

Training Bulletin

GROUND OPS TRAINING BULLETIN 006/2025	SUBJECT CHECK IN BOARDING PROCUREURES	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:

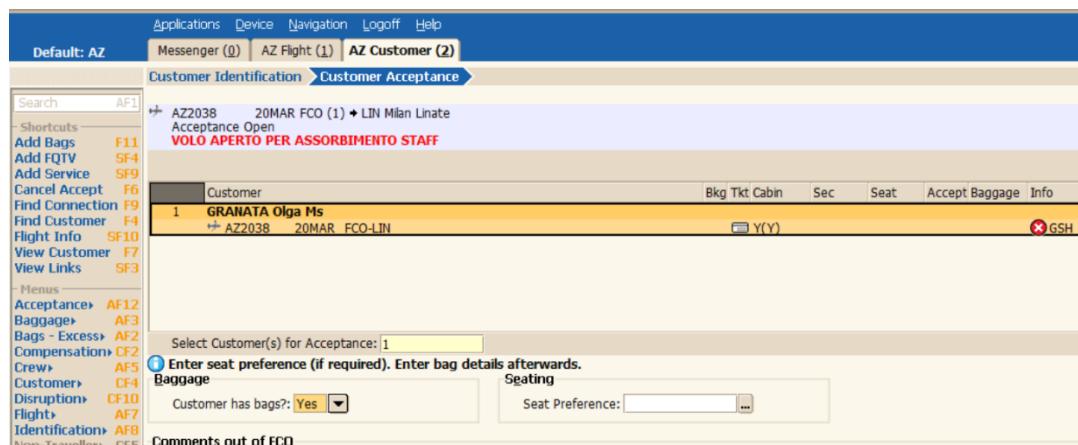
- ✓ Customers with an itinerary involving a change of airport at the connecting station.
- ✓ Customers travelling on an airline with which ITA Airways does not have an interline agreement.
- ✓ Stand by Passengers.
- ✓ If the passenger's name full details are not exactly the same on both tickets.

PROCEDURE

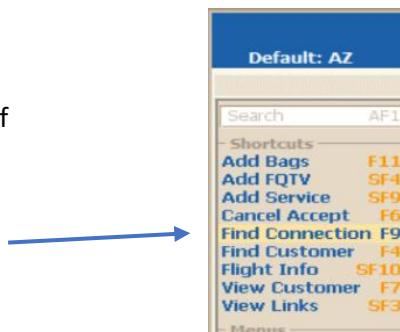
If the eligibility conditions are met, proceed using the following two options:

1. FIND CONNECTION (Automatic mode)

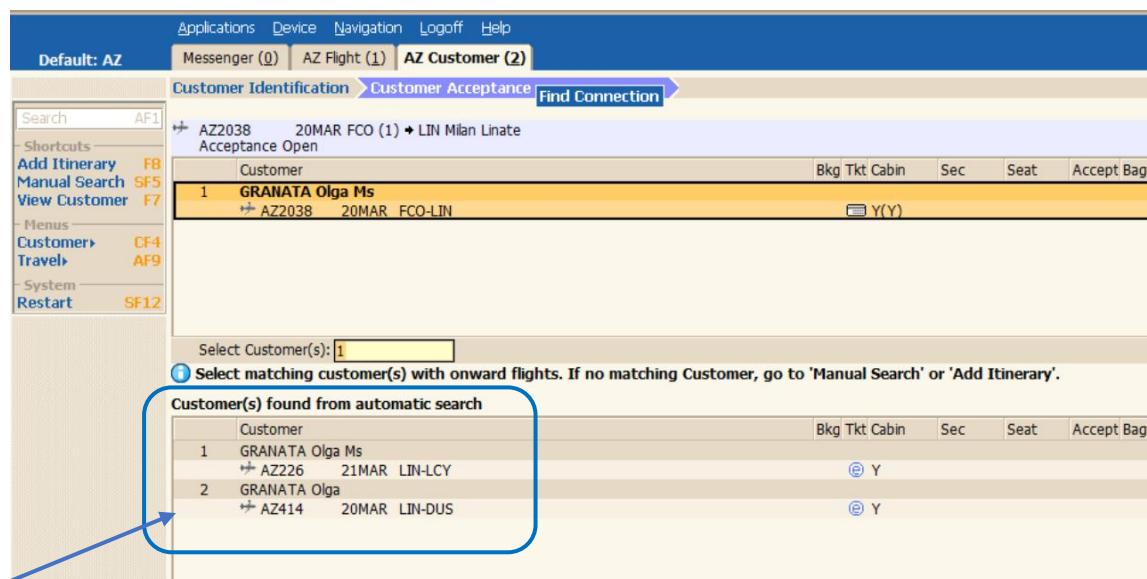
Identify the passenger



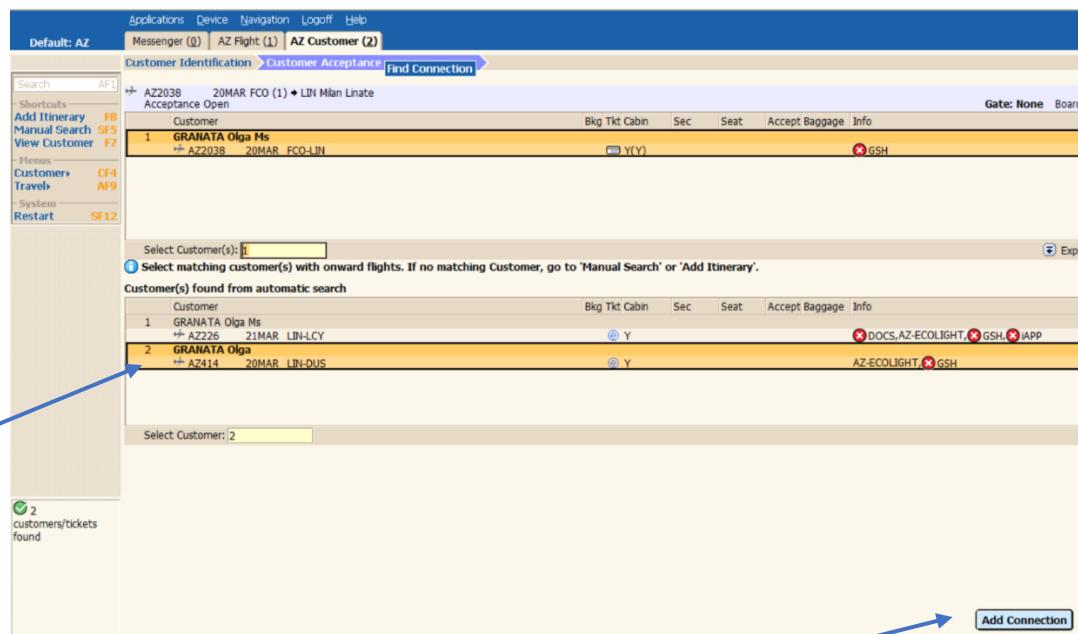
Click on **FIND CONNECTION** for automatic search of the separately booked connection:



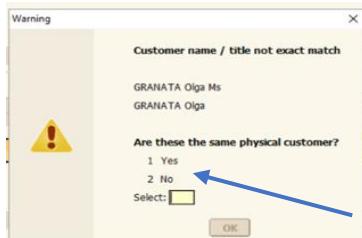
The automatic search identifies a customer or a list of similar passenger names. Please ensure you select the correct one.



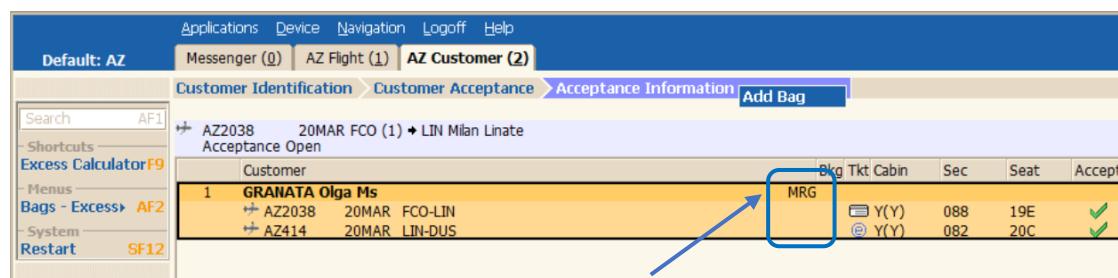
Once the correct passenger has been chosen, it could be possible to click on **ADD CONNECTION** to merge the file.



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.

