World Tracers SF7

System Restart SF12

BA799 29JUN HEL (2) → LHR London Heathrow (3) Gate: None STD: 17:10 Boarding: 16:40

Customer: SMITH John Mr Bkg Tkt Cabin Sec Seat Accept Baggage Info

1 BA799 HEL-LHR M 001 12F

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 29JUN17 12:53

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

PDT Customer Identification Customer Display Baggage Display Baggage Message History

System Restart SF12

BA799 29JUN HEL (2) → LHR London Heathrow (3) Gate: None STD: 17:10 Boarding: 16:40

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  
.I/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

Default: AY  
PDT  
System Restart SF12

AY61 29JUN HEL (2) → HKG Hong Kong International (1)  
Acceptance Open  
Gate: None Boarding: 16:50 Baggage: Open

Change the journey search parameters

Main Parameters

Search Type: Carrier Preferred

Carrier Code:

Start Date: 29JUN Time: 15:33

From: HEL To: HKG

Direct or Connecting Flights

Eligible Connections: Direct Flights Only

Direct and Connecting Flights

Direct Flights Only

Advanced Options [F2] Find Flights Exit

Default: AY  
Messenger (0) AY Flight AY61 (1) AY Flight AY917 (2) AY Customer (3)

PDT Customer Identification Customer Acceptance Acceptance Information Alternative Journey Selection

AY61 29JUN HEL (2) → HKG Hong Kong International (1)  
Acceptance Open

Customer	Bkg Tkt Cabin	Sec	Seat	Accept Baggage	Info
1 SMITH Amanda Ms	AY61	HEL-HKG	Y(T)	016 44A	✓ [T] ECONOMY

Select Customer(s): 1 Expand

Alternative Flights for: HEL - HKG From: 29JUN 15:33 (Carrier Preferred) (Direct Only)

Flight	STD	ETD	STA	ETA	First	Biz	Eco+	Eco
1 AY69 29JUN17 HEL-HKG	23:50		14:30+1		-	38	-	97
2 AY69 30JUN17 HEL-HKG	23:50		14:30+1		-	27	-	54
3 AY61 01JUL17 HEL-HKG	17:30		08:10+1		-	38	-	172
4 AY69 01JUL17 HEL-HKG	23:50		14:30+1		-	32	-	71
5 AY69 02JUL17 HEL-HKG	23:50		14:30+1		-	38	-	208

- 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).

The screenshot shows the Finnair system interface with the following details:

- Header:** Applications | Device | Navigation | Logoff | Help | 29AUG17 15:45
- Default:** AY | Messenger (0) | AY Flight (1) | AY Flight AY656 (2) | AY Flight AY9 (3) | **AY Flight AY69 (4)**
- Information:** Customer List Selection | Customer List | Select Destination | Alternative Journey Selection
- Flight Details:** AY69 29AUG HEL (2) → HKG Hong Kong International (1) | Gate: 33 | Location: 33 | Boarding: 23:05 | Baggage: Open | STD: 23:45
- Customer List:** Customer List for Journey: HEL - HKG | Number in List: 31
- 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	First	Biz	Eco+	Eco	Eco-	Total	Acc
1 AY99 29AUG17 HEL-HKG	17:25	08:10+1	-	-	1	-	19	-	-	20	Yes
2 AY833 29AUG17 HEL-LHR	16:00	17:10	-	-	11	-	64	-	-	75	Yes
3 BA31 29AUG17 LHR-HKG	18:40	13:40+1	3	20	19	28	-	-	-	70	Yes
4 AY75 29AUG17 HEL-FUK	16:30	08:00+1	-	-	6	-	95	-	-	101	Yes
5 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
6 AY995 29AUG17 HEL-LHR	17:00	18:05	-	-	1	-	11	-	-	12	Yes
7 CX256 29AUG17 LHR-HKG	20:10	15:05+1	J9 C9 D9 I9 U8 P9 W9 R9 E9 T9 Y9 B9 H9 K9 M9 L9 V9 G9 S9 N9 Q9 O9 X9	-	-	-	-	-	-	-	No
8 AY79 29AUG17 HEL-NGO	17:15	08:50+1	-	-	15	-	43	-	-	58	Yes
9 CX533 30AUG17 NGO-HKG	10:10	13:20	J9 CL DL IL UL PL W9 RL EL TL Y3 B1 HC KC MC LC VC GL SC NC QC OL XL	-	-	-	-	-	-	-	No
10 AY57 29AUG17 HEL-PVG	17:20	07:10+1	-	-	1	-	12	-	-	11	Yes
11 CX365 30AUG17 PVG-HKG	09:40	12:25	J9 C9 D9 I9 U9 P9 Y9 B9 H9 K9 M9 L9 V9 G9 S9 N9 Q9 O9 X9	-	-	-	-	-	-	-	No
12 AY57 29AUG17 HEL-PVG	17:20	07:10+1	-	-	1	-	12	-	-	11	Yes
- Transfer Options:** Transfer Reason: (dropdown) | Overbooking: Best Effort (dropdown)
- Buttons:** Advanced Options [F2] | Transfer | Back

**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.**

**Booking Class Selection**

	Flight	Booking Availability	Biz	Eco
FROM	AY89 29AUG HEL-BKK		0	1
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		

