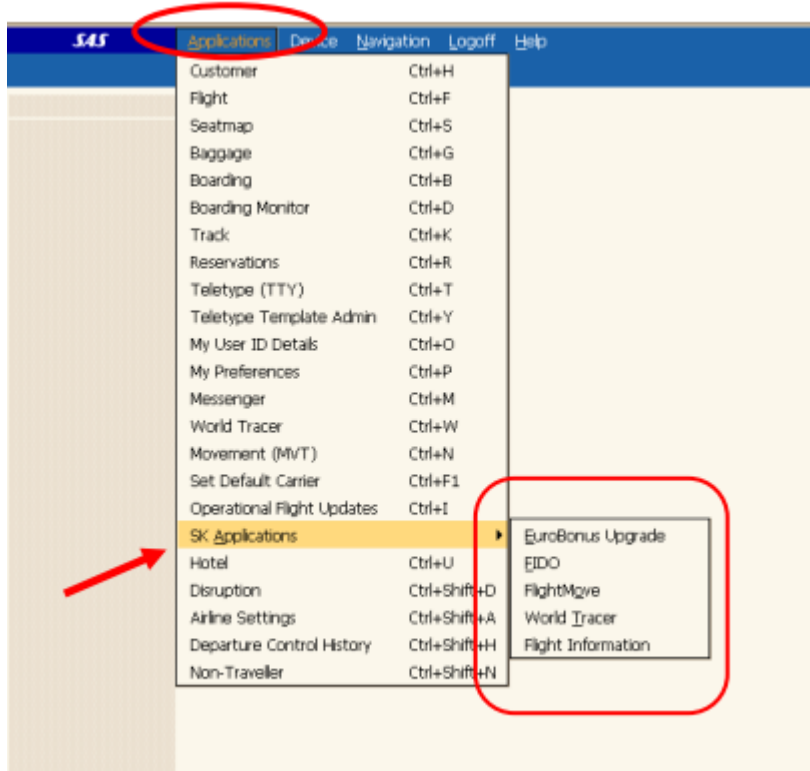


# **SK Altea CM Briefing**

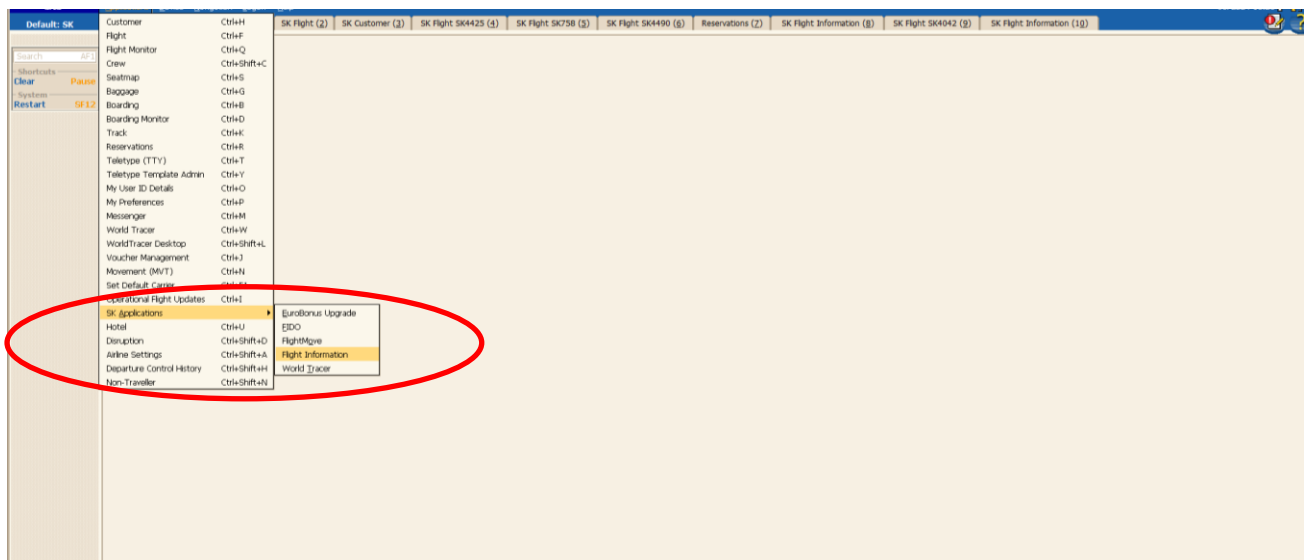
- 1. SK Applications**
- 2. Baggage**
- 3. SAS Go Light – CABB**
- 4. Special Baggage**
- 5. Document Check**
- 6. Travel Pass**
- 7. Suspected Fraud CKIN**
- 8. Manual Regrade**
- 9. Crew/Cockpit seats**
- 10.Overbooking and Volunteers for DB**
- 11.Denied Boarding**
- 12.Onload List**
- 13.Flight Banner and Flight Comments**
- 14.Boarding – Priority Boarding**
- 15.Flight Closure**
- 16.Error reporting procedures for Altea DCS CM**

## **1. SK Applications**

Some SK specific systems are not integrated parts of Altea, but access to these systems can be done via:  
 “Applications” -> “SK Applications”



SK Applications => Flight Information



Insert Flight number and date of operation (if not for today)

Flight Information

Traffic & Flight Information

Flight info search

[→ Flight Info Advanced Search \[Alt 2\]](#)  
[→ Passenger Load Figures \[Alt 4\]](#)

Please enter search values

Flight id(s)

Date of operation (UTC)

Dep station code

Aircraft Type

AC registration

Time mode:  
☒ LT ☐ UTC

Call Sign

Reset Help Search

Traffic & Flight Information

Flight Information

[→ Flight Info Search \[Alt 1\]](#)  
[→ Flight Info Advanced Search \[Alt 2\]](#)  
[→ Passenger Load Figures \[Alt 4\]](#)

