



New smart compensation through Altea CM

Overbooking / Denied Boarding
Involuntary Downgrade
Delayed Baggage



Content

1. Intro: New way of compensating customer at airport
2. Compensation process flow
3. Altea CM instructions for compensating
 - Overbooking (Denied boarding)
 - Involuntary downgrading
 - Delayed baggage
4. How to view the given compensation later?
5. Q&A





Introduction

Using Altea CM to handle customer care and compensations



The goal for the development is to make sure that all compensations, including customer care vouchers and monetary compensation, would be done in one system (= Altea CM). This will increase transparency (= to see afterwards how the case has been handled) and consistency (= to get all stations to follow same process).

The changes and new capabilities in Altea CM have been introduced in phases:

Phase 1 (instructions sent in Oct 2018):

- How to mark customer as "disrupted"
- How to authorise and **issue all service vouchers** through Altea CM
 - Meal vouchers
 - Hotel vouchers
 - Ground transportation vouchers

Phase 2 (go-live 07 May 2019):

- How to authorise and **issue monetary compensation** on the spot by using:
 - Finnair plus points
 - Egift (electronic gift card)
 - Cash (bank transfer)

What is the change in Phase 2?




Current state

1. Monetary compensations are currently processed in separate system: compensation card via Siebel or requested by LIP
2. Currently no options for compensating Involuntary Downgrading and Delayed Baggage in Altea CM
3. No visibility on issued compensation in PNR
4. Separate reporting of (in)voluntary and denied boarding and involuntary downgrades
5. Restrictions for the use of egift for residents in non-euro currency countries



Future state

1. Siebel compensation cards will no longer be used; all compensation options available via Altea CM 
2. Involuntary Downgrade and Delayed Baggage can now both be compensated via Altea CM
3. Issued compensations present also in PNR
4. (In)voluntary denied boarding and downgrading compensations issued in Altea CM automatically feed into Revenue Management Optimizer
5. Egift available regardless of customer country of residence (EUR/non-EUR country)

What is the change for the customer?



Current state
<ol style="list-style-type: none">1. Different options to compensate has been unclear (Finnair Plus points & egift)2. Monetary compensation done with Compensation card, that requires separate activation. Process variations between stations.3. Restrictions for the use of egift for residents in non-euro currency countries



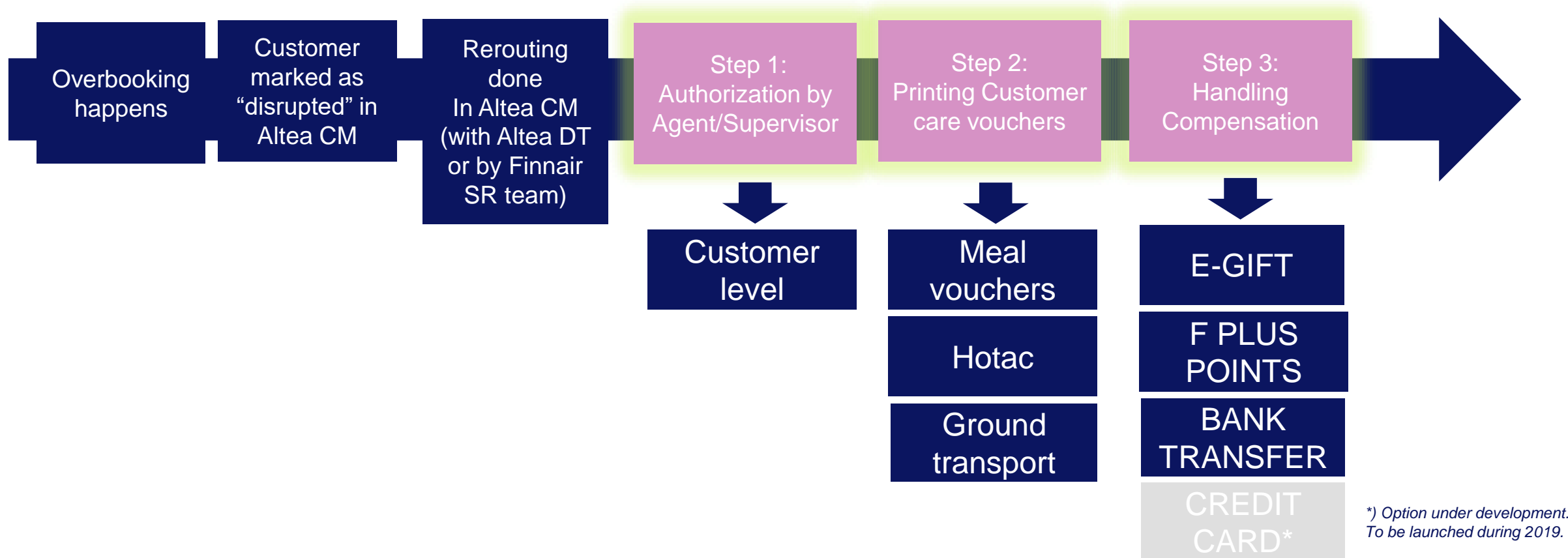
Future state
<ol style="list-style-type: none">1. Customer is offered clear information about monetary compensation options:<ul style="list-style-type: none">○ Finnair Plus points○ e-gift value○ Cash (bank transfer)2. Customer is compensated on the spot assuming Disruption Transfer is used. In case customer contacts Finnair afterwards, Finnair CR is aware of what has been agreed.3. Egift can be offered to all customers regardless of country of their residence (eur/non-eur country)



Compensation process

Compensation process flow from agent point of view

(example Overbooking)



New options in Customer compensation authorisation flow

FLIGHT LEVEL AUTHORISATION

- Flight cancellation customer care
- Flight delay customer care (meal voucher/ hotac/ ground transportation)
- Missed connection (Hel arrival)
- Ground transportation
- Hotel



CURRENT OPTIONS

When the compensation is valid for all customers on a specific flight (such as meal vouchers in case of delay), the authorisation should be done on **flight level** for all customers.

CUSTOMER LEVEL AUTHORISATION

- Combined: Customer care (meal voucher/ hotac/ ground transportation) + Overbooking monetary compensation → **NEW**
- Delayed baggage → **NEW**
- Involuntary downgrade → **NEW**
- Other compensation



NEW OPTIONS

When only individual customer(s) are affected, the compensation should be authorised on **customer level**.



