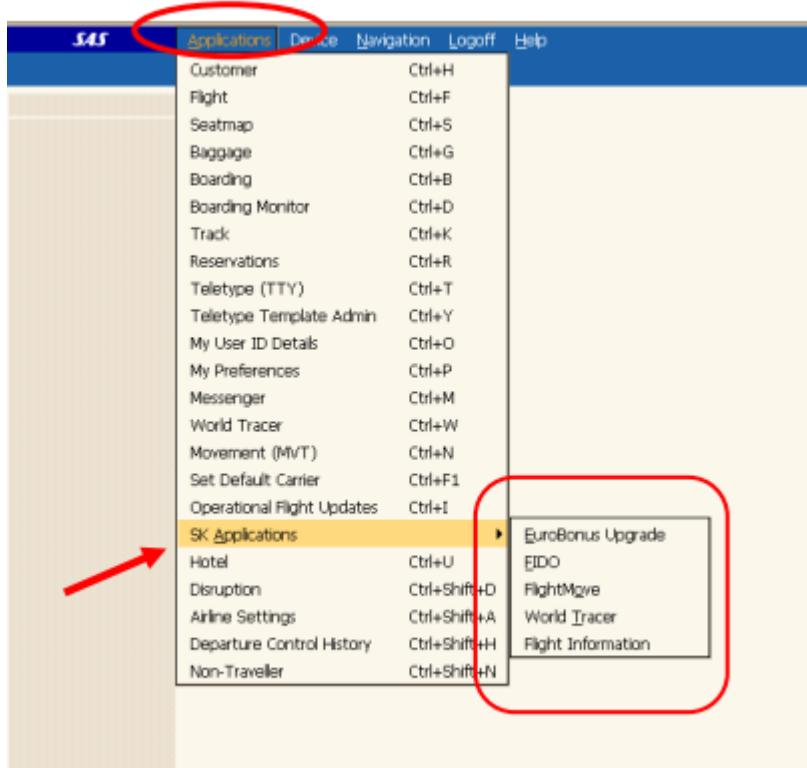


SK Altea CM Briefing

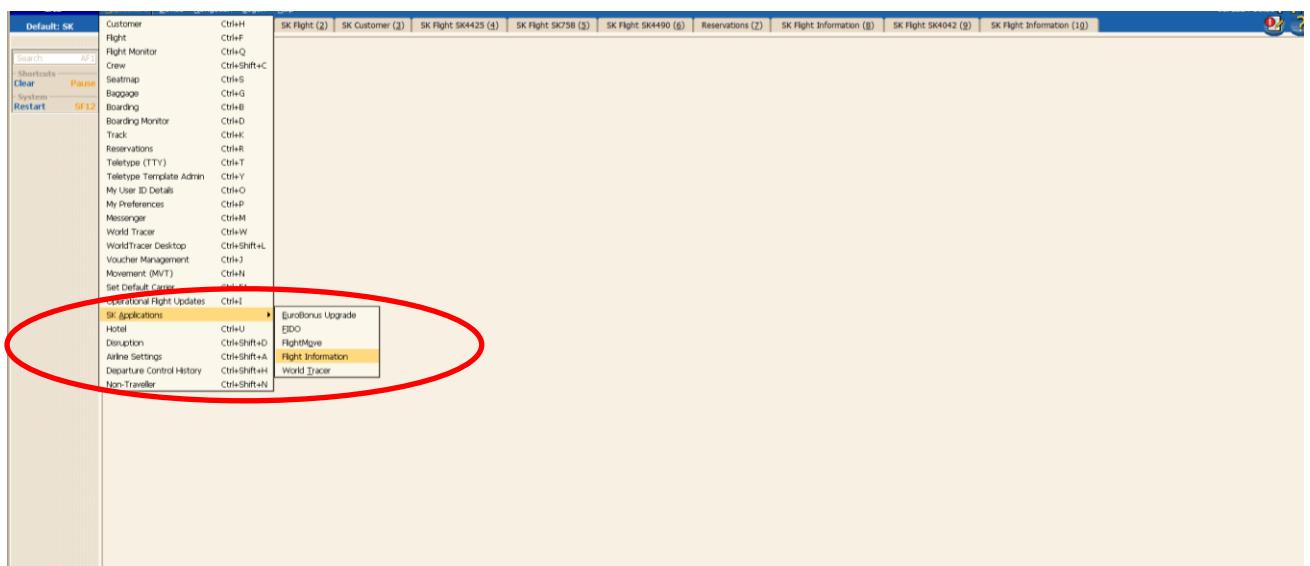
- 1. SK Applications**
- 2. Baggage**
- 3. SAS Go Light – CABB**
- 4. Special Baggage**
- 5. Document Check**
- 6. Travel Pass**
- 7. Suspected Fraud CKIN**
- 8. Manual Regrade**
- 9. Crew/Cockpit seats**
- 10. Overbooking and Volunteers for DB**
- 11. Denied Boarding**
- 12. Onload List**
- 13. Flight 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) 4425	Date of operation (UTC)
Dep station code	Aircraft Type
AC registration	Time mode: <input checked="" type="radio"/> LT <input type="radio"/> UTC
Call Sign	
<input type="button" value="Reset"/> <input type="button" value="Help"/> <input type="button" value="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	AIRCRAFT			CODE1	CODE2	DELAY	CALLSIGN
													TYPE	OWNER	VERSION				
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			

