Polskie Linie Lotnicze LOT S.A.
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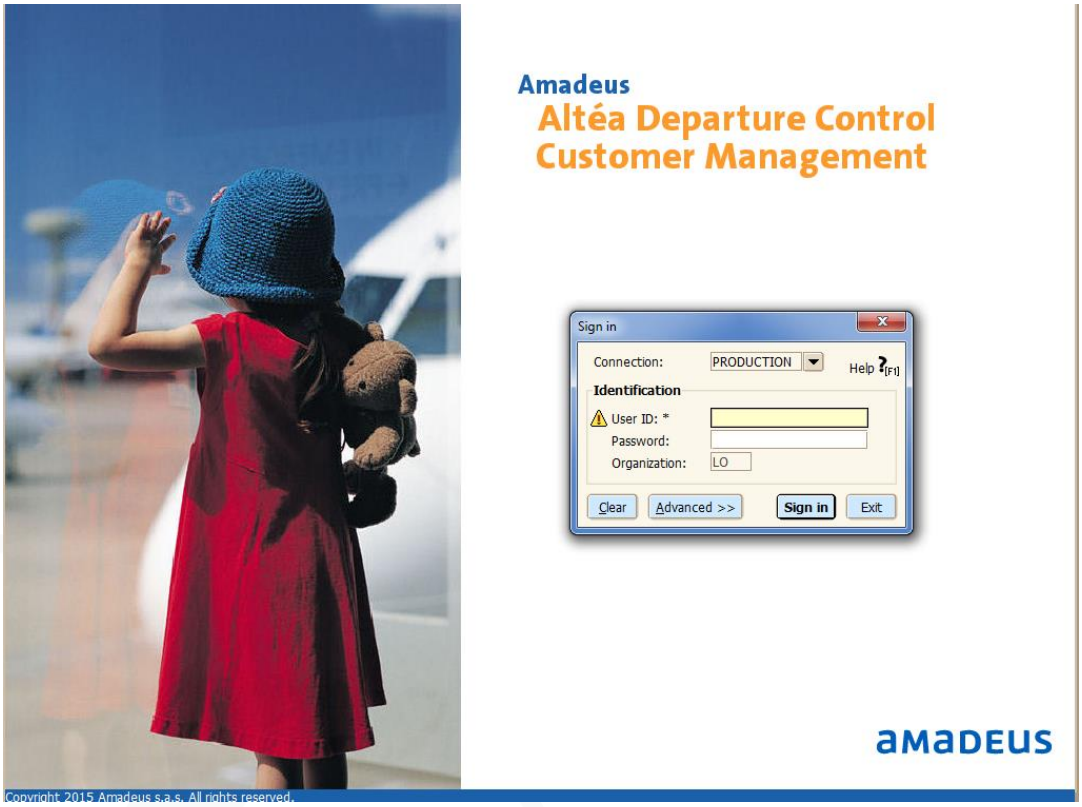
Date of issue MAY 2022	DCS LOT NEWSLETTER 05/22	
Issued by OND		



Niniejszy dokument zawiera informacje stanowiące tajemnicę Polskich Linii Lotniczych LOT S.A., w myśl ustawy z dnia 16 kwietnia 1993 r. o zwalczaniu nieuczciwej konkurencji (Dz. U. Nr 47, poz. 211 z późn. zm.). Odbiorcą ww. informacji może być jedynie adresat tego dokumentu wymieniony w rozdzielniku z wyłączeniem dostępu osób trzecich. Jeżeli nie jesteś jego adresatem, rozpowszechnianie, kopiowanie, rozprowadzanie lub inne działanie o podobnym charakterze lub jego zaniechanie jest prawnie zabronione i może być podstawą odpowiedzialności odszkodowawczej.

