



Denied and Downgrading Compensation via Altéa CM

SAS has implemented denied and downgrading compensation via SK Altéa CM effective since 01OCT2019 at ARN, CPH and OSL. Stations using Altéa Ground Handling CM will be implemented as well later and will be informed accordingly. Stations not using Altéa will continue to use the existing 'Compensation certificate'.

The system will automatically calculate the different compensation amounts based on flight arriving times, markets and class travelled. It will issue vouchers via the regular boarding pass printer. Vouchers will be handed over to the passenger advising the compensation will be reimbursed via www.flysas.com/feedback. Here the passenger can choose between:

- Cash
- EB points
- SAS Voucher (value of the voucher is twice the cash amount)

Below the basic flows:

Passenger Involuntary Denied Boarding – IDB (see screen shots)

- 1 Cancel accept → Not Travelling reason Denied Boarding.
- 2 Select CF2 Compensation.
- 3 Add compensation F11 Add reason involuntary Denied Boarding. This will automatically Disruption mark the passenger and a Gift parcel icon will appear.
- 4 Select CF10 Disruption
- 5 SF6 Disruption Transfer passenger to a new flight. The replacement flight will now be shown
- 6 Issue compensation (print voucher)

Passenger Voluntary Denied Boarding – VDB

- 1 Cancel accept → Not Travelling reason Denied Boarding.
- 2 Select Disruption CF10
- 3 Update Disruption status CF3
- 4 Change status to Disrupted
- 5 Select Compensation CF2
- 6 Authorize compensation, reason Volunteer for Offload. Gift parcel icon will be added.
- 7 Disruption Transfer passenger to a new flight
- 8 Issue compensation (print voucher)

Downgrading compensation

- 1 The passenger has been downgraded manually or via the Onload list.
- 2 Disruption mark the passenger
- 3 Authorize the compensation with reason Involuntary Downgrading
- 4 Issue compensation (print voucher)

Issue Compensation

- 1 Select CF2 Compensation
- 2 Select Issue Compensation F3
- 3 Select the flight to compensate first
- 4 Choose the replacing flight. Press Proceed and the system will calculate the compensation amount
- 5 The compensation amount has now been calculated and shown; choose "issue and print"
- 6 Print the voucher via Create
- 7 The compensation confirmation will now be printed from the boarding pass printer

Print Voucher at other location

It is possible to print voucher from any location. Choose "Issue and Collect at Another Location". **To print:**

Print AF10 → Print voucher with options SF3→Print

Involuntary and voluntary denied boarded passengers arriving final destination earlier than originally booked

- 1 Cancel accept → Not Travelling reason Denied Boarding
- 2 Disruption mark the passenger
- 3 Disruption Transfer passenger to a new flight
- 4 As the passenger will arrive earlier to the destination, no compensation amount will be calculated, i.e. no voucher will be issued.
- 5 If passenger insist to have compensation although arriving earlier, hand over Customer Contact Card and refer to www.flysas.com/feedback

Passengers wishing not to travel

Passenger who decides not to travel at all will receive the highest compensation amount for the applicable flight/market.

1. Cancel Acceptance → Not travelling → Denied Boarding
2. Authorize Compensation → reason Involuntary Denied Boarding
3. Issue compensation → Indicate original flight both as flight to compensate and flight to replace.

Customer	Bkg Tkt Cabin	Sec	Seat	Accept Baggage	Info
1 OLSEN Ole Mr → SK1472 23SEP CFH-OSL	M/M	001		X	

1 Customer(s)

Listed Customers Information

Customer Delay : 16h39 Journey Met : No

Select most adequate compensation for Involuntary Denied Boarding 23SEP19.

Compensation Entitlement

Compensation description
1 Involuntary Denied Boarding Amount: 250.00 EUR Quantity: 1
2 Item(s) not needed.

