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.
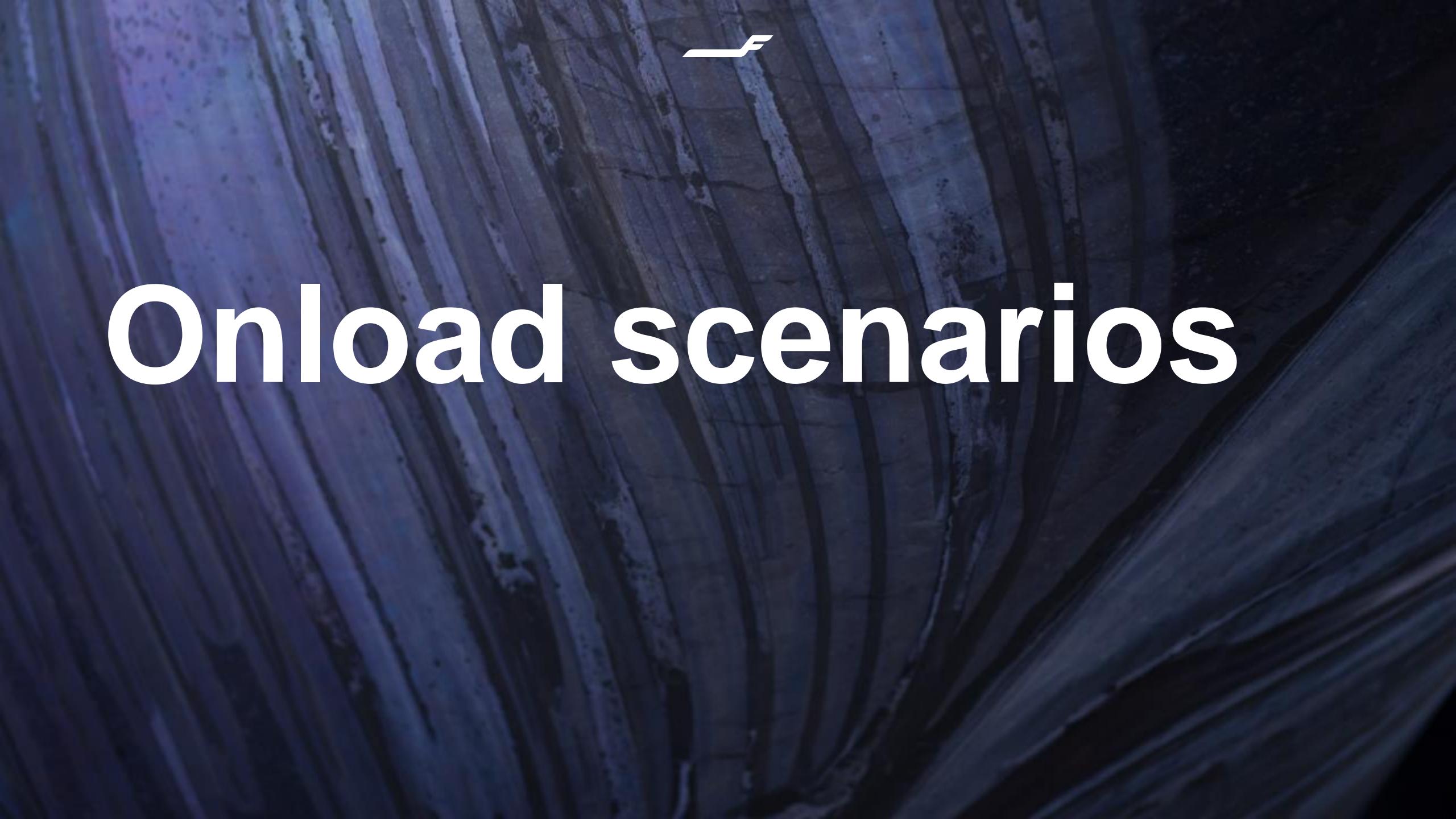
Onload scenarios

Case: Economy overbooked 1/3

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

ID pax display

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

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).

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 performe the onload recommendations (upgrades, downgares and onloads).

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.

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).

