



Onload in AlteaCM

Rev 3.0, 22JAN24



Onload process

- Onload processing is used to complete the acceptance or regrading for revenue and non-revenue customers
- **Onload must be checked on all flights, even if no customers are on stand-by**
- Onload screen will display the ranking and system recommendation for action
- Onload is performed by using onload Apply



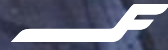


Using Onload Apply

- Onload Apply can be used at any time, and as many times as needed
- Onload Apply is capable to onload, offload, upgrade and/or downgrade customers based on AY GOM Ranking lists
- Onload Apply recognizes, if a higher value customer is on Stand By → the system onloads this customer and downgrades/offloads lower value customers
- Onload Apply uses words **Upgrade** and **Downgrade** (instead of Regrade)

NOTE if onload is performed while the flight is still open, there might be changes for the passenger figures and/or ranking or regrade order.





Onload scenarios

Case: Economy overbooked 1/3

Economy overbooked - 4 seats available in business class - 6 staff already have seats (J2/Y4)

UAT

Enter Flight

Acceptance Figures

AY1405 28JAN HEL (2) MUC Munich International (1)
Acceptance Open Codeshare: JL6827, QR6140

Search AF1

Shortcuts

Accept Group F3

Catering Figures F9

Customer List F4

Flight Contacts SF8

Flight Update SF2

Onload List SF6

Proactive Figures F8

Regrade List F6

Seatmap SF7

Set Comments F12

Menus

Acceptance AF12

Baggage AF3

Compensation CF2

Customer CF4

Disruption CF10

Flight AF7

Regrade/Onld CF7

Regulatory CF8

Seating AF11

Ticket / EMD AF6

System

Refresh F5

Restart SF12

Freesale Codeshare

Show: Combined Figures

Aircraft

HEL-MUC E90 12 88 12 88 5

Availability

HEL-MUC 4 -4 4 -4

Total Acceptance Figures

Joining To MUC 8 92 4 0 0 8 88 4 0 0 0 4
HEL Total 8 92 4 0 0 8 88 4 0 0 0 4

Subject to Load (Rebate Staff) Figures

Joining To MUC 2 4 0 0 0 2 4 0 0 0 0 0
HEL Total 2 4 0 0 0 2 4 0 0 0 0 0

Bookable Staff Figures

Joining To MUC 0 0 0 0 0 0 0 0 0 0 0 0
HEL Total 0 0 0 0 0 0 0 0 0 0 0 0

ApplicationsDeviceNavigationLogoffHelp

27JAN22 16:44

Default: AY

Messenger (0)AY Flight AY1405 (1)AY Flight AY1405 (2)AY Customer (3)

UAT

Enter FlightAcceptance FiguresCustomer List SelectionCustomer List

SearchAF1

Shortcuts

Identify CustF6

Print to DefaultF8

View CustomerF7

View LinksSF3

Menus

AcceptanceAF12

CompensationCF2

CustomerCF4

DisruptionCF10

PrintingAF10

Ticket / EMDAF6

TravelAF9

System RefreshF5

✈️ AY140528JAN HEL (2) ➡ MUC Munich International (1)

Acceptance Open Codeshare: JL6827,QR6140

Selected List: Staff customers

Selected Filters: None

Gate: NoneBoarding: 15:50Baggage: Open

Number in List: J2 Y4

STD: 16:20

	Customer	From	To	Bkg	Cabin	Class	Seat	Accept	Tier	RGD	INC	ONC	Staff	Date Of Joining
1	LITTLEWOOD Emilio Mr	Staff	HEL	MUC	SA	Y	X	11A	✓	STUG	N	N	SBY 62Y/Y62	15JUN2005
2	FARRAN Rigoberto Mr	Staff	HEL	MUC	SA	Y	X	15F	✓	STUG	N	N	SBY 66Y/Y66	15NOV2012
3	FILLMORE Thao Ms	Staff	HEL	MUC	SA	Y	X	7D	✓	STUG	N	N	SBY 67Y/Y67	03MAR2009
4	GADBOIS Kimberly Mr	Staff	HEL	MUC	SA	Y	X	9D	✓	STUG	N	N	SBY 68Y/Y68	12NOV2002
5	LLANES Booker Mr	Staff	HEL	MUC	SA	J	U	3C	✓	STUG	N	N	SBY 61J/J61	01MAY2010
6	LORENZO Ambrose Mr	Staff	HEL	MUC	SA	J	U	1A	✓	STUG	N	N	SBY 62J/J62	15DEC1995