The flight search was performed using:  
Time mode: LT  
FlightIDs: SK 4425 , Period: 06FEB24-06FEB24

FLIGHT	DATE	FROM	TO	STD	ETD	ATD	TOFF	TDWN	ATA	ETA	STA	STC	TYPE	OWNER	VERSION	ACREG	CODE1	CODE2	CALLSIGN
SK4425	06FEB24	LYR	TOS	1445	1438	1444	1601	1604	1620	J	32N	SK	32N1	SEROI					SAS78T
		TOS	OSL	1720					1920	J	32N	SK	32N1	SEROI					SAS78T

Display LDM Help Print Copy data to file

Click on ACREG to check aircraft rotation

Flight Information

Traffic & Flight Information

Flight Information

[→ Flight Info Search \[Alt 1\]](#)  
[→ Flight Info Advanced Search \[Alt 2\]](#)  
[→ Passenger Load Figures \[Alt 4\]](#)

The flight search was performed using:  
Time mode: LT  
FlightIDs: %, Period: 06FEB24-06FEB24 Acregs: SEROI,

[3 hits]			FLIGHT	DATE	FROM	TO	STD	ETD	ATD	TOFF	TDWN	ATA	ETA	STA	STC	TYPE	OWNER	VERSION	ACREG	CODE1	CODE2	CALLSIGN
			SK4414	06FEB24	OSL	TOS	0935	0935	0957	1129	1132	1140	J	32N	SK	32N1	SEROI					SAS4414
					TOS	LYR	1215	1207	1216	1350	1354	1400	J	32N	SK	32N1	SEROI					SAS4414
			SK4425	06FEB24	LYR	TOS	1445	1438	1444	1601	1604	1620	J	32N	SK	32N1	SEROI					SAS78T
					TOS	OSL	1720					1920	J	32N	SK	32N1	SEROI					SAS78T
			SK1330	06FEB24	OSL	AES	2000					2105	J	32N	SK	32N1	SEROI					SAS1330

Help Print Copy data to file

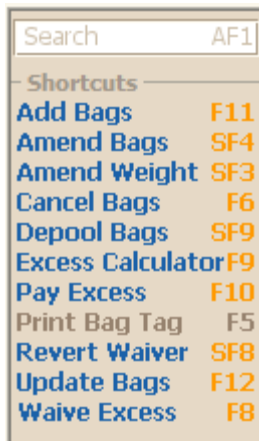
## 2. Baggage

Insert actual baggage weight.

**Excess bag** - \$ sign (not in Skilling) - pieces or wight

If prepaid – you will see EMD sign and \$ will not be displayed.

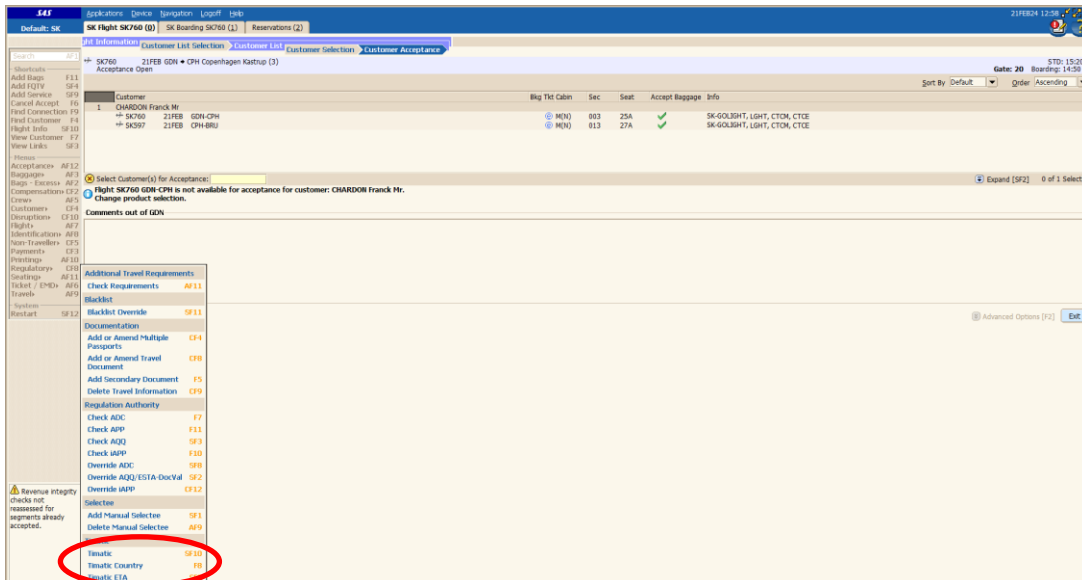
- Pay Excess – charge in CC terminal and insert invoice number in CM, or
- Waive Excess – insert your user id and reason for waiving  
(be precise as much as possible, avoid “commercial” without explanation).



Bag should be tagged to the final destination.

If there is domestic flight in passenger's routing – passenger should be informed where customs clearance takes place in a country.

Customer Application => Regulatory => Timatic Country



**Enter details to query Timatic on Country information.**

**Timatic Request Country**

Country:  Request Category:  SubCategory:

Reservation Application CTRL+R  
TI/CPH/Baggage

TIMATIC-3 / 21FEB24 / 1153 UTC  
CUSTOMS FULL TEXT FOR: DENMARK (DK)

BAGGAGE CLEARANCE:

- DENMARK: BAGGAGE IS CLEARED AT THE AIRPORT OF FINAL DESTINATION.**
- FAROE ISLANDS AND GREENLAND: BAGGAGE IS CLEARED AT THE FIRST AIRPORT OF ENTRY IN FAROE ISLANDS OR GREENLAND AND MUST BE LABELED TO THE AIRPORT OF FINAL DESTINATION.