Altea CM instructions

Overbooking / Denied Boarding
Involuntary Downgrade
Delayed Baggage



Overbooking / Denied Boarding

Before proceeding with the compensation, make sure that:

1. Customer is marked as "disrupted " in Altea CM
2. Customer is marked as "volunteer" in Altea CM in case of voluntary denied boarding
3. Customer's acceptance status is Not travelling or Standby on original flight
4. Customer is rerouted to new flight(s) in Altea CM using Disruption Transfer

NOTE:

- **DBC-leaflet** (denied boarding compensation) has been updated. Please use them to support the search for Volunteers on overbooked flights
- **LIP Overbooking** has been updated and need to be used only at Non-Altea Stations as all Altea Stations mark the compensations by the following instructions in Altea where CR gets the information

Disruption marking

In order to compensate the flight and/or customer has to be marked as "disrupted"



Disruption marking for a flight is automatic in Delays and Cancellation
→ in other compensations select **Manual Action** - new option on **Flight Update Status Screen**

For marking the customer as Disrupted select **Disruption menu** → **Update Disruption Status**
Pls note! Not and Was Disrupted-statuses are for future use only and will not function in this version

Volunteer marking

Needed for Altea CM to be able to calculate correct compensation amounts



Applications Device Navigation Logoff Help

Default: AY Messenger (0) AY Customer (1) AY Flight AY131 (2) AY Flight AY811 (3)

PDT Customer Identification Customer Acceptance Customer VDB Prompt

AY811 02APR HEL (2) → ARN Stockholm Arlanda (2)
Acceptance Open

Customer	Bkg Tkt Cabin	Sec	Seat	Accept Baggage	Info
1 JOHN David Mr					
AY811 02APR HEL-ARN	Y(Y)	001	15A	✓	ECO

Select Customer(s): 1

Volunteers are required for denied boarding. Confirm if customers wish to volunteer.

Customer response:

Common Flights For: Customers:

Flight	Date	Volunteers Required
AY811	02APR	9

Select Flights: 1 1 of 1 selected

Alternatives

Original Flight: AY811 02APR HEL-ARN

Alternative 1:
Alternative 2:
Alternative 3:
Alternative 4:
Alternative 5:

1) Volunteer question made during the checkin flow

Applications Device Navigation Logoff Help

Default: AY Messenger (0) AY Customer (1) AY Flight AY131 (2) AY Flight AY811 (3)

PDT Customer Identification Customer Display

AY811 02APR HEL (2) → ARN Stockholm Arlanda (2)
Acceptance Open

Customer	Bkg Tkt Cabin	Sec	Seat	Accept
1 JOHN David Mr				
AY811 02APR HEL-ARN	Y(Y)	001		SBY

Select Customer(s): 1

Selected customers are accepted. Proceed to add bags or select an action on the left.

Comments out of HEL

- UPCM 110EUR
- OFF PEAK LOUNGE AVAILABLE - ADT 39EUR CHD 15EUR - LOUS - SCHENGEN

Customer Flags

- Update Disruption Status F3
- Update Volunteer Status SF1
- Transfer
- Backup Transfer CF3
- Disruption Transfer SF6

2) Customer can be marked as volunteer later outside the checkin flow

Applications Device Navigation Logoff Help

Default: AY Messenger (0) AY Customer (1) AY Flight AY131 (2) AY Flight AY811 (3)

PDT Customer Identification Customer Display Add Customers to List of Volunteers

AY811 02APR HEL (2) → ARN Stockholm Arlanda (2)
Acceptance Open

Customer	Bkg Tkt Cabin	Sec	Seat	Accept
1 JOHN David Mr				
AY811 02APR HEL-ARN				

Select Customer(s): 1

Add to or remove from Volunteer list.

Choose Volunteer Status

Voluntary Denied Boarding Status: Voluntary Downgrade Status:

Compensation can be issued after overbooked customer is transferred by Disruption Transfer to a new flight



→ Compensation options are present on Transfer Result screen

Another option is to retrieve the customer from the original flight → choose Compensation menu in the Customer Display screen

Default: AY
Applications Device Navigation Logout Help
Messenger (0) AY Customer (1) AY Flight AY445 (2) AY Flight AY1305 (3) Reservations (4) AY Flight AY811 (5) AY Customer (6)
19MAR19 12:42

PDT Customer Identification Customer Display Alternative Journey Selection Transfer Result

Search: AY805 20MAR HEL (2) → ARN Stockholm Arlanda (2)
Acceptance Open
Gate: None Boarding: 10:10 STD: 10:40
Number in List: 1 Completed: 1 Failed: 0 In Progress: 0

Transferred Customers

Customer	To	Cabin Class	Seat	Accept	Transfer Status	Info
To Flight: AY811 20MAR HEL-ARN	STD: 13:05 STA: 13:05	Boarding: 12:35				

Authorisation

- Add Compensation F11
- Authorisation
- Delete Compensation F12
- Authorisation

Issue

- Issue Compensation F3
- Manage
- Manage Issued Compensation F4

Choose one of the actions on the left or continue to end the transfer process for these customers.

Transfer Information

Original Journey:
AY805 20MAR HEL-ARN

Continue Exit

Default: AY
Applications Device Navigation Logout Help
Messenger (0) AY Customer (1) AY Flight AY445 (2) AY Flight AY1305 (3) Reservations (4) AY Flight AY811 (5) AY Customer (6)
19MAR19 12:42

PDT Customer Display Alternative Journey Selection Transfer Result Add Compensation Authorisation

Search: AY805 20MAR HEL (2) → ARN Stockholm Arlanda (2)
Acceptance Open
Gate: None Boarding: 10:10 STD: 10:40

Customer: 1 JOHN David Mr
AY805 20MAR HEL-ARN

Select Customer(s): 1

Select compensation reason that the customer(s) should be authorised for.

Flight Selection

Flight	Date	Board Point	STD	STA	Authorisations
AY805	20MAR	HEL	10:40	10:40	

Select: 1 1 of 1 selected

Compensation Reason: <Select Compensation Reason>

Authorised Date: <Select Compensation Reason>

OVERBOOKING COMPENSATION AND CUSTOMER CARE
INVOLUNTARY DOWNGRADE
DELAYED BAGGAGE
OTHER COMPENSATION

Add Authorisation Exit

Choose compensation authorization reason according to the case
Note! Both actual compensation and customer care vouchers are bundled under one reason.



**Start from Compensation Menu
(CF2)
and Issue Compensation (F3)
for the customer(s)**

Choose customer → this will bring the flights into "Flights to compensate"- box

Choose flights

Select replacement flights so that correct compensation amount is calculated



Applications Device Navigation Logout Help

Default: AY | Messenger (0) | AY Customer (1) | AY Flight AY131 (2) | AY Flight AY811 (3)

PDT

Original Journey Selection > Transfer Result > Customer Selection > Compensation Customer Selection

Search: AF1

System Restart SF12

AY811 02APR HEL (2) → ARN Stockholm Arlanda (2)

Customer	Bkg Tkt	Cabin	Sec	Seat	Accept Baggage	Info
1 JOHN David Mr	AY811	02APR	HEL-ARN	YY1	001	ECONOMY PRO

Select Customer(s): 1

You have changed your selection. Please refresh this screen to retrieve the new information.

