

LET'S KEEP INFORMED

Training Bulletin

GROUND OPS TRAINING BULLETIN 002/2026	SUBJECT Altea Check in	TITLE HON Get Home Early Fare – Altea CM Guidelines
DATE OF ISSUE 30 April 2026	EFFECTIVE DATE 30 April 2026	APPROVED BY ITA Airways Ground Ops Training Dept.

INTRODUCTION

To support the implementation of the **HON Get Home Early Fare** benefit across the network, a **temporary interim procedure has been introduced pending completion of the related Altea DCS system enhancement.**

Once released, Altea DCS will automatically process eligible requests free of charge. Until then, **airport staff shall manually manage entitled passengers in GO SHOW mode**, in full compliance with the applicable rules and operational limitations as per **OP COM010/2026 HON Get Home Early Fare.**

The only authorized method to transfer the passenger is the **Standby Journey option** after acceptance on the originally scheduled flight.

The Book Commercial option must not be used, as it may result in the cancellation of onward flight segments.

Regarding Reservation & Ticketing environment, the procedure is already fully supported in ARDWEB.

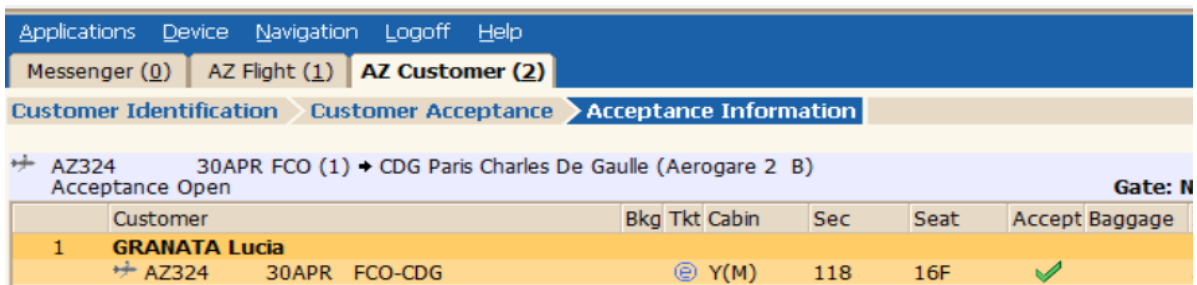
This Training Bulletin has been prepared to provide Check-in staff with clear guidance to ensure consistent, accurate and customer-focused handling of all eligible requests.

This process is applicable to point-to-point itineraries only and is limited to AZ-operated flights. In case of connecting itineraries, the procedure may only be applied up to the transit point, subject to operational feasibility and in coordination with Baggage Handling dept, to avoid any critical consequences regarding the checked baggage if any.

PROCEDURE : N.B Passenger must have HON CIRCLE status *

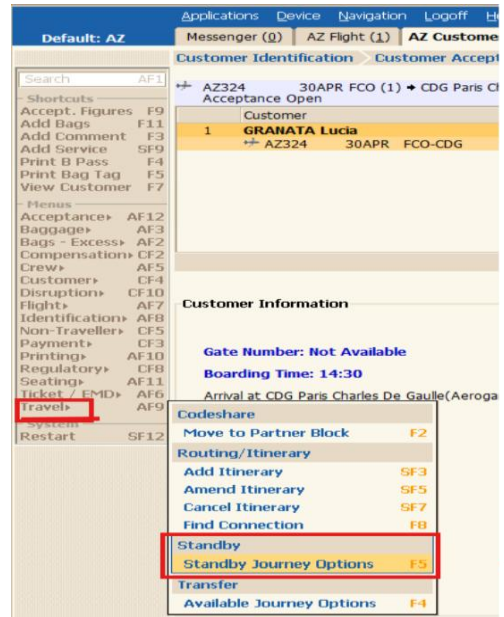
* Please disregard that the screenshot below do not include Hon code, as the technical flown shown is valid for all passenger's categories.