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	AIRCRAFT			CODE1	CODE2	DELAY	CALLSIGN
TYPE	OWNER	VERSION																				
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					

2. Baggage

Insert actual baggage weight.

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

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

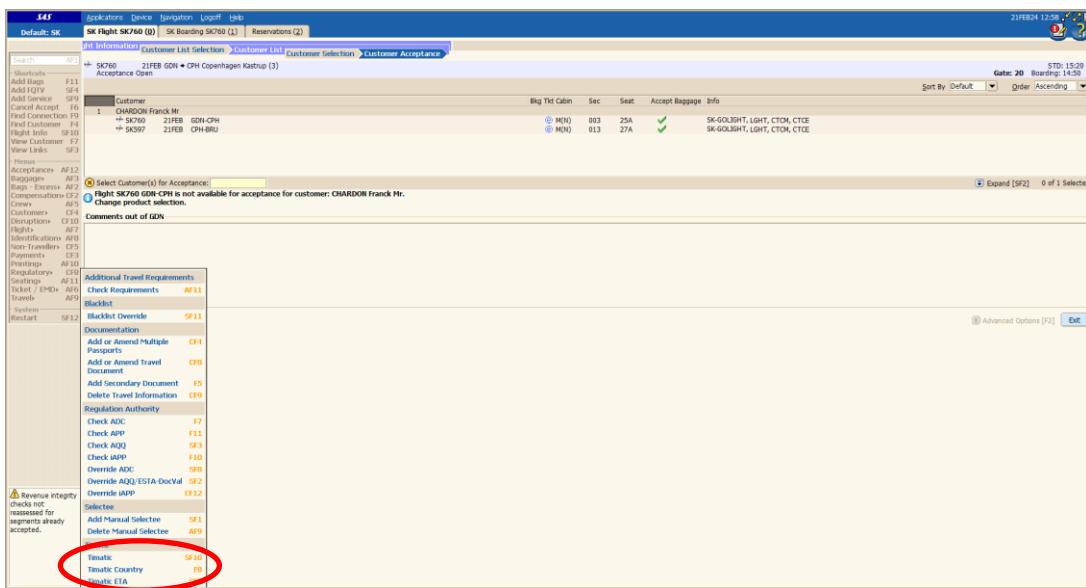
- Pay Excess – charge in CC terminal and insert invoice number in CM, or
- Waive Excess – insert your user id and reason for waiving
(be precise as much as possible, avoid “commercial” without explanation).