The screenshot shows the Finnair system interface with the following details:

- Header:** PBT | Messenger (0) | AY Flight AY656 (2) | AY Flight AY9 (3) | AY Customer (0)
- Customer Acceptance:** Customer Acceptance | Alternative Journey Selection | Transfer Result
- Transfer Result:** Number in List: 1 | Completed: 1 | Failed: 0 | In Progress: 0
- Customer:** Customer | To: Customer | Status: Status
- Transfer Reason:** Transfer Reason | Status: Status
- Buttons:** Advanced Options [F2] | Transfer | Back

**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

Applications Device Navigation Logoff Help 29JUN17 15:38

Default: AY Messenger (0) AY Flight AY61 (1) AY Flight AY917 (2) **AY Customer (3)**

**P D T** Customer Identification Customer Display

AY79 29JUN HEL (2) → NGO Nagoya Chubu Centrair International Gate: 33 Location: 33 Boarding: 16:35 STD: 17:15 Baggage: Open

Customer	Bkg Tkt Cabin	Sec	Seat	Accept Baggage	Info
1 SMITH Amanda Ms	Y	002	44A	✓	ECONOMY, Service
AY79 HEL-NGO	Y	001	44A	✓	Service
CX533 NGO-HKG					

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

Selected customers are accepted. Proceed to display acceptance information.

Proceed Back

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

Add Service:  
OTHS INVOL RR  
DUE TO (REASON)

Applications Device Navigation Logoff Help 29JUN17 15:40

Default: AY Messenger (0) AY Flight AY61 (1) AY Flight AY917 (2) **AY Customer (3)**

**P D T** Customer Identification Customer Display Acceptance Information Baggage Display

AY79 29JUN HEL (2) → NGO Nagoya Chubu Centrair International Gate: 33 Location: 33 Boarding: 16:35 STD: 17:15 Baggage: Open

Customer	Bkg Tkt Cabin	Sec	Seat	Accept Baggage	Info
1 SMITH Amanda Ms	Y	002	44A	✓	ECONOMY, Service
AY79 HEL-NGO	Y	001	44A	✓	Service
CX533 NGO-HKG					

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

Select the customer to view baggage information.

Baggage

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-122334	15	NGO	✓	SMITH Amanda Ms	Manual	Active	IROP
		HKG	✓				

1 Bag(s)

Exit



# Disruption Transfer – Transfer Report



The screenshot displays the Finnair Disruption Transfer application interface. The top menu bar includes 'Applications', 'Device', 'Navigation', 'Logoff', and 'Help'. The main window shows flight information for AY783 (HEL to FCO) with a status of 'Acceptance Closed' and 'Baggage: Open'. A sidebar on the left lists various functions like 'Accept Group', 'Catering Figures', and 'Flight Update'. A central panel displays flight status and acceptance details. A red box highlights a list of options on the right side of the interface, including 'Disrupted Customers', 'Disruption Connection Summary', 'Inbound Missed Connections', 'Incoming Data Transfer', 'Non-Operational Customers', 'Outbound Missed Connections', 'Outgoing Data Transfer', 'Send Electronic report to Aircraft', and 'Transfer Report' (which is highlighted in yellow).

Aircraft	Reg	Config	Cabin Capacity	Infant
HEL-FCO	320	J Y	J Y	Quota

Flight Status	Acceptance	Boarding
HEL-FCO	Closed	Not Open

Baggage	
HEL-FCO	Open

- Disrupted Customers (SF8)
- Disruption Connection Summary (F8)
- Inbound Missed Connections (F9)
- Incoming Data Transfer (SF4)
- Non-Operational Customers (F6)
- Outbound Missed Connections (F10)
- Outgoing Data Transfer (SF5)
- Send Electronic report to Aircraft (SF3)
- Transfer Report (F7)

- 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



Applications Device Navigation Logout Help 29JUN17 15:58

Default: AY Messenger (0) AY Flight AY61 (1) **AY Flight AY783 (2)** LH Customer (3)

PDT Enter Flight Flight Information **Transfer Report**

AY783 29JUN HEL (2) FCO Rome Fiumicino (3) Gate: 20B Location: 133 Disruption: Manual  
Acceptance Open Codeshare: JL6849 STD: 16:20

**Transfer Summary**

	Pre-check	Rebook	E-Ticket	Paid Service	EMD	Data Transfer
Error	0	0	0	0	0	1
OK	1	1	1	0	0	0

**Transfer Customers**

Customer Filter: All Customers

Number in List: 1

Customer	Pre-check	Rebook	E-TKT	Paid Service	EMD	Data Transfer	Info
To Flights: LH851 29JUN HEL-FRA STD: 18:05 STA: 19:35 LH4373 29JUN FRA-FCO STD: 21:00 STA: 22:00							
1 SMITH Anna Ms	OK	OK	OK	-	-	✗	⚠ Data Transfer: Acceptance not permitted on the TO flight. ✗ Data Transfer: LH851 29JUN17 HEL-FRA Customer TO flight(s) not active. ✗ Data Transfer: LH851 29JUN17 HEL-FRA Invalid flight details.

Refreshed At: 15:58

Choose one of the actions on the left to handle transfer customers.

Exit

- 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](mailto:osc@finnair.com) or by phone +358 9 818 5708 (05:00 – 22:00 LT)

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