1) Passenger travelling with cabin baggage only at check in and gate

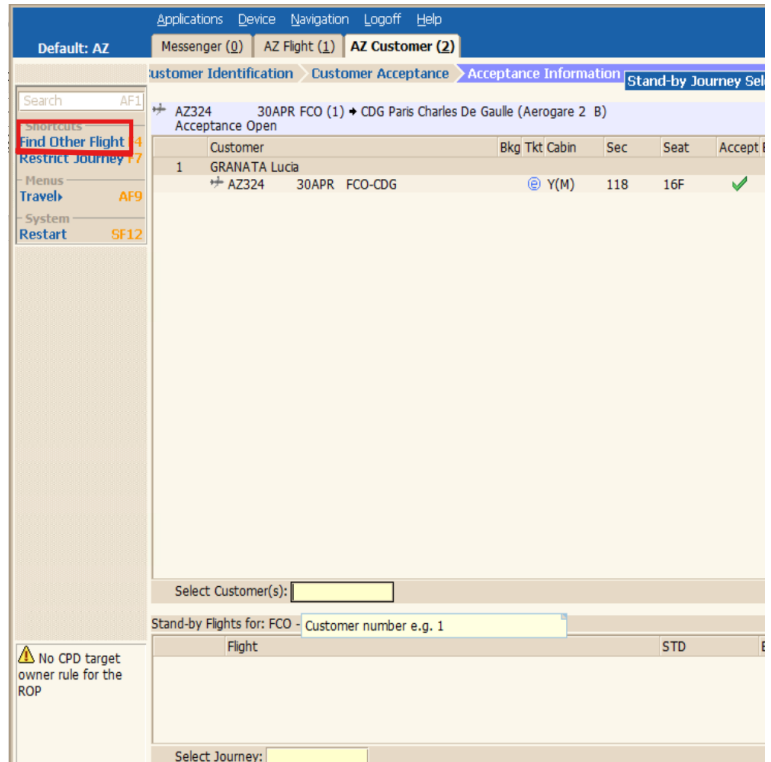


Applications Device Navigation Logoff Help							
Messenger (0)		AZ Flight (1)		AZ Customer (2)			
Customer Identification		Customer Acceptance		Acceptance Information			
✈ AZ324 30APR FCO (1) → CDG Paris Charles De Gaulle (Aerogare 2 B)							
Acceptance Open Gate: N							
Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage
1 GRANATA Lucia	✈ AZ324	30APR	FCO-CDG	Y(M)	118	16F	✓

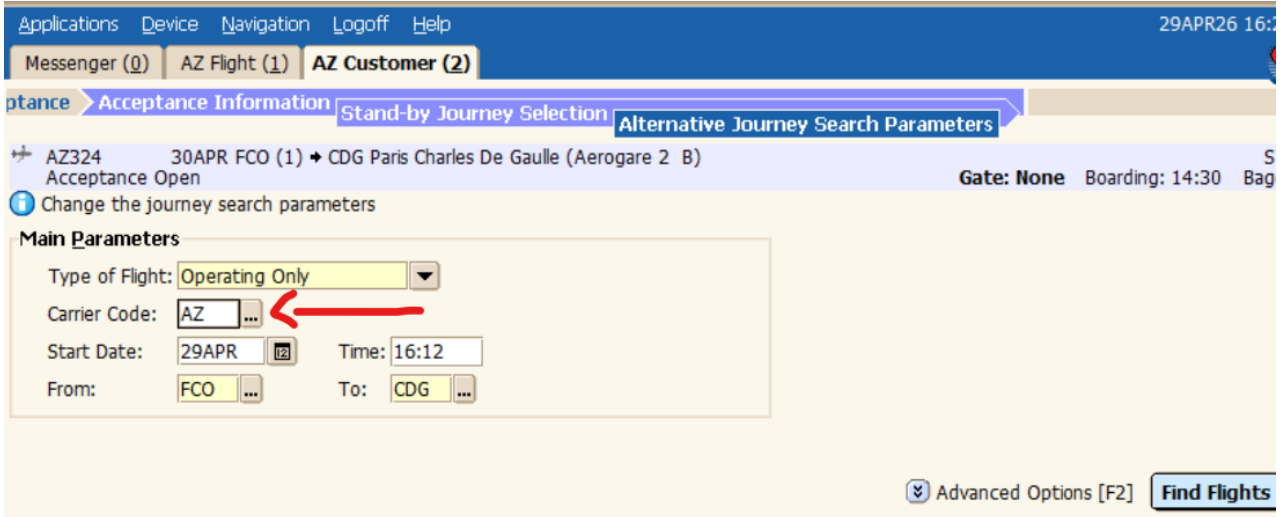
Select : "Travel > Standby Journey Options"



Select : "Find Other Flight" to view available AZ Flights:



Add “AZ” in Carrier Code field. Then click “Find Flights”:



Applications Device Navigation Logoff Help 29APR26 16:2

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

ptance > Acceptance Information Stand-by Journey Selection Alternative Journey Search Parameters

✈ AZ324 30APR FCO (1) → CDG Paris Charles De Gaulle (Aerogare 2 B) S
Acceptance Open Gate: None Boarding: 14:30 Bag