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 breaked, if needed.

	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	✓	
9	BALL Frank Mr		HEL	SIN		Y	Y	61J	✓	

Acceptance Open   Codeshare: FJ5984,QF3874
Selected List: All Customers
Selected Filters: (Cabin Code=Y AND Sort by Ranked Order=RE)
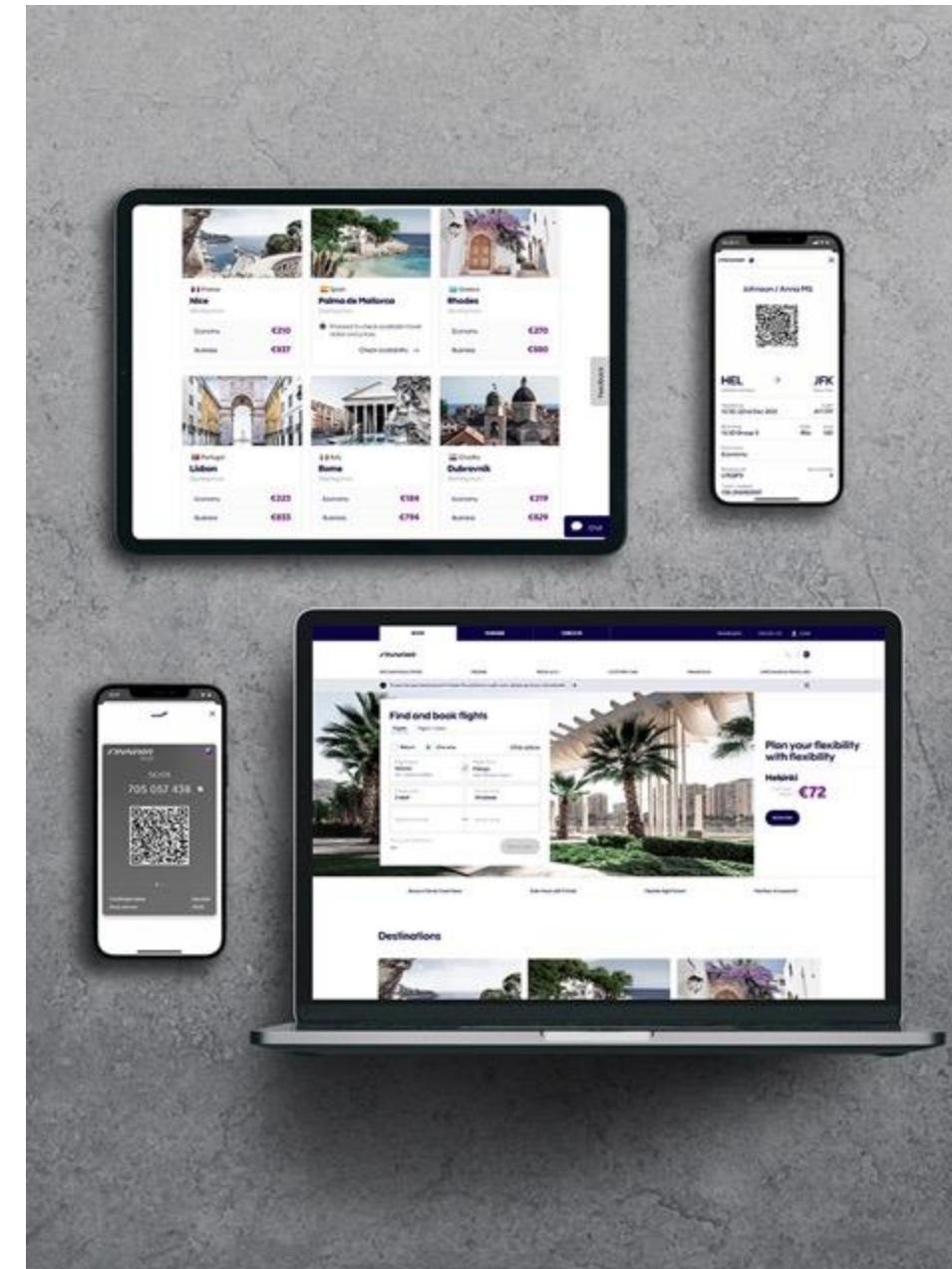
Customer in a link 2/2

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...	✔GATE	**Onload**	Y		

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	✔	

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.