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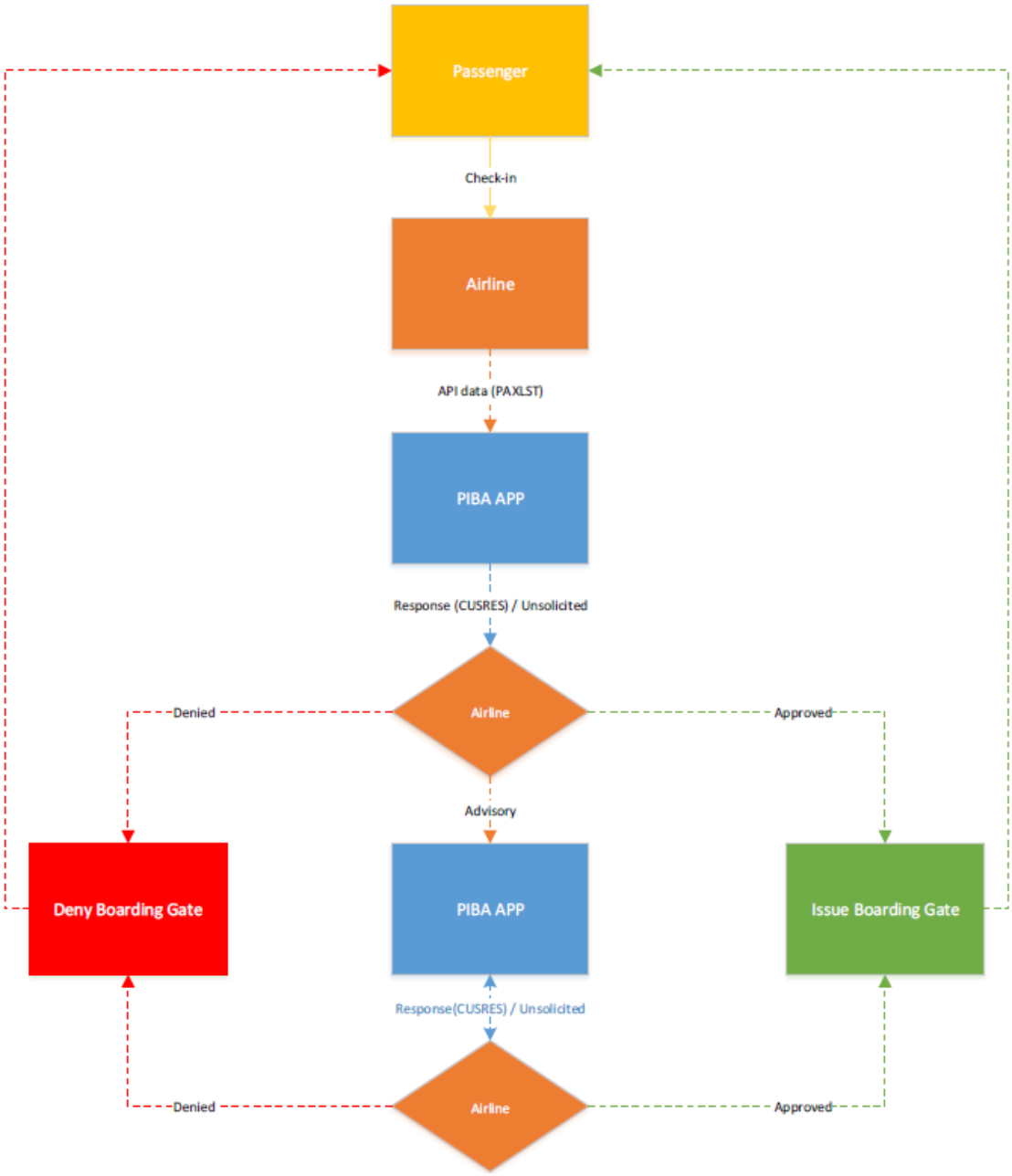
1.1 iAPI Israel

In accordance with the decision of PIBA (The Population, Immigration and Border Authority), each passenger traveling to Israel is covered by the i-APP program.