Select: 0 of 2 selected

Printing

Print Option:

Issue and Print
Issue and Collect at Another Location

Basic Options [F2]

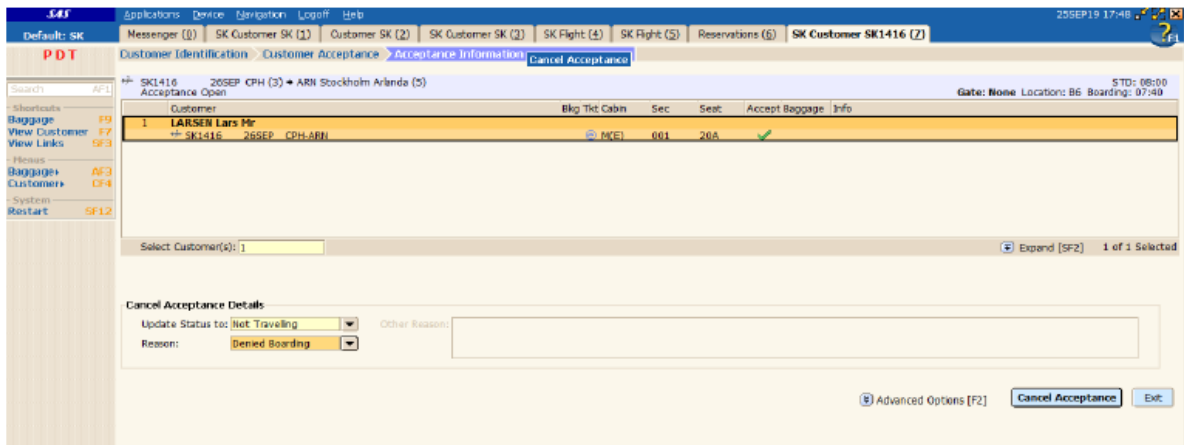
Example screenshots

Involuntary Denied Boarding is a fact

Step 1. Cancel Acceptance

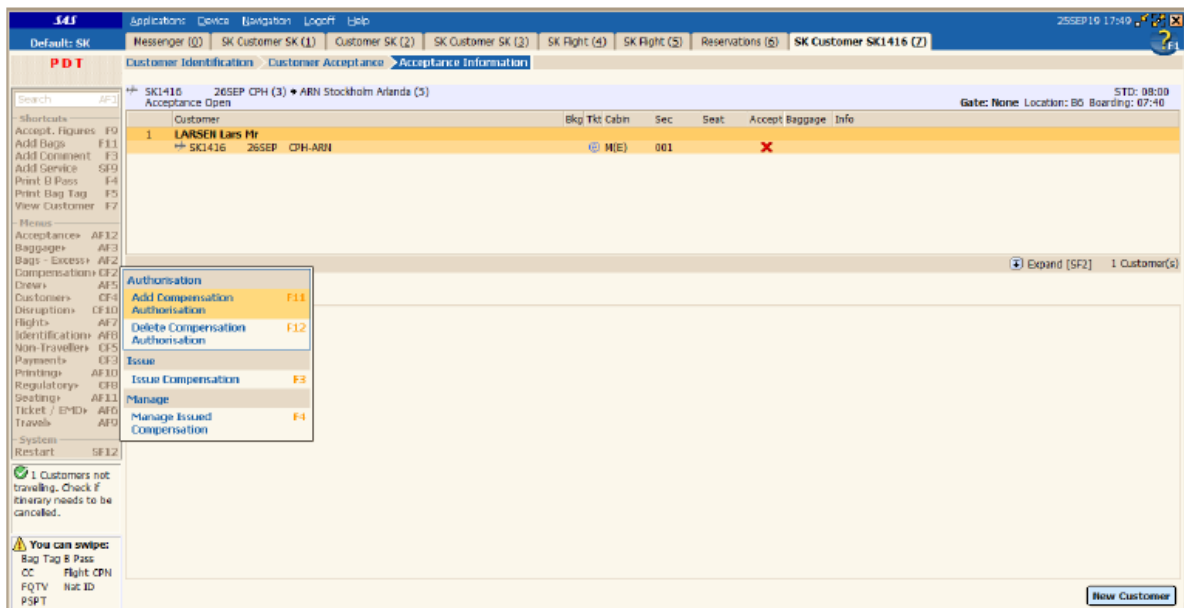
Status: Not Travelling

Reason: Denied Boarding



Step 2

Authorize Compensation F11



Step 3

Add compensation reason Involuntary Denied Boarding

The screenshot shows the SAP PDI interface with the 'Add Compensation Authorisation' window open. The window displays the following information:

- Flight Details:** SK1416, 26SEP CPH (3) → ARN Stockholm Arlanda (5), Gate: None, Location: B6, Boarding: 07:40, STD: 08:00.
- Customer:** LARSEN Lars Mr, SK1416, 26SEP CPH-ARN, M(E), 001.
- Acceptance Open:** 1 of 1 Selected.
- Flight Selection:** A table with columns: Flight, Date, Board Point, STD, STA, Authorisations. The table contains one row: SK1416, 26SEP, CPH, 08:00, 08:10, 1.
- Compensation Reason:** Involuntary Denied Boarding (selected).
- Authorized Date:** 25SEP, **Authorized Quantity:** 1.
- Buttons:** Add Authorisation, Exit.

Step 4

Passenger now automatically Disruption marked, and the authorized compensation is indicated by a gift parcel icon.

The screenshot shows the SAP PDI interface with the 'Acceptance Information' window open. The window displays the following information:

- Flight Details:** SK1416, 26SEP CPH (3) → ARN Stockholm Arlanda (5), Gate: None, Location: B6, Boarding: 07:40, STD: 08:00.