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: CPH Request Category: Customs
SubCategory: Baggage Clearance

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 SELECTION

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

List Type	Additional Information
All Customers(ALL)	All Customers Display List
Incarriage Customers(02)	Customers with an incarriage flight
Oncarriage Customers(03)	Customers with an oncarriage flight
Not accepted Customers(04)	Customers not yet accepted
Accepted Customers(05)	Accepted Customers
Special Assistance and Categories(06)	AVIH, BLND, CBBG, COUR, DEAF, DEPA/U, DPNA, EXST, MEDA, PETC, STCR, SVAN, UMNR, WOXX incl. CHD and INF
Staff Customers - Passive crew with Onload code 01C, 02C, 01M, 02M a... Booked and listed Staff in prio order	
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: Joining and Transit
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	✓ _{al}		WEB
2 AVICOLLI Manuel	SILVER	027	27F	M	✓ _{al}		WEB
3 BAYSA Donald Laugo Mr		009	22A	M	✓ _{al}		WEB
4 BERG Jorn Mr	SK Diamond	013	3C	C	✓ _{al}		WEB
5 BOUCHER Francois		019	18A	M	✓ _{al}		WEB
6 BRUSAZAPPELLINI Alessandro		015	25C	M	✓ _{al}		WEB
7 CHARDON Franck Mr		003	25A	M	✓ _{al}		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						<input checked="" type="checkbox"/> M(K)	019	18A
	SK760	21FEB	GDN-CPH				<input checked="" type="checkbox"/> M(K)	028	18A
	SK559	21FEB	CPH-CDG						

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: Confirmed LIGHT FARES NO CARRY-ON BAG
1 SK566 19FEB CDG-CPH	CTCE Status: Confirmed PASSENGER IROP CONTACT INFORMATION E-MAIL ADDRESS SASTAG//ORANGE.FR
1 SK566 19FEB CDG-CPH	CTCM Status: Confirmed 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: / KG

Is this a special bag? Yes

Current Baggage

Hold Baggage: 0 / 0 KG

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

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	Current Baggage
Additional Hold Baggage: <input type="text"/> 1 / <input type="text"/> ... KG	Hold Baggage: 0 / 0 KG
Is this a special bag? <input type="checkbox"/> Yes	

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						
(LAST UPDATED: 14FEB17 STONKSK)						
1	2	3	4	5	6	7
QATAR AIRWAYS	157	QR	NO	YES	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. DOES THE INTERL. CARRIER ACCEPT SAS DOCUMENTS? 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	PRC OPR precheck 1(50)	DPNA, SKTP, UMNR, VJCHC
15	PRC OPR precheck 2(51)	GR, PFA, PFB, 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(50)	PCTC status OK and NOK (filter ECD)

Select List: **14**

Select a customer list.

1	SK4425 01FEB LYR → TOS Oslo Gardermoen
2	Acceptance Open
3	Selected List: PRC PNR precheck 1
4	Selected Filters: None
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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”.

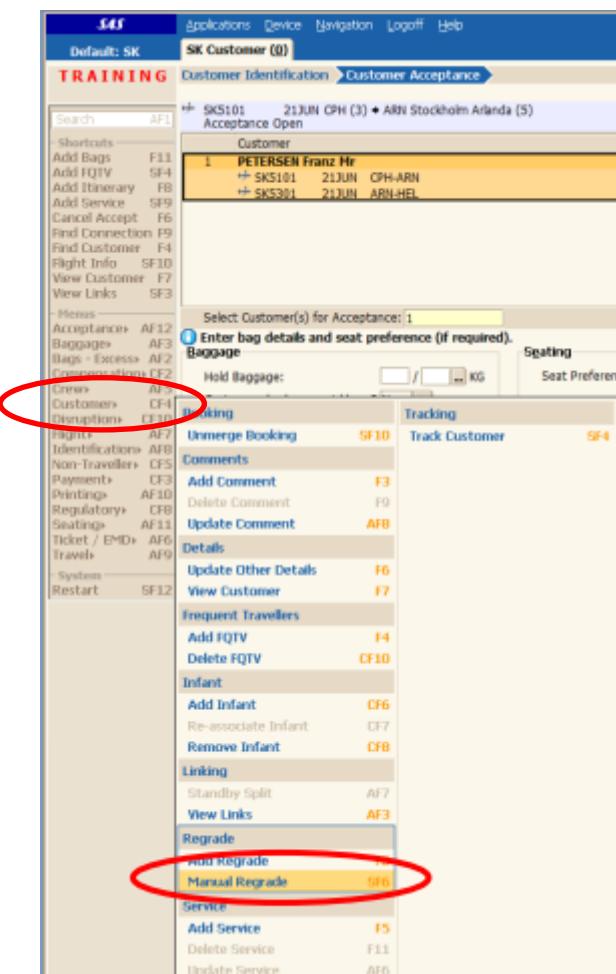
In the Customer Application any customer can be manually regraded.