Change the journey search parameters

Main Parameters

Type of Flight: Operating Only

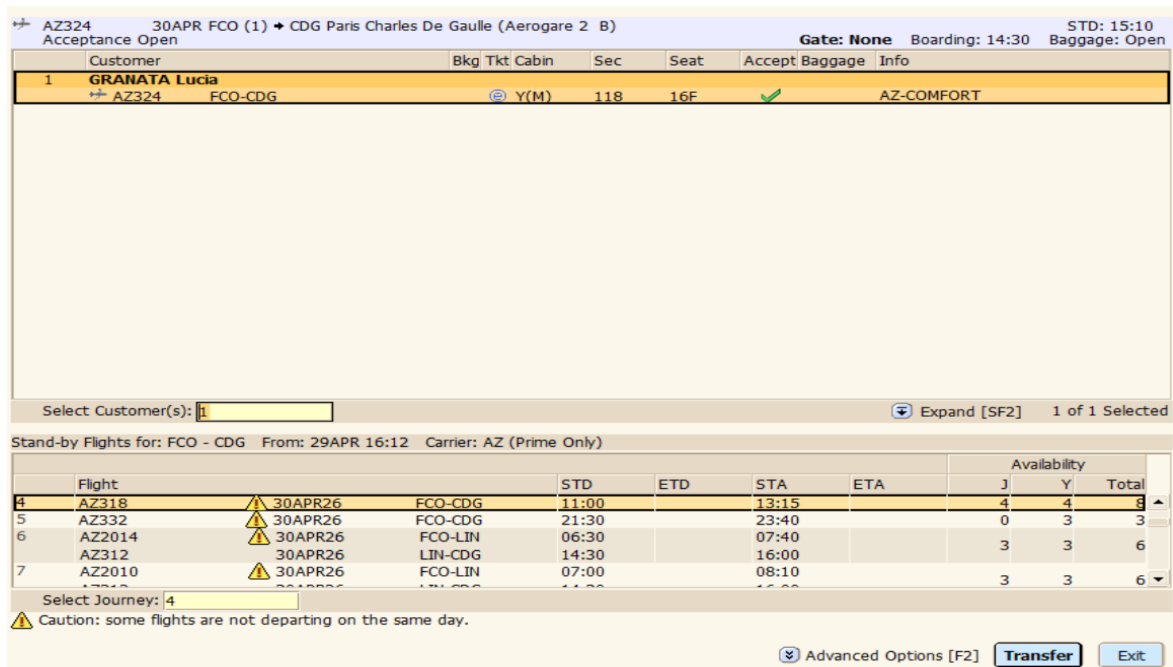
Carrier Code: AZ ... ←

Start Date: 29APR Time: 16:12

From: FCO To: CDG

Advanced Options [F2] Find Flights

Check availability and select the flight. Remember that as per procedure, passenger can only anticipate their scheduled flight. Then click “Transfer”



✈ AZ324 30APR FCO (1) → CDG Paris Charles De Gaulle (Aerogare 2 B) STD: 15:10
Acceptance Open Gate: None Boarding: 14:30 Baggage: Open

Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1 GRANATA Lucia								
✈ AZ324			FCO-CDG			Y(M)	118	16F ✓ AZ-COMFORT

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

Stand-by Flights for: FCO - CDG From: 29APR 16:12 Carrier: AZ (Prime Only)

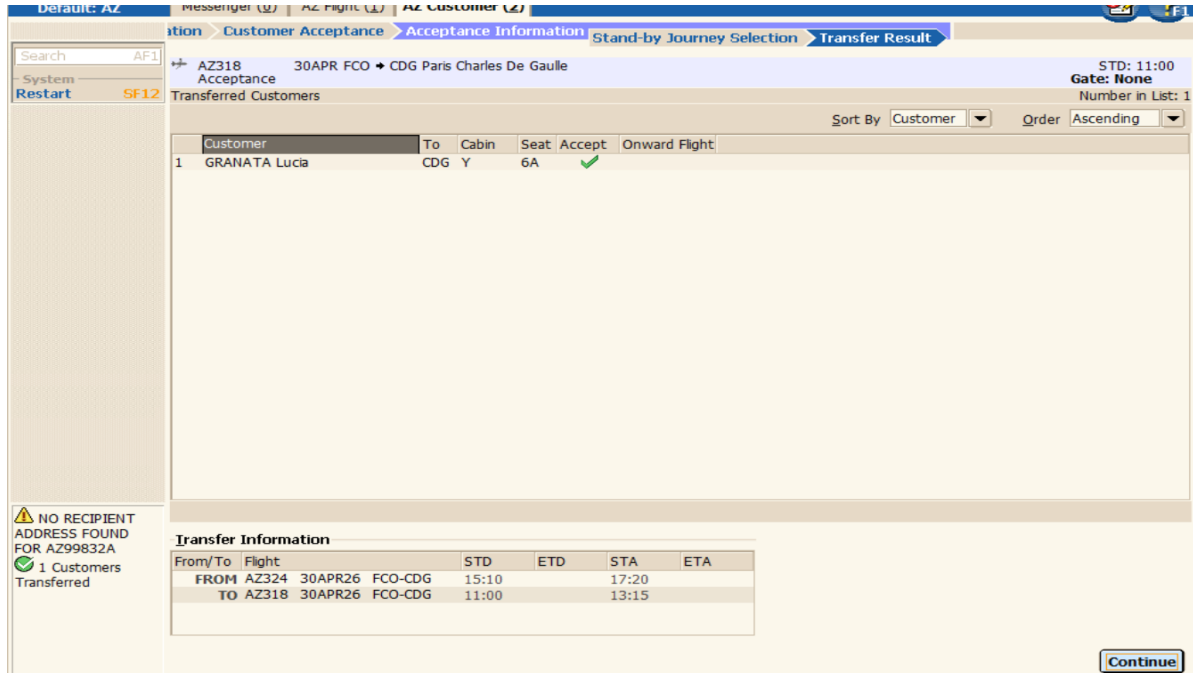
Flight	STD	ETD	STA	ETA	Availability			
					J	Y	Total	
4 AZ318 ⚠	30APR26		FCO-CDG	11:00	13:15	4	4	3
5 AZ332 ⚠	30APR26		FCO-CDG	21:30	23:40	0	3	3
6 AZ2014 ⚠	30APR26		FCO-LIN	06:30	07:40			
AZ312	30APR26		LIN-CDG	14:30	16:00	3	3	6
7 AZ2010 ⚠	30APR26		FCO-LIN	07:00	08:10	3	3	6

