

TO: Altea CM Users  
FROM: Passenger Systems Department  
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REVISION: 1.0  
SUBJECT: This Bulletin contains the newest information related to DCS functionality and various information related to the development of the DCS LO system.

Revision list:

Rev. No.	Effectivity	Reason
1.0	07.02.2023	New document

Risk acceptance:

CURRENT RISK INDEX <u>before</u> <u>change</u>	PROJECTED RISK INDEX <u>after</u> <u>change</u>	ACCEPTANCE AUTHORITY (includes acceptance of Risk)	
CRITICAL	CRITICAL	Name	Sebastian Jadczyk
SERIOUS	SERIOUS	Position	Ground Operation Nominated Person
MODERATE	MODERATE	Signature	Electronically agreed
LOW	LOW	Date	03.02.2023

Approval notice:

	Name	Function	Date
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## 1.1 ONLOAD OPTIMIZATION

In SEP'22, new system process called *Departure Optimization* was implemented for use in Altea CM LO. Project has been carried out jointly with Amadeus since 2019. The introduced changes covered all ports where the DCS LO Altea CM system is used in passenger and operational handling.

New system options improve the handling of *Onload/Regrade/Offload* processes, which are performed in the final phase of flight handling. The scope of these changes is change of many processes controlling the *Onload/Regrade/Offload* algorithms to a new system tool (PCV - Process Customer Value). As a result, introduced solutions move into more effective handling of Onload recommendations, taking into account many variables that are involved in each flight in the final phase of service.

DCS LO (Onload Recommendation Screen) system displays information about the recommendation *Onload/Regrade/Offload* by comparing and analyzing passenger rankings according to defined value criteria. These are recommendations that decision-makers (SM, SPVR) can use when making decisions regarding the Standby list.

ATTN: Altea CM LOT does not decide who finally gets a seat during operational overbooking. The 'System' displays recommendations who has a higher Onload Acceptance ranking and in the event of passengers receiving the Standby status at check-in (in case of operational overbooking at the airport > more checked-in passengers than available CAP - seats to release) it will propose to withdraw the passenger from the very end of the Onload ranking as part of decision-making 'support' for people managing these processes on the voyage.

Detailed description of the process was sent in a separate manual to all ports.

The screenshot shows the 'Onload Recommendation' screen in the UAT system. It displays a list of passengers with their current status and recommendations. The table includes columns for Customer, Cabin, Seat, Current Accept, Recommendation, Priority, Info, and Bag. The passengers are listed in descending order of their current acceptance ranking.

Customer	Cabin	Seat	Current Accept	Recommendation	Priority	Info	Bag
1. FIRST Jack Mr.		50A	✓	Offload		ONC	
2. SECOND Mary Mrs.	Gold	Y(K) 008	SBY	Onload	Y		
3. THIRD Jim Mr.		J(I) 15A	✓	Downgrade	↓ Y		
4. FOURTH Jon Mr.		Y(Y) 009	SBY	Onload	↑ J	305	CAPX
5. FIFTH Andy Mr.		Y(Q) 49B	✓	Offload			
6. SIXTH Jamie Mr.		Y(Y) 010	SBY	Onload	Y		
7. SEVENTH Jon Mr.	Staff	Y(E) 015	SBY	Onload	Y	Y40/J42, SA	DOJ 15DEC01, CAPX, WCHR
8. EIGHTH Mary Miss	Child	Y(E) 020	SBY	Onload	Y	WL	
9. NINTH Jim Mr.		Y(Y) 021	SBY	Onload	Y		7X4477
<b>Upgrade</b>							
10. NEXT Jim Mr.		Y(Y) 40D	✓	Upgrade	↑ J	J10	
11. FLOWERS Mary Mrs.		Y(Y) 41D	✓	Upgrade	↑ J	J15	
<b>Downgrade</b>							

At the bottom of the screen, there is a section for 'Select Customer(s)' and 'Override Onload Recommendation'. It includes checkboxes for 'Onload to Cabin', 'Select Seat(s)', 'Freeze Acceptance', and 'Remain in Selected Cabin'. There are 'Apply' and 'Exit' buttons at the bottom right.

## 1.2 DECLARATION OF THE VALUE OF REGISTERED BAGGAGE

LOT introduces a new service aimed at additional insurance of baggage contents. The purpose of this service is to fulfill the legal requirements in the field of liability for baggage with a higher declared value, i.e. above the amount of 1288 SDRs.

SDR – is an international unit of account, non-cash, created by the International Monetary Fund and listed on international currency markets.

The service is available only in DCS (CM Altea LOT) at baggage check-in at airports, applies only to checked baggage (without restrictions as to the range of SH, LH, MH, DOM, booking class, etc.) The service can be assigned and carried out only for flights operated by LOT (interline and codeshare excluded).

The description of the service, the scope of its application and the instructions of conduct for passenger handling will be provided by other areas that introduce this service to use.

The service is defined by SSR (Add Service → BAGI), on flights LO1-3999 (no codeshare).

The service is purchased by adding a service BAGI (BAG INSURANCE)

### Add Service → BAGI

LO3911 05DEC WAW • KRK Krakow John Paul II Balice  
Acceptance Open

Customer: KOTOWSKI Andrzej  
Bkg Tkt Cabin Sec Seat Accept Baggage Info  
YIK

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

Special Services

Service	Service Description	Additional Description

Special Services Information Recap

Service	Service Description	Additional Description
LO3911 05DEC WAW-KRK		

Select: 1 1 of 1 selected

Information

Chargeable services have been added for:  
KOTOWSKI Andrzej  
On flight:  
LO3911 05DEC22 WAW-KRK  
Services:  
BAGI

OK

Add Service Exit

LO3911 05DEC WAW → KRK Krakow John Paul II Balce  
Acceptance Open
Gate: None STD: 22:40 Boarding: 22:10

Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1 KOTOWSKI Andrzej								
LO3911 05DEC WAW-KRK Y(K) Service								

Expand [SF2] 1 of 1 Selected

Customer	Details	Price
1 KOTOWSKI Andrzej	BAGI LO3911 05DEC WAW-KRK Description: <b>INCREASED LIABILITY FOR BAGG</b> Status: <b>Confirmed</b>	PLN 977.40

Select Customer(s): 1 1 of 1 Selected

Select customer(s) to pay for their unpaid items. Choose View Items to pay for individual items.

