SK Altea CM Briefing

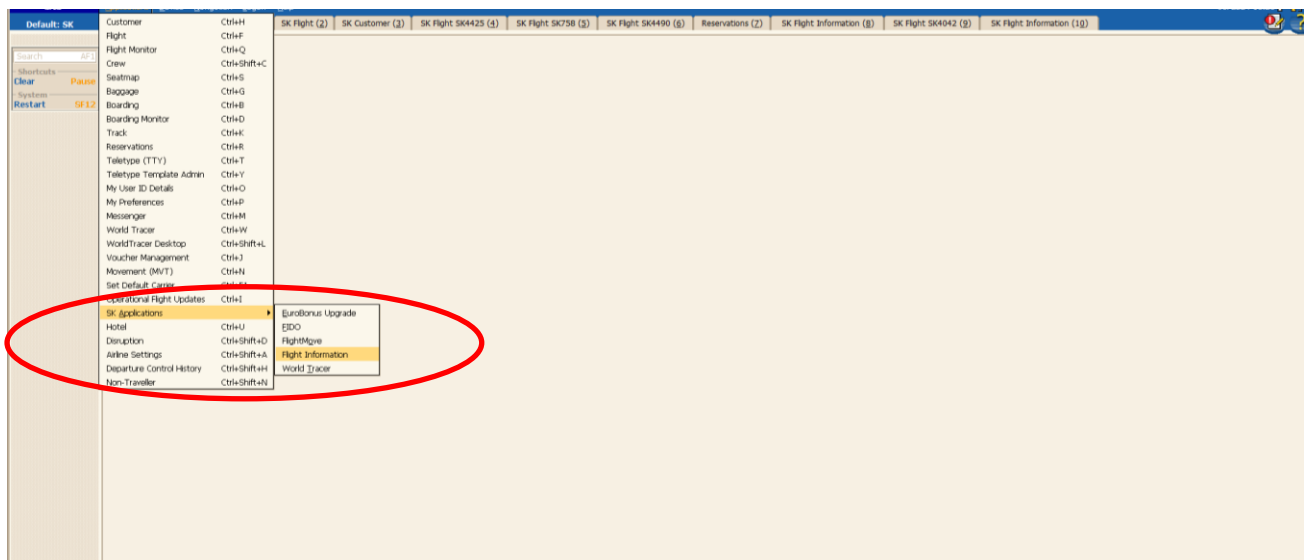### 1. SK Applications

Some SK specific systems are not integrated parts of Altea, but access to these systems can be done via:
"Applications" -> "SK Applications"
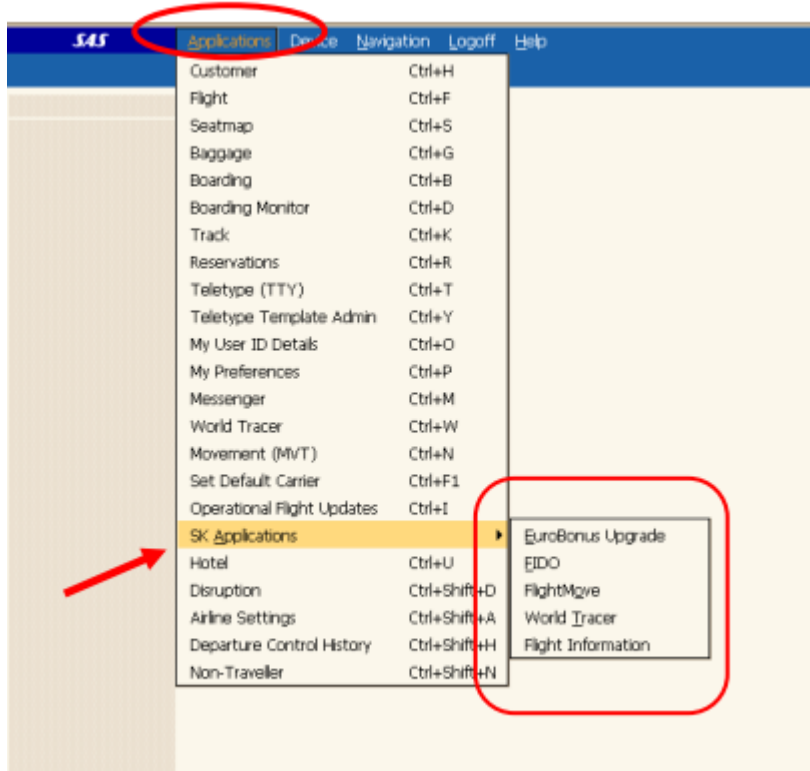
SK Applications => Flight Information

