

INSTRUKCJA

INSTRUCTION

# LOT POLISH AIRLINES (PLL LOT/080) CONDITIONS FOR THE USAGE OF DISRUPTION TRANSFER FUNCTIONS IN ALTEA CM SYSTEMS FOR HANDLING AGENTS

2024

The document defines and regulates the rules and conditions of using disruption transfer in Altea CM system for PLL LOT Handling Agents and Partners.

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## 1. BASIC RULE

### 1.1 BASIC RULES FOR THE USE OF DISRUPTED PASSENGER TRANSFER FUNCTION IN ALTEA CM SYSTEM

Disruption Transfer can be used under the following conditions:

- Only in the event of a disruption or irregularity of LOT Polish Airlines operational flight
- Only in the event of a disruption which affects – LOT Polish Airlines passengers

**It is forbidden to overbook a destination flight above the operational capacity of the aircraft.**

- In case of irregularity, handling agent is obligated to contact OCC PAX Department **+48 22 606 7712** or **+48 22 606 7749**
- The decision to propose an alternative flight is made on the basis of recommendations provided by the LOT Polish Airlines and / or the Passenger's request. If not specified by LOT representatives the transfer must be made in accordance with the records available in the Altea CM system.

### 1.2 DISRUPTION TRANSFER CAN BE USE:

Only in the event of a disruption or irregularity of LOT Polish Airlines operational flight:

- DELAY
- DIVERSION
- MISSED CONNECTION
- OVERBOOKING

### 1.3 COMPARISON OF THE FUNCTIONALITY OF DISRUPTED PASSENGER TRANSFER IN THE ALTEA CM SYSTEM

- Possibility to transfer a passenger from LOT Polish Airlines connections
- Transfer at passenger level
- Possibility to transfer SSR (additional services) to new connections
- Transfer possible to connections of other carriers
- Ticket automatically being reissued and revalidated
- Accurate reporting
- Processing of EMD exchanges (exchange of an EMD or reassociation document)

## 1.4 AVAILABILITY OF ALTERNATIVE FLIGHTS WITH THE DISRUPTION TRANSFER FUNCTION

LOT Polish Airlines have direct access settings to Inventory, which allows for precise accessibility with the following airlines: **LH, A3, AC, BA, SK, SN, OS, OU, LX, LG, TP, AF, AY, BT, EK, KL, LY, TK**

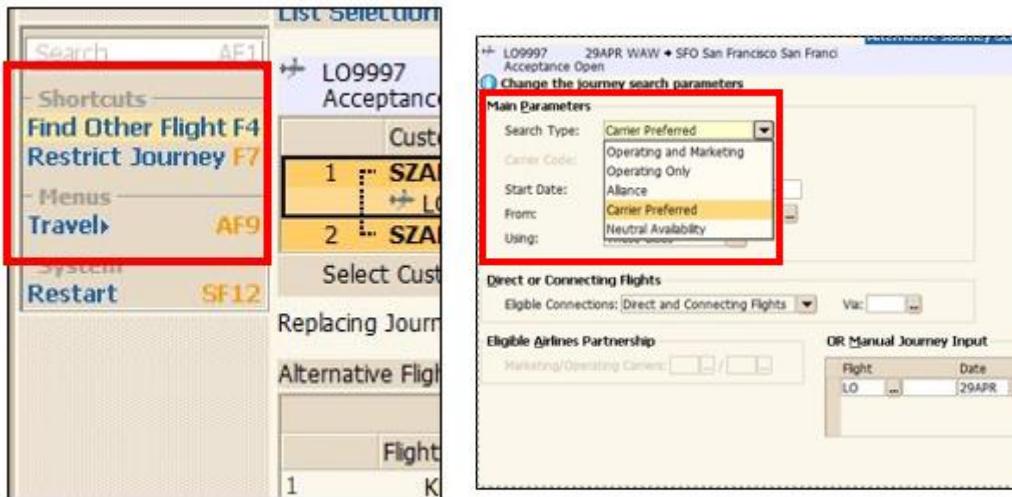
For other carriers displayed in the CPD view, availability appears in accordance with the LOT Polish Airlines booking system (Amadeus basic availability). It is worth mentioning, special attention must be taken when rebooking on/to THY/TK flights. Some of the seats will be only available by manual revalidation in Amadeus. In the meantime, airlines can change and be modified.

