



# 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

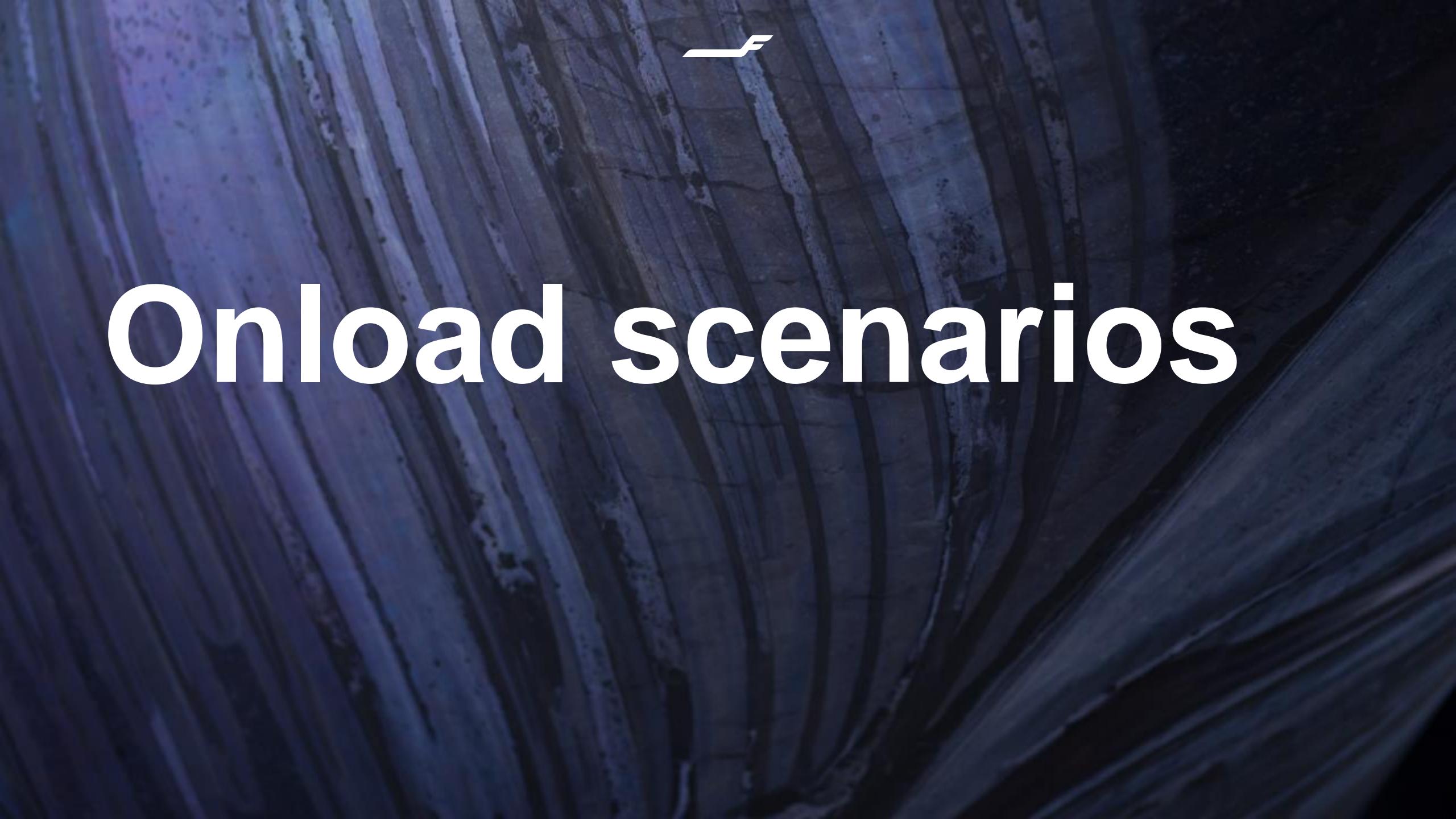


# Using Onload Apply

- 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

Freesale Codeshare Show: Combined Figures

**Aircraft**

	Aircraft	Config	Cabin Capacity	Infant		
	J	Y	J	Y	Quota	
HEL-MUC	E90	12	88	12	88	5

