

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	Future state
<ol style="list-style-type: none">1. Monetary compensations are currently processed in separate system: compensation card via Siebel or requested by LIP2. Currently no options for compensating Involuntary Downgrading and Delayed Baggage in Altea CM3. No visibility on issued compensation in PNR4. Separate reporting of (in)voluntary and denied boarding and involuntary downgrades5. Restrictions for the use of egift for residents in non-euro currency countries	 <ol style="list-style-type: none">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 CM3. Issued compensations present also in PNR4. (In)voluntary denied boarding and downgrading compensations issued in Altea CM automatically feed into Revenue Management Optimizer5. Egift available regardless of customer country of residence (EUR/non-EUR country)

What is the change for the customer?

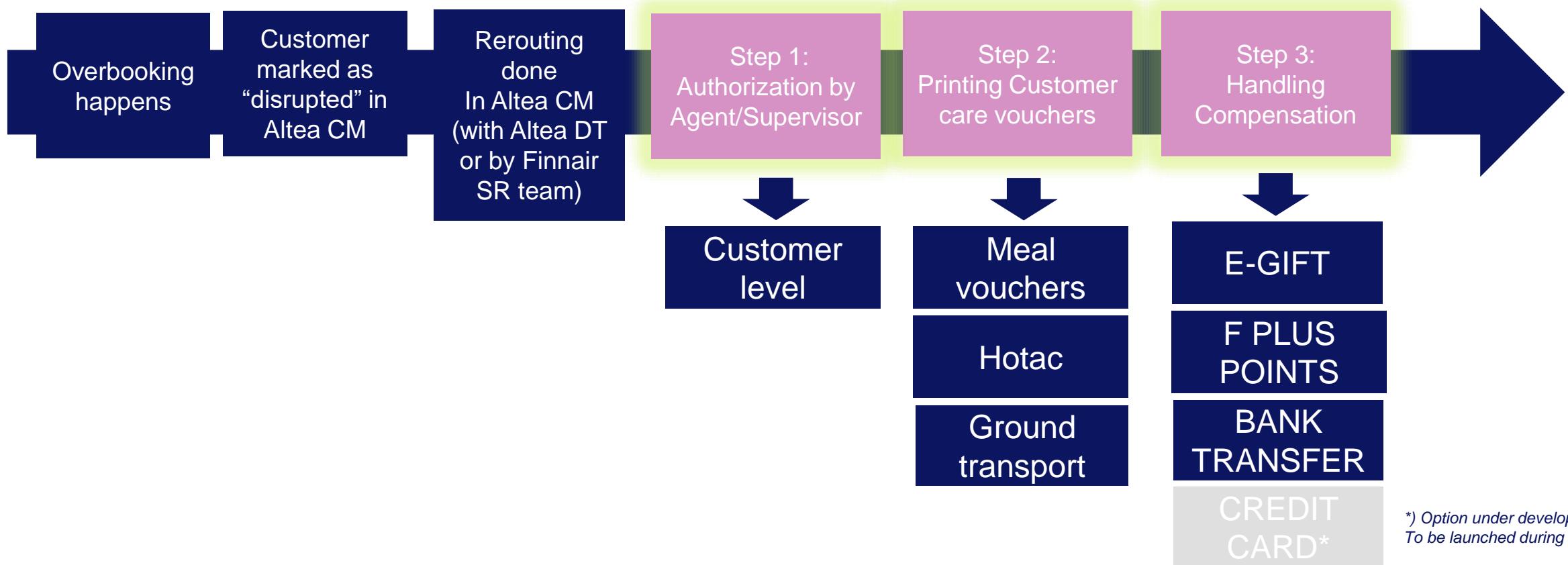


Current state	Future state
<ol style="list-style-type: none">1. Different options to compensate has been unclear (Finnair Plus points & egift)2. Monetary compensation done with Compensation card, that requires separate activation. Process variations between stations.3. Restrictions for the use of egift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



*) Option under development.
To be launched during 2019.

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 (Held arrival)
- Ground transportation
- Hotel



CUSTOMER LEVEL AUTHORISATION

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



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.

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:

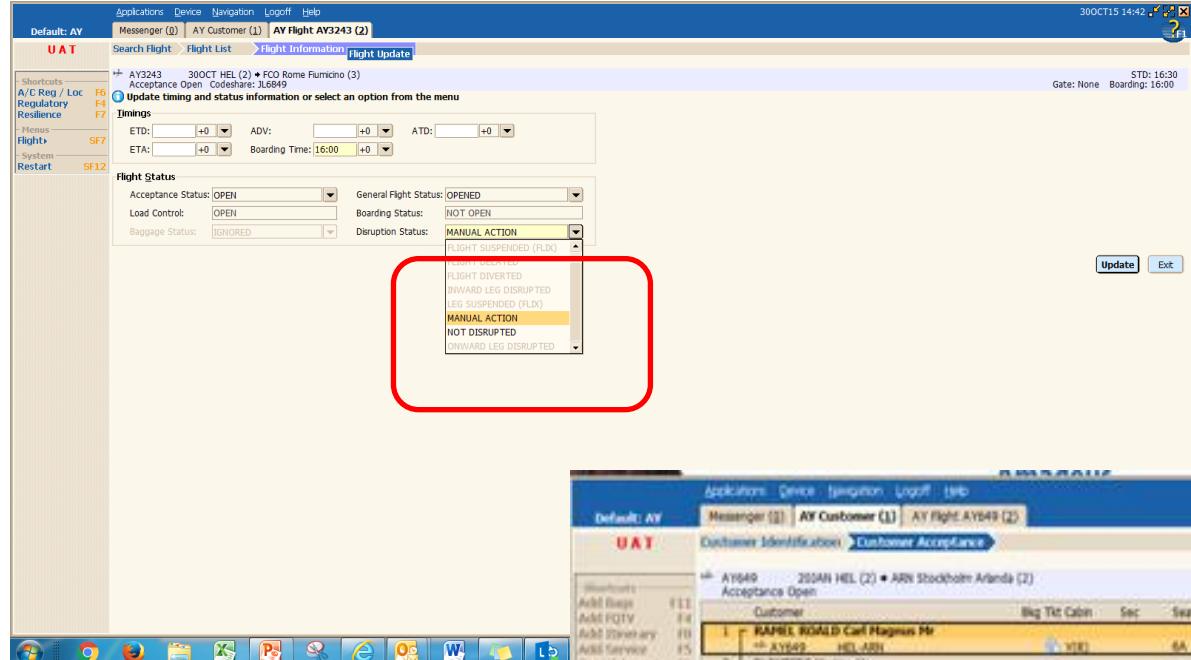
1. Customer is marked as "disrupted" in Altea CM
2. Customer is marked as "volunteer" in Altea CM in case of voluntary denied boarding
3. Customer's acceptance status is Not travelling or Standby on original flight
4. Customer is rerouted to new flight(s) in Altea CM using Disruption Transfer

NOTE:

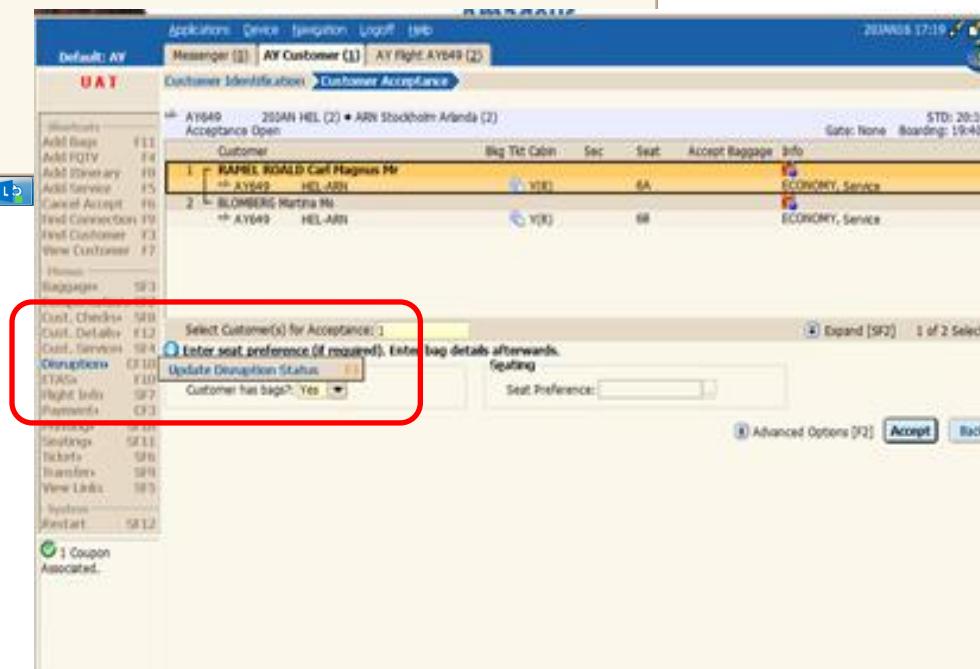
- **DBC-leaflet** (denied boarding compensation) has been updated. Please use them to support the search for Volunteers on overbooked flights
- **LIP Overbooking** has been updated and need to be used only at Non-Altea Stations as all Altea Stations mark the compensations by the following instructions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



Customer Identification > Customer Acceptance > Customer VDB Prompt

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

Flight	Date	Customer	Volunteer	Customers
AY811	02APR	HEL-ARN	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

Customer Identification > Customer Display

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

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

Comments out of HEL:

- UPCN 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

Customer Identification > Customer Display > Add Customers to List of Volunteers

Acceptance Open

Select Customer(s): 1

Add to or remove from Volunteer list.

Choose Volunteer Status

Voluntary Denied Boarding Status:

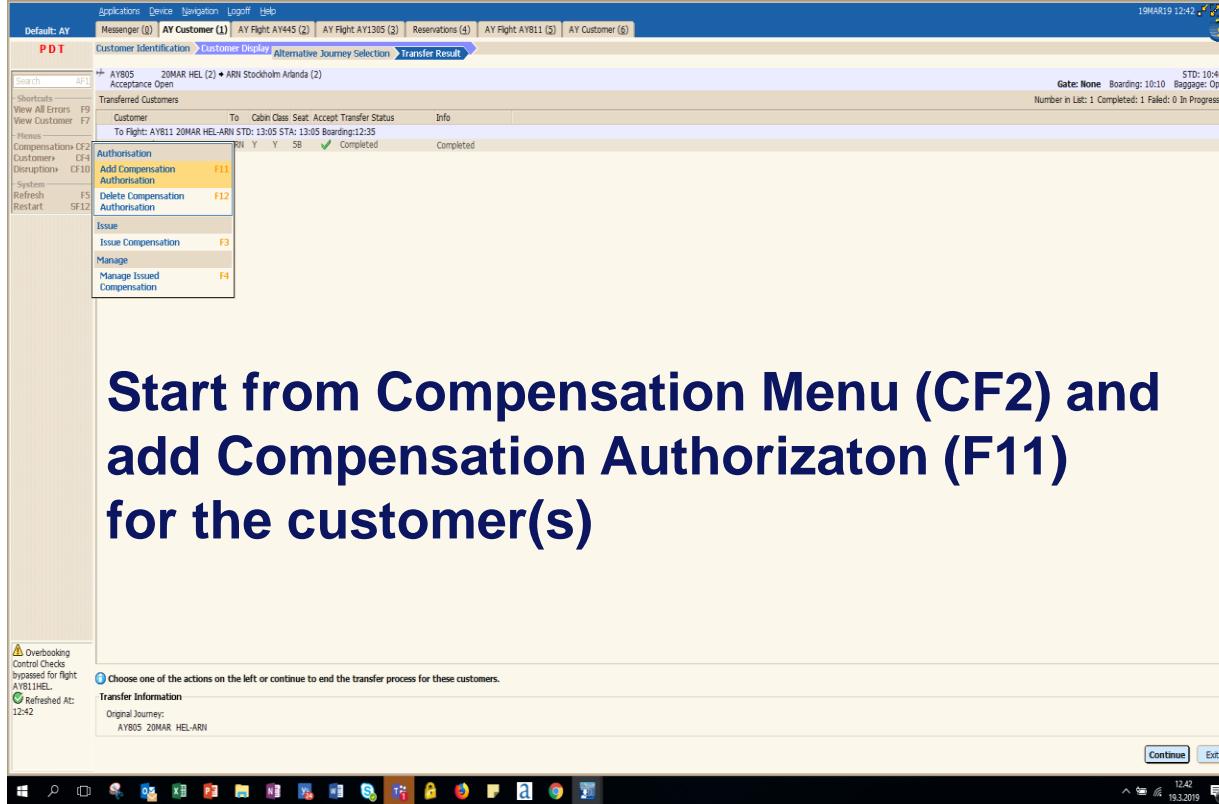
Not a Volunteer
Volunteer
Declined

Voluntary Downgrade Status:

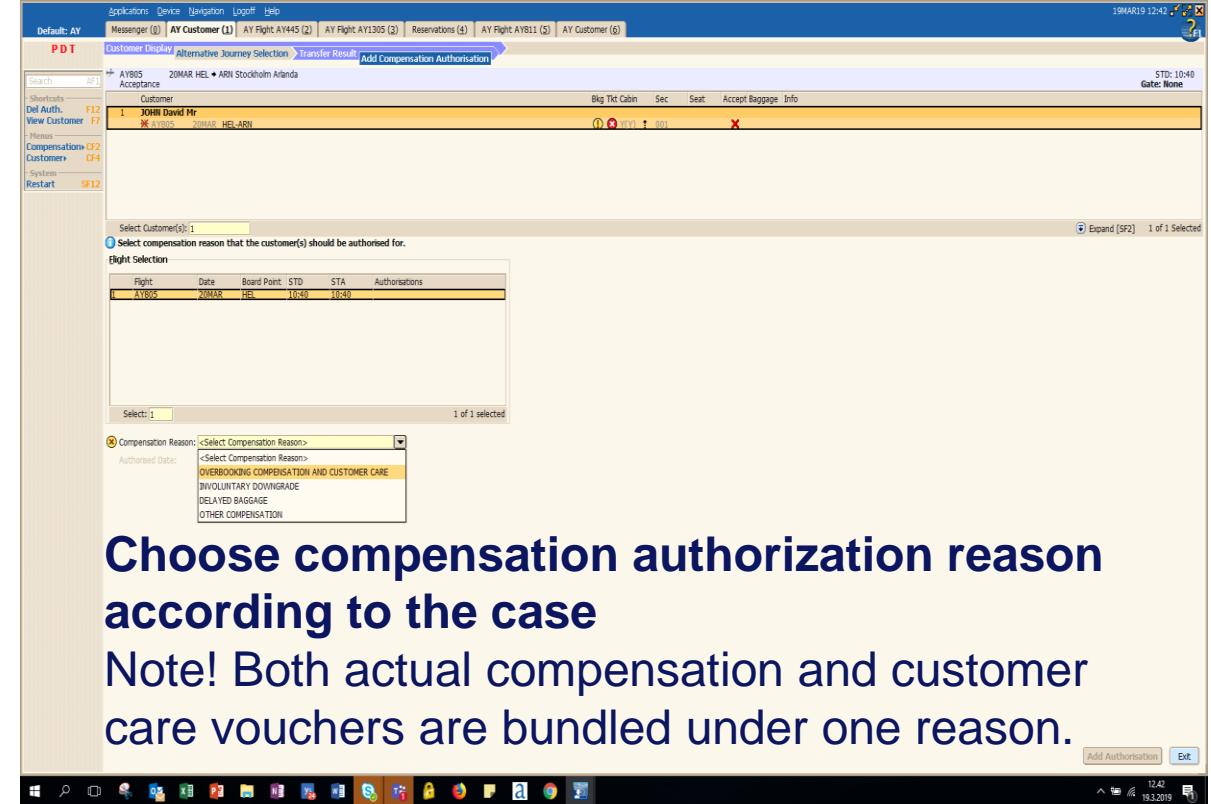
Compensation can be issued after overbooked customer is transferred by Disruption Transfer to a new flight

→ 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



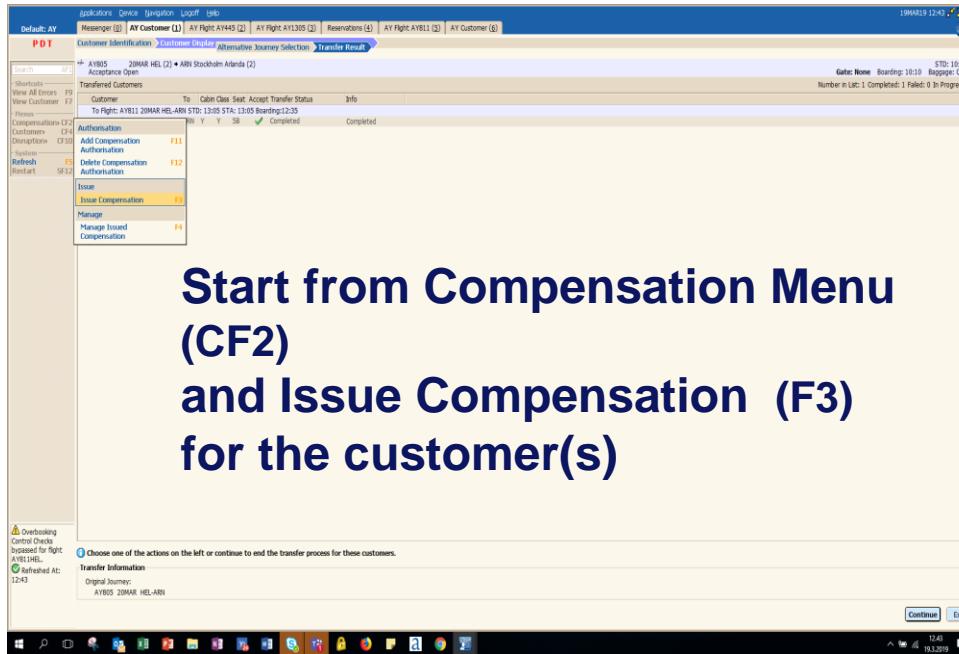
Start from Compensation Menu (CF2) and add Compensation Authorizaton (F11) for the customer(s)



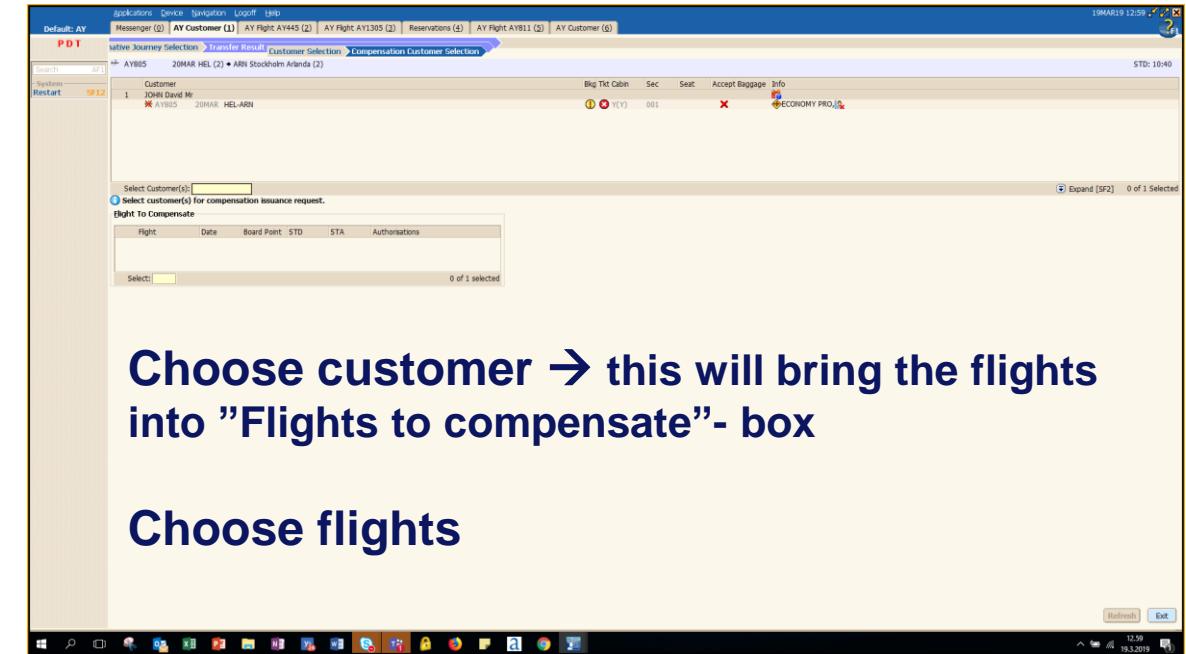
Choose compensation authorization reason according to the case

Note! Both actual compensation and customer care vouchers are bundled under one reason.

After authorizing customer level compensation → Issue Compensation for the customer



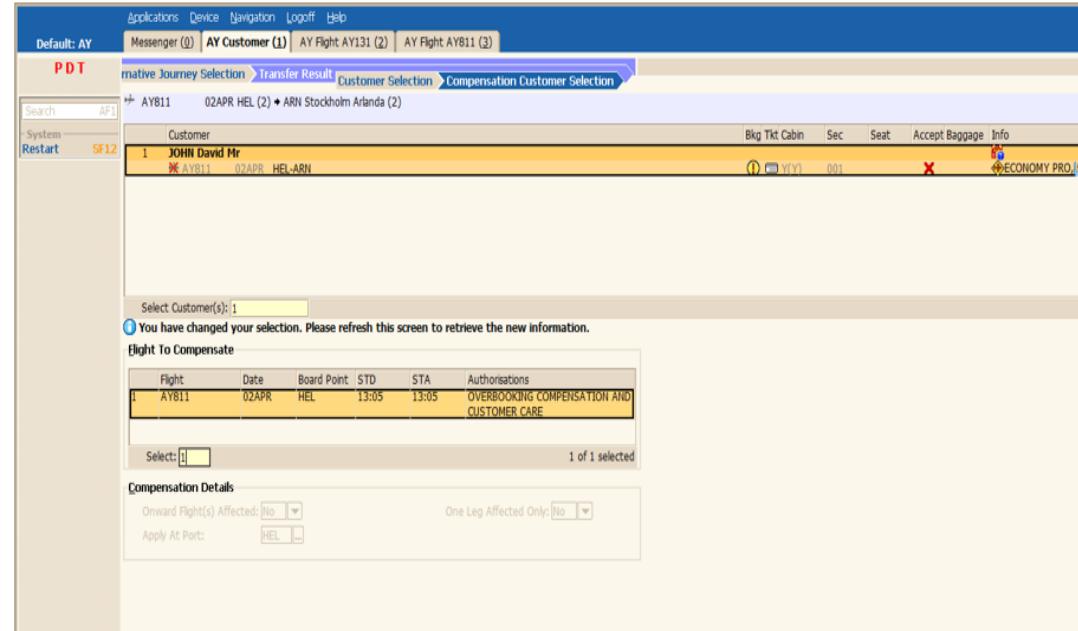
Start from Compensation Menu
(CF2)
and Issue Compensation (F3)
for the customer(s)



