

SIL Issue 03/2025 Passenger Handling for Amadeus Altea DCS users
Effective from 6.10.2025

Dear Partners,

Please be informed that as of 6th of October, the boarding process will be organized by groups. The boarding group will be indicated on the boarding pass. Passengers traveling together in the same PNR will be assigned to the same boarding group, unless there are more than 6 passengers in one PNR.



Each boarding group must be called individually according to the boarding group sequence. Please follow the guidelines on how to organize the boarding:

- Jet bridge or walking stand – boarding by groups according to the group sequence
- Bus transfer – Group PRB and Group 1 board first, followed by all the remaining passengers

Group boarding announcement:

Your airBaltic flight BT... (in cooperation with...) to... (destination) is now ready for boarding. Thank you for choosing airBaltic and we wish you a pleasant flight. Please be informed that boarding will be organized by groups as indicated on your boarding pass. We invite passengers travelling with small children to board first.

Now we invite **Group Number 1** – VIP, Executive card holders and Business class passengers to board the aircraft.

We invite **Group number 2** for boarding.

Group number 3 please proceed to boarding.

We invite **Group number 4** for boarding.

And now we invite **Group number 5**.

Final announcement:

Attention! This is the final call for all airBaltic passengers travelling to... on flight BT... Please proceed to the boarding gate... immediately.



Pre-boarding (PRB)	Families with small children under 5 years and passengers requiring special assistance
Group 1	Business class passengers, airBaltic club VIP and Executive members
Group 2	Economy flex and corporate fare passengers, passengers with prepaid heavy handbag
Group 3	Passengers with window seat and their companions
Group 4	Passengers with middle seat and their companions
Group 5	Passengers with aisle seats
Group 6	All remaining passengers

Boarding in Amadeus Altea Customer Management.

Boarding shall be opened in DCS Boarding application.

- Respective group can be opened for boarding by clicking *Update Zones*. If the boarding zone is not open, the passenger will not be able to board the plane by scanning the boarding pass at the gate.

Not Boarded Customers: 8

Customer

Boarding

Deboard F8

Deboard Last Boarded F7

Customers

Mass Board F11

Mass Deboard F6

Boarding Status

Close Boarding SF5

Open Boarding F12

Revert Open Boarding SF7

Update Zones CF11

Flight

Add Flight F9

Board - Override Checks F10

Boarding Flight History F5

Display Boarding Summary SF11

Lists

Boarded List F3

Ineligible List SF9

Refreshed At: 17:02

BT273 11SEP RIX → VIE Vienna Schwechat International (3)
Acceptance Open Codeshare: OS7030

Manage individual zone status or update all zones

Boarding Zone Status

Zone PRB	Open
Zone 1	Closed
Zone 2	Open
Zone 3	Closed
Zone 4	Closed
Zone 5	Closed
Zone 6	Closed

Update

- In case all boarding groups can board the airplane, all zones can open by clicking *Open All Zones*.

Update **Open All Zones**

- Passengers yet to board in each group are shown on the Boarding screen

Zone	Yet To Board
PRB	2
1	1
2	2
3	1
4	1
5	1

