

Training Bulletin

GROUND OPS TRAINING BULLETIN 006/2025	SUBJECT CHECK IN BOARDING PROCEURES	THROUGH CHECK IN WITH SEPARATE TICKETS
DATE OF ISSUE 16 April 2025	EFFECTIVE DATE 17 April 2025	APPROVED BY ITA Airways Ground Ops Training Dept.

INTRODUCTION

Through check-in is a service facilitating connections. Customers and their baggage are checked in through from the departure station to the final destination. In the context of integrating passenger assistance processes and procedures within the Lufthansa Group, the possibility of performing Through Check-in with separate tickets exclusively between the airlines of the LH Group and airlines with which there is an interline agreement has been introduced.

CONDITIONS

- ✓ The MCT is respected.
- ✓ All the connecting flights must be shown in the DCS. If not, edit the flight in the system prior to check-in passenger and bags, provided it is a scheduled flight.
- ✓ The customer must comply with all documents and health formalities for all stops in the trip.
- ✓ Baggage must be checked through.
- ✓ The customer holds an OK reservation on both flights
- ✓ The check-in agent can accept passengers with two different tickets and tag baggage to the final destination indicated on the separate ticket. Ensure all personal information matches on both tickets, especially names, and pay close attention to similar names.

RESTRICTIONS

Through check-in is not allowed for the following customers:

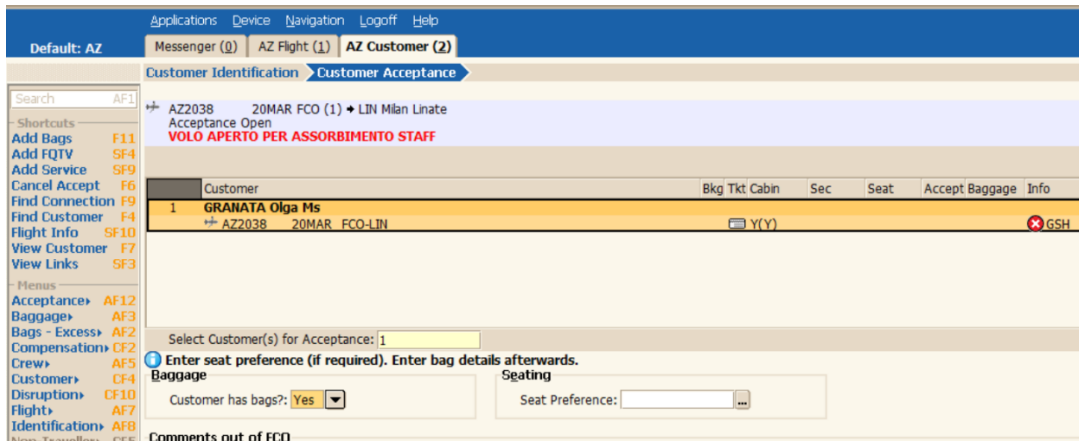
- ✓ Customers with an itinerary involving a change of airport at the connecting station.
- ✓ Customers travelling on an airline with which ITA Airways does not have an interline agreement.
- ✓ Stand by Passengers.
- ✓ If the passenger's name full details are not exactly the same on both tickets.

PROCEDURE

If the eligibility conditions are met, proceed using the following two options:

1. FIND CONNECTION (Automatic mode)

Identify the passenger



Default: AZ

Messenger (0) AZ Flight (1) AZ Customer (2)

Customer Identification Customer Acceptance

Search AF1

Shortcuts: Add Bags F11, Add FQTV SF4, Add Service SF9, Cancel Accept F6, Find Connection F9, Find Customer F4, Flight Info SF10, View Customer F7, View Links SF3

Menus: Acceptance AF12, Baggage AF3, Bags - Excess AF2, Compensation CF2, Crew AF5, Customer CF4, Disruption CF10, Flight AF7, Identification AF8

AZ2038 20MAR FCO (1) LIN Milan Linate
Acceptance Open
VOLO APERTO PER ASSORBIMENTO STAFF

Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1 GRANATA Olga Ms	AZ2038	20MAR	FCO-LIN					Y(Y) GSH

Select Customer(s) for Acceptance: 1

Enter seat preference (if required). Enter bag details afterwards.