ID pax display

ID pax display

To view the Onload list, go to **Onload List (SF6)**

Search AF1	
Shortcuts	
Accept Group F3	
Catering Figures F9	
Customer List F4	
Flight Contacts SF8	
Flight Update SF2	
Onload List SF6	
Proactive Figures F8	
Regrade List F6	
Seatmap SF7	
Set Comments F12	
Menus	
Acceptance AF12	
Baggage AF3	
Compensation CF2	

Case: Economy overbooked 2/3

- Onload knows which customers to upgrade and which onload (shown in Onload list (SF6))
- Names with same base colour impact each other (If Ms.Ronkainen is upgraded to J, Mr.Vallaton will get his seat from Y, or if Ms.Vahala is upgraded to J, Mr.Moore will get his seat etc).

Applications

Device

Navigation

Logoff

Help

27JAN22 16:48

Default: AY

Messenger (0)

AY Flight AY1405 (1)

AY Flight AY1405 (2)

AY Customer (3)

UAT

Enter Flight

Acceptance Figures

Onload Recommendation

Search

AF1

Shortcuts

Cancel Accept F6

Override Onld SF6

Standby Split F9

View Customer F7

Menus

Acceptance AF12

Baggage AF3

Compensation CF2

Customer CF4

Flight AF7

Printing AF10

Seating AF11

Travel AF9

System

Refresh CF

Restart SF12

Weight calculations not used.

AY1405 28JAN HEL (2) → MUC Munich International (1)

Acceptance Open Codeshare: JL6827,QR6140

Gate: None

Boarding: 15:50

STD: 16:20

Baggage: Open

Availability Before and After Onload

Availability: HEL-MUC Acceptance Figures

	Before Onload		After Onload	
	J	Y	J	Y
HEL-MUC	4	0	0	0

Catering Figures

	J	Y
Cabin Capacity	12	88
Meals	0	0

Customer Onload Recommendation

	Customer	Cabin	Seat	Current	Accept	Recommendation	Priority	Info.	Bag
Onload									
1	RONKAINEN Sinkka Ms	AY PLAT	Y(Y)	19D	✓	Upgrade	↑	J	
2	VALLATON Ville Mr		Y(H)	123	SBY	Onload		Y	
3	VAHALA Laura Ms	AY PLAT	Y(Y)	6C	✓	Upgrade	↑	J	
4	MOORE Roger Mr		Y(Y)	124	SBY	Onload		Y	
5	LITTLEWOOD Emilio Mr	Staff	Y(X)	11A	✓	Upgrade	↑	J	62/Y62,SA DOJ 15JUN05
6	BOND James Mr		Y(Y)	125	SBY	Onload		Y	
7	FARRAN Rigoberto Mr	Staff	Y(X)	15F	✓	Upgrade	↑	J	66/Y66,SA DOJ 15NOV12
8	SMITH Mike Mr		Y(H)	122	SBY	Onload		Y	

Select Customer(s):

Select customer(s), click "Apply" to accept the Recommendation or Select an Action from the menu on the left

Apply

Exit



Case: Economy overbooked 3/3

Select all customers 1-8 (or you can select only view at the time 1-2, 5-6) → Press Apply and the system will perform the onload recommendations (upgrades, downgrades and onloads).