A3
AC
AF
AY
BA
BT
EK
KL
LG
LH
LO
LO
LX
LY
OS
OU
SK
SN
TK
TP

As part of the use of the Disruption Transfer function and the selection of alternative flights, the system always presents a proposal of alternative flights modeled by system administrators (Carrier Preferred Display). The system user can change the results presented each time by selecting the „Find other Flight” function.

After selecting the indicated function, the user has a choice of options to choose from:

- Operating and marketing - indicate a specific airline
- Operating only - as above, but without marketing cruises
- Alliance - does not apply to LO (we do not participate in joint venture agreements, e.g. like the LHG group)
- Neutral Availability - the availability of flights is the same as in the case of a query from the booking system
- Carrier Preferred Display (CPD) - the preferred view containing availability directly from the airlines' Inventory systems



## 2. SCENARIO: SINGLE PASSENGER TRANSFER

The system shows in real time the planned ETD / ETA and the number of transfers, should there be a choice of flights with a stopover

Customer	Cabin	Class	Accept	Baggage	Onward Flight	Cabin	Final Dest	Services
1	Y	Y				POZ	CTCE, OTHS	
2	Y	S	✓	⚠		POZ	CTCE, OTHS, OTHS	
3	Y	U	✓			POZ	CTCE, CTCE, CTOM, CTOM	

Flight	STD	ETD	STA	ETA	Stops	First	Biz	Eco+	Eco	Eco-	Total	Acc
1 LO3943	16JAN24	WAW-POZ	16:45		17:45	0	-	-	-	24	24	Yes
2 LO3941	16JAN24	WAW-POZ	22:55		23:55	0	-	-	-	25	25	Yes

Yellow triangle next to the proposition means that the showed flight is for next day

Customer	Cabin	Class	Accept	Baggage	Onward Flight	Cabin	Final Dest	Services	
1	Y	V	✓		LO3803	16JAN	Y	RZE	CTCR

Flight	STD	ETD	STA	ETA	Stops	First	Biz	Eco+	Eco	Eco-	Total	Acc	
1 LO224	17JAN24	VIE-WAW	09:25		10:40	0	-	1	-	36	-	37	Yes
2 LO3801	17JAN24	WAW-RZE	13:25		14:20	0	-	-	-	83	-	83	Yes
1 LO224	17JAN24	VIE-WAW	09:25		10:40	0	-	1	-	36	-	37	Yes
2 LO3801	17JAN24	WAW-RZE	13:25		14:20	0	-	-	-	83	-	83	Yes

### 3. SCENARIO: THE FLIGHT IS DELAYED ON ARRIVAL

The Inbound Connections Summary provide a detailed list of disrupted passengers due to the delay

Schedule				Accept. Figures	
Airport:	MAD		NCE		F2
Elapsed Time:		1h55		Acceptance>	SF3
Scheduled:	05:05		07:00	Disruption>	SF4
Estimated:	08:15		10:10	Flight>	SF7
Delay:	+3h10		+3h10	Lists>	SF9
Total Elapsed Time:	01h55			Seating>	SF11
				System	
				Refresh	F5
				Restart	SF12

All connections displayed:

Search Flight > Flight List > Flight Information **Inbound Connection Summary**

6X431 30JUL NCE (1) → LHR London Heathrow (1) STD: 08:45 Gate: None  
Acceptance Open ETD: 10:25 Boarding: 09:55

Codeshare Display: All Customers

Connection	ETA	STA	Time	Actual		Customer Categories		Dest.	Term.	Gate
				Connect	Booked	Accepted	Final			
1 6X433 MAD-NCE	10:10	07:00	0h15	0	1	0	0	0	JNB	1