### 3. SAS Go Light

Customer List category 8.  
Go Light No Carry-on bag (CABB), excluding EBG, EBD, EBP

**Customer List**

SK760 21FEB GDN → CPH Copenhagen Kastrup (3)  
Acceptance Open

List Type	Additional Information
1 All Customers(ALL)	All Customers Display List
2 Incarriage Customers(02)	Customers with an incarriage flight
3 Oncarriage Customers(03)	Customers with an oncarriage flight
4 Not accepted Customers(04)	Customers not yet accepted
5 Accepted Customers(05)	Accepted Customers
6 Special Assistance and Categories(06)	AVIH, BLND, CBBG, COUR, DEAF, DEPA/U, DPNA, EXST, MEDA, PETC, STCR, SVAN, UMNIR, WCOX incl. CHD and INF
7 Staff Customers - Passive crew with Onload code 01C, 02C, 01M, 02M a...	Booked and listed Staff in prio order
8 GoLight No Carry-On bag(08)	GoLight no Prepaid Carry-On bag (CABB), excluding EBG EBD EBP

Select List: 8

Select a customer list.  
Restrict Customer List

To:  Customer Filter:  Cabin:

On Boarding Application, you can see how many passengers are accepted in Zone 5  
Go Light No Carry-on bag

SK760 21FEB GDN → CPH Copenhagen Kastrup (3)  
Acceptance Open

	Accepted	Boarded	Not Boarded
Joining	36 + 0 inf	0 + 0 inf	36 + 0 inf
Transfer	0 + 0 inf	0 + 0 inf	0 + 0 inf
Transit	0 + 0 inf	0 + 0 inf	0 + 0 inf
Totals	36 + 0 inf	0 + 0 inf	36 + 0 inf

	Accepted
Ineligible To Board	0
Special Assistance	2
Jump Seats	0

**F7 to see the list**

Zone	Yet To Board
1	6
2	1
3	18
4	0
5	5

**Not Boarded Customers: 36**

Customer	Link	Sec.Nbr	Seat	Cabin	Acpt Bag	Incarriage	Last Seen
1 AAM Erlend Mr	SK Silver	2 005	11C	M	✓		WEB
2 AVICOLLI Manuel	SILVER	027	27F	M	✓		WEB
3 BAYSA Donald Laugo Mr		009	22A	M	✓		WEB
4 BERG Jorn Mr	SK Diamond	013	3C	C	✓		WEB
5 BOUCHER Francois		019	18A	M	✓		WEB
6 BRUSAZAPPELLINI Alessandro		015	25C	M	✓		WEB
7 CHARDON Franck Mr		003	25A	M	✓		WEB

In Customer Application in Info you will see **LGHT**

SK760 21FEB GDN → CPH Copenhagen Kastrup (3) Acceptance Open						
Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept Baggage Info
1 BOUCHER Francois						
SK760 21FEB GDN-CPH			M(K)	019	18A	✓ GOLIGHT, LGHT, CTCM, CTC
SK559 21FEB CPH-CDG			M(K)	028	18A	✓ GOLIGHT, LGHT, CTCM, CTC

When passenger has paid for Carry-on at check-in Add Service - **CABB**  
on all flights paid and reprint boarding pass – zone 5 will be changed to zone 4.  
LGHT will be changed to CABB.

Select Customer(s): 1

**Enter services.**

**Special Services**

Service	Service Description	Additional Description
1 CABB	PRE PAID CARRY ON 8KG 18LB	

**Special Services Information Recap**

1	SK566	19FEB	CDG-CPH	LGHT Status: <b>Confirmed</b> LIGHT FARES NO CARRY-ON BAG
1	SK566	19FEB	CDG-CPH	CTCE Status: <b>Confirmed</b> PASSENGER IROP CONTACT INFORMATION E-MAIL ADDRESS SASTAG//ORANGE.FR
1	SK566	19FEB	CDG-CPH	CTCM Status: <b>Confirmed</b> PASSENGER IROP CONTACT INFORMATION MOBILE PHONE 33682831921
1	SK566	19FEB	CDG-CPH	CTCT PAR EDO CONTACT 0033 17841837
1	SK566	19FEB	CDG-CPH	CTCN PAR PASSENGER CONTACT 0682831921
1	SK566	19FEB	CDG-CPH	NXTM TI -NONE

Select : 1-2 2 of 4 selected

#### 4. Special Baggage AVIH/WEAP/WCBD/WCBW/WCLB

Current SK procedures require AVIH, WEAP, WCBD, WCBW and WCLB be registered specifically as “Special baggage”. The reason for this is, that these codes are transferred to Altea FM (Load control system) ONLY IF the Special Baggage is inserted correctly.

**AVIH/BIKE/WEAP/SKI/GOLF** need to be requested in reservation in advance and shown in Info field, if missing not – please contact GLSS.

When you insert weigh for **AVIH/BIKE/HBAG/WCHx** add Special Bag – select – **YES**

Select Customer(s): 1

**Enter baggage weight for next piece.**

**Baggage**

Additional Hold Baggage: 1 / 10 KG

Is this a special bag? Yes

**Current Baggage**

Hold Baggage: 0 / 0 KG

**Enter the data for the special bag(s) to update.**

**Special Baggage**

Attribute-Description	Details
▼	
AVIH	
BIKE	
BULK	
GATE	
HBAG	
WCBD	
WCBW	
WCLB	

0 Attributes

**HBAG – hand baggage**

add Special Bag when flight is fully booked, and handbag is sent as checked baggage.

This procedure applies in high season – information will be published in Bulletin or Procedure Alert.

Select Customer(s): 1

**Enter baggage weight for next piece.**

**Baggage**

Additional Hold Baggage: 1 / ... KG

Is this a special bag? Yes ▼

**Current Baggage**

Hold Baggage: 0 / 0 KG

**Enter the data for the special bag(s) to update.**

**Special Baggage**

Attribute-Description	Details
1 HBAG	
▼	

**CBBG/EXST - Cello in Cabin/ Extra Seat**

Select 2 seats from Seat Map (if not already pre-reserved acc to Ground Handling Bulletin 01FEB2024).