UAT

Enter FlightFlight InformationOnload Recommendation

SearchAF1

AY140528JAN HEL (2) → MUC Munich International (1)
Acceptance Open Codeshare: JL6827,QR6140

Gate: NoneBoarding: 22:30Baggage: Open

STD: 16:20ETD: 23:00

Availability Before and After Onload

Availability: HEL-MUC Acceptance Figures

	Before Onload		After Onload	
	J	Y	J	Y
HEL-MUC	4	0	0	0

Catering Figures

	J	Y
Cabin Capacity	12	88
Meals	0	0

Customer Onload Recommendation

	Customer	Cabin	Seat	Current	Accept	Recommendation	Priority	Info.	Bag
Onload									
1	RONKAINEN Sinikka Ms	AY PLAT	Y(Y)	19D	✓	Upgrade ↑ J			
2	VALLATON Ville Mr		Y(H)	123	SBY	Onload Y			
3	VAHALA Laura Ms	AY PLAT	Y(Y)	6C	✓	Upgrade ↑ J			
4	MOORE Roger Mr		Y(Y)	124	SBY	Onload Y			
5	LITTLEWOOD Emilio Mr	Staff	Y(X)	11A	✓	Upgrade ↑ J	62/Y62,SA	DOJ 15JUN05	
6	BOND James Mr		Y(Y)	125	SBY	Onload Y			
7	FARRAN Rigoberto Mr	Staff	Y(X)	15F	✓	Upgrade ↑ J	66/Y66,SA	DOJ 15NOV12	
8	SMITH Mike Mr		Y(H)	122	SBY	Onload Y			

Weight calculations not used.

Select Customer(s):1-88 of 8 Selected

Select customer(s), click "Apply" to accept the Recommendation or Select an Action from the menu on the left

ApplyExit

NOTE If all customers are not selected at ones, there will be new option to recalculate the onload with remaining customers → return to onload recommendation screen.

Recalculate OnloadExit



Business Class overbooked

Onload recommends - Ms.Kilappa to be downgraded (Y) and Mr.Bond to be onload to business (J).
(Ms. Kilappa had an upgraded ticket → lower ranking priority than Mr.Bond, who has commercial J class ticket).

Deal: CFI AF: 1

Acceptance Open Codeshare: AA8992,BA6023,FI7359***

Shortcuts

Accept Group F3

Catering Figures F9

Customer List F4

Flight Contacts SF8

Flight Update SF2

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Regrade List F6

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Acceptance AF12

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Compensation CF2

Customer CF4

Disruption CF10

Flight AF7

Regrade/Onld CF7

Regulatory CF8

Seating AF11

Ticket / EMD AF6

System

Refresh F5

Restart CF12

Freesale Codeshare

AA8992, BA6023, FI7359, JL6815

Show: Combined Figures

Aircraft

		Config		Cabin Capacity		Infant
	Aircraft	J	Y	J	Y	Quota
HEL-CPH	32B	50	133	6	133	100

Availability

	Availability		Est. Availability	
	J	Y	J	Y
HEL-CPH	-1	109	0	109

Total Acceptance Figures

		Booked					Accepted					Standby	
		J	Y	Infant	CBBG	EXST	J	Y	Infant	CBBG	EXST	J	Y
Joining	To CPH	7	24	0	0	0	6	13	0	0	0	1	0
HEL	Total	7	24	0	0	0	6	13	0	0	0	1	0

Subject to Load (Rebate Staff) Figures

Enter Flight

Acceptance Figures

Onload Recommendation

AY959 27JAN HEL (2) → CPH Copenhagen Kastrup (2)
Acceptance Open Codeshare: AA8992,BA6023,FI7359***