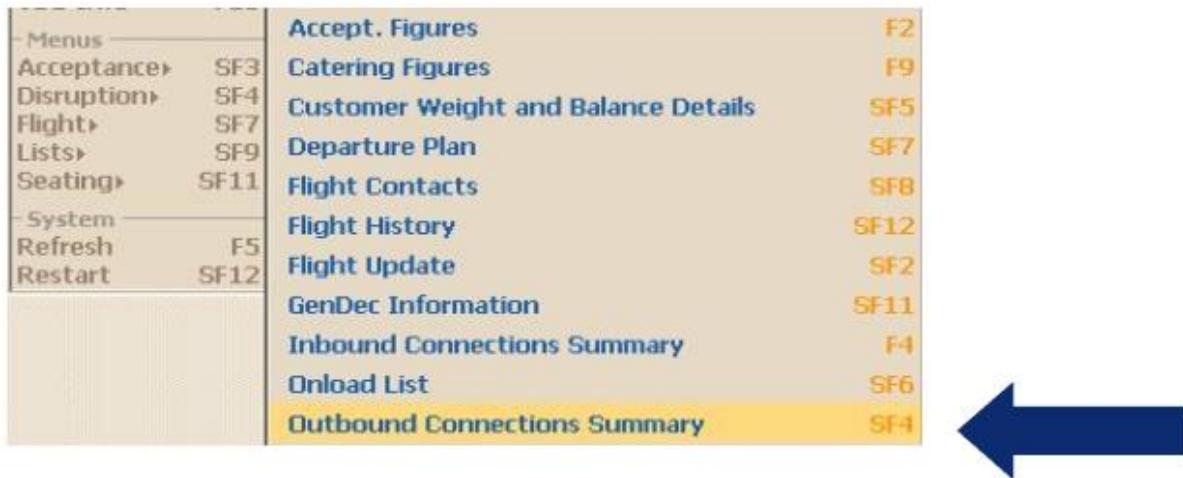
Select Connection: 1  1 of 2 selected

**1 Select a flight to view a list of the customers on that journey.**

## 4. SCENARIO: THE FLIGHT IS DELAYED ON DEPARTURE

### 4.1 SCENARIO: THE FLIGHT IS DELAYED FOR DEPARTURE

The Outbound Connections Summary provide a detailed list of disrupted passengers due to the delay.



Accept. Figures F2  
Catering Figures F9  
Customer Weight and Balance Details SF5  
Departure Plan SF7  
Flight Contacts SF8  
Flight History SF12  
Flight Update SF2  
GenDec Information SF11  
Inbound Connections Summary F4  
Onload List SF6  
Outbound Connections Summary SF4

Codeshare Display: All Customers

Connection	ETD STD	Time	Customer Categories				C	M	Total	C	M	Total	Bags	Dest.	Term.	Gate
			Connect	Booked	Accepted	Final										
1 6X312 LHR-CDG	11:02	-0h38	0	1	1	0	0	0	0	0	0	0	0	0	0	0
2 6X908 LHR-FRA	11:40	0h00	0	2	2	0	0	0	0	0	0	0	0	0	0	0
3 6X55 LHR-JNB			0	1	1	0	0	0	0	0	0	0	0	0	0	0