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

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

BEFORE and AFTER Acceptance the process is the same:

1. From Customer Application, CTRL + H
2. Identify customer to be regraded
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.

Customer Identification > Customer Acceptance > Manual Regrade

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

Customer	Bkg Tkt Cabin
1 PETERSEN Franz Mr	FQTV ☺ M(K)
SK5101 21JUN CPH-ARN	
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:

Customer Identification > Customer Acceptance

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

Customer	Bkg Tkt Cabin
1 PETERSEN Franz Mr	FQTV ☺ C(K) ☺ M(K)
SK5101 21JUN CPH-ARN	
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

Seat

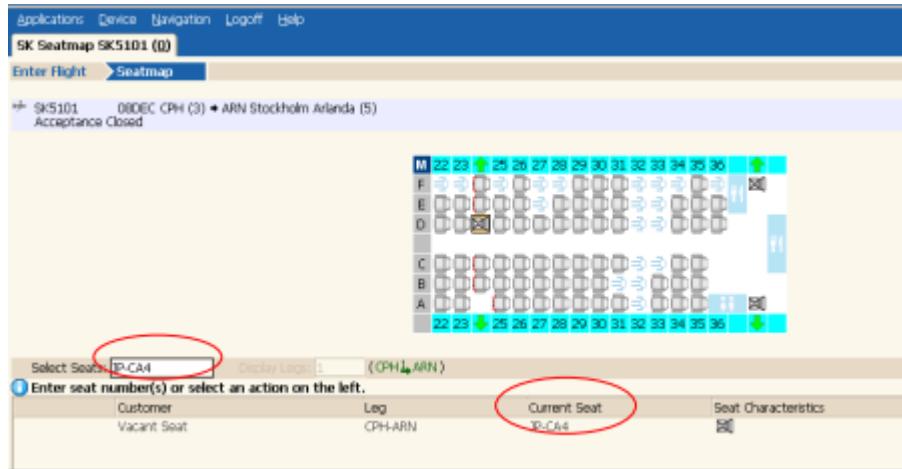
Seat Preference:

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 SF3
Cust. Details SF12
Cust. Service SF4
Disruption SF8
ETAS SF10
Flight Info SF7
Printing SF10
Seating SF11
Ticket SF6
Transfer SF9
View Links SF5
System
Restart SF12

Select Customer(s) for Acceptance: 1
Enter bag details and seat preference (if required).
Baggage
Hold Baggage:
Customer also has special bags? No

Seating
Seat Preference: JP-CA4

Tag Number From To Acc Class Owner Tag Type Info
... CPH ARN Auto
0 Bags

Other Acceptance Options
Update Status to: Accept Force Status: Yes
Through Checkin Only: No Freeze: No
Reason: OK

Common Flights
1 Journey flights for selected
2 SK5102 21JAN C
Select: 1 Selected

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:

SK2726 09OCT ARN (5) → TKU Turku (1) STD: 18:00
Acceptance Open Gate: None Boarding: 17:40

	Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1	ENLUND Hakan Mr	SK Silver							
	SK2726	ARN-TKU	@	M(E)	056	4F	<input checked="" type="checkbox"/>		

Select Customer(s): 1 Expand [SF2] 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
No Yes

Confirm Exit

Choose Yes if the customer is a Volunteer.