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

Choose flights

Select replacement flights so that correct compensation amount is calculated



Customer has OVERBOOKING AND CUSTOMER CARE - compensation authorized

Flight to Compensate

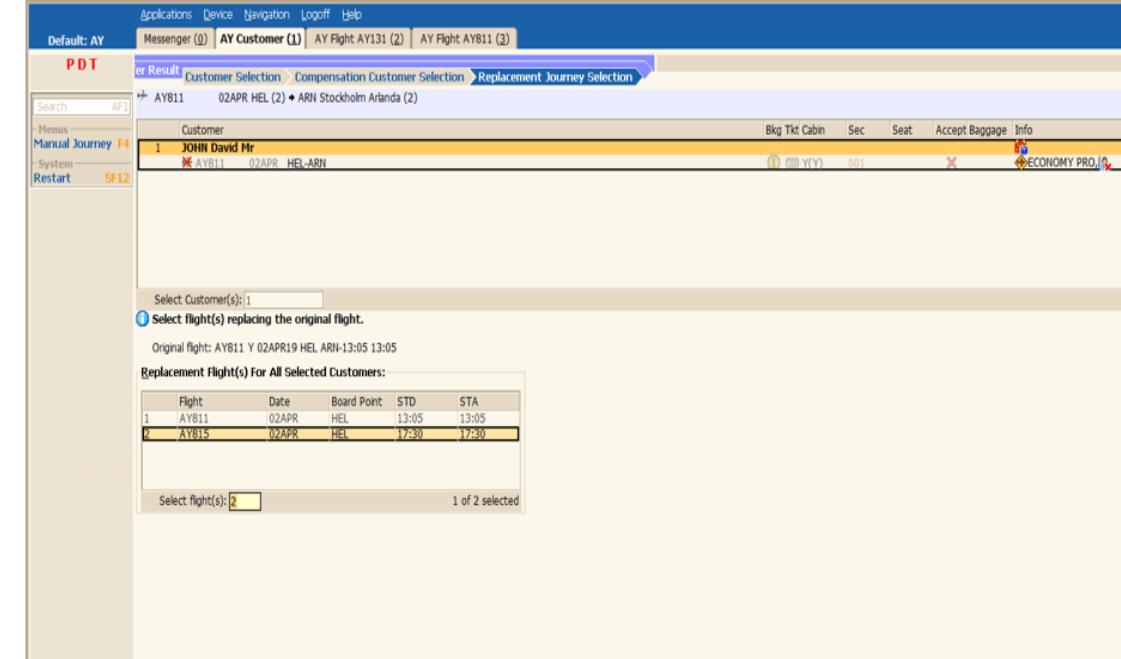
Flight	Date	Board Point	STD	STA	Authorisations
1 AY811	02APR	HEL	13:05	13:05	OVERBOOKING COMPENSATION AND CUSTOMER CARE

Compensation Details

Onward Flight(s) Affected: No Yes

One Leg Affected Only: No Yes

Apply At Port: HEL



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.

Flight

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

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



Applications Device Navigation Logoff Help

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

PDT Compensation Customer Selection > Replacement Journey Selection > Compensation Entitlement

Search AF1

Menus SF5

Manual Comp. SF5

System SF12

Restart SF12

AY805 20MAR HEL (2) • ARN Stockholm Arlanda (2)
Acceptance Open

Customer Bkg Tkt Cabin Sec Seat Accept Baggage Info

1 JOHN David Mr AY805 20MAR HEL-ARN Y(Y) 004 SBY ECONOMY PRO

STD: 10:40 Gate: None Boarding: 10:10 Baggage: Open

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

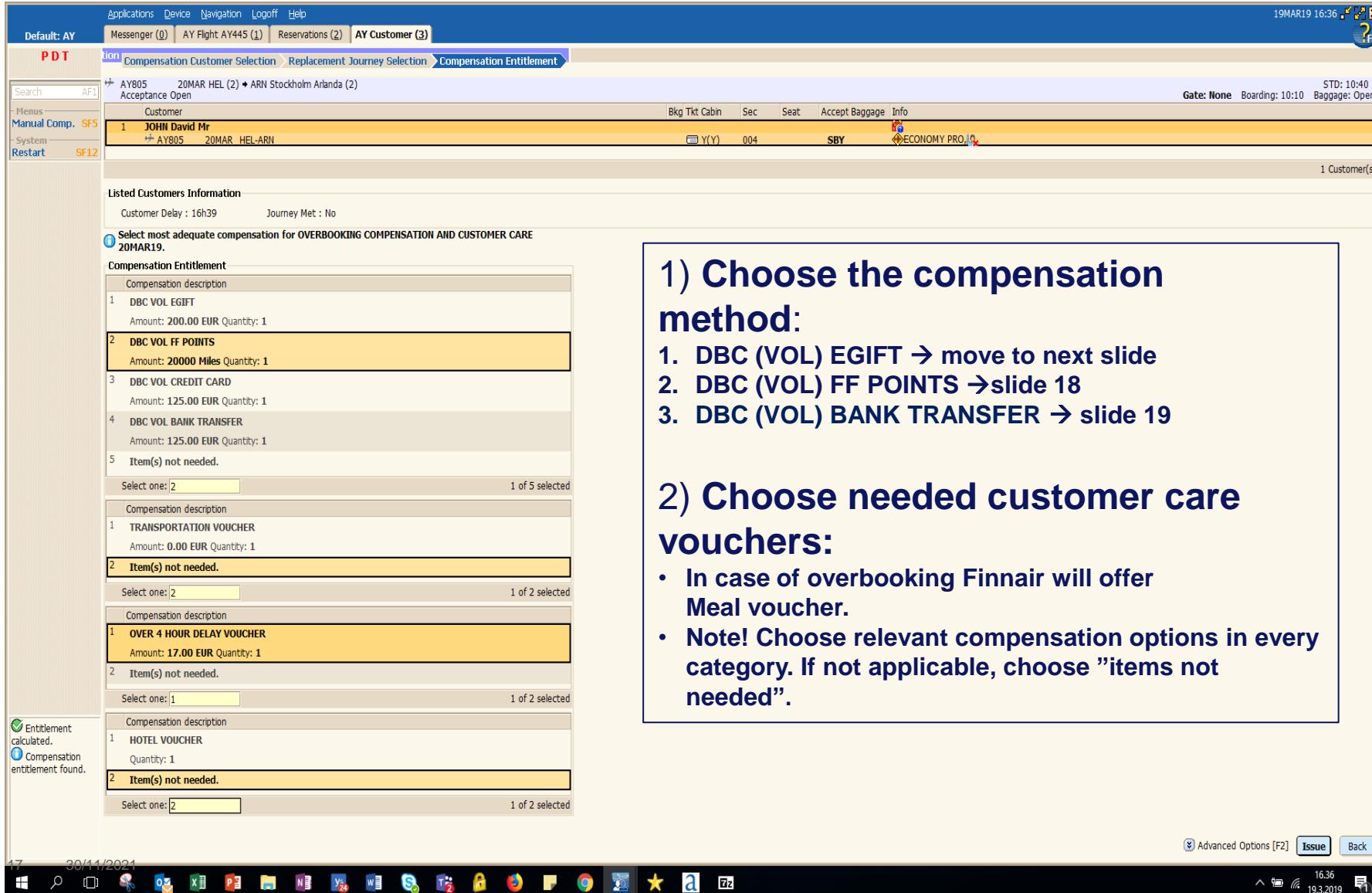
2 Item(s) not needed.

Select one: 2 1 of 2 selected

Entitlement calculated. Compensation entitlement found.

17 30/11/2021 Advanced Options [F2] Issue Back

16:36 19.3.2019



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

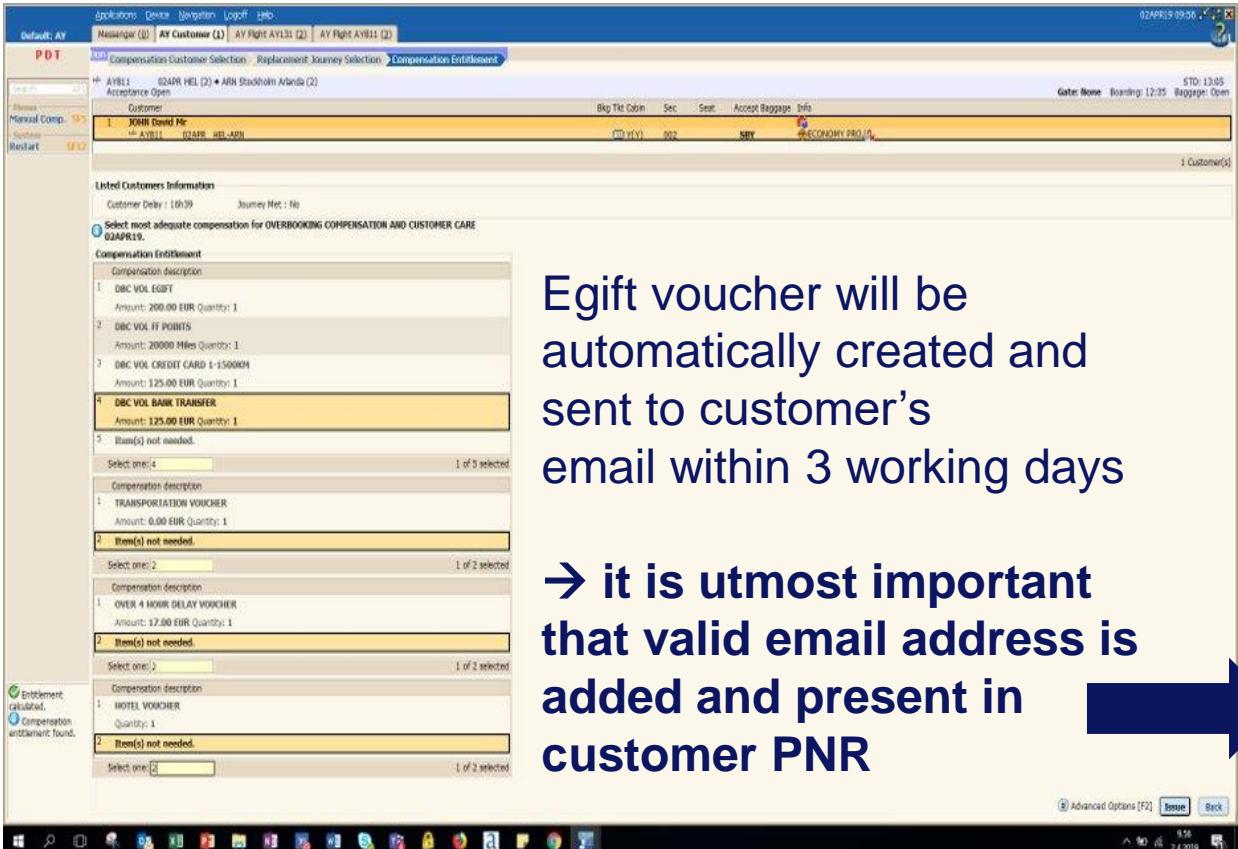
1) Choose the compensation method:

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



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

Customer
JOHN David Mr
john.david@gmail.com

Service Information

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

Special Services Information Recap

Service	Description
1 AY815	02APR HEL-ARN

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

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

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



Applications Device Navigation Logoff Help

Default: AY

PDT

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

Compensation Customer Selection > Replacement Journey Selection > Compensation Entitlement

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	X	ECONOMY PRO

Gate: None Boarding: 12:35 STD: 13:05 Baggage: Open

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

- 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

- 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: 2 1 of 2 selected

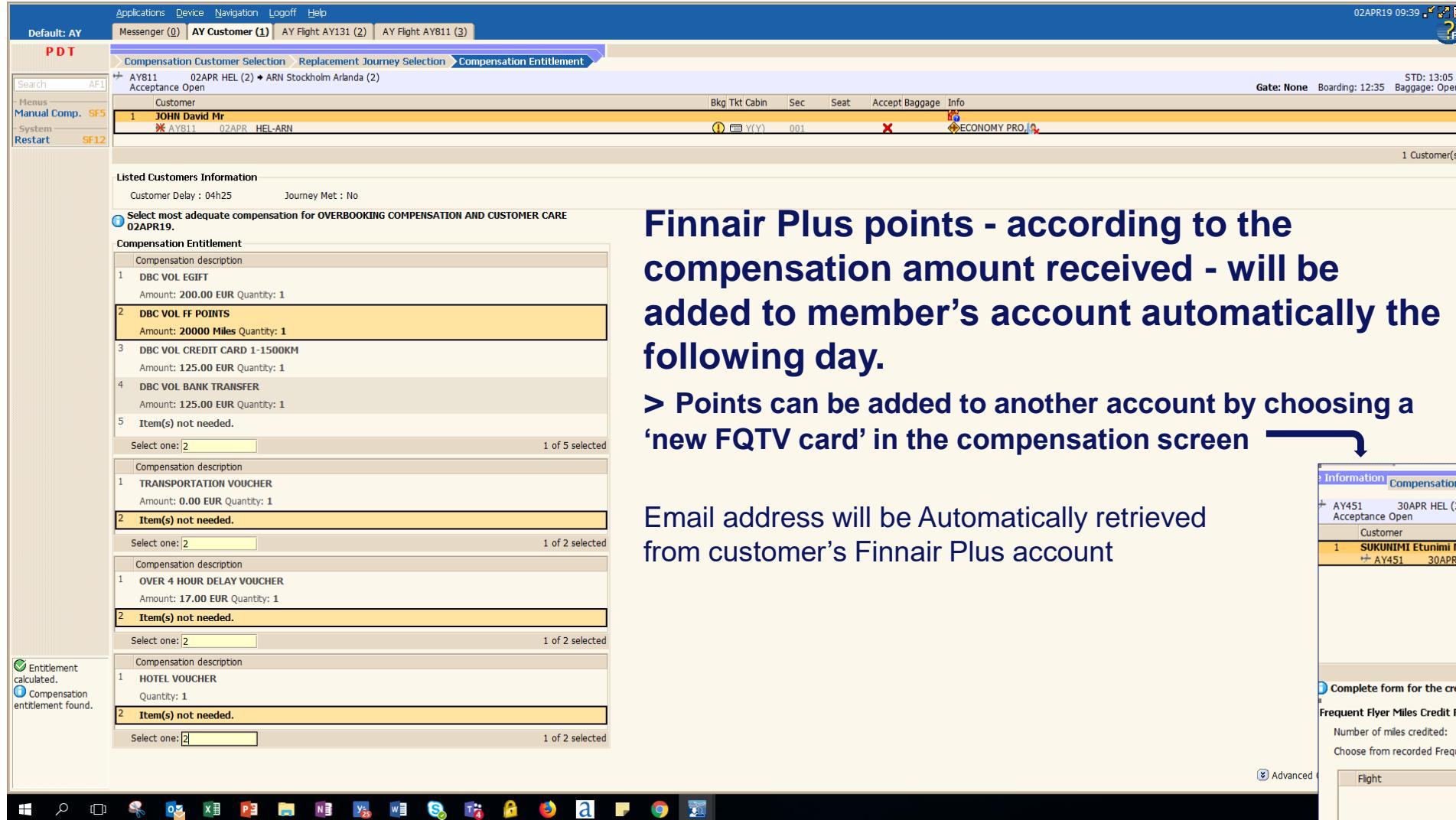
Compensation description

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

Select one: 2 1 of 2 selected

Entitlement calculated. Compensation entitlement found.

02APR19 09:39



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
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Complete form for the creation of the compensation item.

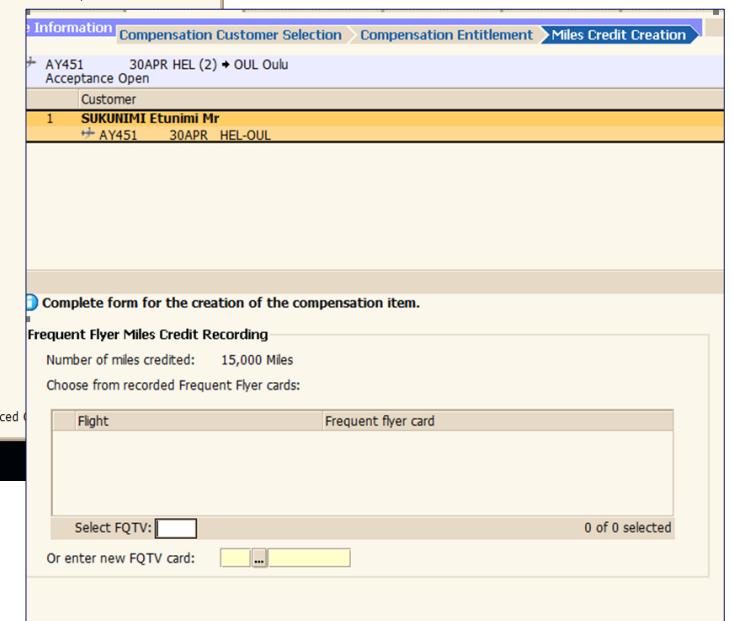
Frequent Flyer Miles Credit Recording

Number of miles credited: 15,000 Miles

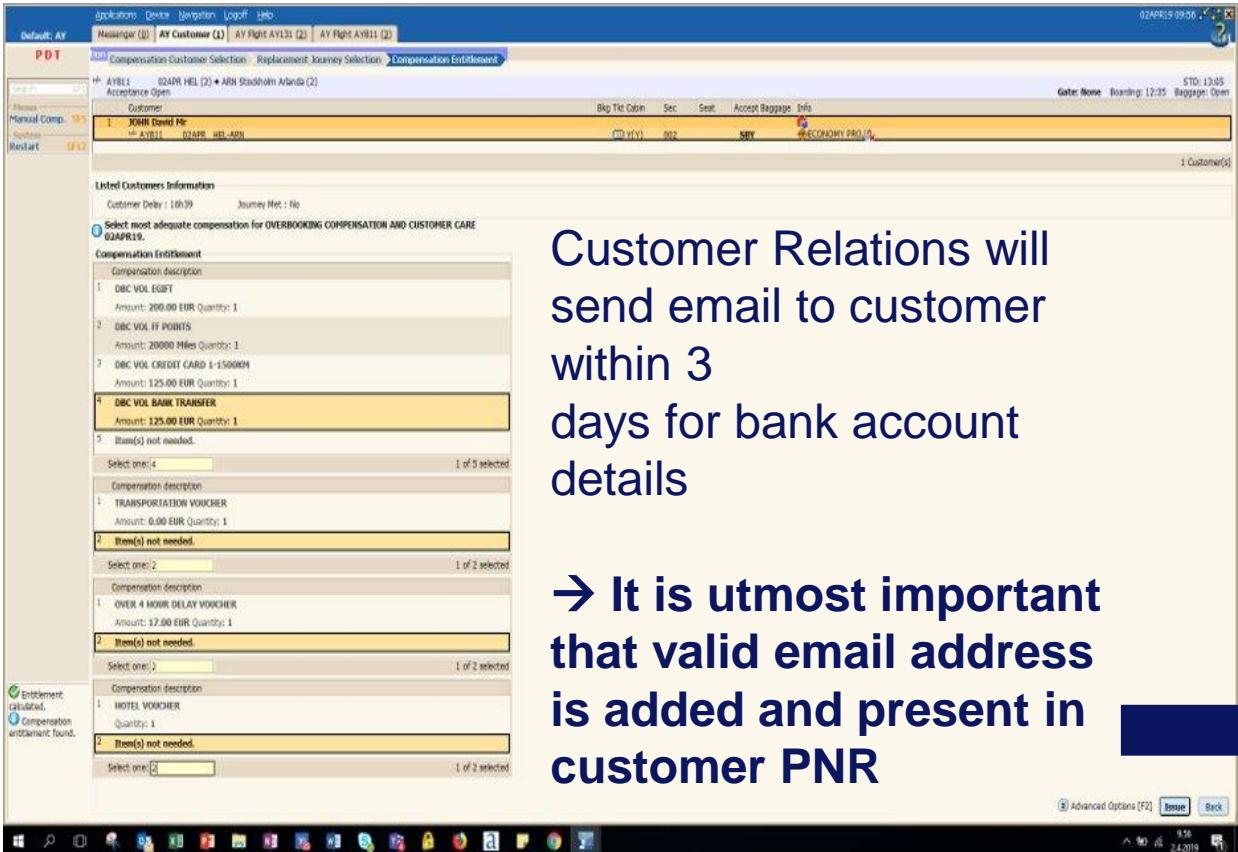
Choose from recorded Frequent Flyer cards:

Flight	Frequent flyer card
Select FQTV: <input type="text"/>	0 of 0 selected

Or enter new FQTV card:

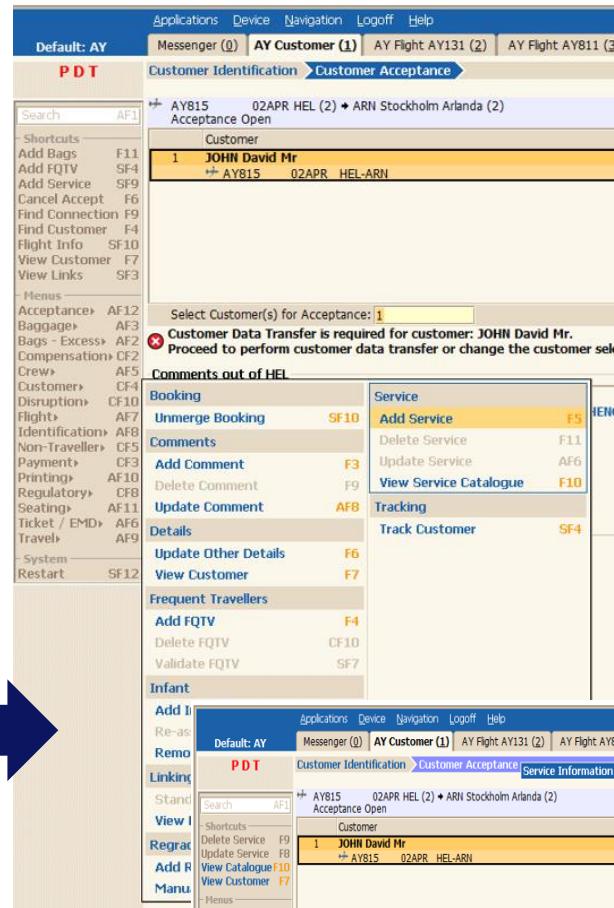


3. Compensation by Bank transfer: DBC(VOL) BANK TRANSFER



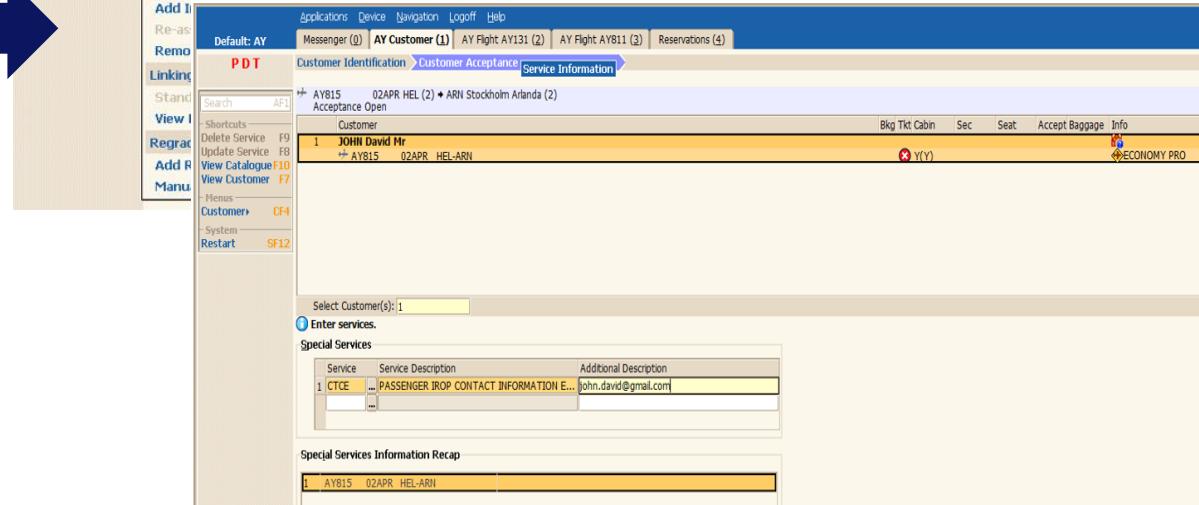
Customer Relations will send email to customer within 3 days for bank account details

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



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

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





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:

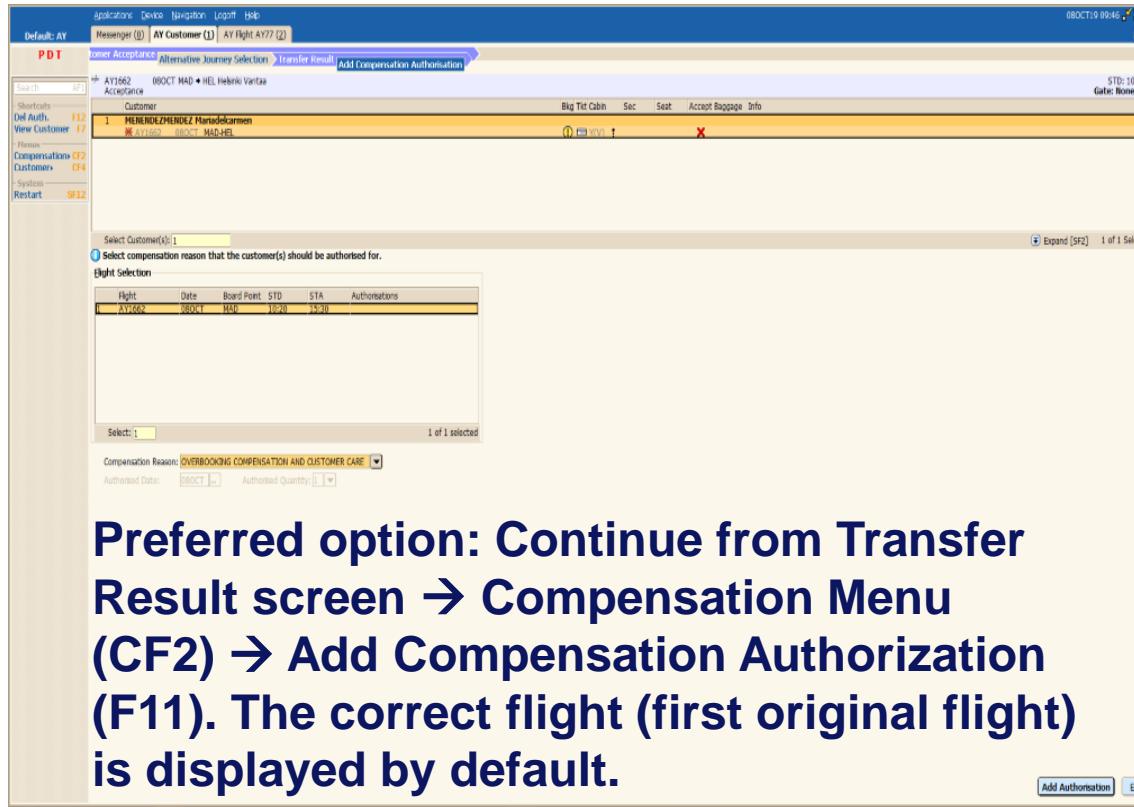
- Always mark Onward Flight(s) Affected → **Yes**
- Customer receives the compensation according to their whole checked journey and the delay at the final destination → EU standard compensation requirement is fulfilled.

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

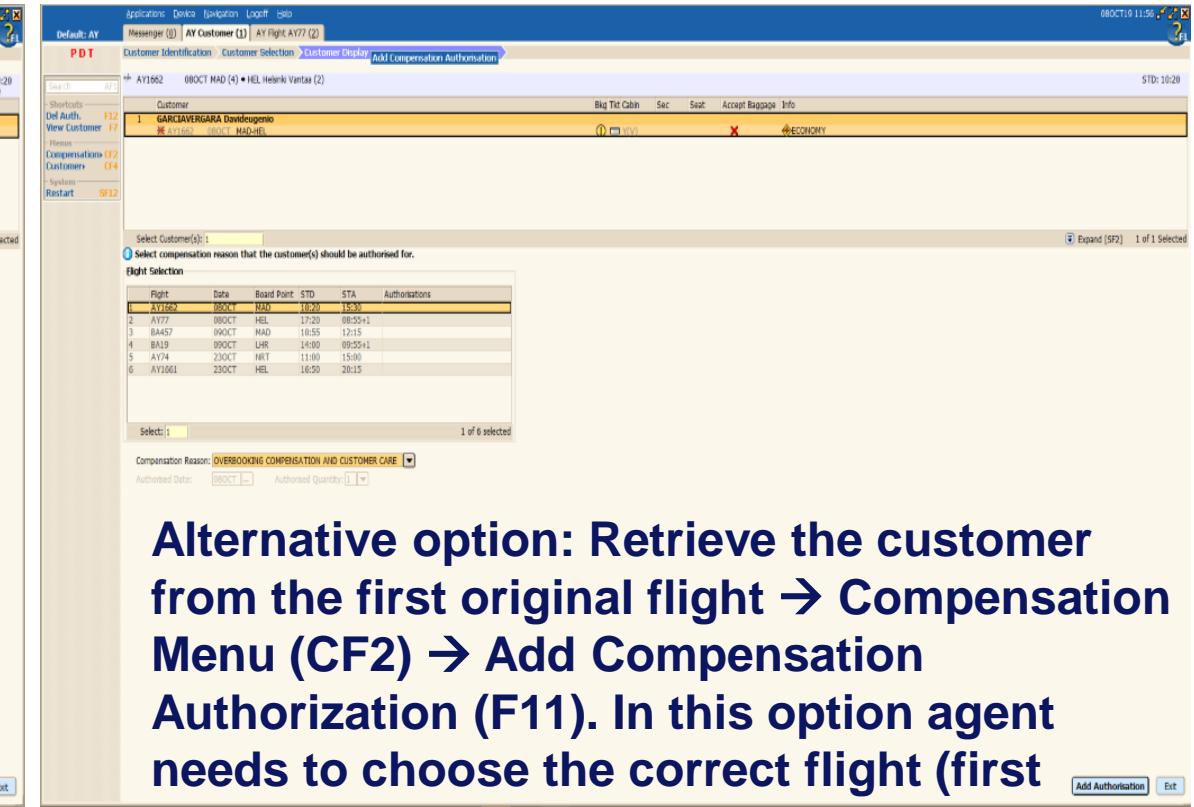
Compensation can be issued after overbooked customer is transferred by Disruption Transfer to a new flight

→ 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



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

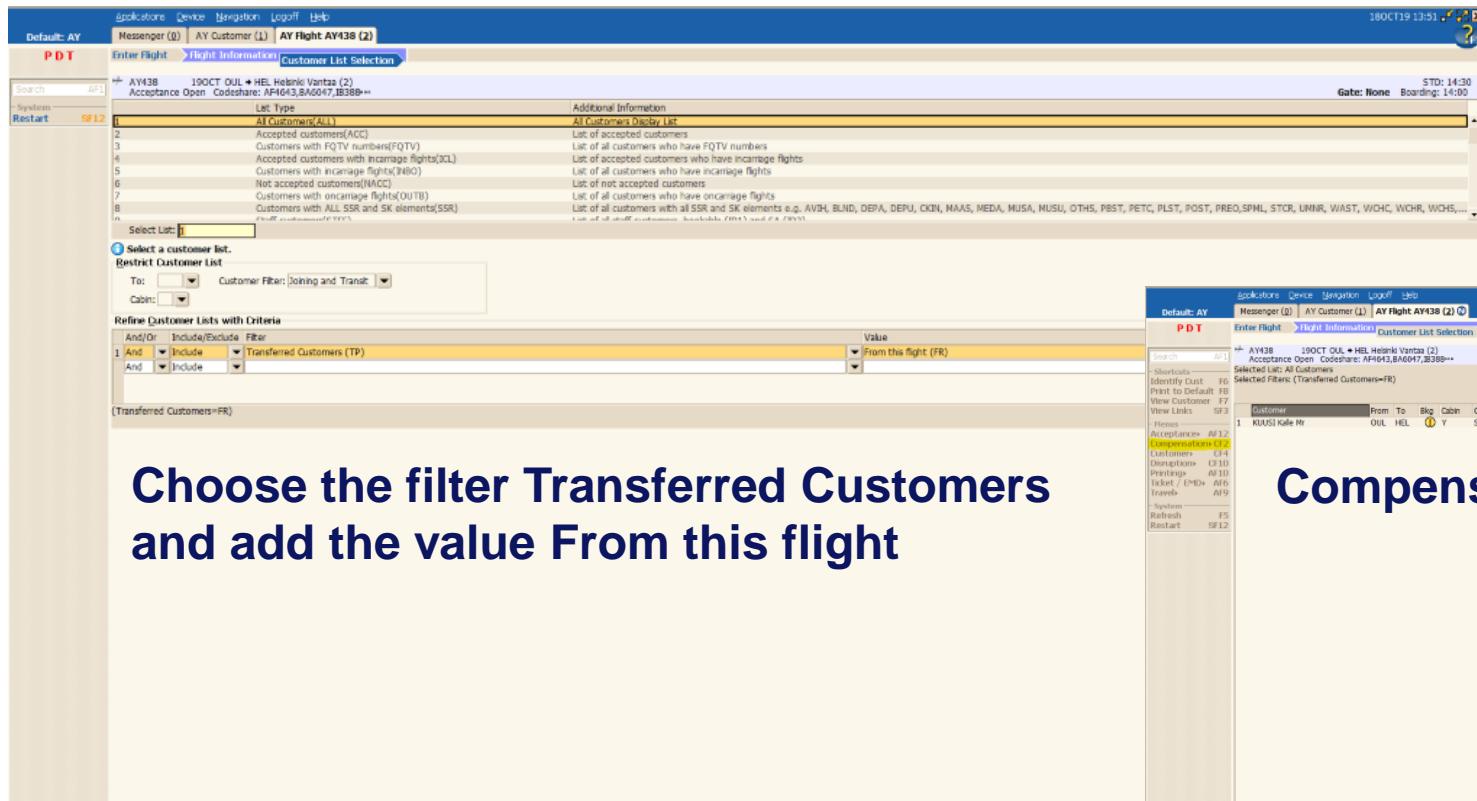


Alternative option: Retrieve the customer from the first original flight → Compensation Menu (CF2) → Add Compensation Authorization (F11). In this option agent needs to choose the correct flight (first original flight.)