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)
4425	

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).
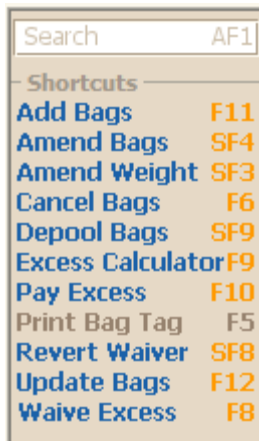
Bag should be tagged to the final destination.
If there is domestic flight in passenger's routing – passenger should be informed where customs clearance takes place in a country.

Customer Application => Regulatory => Timatic Country
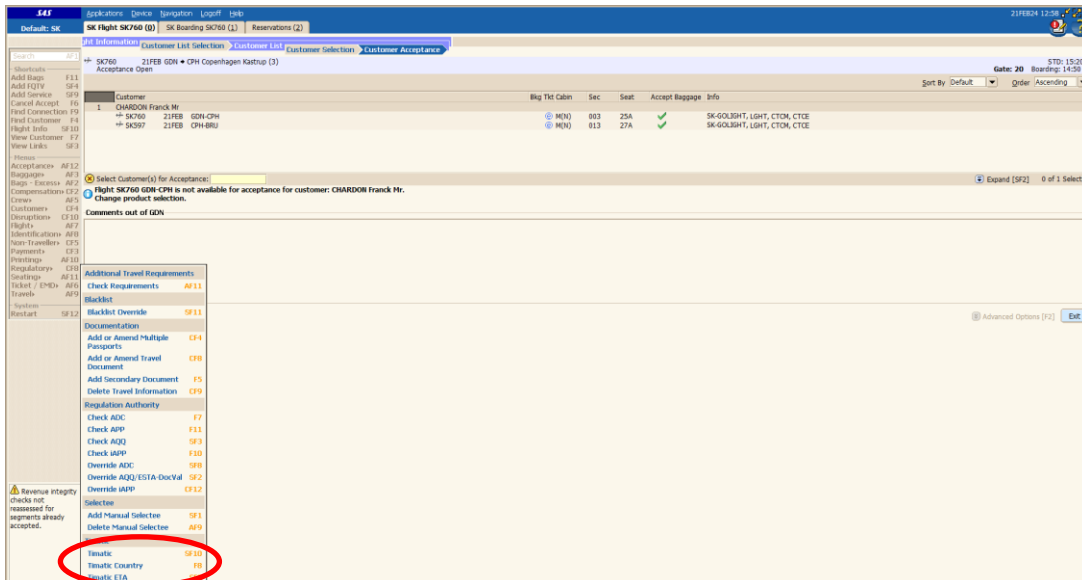
Enter details to query Timatic on Country information.

Timatic Request Country

Country: 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

On Boarding Application, you can see how many passengers are accepted in Zone 5

Go Light No Carry-on bag

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

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.

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**

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.

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 Loadsheet!

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 fights, 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,
CRTL+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   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, WCHC
15	PRC OPR precheck 2(51)	GRP, DEPA, DEPU, 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(80)	PCTC status OK and NOK (filter ECD)
Select List: 14	
ℹ Select a customer list.	