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

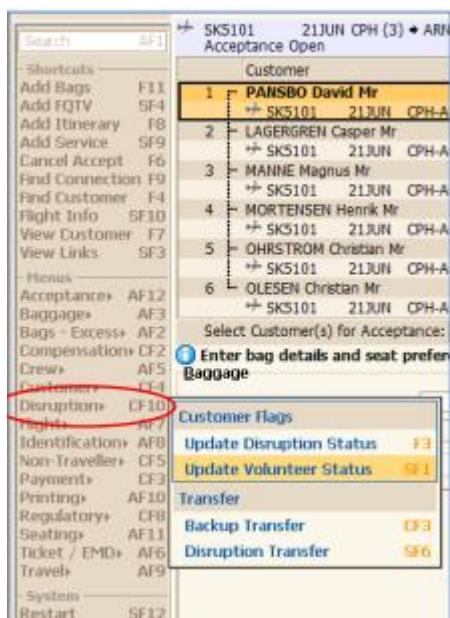
If the "Yes- "customer has baggage, use the "Volunteer" tag.

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:

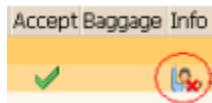


If the customer is a volunteer, this is registered into the system via the Menu "Disruption, CF10":



Choose Voluntary Denied Boarding status "Volunteer":

Choose Volunteer Status	
Voluntary Denied Boarding Status: <input type="button" value="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)"

SK Flight SK5101 (0) SK Customer (1) SK Seatmap SK5101 (2)

Enter Flight > Acceptance Figures Customer List Selection

SK5101 03JUN CPH (3) • ARN Stockholm Arlanda (5)
Acceptance Closed

List Type	Additional Information
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 No electronic product NEP(06)	Customers without Electronic products
7 Staff Customers(07)	Booked and listed Staff Customers
8 Special meal(08)	Customers with special meal
9 Charter General Manager(09)	Charter General Manager including subfolios

Select List: 1

Select a cust Customer number e.g. 1
Restrict Customer list

To: Customer Filter: Joining and Transit

Cabin:

Refine Customer Lists with Criteria

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

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:

SK Flight SK6928 (0)

Enter Flight > Flight Information > Onload Recommendation

SK6928 19JAN BOS (E) → CPH Copenhagen Kastrup (3)
Acceptance Open

STD: 20:00 Gate: None Boarding: 19:40

Availability Before and After Onload

Availability: BOS-CPH Acceptance Figures

Before Onload			After Onload		
C	Y	M	C	Y	M
BOS-CPH	4	1	0	4	0

Catering Figures

Cabin Capacity	C	Y	M
Meals	0	0	0

Customer Onload Recommendation

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

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

Flight Information

Flight: SK909 06FEB CPH (3) → EWR New York Newark Liberty (B)
Acceptance Finalised

Aircraft

	Aircraft	Reg	Config			Cabin Capacity			Infant Quota
			C	Y	M	C	Y	M	
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

Search AF1

Shortcuts

- Edit Comment F5
- Flight Banner F4
- Flight Levels F4
- Comments F12

Flight Comments:
Flight Levels Comments: No flight level 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

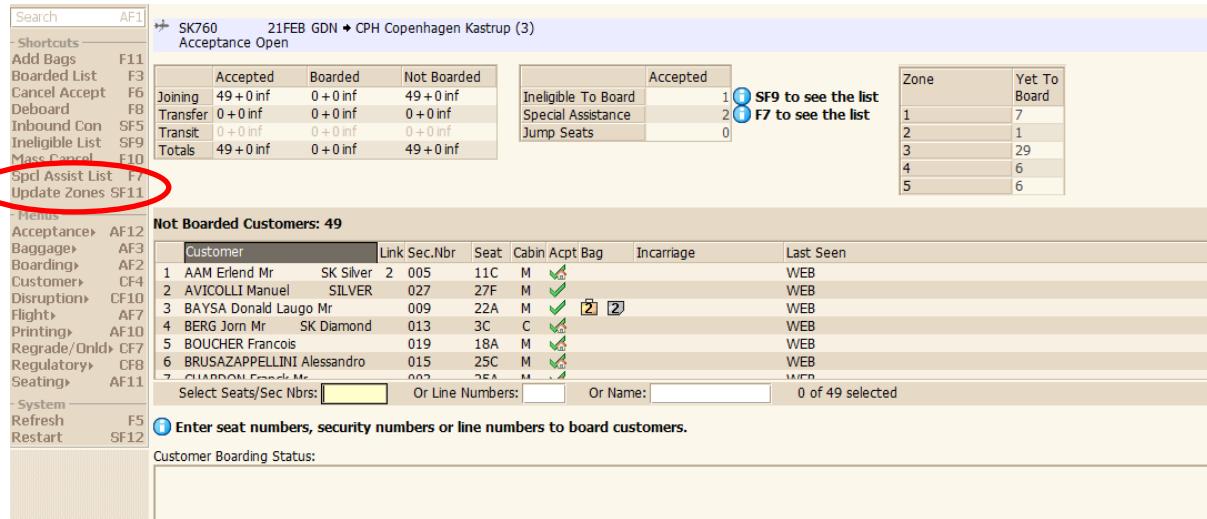
Cancellation Comments:
No cancellation comment