**Availability**

	Availability		Est. Availability	
	J	Y	J	Y
HEL-MUC	4	-4	4	-4

**Total Acceptance Figures**

	Booked				Accepted				Standby				
	J	Y	Infant	CBBG	EXST	J	Y	Infant	CBBG	EXST	J	Y	
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**

	Listed				Accepted				Standby				
	J	Y	Infant	CBBG	EXST	J	Y	Infant	CBBG	EXST	J	Y	
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**

	Booked				Accepted				Standby				
	J	Y	Infant	CBBG	EXST	J	Y	Infant	CBBG	EXST	J	Y	
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

Default: AY Applications Device Navigation Logoff Help 27JAN22 16:44

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

Enter Flight ➤ Acceptance Figures Customer List Selection ➤ Customer List

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

Selected List: Staff customers  
Selected Filters: None

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/Y6215JUN2005	
2 FARRAN Rigoberto Mr	Staff	HEL	MUC	SA	Y	X	15F	✓	STUG	N	N	SBY 66Y/Y6615NOV2012	
3 FILLMORE Thao Ms	Staff	HEL	MUC	SA	Y	X	7D	✓	STUG	N	N	SBY 67Y/Y6703MAR2009	
4 GADBOIS Kimberly Mr	Staff	HEL	MUC	SA	Y	X	9D	✓	STUG	N	N	SBY 68Y/Y6812NOV2002	
5 LLANES Booker Mr	Staff	HEL	MUC	SA	J	U	3C	✓	STUG	N	N	SBY 61J/61 01MAY2010	
6 LORENZO Ambrose Mr	Staff	HEL	MUC	SA	J	U	1A	✓	STUG	N	N	SBY 62J/62 15DEC1995	

STD: 16:20 Gate: None Boarding: 15:50 Baggage: Open Number in List: J2 Y4

**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

Customer CF4

Disruption CF10

Printing AF10

Ticket / EMD AF6

Travel AF9

System

Refresh F5

Restart SF12

# 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).

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

# 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).

U A T      Enter Flight      Flight Information      **Onload Recommendation**

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

STD: 16:20 ETD: 23:00      Gate: None      Boarding: 22:30      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
<b>Onload</b>							
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): 1-8      8 of 8 Selected

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

**Apply**      **Exit**

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).

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

Freesale Codeshare  
AA8992, BA6023, FI7359,  
JL6815

Show: Combined Figures

Aircraft

	Aircraft	Config	Cabin	Capacity	Infant	Quota
	HEL-CPH	J Y	J Y	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	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