Flight To Compensate

Flight	Date	Board Point	STD	STA	Authorisations
1 AY811	02APR	HEL	13:05	13:05	OVERBOOKING COMPENSATION AND CUSTOMER CARE

Select: 1 1 of 1 selected

Compensation Details

Onward Flight(s) Affected: No

One Leg Affected Only: No

Apply At Port: HEL

Customer has OVERBOOKING AND CUSTOMER CARE - compensation authorized

Applications Device Navigation Logout Help

Default: AY | Messenger (0) | AY Customer (1) | AY Flight AY131 (2) | AY Flight AY811 (3)

PDT

Original Journey Selection > Transfer Result > Customer Selection > Compensation Customer Selection > Replacement Journey Selection

Search: AF1

System Restart SF12

AY811 02APR HEL (2) → ARN Stockholm Arlanda (2)

Customer	Bkg Tkt	Cabin	Sec	Seat	Accept Baggage	Info
1 JOHN David Mr	AY811	02APR	HEL-ARN	YY1	001	ECONOMY PRO

Select Customer(s): 1

Select flight(s) replacing the original flight.

Original flight: AY811 Y 02APR19 HEL ARN-13:05 13:05

Replacement Flight(s) For All Selected Customers:

Flight	Date	Board Point	STD	STA
1 AY811	02APR	HEL	13:05	13:05
2 AY815	02APR	HEL	17:30	17:30

Select flight(s): 2 1 of 2 selected

Choose replacement flights (= new TO-flights) on next screen in order to calculate correct compensation amount.

Pls note! Compensation calculation is done automatically based on new flights and new arrival time.

Select the compensation method according customer's choice and select applicable customer care vouchers



Applications | Device | Navigation | Logoff | Help

Default: AY | Messenger (0) | AY Flight AY445 (1) | Reservations (2) | **AY Customer (3)**

19MAR19 16:36

PDT | Compensation Customer Selection | Replacement Journey Selection | **Compensation Entitlement**

Search: AF1 | AY805 | 20MAR HEL (2) | ARN Stockholm Arlanda (2) | Acceptance Open | Gate: None | Boarding: 10:10 | STD: 10:40 | Baggage: Open

Customer	Bkg Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1 JOHN David Mr	AY805	20MAR	HEL-ARN	Y(Y)	004	SBY	ECONOMY PRO

1 Customer(s)

Listed Customers Information
Customer Delay : 16h39 | Journey Met : No

Select most adequate compensation for OVERBOOKING COMPENSATION AND CUSTOMER CARE 20MAR19.

Compensation Entitlement

Compensation description

1 DBC VOL EGIFT
Amount: 200.00 EUR Quantity: 1

2 **DBC VOL FF POINTS**
Amount: 20000 Miles Quantity: 1

3 DBC VOL CREDIT CARD
Amount: 125.00 EUR Quantity: 1

4 DBC VOL BANK TRANSFER
Amount: 125.00 EUR Quantity: 1

5 Item(s) not needed.

Select one: 2 1 of 5 selected

Compensation description

1 TRANSPORTATION VOUCHER
Amount: 0.00 EUR Quantity: 1

2 **Item(s) not needed.**

Select one: 2 1 of 2 selected

Compensation description

1 **OVER 4 HOUR DELAY VOUCHER**
Amount: 17.00 EUR Quantity: 1

2 Item(s) not needed.

Select one: 1 1 of 2 selected

Compensation description

1 HOTEL VOUCHER
Quantity: 1

2 **Item(s) not needed.**

Select one: 2 1 of 2 selected

Entitlement calculated.
Compensation entitlement found.

Advanced Options [F2] | Issue | Back

NOTE!

- It is mandatory to always mark given service vouchers e.g. MEAL and HOTEL in Altea CM Compensation even if handling agent is using their own meal/hotel vouchers

1) Choose the compensation method:

1. DBC (VOL) EGIFT → move to next slide
2. DBC (VOL) FF POINTS → slide 18
3. DBC (VOL) BANK TRANSFER → slide 19

2) Choose needed customer care vouchers:

- In case of overbooking Finnair will offer Meal voucher.
- Note! Choose relevant compensation options in every category. If not applicable, choose "items not needed".

1. Compensation by egift voucher: DBC (VOL) EGIFT



Applications Device Navigation Logoff Help
Default: AY Messenger (1) AY Customer (1) AY Flight AY131 (2) AY Flight AY811 (2)
PDT Compensation Entitlement

AYB15 02APR HEL (2) • ARN Stockholm Arlanda (2)
Acceptance Open

Customer
1 JOHN David Mr
AYB15 02APR HEL-ARN

Listed Customers Information
Customer Delay: 10h39 Journey Met: No

Select most adequate compensation for OVERBOOKING COMPENSATION AND CUSTOMER CARE
02APR15

Compensation Entitlement

Compensation description
1 DBC VOL EGIFT
Amount: 200.00 EUR Quantity: 1

2 DBC VOL FF POINTS
Amount: 20000 Miles Quantity: 1

3 DBC VOL CREDIT CARD 1-15000MH
Amount: 125.00 EUR Quantity: 1

4 DBC VOL BANK TRANSFER
Amount: 125.00 EUR Quantity: 1

5 Item(s) not needed.

Select one: 4 1 of 3 selected

Compensation description
1 TRANSPORTATION VOUCHER
Amount: 0.00 EUR Quantity: 1

2 Item(s) not needed.

Select one: 2 1 of 2 selected

Compensation description
1 OVER 4 HOUR DELAY VOUCHER
Amount: 37.00 EUR Quantity: 1

2 Item(s) not needed.

Select one: 2 1 of 2 selected

Entitlement calculated.
Compensation entitlement found.

1 HOTEL VOUCHER
Quantity: 1

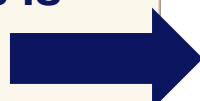
2 Item(s) not needed.

Select one: 2 1 of 2 selected

Advanced Options [F2] Issue Back

Egift voucher will be automatically created and sent to customer's email within 3 working days

→ it is utmost important that valid email address is added and present in customer PNR



Applications Device Navigation Logoff Help
Default: AY Messenger (1) AY Customer (1) AY Flight AY131 (2) AY Flight AY811 (2)
PDT Customer Identification Customer Acceptance

AYB15 02APR HEL (2) • ARN Stockholm Arlanda (2)
Acceptance Open

Customer
1 JOHN David Mr
AYB15 02APR HEL-ARN

Select Customer(s) for Acceptance: 1

Customer Data Transfer is required for customer: JOHN David Mr.
Proceed to perform customer data transfer or change the customer selection

Comments out of HEL

Booking
Unmerge Booking SF10
Comments
Add Comment F3
Delete Comment F9
Update Comment AF8

Details
Update Other Details F6
View Customer F7

Frequent Travellers
Add FQTV F4
Delete FQTV CF10
Validate FQTV SF7

Infant

Service
Add Service F5
Delete Service F11
Update Service AF6
View Service Catalogue F10
Tracking
Track Customer SF4

System
Restart SF12

Check/add correct email address for the customer via Add Service →

Service **CTCE** + add email address to Additional Description field

Applications Device Navigation Logoff Help
Default: AY Messenger (1) AY Customer (1) AY Flight AY131 (2) AY Flight AY811 (3) Reservations (4)
PDT Customer Identification Customer Acceptance Service Information

AYB15 02APR HEL (2) • ARN Stockholm Arlanda (2)
Acceptance Open

Customer
1 JOHN David Mr
AYB15 02APR HEL-ARN

Select Customer(s): 1

Enter services.