Customer has bags?: Yes

Seating: Seat Preference: ...

Comments out of FCO

Click on **FIND CONNECTION** for automatic search of the separately booked connection:



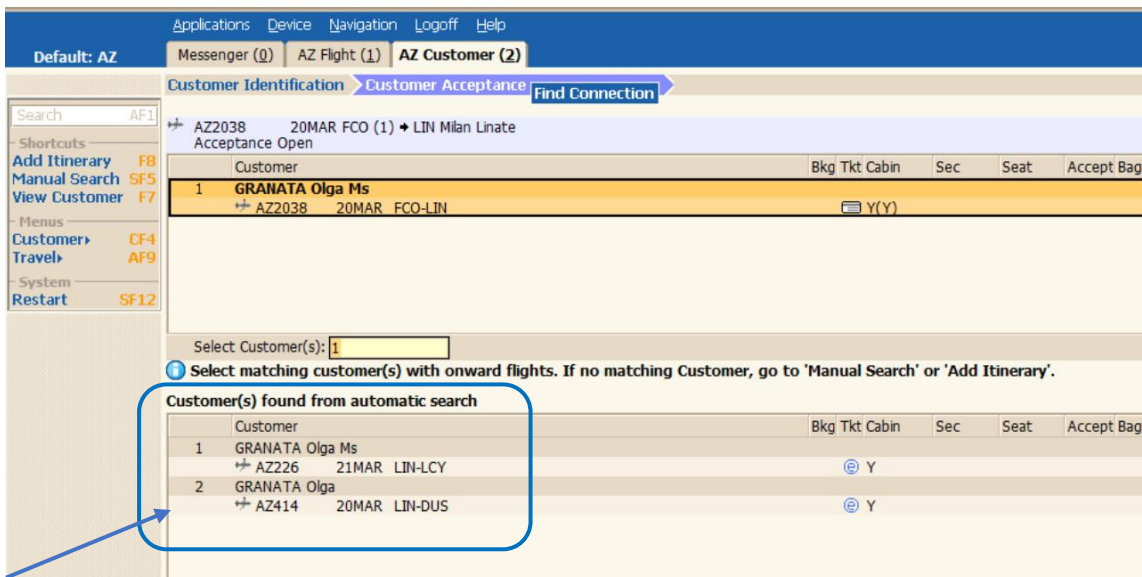
Default: AZ

Search AF1

Shortcuts: Add Bags F11, Add FQTV SF4, Add Service SF9, Cancel Accept F6, Find Connection F9, Find Customer F4, Flight Info SF10, View Customer F7, View Links SF3

Menus: Acceptance AF12, Baggage AF3, Bags - Excess AF2, Compensation CF2, Crew AF5, Customer CF4, Disruption CF10, Flight AF7, Identification AF8

The automatic search identifies a customer or a list of similar passenger names. Please ensure you select the correct one.



Default: AZ

Messenger (0) AZ Flight (1) AZ Customer (2)

Customer Identification Customer Acceptance Find Connection

Search AF1

Shortcuts: Add Itinerary F8, Manual Search SF5, View Customer F7

Menus: Customer CF4, Travel AF9, System Restart SF12

AZ2038 20MAR FCO (1) LIN Milan Linate
Acceptance Open

Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Bag
1 GRANATA Olga Ms	AZ2038	20MAR	FCO-LIN				Y(Y)

Select Customer(s): 1

Select matching customer(s) with onward flights. If no matching Customer, go to 'Manual Search' or 'Add Itinerary'.