I-APP is valid on international flights (including charter, non-scheduled and private flights).

During checking in, passport details are entered on API masks. The data is automatically verified / analyzed by the PIBA system and the system response comes back, enabling the passenger to check in or not by displaying a message.



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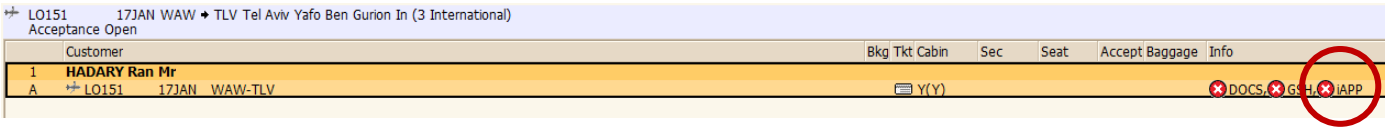
Passenger with iAPP cannot travel to Israel.



The reasons for receiving a given status may be as follows:

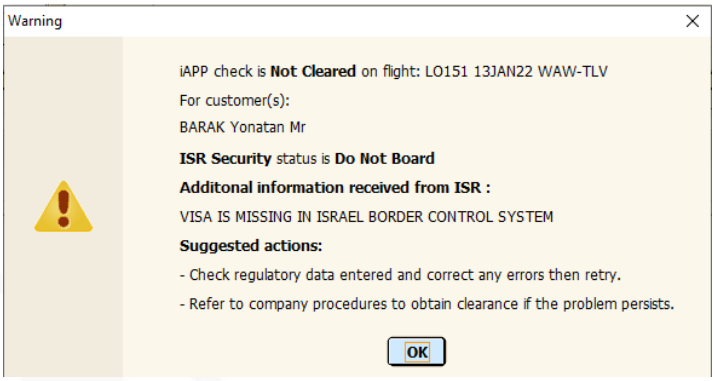
- incorrectly entered data into the system
- no visa
- other (set by PIBA)

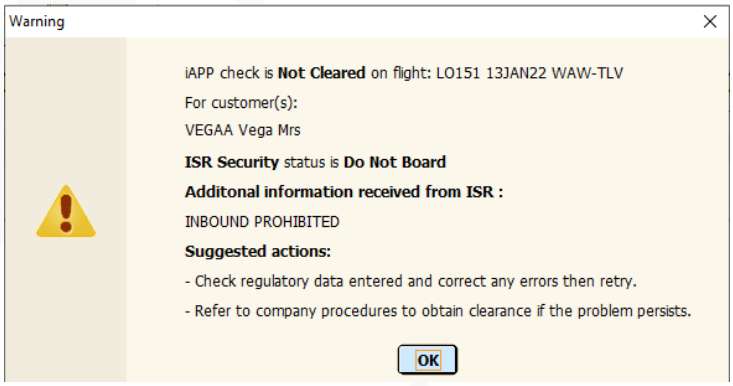
Verification activities must be undertaken by authorized LOT personnel.

In the case of WAW Hub, such a task is dedicated to the LOT Shift Manager in the ONH department.

In order to take action, the handling agent is obliged to provide all necessary data to ONH regarding the passenger's travel and his passport data as the basis for actions and contact with PIBA.

iAPP warnings:





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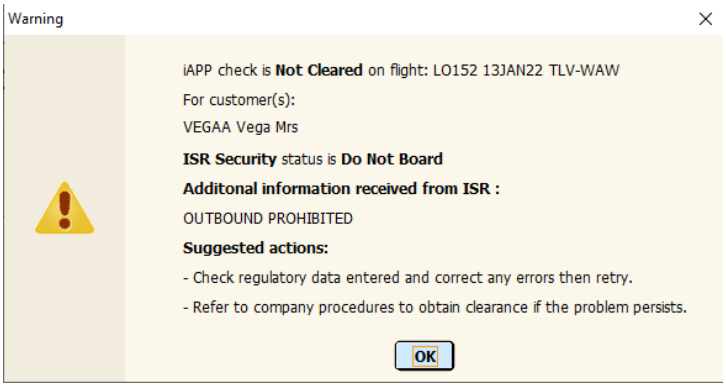