Availability Before and After Onload

Availability: HEL-CPH Acceptance Figures

	Before Onload		After Onload	
	J	Y	J	Y
HEL-CPH	0	120	0	119

Catering Figures

	J	Y
Cabin Capacity	6	133
Meals	0	0

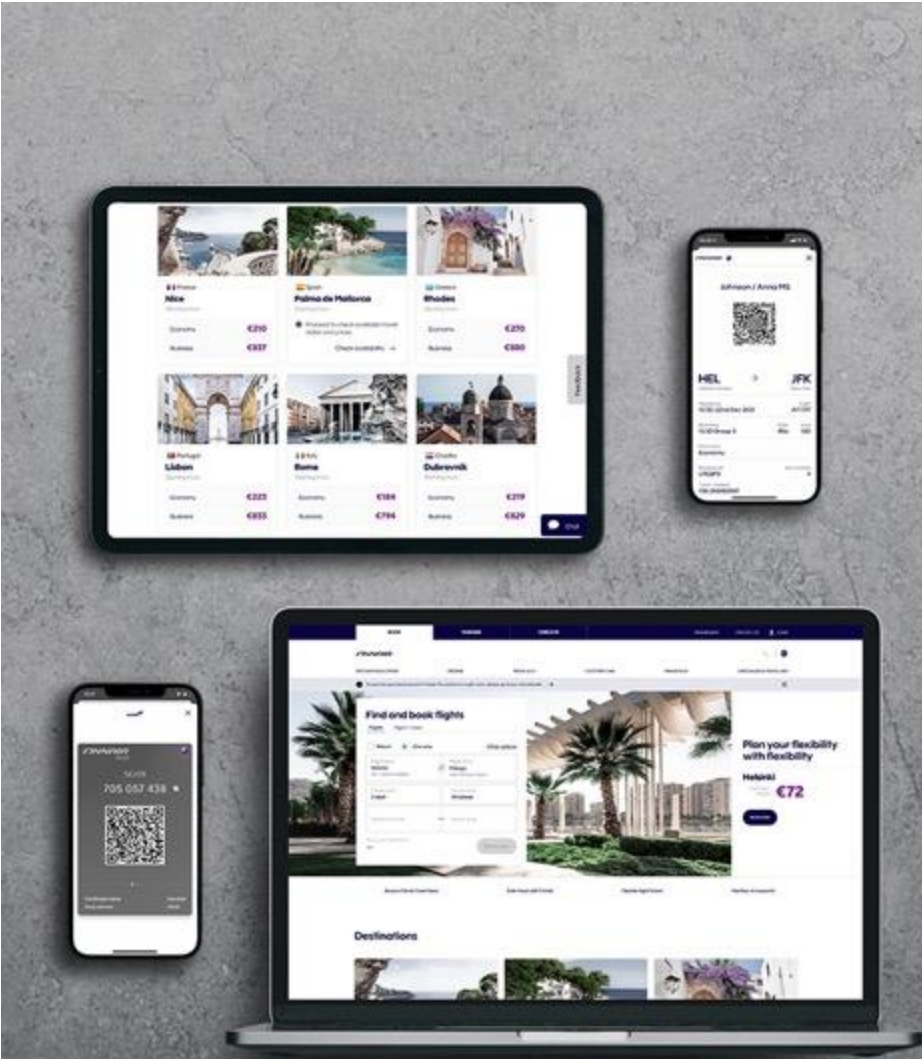
Customer Onload Recommendation

	Customer	Cabin	Seat	Current Accept	Recommendation	Priority
Onload						
1	KILAPPA Anna Ms	AY PLUS J(Z)	4A	✓	Downgrade ↓ Y	/J24
2	BOND James Mr	J(J)	G...	✓ GATE	Onload	J

Customers in a link 1/2

- Onload recognizes links - if the first customer to be upgraded is part of a link, system will upgrade both (if availability) or move to a next suitable customer in a list.
- Onload will not break the link on revenue customers.
- For staff customers the link is broken, if needed.

Acceptance Open Codeshare: FJ5984,QF38/4									
Selected List: All Customers									
Selected Filters: (Cabin Code=Y AND Sort by Ranked Order=RE)									
	Customer		From	To	Bkg	Cabin	Class	Seat	Accept
1	BOND Liam Mr	Staff	HEL	SIN	SA	Y	X	36C	✓
2	JARVIS Henry Mr	Infant	HEL	SIN	SA	Y	X	255	✓
3	MARA Charles Mr	Staff,Child	HEL	SIN	SA	Y	X	36B	✓
4	BLOCK Shane Mr	Staff	HEL	SIN	SA	Y	X	31C	✓
5	AAPELI Aabraham Mr	Staff	HEL	SIN	SA	Y	X	65L	✓
6	AARON Aadolf Mr	Staff	HEL	SIN	SA	Y	X	37D	✓
7	ABRAHAM Kimberly Ms	Staff	HEL	SIN	SA	Y	X	36D	✓
8	AVERY Benjamin Mr		HEL	SIN		Y	Y	36A	✓
9	BALL Frank Mr		HEL	SIN		Y	Y	61J	✓





Customer in a link 2/2

One customer needs to be upgraded. Onload will NOT break the link if all customers in a same link cannot be seated in a same cabin.
Onload will upgrade the next available customer (who will fit the criteria, in this case is travelling alone).