Travel Pass is linked and passenger is ready for check -in

7. Suspect Fraud CKIN

There is no special warning of suspected fraud in Altéa.

Suspected fraud or other important information is indicated by a **CKIN** note in the Info field of the Customer application.

It is VERY important to check the note **CKIN.**

This is done via "View Customer" from Customer application. The CKIN information is found under "Special Services".

Normal procedures for suspected fraud apply, please contact GLSS to report the fraud.

Note: The CKIN-note might be used for other important information, always check "View Customer"

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."
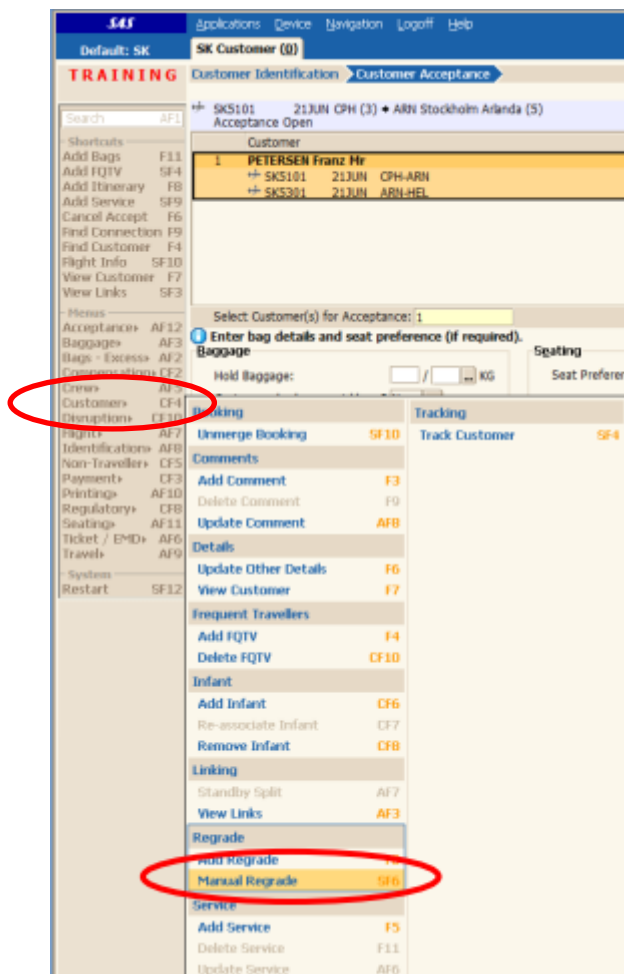
4. Enter the Regrade Details (Reason / Cabin / Authorizer / Extra Info (optional)

5. If needed, use "Common Flights" field (Advanced Option) to restrict the regrade
   to selected flights.

6. Press Enter to activate the regrade

7. View the result:

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):
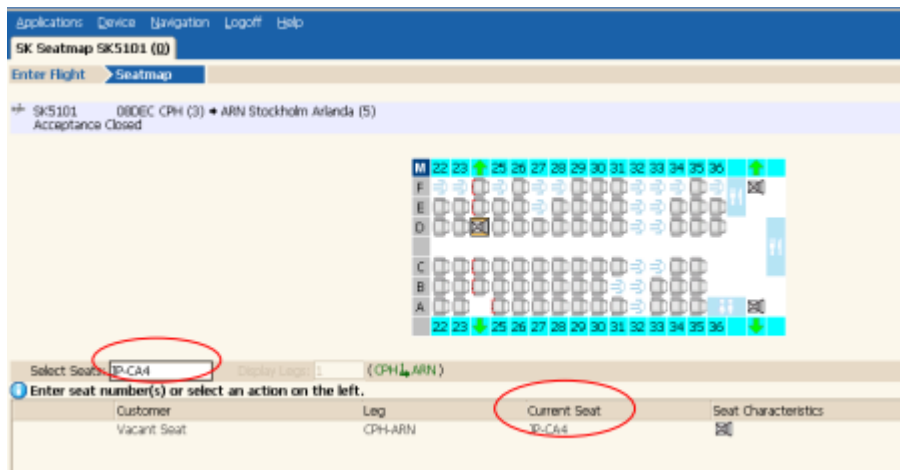
Each jump seat has a specific "seat name". Different airlines/aircrafts have different names for their jump seats.
Below are examples from an SK flight:

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"

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:

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:
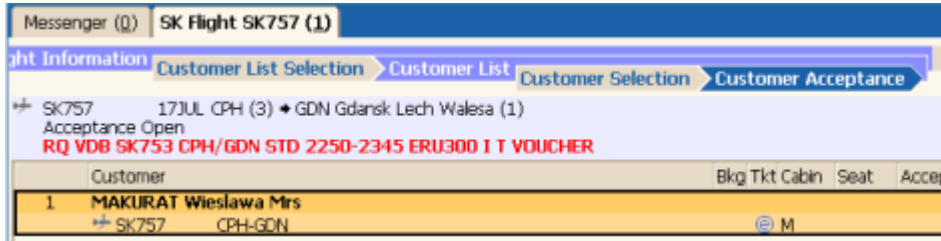
If the customer is a volunteer, this is registered into the system via the Menu "Disruption, CF10":
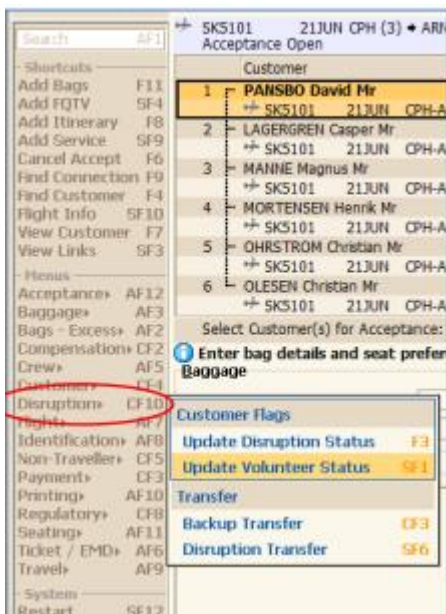
Choose Voluntary Denied Boarding status "Volunteer":
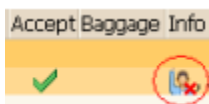
    Note the icon in the Info field.

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)

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.

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:

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

13.Flight Banner and Flight Comments

SAS

Set Comments =>

Flight Banner or Add/Edit Comments

14.Boarding

Priority Boarding and Zone Boarding

Open Boarding => Update Zones => Zone 1

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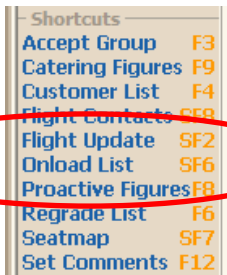
Change **Acceptance Status** - CLOSED (or FINALISED) => OPEN
it is possible until LOAD SHEET FINALISED.

**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.

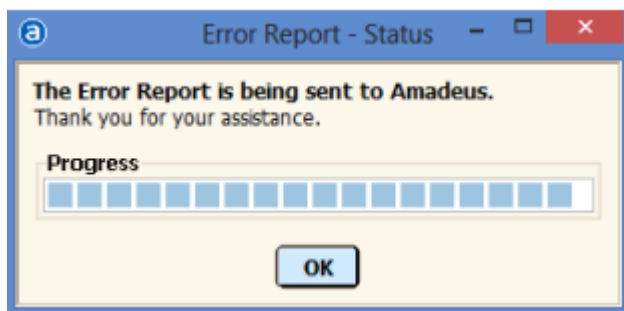## 16.Error reporting procedures for Altea DCS CM