Pricing Total  
Total: PLN 977.40  
Collect Payment Exit

Details will be sent in a separate manual.

### 1.3 PLUSGRADE

Work is being carried out and currently underway to change the application of the Plusgrade offer.

After adding the service and making the upgrade in the RES systems, in the passenger record, in the CPR field, a *priority code* (defined by the airline) will appear.

The service will be available up to -36 hours before STD. Check-in in DCS LO systems (so-called DCS Acceptance Windows) is opened -36 hrs before STD. It can be assumed that at the time of opening the check-in, the passenger who will have the Plusgrade service applied will already be on the passenger list in the compartment for which Plusgrade has been purchased.

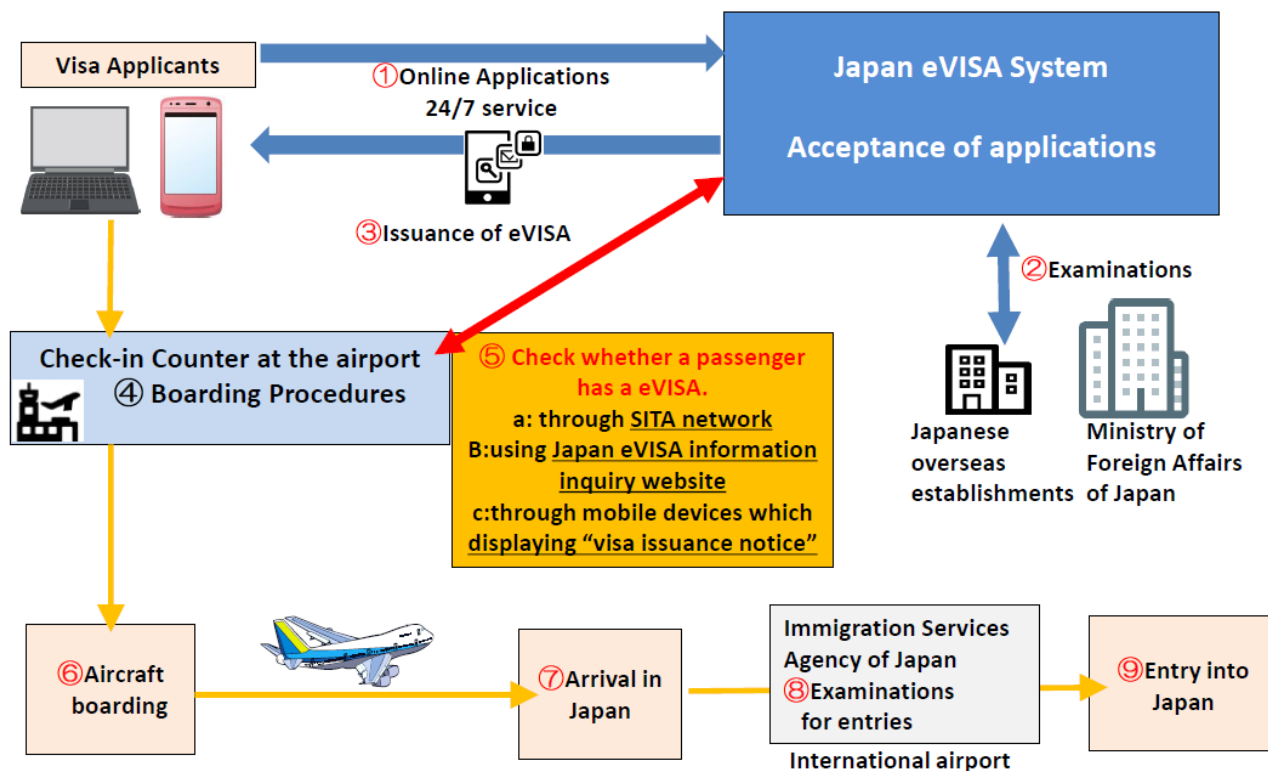
Implementation of new Plusgrade solutions does not involve changes to the upgrade procedure from the execution side in the Altea CM system.

More details will be sent soon in a separate correspondence explaining the new product with details.