Special Services

Service	Service Description	Additional Description
1 CTCE	PASSENGER DROP CONTACT INFORMATION E...	john.david@gmail.com

Special Services Information Recap

AYB15 02APR HEL-ARN

2. Compensation by Finnair Plus points: DBC (VOL) FFPOINTS



Applications Device Navigation Logout Help 02APR19 09:39

Default: AY Messenger (1) AY Customer (1) AY Flight AY131 (2) AY Flight AY811 (3)

PDT

Search AF1

Menus Manual Comp. SF5 System Restart SF12

Compensation Customer Selection Replacement Journey Selection Compensation Entitlement

AY811 02APR HEL (2) → ARN Stockholm Arlanda (2) Acceptance Open Gate: None Boarding: 12:35 Baggage: Open STD: 13:05

Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1 JOHN David Mr								
AY811								ECONOMY PRO

1 Customer(s)

Listed Customers Information

Customer Delay : 04h25 Journey Met : No

Select most adequate compensation for OVERBOOKING COMPENSATION AND CUSTOMER CARE 02APR19.

Compensation Entitlement

Compensation description	Amount	Quantity
1 DBC VOL EGIFT	Amount: 200.00 EUR	Quantity: 1
2 DBC VOL FF POINTS	Amount: 20000 Miles	Quantity: 1
3 DBC VOL CREDIT CARD 1-1500KM	Amount: 125.00 EUR	Quantity: 1
4 DBC VOL BANK TRANSFER	Amount: 125.00 EUR	Quantity: 1
5 Item(s) not needed.		

Select one: 2 1 of 5 selected

Compensation description	Amount	Quantity
1 TRANSPORTATION VOUCHER	Amount: 0.00 EUR	Quantity: 1
2 Item(s) not needed.		

Select one: 2 1 of 2 selected

Compensation description	Amount	Quantity
1 OVER 4 HOUR DELAY VOUCHER	Amount: 17.00 EUR	Quantity: 1
2 Item(s) not needed.		

Select one: 2 1 of 2 selected

Compensation description	Quantity
1 HOTEL VOUCHER	Quantity: 1
2 Item(s) not needed.	

Select one: 2 1 of 2 selected

Entitlement calculated. Compensation entitlement found.

Finnair Plus points - according to the compensation amount received - will be added to member's account automatically the following day.

> Points can be added to another account by choosing a 'new FQTV card' in the compensation screen

Email address will be Automatically retrieved from customer's Finnair Plus account

Information Compensation Customer Selection Compensation Entitlement Miles Credit Creation

AY451 30APR HEL (2) → OUL Oulu Acceptance Open

Customer
1 SUKUNIMI Etunimi Mr
AY451 30APR HEL-OUL

Complete form for the creation of the compensation item.

Frequent Flyer Miles Credit Recording

Number of miles credited: 15,000 Miles

Choose from recorded Frequent Flyer cards:

Flight	Frequent flyer card

Select FQTV: 0 of 0 selected

Or enter new FQTV card:

3. Compensation by Bank transfer: DBC(VOL) BANK TRANSFER



Applications Device Navigation Logoff Help
Default: AY Messenger (0) AY Customer (1) AY Flight AY131 (2) AY Flight AY811 (3)
PDT Compensation Entitlement

AY815 02APR HEL (2) • ARN Stockholm Arlanda (2)
Acceptance Open

Customer
1 JOHN David Mr
AY815 02APR HEL-ARN

Listed Customers Information
Customer Delay: 1:00:39 Journey Met: No

Select most adequate compensation for OVERBOOKING COMPENSATION AND CUSTOMER CARE
02APR15

Compensation Entitlement

Compensation description
1 DBC VOL EGBT
Amount: 200.00 EUR Quantity: 1

2 DBC VOL FF POINTS
Amount: 20000 Miles Quantity: 1

3 DBC VOL CREDIT CARD 1-15000M
Amount: 125.00 EUR Quantity: 1

4 DBC VOL BANK TRANSFER
Amount: 125.00 EUR Quantity: 1

5 Item(s) not needed.

Select one: 4 1 of 3 selected

Compensation description
1 TRANSPORTATION VOUCHER
Amount: 0.00 EUR Quantity: 1

2 Item(s) not needed.

Select one: 2 1 of 2 selected

Compensation description
1 OVER 4 HOUR DELAY VOUCHER
Amount: 37.00 EUR Quantity: 1

2 Item(s) not needed.

Select one: 2 1 of 2 selected

Entitlement calculated.
Compensation entitlement found.

1 HOTEL VOUCHER
Quantity: 1

2 Item(s) not needed.

Select one: 2 1 of 2 selected

Advanced Options (F2) Issue Back

Customer Relations will send email to customer within 3 days for bank account details

→ It is utmost important that valid email address is added and present in customer PNR

Applications Device Navigation Logoff Help
Default: AY Messenger (0) AY Customer (1) AY Flight AY131 (2) AY Flight AY811 (3)
PDT Customer Identification Customer Acceptance

AY815 02APR HEL (2) • ARN Stockholm Arlanda (2)
Acceptance Open

Customer
1 JOHN David Mr
AY815 02APR HEL-ARN

Select Customer(s) for Acceptance: 1

Customer Data Transfer is required for customer: JOHN David Mr.
Proceed to perform customer data transfer or change the customer selection.

Comments out of HEL

Booking
Unmerge Booking SF10
Comments
Add Comment F3
Delete Comment F9
Update Comment AFB
Details
Update Other Details F6
View Customer F7
Frequent Travellers
Add FQTV F4
Delete FQTV CF10
Validate FQTV SF7
Infant
Add I
Re-as
Remo
Linking
Stand
View I
Regrat
Add R
Manu

Service
Add Service F5
Delete Service F11
Update Service AF6
View Service Catalogue F10
Tracking
Track Customer SF4

System Restart SF12

Check/add correct email address for the customer via Add Service-->

Service **CTCE** + add email address to Additional Description field

Applications Device Navigation Logoff Help
Default: AY Messenger (0) AY Customer (1) AY Flight AY131 (2) AY Flight AY811 (3) Reservations (4)
PDT Customer Identification Customer Acceptance Service Information

AY815 02APR HEL (2) • ARN Stockholm Arlanda (2)
Acceptance Open

Customer
1 JOHN David Mr
AY815 02APR HEL-ARN

Select Customer(s): 1

Enter services.

Special Services

Service Service Description Additional Description
1 CTCE PASSENGER DROP CONTACT INFORMATION E... john.david@gmail.com

Special Services Information Recap
1 AY815 02APR HEL-ARN



Overbooking / Denied Boarding when customer has an onward connection

Before proceeding with the compensation, make sure that:

1. Customer is marked as "disrupted " in Altea CM on the first original flight
2. Customer is marked as "volunteer" on the first original flight in Altea CM in case of voluntary denied boarding
3. Customer's acceptance status is Not travelling or Standby on original flights
4. Customer is rerouted to new flight(s) in Altea CM using Disruption Transfer



Voluntary vs. Involuntary denied boarding compensation

Compensation agreed with **voluntary customer** is a bilateral agreement with customer and airline. Normal EU261 sums are not applied.