Select Journey: 4

⚠ Caution: some flights are not departing on the same day.

Advanced Options [F2] Transfer Exit

The system will display the transfer information. Then click “Continue”



The screenshot shows the 'Transfer Result' screen in the ITA Airways system. The main heading is 'AZ318 30APR FCO → CDG Paris Charles De Gaulle'. Below this, a table lists 'Transferred Customers' with one entry for GRANATA Lucia, transferred from AZ324 to AZ318. A 'Transfer Information' table shows the flight details: FROM AZ324 30APR26 FCO-CDG (STD: 15:10, STA: 17:20) and TO AZ318 30APR26 FCO-CDG (STD: 11:00, STA: 13:15). A 'Continue' button is visible at the bottom right.

Customer	To	Cabin	Seat	Accept	Onward Flight
1 GRANATA Lucia	CDG	Y	6A	✓	

From/To	Flight	STD	ETD	STA	ETA
FROM	AZ324 30APR26 FCO-CDG	15:10		17:20	
TO	AZ318 30APR26 FCO-CDG	11:00		13:15	

The passenger has been successfully transferred to the new flight.



The screenshot shows the 'Transfer Result' screen with a detailed view of the customer's transfer. The customer is GRANATA Lucia, transferred from AZ324 to AZ318. The system shows the original journey (AZ324 30APR26 FCO-CDG) and the requested journey (AZ318 30APR26 FCO-CDG). The boarding time is 10:20 and the gate number is None. A 'Done' button is visible at the bottom right.

Customer	Bkg Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1 GRANATA Lucia	→ AZ318	FCO-CDG	Y	123	6A	✓	AZ-COMFORT

Travel Information

Original Journey:
AZ324 30APR26 FCO-CDG STD:15:10 STA:17:20 Boarding:14:30

Requested Journey:
Flight: AZ318 30APR26 FCO-CDG STD:11:00 STA:13:15
Boarding Time: 10:20
Gate Number: None
Arrival at CDG Paris Charles De Gaulle(2B): 13:15

Following the Altea transfer, the reservation in ARDWEB is immediately updated with new flight:

1.GRANATA/LUCIA

2 AZ 318 M 30APR 4 FCOCDG HK1 1 1100 1315 E*

3 AP FCO TBA - ITA AIRWAYS FCO AIRPORT - A

4 TK OK29APR/FCOAZ0001//ETAZ

5 FHE PAX 055-2115139111

6 FP CASH

XS/AZ 324 M 30APR 4 FCOCDG HK1 1510 1720/NN *1A/E*

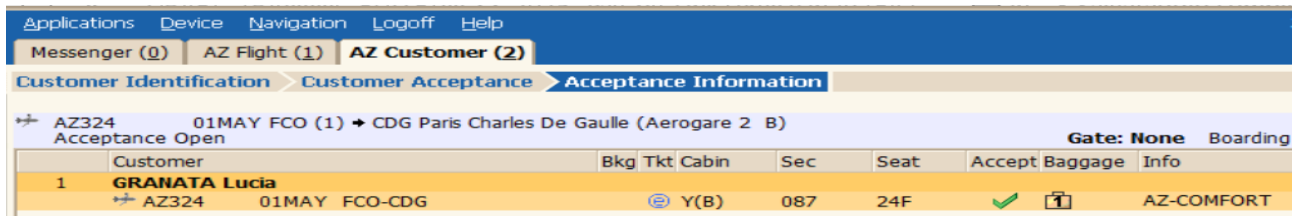
AS/AZ 318 M 30APR 4 FCOCDG LK1 1100 1315/LK E*