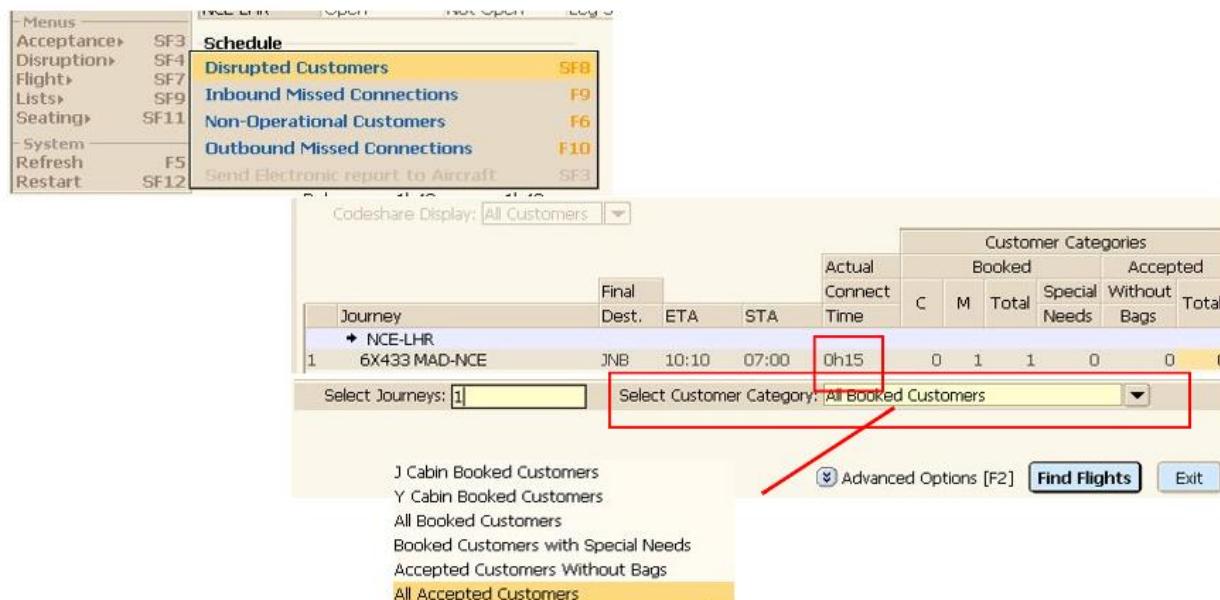
Select Connection: 2

Select a flight to view a list of the customers on that journey.

Display Customers Cancel

## 4.2 PASSENGERS WITH NEGATIVE CONNECTIONS OR BELOW MCT

The Inbound Missed Connection screen is displayed to initiate the process of transferring the passenger to another flight. The screen only includes passengers with negative connections or below the MCT.



## 5. SCENARIO: OVERBOOKING

### 5.1 SCENARIO: OVERBOOKING PASSENGER IS VOLUNTEER

In case of overbooking after confirmation with OCC department, you can use Disruption Transfer. If the passenger has a confirmed seat, the first step is to update status to Standby with reason denied boarding.

LO3924 16JAN KRK → WAW Warsaw Frederic Chopin  
 Acceptance Open STD: 17:10  
 Gate: None Boarding: 16:40 Baggage: Not Open

Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1 LO3924 16JAN KRK-WAW	Y(V)	001	13C	<input checked="" type="checkbox"/>				

Select Customer(s): 1

**Cancel Acceptance**

**Enter the cancel acceptance details for this customer**

**Cancel Acceptance Details**

Update Status to: Standby Other Reason:  
 Reason: Denied Boarding

Common Flights For All Selected Customers  
 1 All flights on which selected customers are accepted.  
 2 LO3924 16JAN KRK-WAW Y HK

Select: 1 1 of 2 selected

Basic Options [F2] Cancel Acceptance Exit

### 5.2 SCENARIO: OVERBOOKING PASSENGER IS ON STANDBY STATUS

In case of passenger with status standby (SBY) before using Disruption Transfer, first you need to change status of passenger to: Not Traveling with reason Denied Boarding.

LO383 06FEB WAW → FRA Frankfurt International (1)  
 Acceptance Open STD: 20:4  
 Gate: None Boarding: 20:10

Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1 LO383 06FEB WAW-FRA	Y(Y)	001	SBY	<input checked="" type="checkbox"/>				

Select Customer(s):

**Cancel Acceptance**

**Cancel Acceptance Details**

Update Status to: Not Travelling Other Reason:  
 Reason: Denied Boarding

Common Flights For All Selected Customers  
 Select: 0 of 0 selected

### 5.3 SCENARIO: OVERBOOKING TRANFER PASSENGER

Using Disruption Transfer in case of overbooking refers to transfer passenger from standby status and not travelling.

++ LO3924 16JAN KRK → WAW Warsaw Frederic Chopin  
Acceptance Open

Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept Bag	Gate
[REDACTED]	Y(V)	001				SBY	

Select Customer(s):

Select an action from the menu on the left to continue.