When CBBG/EXST reservation is correct - **1 boarding pass will be printed with 2 seats** for psgr and BBG.

If 2 boarding passes are printed - 1 for passenger and 1 for CBBG/EXST – please contact GLSS for correction – error on Loadsheets!

## 5. Document Check/ TIMATIC

If **ADC** (Additional Document Check) for other airlines is **not ok** you can swipe and insert passport details, but if still not ok – pls **do not** override,

cancel acceptance from the flight and this airline will perform ADC in their check in system.

Accept passenger only on SAS flights, bags can be checked in to final destination.

Inform passenger to contact the airline at transit desk to collect a boarding pass.

Baggage can be tagged/checked-in to final destination if agreement with SAS exists,  
CTRL+R => GGAIRSK xx (xx is airline code).

#### GGAIRSK QR – agreement OK

		INTERLINE AGREEMENT		EN 14FEB17 0900Z		
GG AIR SK QR		(LAST UPDATED: 14FEB17 STONKSK)				
1		2	3	4	5	6 7
QATAR AIRWAYS		157	QR	NO	<b>YES</b>	YES YES
1. INTERLINE CARRIER'S NAME						
2. INTERL. CARRIER'S CODE						
3. INTERL. CARRIER'S DESIGNATOR						
4. IS CODESHARE INCLUDED IN THE INTERLINE AGREEMENT?						
5. <b>DOES THE INTERL. CARRIER ACCEPT SAS DOCUMENTS?</b>						
6. DOES SAS ACCEPT INTERL. CARRIER'S DOCUMENTS?						
7. IS THERE A PASSENGER E-TICKET AGREEMENT?						
SEE "GG AIR SK INTERLINE" FOR FURTHER EXPLANATION						

#### GGAIRSK DY - no agreement

DATA PAGE DOES NOT EXIST
--------------------------

## 6. Travel Pass

To find passengers travelling on Travel Pass check Customer List F4

Category 14 "PRC OPR precheck"

SK4425 01FEB LYR → TOS → OSL Oslo Gardermoen		
Acceptance Open		
	List Type	Additional Information
10	ADOC missing(10)	Check of health documents not performed - SSR ADOC missing
11	IAPP CN and UK gate actions(11)	IAPP status OKS NOK
12	No electronic product NEP(12)	Customers without Electronic products
13	Customers No Show and Go Show(13)	Customers No Show and Go Show - Charter
14	<b>PRC OPR precheck 1(50)</b>	<b>DPNA, SKTP, UMN, VCHC</b>
15	PRC OPR precheck 2(51)	GN, DEPA, DEPE, STAFF BKD, SVAN
16	PRC precheck special assistance and animal(52)	MED, CRE, SAL, AVIH, PETC
17	PRC precheck specific SSRs(53)	UPGD, EBP, SEMN, SPEQ
18	Emergency contact details(54)	PCTC status OK and NOK (Bike ECD)
Select List: 14		
Select a customer list.		





## 8. Manual Regrade

Regrade is the process of assigning a customer to a cabin that is different from the one for which the customer paid (the cabin class of the ticket). Regrade can be an upgrade or a downgrade.

With the Regrade function you can perform an upgrade or a downgrade.

**Always use “Manual Regrade”.**

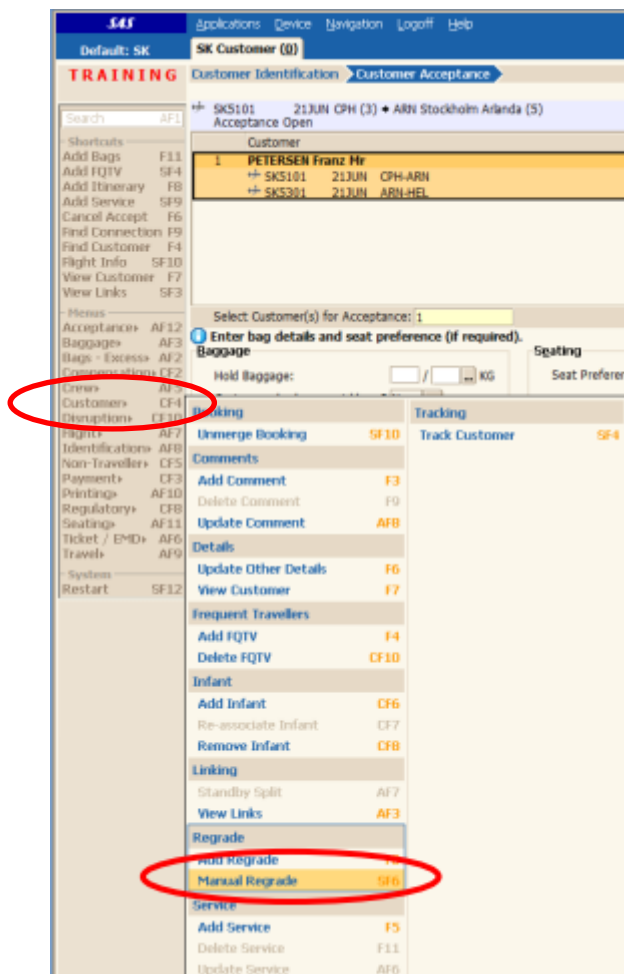
In the Customer Application any customer can be manually reggraded.

In the Boarding Application (CTRL + B), any **accepted** customer can be manually reggraded.

In Flight Application (CTRL + F), only customers eligible for reggrade can be manually reggraded.

BEFORE and AFTER Acceptance the process is the same:

1. From Customer Application, CTRL + H
2. Identify customer to be reggraded
3. From Menu “Customer” CF4, select “Manual Regrade.”