Add Comment **Exit**

14. Boarding

Priority Boarding and Zone Boarding

Open Boarding => Update Zones => Zone 1



The screenshot shows the SAS Boarding System interface. The top bar displays the flight information: SK760, 21FEB GDN → CPH Copenhagen Kastrup (3), and the status: Acceptance Open. The left sidebar contains a menu with various flight-related functions. The main area shows a table of 'Not Boarded Customers' with 49 rows. Below this is a section for 'Customer Boarding Status' where the 'Zone 1 Open' dropdown is circled in red. The status bar at the bottom right indicates 'Gate: 20' and 'New 8'.

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

15. Flight Closure

By default, Altea 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.

Shortcuts	
Accept Group	F3
Catering Figures	F9
Customer List	F4
Flight Contacts	F9
Flight Update	SF2
Onload List	SF6
Proactive Figures	F8
Regrade List	F6
Seatmap	SF7
Set Comments	F12

Change **Acceptance Status** - CLOSED (or FINALISED) => OPEN

it is possible until LOAD SHEET FINALISED.

Flight 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	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.

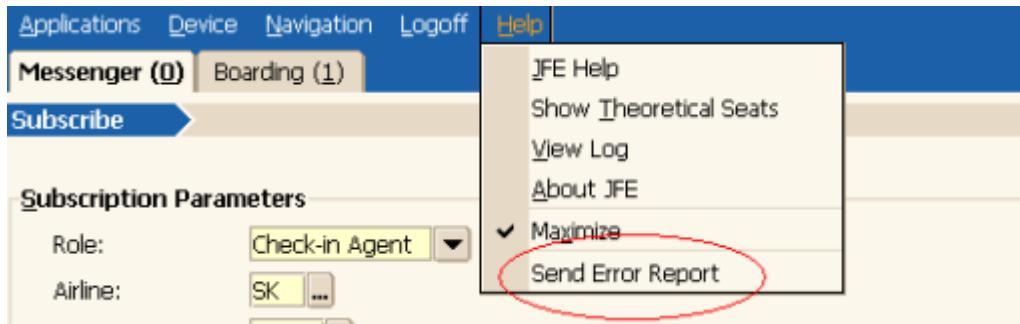
Flight SK1742 04APR CPH (3) → VNO Vilnius International
Acceptance Finalised Codeshare: AC9934,OU5698,SQ2742

Flight Contacts

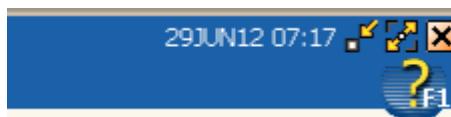
Contact	Firstname	Surname	Phone Number	Workstation/Radio ID	Fax Number	Printer Address
Acceptance						
Gate						
Load Controller	Vincenzo	Musca	420221101231			
Service Desk						
Supervisor/PCU						
Other						

16. Error reporting procedures for Altea DCS CM

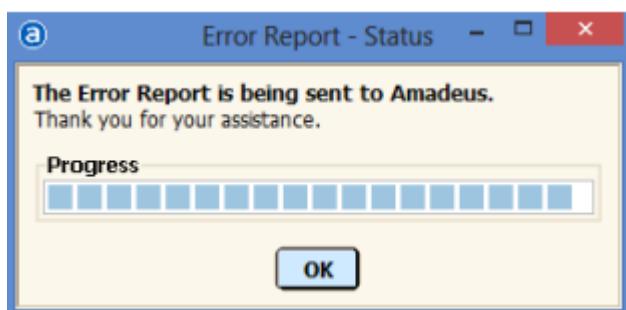
1. Press "Help" → "Send Error Report" as soon as possible after the error occurred.



