

LIP checklist for Handling Agent / CANCELLATION



This checklist determines the minimum action required in a disruption situation. Additional tasks and duties may occur and they must be explained and marked in the "Additional Information" section. Customer care is always provided according to Finnair policy as described in AY GOM Annex A 8. All general information regarding the disruption can be found in Partner Hub Disruption News.

| Station | Flight | Date |
|---------|--------|------|
| | | |

Information received about the flight delay (HH:MM DDMMYY): _____

Delay coordinator from the handling agent (name and title): _____

| Action | YES | N/A | Time | Remarks |
|----------------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------|------|---------|
| Customers informed about the status of disruption | <input type="checkbox"/> | <input type="checkbox"/> | | |
| PRM customers noticed | <input type="checkbox"/> | <input type="checkbox"/> | | |
| Finnair Notice of Passenger Rights given to customers | <input type="checkbox"/> | <input type="checkbox"/> | | |
| Lounge and Transfer/Service desk informed | <input type="checkbox"/> | <input type="checkbox"/> | | |
| Customer care – possible hotel accommodation and transportation arranged for pax if no available flights on same day | <input type="checkbox"/> | <input type="checkbox"/> | | |
| Customer Care vouchers issued and printed from Altea CM at stations applicable | <input type="checkbox"/> | <input type="checkbox"/> | | |
| FPR prepared and dispatched as agreed | <input type="checkbox"/> | <input type="checkbox"/> | | |

Additional Information:

This checklist is finalised as part of station irregularity report and filed at station.
Additionally, dispatched as e-mail to both:

| | |
|----------------------------|------------------------------------------------------------------------------------------|
| Finnair Customer Relations | E-mail: cr.backgroundinfo@finnair.com |
| Finnair Service Recovery | E-mail: service.recovery@finnair.com |



LIP checklist for Handling Agent / LOCAL CM OUTAGE



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| Station | Flight | Date |
|---------|--------|------|
| | | |

Information received about the outage (HH:MM DDMMYY): _____
 Outage coordinator from the handling agent (name and title): _____

| Action | Done | By Who / Remarks |
|---------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|------------------|
| Step 1: Contact local CUTE administrator and Amadeus SMC (help desk) | <input type="checkbox"/> | |
| Step 2: Contact OSC&S +358 9 818 5708 OSC informs other relevant parties including OCC, CLC, HCC, OCC Service Recovery | <input type="checkbox"/> | |
| Step 3: Gather customer and flight information from OSC&S | <input type="checkbox"/> | |
| Blanco flight manifest document (name, gender, seat, pc/wt, tag, info fields) | <input type="checkbox"/> | |
| Passenger and bag details | <input type="checkbox"/> | |
| Acceptance figures with cabin version data | <input type="checkbox"/> | |
| Seatmap | <input type="checkbox"/> | |
| Customer list with in- and outbound, baggage, eticket and staff information | <input type="checkbox"/> | |
| Manual PIL (SSR list) | <input type="checkbox"/> | |
| FPR prepared and dispatched as agreed | <input type="checkbox"/> | |
| Step 4: Joint decision on manual procedure implementation will be made by OSC&S and the station. | <input type="checkbox"/> | |
| Step 5: Communication | <input type="checkbox"/> | |
| Inform local check-in, gate and baggage handling staff | <input type="checkbox"/> | |
| Inform customers if necessary | <input type="checkbox"/> | |
| Inform lounge if necessary | <input type="checkbox"/> | |
| Inform local security screening company (in case of manual boarding passes) | <input type="checkbox"/> | |
| Inform cabin (manual PIL/OSL, e.g. no transfer boarding passes, bags checked to final destination etc.) | <input type="checkbox"/> | |
| Step 6: Passenger and baggage acceptance | <input type="checkbox"/> | |
| Use manual tags and attach one tag stub to the customer list | <input type="checkbox"/> | |
| The other tag stub is for ramp use for manual baggage reconciliation | <input type="checkbox"/> | |
| Label bags to final destination according to Finnair normal labeling rules | <input type="checkbox"/> | |
| Add seat numbers to SSR list and use it as manual PIL (WCHR, UM, SPML etc.) | <input type="checkbox"/> | |
| APIS data gathered manually as instructed by OSC&S. Manual APIS form available in QP. | <input type="checkbox"/> | |
| Step 7: Boarding | <input type="checkbox"/> | |
| Prepare a boarding list based on check-in list data | <input type="checkbox"/> | |