Finnair policy is to offer voluntary customer 50% of the standard EU compensation of the overbooked flight sector when searching for volunteers.

Only this fixed VOL compensation amount is marked in Altea CM's Flight Info screen when flight is overbooked.

Involuntary compensation sums shall not be marked in Flight Info screen and never communicated to customer when searching for volunteers:

- INVOL compensation depends on customer's whole checked journey and delay at final destination.

Customer communication KEY MESSAGE:

- Involuntary Compensation amount can only be determined when rerouting is done and system calculates the distance and delay at the final destination.



Issuing compensation for customer with onward connection

VOLUNTARY customer

Consider customer's whole checked journey (if on the same ticket) when issuing the compensation:

- Always mark Onward Flight(s) Affected → **Yes**
- Customer receives the compensation according to their whole checked journey → Customer may end up receiving a larger compensation than they were offered when searching for volunteers. This is an agreed company policy in order to simplify the process for airports.

INVOLUNTARY customer

Consider customer's whole checked journey (if on the same ticket) when issuing the compensation:

- Always mark Onward Flight(s) Affected → **Yes**
- Customer receives the compensation according to their whole checked journey and the delay at the final destination → EU standard compensation requirement is fulfilled.

Airports will always consider customer's onward flights (if on the same ticket) whether the customer is VOL or INVOL.

Compensation can be issued after overbooked customer is transferred by Disruption Transfer to a new flight



→ Compensation options are present on Transfer Result screen

Another option is to retrieve the customer from the original flight → choose Compensation menu in the Customer Display screen

Default: AY | Applications | Device | Navigation | Logout | Help | 08OCT19 09:46

Message: (1) | AY Customer (1) | AY Flight AY177 (2)

PDT | Transfer Acceptance | Alternative Journey Selection | Transfer Result | Add Compensation Authorization

Search: []

Customer: 1 | AY1062 | 08OCT MAD • HEL Helsinki Vantaa | STD: 10:20 | Gate: B06

Customer: 1 | HERNANDEZ, HERNANDEZ, HERNANDEZ | Big Tit Cabin | Sec | Seat | Accept Baggage | Info

Flight Selection

Flight	Date	Board Point	STD	STA	Authorizations
AY1062	08OCT	MAD	10:20	15:30	

Select: 1 | 1 of 1 selected

Compensation Reason: OVERBOOKING COMPENSATION AND CUSTOMER CARE

Authorized Date: 08OCT | Authorized Quantity: 1

Add Authorization | Exit

Preferred option: Continue from Transfer Result screen → Compensation Menu (CF2) → Add Compensation Authorization (F11). The correct flight (first original flight) is displayed by default.

Default: AY | Applications | Device | Navigation | Logout | Help | 08OCT19 11:56

Message: (1) | AY Customer (1) | AY Flight AY177 (2)

PDT | Customer Identification | Customer Selection | Customer Display | Add Compensation Authorization

Search: []

Customer: 1 | AY1062 | 08OCT MAD (4) • HEL Helsinki Vantaa (2) | STD: 10:20

Customer: 1 | GARCIAVERGARA, Damián | Big Tit Cabin | Sec | Seat | Accept Baggage | Info

Flight Selection

Flight	Date	Board Point	STD	STA	Authorizations
AY1062	08OCT	MAD	10:20	15:30	
AY177	08OCT	HEL	17:20	08:55+1	
BA457	09OCT	MAD	18:55	12:15	
BA10	09OCT	LHR	14:00	09:55+1	
AY74	23OCT	HRT	11:00	15:00	
AY1061	23OCT	HEL	16:50	20:15	

Select: 1 | 1 of 6 selected

Compensation Reason: OVERBOOKING COMPENSATION AND CUSTOMER CARE

Authorized Date: 08OCT | Authorized Quantity: 1

Add Authorization | Exit

Alternative option: Retrieve the customer from the first original flight → Compensation Menu (CF2) → Add Compensation Authorization (F11). In this option agent needs to choose the correct flight (first original flight.)

Usage tip:

If it is not possible to retrieve the customer from the original flight in Customer application it can be done in Flight application → Customer list

Default: AY
Messenger (0) | AY Customer (1) | AY Flight AY438 (2)
Enter Flight | Flight Information | Customer List Selection

AY438 19OCT OUL • HEL Helsinki Vantaa (2)
Acceptance Open CodeShare: AP4643,BA6047,B338

Gate: None Boarding: 14:00

Select List: 1 All Customers (ALL)

3 Select a customer list.
Restrict Customer List
To: AY438 Customer Filter: Joining and Transit
Cabin: 12

Refine Customer Lists with Criteria
And/Or Include/Exclude Filter Value
1 And Include Transferred Customers (TP) From this flight (FR)
And Include

(Transferred Customers=FR)

Choose the filter Transferred Customers and add the value From this flight

Default: AY
Messenger (0) | AY Customer (1) | AY Flight AY438 (2)
Enter Flight | Flight Information | Customer List Selection | Customer List

AY438 19OCT OUL • HEL Helsinki Vantaa (2)
Acceptance Open CodeShare: AP4643,BA6047,B338

Gate: None Boarding: 14:00

Selected List: All Customers
Selected Filters: (Transferred Customers=FR)

Customer	From	To	Big	Cabin	Class	Seat	Accept	Tier	RSD	INC	ONC	Transferred To	Time
1 KUL53 Kale Mr	OUL	HEL	Y	S			X					CSUG N N AY442	17:30 STD

Sort By: Customer Order: Ascending

1 Choose one of the actions on the left to continue.

Done Back

Compensation menu is available on the left

After authorizing the compensation

→ Issue Compensation for the customer



Applications | Device | Navigation | Logout | Help

Default: AY | Messenger (0) | AY Customer (1) | AY Flight AY77 (2)

PDT | Customer Identification | Customer Selection | Customer Display | Compensation Customer Selection

Search: AP1

System: Restart SF12

Customer	Bkg Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1 GARCIAVERGARA Davideugenio	AY1662	08OCT	MAD-HEL	Y	X	ECONOMY	
AY77	08OCT	HEL-KIX	Y	X	ECONOMY	DOCS, ADC	
BA457	09OCT	MAD-LHR	M				
BA19	09OCT	LHR-KIX	M				
AY74	23OCT	NRT-HEL	Y			ECONOMY	
AY1661	23OCT	HEL-MAD	Y			ECONOMY	

Select Customer(s): 1

You have changed your selection. Please refresh this screen to retrieve the new information.

Flight To Compensate

Flight	Date	Board Point	STD	STA	Authorisations
1 AY1662	08OCT	MAD	10:20	15:30	OVERBOOKING COMPENSATION AND CUSTOMER CARE
2 BA457	09OCT	MAD	10:55	12:15	
3 BA19	09OCT	LHR	14:00	09:55+1	

Select: 1 1 of 3 selected

Compensation Details

Onward Flight(s) Affected: No

One Leg Affected Only: No

Apply At Port: HEL

Refresh Exit

Select the customer → this will bring the flights into Flights to compensate box.
Choose the first original flight → Refresh

If the customer's original routing includes a connecting flight, change the selection to "Yes" in the Onward Flight(s) Affected drop down box.