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



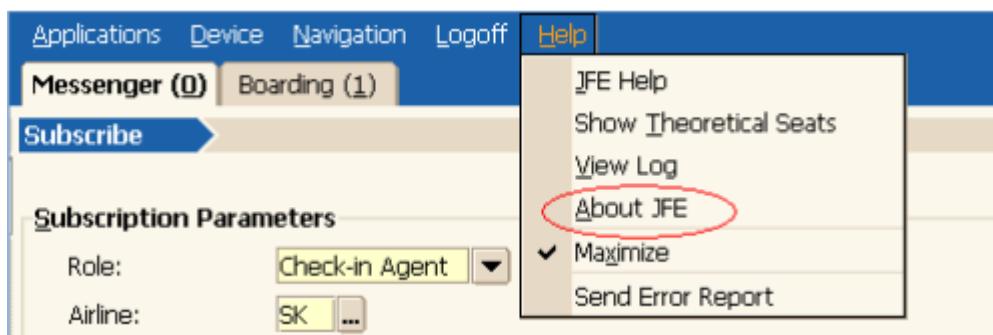
3. Wait until below pop-up dialogue is shown:



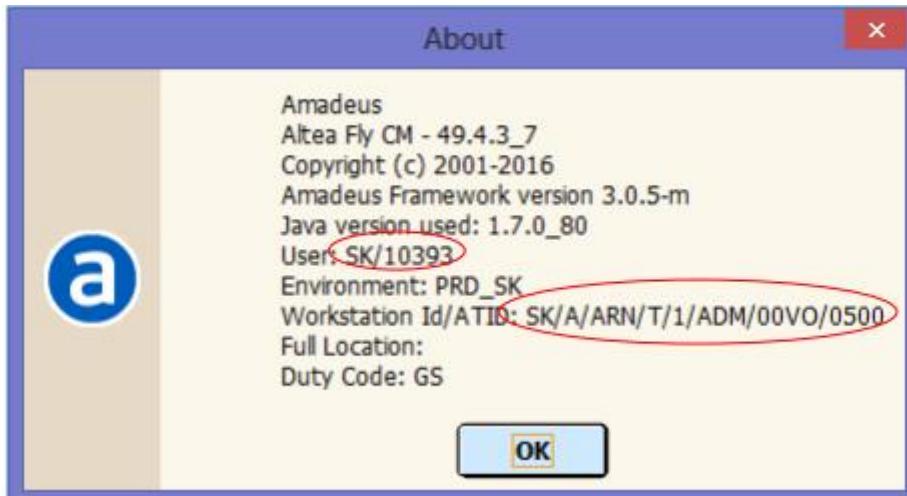
Note: The report itself takes a while to process – do not wait for it to finish at this stage.

Instead, continue with step 4.

4. Press "Help" → "About JFE"

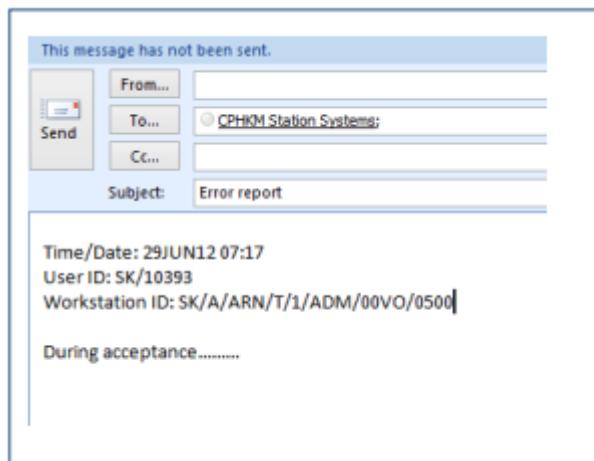


5. Note the “User” and “Workstation Id/ATID” shown in the pop-up dialogue:



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 **dcs@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.



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.