- Customer:** LARSEN Lars Mr, SK1416, 26SEP CPH-ARN, M(E), 001.
- Acceptance Open:** 1 of 1 Selected.
- Gift Parcel Icon:** A small icon representing a gift parcel, indicating authorized compensation.

Step 5

Disruption Transfer the passenger to the new flight.

The screenshot shows the SAP PDI interface with the 'Alternative Journey Selection' window open. The window displays the following information:

- Flight Details:** SK1416, 26SEP CPH (3) → ARN Stockholm Arlanda (5), Gate: None, Location: B6, Boarding: 07:40, STD: 08:00.
- Customer:** LARSEN Lars Mr, SK1416, 26SEP CPH-ARN, M(E), 001.
- Acceptance Open:** 1 of 1 Selected.
- Alternative Flights:** A table with columns: Flight, STD, ETD, STA, ETA, First, Biz, Availability, Eco+, Eco-, Total Acc. The table contains one row: SK1408, 26SEP19, CPH-ARN, 17:05, 18:20, -, B2, -, 82, -, 164, Y4.

Step 6

Issue the compensation (CF2 → F3)

Applications: Device Navigation Logout Help

Default: SK

Messenger (0) SK Customer SK (1) Customer SK (2) SK Customer SK (3) SK Flight (4) SK Flight (5) Reservations (6) SK Customer SK1408 (7)

PDT Customer Identification Customer Display

Search: AF1

SK1408 26SEP CPH (3) • ARN Stockholm Arlanda (5)

Acceptance Open

Customer Bkg Tkt Cabin Sec Seat Accept Baggage Info

1 LARSEN Lars Mr

SK1408 26SEP CPH-ARN

MIE 001 2BA

Gate: None Location: B7 Boarding: 16:45

STD: 17:05

Select Customer(s): 1

Expand [SF2] 1 of 1 Selected

Selected customers are accepted. Proceed to add bags or select an action on the left.