4. Enter the Regrade Details (Reason / Cabin / Authorizer / Extra Info (optional))
5. If needed, use "Common Flights" field (Advanced Option) to restrict the regrade to selected flights.

Applications Device Navigation Logoff Help

Default: SK SK Customer (0)

TRAINING Customer Identification Customer Acceptance **Manual Regrade**

Search AF1 SK5101 21JUN CPH (3) → ARN Stockholm Arlanda (5)  
Acceptance Open

Customer	Bkg Tkt Cabin
1 PETERSEN Franz Mr	
→ SK5101 21JUN CPH-ARN	FQTV M(K)
→ SK5301 21JUN ARN-HEL	FQTV M(K)

Select Customer(s): 1

Select the customer(s) and flight(s) to regrade and requested seats. Regrade will apply to selected flight(s) only.

**Regrade Details**

Regrade Reason: <Select Regrade Reason> Extra Information:

Regrade Cabin:  Authoriser Ref:

Select Seat(s):

**Common Flights For All Selected Customers**

1 SK5101 21JUN CPH-ARN
2 SK5301 21JUN ARN-HEL

Select: 1 1 of 2 selected

6. Press Enter to activate the regrade
7. View the result:

Applications Device Navigation Logoff Help

Default: SK SK Customer (0)

TRAINING Customer Identification Customer Acceptance

Search AF1 SK5101 21JUN CPH (3) → ARN Stockholm Arlanda (5)  
Acceptance Open

Customer	Bkg Tkt Cabin	Sec
1 PETERSEN Franz Mr		
→ SK5101 21JUN CPH-ARN	FQTV C(K)	☆
→ SK5301 21JUN ARN-HEL	FQTV M(K)	

Select Customer(s) for Acceptance: 1

Enter bag details and seat preference (if required).

**Baggage**

Hold Baggage:  /  KG

Customer also has special bags? No

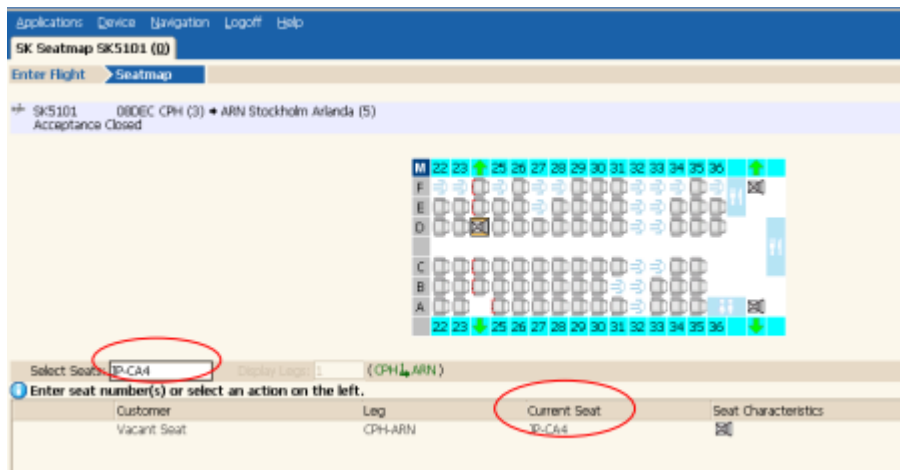
**Seating**

Seat Preference:

## 9. Crew/Cockpit seats (jump seats)

Jump seats are used for the cockpit and cabin crew. In some situations, a jump seat can be assigned for approved company staff – always agree with the crew!

To identify jump seats and the corresponding jump seat number:  
Use Application Seatmap (CTRL + S) or Flight (CTRL + F):



Each jump seat has a specific “seat name”. Different airlines/aircrafts have different names for their jump seats.

Below are examples from an SK flight:

Jump seat number	Description
JP-CO1	Cockpit (flight deck) seat
JP-CA1	Jump seat in front
JP-CA2	Jump seat in front
JP-CA3	Jump seat in the aft
JP-CA4	Jump seat in the aft

Due to Weight and Balance calculation, always assign crew seats from “behind”, i.e., use the 2 crew seats in the aft before using other crew seats.

To accept customer on jump seat:

Select customer → Insert seat info in "Seat Preference"

Baggage Acceptance screen showing the 'Seat Preference' field set to 'JP-CA4'. The interface includes a left sidebar with menu items like 'Baggage', 'Cust. Details', 'Cust. Service', etc. The main area has sections for 'Enter bag details and seat preference (if required)', 'Other Acceptance Options', and 'Common Flights'.

## 10.Overbooking

When flights are overbooked already at the check-in we need to find Volunteers for Denied Boarding (VDB).

The flight will be updated by back-office functions (PRC or GLSS) to show VDB Information.

After acceptance of a customer on an overbooked flight set for VDB, the following prompt will appear:

VDB Confirmation screen for flight SK2726. The screen displays customer details for ENLUND Hakan Mr. and a table of flight alternatives. A red box highlights the confirmation prompt: "Confirm if customer(s) would like to volunteer for denied boarding. 3 volunteer(s) still required." Below this, the "VDB Compensation and Alternatives" section lists several alternatives. At the bottom, a red box highlights the "Volunteer" button, which is currently selected.

Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1 ENLUND Hakan Mr	SK	Silver						
SK2726	ARN-TKU	M(E)	056	4F	✓			

Select Customer(s): 1 Expand [SE2] 1 of 1 Selected

**Confirm if customer(s) would like to volunteer for denied boarding. 3 volunteer(s) still required.**

**VDB Compensation and Alternatives**

Alternative 1: SK2716 2230-0020 COMP: 300 EU IN TV/KOC

Alternative 2:

Alternative 3:

Alternative 4:

Alternative 5:

Choose Yes to Add and No to Remove

Volunteer [X] [v] [d]

No Yes

Confirm Exit

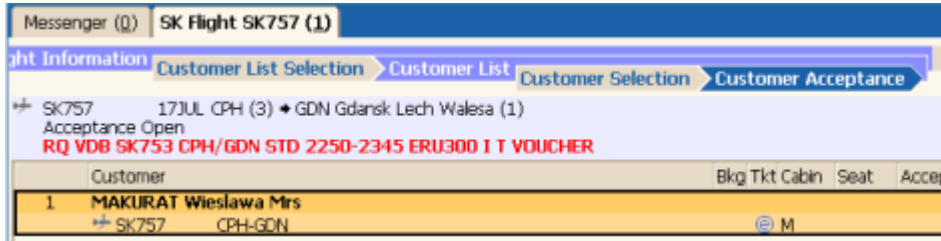
Choose Yes if the customer is a Volunteer.

If the customer is NOT a volunteer, just Exit or Escape!

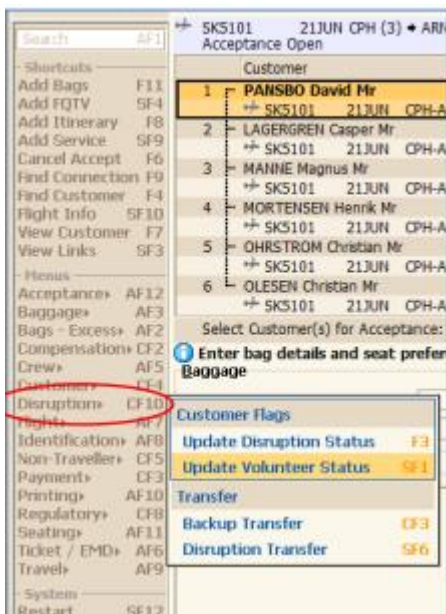
If the “Yes- “customer has baggage, use the “Volunteer” tag.

A common procedure is to indicate VDB via the Customer Service menu.

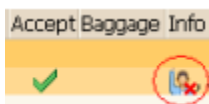
VDB information is indicated with bold red text in the Flight banner field, see below:



If the customer is a volunteer, this is registered into the system via the Menu “Disruption, CF10”:



Choose Voluntary Denied Boarding status “Volunteer”:



Note the icon in the Info field.

If the customer has baggage, use the “Volunteer” tag.

Once you have set the voluntary status of a customer, you can reset it at any time.

To get a list of customers with VDB status:

From Application Flight, select “Customer List – F4” Select List no. 1 “All Customers”, and use Filter “Volunteer Status (VDI)” – and set Value “Voluntary Denied Boarding (VDB)”

And/Or	Include/Exclude	Filter	Value
1 And	Include	Volunteer Status (VDI)	Voluntary Denied Boarding (VDB)

## 11.Denied Boarding

When passenger is **Denied Boarded** –

- Cancel Acceptance => Not Traveling =>Denied Boarding
- Call GLSS for involuntary rebooking and tkt reissue
- Issue DB compensation voucher – instruction enclosed.

Select Customer(s): 1

**Enter the cancel acceptance details for this customer**

**Cancel Acceptance Details**

Update Status to: Not Travelling Other Reason:

Reason: Denied Boarding

## 12.Onload List

On the 05MAR2024 SAS will, as part of the last batch of Altéa airlines, implement Enhanced Onload in Altéa Customer Management.

It will improve the Onload process resulting in a more user-friendly display, increased overview of the actions required and control to agents.

New Behavior New Display Onload List Onload Recommendation is divided into sections for recommended action:

- Offload – Weight Restriction: offload suggested due weight limitations.
- Onload: passengers with SBY status recommended for onload.
- Upgrade: passengers eligible for upgrade.
- Downgrade: passengers eligible for downgrade.
- No Action: no recommendation suggested.

Onload is enabled when the Acceptance status is Open.

Onload is based on Acceptance Figures. Onload Recommendations are set to be processed from top to bottom but can be handled in any order when required.

Example with sections Onload, Upgrade, Downgrade and No Action:

**SAS** Applications Device Navigation Logoff Help 18JAN24 09:44

Default: SK **SK Flight SK6928 (0)**

**PDT** Enter Flight Flight Information **Onload Recommendation**

Search: AF1

SK6928 19JAN BOS (E) → CPH Copenhagen Kastrup (3) Gate: None STD: 20:00 Boarding: 19:40

Acceptance Open

**Availability Before and After Onload**

Availability: BOS-CPH Acceptance Figures

Before Onload			After Onload		
C	Y	M	C	Y	M
4	1	0	4	0	0

**Catering Figures**

	C	Y	M
Cabin Capacity	5	3	4
Meals	0	0	0

**Customer Onload Recommendation**

Customer	Cabin	Seat	Current	Accept	Recommendation	Priority	Info.	Bag
<b>Onload</b>								
1 PARK Axel Mr	SK Gold M(E)	006	SBY		Onload	M		
<b>Upgrade</b>								
2 PARKER Robert Mr	M(M)	37A	✓		Upgrade	↑ C /C00	RQ	
<b>Downgrade</b>								
3 THOMPSON Carol Ms	Staff C(C)	3A	✓		Downgrade	↓ Y 00Y/Y00	STUG	
<b>No Action</b>								
4 POWELL Michael Mr	Staff M(X)	009	SBY		SBY	20M/M00,SA	STUG	

Select Customer(s):

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

Apply Exit

For more information, please revert to SAS Ground Handling Bulletin FEB2024.