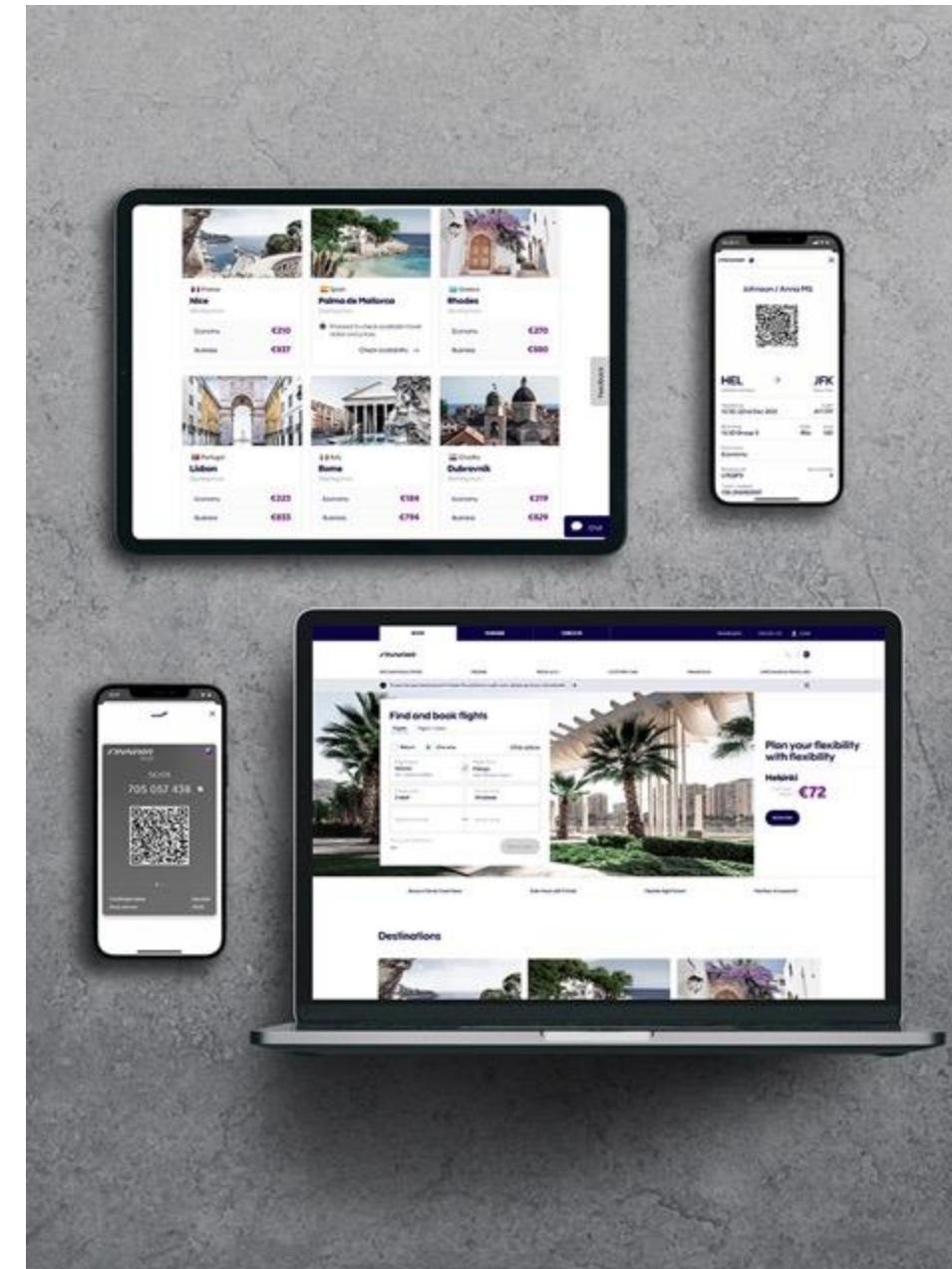
	Customer	Cabin	Seat	Current Accept	Recommendation	Priority
<b>Onload</b>						
1	KILAPPA Anna Ms	AY PLUS J(Z)	4A	✓	Downgrade ↓ Y	/J24
2	BOND James Mr	J(J)	G...	✓ RTE	Onload	J

# 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	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 Adolf 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			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**

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

**Customer Onload Recommendation**

	Customer	Cabin	Seat	Current Accept	Recommendation	Priority	Info.
<b>Onload</b>							
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)	6...	✓ 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)