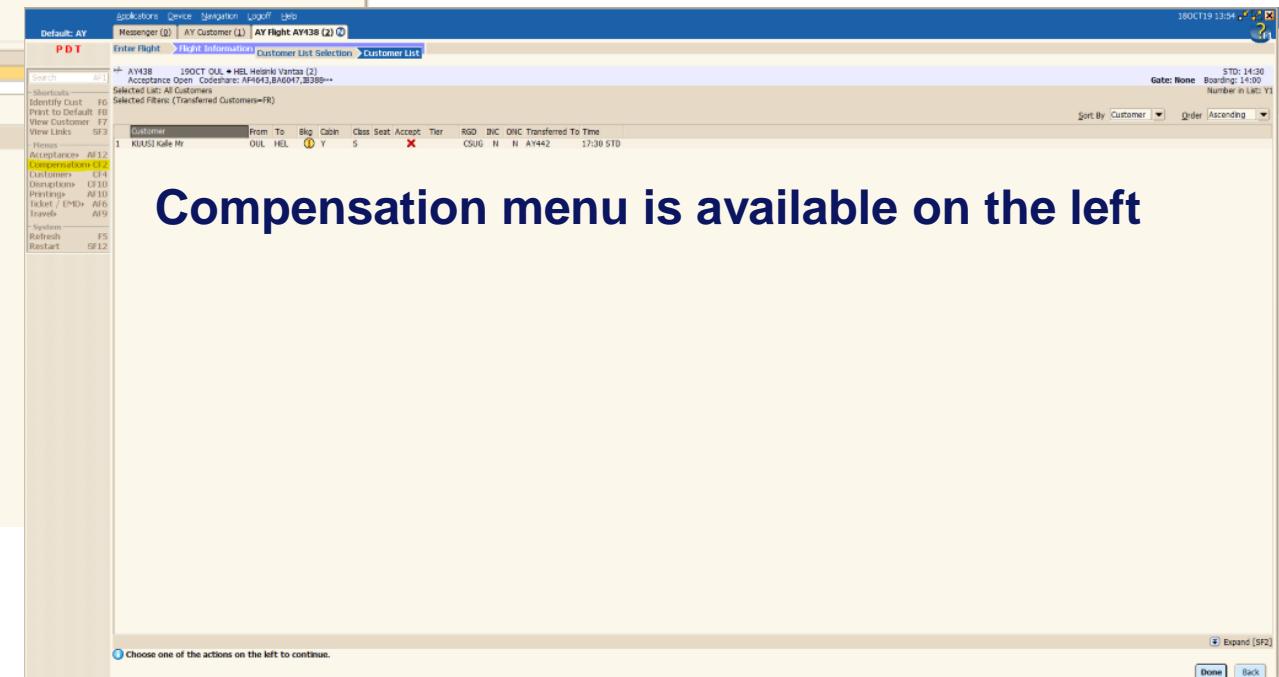
Usage tip:



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



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



Compensation menu is available on the left

After authorizing the compensation → Issue Compensation for the customer



Customer Identification Customer Selection Customer Display Compensation Customer Selection

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

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	Authorizations
AY1662	08OCT	MAD	10:20	15:30	OVERBOOKING COMPENSATION AND CUSTOMER CARE
BA457	09OCT	MAD	10:55	12:15	
BA19	09OCT	LHR	14:00	00:44:41	

Select: 1 of 3 selected

Compensation Details

Onward Flight(s) Affected: No

One Leg Affected Only: No

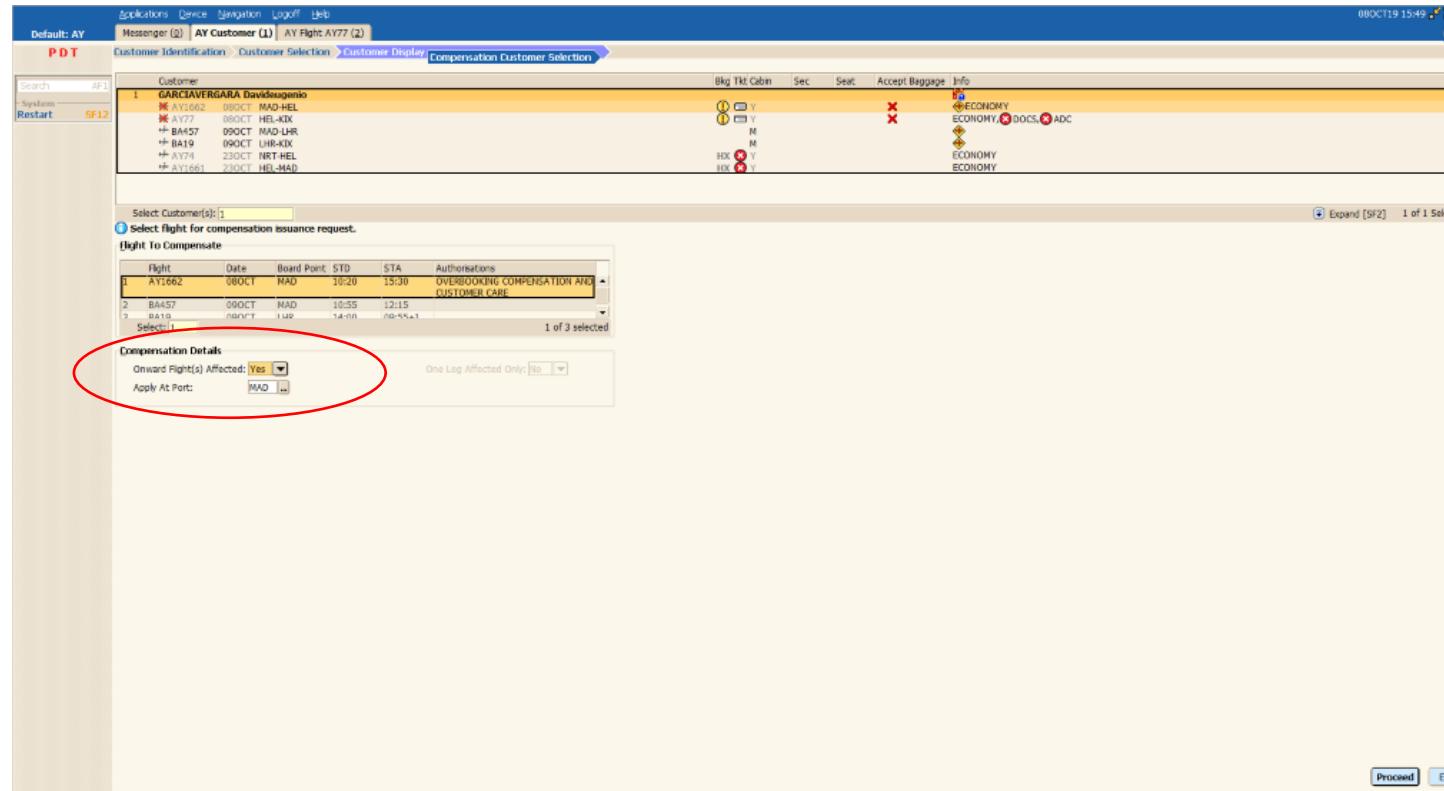
Apply At Port: HEL

Refresh Exit

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

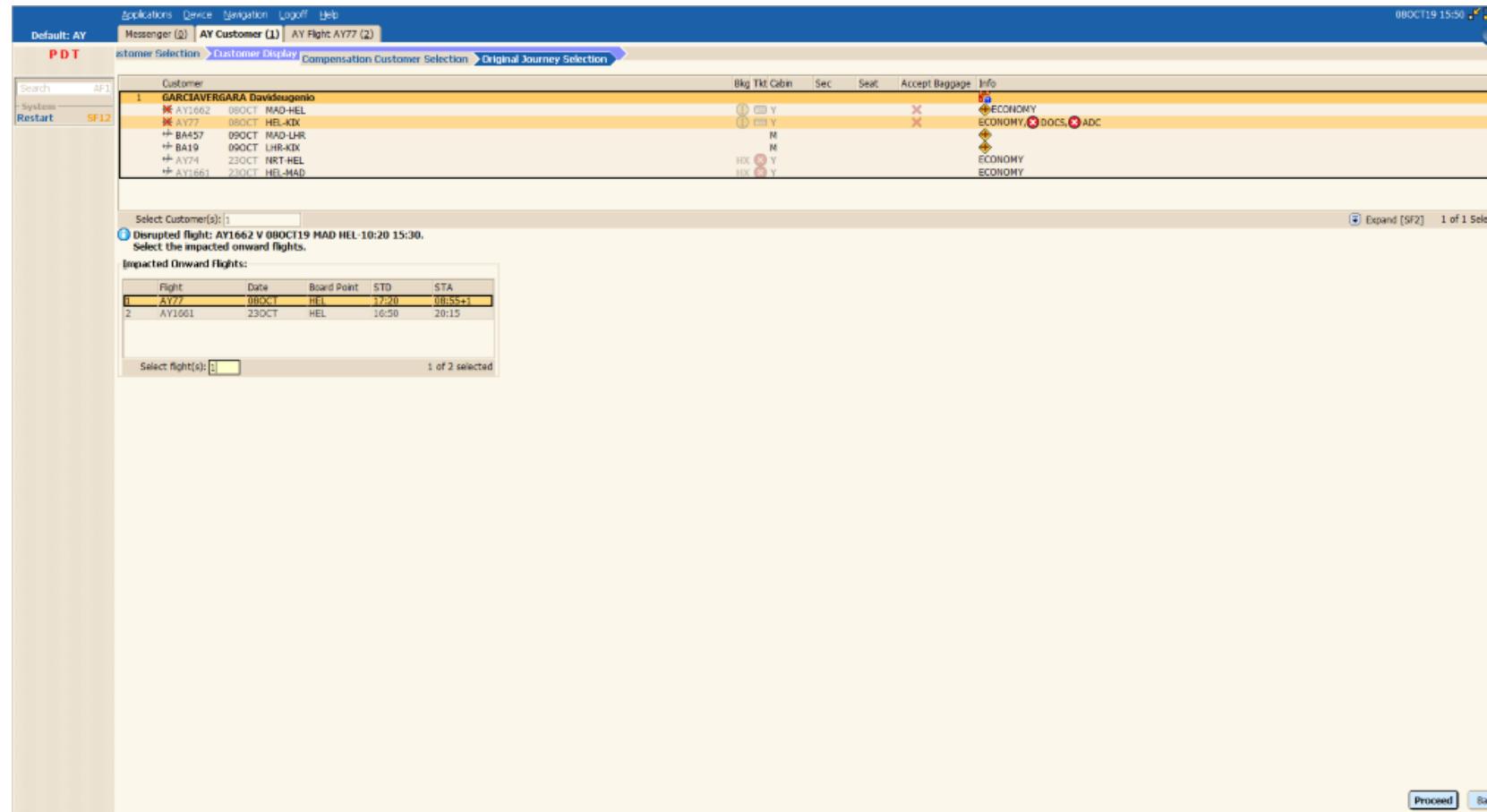
If the customer's original routing includes a connecting flight, change the selection to "Yes" in the Onward Flight(s) Affected drop down box.