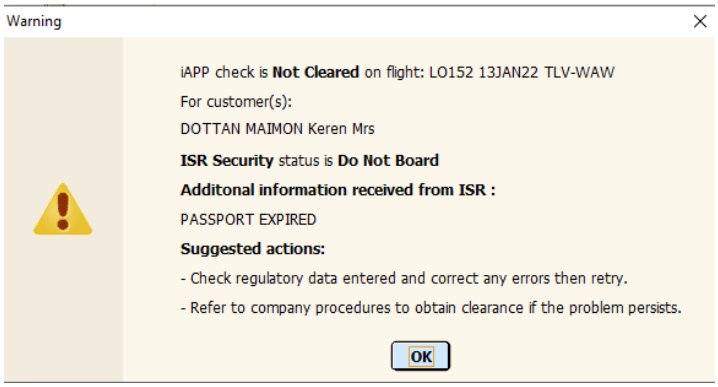

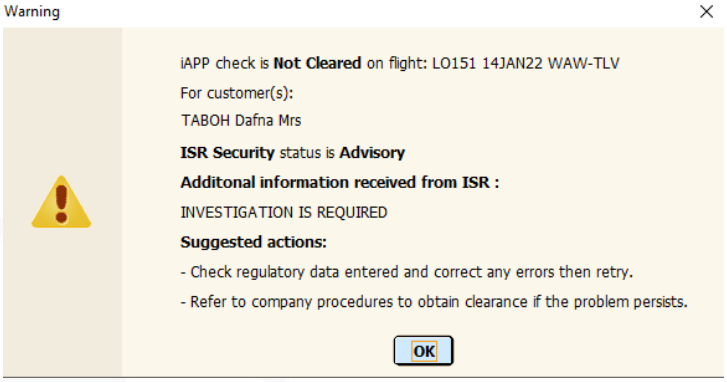

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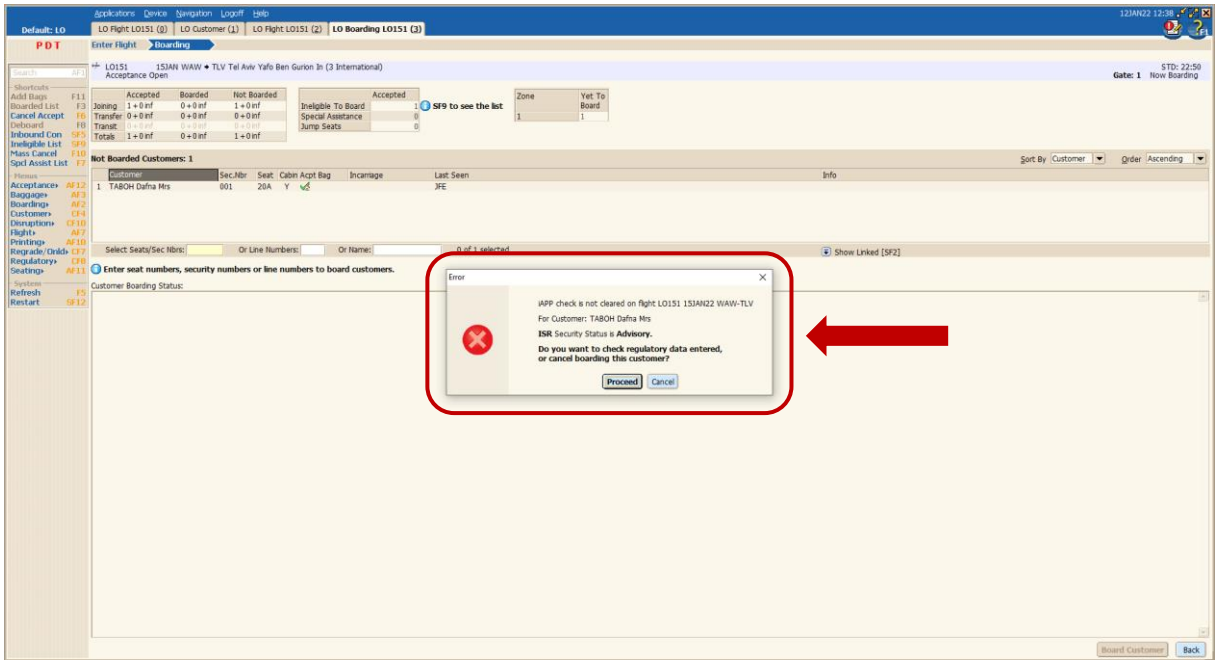
ATTN:

The iAPP status may also appear after the passenger has been checked in, up to 30 minutes before the scheduled departure of the aircraft *.

→ In such situation, DCS Altea CM system will warn about the non-acceptance of the passenger on the plane for which meanwhile, PIBA has granted the iAPP status.

BOARDING --> INELIGIBLE TO BOARD (F9) --> TRAVEL INFORMATION



ATTN:

The iAPP status may also appear after the passenger has been checked in, up to 30 minutes before the scheduled departure of the aircraft.

→ In such a situation, the DCS Altea CM system will warn about the non-acceptance of the passenger on the plane for which meanwhile, PIBA has granted the iAPP status.

Only in exceptional circumstances determined by PIBA (e.g. potential security risk) the iAPP status may appear for a given passenger later than 30 minutes to the planned departure of the aircraft.

Detailed information on the operation of the iAPP process, procedures and rules of handling have been included in a separate manual and sent to the areas of supervision and passenger handling.

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1.2 SSBD KRK

Please be advised that implementation work is underway in the port of KRK to launch the Scan & Fly SSBD service.

The app is designed to work with both pre-printed baggage tags (which the passenger received at a CUSS kiosk or printed by themselves at home) - i.e. a 2-step SSBD process - and with baggage tags that are printed onto an SSBD device - which is a 1-step process SSBD.

In order to successfully print and activate the baggage tag, the passenger should be checked in and the baggage should be in the baggage allowance etc. In the event of overweight or unpaid items etc.

Details will be sent in a separate manual.

1.3 SINGLE PNR

We would like to inform you about the implementation of the Amadeus Single PNR solution and thus the successful completion of the implementation in the production environment.

The solution merges the marketing and operational PNR into one PNR, also when the booking is made outside the Amadeus system. The most important benefits of implementing the product are:

- simplification of booking service (including adding additional services) and access to the booking history,
- synchronization of information exchange between reservations in the case of handling reservations by each of the carriers participating in the transport,
- simplified booking of codeshare by the operating carrier.

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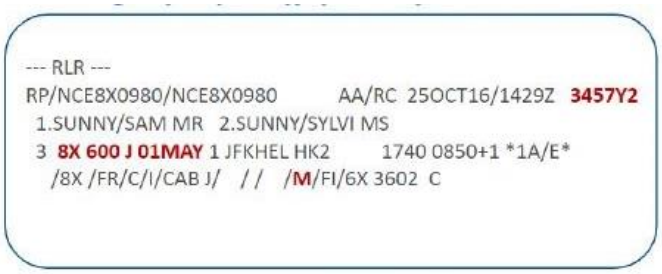
Below is a brief description of the changes from the point of view of Amadeus system users:

Before implementation:

Marketing and Operational PNRs are are split into two separate PNRs:



After implementaion:

Marketing and Operational PNRs are combined into one PNR

1.4 iPORT DCS Control method

Please be advised that changes have been made to the handling of ETKT processes and tickets in ports operated in the iPort system.

The main reason for starting the process is the inability to verify the data contained in PNR / ETKT in ports where passenger service is provided through the iPORT system.