Comments out of CPH

Authentication

Add Compensation F11

Authorisation

Delete Compensation F12

Authorisation

Issue

Issue Compensation F3

Manage

Manage Issued Compensation F4

Proceed Back

Step 7

Choose the flight to compensate in first step

Applications: Device Navigation Logout Help

Default: SK

Messenger (0) SK Customer SK (1) Customer SK (2) SK Customer SK (3) SK Flight (4) SK Flight (5) Reservations (6) SK Customer SK1408 (7)

PDT Customer Identification Customer Display Compensation Customer Selection

Search: AF1

SK1408 26SEP CPH (3) • ARN Stockholm Arlanda (5)

Acceptance Open

Customer Bkg Tkt Cabin Sec Seat Accept Baggage Info

1 LARSEN Lars Mr

SK1408 26SEP CPH-ARN

MIE 001 2BA

Gate: None Location: B7 Boarding: 16:45

STD: 17:05

Select Customer(s): 1

Expand [SF2] 1 of 1 Selected

Select flight for compensation issuance request.

Flight To Compensate

Flight	Date	Board Point	STD	STA	Authorisations
1 SK1416	26SEP	CPH	06:00	09:19	Involuntary Denied Boarding

Select: 1 1 of 1 selected

Compensation Select flight from list e.g 1

Onward Flight(s) Affected: No

Apply At Port: ARN

One Leg Affected Only: No

Step 8

Replacing flight in second step

Applications: Device Navigation Logout Help

Default: SK Messenger (0) SK Customer SK (1) Customer SK (2) SK Customer SK (3) SK Flight (4) SK Flight (5) Reservations (6) SK Customer SK1408 (7)

PDI Identification Customer Display Compensation Customer Selection Replacement Journey Selection

Search: SK1408 26SEP CPH (3) ARN Stockholm Arlanda (3) STD: 17:05
Acceptance Open Location: B7 Boarding: 16:45

Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1 LARSEN Lars Mr	SK1408	26SEP	CPH-ARN	(MIE)	001	20A	✓	

Select Customer(s): 1 Expand [SP2] 1 of 1 Selected

1 Select flight(s) replacing the original flight.

Original flight: SK1416 E 26SEP19 CPH ARN-08:00 09:10

Replacement Flight(s) for All Selected Customers:

Flight	Date	Board Point	STD	STA
1 SK1416	26SEP	CPH	08:00	09:10
2 SK1408	26SEP	CPH	17:05	18:20

Select Flight(s): 2 1 of 2 selected

Select flight from list e.g. 1

Proceed Back

Step 10

Compensation is shown, and the applicable amount calculated. Press Issue

Applications: Device Navigation Logout Help

Default: SK Messenger (0) SK Customer SK (1) Customer SK (2) SK Customer SK (3) SK Flight (4) SK Flight (5) Reservations (6) SK Customer SK1408 (7)

PDI Compensation Customer Selection Replacement Journey Selection Compensation Entitlement

Search: SK1408 26SEP CPH (3) ARN Stockholm Arlanda (3) STD: 17:05
Acceptance Open Location: B7 Boarding: 16:45

Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1 LARSEN Lars Mr	SK1408	26SEP	CPH-ARN	(MIE)	001	20A	✓	

1 Customer(s)

Listed Customers Information

Customer Delay : 09h10 Journey Met : Yes

1 Select most adequate compensation for Involuntary Denied Boarding 26SEP19.

Compensation Entitlement

Compensation description
1 Involuntary Denied Boarding Amount: 250.00 EUR Quantity: 1
2 Item(s) not needed.

Entitlement calculated.
Compensation entitlement found.