1. Press "Help" → "Send Error Report" as soon as possible after the error occurred.
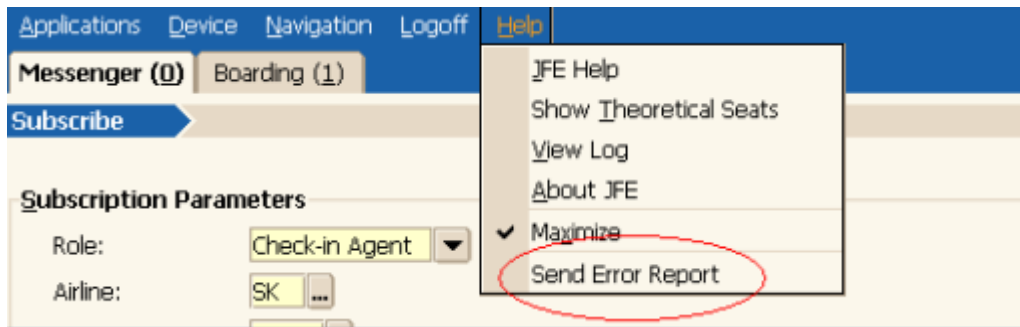
2. Note the current Date and Time when the report was created:
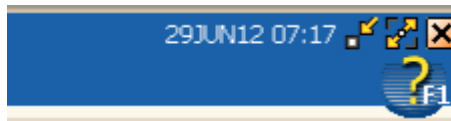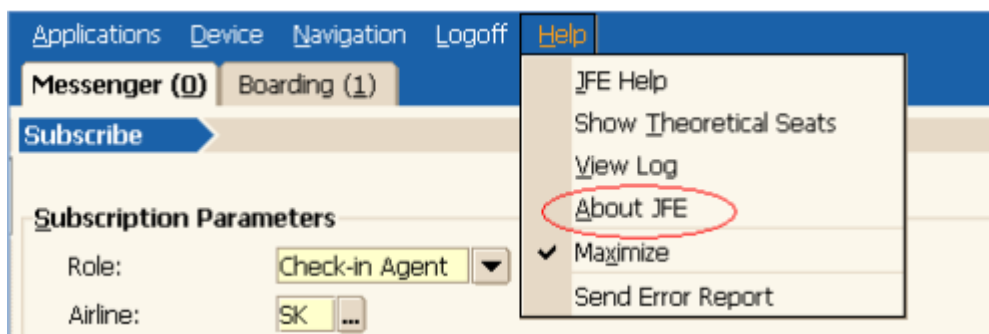

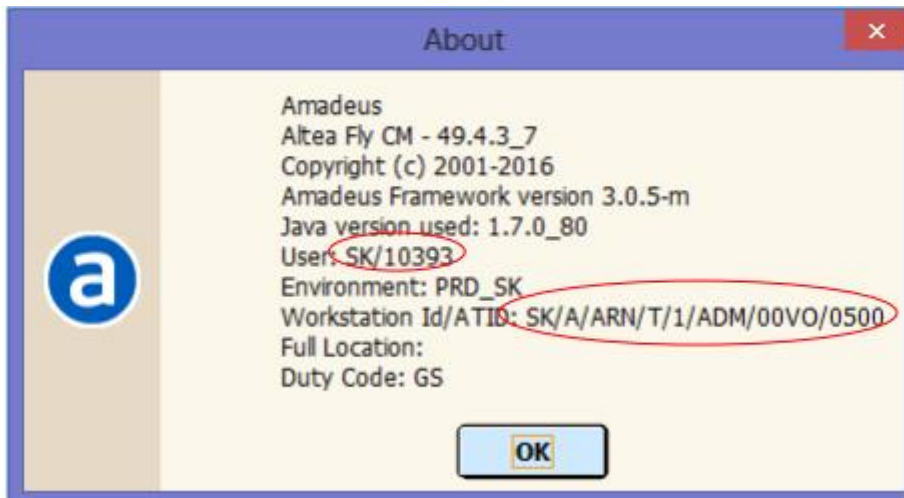3. Wait until below pop-up dialogue is shown:

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.