As a result of the lack of interactive communication between the LO trading systems and the DCS system other than Altea CM provided by the handling agent based on the full Control Methods (ETS) integration, it is not possible to verify the ETKT ticket status, it is not possible to check the Baggage Allowance data and thus affect the efficiency of downloading fees for the transported luggage based on the limits set in ETKT.

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1.5 WEB CKI beyond Altea CM

Please be advised that implementation process is being carried out in order to improve WEB checkin at ports operated outside Altea DCS.

WEB check-in will be available at the ports where LOT flights are or will be handled by DCS iPort.

1.6 DISRUPTION TRANSFER

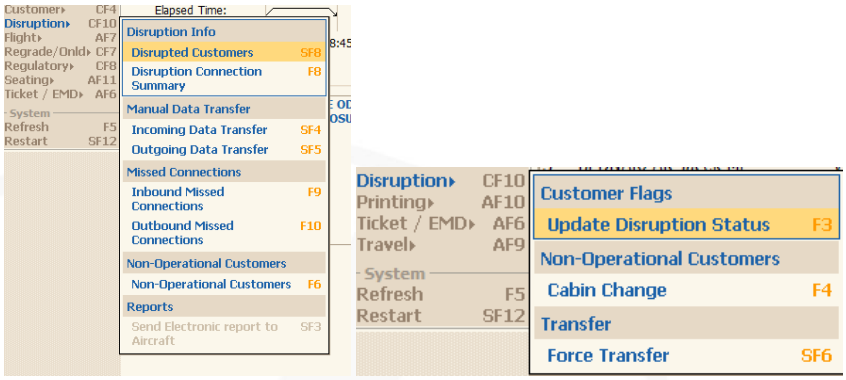
As part of the new solutions introduced at LOT and the implementation project regarding the handling of DISRUPTION processes, the implemented changes will also include the Altea CM LOT system in the *Disruption - Force Transfer* part.

Described changes will cover some of the processes and functionalities available as part of:

Menu - Disruption - Force Transfer

I / before changes / available processes in *Menu Disruption*
Description of currently available functionalities in Altea CM LO and Altea CM GHR in *Disruption Menu*
In the Disruption Menu the process - *Transfer> Force Transfer* was included

Flight Level Customer level



II / after changes / in *Menu Disruption*

New functionalities after introducing changes to the DISRUPTION Menu in Altea CM LO will be described as ***Disruption Transfer***

1. New functionality (process) will be added to the Menu - Disruption described as *Disruption Transfer*

- Backup Transfer process is equivalent to the previously used definitions and scope of functionality:

  Transfer →Force Transfer

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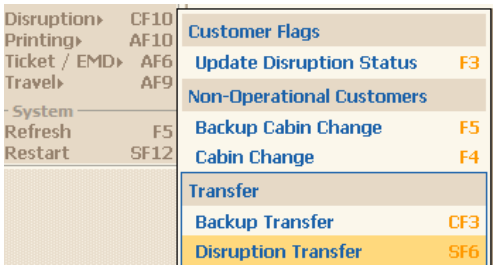
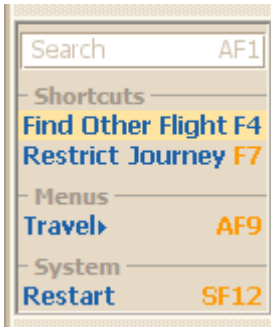


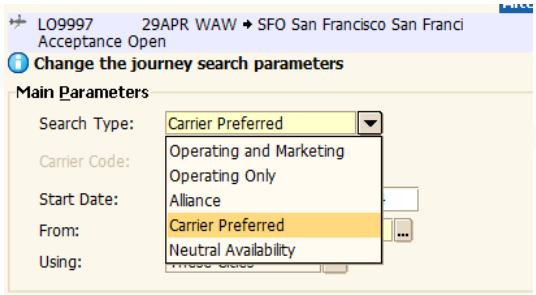
NOTE: the rules for using the Disruption Transfer functions and processes will be described in separate documentation and adjusted to the tasks that are carried out at individual stations by Ground Handling.