LIP checklist for Handling Agent / LOCAL CM OUTAGE



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| | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|--|
| Use appropriate announcements (available in QP) | <input type="checkbox"/> | |
| Write total passenger figures to manual PIL/OSL. Inform cabin about manual procedure and require a headcount. | <input type="checkbox"/> | |
| Baggage amount crosscheck with gate, ramp and CLC. Special attention on special baggage (AVIH, WCHC, Firearms etc.) | <input type="checkbox"/> | |
| Inform final number of passengers boarded including area distribution and amount of baggage to CLC | <input type="checkbox"/> | |
| Step 8: Flight finalizing after departure | <input type="checkbox"/> | |
| Finalise the flight in cooperation with OSC&S as soon as possible. | <input type="checkbox"/> | |
| Check-in all manually accepted customers in CM as soon as system is running (add baggage, APIS etc) in order to send all messages. Check-in customers to final destination. | <input type="checkbox"/> | |
| If you get a "not OK to board" AQQ or ESTA response for a HEL-JFK passenger inform OSC. | <input type="checkbox"/> | |
| Finalise flight status | <input type="checkbox"/> | |
| Inform OSC&S when flight finalizing is completed | <input type="checkbox"/> | |

Additional Information:

Manual procedure kit shall include:

- Manual tags (product no. 470 or 472)
- Blank boarding passes (product no. 920)
- Seatmaps for all aircraft operating to the station (GOM)
- Sufficient amount of manual APIS forms (available for printing in QP)
- Boarding announcements (available for printing in QP)
- All required labels, marker pens, staplers etc.

This checklist is finalised at station and dispatched as e-mail to:

| | | |
|-----------------------------------------|---------|----------------------------------------------------------------------------------|
| Finnair Customer Relations | E-mail: | cr.backgroundinfo@finnair.com |
| Finnair OSC&S | E-mail: | osc@finnair.com |
| AY GOPS Ground Service Delivery Manager | E-mail: | |



LIP checklist for Handling Agent / DELAY



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| Station | Flight | Date |
|---------|--------|------|
| | | |

Information received about the flight delay (HH:MM DDMMYY): _____

Delay coordinator from the handling agent (name and title): _____

| Action | YES | N/A | Time | Remarks |
|----------------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------|------|---------|
| Transfer customers connections checked, and rerouting plan set with Service Recovery | <input type="checkbox"/> | <input type="checkbox"/> | | |
| PRM customers noticed | <input type="checkbox"/> | <input type="checkbox"/> | | |
| ETD sent | <input type="checkbox"/> | <input type="checkbox"/> | | |
| Discussed with OCC/SR if check-in is open according to STD or ETD | <input type="checkbox"/> | <input type="checkbox"/> | | |
| Transfer customers guidance | <input type="checkbox"/> | <input type="checkbox"/> | | |
| Finnair Notice of Passenger Rights given to customers | <input type="checkbox"/> | <input type="checkbox"/> | | |
| Baggage of rerouted customers taken care of | <input type="checkbox"/> | <input type="checkbox"/> | | |
| Customer Care vouchers issued and printed from Altea CM | <input type="checkbox"/> | <input type="checkbox"/> | | |
| Customer care – possible hotel accommodation and transportation arranged for pax if no available flights on same day | <input type="checkbox"/> | <input type="checkbox"/> | | |
| FPR prepared and dispatched as agreed | <input type="checkbox"/> | <input type="checkbox"/> | | |

Additional Information:

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LIP checklist for Handling Agent / OVERBOOKING



This checklist determines the minimum action required in a disruption situation. Additional tasks and duties may occur and they must be explained and marked in the "Additional Information" section. Customer care is always provided according to Finnair policy as described in AY GOM Annex A 8. All general information regarding the disruption can be found in Partner Hub Disruption News.

| Station | Flight | Date |
|---------|--------|------|
| | | |

Overbooking coordinator from the handling agent (name and title): _____

Overbooking Help Desk: Service Recovery / service.recovery@finnair.com / +358 9 818 1999