This is very important as it will affect the correct calculation of the customer's compensation amount. In this example the customer's original routing is MAD-HEL-KIX. The customer is rerouted to MAD-LHR-KIX.

The screenshot shows the 'Compensation Customer Selection' window in the P.D.T. system. The customer is GARCIAVERGARA David Eugenio. The original routing is MAD-HEL-KIX. The rerouted flights are MAD-LHR-KIX. The 'Onward Flight(s) Affected' dropdown is highlighted with a red circle and set to 'Yes'. The 'Apply At Port' is set to MAD.

Flight	Date	Board Point	STD	STA	Authentications
1 AY1662	09OCT	MAD	10:20	13:30	OVERBOOKING COMPENSATION AND CUSTOMER CARE
2 BA457	09OCT	MAD	10:55	12:15	
3 BA119	09OCT	LHR	14:00	16:55	

1 of 3 selected

Compensation Details

Onward Flight(s) Affected: **Yes**

Apply At Port: MAD

Apply At Port: The drop down box shows the airport code of the agent's location (workstation ID). It determines which airport's information is printed in the meal voucher. It has no effect in the calculation of the denied boarding compensation amount. **There is generally no need to change this.**



Select the onward flight that was impacted by the rerouting - in this example AY77 HEL-KIX

Applications | Device | Navigation | Logout | Help

Default: AY | Messenger (2) | AY Customer (1) | AY Flight AY77 (2)

PDT | Customer Selection | Customer Display | Compensation Customer Selection | Original Journey Selection

Search: AF1 | Restart: SF12

Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1 GARCIAVERGARA David Eugenio								
✖ AY1662 08OCT MAD-HEL	1		Y			✖		ECONOMY
✖ AY77 08OCT HEL-KIX	1		Y			✖		ECONOMY ✖ DOCS ✖ ADC
✚ BA457 09OCT MAD-LHR			M					
✚ BA19 09OCT LHR-KIX			M					
✚ AY74 23OCT NRT-HEL	10X		Y					ECONOMY
✚ AY1661 23OCT HEL-MAD	10X		Y					ECONOMY

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

Disrupted flight: AY1662 V 08OCT19 MAD HEL 10:20 15:30.
Select the impacted onward flights.

Impacted Onward Flights:

Flight	Date	Board Point	STD	STA
1 AY77	08OCT	HEL	17:20	08:55+1
2 AY1661	23OCT	HEL	16:50	20:15

Select flight(s): [1] 1 of 2 selected

Proceed Back



Select the replacement flight(s). The correct replacement flight(s) are preselected so there is no need to change the selection.

Applications | Device | Navigation | Logout | Help

Default: AY | Messenger (1) | AY Customer (1) | AY Flight AY77 (2)

PDT | Compensation Customer Selection | Original Journey Selection | Replacement Journey Selection

Search: AF2

Customer: 1 GARCIAVERGARA David Eugenio

Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
AY1662	08OCT	MAD-HEL	Y		X		ECONOMY
AY77	08OCT	HEL-KIX	Y		X		ECONOMY
BA457	09OCT	MAD-LHR	M				ECONOMY
BA19	09OCT	LHR-KIX	M				ECONOMY
AY74	23OCT	MRT-HEL	Y				ECONOMY
AY1661	23OCT	HEL-MAD	Y				ECONOMY

Select Customer(s): 1

Select flight(s) replacing the original flight.

Original flight: AY1662 V 08OCT19 MAD HEL-10:20 15:30
Original flight: AY77 V 08OCT19 HEL KIX-17:20 08:55 +1 day

Replacement Flight(s) For All Selected Customers:

Flight	Date	Board Point	STD	STA
1 AY1662	08OCT	MAD	10:20	15:30
2 AY77	08OCT	HEL	17:20	08:55+1
3 BA457	09OCT	MAD	10:55	12:15
4 BA19	09OCT	LHR	14:00	09:55+1

Select flight(s): 3-4 2 of 4 selected

Proceed Back

It is important to choose the whole replacement journey if it includes more than just one flight. In this example the replacement journey consists of two flights MAD-LHR and LHR-KIX.

In the next screen agent will see the Compensation Entitlement and can select the needed compensation items (same as slide 17).



Involuntary Downgrade

- Immediate Involuntary downgrading compensation can be processed via Altea CM for customers:
 - Holding a confirmed Business class fare ticket
 - Flying on Finnair Long Haul flight
- Immediate compensation is 600€ in value. Customer shall be advised to contact Finnair Customer Relations in case he/she wants to check the real value of the downgraded compensation of the flight coupon.
 - In such case the already paid 600€ will be counted as part of the total compensation sum (e.g. 75% value of the coupon is. 800€: customer has received 600€ via Altea comp > CR will pay additional 200€)
- In case of invol downgrading on short haul flight, customer shall be advised to contact Finnair Customer Relations for compensation.
 - Please always advice cabin crew of the invol. downgraded customers by adding a customer comment in OSL



Customer must be downgraded to issue downgrade compensation

Applications Device Navigation Logoff Help

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

PDT Customer Identification > Customer Acceptance Add Compensation Authorisation

AY131 02APR HEL (2) + SIN Singapore Changi (1)
Acceptance Open

Customer	Bkg Tkt Cabin	Sec	Seat	Accept Baggage	Info
1 CHIA Voontet Ms AY131 02APR HEL-SIN	@ Y(1)	1 001	29H	✓	BUSINE
2 KWANG Jaredzhiyi Mr AY131 02APR HEL-SIN	X J(1)				BUSINE

Select Customer(s): 1

Select compensation reason that the customer(s) should be authorised for.

Flight Selection

Flight	Date	Board Point	STD	STA	Authorisations
1 AY132	19MAR	SIN	23:45	05:45+1	
2 AY131	02APR	HEL	23:55	16:30+1	INVOLUNTARY DOWNGRADE

Select: 2 1 of 2 selected

Compensation Reason: <Select Compensation Reason>

Authorised Date: <Select Compensation Reason>

- OVERBOOKING COMPENSATION AND CUSTOMER CARE
- INVOLUNTARY DOWNGRADE**
- DELAYED BAGGAGE
- OTHER COMPENSATION

Choose Compensation Authorization reason
'Involuntary Downgrade'



Customer must be downgraded to issue downgrade compensation

Default: AY

Messenger (0)

AY Customer (1)

AY Flight AY131 (2)

PDT

Search AF1

Manual Comp. SF5

System Restart SF12

Applications Device Navigation Logoff Help

Identification Customer Acceptance Compensation Customer Selection Compensation Entitlement

AY131 02APR HEL (2) → SIN Singapore Changi (1)
Acceptance Open

Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1 CHIA Voonket Ms AY131 02APR HEL-SIN			Y(I)	J	001	29H	✓	BUSINESS

Listed Customers Information
Customer Delay : Journey Met : N/A

Select most adequate compensation for INVOLUNTARY DOWNGRADE 02APR19.