Customer(s) found from automatic search

Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Bag
1 GRANATA Olga Ms	AZ226	21MAR	LIN-LCY				Y
2 GRANATA Olga	AZ414	20MAR	LIN-DUS				Y

Once the correct passenger has been chosen, it could be possible to click on **ADD CONNECTION** to merge the file.

Applications Device Navigation Logoff Help

Default: AZ Messenger (0) AZ Flight (1) AZ Customer (2)

Customer Identification Customer Acceptance Find Connection

Search AF1

Shortcuts: Add Itinerary F8, Manual Search SF5, View Customer F7

Menus: Customer CF4, Travel AF9, System Restart SF12

20MAR FCO (1) LIN Milan Linate

Gate: None Board

Customer	Bkg Tkt Cabin	Sec	Seat	Accept Baggage	Info
1 GRANATA Olga Ms AZ2038 20MAR FCO-LIN	Y(Y)				GSH
2 GRANATA Olga AZ414 20MAR LIN-DUS	Y				DOCS, AZ-ECOLIGHT, GSH, IAPP, AZ-ECOLIGHT, GSH

Select Customer(s): 1

Select matching customer(s) with onward flights. If no matching Customer, go to 'Manual Search' or 'Add Itinerary'.

Customer(s) found from automatic search

Select Customer: 2

2 customers/tickets found

Add Connection

NOTA BENE: In this case, since there is a mismatch in the Title (in one booking it shows MS, while in the other it does not), an alert immediately appears. It is up to the check-in agent to pay attention and choose YES or NOT. If YES is selected (even with the mismatch), the system allows proceeding by overriding.

Warning

Customer name / title not exact match

GRANATA Olga Ms
GRANATA Olga

Are these the same physical customer?

1 Yes
2 No

Select: ☐ 1 Yes

OK

The mention MRG (merge) indicates that there are two separate reservation files that have been merged on Altéa. The original reservation files (PNR) remain separate, and the initial references are indicated in the customer's file ('View Customer')

Applications Device Navigation Logoff Help

Default: AZ Messenger (0) AZ Flight (1) AZ Customer (2)

Customer Identification Customer Acceptance Acceptance Information Add Bag

Search AF1

Shortcuts: Excess Calculator F9

Menus: Bags - Excess AF2, System Restart SF12

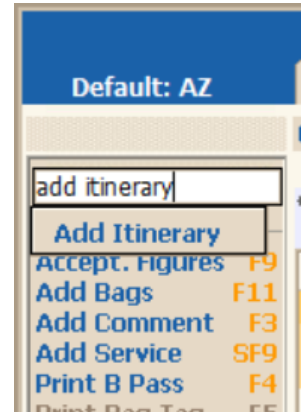
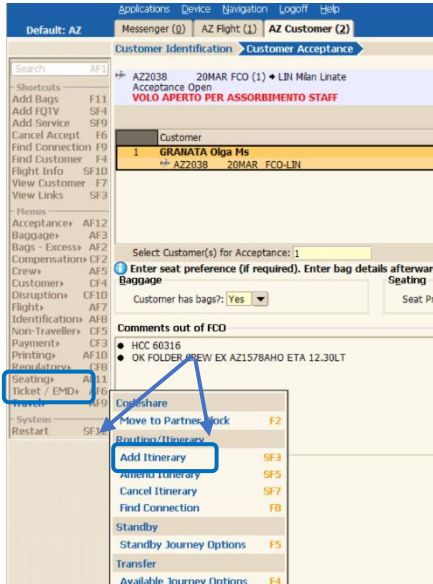
20MAR FCO (1) LIN Milan Linate

Gate: None Board

Customer	Bkg Tkt Cabin	Sec	Seat	Accept
1 GRANATA Olga Ms AZ2038 20MAR FCO-LIN AZ414 20MAR LIN-DUS	MRG Y(Y) Y(Y)		088 082	19E 20C