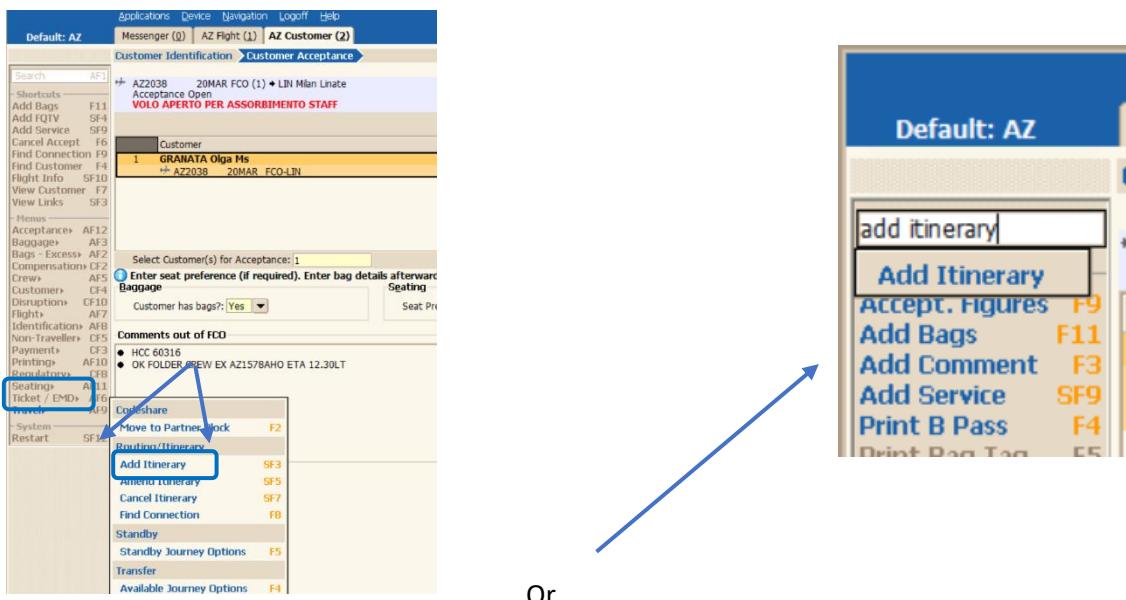


The mention MRG (merge) indicates that there are two separate reservation files that have been merged on Altea. The original reservation files (PNR) remain separate, and the initial references are indicated in the customer's file ('View Customer')



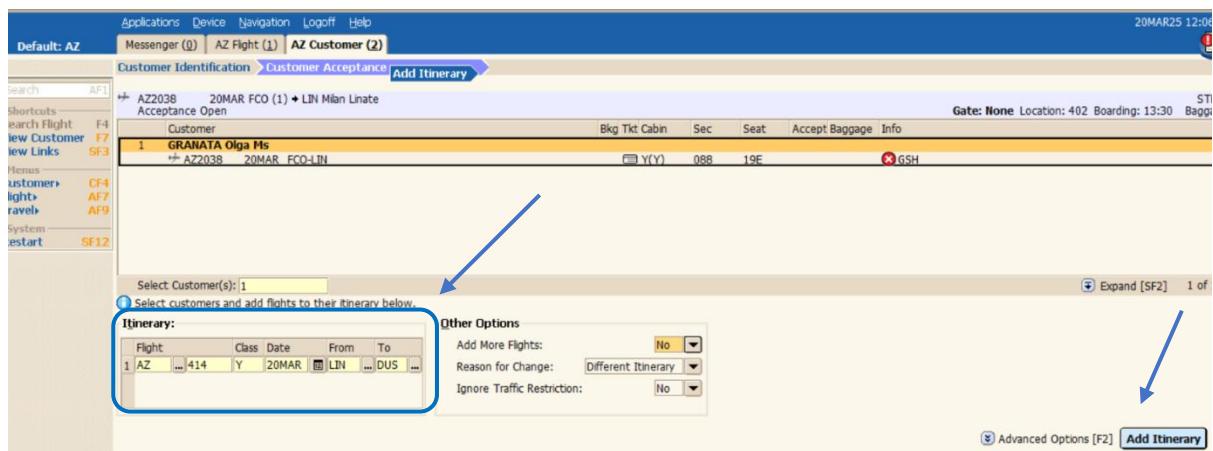
2. ADD INTINERARY

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

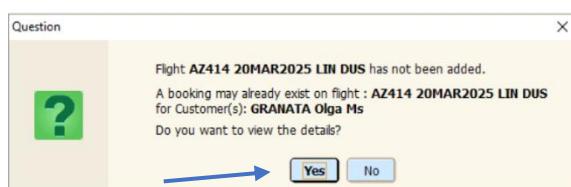


Or

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**