### 1.4 E-VISA JPN

**Electronic Visa Japan (E-VISA JPN)** – electronic visa to Japan.

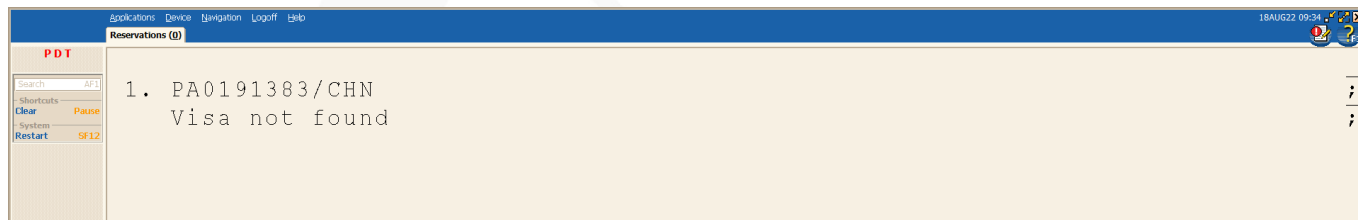
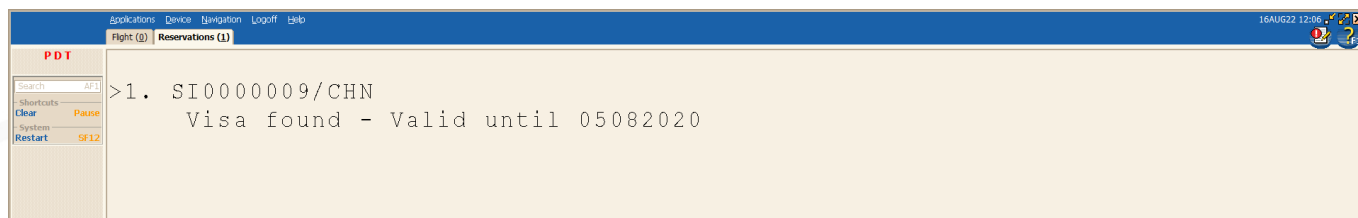
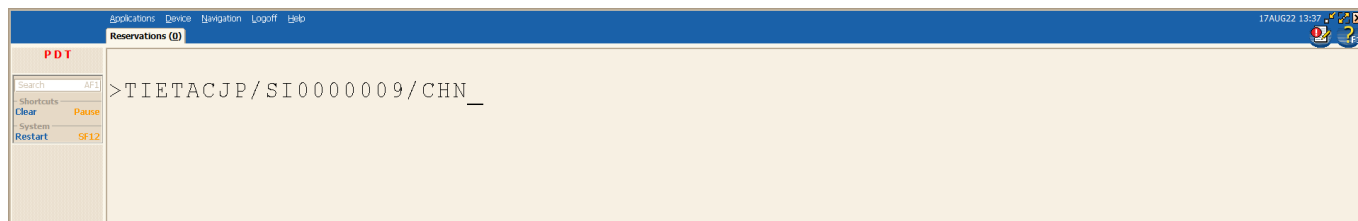
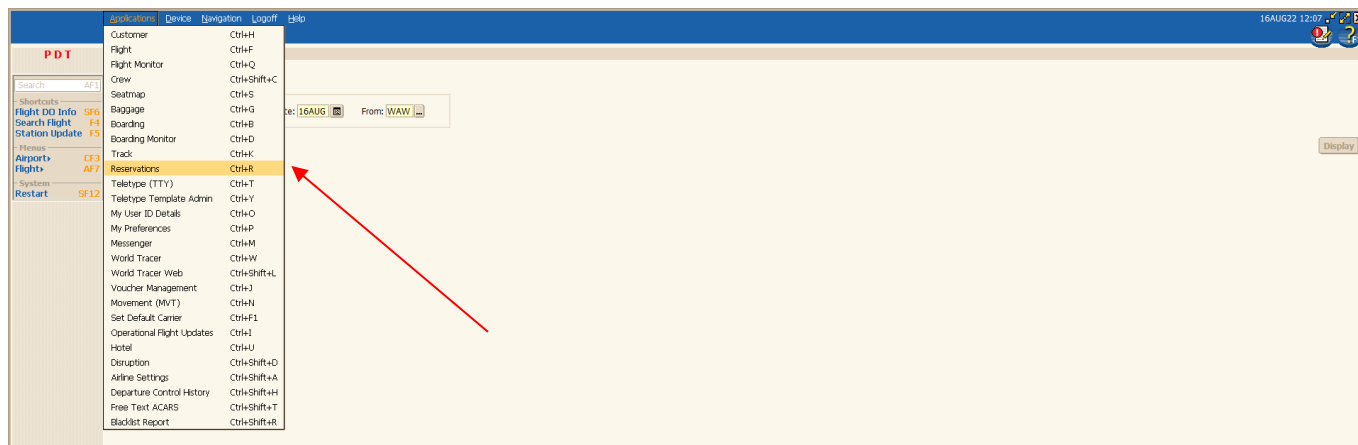
As required by the Japanese authorities, passengers traveling to Japan must have an electronic or paper-based visa in their passport. In the first stage, US and Canadian citizens will be able to apply for an electronic visa. In the next stages, the remaining countries will be included in the Japan E-Visa process.