Compensation Entitlement

Compensation description
1 DOWNGRADE INVOL EGIFT Amount: 800.00 EUR Quantity: 1
2 DOWNGRADE INVOL CREDIT CARD Amount: 600.00 EUR Quantity: 1
3 DOWNGRADE INVOL BANK TRANSFER Amount: 600.00 EUR Quantity: 1
4 Item(s) not needed.

Select the compensation method according customer choice.
The flow leads into swiping the credit card if cash compensation
chosen and printing of the vouchers (see slide 29)



Delayed baggage

- Arrival service can handle delayed baggage compensation through Altea CM only.
- Where arrival service has no Altea CM access, WT file will be created normally and customer is asked to contact Finnair Customer Relations for delayed baggage compensation
- The new basic level compensation amount is today 80€. Other compensations as in below table

Travel class / loyalty membership	Cash	Egift	Points
economy class: non-Fplus members or Finnair Plus Basics	80 EUR	130 EUR	15 000
economy class Finnair Plus Silver or OW Ruby	100 EUR	150 EUR	20 000
business class Finnair Plus Gold or OW Sapphire	135 EUR	200 EUR	30 000
Finnair Plus LUMO, Platinum, OW Emerald	170 EUR	250 EUR	40 000



Customer has to be marked as disrupted → Authorize Delayed Baggage- compensation

Applications Device Navigation Logoff Help

Default: AY Messenger (0) **AY Customer (1)** AY Flight AY131 (2) AY Flight AY811 (3)

PDT Acceptance Information Customer Acceptance Acceptance Information **Update Disruption Status**

Search AF1

Menus
customer CF4
system
restart SF12

AY811 03APR HEL (2) → ARN Stockholm Arlanda (2)
Acceptance Open

Customer
1 JOHN David Mr → AY811 03APR HEL-ARN

Select Customer(s): 1

Select customers to update the disruption status.

Disruption Status
Status: **Choose Disruption side menu CF10**

- Disrupted
- Not Disrupted
- Was Disrupted

Update Disruption status F3 and update the status

Applications Device Navigation Logoff Help

Default: AY Messenger (0) **AY Customer (1)** AY Flight AY131 (2) AY Flight AY811 (3)

PDT Acceptance Information Customer Acceptance Acceptance Information **Add Compensation Authorisation**

AY811 03APR HEL (2) → ARN Stockholm Arlanda (2)
Acceptance Open

Customer	Bkg Tkt Cabin	Sec	Seat	Accept
1 JOHN David Mr → AY811 03APR HEL-ARN	Y(Y)	001	15A	✓

Select Customer(s): 1

Select compensation reason that the customer(s) should be authorised for.

Flight Selection

Flight	Date	Board Point	STD	STA	Authorisations
1 AY811	03APR	HEL	13:05	13:05	

Select: 1 1 of 1 selected

Compensation Reason: **Authorize correct compensation reason**

Authorised Date:

- <Select Compensation Reason>
- OVERBOOKING COMPENSATION AND CUSTOMER CARE
- INVOLUNTARY DOWNGRADE
- DELAYED BAGGAGE**
- OTHER COMPENSATION



Issue Compensation → Choose compensation option according to the customer request

Default: AY | Messenger (0) | **AY Customer (1)** | AY Flight AY131 (2) | AY Flight AY811 (3)

PDT

Acceptance > Acceptance Information > Compensation Customer Selection > Compensation Entitlement

AY811 03APR HEL (2) → ARN Stockholm Arlanda (2)
Acceptance Open

Customer	Bkg Tkt	Cabin	Sec	Seat	Accept Baggage	Info
1 JOHN David Mr AY811 03APR HEL-ARN	Y(Y)	001	15A	✓	ECONOMY PRO	

Listed Customers Information
Customer Delay : Journey Met : No

Select most adequate compensation for DELAYED BAGGAGE 03APR19.

Compensation Entitlement

Compensation description
1 DELAYED BAG EGIFT Quantity: 1 Comment: Value adjustments may apply - final amount will be displayed at issuance time.
2 DELAYED BAG FF POINTS Quantity: 1 Comment: Value adjustments may apply - final amount will be displayed at issuance time.
3 DELAYED BAG CREDIT CARD Quantity: 1 Comment: Value adjustments may apply - final amount will be displayed at issuance time.
4 DELAYED BAG BANK TRANSFER Quantity: 1 Comment: Value adjustments may apply - final amount will be displayed at issuance time.
5 Item(s) not needed.

Entitlement calculated.
Compensation entitlement found.


Select: 1 1 of 5 selected

Please note that Delayed Baggage compensation varies based on customer value.

The correct amount will be printed on the voucher.

Example of voucher document automatically printed after customer's preferred compensation option chosen



COMPENSATION NOTIFICATION	
THIS CARD ENTITLES THE BENEFICIARY TO:	
Egift compensation for voluntary denied boarding in below value will be sent to you by email. For more information: www.finnair.com/compensation	
EUR 200	
ISSUANCE REASON:IDB	
00000000000001	
PRINTED BY:HELAY0020 AY33508	
	
BENEFICIARY KIILAKOSKI / KAISLA	
FLIGHT AY451	FLIGHT DATE 30APR19
ISSUE DATE 30APR19	EXPIRY DATE 29APR20
VOUCHER 6480906752	

Customer copy

Compensation notification voucher for overbooking in case **egift** chosen.
Similar notification will be given if the compensation is given with Finnair plus points or bank transfer.

Example of voucher document automatically printed after customer's preferred compensation option chosen – Finnair plus points



1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72

COMPENSATION NOTIFICATION																																																																							
THIS CARD ENTITLES THE BENEFICIARY TO:																																																		BENEFICIARY SUKUNIMI / ETUNIMI																					
Finnair+ points compensation for delayed baggage in below value will be added to your account. For more information: www.finnair.com/compensation																																																		FLIGHT FLIGHT DATE AY451 30APR19																					
PTS 15000																																																		ISSUE DATE EXPIRY DATE 30APR19 29APR20																					
ISSUANCE REASON:DPT																																																		VOUCHER 1112197632																					
00000000000011																																																																							
PRINTED BY: HELAY0020 AY33508																																																																							
																																																																							

Compensation notification voucher for delayed baggage in case **F+ points** chosen.
Similar notification will be given if the compensation is given with egift or bank transfer.



How to view given compensation later?