RF-STP-1712OG/FCOAZ00CI CR-FCOAZ00CI 38493755 SU 1712OG/

DS 29APR1432Z

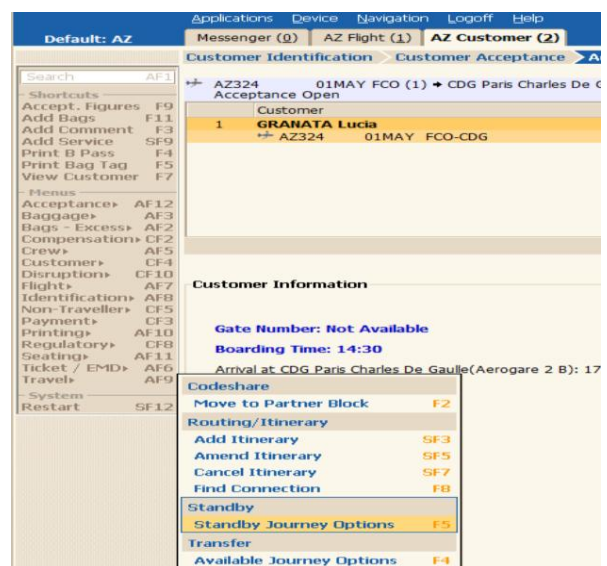
2) Passenger travelling with baggage already checked in.

This scenario can only be handled at check-in desk (NO at the gate). Before proceeding, the request must be addressed to the relevant operational functions for feasibility assessment, ensuring that sufficient time is available for baggage transfer. Always contact Baggage Handling team.



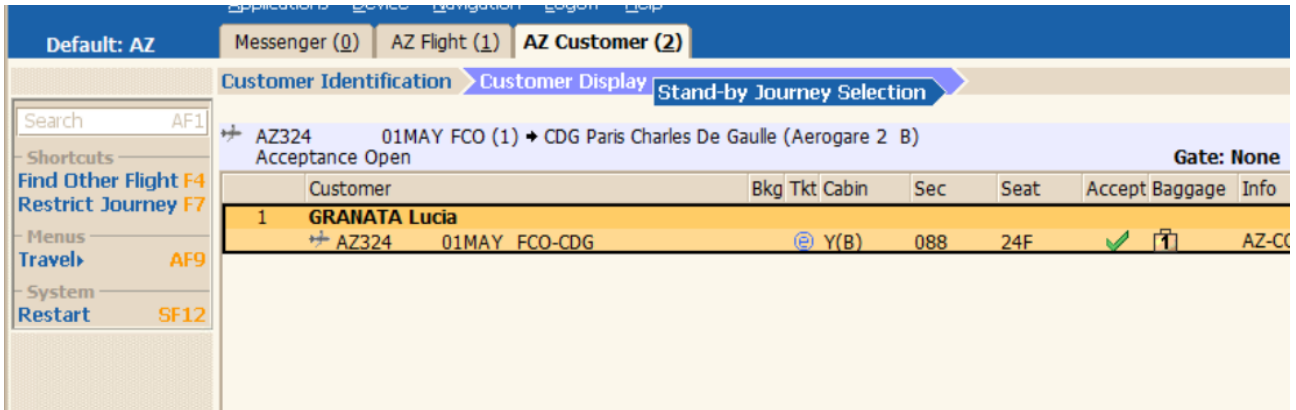
Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1 GRANATA Lucia AZ324 01MAY FCO-CDG			Y(B)	087	24F	✓	1	AZ-COMFORT

Select : "Travel > Standby Journey Options"