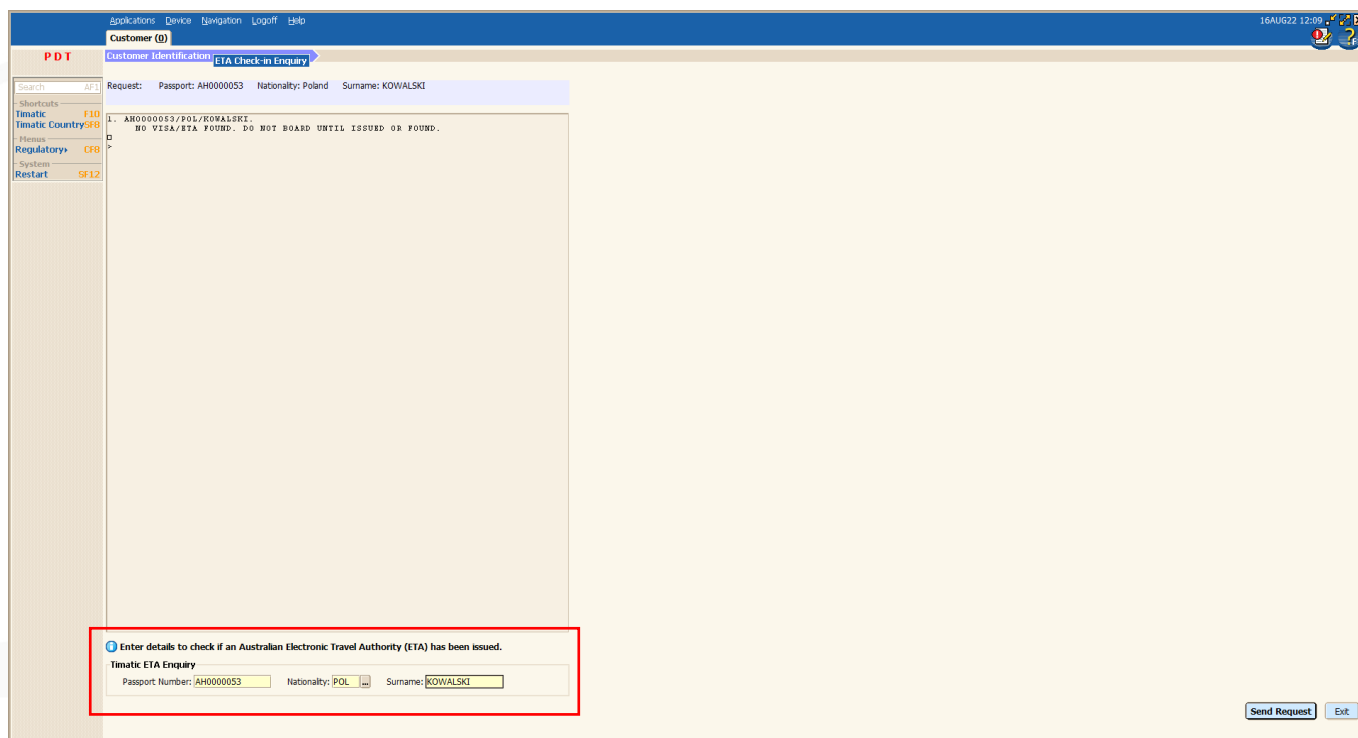
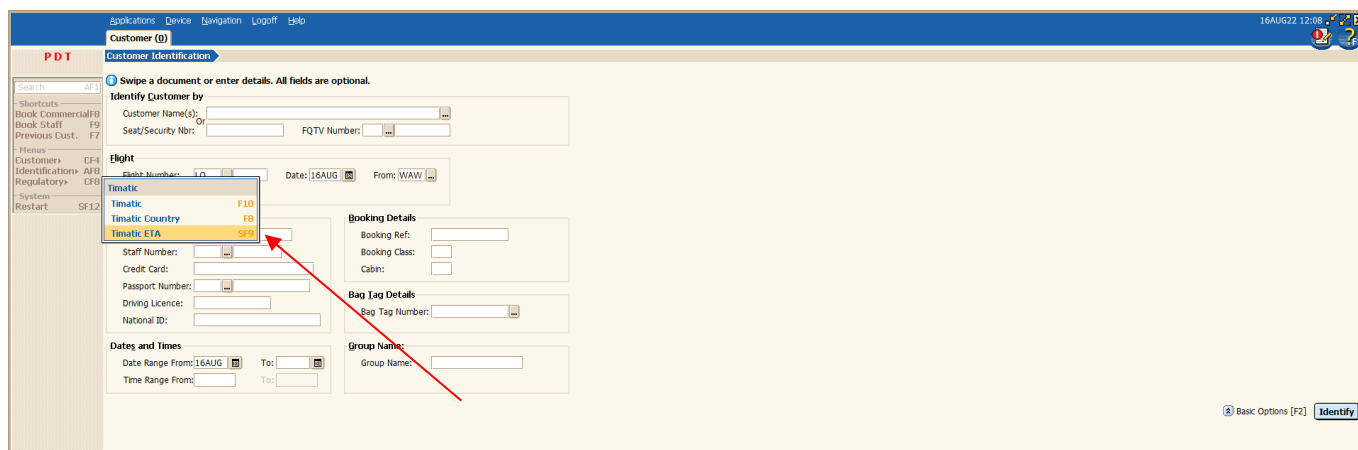
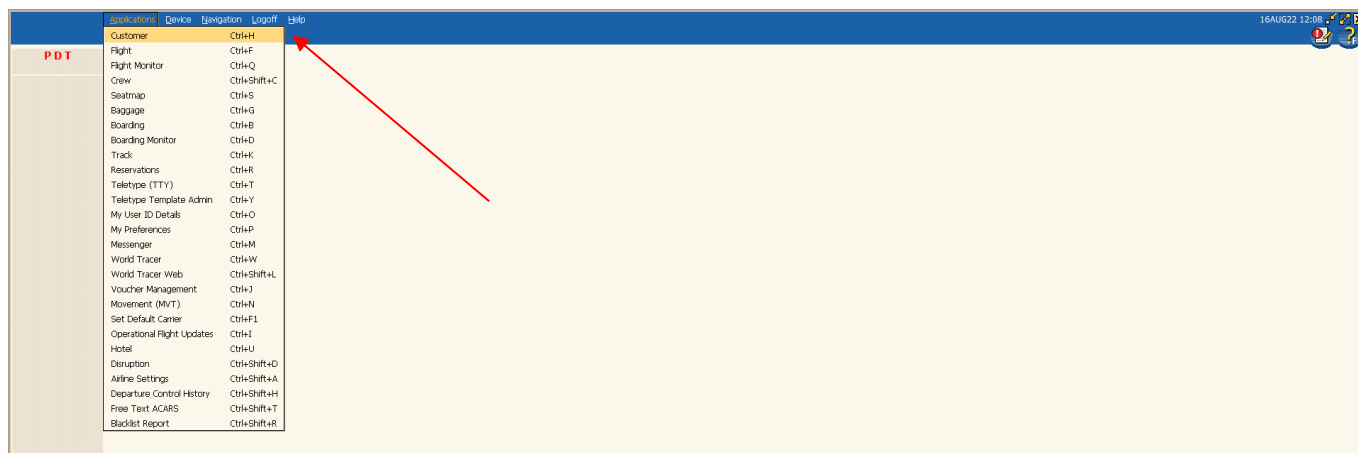
Passenger without an electronic or paper visa cannot be accepted on a flight to Japan (according to Timatic). Altea CM is ready to support the electronic visa status verification process. E-Visa JPN is not connected with interactive processes iAPI and APP.

There are two ways to verify your JPN E-Visa:

1. In "RESERVATIONS" window you should use an entry in format: **TIETACJP/PASSPORT NUMBER/NATIONALITY**



2. in window of “TIMATIC ETA” you should input: passport number, nationality, name of passenger.





In case of unusual situations, it is allowed to use "Override ADC" by authorized persons after contacting the LOT Manager On Duty and receiving permission for the passenger to travel to Japan.