Availability

	Availability			Est. Availability		
	J	W	Y	J	W	Y
HEL-SIN	2	0	-1	2	0	5

Enter Flight

Acceptance Figures

Onload Recommendation

✈ AY131 20AUG HEL → SIN Singapore Changi (1)
Acceptance Open Codeshare: FJ5984,QF3874

Gate: None Boarding: 23:35

Availability Before and After Onload

Availability: HEL-SIN Acceptance Figures

	Before Onload			After Onload		
	J	W	Y	J	W	Y
HEL-SIN	2	0	0	1	0	0

Catering Figures

	J	W	Y
Cabin Capacity	43	24	188
Meals	0	0	0

Customer Onload Recommendation

	Customer	Cabin	Seat	Current Accept	Recommendation	Priority	Info.
Onload							
1	HAIGH Brian Mr	FQTV W(W)	23J	✓	Upgrade ↑ J		ONC
2	BLOCK Shane Mr	Staff Y(X)	31C	✓	Upgrade ↑ W	62/Y62,SA	DOJ 15JUN05
3	SMITH Anna Ms	Y(Y)	G...	✓	Onload Y		

From ranked order list (regrade list) we can see the ranking order. In this case the list shows first customers to be upgraded: Bond, Jarvis & Mara who are in a link of 3
This step is for information only and not compulsory.

Enter Flight		Flight Information		Customer List Selection			Customer List		
✈ AY131		20AUG HEL → SIN Singapore Changi (1)		Acceptance Open			Codeshare: FJ5984,QF3874		
Selected List: All Customers									
Selected Filters: (Cabin Code=Y AND Sort by Ranked Order=RE)									
	Customer	From	To	Bkg	Cabin	Class	Seat	Accept	Tier
1	BOND Liam Mr	Staff	HEL	SIN	SA	Y	X 36C	✓	
2	JARVIS Henry Mr	Infant	HEL	SIN	SA	Y	X 255	✓	
3	MARA Charles Mr	Staff,Child	HEL	SIN	SA	Y	X 36B	✓	
4	BLOCK Shane Mr	Staff	HEL	SIN	SA	Y	X 31C	✓	
5	AAPELI Aabraham Mr	Staff	HEL	SIN	SA	Y	X 65L	✓	
6	AARON Aadolf Mr	Staff	HEL	SIN	SA	Y	X 37D	✓	
7	ABRAHAM Kimberly Ms	Staff	HEL	SIN	SA	Y	X 36D	✓	
8	AVERY Benjamin Mr		HEL	SIN		Y	Y 36A	✓	



Reminders



Upgrading Customers

- When upgrading customers in DCS (UPYJ, UPYW, UPWJ), regrade type must always be *Involuntary*
- This is important in order for automated onload ranking to work.
- *Remain in Regrade Cabin* will not downgrade/upgrade customer again.

The screenshot shows the DCS interface for flight AY1405. The 'Manual Regrade' tab is active. The customer list shows JANNEY Deon Mr. with flight details AY1405, 28JAN, HEL-MUC, Y(H), 033, 20A, and status ECONOMY,AY-ELIGHT, Service. The 'Regrade Details' section is visible, with 'Regrade Reason' set to 'Marketing or Sales Initiative'. The 'Regrade Type' dropdown is highlighted with a red circle, showing 'Involuntary' and 'Remain in Regrade Cabin' options. The 'Regrade Cabin' is set to 'J' and 'Authoriser Ref' is empty. The 'Select Seat(s)' field is empty. The 'Regrade' button is visible at the bottom right.