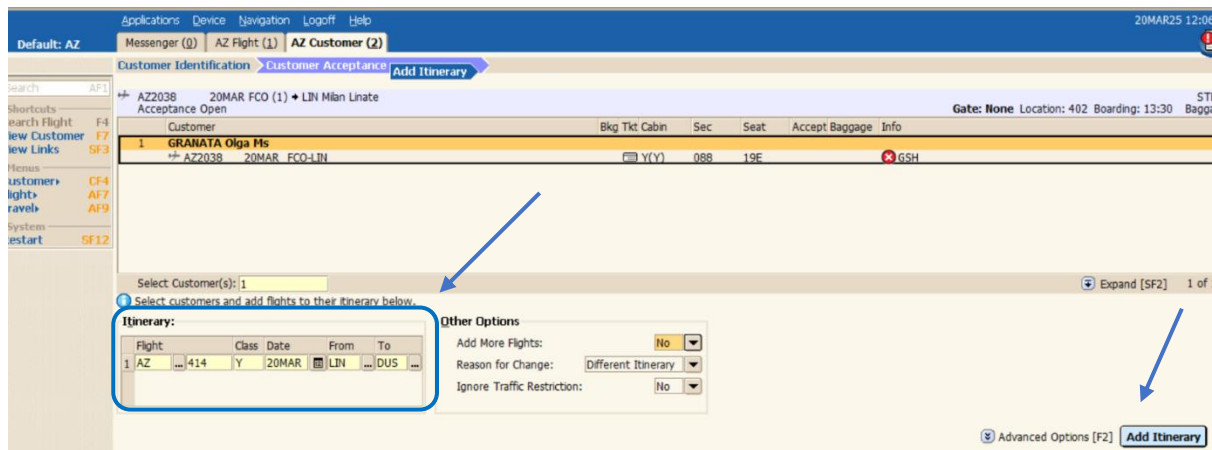
2. ADD ITINERARY

if the automatic search does not find any file corresponding to the client, proceed using manual search by option ADD ITINERARY.

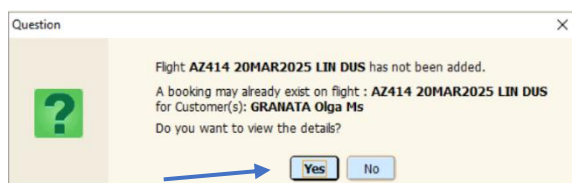


Or

Now Enter the itinerary of the connecting flight. Ensure that the class is correctly entered (and not the cabin code).



The following pop-up appears to be confirmed if it is the case. Click on YES



If the customer is confirmed, it is possible to add the connection. In the example, a mismatch (without title) can be seen. In this case, **no check or alert is displayed by the system, as this function is purely manual**

Default: AZ

Applications Device Navigation Logoff Help

Messenger (0) AZ Flight (1) AZ Customer (2)

Customer Identification Customer Acceptance Add Itinerary Add Connection

AZ2038 20MAR FCO (1) LIN Milan Linate Gate: None Location: 402 Boa

Acceptance Open

Customer	Bkg Tkt Cabin	Sec	Seat	Accept Baggage	Info
1 GRANATA Olga Ms AZ2038 20MAR FCO-LIN	Y(Y)	088	19E	GSH	

Select Customer: []

Customers already booked on flight: AZ414

Customer	Bkg Tkt Cabin	Sec	Seat	Accept Baggage	Info
1 GRANATA Olga AZ414 20MAR LIN-DUS	Y(Y)	082	20C	AZ-ECOLIGHT GSH	

Add Connection

Applications Device Navigation Logoff Help

Messenger (0) AZ Flight (1) AZ Customer (2)

Customer Identification Customer Acceptance Acceptance Information Add Bag

AZ2038 20MAR FCO (1) LIN Milan Linate

Acceptance Open

Customer	Bkg Tkt Cabin	Sec	Seat	Accept Baggage
1 GRANATA Olga Ms AZ2038 20MAR FCO-LIN	MRG	Y(Y)	088	19E
AZ414 20MAR LIN-DUS	Y(Y)	082	20C	