Comments out of KRK

**Customer Flags**

- Update Disruption Status **F3**
- Update Volunteer Status **SF1**
- Transfer**
- Backup Transfer **CF3**
- Disruption Transfer **SF6**

Shortcuts  
Acceptance F10  
Add Bags F11  
Add Comment F3  
Add FQTV SF4  
Add Regrade SF8  
Add Service SF9  
Cancel Accept F6  
Find Connection F9  
View Customer F7  
View Links SF3

Menus  
Acceptance AF12  
Baggage AF3  
Bags - Excess AF2  
Compensation CF2  
Crew AF5

Disruption CF10  
Flight AF7  
Identification AF8  
Payment CF3  
Printing AF10  
Regulatory CF8  
Seating AF11  
Ticket / EMD AF6  
Travel AF9

System  
Restart SF12

++ LO3924 16JAN KRK → WAW Warsaw Frederic Chopin  
Acceptance Open

Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept Baggage	Info	Gate: None	Boarding: 16:40	Baggage: Not Open	STD: 17:10
++ LO3924 16JAN KRK-WAW	Y(V)	001				SBY					

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

Replacing Journey Leg/Segment: KRK-WAW STD: 17:10 STA: 18:05

Alternative Flights for: KRK - WAW From: 16JAN 15:19 (Carrier Preferred)

Flight	STD	ETD	STA	ETA	Stops	First	Blz	Eco+	Eco	Eco-	Total Acc
1 LO3922 16JAN24 KRK-WAW	21:30		22:20		0	-	-	82	-	82	Yes
2 LO139 16JAN24 KRK-IST	17:10		21:30		0	-	2	-	108	-	110 Yes
3 LO138 17JAN24 IST-WAW	08:00		08:35		0	-	2	-	76	-	78 Yes
KL1996 16JAN24 KRK-AMS	16:50		18:50		0	J8 C8 D8 I8 Z8 O8 Y9 B9 M9 P9 U9 F9	-	-	-	?	No
						K9 W9 H9 S9 L9 A9 Q9 TC E9 N1 RC VC	XC GC				
LO270 17JAN24 AMS-WAW	07:00		09:00		0	-	2	-	107	-	109 Yes
4 KL1996 16JAN24 KRK-AMS	16:50		18:50		0	J8 C8 D8 I8 Z8 O8 Y9 B9 M9 P9 U9 F9	-	-	-	?	No
						K9 W9 H9 S9 L9 A9 Q9 TC E9 N1 RC VC	XC GC				
LO266 17JAN24 AMS-WAW	10:30		12:25		0	-	2	-	107	-	109 Yes
5 LO139 16JAN24 KRK-IST	17:10		21:30		0	-	2	-	108	-	110 Yes
TK1265 17JAN24 IST-WAW	08:15		08:45		0	C1 D1 Z1 K1 J0 I0 R0 Y9 B9 M9 A9 H9	-	-	-	?	No
						S9 O9 E9 Q9 T9 L9 V9 P9 W9 U9 X9 N9	G8				

Select Journey:

External System Flight. No Data Transfer. Rebooking Only.  
Flights not active in DCS. No automatic Data Transfer.

**Transfer Options**

Transfer Reason: **Denied boarding (Oversales)** Overbooking: **Best Effort**

Maintain Codeshare: **No** Select Target Class: **No**

Basic Options [F2] Transfer Exit

## 6. REPORT

Detailed reporting of results is available in the CM transfer report:

- Pre-check results (only in CM)
- Rebooking status
- ETKT results (result of exchanging ETKT documents)
- Chargeable services rebooking results
- EMD results (result of the exchange of EMD documents)
- CDT results (result of data transfer between connections)
- Possibility to obtain a list of disrupted passengers via the Customer List in Altea CM

Transfer Report

	Pre-check	Rebook	E-Ticket	Paid Service	EMD	Data Transfer
Error	0	0	0	0	0	0
OK	2	2	2	2	2	2