## 13.Flight Banner and Flight Comments



Enter Flight

Flight Information

Search

AF1

SK909

06FEB CPH (3) → EWR New York Newark Liberty (B)

Acceptance Finalised

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

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

Aircraft

	Aircraft	Reg	Config			Cabin Capacity			Infant
			C	Y	M	C	Y	M	Quota
CPH-EWR	333	LN-RKM	32	56	178	32	56	178	12

Flight Status

	Acceptance	Boarding
CPH-EWR	Finalised	Closed

Schedule

Airport: CPH EWR

Elapsed Time: 8h35

Scheduled: 12:35 15:25

Estimated: 15:06

Actual (off/onblocks): 12:31

Actual (airb./touchd): 12:44

Delay: -0h04 -0h19

Total Elapsed Time: 08h35

Comments out of CPH

- LOW BF: UPG: M-Y 25000P/3999DKK M-C 50000P/11499DKK Y-C 35000P/8499DKK
- MMEALS 32C/52Y/109M
- PSC 32321107

Set Comments =>

Flight Banner or Add/Edit Comments

Enter Flight

Flight Information

Flight Comments Summary

SK909

06FEB CPH (3) → EWR New York Newark Liberty (B)

Acceptance Finalised

Shortcuts

Edit Comment F12

Flight Banner F13

Flight Level F14

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

Flight Comments

No flight comment

Acceptance Banner Comments

LOW BF: UPG: M-Y 25000P/3999DKK M-C 50000P/11499DKK Y-C 35000P/8499DKK

Check-in Comments

No check-in comment

Gate Comments

MMEALS 32C/52Y/109M

PSC 32321107

Load Control Comments

No load control comment

Service Desk Comments

No service desk comment

Supervisor Comments

No supervisor comment

Arrival Comments

No arrival comment

Cancellation Comments

No cancellation comment

Gate: E129

Location: E27

Departed

Add Comment

Edit

## 14.Boarding

## Priority Boarding and Zone Boarding

Open Boarding => Update Zones => Zone 1

Search

AF1

SK760

21FEB GDN → CPH Copenhagen Kastrup (3)

Acceptance Open

Shortcuts

Add Bags F11

Boarded List F3

Cancel Accept F6

Deboard F8

Inbound Con SF5

Ineligible List SF9

Mass Cancel F10

Spd Assist List F7

Update Zones SF11

	Accepted	Boarded	Not Boarded
Joining	49 + 0 inf	0 + 0 inf	49 + 0 inf
Transfer	0 + 0 inf	0 + 0 inf	0 + 0 inf
Transit	0 + 0 inf	0 + 0 inf	0 + 0 inf
Totals	49 + 0 inf	0 + 0 inf	49 + 0 inf

	Accepted
Ineligible To Board	1
Special Assistance	2
Jump Seats	0

SF9 to see the list

F7 to see the list

Zone	Yet To Board
1	7
2	1
3	29
4	6
5	6

Not Boarded Customers: 49

Customer	Link	Sec.Nbr	Seat	Cabin	Acpt	Bag	Incarriage	Last Seen
1 AAM Erlend Mr	SK	Silver	2 005	11C	M	✓		WEB
2 AVICOLLI Manuel	SILVER	027	27F	M	✓			WEB
3 BAYSA Donald Laugo Mr		009	22A	M	✓			WEB
4 BERG Jörn Mr	SK	Diamond	013	3C	C	✓		WEB
5 BOUCHER Francois		019	18A	M	✓			WEB
6 BRUSAZAPPELLINI Alessandro		015	25C	M	✓			WEB
7 GUARDOMESCHI Mr		002	25A	M	✓			WEB

Select Seats/Sec Nbrs:

Or Line Numbers:

Or Name:

0 of 49 selected

Enter seat numbers, security numbers or line numbers to board customers.

Customer Boarding Status:

SK760

21FEB GDN → CPH Copenhagen Kastrup (3)

Acceptance Open

Gate: 20

511

Now 8

Manage individual zone status or update all zones

Boarding group status

Zone 1 Open

Zone 2 Closed

Zone 3 Closed

Zone 4 Closed

Zone 5 Closed

Zone 6 Closed

Zone 7 Closed

Zone 8 Closed

Update

Open All Zones

More info, incl. Boarding Group and announcements in Ground Station Bulletin 01SEP24

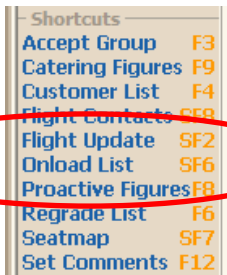
## 15.Flight Closure

By default, Alteia changes Acceptance status to Closing and Closed on predefined activity times (e.g., 40mins before STD or ETD). It can be done manually as well.

However, FINALISED must be done manually.

This is one of the prerequisites for producing a Load Sheet (to cockpit or printer) and Load Message (LDM).

Furthermore, the Loading Supervisor needs to finalize his Loading Report, and the Commander or Load Controller must insert the Fuel Information.



Change **Acceptance Status** - CLOSED (or FINALISED) => OPEN  
it is possible until LOAD SHEET FINALISED.

✈ SK1427 04APR ARN (5) ✈ CPH Copenhagen Kastrup (3)  
Acceptance Finalised Codeshare: CA6806

**Update timing and status information or select an option from the menu**

**Timings**

ETD:  +0  ADV:  +0  ATD:  +0   
ETA:  +0  Boarding Time: 20:40 +0  ATW:  +0

**Flight Status**

Acceptance Status: FINALISED  General Flight Status: OPENED   
Load Control: LOAD SHEET FINALISED Boarding Status: CLOSED  
Disruption Status: NOT DISRUPTED

**NOTE:** Pls do not change General Flight Status!

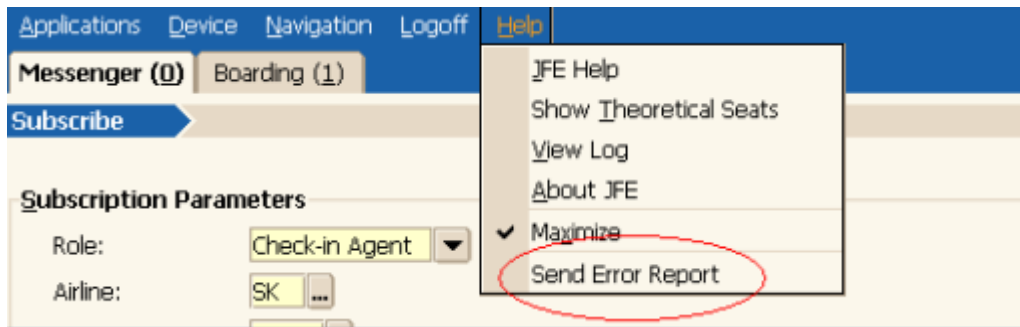
When LOAD SHEET FINALISED, and you need to do changes – the CDC in PRG needs to be contacted to reopen flight – their phone number can be found in Flight Contacts – name and the number to the load controller of your flight.