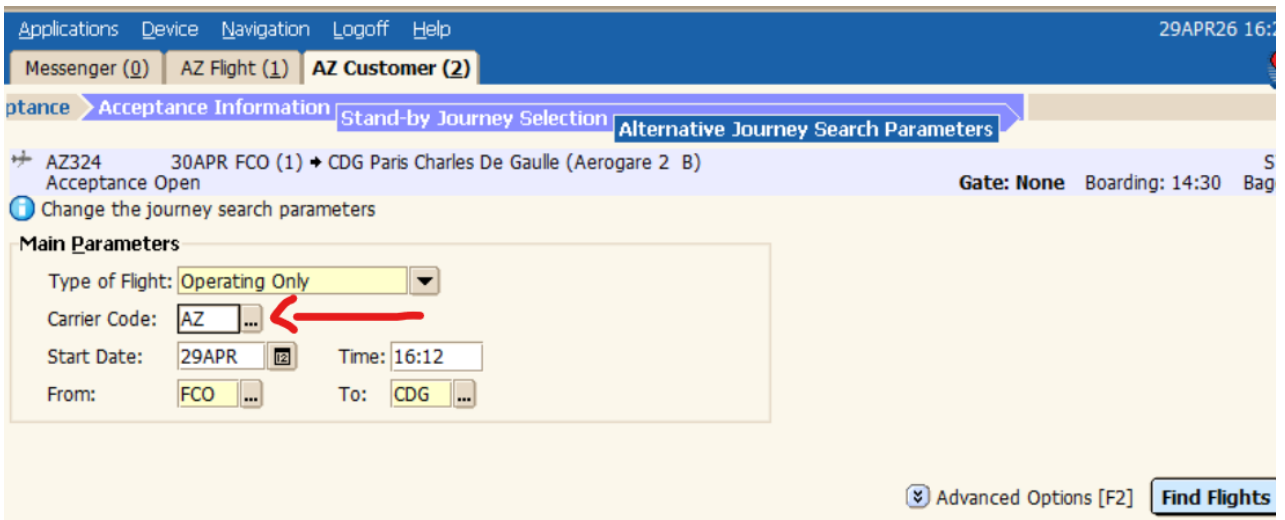


Option	Key
Move to Partner Block	F2
Routing/Itinerary	
Add Itinerary	SF3
Amend Itinerary	SF5
Cancel Itinerary	SF7
Find Connection	F8
Standby	
Standby Journey Options	F5
Transfer	
Available Journey Options	F4

Select : “Find Other Flight” to view available AZ Flights:

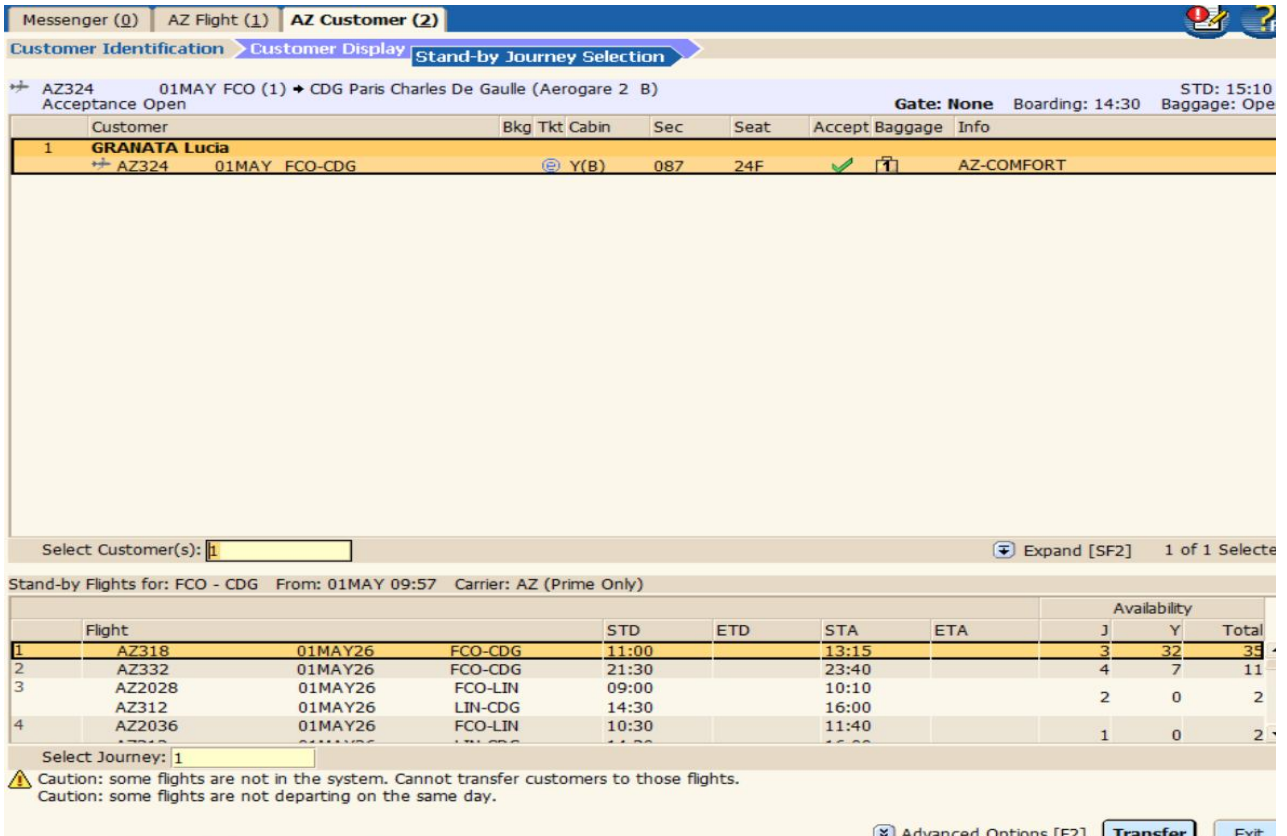


Add “AZ” in Carrier Code field. Then click “Find Flights”:



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Check availability and select the flight. Remember that as per procedure, passenger can only anticipate their scheduled flight. Then click "Transfer"



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

Customer Identification > Customer Display > Stand-by Journey Selection

AZ324 01MAY FCO (1) → CDG Paris Charles De Gaulle (Aerogare 2 B) Gate: None Boarding: 14:30 STD: 15:10
Acceptance Open Baggage: Ope