New options related to DT that will be implemented from 10 May:



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 Preffered Display (CPD) - the preferred view containing availability directly from the airlines' Inventory systems

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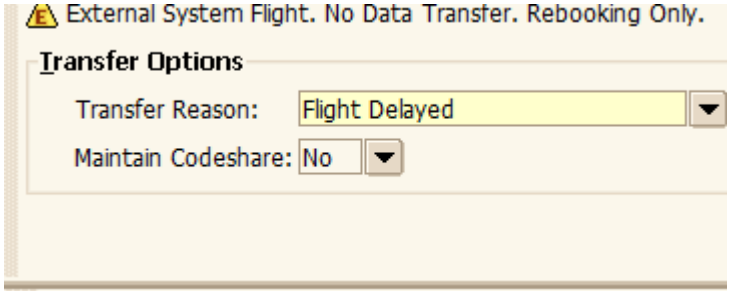
Using the "*Find other Flight*" function, the user can narrow down the search results to specific airlines or specific flights:



WARNING:

this information should be treated as an announcement of works that will be carried out in the near future in passenger handling regarding the introduction of new passenger service possibilities as part of *Disruption / IRROPS* events.

Detailed information will be provided successively via Newsletters or separate correspondence.

1.7 REGULATORY

We remind supervisors in subordinate ports not to change the iAPI / AQQ / APP status from Do Not Board / Selectee to Ok To Board in the system without the consent of the border services.

Override is allowed only after obtaining permission from border services.

Station Manager or a designated Supervisor in a given port is responsible for contact with border services

COUNTRY	REGULATOR	ICAO
USA	AQQ	USA
CANADA	IAPI	CAN
CHINA	IAPI	CHN
GREAT BRITAIN	IAPI	GBR
SOUTH KOREA	IAPI	KOR
ISRAEL	IAPI	ISR
THAILAND	APP	THA
SRI LANKA	APP	LKA
SINGAPORE	APP	SGP
ZEA	APP	ARE

The information does not apply to ADC (*Automatic Document Check*) as it is not an interactive linked process with government systems, only on the Timatic base.

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1.8 ANCILLARY SERVICES IN CM ALTEA

Please be advised that on **26APR22** have been introduced changes regarding the collection of fees for additional services or excess baggage:

1. BAG
    - BAG 1ST STANDARD PC (PDVB, PDVA)
    - BAG ADDITIONAL PC (XBAG, PDBA)
    - HEAVY BAG CHARGE (XBGA)
2. SEAT
    - SEAT STD
    - SEAT PREF
    - SEAT EXST
3. UPGR

Prices were varied depending on the travel period of the passenger - the so-called seasonal approach - and broken down into short-haul, long-haul cruises as well as prepaid and regular prices.

Details of the offer are available on the information websites (GGAIRLO, lot.com, LOT for Agents etc.)

WARNING:

Rates for fees charged for excess baggage registered at airport check-in have also been changed.

Excess baggage registered at check-in, for which a Payment DCS fee has been charged directly from the Altea CM position, is defined as EXBG.

Planned high season:

- 26/04/2022 - 11/09/2022
- 05/12/2022 - 01/08/2023

The main assumptions of the offer:

- Differentiation of pre-paid and regular baggage prices (pre-paid with -20% discount),
- Rates available in CM Altea in all currencies used by LO (in particular for LH flights),
- Seat selection remains free after check-in begins,
- The introduced changes concern only the prices, the product scope does not change.

New functionalities, assumptions and prices have been introduced for use in CM Altea.