Select: 1 1 of 2 selected

Advanced Options [F2] Issue Back

Step 11

Print the voucher via Create. No need to enter any information in the blank fields

The screenshot shows the SAS Travel Management System interface. The top navigation bar includes 'Applications', 'Device', 'Navigation', 'Logout', and 'Help'. The main menu on the left lists 'Default: SK', 'Messenger (0)', 'SK Customer SK (1)', 'Customer SK (2)', 'SK Customer SK (3)', 'SK Flight (4)', 'SK Flight (5)', 'Reservations (6)', and 'SK Customer SK1408 (2)'. The main content area displays the 'Cash Compensation Creation' form for customer SK1408, flight 26SEP CPH (3) to ARN Stockholm Arlanda (5). The form includes a table with columns for Customer, Bkg Tkt Cabin, Sec, Seat, Accept, Baggage, and Info. The table shows one entry for LARSEN Lars Mr. Below the table, there is a section for 'Complete form for the creation of the compensation item.' with fields for 'Form of Payment' (Cash), 'Amount' (250 EUR), 'Document type', and 'Document reference'. The 'Create' button is visible at the bottom right.

Voucher is created and printed:

The image shows a printed 'Denied Boarding Compensation' voucher. The voucher includes the following information:

- Title:** Denied Boarding Compensation
- Beneficiary:** BRUNN/OLE
- Flight:** SK70
- Flight Date:** 20MAY19
- Amount:** EUR 250
- Issue Date:** 20MAY19
- Expiry Date:** 19MAY20
- Voucher Number:** 5524343296
- Issuance Reason:** Involuntary Denied Boarding
- Printed By:** AMMSK00C A10329

Compensation Information

The compensation information is stored in both the CPR and PNR.

CPR Customer Product Record

The screenshot shows the JAL Customer Record interface. The top navigation bar includes 'Applications', 'Device', 'Navigation', 'Logout', and 'Help'. The main menu on the left lists various functions like 'Acceptance', 'Baggage', 'Compensation', etc. The central area displays the 'Customer Record' for SK1408, showing flight details for 26SEP CPH (3) to ARN Stockholm Arlanda (5). The 'All Flights Timing Information' table shows two flights: SK1416 and SK1408. The 'Compensation Information' section indicates a 'Cash Compensation Type: Involuntary Denied Boarding' with a 'Boarding Status: Active Reason: Involuntary Denied Boarding'.

Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1 LARSEN Lars Mr	A	SK1416	26SEP	CPH-ARN	001	20A		
2 SK1408	B	SK1408	26SEP	CPH-ARN	001			

All Flights Timing Information			
SK1416	26SEP	CPH-ARN	STD 08:00 STA 09:10
SK1408	26SEP	CPH-ARN	STD 17:05 STA 18:20

Compensation Information			
SK1416	26SEP	CPH-ARN	Category: Cash Compensation Type: Involuntary Denied Boarding Boarding Status: Active Reason: Involuntary Denied Boarding Provider: SK Account ref: 5266786816 Voucher ref: 9561734112

PNR:

```

--- TST RLR DCS CMP ---
RP/ARNSK00DC/ARNSK00DC          AA/SU  25SEP19/1554Z  06EBWG
1.LARSEN/LARS MR
2  SK1416 E 26SEP 4 CPHARN UN1  0700      0800 0910   *1A/E*
3  SK1408 E 26SEP 4 CPHARN TK1 A1605 3   1705 1820      E*
   OPERATED BY SUBSIDIARY/FRANCHISE
4 AP ARN 0000 - SK OFFICE FOR DCS PROJECT - A
5 TK OK25SEP/ARNSK00DC//ETSK
6 FA PAX 117-2462526641/ETSK/25SEP19/CPHSKOERS/17491596/S3
7 FP CASH
>DSP/CMP_

```

Enter >DSP/CMP and compensation information is displayed:

```

COMPENSATION DISPLAY
1.LARSEN/LARS MR
  SK1416 CPHARN 26SEP19 / Involuntary Denied Boarding
  AUTHORISED FOR 26SEP19 BY AIO329 ARNSK00DC 25SEP19 1550Z
>