✈ SK1742 04APR CPH (3) ✈ VNO Vilnius International  
Acceptance Finalised Codeshare: AC9934,OU5698,SQ2742

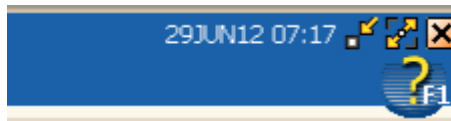
Contact	Firstname	Surname	Phone Number	Workstation/Radio ID	Fax Number	Printer Address
Acceptance						
Gate						
Load Controller	Vincenzo	Musca	420221101231			
Service Desk						
Supervisor/PCU						
Other						

## 16. Error reporting procedures for Altea DCS CM

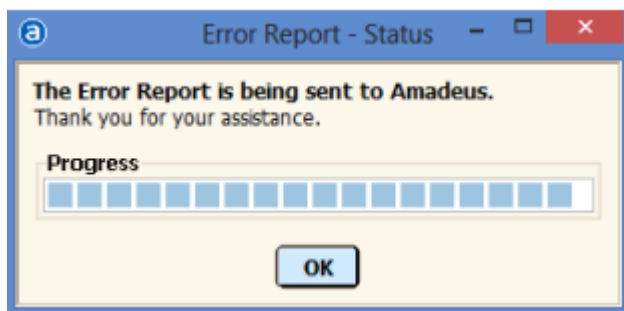
1. Press "Help" → "Send Error Report" as soon as possible after the error occurred.



2. Note the current Date and Time when the report was created:

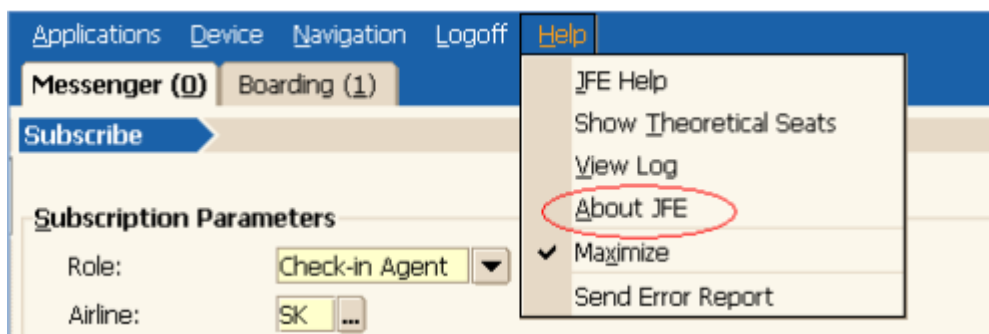


3. Wait until below pop-up dialogue is shown:

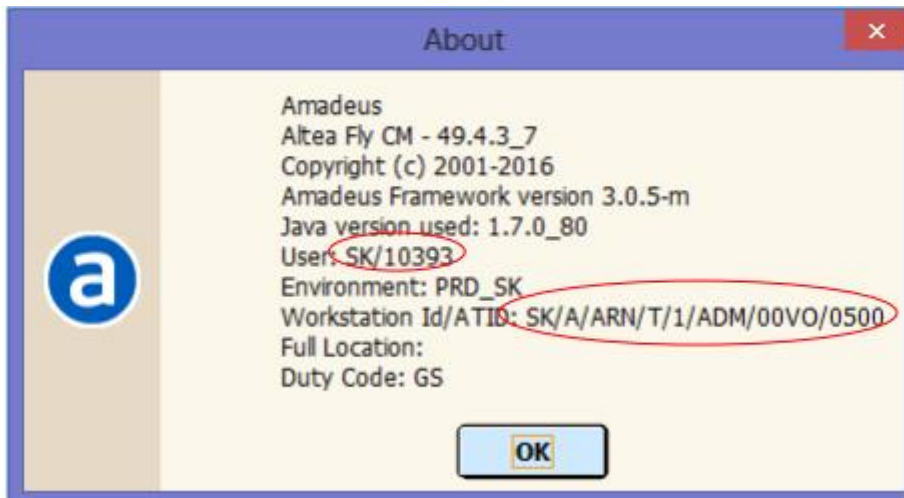


**Note:** The report itself takes a while to process – do not wait for it to finish at this stage. Instead, continue with step 4.

4. Press "Help" → "About JFE"



5. Note the “User” and “Workstation Id/ATID” shown in the pop-up dialogue:



6. Do NOT close down Altea DCS CM for at least another 10-15 minutes.  
You may continue working with other tasks in CM.
7. Report error by sending an e-mail to  
” CPHKM Station Systems” on address **dcsc@sas.dk**.  
Include your **User Id**, **Date** and **Time** when the report was created, **Workstation ID** used and a **free text** including the error message or a description of the situation you experienced.

This message has not been sent.

Send

From...

To... ☒ CPHKM Station Systems;

Cc...

Subject: Error report

Time/Date: 29JUN12 07:17  
 User ID: SK/10393  
 Workstation ID: SK/A/ARN/T/1/ADM/00VO/0500

During acceptance.....

**Note:** If the error is related to one or more specific flights and/or customers please remember to include at least one flight number and/or full passenger name.