Customer	Bkg Tkt Cabin	Sec	Seat	Accept Baggage	Info	
1 JANNEY Deon Mr	AY1405	28JAN	HEL-MUC	Y(H)	033 20A	ECONOMY,AY-ELIGHT, Service

Select Customer(s): 1
Select customer(s) to regrade and requested seats. Regrade applies to flight AY1405 only.

Regrade Details

Regrade Reason: Marketing or Sales Initiative Extra Information:

Regrade Cabin: J Authoriser Ref:

Select Seat(s):

Regrade Type: Involuntary
Remain in Regrade Cabin

Advanced Options [F2] Regrade Exit



Sort by ranked order lists in AlteaCM

- Regrade order can be checked from Ranked regrade order list (Customer list → Sort by Ranked order → Regrade)
- Certain customer types (e.g. LUMO, PLAT) are firm non-offloadable and non-downgradeable. Onload is capable of recognizing these customers.
- It is important to use onload list and not use the manual regrade

List Type	Additional Information
1 All Customers(ALL)	All Customers Display List
2 Accepted customers(ACC)	List of accepted customers
3 Customers with FQTV numbers(FQTV)	List of all customers who have FQTV numbers
4 Accepted customers with incarrage flights...	List of accepted customers who have incarrage flights
5 Customers with incarrage flights(INBO)	List of all customers who have incarrage flights
6 Not accepted customers(NACC)	List of not accepted customers
7 Customers with oncarriage flights(OUTB)	List of all customers who have oncarriage flights
8 Customers with ALL SSR and SK elements(...)	List of all customers with all SSR and SK elements e.g. AVIH, BLND, DEPA, DEPU, CKIN, MAAS, MEDA, MUSA, MUSU, OTHS, PBST, PETC
9 Staff customers(STCF)	List of all staff customers bookable (ID1) and SA (ID2)

Select List: 1

Select a customer list.

Restrict Customer List

To: Customer Filter: Joining and Transit

Cabin:

Refine Customer Lists with Criteria

And/Or	Include/Exclude	Filter	Value
1 And	Include	Sort by Ranked Order (PCV)	Regrade PCV (RE)
And	Include		Acceptance PCV (AC)
			Regrade PCV (RE)
			Seating PCV (ST)
			Downgrade PCV (DG)

(Sort by Ranked Order=RE)

ApplicationsDeviceNavigationLogoffHelp

27JAN22 16:46

Default: AY

Messenger (0)AY Flight AY1405 (1)AY Flight AY1405 (2)AY Customer (3)

UAT

Enter FlightAcceptance FiguresCustomer List SelectionCustomer List

SearchAF1

Shortcuts

Identify CustF6

Print to DefaultF8

View CustomerF7

View LinksSF3

AF12

CF2

CF4

CF10

AF10

AF6

AF9

F5

SF12

PBST, PETC

AY140528JAN HEL (2)MUC Munich International (1)

Acceptance OpenCodeshare: JL6827,QR6140

Gate: NoneBoarding: 15:50STD: 16:20Baggage: Open

Number in List: Y96

Selected List: All Customers

Selected Filters: (Cabin Code=Y AND Sort by Ranked Order=RE)