Customer	Bkg Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1 GRANATA Lucia	AZ324	01MAY FCO-CDG	Y(B)	087	24F	✓	AZ-COMFORT

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

Stand-by Flights for: FCO - CDG From: 01MAY 09:57 Carrier: AZ (Prime Only)

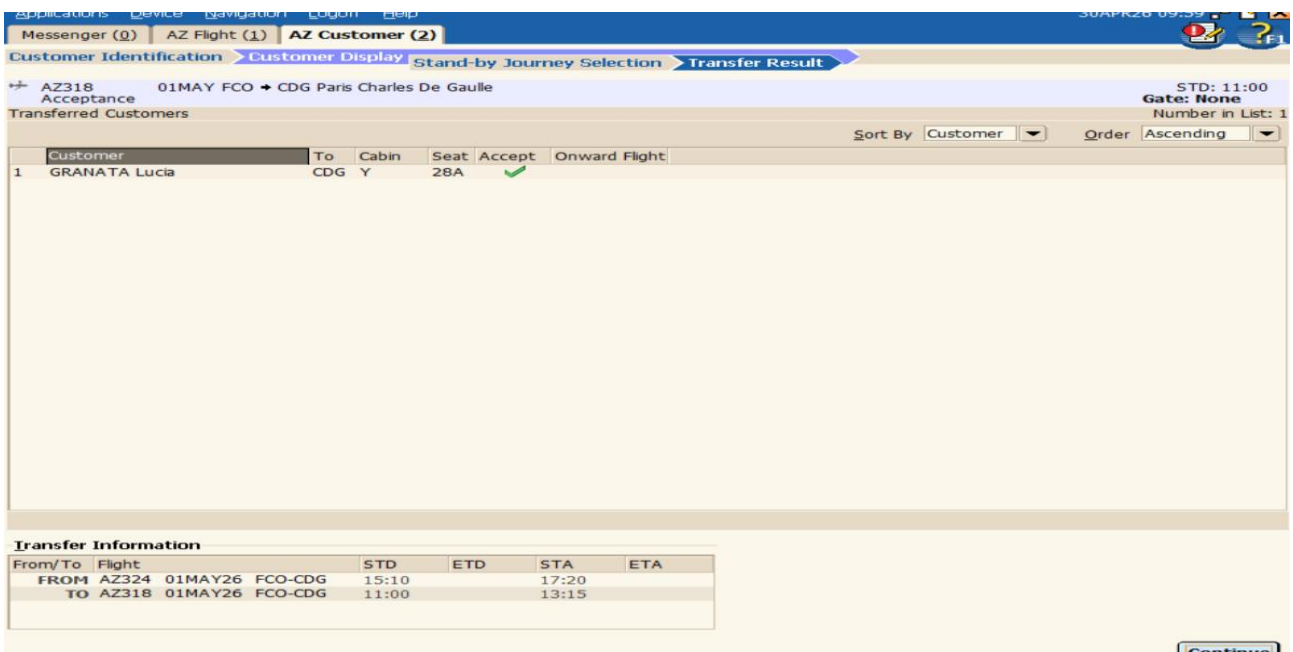
Flight	STD	ETD	STA	ETA	Availability		
					J	Y	Total
1 AZ318 01MAY26 FCO-CDG	11:00		13:15		3	32	39
2 AZ332 01MAY26 FCO-CDG	21:30		23:40		4	7	11
3 AZ2028 01MAY26 FCO-LIN	09:00		10:10		2	0	2
AZ312 01MAY26 LIN-CDG	14:30		16:00				
4 AZ2036 01MAY26 FCO-LIN	10:30		11:40		1	0	2

Select Journey: 1

Caution: some flights are not in the system. Cannot transfer customers to those flights.
Caution: some flights are not departing on the same day.

Advanced Options [F2] Transfer Exit

The system will display the transfer information. Then click "Continue"



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

Customer Identification > Customer Display > Stand-by Journey Selection > Transfer Result

AZ318 01MAY FCO → CDG Paris Charles De Gaulle STD: 11:00
Acceptance Gate: None
Transferred Customers Number in List: 1