22JAN24   AY GOPS

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.
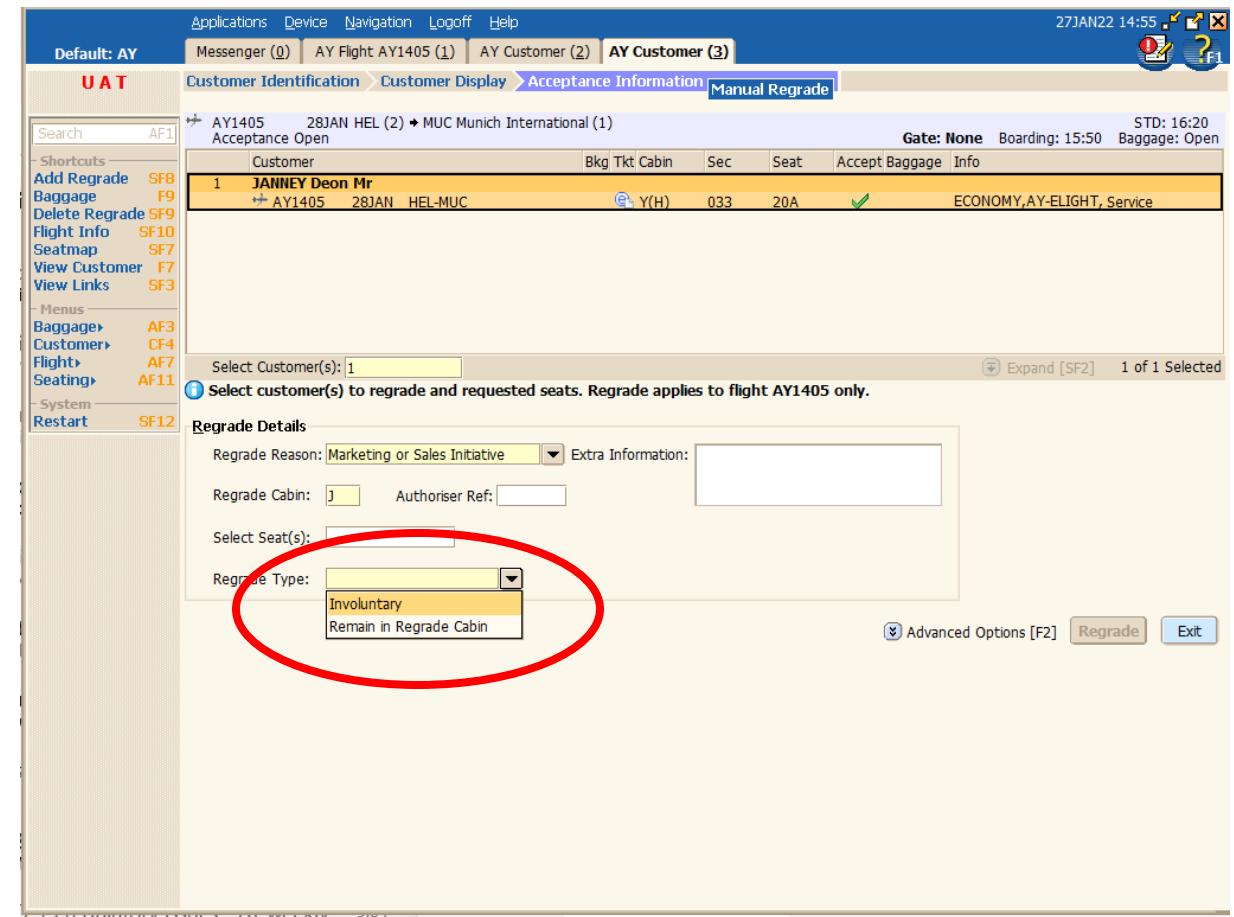
Sort by ranked order lists in AlteaCM

- Regrade order can be check 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

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

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

Thank You.

FINNAIR