Transfer Customers

Customer	Pre-check Result	Rebook	E-TKT	Paid Service	EMD	Data Transfer	Info
1 WORKSHOP Testone	OK	OK	OK	OK	OK	OK	<span style="color: yellow;">⚠ Data Transfer: 7S2003 08JUL16 NCE-CDG Hardcopy document checks required.</span>
2 WORKSHOP Testtwo	OK	OK	OK	OK	OK	OK	<span style="color: yellow;">⚠ Data Transfer: 7S2003 08JUL16 NCE-CDG Hardcopy document checks required.</span>

### Define Customer Lists with Criteria

1 And **Include** COP Transfer Status (CTS)

1 And **Include** Transferred Customers (TP)

1 And **Include** Transfer To Flight (TFF)

2 And **Include** Disrupted Customers (DIS)

## 7. SPECIAL SERVICE REQUEST

### 7.1 SSR TRANSFER RULES IN CASE OF IRREGULARITY

Some additional services, including paid and free services, are limited due to availability, time until departure and operational conditions. The transfer conditions are presented below if the above conditions are met. If a service in the table below should have moved and has not, it means that one or more of the above conditions have not been met – service availability, time to departure or operational conditions. Each time a passenger is transferred with an additional service, it is the responsibility of the person making the transfer to ensure that the service has been transferred. Currently, LOT does not have an EMD Interline solution, which means that when transferring LO-OAL for paid services, a paper document must be issued (depending on the carrier) or, in the case of airlines with which PLL LOT has a "Charge and keep" agreement, it is possible to honor EMD PLL LOT document. In other cases, the service will not be possible on the OAL connection (it is necessary to inform the passenger).

SSR	Transfer LO-LO	Transfer LO-OAL
MEAL	Up to 24 hours before departure	No possibility
DEAF, CKIN, INFT, WEAP, XBAG, XBGA, WCHR, WCHC, WCHS, WEAP, PDVB, PDVA, FRAG, FQTV, EXBG, EXBA, UPGR, UPVC, UPVP, INAD, BLND	Transfer of the SSR service is always ensured on a new PLL LOT connection	Transfer guaranteed by LOT - refusal by the airline is possible
AVIH, PETC, UMNR, SPEQ	Service transfer subject to service availability on the new flight	Service transfer subject to service availability on the new flight. Possible refusal from the airline
BIKE, WCMP, WCLB, WCBW, WCBD, DEPU, DEPA, SVAN	Service transfer subject to service availability on the new flight after confirmation with LOT	Service transfer subject to service availability on the new flight. Possible refusal from the airline
MEDA, EXST	No possibility	No possibility

## 7.2 ALTEA CM DISRUPTION TRANSFER MESSAGES AND RESPONSES AT SPECIFIC SSRS

For certain services, when a passenger is transferred via Disruption Transfer, the system may display a warning or block the passenger's transfer. Details are provided in the table below. For example:

SSR/SK	MESSAGE TYPE	CONTENT OF THE MESSAGE
MEDA /DEPU/DEPA/EXST	Blocking Disruption Transfer	Customer must be authorized to travel on a different flight.
SK STFD	Blocking Disruption Transfer	Unable to transfer cross carrier for a staff customer.
MEAL	Warning for the user	Customer holds a Special Meal. This meal will not be available on the new flight.
WCHR/WCHC/WCHS/SVAN/DEAF/ BLND/INAD/WEAP /UMNR	Warning for the user	Special Handling Authorization is required for customer to transfer.
DEAF/BLIND/WEAP/MEDA	Warning for the user	Customer has service elements. Transfer is not recommended.
UMNR	Warning for the user	Parent/Guardian Authorization is required for UMNR to transfer.
AVIH/PETC	Warning for the user	Action the service elements before transfer.

Example of system response when transferring SSR services

0E9011 30NOV FRA • LHR London Heathrow Acceptance Open STD: 19:00 Gate: None Boarding: 18:30 Number in List: 1 Failed: 1 In Progress: 0

Transferred Customers

Customer	To	Cabin Class	Seat	Accept Transfer	Status	Info
1 [REDACTED]	LHR			✗ Failed		Validation Failed

Errors exist for some customers. Select View Errors to display the error details.