How to review given compensation later in PNR:



PNRs compensated with CASH will have new CMP element which can be viewed until PNR is purged

All PNRs - no matter compensation method- will have SK element where compensation can be checked, also later from Altea CM

--- TSM RLR DCS **CMP** ---

RP/SWI1G/SWI1GBQ430Q/731G/3230535 2APR19/0551Z KYPXWJ
SWI1G2400/00001G/11NOV18
1.COMP/MEGHANMS 2.COMP/HARRYMR
3 AY 132 I 19MAR 2 SINHEL FLWN
4 AY 131 I 02APR 2 HELSIN HK2 A2255 2 2355 1630+1 *1A/E*
5 AP HEL - FINNAIR - A
6 TK OK11NOV/HELAY0ERS
7 SSR DOCS AY HK1 P/USA/1111111111/USA/09SEP88/F/09SEP22/COMP
/MEGHAN/P1
8 SSR DOCS AY HK1 P/USA/1111111111/USA/09SEP88/F/09SEP22/COMP
/HARRY/S4/P1
9 OSI YY CTCT SIN 1234567
10 FA PAX 105-1111111111/ETAY/11NOV18/HELAY0ERS/19492351
/S3-4/P1
11 FA PAX 105-1111111112/ETAY/11NOV18/HELAY0ERS/19492351
/S3-4/P2

>**SKDOWNGRADE INVOL CREDIT CARD VOUCHERNUMBER 3653945856 600EUR**

Entry for viewing full CMP
element: **DSP/CMP/P1**

>

See next slide

How to review given compensation later in Altea CM:



CMP display from PNR
compensated with CASH will give
full details on given compensation

```
*****
VOUCHER DISPLAY

1.COMP/MEGHNANMS

AY131 HELSIN 02APR19 / INVOLUNTARY DOWNGRADE

-
AY VOU1909115392
Cash Compensation VOUCHER

VALUE : EUR600.00

EMD : 1058209942695

STATUS : REFUND

EXPIRY : 01JUL19

ISSUED BY : HELAY0020 02APR19 00Z
```

Voucher Management application in Altea CM gives full compensation
summary even after flight departed

Application

Device

Navigation

Login

Customer

Ctrl+H

Flight

Ctrl+F

Flight Monitor

Ctrl+Q

Crew

Ctrl+Shift+C

Seatmap

Ctrl+S

Baggage

Ctrl+G

Boarding

Ctrl+B

Boarding Monitor

Ctrl+D

Track

Ctrl+K

Reservations

Ctrl+R

Teletype (TTY)

Ctrl+T

Teletype Template Admin

Ctrl+Y

My User ID Details

Ctrl+O

My Preferences

Ctrl+P

Messenger

Ctrl+M

World Tracer

Ctrl+W

Voucher Management

Ctrl+J

Movement (MVT)

Ctrl+N

Set Default Carrier

Ctrl+F1

Operational

Messenger

Hotel

Disruption

Airline Sett

Departure

Free Text

Non-Travel

Enter ID

Enter Voucher ID or customer Account ID or Search Accounts or

Provider Code: AY

Voucher ID

Voucher ID: 3653945856

Customer Account ID

Customer Account ID:

Search Accounts

Surname:

First Name:

Customer Account Details

OULU Anna

Provider Code: AY

Select a voucher to view voucher details

Voucher ID	Category
1 3653945856	Cash Compensation

Select Voucher: 1

Voucher Details

EMD Number: 1058209942698 I

Voucher ID: 3653945856 Status: Active

Category: Cash Compensation Type: COMPENSATION CARD VOUCHER

Expiry Date: 05APR19 03:00 Creation Date: 04APR19 03:00

Original Amount: EUR250.00 Current Amount: EUR250.00

Printable: Yes Re-printable: No

Voucher Printed: Yes

Issuer Office ID: HELAY0020 Issuer Sign: 5180EH

Issuance Reason: OVERBOOKING COMPENSATION AND CUSTOMER CARE

Disrupted Flight: AY433 05APR19 HEL-OUL

Form Of Compensation: EMD

Authorisation Date: 05APR19 Authoriser: 5180EH

Authoriser Location: HELAY0020



Q&A



Q&A New smart compensation

What is the right place to contact in case of system support?

- Please contact Finnair OSC help desk (open 24/7): +358 9 8185708

How do I know the correct compensation amount?

- Altea CM will calculate the correct compensation amount automatically. However, before issuing compensation (for example in case of overbooking) make sure that:
 1. The customer has been marked as "volunteer" in case of voluntary denied boarding.
 2. The customer has been rerouted (either by yourself with Altea CM DT or by Service Recovery team: +358 9 818 31999)
- Delayed baggage compensation amounts are not shown on the screen as system adjustments take place and correct amount is shown only in the voucher.

Where can I see paid compensations later?

- You can see paid compensations later in customer's PNR.

If customer does not want Finnair points to himself, how do I proceed?

- It is possible to change the Finnair plus account number during the compensation process through editing the compensation screen where the FQTV card is validated.
- Finnair Plus Family&Friends enables transferring points to another account free of charge. This is something customer can do by himself after receiving points compensation on his own account.
→ <https://www.finnair.com/int/gb/finnair-plus/what-is-finnair-plus>



Q&A New smart compensation

I made a mistake, how can I cancel the compensation if needed?

- Compensation Notification can be cancelled via “Cancel voucher” functionality. This has to be done as soon as possible as report is sent from Altea CM for CR handling every day at 3:15 GMT time.
- Choose “manage compensation” → use “cancel voucher” → insert reason for cancellation (e.g.”compensation not needed”)

Can I modify the compensation sums in the Altea CM screen?

- No, you cannot. In case you have agreed to a different compensation e.g. with VOL customer, mark information in PNR and send Agent Report Form (www.finnair.com/agentform).

How soon is the money on the customer’s bank account?

- This depends on the country and bank customer is using. But we will contact customer by email within 3 working days after the compensation notification has been given to customer and ask for bank details in order to process the payment. Due to GDPR the bank account details are always asked via secured email connection.

How soon does the customer get the points or egift compensation?

- After compensation notification is issued for customer the compensation should be processed for customer within 3 working days.

What if the customer does not have an email address?

- If customer does not have an email, station shall send report via Agent Report Form and include in the report customer’s phone number and/or home address so CR can contact customer either by phone or by a letter. Agreed compensation shall be included in the report and the reason for the compensation to be paid.



Q&A New smart compensation

Customer is asking for compensation to her own credit card, can I do that?

- Monetary compensation to customer's own credit card is an option that will be available later. HEL HUB is piloting this functionality but it is currently not available for other stations.

If a family wishes to have one big egift, instead of several small egifts, what should I do?

- Please proceed as usual, issue separate egifts and notify CR of customer's wish with Agent Report Form. Include PNR details in the message.

Is ID staff traveller entitled to compensation for delayed baggage?

- ID staff is entitled to same compensation as normal customer. If the baggage is delayed when returning home, no compensation is paid.

If the customer refuses the compensation, what do I do?

- Please ask the customer to contact Finnair Customer Relations. It is also important to add this information in the PNR:
Add Service → OTHS: "Customer refused all compensation options and will contact customer relations".

GOOD TO KNOW:

In Overbooking situations customer is entitled to OD (Origin-Destination) compensation.

- ARN-HEL-BKK (ARN-BKK is over 3500km) and ARN-HEL flight is overbooked. Customer is entitled to 600eur compensation if customer is INVOL and arrival time at BKK later than 4hrs than the original STA.
In case customer is VOL and/or delay in BKK less than 4hrs than STA, customer is entitled to 300eur compensation