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.



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



The screenshot shows a software interface for flight rerouting. The top menu bar includes Applications, Device, Navigation, Logoff, and Help. The title bar shows 'Default: AY' and the date '08OCT19 15:50'. The main window is titled 'Customer Selection' and shows a list of flights for customer 'GARCIAPERGARA Davidgenio'. The list includes:

Flight	Date	Board Point	STD	STA
AY1662	08OCT	MAD-HEL	17:20	10:55+1
AY77	08OCT	HEL-KIX		
BA457	09OCT	MAD-LHR		
BA19	09OCT	LHR-KIX		
AY74	23OCT	NRT-HEL		
AY1661	23OCT	HEL-MAD		

The flight AY77 is highlighted in yellow. Below the list, a message states: 'Disrupted flight: AY1662 V 08OCT19 MAD HEL- 10:20 15:30. Select the impacted onward flights.' A table titled 'Impacted Onward Flights:' shows:

Flight	Date	Board Point	STD	STA
AY77	08OCT	HEL	17:20	10:55+1
AY1661	23OCT	HEL	16:50	20:15

At the bottom, there are 'Proceed' and 'Back' buttons.

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

Customer: GARCIAPERGARA Davidugenio

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

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

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.

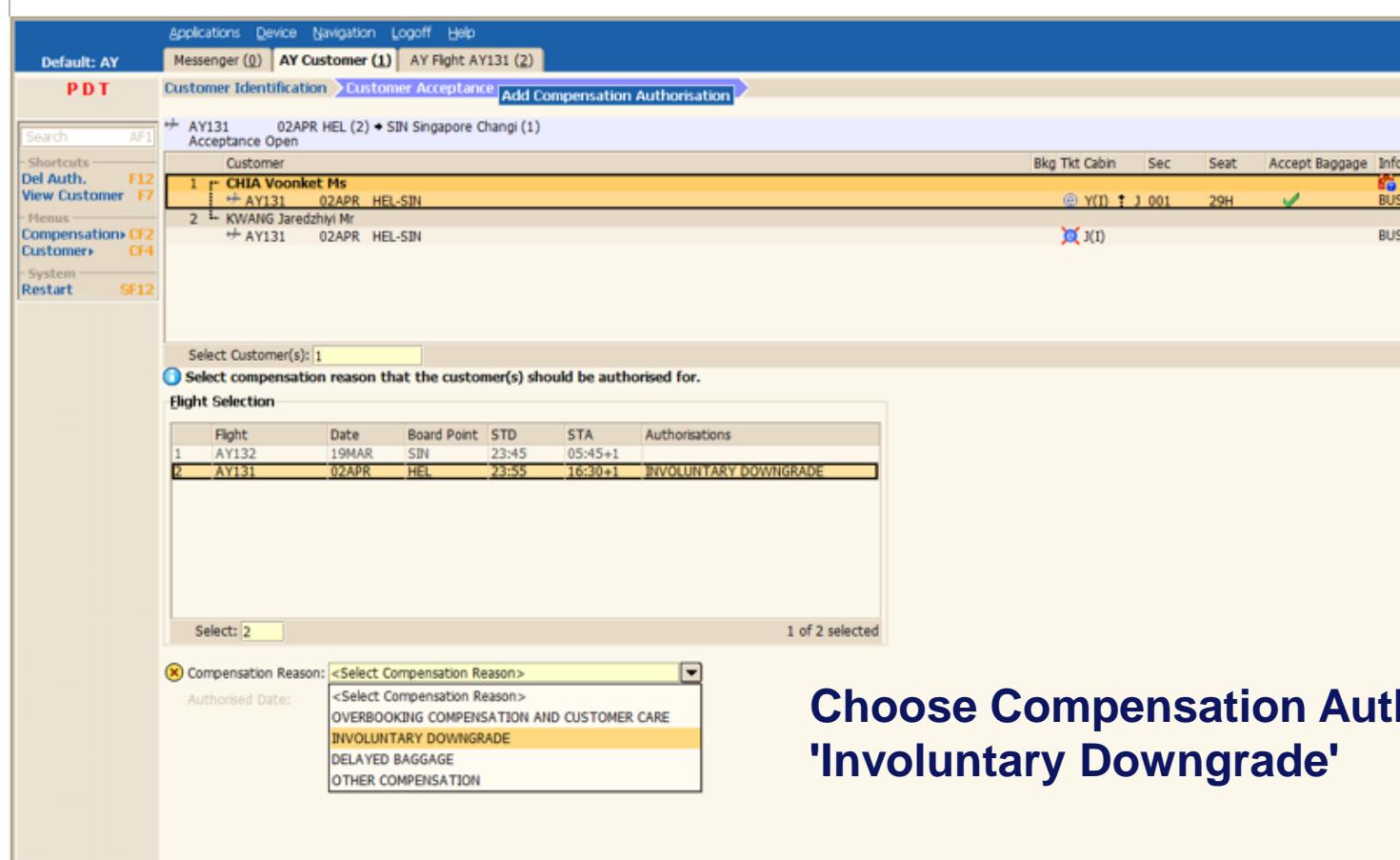
In the next screen agent will see the Compensation Entitlement and can select the needed compensation items (same as slide 17).



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



Choose Compensation Authorization reason
'Involuntary Downgrade'

Customer must be downgraded to issue downgrade compensation



Applications Device Navigation Logoff Help

Messenger (0) AY Customer (1) AY Flight AY131 (2)

Default: AY

PDT

Search AF1

Menus SF5

Manual Comp. SF5

System SF12

Restart SF12

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	Y(1)	1	001	29H	✓	BUSINESS	
	AY131 02APR HEL-SIN							

Listed Customers Information

Customer Delay : Journey Met : N/A

Select most adequate compensation for INVOLUNTARY DOWNGRADE 02APR19.

Compensation Entitlement

Compensation description
1 DOWNGRADE INVOL EGIFF 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)



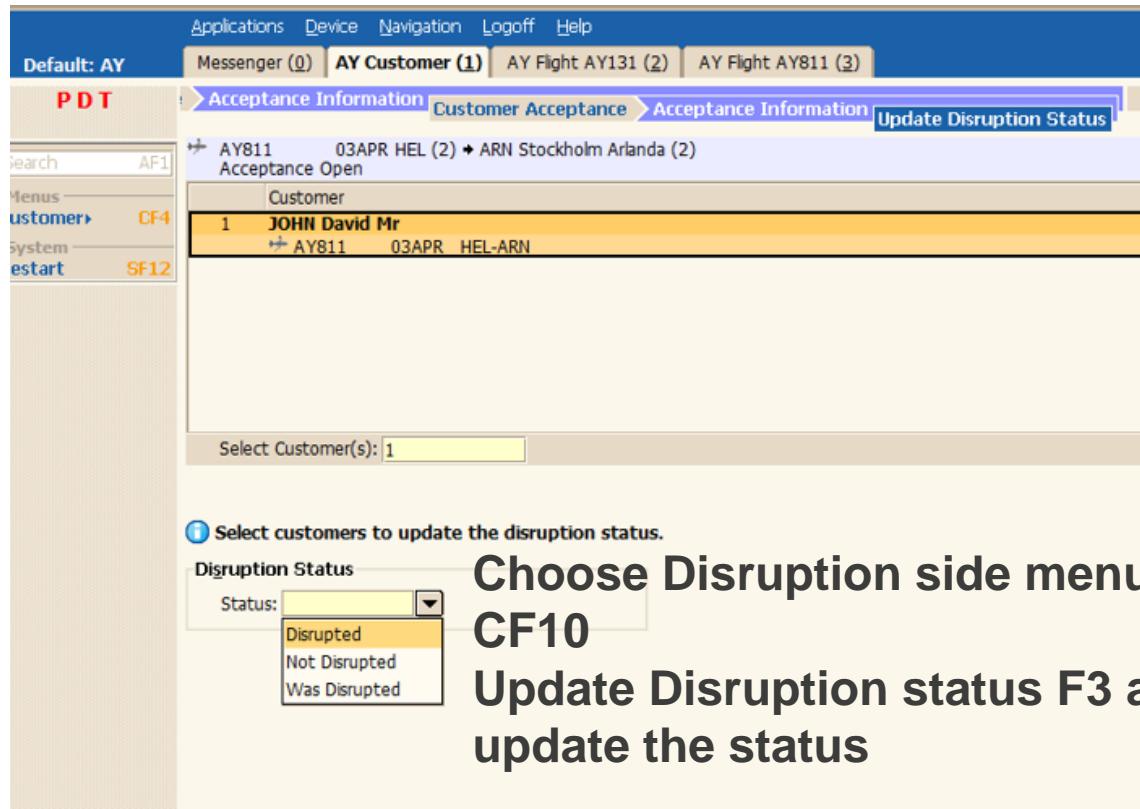
Delayed baggage

- 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

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

Customer

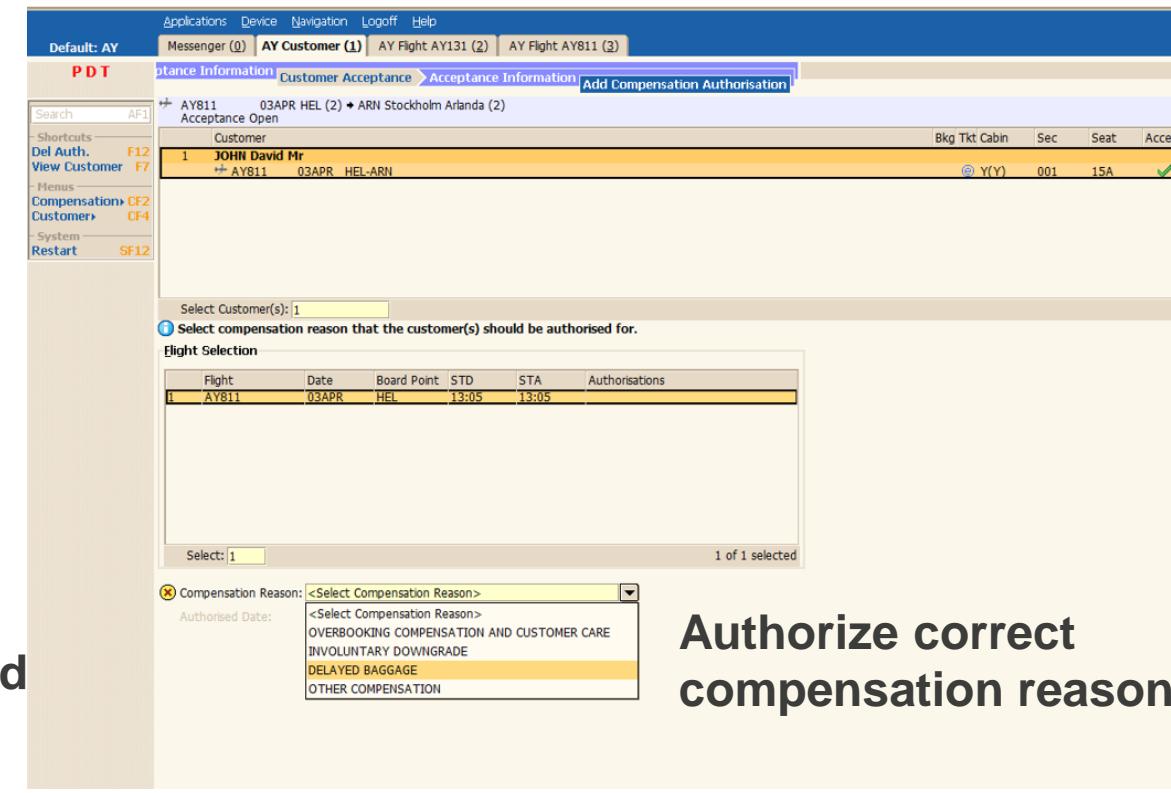
1 JOHN David Mr
AY811 03APR HEL-ARN

Select Customer(s): 1

Choose Disruption side menu
CF10
Update Disruption status F3 and update the status