Customer	To	Cabin	Seat	Accept	Onward Flight
1 GRANATA Lucia	CDG	Y	28A	✓	

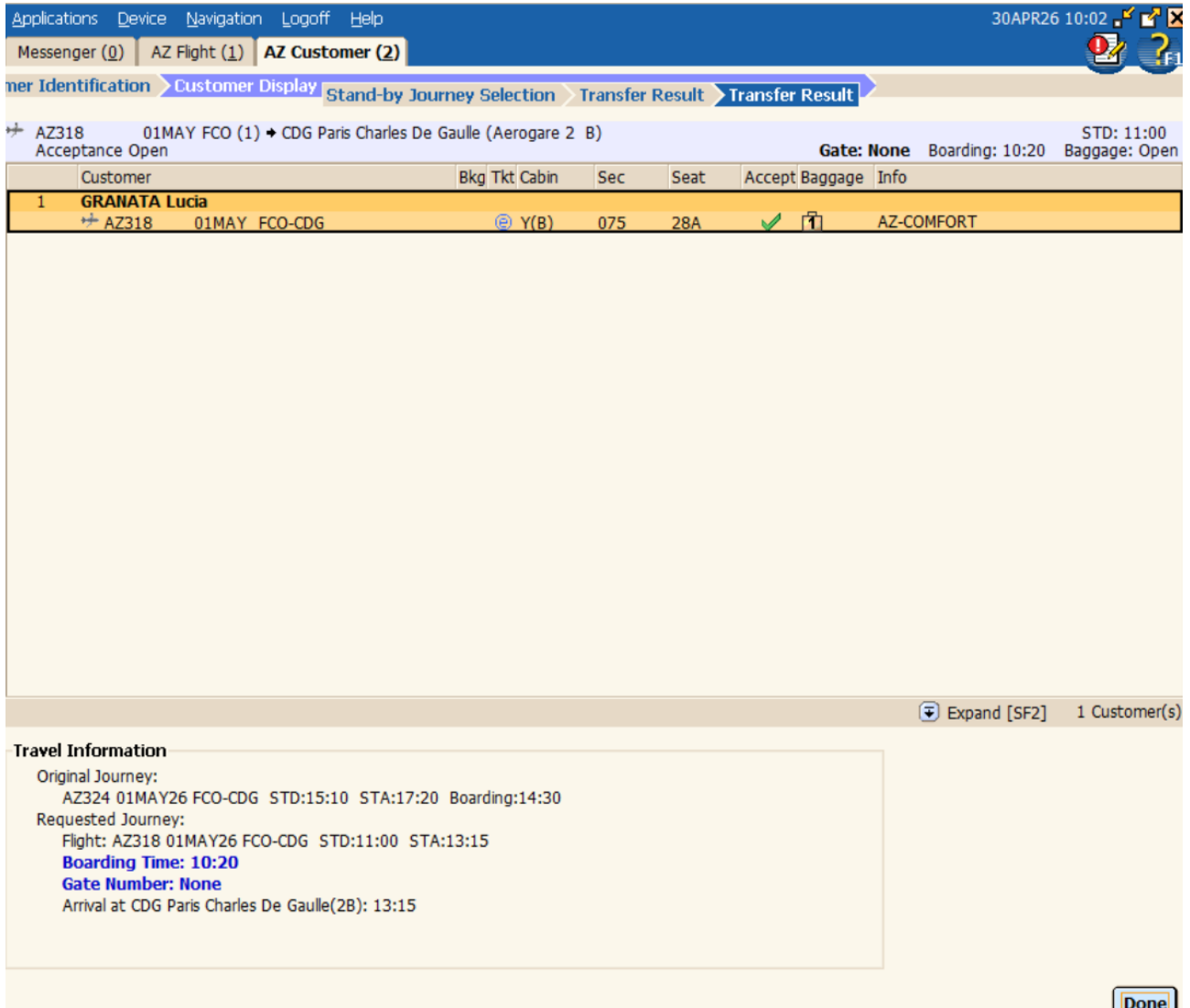
Sort By Customer Order Ascending

Transfer Information

From/To	Flight	STD	ETD	STA	ETA
FROM	AZ324 01MAY26 FCO-CDG	15:10		17:20	
TO	AZ318 01MAY26 FCO-CDG	11:00		13:15	

Continue

The passenger and baggage have been successfully transferred to the new flight.



The screenshot displays the ITA Airways GDS interface for a transfer result. The top navigation bar includes 'Applications', 'Device', 'Navigation', 'Logoff', and 'Help'. The current session is dated 30APR26 10:02. The main menu shows 'Messenger (0)', 'AZ Flight (1)', and 'AZ Customer (2)'. The breadcrumb trail indicates the current view is 'Transfer Result'.

The flight details for AZ318 (01MAY FCO (1) → CDG Paris Charles De Gaulle (Aerogare 2 B)) are shown, with a 'Gate: None' and 'Boarding: 10:20'. The customer 'GRANATA Lucia' is listed with flight details: AZ318, 01MAY, FCO-CDG, Y(B) cabin, 075 sec, 28A seat, and AZ-COMFORT class. The 'Accept' column shows a green checkmark, and the 'Baggage' column shows '1'.

The 'Travel Information' section provides the following details:

- Original Journey:** AZ324 01MAY26 FCO-CDG STD:15:10 STA:17:20 Boarding:14:30
- Requested Journey:** Flight: AZ318 01MAY26 FCO-CDG STD:11:00 STA:13:15
- Boarding Time:** 10:20
- Gate Number:** None
- Arrival at CDG Paris Charles De Gaulle(2B):** 13:15

The interface includes a 'Done' button at the bottom right and an 'Expand [SF2] 1 Customer(s)' option at the bottom left of the main content area.