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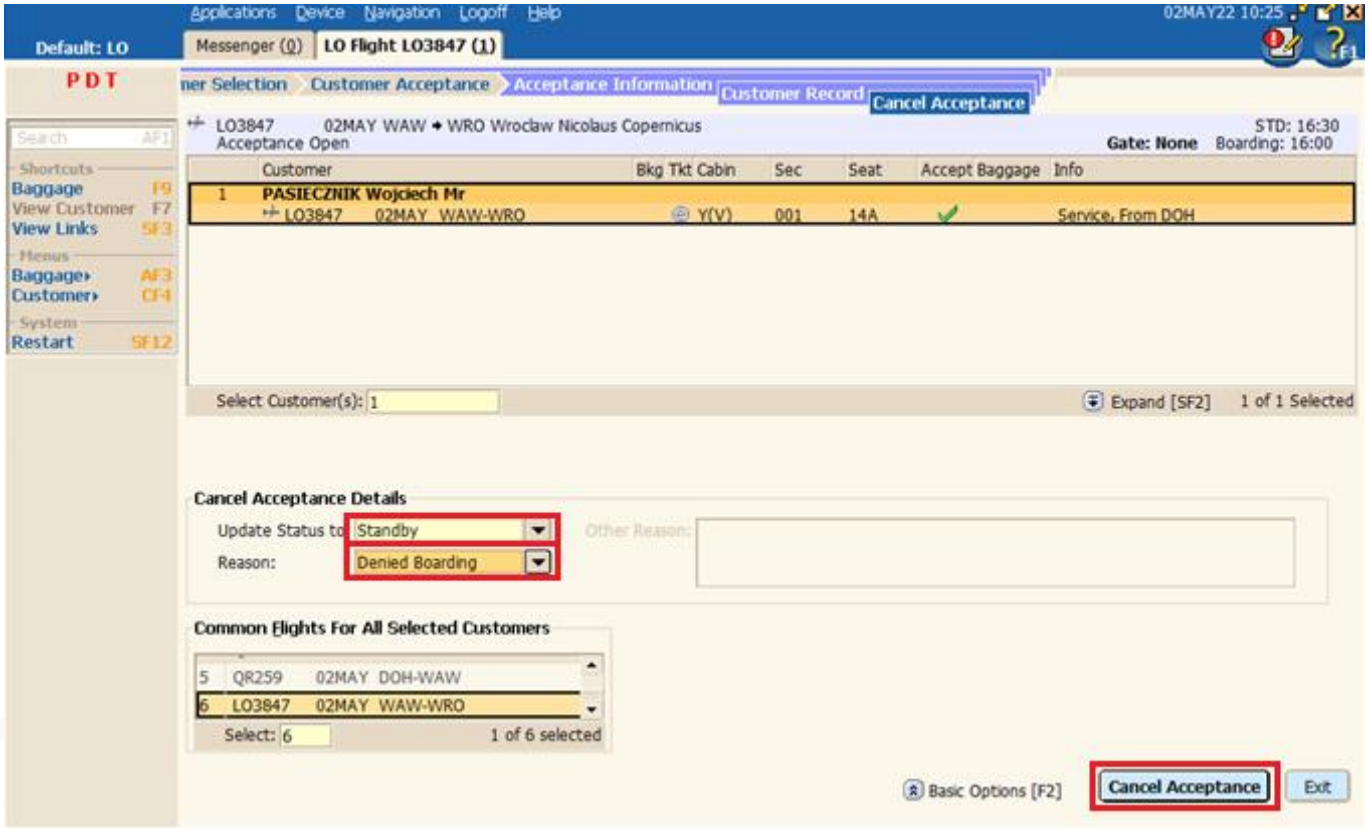
1.9 CANCEL ACCEPTANCE PROCEDURE IN CASE OF DBC

We would like to remind you that in the case of a passenger withdrawal in the case of DBC (Denied Boarding Compensation), the procedure for selecting the relevant cancellation reason is: DENIED BOARDING

Acceptance → Cancel acceptance

The update status is: **Standby**

Reason: **Denied Boarding**