Disruption Status

Status: Disrupted



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

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 Date Board Point STD STA Authorisations

AY811 03APR HEL 13:05 13:05

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

Authorize correct compensation reason

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

Search AF1

Customer

1 JOHN David Mr AY811 03APR HEL-ARN Bkg Tkt Cabin Sec Seat Accept Baggage Info

Y(Y) 001 15A ✓ ECONOMY PRO

Listed Customers Information

Customer Delay : Journey Met : No

Select most adequate compensation for DELAYED BAGGAGE 03APR19.

Compensation Entitlement

1 DELAYED BAG E-GIFT (selected)

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.

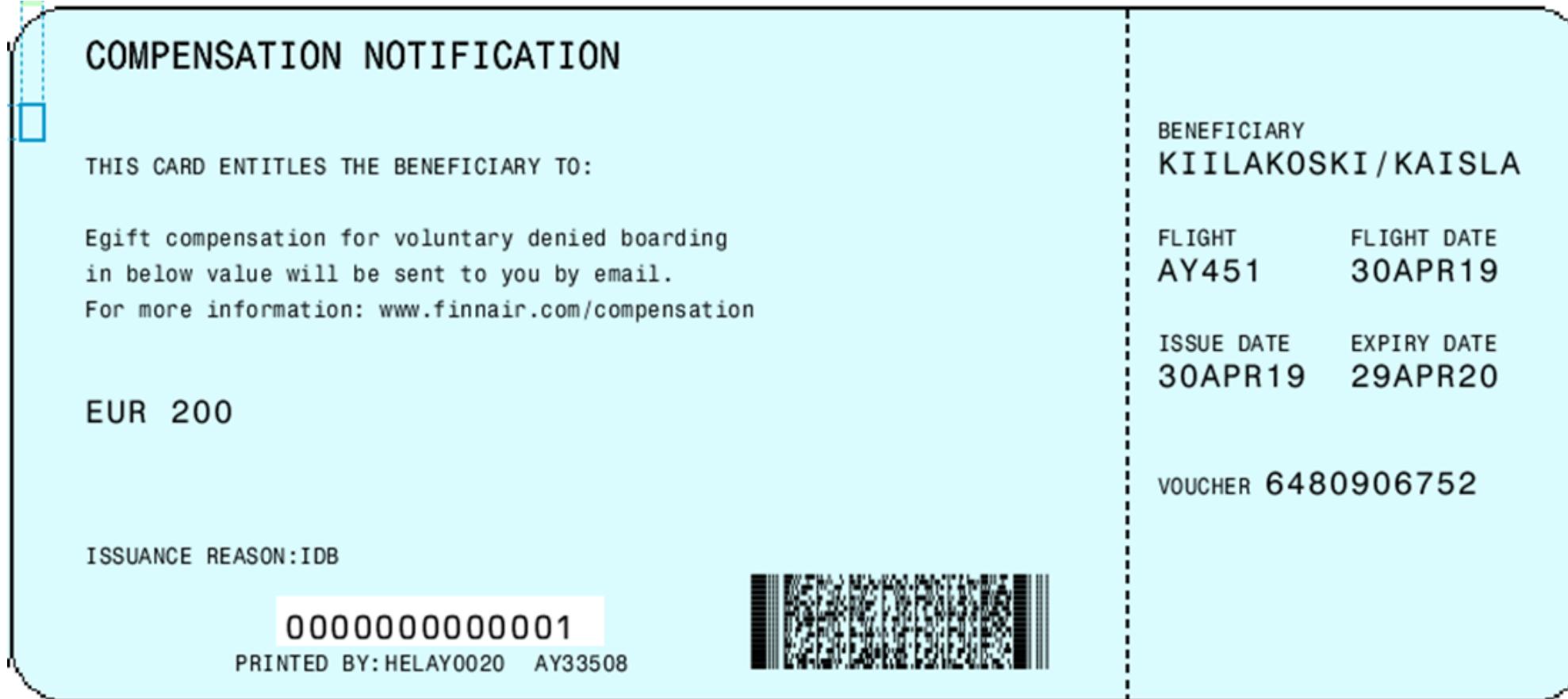
Compensation entitlement found.

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



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 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/DELAY0ERS  
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/DELAY0ERS/19492351  
/S3-4/P1  
11 FA PAX 105-111111112/ETAY/11NOV18/DELAY0ERS/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/MEGNANMS

AY131 HELSIN 02APR19 / INVOLUNTARY DOWNGRADE

-
AY VOU1909115392
Cash Compensation VOUCHER

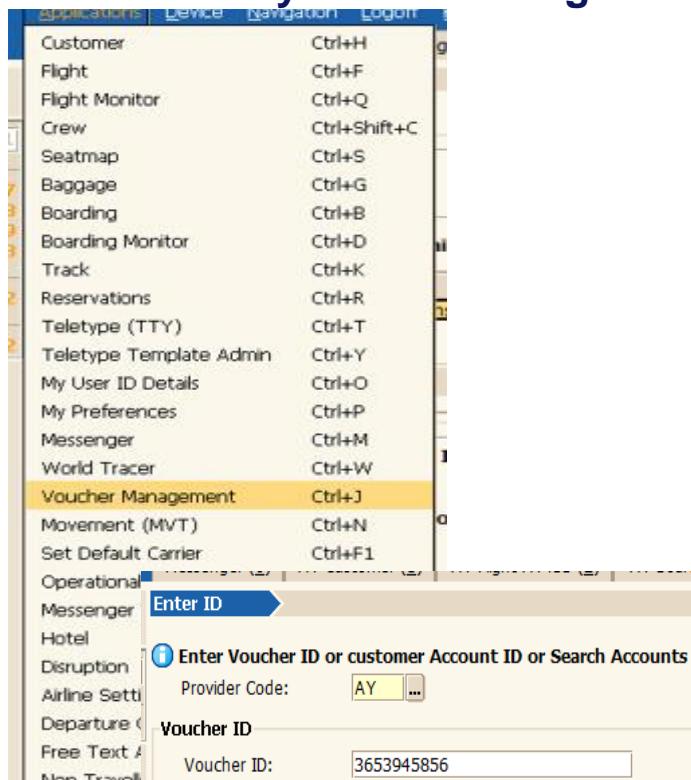
VALUE : EUR600.00

EMD : 1058209942695

STATUS : REFUND

EXPIRY : 01JUL19

ISSUED BY : HELAY0020 02APR19 00Z



The screenshot shows the Altea CM application menu. The 'Voucher Management' option is highlighted with a yellow box and a blue arrow pointing to it. The menu also includes options like Customer, Flight, Flight Monitor, Crew, Seatmap, Baggage, Boarding, Boarding Monitor, Track, Reservations, Teletype (TTY), Teletype Template Admin, My User ID Details, My Preferences, Messenger, World Tracer, and Operational.

Enter ID

Enter Voucher ID or customer Account ID or Search Accounts cr

Provider Code: AY

Voucher ID: 3653945856

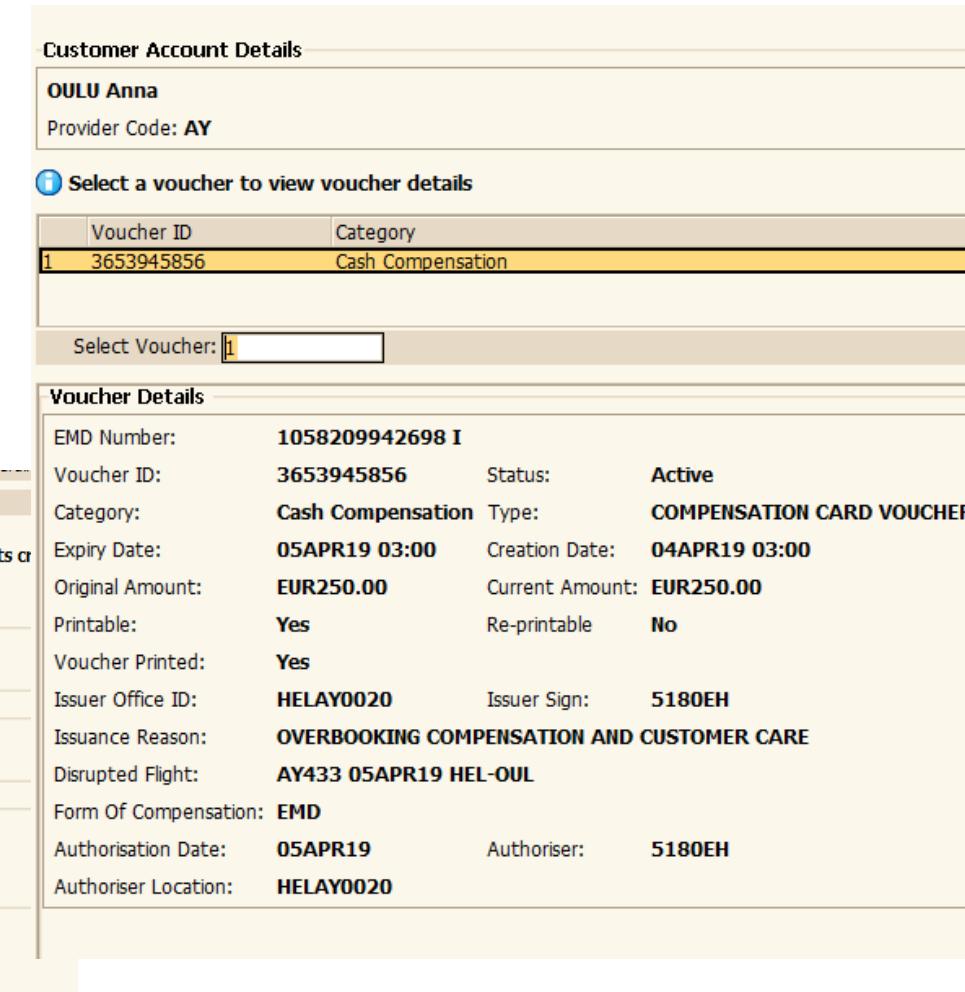
Customer Account ID

Customer Account ID:

Search Accounts

Surname:
First Name:

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



Customer Account Details

OULU Anna
Provider Code: AY

Select a voucher to view voucher details

Voucher ID	Category
3653945856	Cash Compensation

Select Voucher:

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-OLU		
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