```

Cancel Voucher

1. Go via Compensation → Manage Issued Voucher

Applications: Device Navigation Logout Help 11JUN19 13:28

Default: SK Messenger (0) SK Customer (1) SK Flight (2) Reservations (3) Reservations (4) SK Flight SK579 (5) SK Flight SK2420 (6) SK Customer (7) SK Flight SK2420 (8) SK Customer SK579

PDT Customer Identification Customer Selection Customer Display

Search AP- SK579 11JUN ARN (5) → CDG Paris Charles De Gaulle (Aerogare 1) Gate: None Boarding: 15:40 STD: 16:10

Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1 SPIROU Lars Hr	SK579	11JUN	ARN-CDG		M/M	002	22C	✓

Select Customer(s): Expand [SF2] 1 of 1 Selected

Selected customers are accepted. Proceed to add bags or select an action on the left.

Comments out of ARN

- Authorisation
 - Add Compensation F11
 - Delete Compensation F12
- Issue
 - Issue Compensation F3
- Manage
 - Manage Issued Compensation F4

Proceed Back

2. Compensation shown, press Proceed

Applications: Device Navigation Logout Help 11JUN19 13:30

Default: SK Messenger (0) SK Customer (1) SK Flight (2) Reservations (3) Reservations (4) SK Flight SK579 (5) SK Flight SK2420 (6) SK Customer (7) SK Flight SK2420 (8) SK Customer SK579

PDT Customer Identification Customer Selection Account Customer Selection

Search AP- SK579 11JUN ARN (5) → CDG Paris Charles De Gaulle (Aerogare 1) Gate: None Boarding: 15:40 STD: 16:10

Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1 SPIROU Lars Hr	SK579	11JUN	ARN-CDG		M/M	002	22C	✓

Select Customer: 1 Expand [SF2] 1 of 1 Selected

Select flight(s) to display the compensation account

Select Flights:

Flight	Date	Board Point	STD	STA
1 SK2420	11JUN	ARN	13:00	15:45

Select: 1 of 1 selected

Select flight from list e.g 1

3. Cancel Voucher (F7) and add a reason why

SAS Applications Device Navigation Logout Help 11JUN19 13:31

Default: SK Messenger (0) SK Customer (1) SK Flight (2) Reservations (3) Reservations (4) SK Flight SK579 (5) SK Flight SK2420 (6) SK Customer (2) SK Flight SK2420 (8) SK Customer (9)

PDT emification Customer Selection Customer Display Account Customer Selection Account Details

Search: AF1

Shortcuts:
Cancel Voucher F7
Credit C.C. SF3
Restore Voucher F9
Use Voucher F6

Menus:
Compensation CF2
System
Restart SF12

Customer Account Details
SPIROU Lars
Flight: SK2420 11JUN19 ARN-CDG

Select a voucher to view voucher details

Voucher ID	Category	Type	Status	Expiry Date
1 8790657536	Cash Compensation	Involuntary Denied Boarding more than 2 hours 0-1500	Active	10JUN20

Select Voucher: 1 1 of 1 selected

Voucher Details

Voucher ID: 8790657536 Status: Active
 Category: Cash Compensation Type: Involuntary Denied Boarding more than 2 hours 0-1500
 Expiry Date: 10JUN20 13:27 Creation Date: 11JUN19 13:27
 Original Amount: EUR250.00 Current Amount: EUR250.00
 Printable: Yes Re-printable: Yes
 Voucher Printed: Yes
 Issuer Office ID: ARNSK00DC Issuer Sign: 0329TF
 Issuance Reason: Involuntary Denied Boarding
 Disrupted Flight: SK2420 11JUN19 ARN-CDG
 Form Of Compensation: Airline Credit
 Authorisation Date: 11JUN19 Authoriser: 0329TF
 Authoriser Location: ARNSK00DC

SAS Applications Device Navigation Logout Help 11JUN19 13:32

Default: SK Messenger (0) SK Customer (1) SK Flight (2) Reservations (3) Reservations (4) SK Flight SK579 (5) SK Flight SK2420 (6) SK Customer (2) SK Flight SK2420 (8) SK Customer (9)