Basic Options [F2] **Confirm** Skip Customer Back

Applications Device Navigation Logout Help  
Default: LO LO Flight LO79 (0)

Customer List Selection Customer List Customer Selection Customer Acceptance Travel Information

Search AF1  
System Restart SF12

LO79 20AUG WAW → NRT Tokyo Narita International (1)  
Customer Acceptance Open

Customer  
Bkg Tkt Cabin Sec Seat Accept Baggage Info  
1 CANN Leo Hr  
→ LO79 20AUG WAW-NRT Y(Q) 21G DOCS ADC Service

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

The following information is present for this customer for LO79.  
Swipe document and Confirm to continue.

**Customer Details**  
Nationality: USA  
Gender: Male  
Date of Birth: 01JAN1990  
Country of Residence: USA  
Purpose of Visit: Tourist  
Onward/Return Ticket: No

**Passport (USA)**  
Source: MANUAL  
Qualifier: Normal Passport  
Feature:   
Number: 123456789  
Surname: CANN  
Given Name(s): Leo  
Date of Issue:   
Issue Country: USA  
Expiry Date: 01JAN2025  
Carried: Yes  
Bearer Dependent: BEARER  
Multiple Passports: No

**Visa**  
Qualifier: Visa  
Feature:   
Country:   
Number:   
Surname: CANN  
Given Name(s): Leo  
Date of Issue:   
Issue Country:   
Expiry Date:   
Carried: Yes

**Flights**  
1 LO79 20AUG WAW-NRT  
Select: 1 1 of 1 selected

Warning  
ADC Performed for Customer: CANN LEO MR - Do Not Board.  
Flight: LO79 20AUG22 WAW-NRT  
1. Visa required.  
2. Nationals of USA can obtain an e-visa before departure at <https://www.evisa.mofa.go.jp/index>.

Basic Options [F2] Confirm Skip Customer Back

Applications Device Navigation Logout Help  
Default: LO LO Flight LO79 (0)

Customer List Selection Customer List Customer Selection Customer Acceptance Travel Information

Search AF1  
System Restart SF12

LO79 20AUG WAW → NRT Tokyo Narita International (1)  
Customer Acceptance Open

Customer  
Bkg Tkt Cabin Sec Seat Accept Baggage Info  
1 CANN Leo Hr  
→ LO79 20AUG WAW-NRT Y(Q) 21G ADC Service

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

The following information is present for this customer for LO79.  
Swipe document and Confirm to continue.

**Customer Details**  
Nationality: USA  
Gender: Male  
Date of Birth: 01JAN1990  
Country of Residence: USA  
Purpose of Visit: Tourist  
Onward/Return Ticket: No

**Passport (USA)**  
Source: MANUAL  
Qualifier: Normal Passport  
Feature:   
Number: 123456789  
Surname: CANN  
Given Name(s): Leo  
Date of Issue:   
Issue Country: USA  
Expiry Date: 01JAN2025  
Carried: Yes  
Bearer Dependent: BEARER  
Multiple Passports: No

**Visa**  
Qualifier: Visa  
Feature:   
Country: JPN  
Number: 000123456789  
Surname: CANN  
Given Name(s): Leo  
Date of Issue:   
Issue Country: JPN  
Expiry Date: 01JAN30  
Carried: Yes

**Flights**  
1 LO79 20AUG WAW-NRT  
Select: 1 1 of 1 selected

Basic Options [F2] Confirm Skip Customer Back

**Warning**

ADC Performed for Customer: CANN LEO MR - ADC Successful - OK to Board  
Flight: LO79 20AUG22 WAW-HRT