Transfer Information

Original Journey:  
0E9011 30NOV FRA-LHR

**Continue** **Exit**

Customer List Selection > Customer List > Alternative Journey Selection > Transfer Result > Transfer Errors

0E9011 30NOV FRA • LHR London Heathrow Acceptance Open STD: 19:00 Gate: None Boarding: 18:30 Number in List: 1

✗ Pre-check: 1 Rebooking : 0 Data Transfer: 0 Ticket: 0 Acceptance: 0 Lost Service: 0 Lost Seat: 0

Customer	Cabin	Accept Baggage	Final Destination	Error Type
1 LEG Broken Mr	LHR			Pre-check

## 8. SUMMARY

### 8.1 ADDITIONAL NOTES APPLICATION OF DISRUPTION TRANSFER

- Some special services require manual confirmation or the availability of which is limited in time as the departure time will not be automatically confirmed on a new flight after using "Disruption Transfer" tools.
- All other procedures related to the handling of disrupted passengers remain the same (handling of checked baggage, catering availability, not withdrawing SBY passengers in the case of overbooking from a flight they have not flown, services, etc.)
- If passenger is not satisfied from the given proposition, he can contact our Contact Center Department
- It is forbidden to use Backup Transfer on LOT's flights**

### 8.2 CONTACTS

#### IT IS FORBIDDEN TO FORWARD INTERNAL CONTACTS TO CUSTOMERS

OCC PAX 24/7	ONN 24/7	IRR 24/7
UPON INFORMATION (ED MVT) ON DELAY FROM STATION AGENT CONTACTS LO OCC PAX UNIT AND RECEIVES INSTRUCTIONS HOW TO PROCEED	TECHNICAL ISSUES / SYSTEM PROBLEMS CONTACT LOT NUMBER PROVIDED ON LAST PAGE FOR ANY SUPPORT	PROBLEM WITH TKT OR SSR
<a href="mailto:OPS.PAX@LOT.PL">OPS.PAX@LOT.PL</a> +48 22 606 7712 +48 22 606 7749	<a href="mailto:ONN@LOT.PL">ONN@LOT.PL</a> +48 22 606 6301 +48 22 606 6302 +48 536 368 186	<a href="mailto:CC.IRR@LOT.PL">CC.IRR@LOT.PL</a> +48 536 364 120

### 8.3 QUICK REFERENCE GUIDE

#### 1. DISRUPTION TRNAFER CAN BE USE:

Only in the event of a disruption or irregularity of LOT Polish Airlines operational flight:

- DELAY
- DIVERSION
- MISSED CONNECTION
- OVERBOOKING

#### 2. IN CASE OF IRREGULARITY:

**Handling Agent is obligated to contact OCC PAX** Department to agree all possible steps for passengers who have onward connections from WAW airport. Any rerouting and rebooking directly from the outstation for these passengers first must be confirmed in cooperation with OCC PAX before flight departure.

OCC PAX 24/7	ONN 24/7	IRR 24/7
UPON INFORMATION (ED MVT) ON DELAY FROM STATION AGENT CONTACTS LO OCC PAX UNIT AND RECEIVES INSTRUCTIONS HOW TO PROCEED	TECHNICAL ISSUES / SYSTEM PROBLEMS CONTACT LOT NUMBER PROVIDED ON LAST PAGE FOR ANY SUPPORT	PROBLEM WITH TKT OR SSR
<a href="mailto:OPS.PAX@LOT.PL">OPS.PAX@LOT.PL</a> +48 22 606 7712 +48 22 606 7749	<a href="mailto:ONN@LOT.PL">ONN@LOT.PL</a> +48 22 606 6301 +48 22 606 6302 +48 536 368 186	<a href="mailto:CC.IRR@LOT.PL">CC.IRR@LOT.PL</a> +48 536 364 120

**IT IS FORBIDDEN TO FORWARD INTERNAL CONTACTS TO CUSTOMERS**