PDT Customer Selection Customer Display Account Customer Selection Account Details Cancel Voucher

Search: AF1

System
Restart SF12

Customer Account Details
SPIROU Lars
Provider Code: SK

Select a voucher to view details and to cancel voucher

Voucher ID	Category	Type	Status	Expiry Date
1 8790657536	Cash Compensation	Involuntary Denied Boarding more than 2 hours 0-1500	Active	10JUN20

Select Voucher: 1 1 of 1 selected

Voucher Details

Voucher ID: 8790657536 Status: Active
 Category: Cash Compensation Type: Involuntary Denied Boarding more than 2 hours 0-1500
 Expiry Date: 10JUN20 13:27 Creation Date: 11JUN19 13:27
 Original Amount: EUR250.00 Current Amount: EUR250.00
 Printable: Yes Re-printable: Yes
 Voucher Printed: Yes
 Issuer Office ID: ARNSK00DC Issuer Sign: 0329TF
 Issuance Reason: Involuntary Denied Boarding
 Disrupted Flight: SK2420 11JUN19 ARN-CDG
 Form Of Compensation: Airline Credit
 Authorisation Date: 11JUN19 Authoriser: 0329TF
 Authoriser Location: ARNSK00DC

Enter cancellation details

Cancel Voucher
 Comment: Issued in error

Cancel Voucher Exit

Voucher status changed from Active to cancelled

The screenshot shows the 'Customer Account Details' screen in the S4S system. The top navigation bar includes 'Applications', 'Device', 'Navigation', 'Logout', and 'Help'. The main menu on the left has 'Search', 'System', and 'Restart' options. The central pane displays 'Customer Account Details' for 'SPIROU Lars' with 'Provider Code: SK'. Below this, a message says 'Select a voucher to view details and to cancel voucher'. A table lists vouchers with columns: Voucher ID, Category, Type, Status, and Expiry Date. One voucher is listed with ID '8290657536', Category 'Cash Compensation', Type 'Involuntary Denied Boarding - mor...', Status 'Cancelled', and Expiry Date '10/10/20'.

Voucher ID	Category	Type	Status	Expiry Date
8290657536	Cash Compensation	Involuntary Denied Boarding - mor...	Cancelled	10/10/20

How to filter how many and what kind vouchers issued on a specific flight

From a customer list use filter: Airline Voucher Details – Issuance reason.

Here you can specify the different voucher values

The screenshot shows the 'Customer List Selection' screen in the S4S system. The top navigation bar includes 'Applications', 'Device', 'Navigation', 'Logout', and 'Help'. The main menu on the left has 'Search', 'System', and 'Restart' options. The central pane displays 'Customer List Selection' for flight 'SK1018' on '10 JUN ARN (4) - SFT Skelleftea'. Below this, a list of customer types is shown. A section titled 'Select a customer list.' includes a 'Restrict Customer List' section with 'To:' and 'Cabin:' dropdowns, and a 'Customer Filter: Joining and Transit' dropdown. Below this is a 'Refine Customer Lists with Criteria' section with a table for filtering by 'Airline Voucher Details - Issuance Reason (VCI)'. The table has columns for 'And/Or', 'Include/Exclude', 'Filter', and 'Value'. The filter is set to 'Include' and 'Airline Voucher Details - Issuance Reason (VCI)'. The 'Value' dropdown is open, showing options: 'Volunteer for Offload (VDB)', 'Involuntary Downgrade (IDG)', and 'Involuntary Denied Boarding (IDB)'.

And/Or	Include/Exclude	Filter	Value
1 And	Include	Airline Voucher Details - Issuance Reason (VCI)	Volunteer for Offload (VDB)
And	Include		Involuntary Downgrade (IDG)
			Involuntary Denied Boarding (IDB)