Service Recovery updates Voluntary Denied Boarding (VDB) Information in Altea CM for each overbooked flight with relevant rerouting alternatives and denied boarding compensation amounts. AY overbooking situations are being monitored well in advance and overbooking scenarios are minimized with several processes before the date of departure. More information about the overbooking procedures can be found in Partner Hub's Overbooking-page.

| Preparatory Actions for GH Agent | YES | N/A | Time | Remarks |
|-----------------------------------------------------------------------------------------------------------------|--------------------------|--------------------------|-------------|----------------|
| Check that VDB is activated, rerouting options and compensation amounts added. Contact Service Recovery if not. | <input type="checkbox"/> | <input type="checkbox"/> | | |
| Volunteers asked at the check-in and at the gate | <input type="checkbox"/> | <input type="checkbox"/> | | |
| Onload apply / (PCV Sort by ranked order) | <input type="checkbox"/> | <input type="checkbox"/> | | |
| Actions When Customer is Denied Boarding | YES | N/A | Time | Remarks |
| Customer is marked as "disrupted" in Altea CM | <input type="checkbox"/> | <input type="checkbox"/> | | |
| Customer is marked as "volunteer" in Altea CM in case of voluntary denied boarding | <input type="checkbox"/> | <input type="checkbox"/> | | |
| Cancel Acceptance or Stand-by to status > Not Travelling with reason > Denied Boarding | <input type="checkbox"/> | <input type="checkbox"/> | | |
| Customer is rerouted to new flight(s) in Altea CM using Disruption Transfer | <input type="checkbox"/> | <input type="checkbox"/> | | |
| Compensation is authorized (customer-level) | <input type="checkbox"/> | <input type="checkbox"/> | | |
| Customer is compensated in Altea Compensation Flow | <input type="checkbox"/> | <input type="checkbox"/> | | |
| Check that the e-ticket is ok after the rerouting from Transfer Report | <input type="checkbox"/> | <input type="checkbox"/> | | |
| Baggage of rerouted customers taken care of | <input type="checkbox"/> | <input type="checkbox"/> | | |
| Finnair Notice of Passenger Rights given to passengers | <input type="checkbox"/> | <input type="checkbox"/> | | |
| FPR prepared and dispatched as agreed | <input type="checkbox"/> | <input type="checkbox"/> | | |
| Summary of Customer Care Costs in addition to Denied Boarding compensations | YES | N/A | Time | Remarks |
| Refreshment/meal vouchers provided if the waiting time to new routing is more than 2 hours | <input type="checkbox"/> | <input type="checkbox"/> | | |
| HOTAC arranged for pax if no available flights on the same day | <input type="checkbox"/> | <input type="checkbox"/> | | |
| Ground transportation arranged for HOTAC passengers | <input type="checkbox"/> | <input type="checkbox"/> | | |



LIP checklist for Handling Agent / OVERBOOKING



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Additional Information:

F.ex.

- if there more customers denied boarding that was needed; reason why and what has been agreed about the compensation and customer care?
- What was the overbooking figure before gate acceptance and what was the actual overbooking figure?
- Where there some no-show customers or late minute customers (LMC)?





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THIS BELOW TEMPLATE NEEDS TO BE FILLED IN AT NON-ALTEA STATIONS OR IF COMPENSATION NOT ISSUED AT THE AIRPORT

Whenever Finnair Altea CM is available, compensation should be issued there. When the Compensation tool is not accessible in Altea CM at Non-Altea stations, this below template shall be filled in for each customer being denied boarding due to overbooking or downgrading. Please fill in all fields on the chart below when possible. Customers shall be offered a possibility to choose the compensation in form of a gift card, Finnair Plus points or bank transfer (monetary compensation). E-mail/contact number is mandatory for each customer unless customer is minor of a family in the same PNR with adults. Finnair Customer Relations will process the compensation notifications and contact customers within seven days.

Request to pay denied boarding compensation for the following customers

| Name | PNR | Email or Phone Number | VOL / INVOL | Compensation Type (agreed with customer) | Amount of Compensation |
|------|-----|-----------------------|-------------|------------------------------------------|------------------------|
| | | | | | |
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Finnair Service Recovery

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