- Passengers must have a negative COVID-19 test result. Tests accepted are: CLEIA/ECLIA quantitative antigen test, LAMP, HEAR, Next Generation Sequence, PCR, RT-PCR, Smart Amp, TMA or TRC. The test must be taken at most 72 hours before departure from the first embarkation point, and the test certificate must be in English. The test certificate must also specify that the test is based on a "nasopharyngeal swab", or "saliva", or "nasopharyngeal and oropharyngeal swab". A "nasal swab" is also accepted if the test type is LAMP, HEAR, PCR, RT-PCR, Smart Amp, TMA or TRC. Details can be found at <https://www.mhlw.go.jp/stf/covid-19/bordercontrol.html>
- This does not apply to US military personnel, civilian personnel, and their dependents. They must have SOFA status and have the required documents stipulated in Article IX of the US-Japan Status of Forces Agreement.
- This does not apply to passengers with a consular letter specifying why the test could not be taken.
- Passengers are not allowed to enter if in the past 14 days they have been to Afghanistan, Algeria, Angola, Bosnia and Herzegovina, Bulgaria, Cameroon, Central African Rep., Congo, Congo (Dem. Rep.), Cote d'Ivoire, Djibouti, Equatorial Guinea, Eswatini, Ethiopia, Gabon, Gambia, Ghana, Guinea, Guinea-Bissau, Haiti, Iraq, Jamaica, Kenya, Kyrgyzstan, Liberia, Libya, Madagascar, Malawi, Mauritania, Moldova (Rep.), Namibia, Nigeria, Senegal, Sierra Leone, Somalia, South Sudan, St. Lucia, St. Vincent and the Grenadines, Sudan, Zambia or Zimbabwe.
- This does not apply to: spouses or children of nationals of Japan; special permanent residents of Japan; spouses or children of permanent residents of Japan; US military personnel, civilian personnel, and their dependents. They must have SOFA status and have the required documents stipulated in Article IX of the US-Japan Status of Forces Agreement; passengers with a "D" visa (only (D) as Diplomat) or an "S" visa (only (S) as Spouse, Child of Japanese or (S) as Spouse of Permanent Resident); passengers with a visa issued by Japan outside Japan on or after 2 December 2021; passengers with a visa issued by Japan and a "Letter of Embassy/Consulate General/Consular Office of Japan"; residents of Japan with the status of residence of "diplomatic"; residents of Japan with a re-entry permit; residents of Japan with the status of residence of "Permanent Resident"; "Spouse or Child of a Japanese National"; "Spouse or Child of a Permanent Resident" or "Long Term Resident" with a re-entry permit.
- Passengers could be subject to a COVID-19 test upon arrival and quarantine for up to 5 days. Details can be found at <https://www.mhlw.go.jp/stf/covid-19/bordercontrol.html> and <https://www.mhlw.go.jp/content/000945853.pdf>
- Passengers must complete a "Quarantine Questionnaire" through the MySOS app or at <https://arcs-qa.followup.mhlw.go.jp/>. This will generate a QR code which must be presented upon arrival.
- Passengers must install the "MySOS" mobile app before departure or upon arrival. More details can be found at <https://www.hco.mhlw.go.jp/fasttrack/en/>
- This does not apply to US military personnel, civilian personnel, and their dependents. They must have SOFA status and have the required documents stipulated in Article IX of the US-Japan Status of Forces Agreement.
- Visas issued on or before 8 March 2020 by a diplomatic representation of Japan in China (People's Rep.), Hong Kong (SAR China), Korea (Rep.) or Macao (SAR China) are invalidated.
- Visas issued on or before 20 March 2020 by a diplomatic representation of Japan in Andorra, Austria, Belgium, Bulgaria, Croatia, Czechia, Cyprus, Denmark, Egypt, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Iran, Ireland (Rep.), Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom or Vatican City (Holy See) are invalidated.
- Visas issued on or before 27 March 2020 by a diplomatic representation of Japan in Bahrain, Brunei Darussalam, Congo (Dem. Rep.), Indonesia, Israel, Malaysia, Philippines, Qatar, Singapore, Thailand or Viet Nam are invalidated.
- Visas issued on or before 2 April 2020 by a diplomatic representation of Japan in Afghanistan, Algeria, Angola, Antigua and Barbuda, Argentina, Azerbaijan, Bahamas, Bangladesh, Barbados, Belarus, Belize, Benin, Bhutan, Botswana, Burkina Faso, Burundi, Cambodia, Cameroon, Cape Verde, Central African Rep., Chad, Colombia, Comoros, Congo, Cook Is., Costa Rica, Cuba, Djibouti, Dominican Rep., El Salvador, Equatorial Guinea, Eritrea, Eswatini, Ethiopia, Fiji, Gabon, Gambia, Georgia, Ghana, Grenada, Guatemala, Guinea, Guinea-Bissau, Guyana, Haiti, Honduras, India, Iraq, Jamaica, Jordan, Kazakhstan, Kenya, Kiribati, Kyrgyzstan, Kuwait, Lao People's Dem. Rep., Lebanon, Lesotho, Liberia, Libya, Madagascar, Malawi, Maldives, Mali, Marshall Isl., Mauritania, Mexico, Micronesia (Federated States), Monaco, Mozambique, Myanmar, Namibia, Nauru, Nepal, Nicaragua, Niger, Nigeria, Rite, Oman, Pakistan, Palau, Palestinian Territory, Papua New Guinea, Paraguay, Peru, Russian Fed., Rwanda, Samoa, Sao Tome and Principe, Saudi Arabia, Senegal, Seychelles, Sierra Leone, Solomon Is., Somalia, South Africa, South Sudan, Sri Lanka, St. Kitts and Nevis, St. Lucia, St. Vincent and the Grenadines, Sudan, Suriname, Syria, Tajikistan, Tanzania, Timor-Leste, Togo, Tonga, Trinidad and Tobago, Tunisia, Turkmenistan, Tuvalu, Uganda, Ukraine, United Arab Emirates, Uruguay, Uzbekistan, Vanuatu, Venezuela, Yemen, Zambia and Zimbabwe are invalidated.
- Visas issued with "EX-B" or "EX-R" in the Remarks column by a diplomatic representation of Japan in Brunei Darussalam, Cambodia, China (People's Rep.), Chinese Taipei, Korea (Rep.), Lao People's Dem. Rep., Malaysia, Myanmar, Singapore, Thailand or Viet Nam are not accepted for entry.
- Visitors not holding return/onward tickets could be refused entry.

OK

Select: 1 of 1 selected

Basic Options [F2] Confirm Skip Customer Back

## Override ADC:

If you do not have access to Altea CM DCS to use other technical options, please contact us with DCS administrators: [dcslot@lot.pl](mailto:dcslot@lot.pl)

## 1.5 ETIAS / EES

LOT is intensively preparing for the introduction of new requirements related to the plans to implement pan-European EES and ETIAS programs. The projects cover all airlines and connections from outside the EU on routes to the EU. The purpose of providing this information is only to signal the activities that have been carried out by LOT for many months at the interface with external organizations and IT service providers, and not to discuss these projects in detail.

Instructions, guidelines and training materials will be developed and provided later. Training activities are also included.

### Definitions:

as part of the prepared procedures for ground and passenger handling areas, the following definitions will be used on the network of connections:

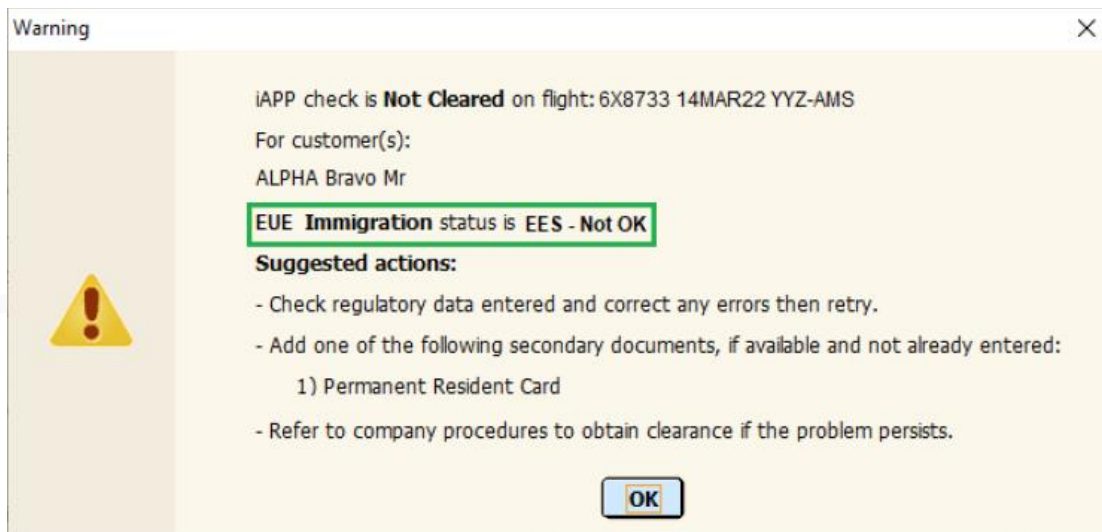
ACU	Assistance Centre Unit
CI	Carrier Interface
ECU	ETIAS Central Unit
EES	Entry/Exit System
ETIAS	European Travel Information and Authorisation System
Eu-LISA	European Union Agency for the Operational Management of Large-Scale IT Systems
FRONTX	European Border and Coast Guard Agency
ROBD	Read Only Database
S2S	System to System
SIS	Schengen Information System
SOP	Standard Operating Procedures
SPoC	Single Point of Contact
VIS	Visa Information System.

The Alteia CM LO system will be adapted to support EES and ETIAS processes before these solutions and requirements are applied in the EU. As part of the implementation work in the areas of Ground Operation, a number of preparatory, procedural, didactic, test, system and certification activities will be performed.

Examples of system responses described below are based on test flights (please do not suggest flight number and connections).

Most important assumptions:

1. EES/ETIAS will be in the form of IAPI EUE
2. Status "OK to Board" will receive passengers with ETIAS and VISA short-stay 1-2 entries ("in Scope")
3. Status "Not to Board" will receive passengers with other documents (*not in scope*), which EU LISA systems will not have in their database and will not be able to use „Match" option
4. If agent adds other document, for ex. *Resident Permit*, acceptance process will not be stopped.
5. In case of exceptional situations at the airport, authorized personnel will be able to perform an *override* after checking the document
6. *Override IAPI EUE* option will be available
7. SSCI and IATCI will be available



iAPP Check Status			
6X8733	14MAR	YYZ-AMS	EUE-Security Status: OK to Board
			<b>EUE-Immigration Status: EES - Not OK</b>

## 1.6 LSS – users

We remind you that in each port there are authorized persons with permission to reset Altea CM LOT users. In order to verify the authorizations of local LSS administrators (who are authorized to unlock the accounts of handling agent employees at a given station, please contact [logindcslo@lot.pl](mailto:logindcslo@lot.pl)

Within a period of up to 90 days, the SPVR in a given port can reset the entry itself.

We would like to remind you that in accordance with the *Amadeus Login Security Server* policy, in order to avoid blocking entries, you must at least: sign up for CM Altea once a month.

Activation links will be sent to persons registering new CM Altea LOT users or to the e-mail address provided + short instructions on how to proceed.

In case of problems with permissions, please contact us: [logindcslo@lot.pl](mailto:logindcslo@lot.pl)

## 1.7 CANCEL ACCEPTANCE PROCEDURE IN CASE OF DBC

1. Cancel acceptance of a passenger (CANCEL action) from a flight from Standby (SBY) status to Not Traveling status in case of DBC.

\* main manual was sent by DCS HQ in May 2021 to all stations based on the DCS Newsletter.

\* instruction also applies in the case of withdrawal (CANCEL action) of a DBC passenger from a flight with ACC check-in status.

2. Cancel acceptance of passenger (CANCEL action) with accepted status ACC (Accepted) to Standby in case of DBC.

\* special case instructions applicable only to certain stations (sent by DCS HQ in July 2022 as a supplement to the base manual for all stations based on Newsletter DCS).

Passengers indicated as DBC with Cancel Reason - Denied Boarding introduced will have the DBC status correctly assigned in dependent systems.

Important:

Actions taken in the Altea CM LO system in relation to passengers on the Standby list can now be carried out also after the Departed flight status. Appropriate changes have been made by HQ DCS to increase the time interval when the CANCEL functions in relation to passengers with the Standby status will be processed, which increases the logistical possibilities of the correct application of the described actions.

Ad. 1 We would like to remind you that in the case of cancel acceptance of a full-fare passenger from the Standby list (due to overbooking) in the case of DBC (Denied Boarding Compensation), the procedure for selecting the appropriate cancellation reason: DENIED BOARDING when performing the CANCEL function.

Change of the standby process handling procedures for Revenue passengers who were not confirmed on a flight as a result of overbooking (due to lack of seats) - Denied Boarding was introduced in July 2021.

## MAIN RULES:

1. Cancel of full-paying passengers (Revenue /fullfare) to the status of NOT TRAVELING from the Standby list in the event of overbooking and no available seat on the flight.
2. Such action (Canceling from the Standby list) should be performed before > "Flight Departed".
3. Such action applies only to fully fare passengers/Revenue (not applicable to passengers - ID SA).
4. Full Fare Passengers who have been canceled from the standby list as NOT TRAVELING must have the cancellation status > Reason - Denied Boarding if the reason was – Overbooking.

After implementing these changes, the Standby field in the Passenger Revenue/field (on main flight control screen - Acceptance Figures) will exist as 0 despite the fact that Revenue Passengers remain at the departure port due to overbooking.

Total Acceptance Figures											
		Booked				Accepted				Standby	
		Y	Infant	CBBG	EXST	Y	Infant	CBBG	EXST	Y	
Joining	To KRK	6	0	0	0	4	0	0	0	0	0
WAW	Total	6	0	0	0	4	0	0	0	0	0

Dedicated passengers lists could be set within Alteia CM LO e.g. pax canceled (NOT Traveling) due to Reason > Denied Boarding to facilitate the display of passengers who have been cancelled from the flight. We are able also to define a list of pax - canceled and NOT Traveling with all Reasons displayed.