Customer	From	To	Bkg	Cabin	Class	Seat	Accept	Tier	RGD	INC	ONC
1 RONKAINEN Sinikka Ms	HEL	MUC	Y	Y	19D			AY PLAT		N	N
2 VAHALA Laura Ms	HEL	MUC	Y	Y	6C			AY PLAT		N	N
3 LITTLEWOOD Emilio Mr	Staff	HEL	MUC	SA	Y	X 11A				STUG	N
4 FARRAN Rigoberto Mr	Staff	HEL	MUC	SA	Y	X 15F				STUG	N
5 FILLMORE Thao Ms	Staff	HEL	MUC	SA	Y	X 7D				STUG	N
6 GADBOIS Kimberly Mr	Staff	HEL	MUC	SA	Y	X 9D				STUG	N
7 PAUL Cliff Fbtest Ms	HEL	MUC	Y	Y	15C			AY SILV		N	N
8 HAUKI Heikki	HEL	MUC	Y	Y	20A			FQTV		N	N
9 SAARI Sami	HEL	MUC	Y	Y	18C			FQTV		N	N
10 GAILLARD Nigel Mr	HEL	MUC	Y	Y	7C					N	N
11 HESTON Alvin Mr	Child	HEL	MUC	Y	Y	7A				N	N
12 GILMOUR Irvin Mr	HEL	MUC	Y	Y	9A					N	N
13 KLUGE Aldo Mr	Child	HEL	MUC	Y	Y	8A				N	N
14 GARNEY Alexandria Ms	HEL	MUC	Y	Y	9C					N	N
15 MACIAS Larae Ms	HEL	MUC	Y	Y	4F					N	N
16 MARTINO Broderick Mr	HEL	MUC	Y	Y	14F					N	N
17 DERRIN Alfredo Mr	HEL	MUC	Y	Y	10F					N	N
18 GADBOIS Kimberly Mr	HEL	MUC	Y	H	13F					N	N
19 DERRINGER Vernie Ms	Infant	HEL	MUC	Y	H 003					N	N
20 LIANG Shayne Mr	HEL	MUC	Y	Y	16A					Y	N
21 KOENEN Fidel Mr	HEL	MUC	Y	Y	21F					N	N
22 LYDEN Anissa Ms	HEL	MUC	Y	Y	22D					N	N
23 KLOCK Marlon Mr	HEL	MUC	Y	Y	19F					N	N
24 LASCH Philip Mr	HEL	MUC	Y	Y	11F					N	N
25 LEATHAM Meg Ms	HEL	MUC	Y	Y	11D					N	N
26 LEBEL Annmarie Ms	HEL	MUC	Y	Y	4D					Y	N
27 LEMOS Bryanna Ms	HEL	MUC	Y	Y	14A					Y	N
28 LIMBERG Sulema Ms	HEL	MUC	Y	Y	22A					N	N
29 KONDO Dwain Mr	HEL	MUC	Y	Y	25A					N	N
30 LAMONS Garry Mr	HEL	MUC	Y	Y	23F					N	N
31 LASSETER Heath Mr	HEL	MUC	Y	Y	10D					N	N
32 MAPLE Liz Ms	HEL	MUC	Y	Y	12C					N	N

Expand [SF2]

Choose one of the actions on the left to continue.

DoneBack

Manual modification

- Manual modifications are possible, but not recommended (agent needs to be sure of the ranking order etc, if manual modifications are done)
- Override Onload (SF6) and change the priority via Override Onload Recommendation box

UAT Enter Flight Acceptance Figures Onload Recommendation

AY1 21FEB HEL (2) → LAX Los Angeles (Tom Bradley International)
Acceptance Open Codeshare: AA8975,BA6000,IB356 Gate: None Boarding: 15:25 Bagg ST

Availability Before and After Onload
Availability: HEL-LAX Acceptance Figures

	Before Onload		After Onload	
	J	Y	J	Y
HEL-LAX	2	3	0	0

Catering Figures

	J	Y
Cabin Capacity	32	304
Meals	0	0

Customer Onload Recommendation

Customer	Cabin	Seat	Current Accept	Recommendation	Priority	Info.
Onload						
6 BRIGHT Estrella Ms	Staff Y(X)	355	SBY	Onload	Y	62/Y62,SA DOJ 15JUN05
No Action						
7 ACEVEDO Taniyah Ms	Staff Y(X)	356	SBY	SBY		66/Y66,SA DOJ 15NOV12
8 ACOSTA Maleah Ms	Staff Y(X)	357	SBY	SBY		67/Y67,SA DOJ 03MAR09
9 ADKINS Hezekiah Mr	Staff Y(X)	358	SBY	SBY		68/Y68,SA DOJ 12NOV02

Select Customer(s): 6 1 of

Select customer(s), click "Apply" to accept the Recommendation or Select an Action from the menu on the left

Override Onload Recommendation

Onload to Cabin: J Select Seat(s): Freeze Acceptance: No Remain in Selected Cabin:

Apply

Same action can be done via Customer → Acceptance → Force Accept



Thank You.



FINNAIR