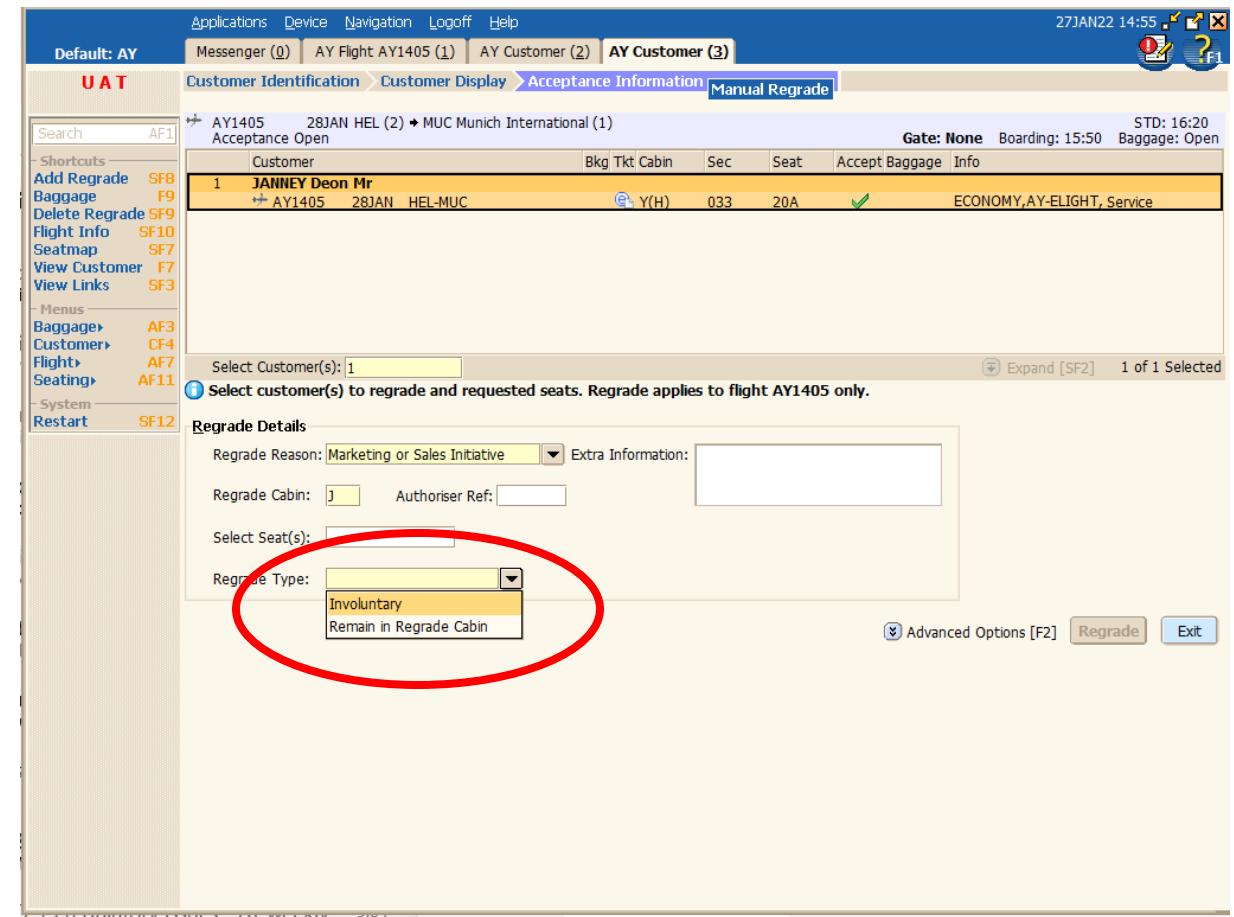
	Customer	From	To	Bkg	Cabin	Class	Seat	Accept	Tier
1	BOND Liam Mr	Staff	HEL	SIN	SA Y	X	36C	✓	
2	JARVIS Henry Mr	Infant	HEL	SIN	SA Y	X	255	✓	
3	MARA Charles Mr	Staff,Child	HEL	SIN	SA Y	X	36B	✓	
4	BLOCK Shane Mr	Staff	HEL	SIN	SA Y	X	31C	✓	
5	AAPELI Abraham Mr	Staff	HEL	SIN	SA Y	X	65L	✓	
6	AARON Adolf Mr	Staff	HEL	SIN	SA Y	X	37D	✓	
7	ABRAHAM Kimberly Ms	Staff	HEL	SIN	SA Y	X	36D	✓	
8	AVERTY 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.



# 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

U A T

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

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

Cabin Capacity	J	Y
Meals	0	0

Customer Onload Recommendation

Customer	Cabin	Seat	Current Accept	Recommendation	Priority	Info.
<b>Onload</b>						
6 BRIGHT Estrella Ms	Staff	Y(X)	355	SBY	Onload	Y 62/Y62,SA DOJ 15JUN05
<b>No Action</b>						
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 1

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

Apply

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



A white airplane with blue stripes is shown from a low angle, flying through white clouds. The tail features a blue and white logo. The text 'Thank You.' is overlaid on the left side of the image.

# Thank You.

***FINNAIR***