**Description (example) of activities to cancel a passenger from Standby to the status: NOT Travelling due to Denied Boarding.**

Search AF1
Shortcuts
Baggage F9
View Customer F7
View Links SF3
Menus
Baggage AF3
Customer CF4
System
Restart SF12

LO3923 26MAR WAW → KRK Krakow John Paul II Balce  
Acceptance Open
Gate: None Boarding: 15:30
STD: 16:00

Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1 PUZIO Maria	→	LO3923	26MAR	WAW-KRK	Y(U)	005	SBY	

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

Enter the cancel acceptance details for this customer

Cancel Acceptance Details
Update Status to:
Reason:
Not Accepted
Not Traveling
Standby

Other Reason:

Advanced Options [F2]
Cancel Acceptance
Exit



LO3923 26MAR WAW → KRK Krakow John Paul II Balice  
Acceptance Open Gate: None STD: 16:00 Boarding: 15:30

Customer	Bkg Tkt Cabin	Sec	Seat	Accept Baggage	Info
1 PUZIO Maria	LO3923 26MAR WAW-KRK	Y(U)	005	SBY	

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

Enter the cancel acceptance details for this customer

**Cancel Acceptance Details**

Update Status to: Not Travelling Other Reason:

Reason:

- Airline Staff
- Baggage not Accepted
- Customer Failed to Board
- Customer Offloaded at midpoint
- Customer Request
- Customer Unwell
- Denied Boarding**
- Disruption Transfer

Advanced Options [F2] Cancel Acceptance Exit

Applications Device Navigation Logoff Help 25MAR21 18:20

Default: LO LO Flight LO3923 (0)

PDT

Customer List Customer Selection Customer Acceptance Customer Record Customer History

LO3923 26MAR WAW → KRK Krakow John Paul II Balice  
Acceptance Open Gate: None STD: 16:00 Boarding: 15:30

Customer	Bkg Tkt Cabin	Sec	Seat	Accept Baggage	Info
1 PUZIO Maria	LO3923 26MAR WAW-KRK	Y(U)	005	X	

Select Customer: 1 Expand [SF2] 1 of 1 Selected

Select customer to view the most recent history. Select a reference to display additional information.  
Refine the history display with Advanced Options.

25MAR21 17:20 1. User: TRNCM03 Office: WAWLO00TR WAW TRN A001

2. Transaction: Cancel Acceptance  
Category: Acceptance Subcategory: Altea Departure Control  
Flight: LO3923 26MAR21 WAW-KRK  
Channel: DCS Agent Cabin: Y Security Number: WAW-005  
» Added: Cancellation Reason: Denied Boarding  
» Changed: Status: Standby -> Not Travelling

25MAR21 17:14 3. User: TRNCM03 Office: WAWLO00TR WAW TRN A001

4. Transaction: Acceptance  
Category: Acceptance Subcategory: Altea Departure Control  
Flight: LO3923 26MAR21 WAW-KRK  
Cabin: Y  
» Added: Channel: DCS Agent Security Number: WAW-005  
» Changed: Status: Not Accepted -> Standby

Standby → Cancel acceptance

Update status to: **NOT TRAVELLING**

Cancel Reason: **Denied Boarding**

Ad. 2 We would like to remind you that in the event of cancel acceptance of a full-fare passenger from the Acceptance status (due to overbooking) in the case of DBC (Denied Boarding Compensation), the procedure for marking the appropriate cancellation reason: DENIED BOARDING when performing the CANCEL function also applies.

In case of cancel acceptance of a full-fare passenger from the Acceptance to Standby status (due to overbooking) in the case of DBC (Denied Boarding Compensation), the procedure for selecting the appropriate cancellation reason: DENIED BOARDING when performing the CANCEL function applies.

\* action described above applies only in special cases (change of passenger status from Accepted to Standby) and is used only in selected stations.

- Such situations may appear, for example: when cancelling passenger checked in to Standby, to confirm a passenger from the Standby list to a vacant seat (within the competence of authorized decision-making levels). The application of the base procedure describes the rules for withdrawing a passenger from Standby to Not Traveling according to the rules given for DBC passengers

- Standby status with the status CANCEL REASON - Denied Boarding (understood in this case as cancelling passenger from check-in to the Standby status) is a situation that secures correctly reported data to dependent systems in the event that it is necessary to perform Disruption or Force Transfer actions in relation to the passenger which has Standby status and is qualified as a DBC passenger.

IMPORTANT: such action is not covered by DCS instructions and this Newsletter and must be agreed with the areas implementing Disruption Transfer activities.

- Actions describing cancelling process to Standby with the VOLUNTEER designation are described in other executive instructions and are not covered by this Newsletter.



Applications Device Navigation Logout Help 02MAY22 10:25

Default: LO Messenger (Q) LO Flight LO3847 (1)

PDT

Search AF1

Shortcuts  
Baggage F9  
View Customer F7  
View Links SF3

Menus  
Baggage AF3  
Customer CF4

System  
Restart SF12

LO3847 02MAY WAW + WRO Wrocław Nicolaus Copernicus  
Acceptance Open Gate: None STD: 16:30 Boarding: 16:00

Customer	Bkg Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1 PASIECZNIK Wojciech Mr	LO3847	02MAY	WAW-WRO	Y(V)	001	14A	Service From DOH

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

Cancel Acceptance Details

Update Status to: Standby Other Reason:

Reason: Denied Boarding

Common Flights For All Selected Customers

5	QR259	02MAY	DOH-WAW
6	LO3847	02MAY	WAW-WRO

Select: 6 1 of 6 selected

Basic Options [F2] Cancel Acceptance Exit

Acceptance → Cancel acceptance

Update status to: **STANDBY**

Reason: **Denied Boarding**