



# Jobcard - PAX



V1R0

## General

Alliance	SkyTeam & SkyTeam Cargo	
Flights	LIN - FRA - LIN	AZ413, AZ409, AZ407, AZ419
A/C Type	CRJ / A220 / A319 / A320 / A321 / A330 / A350	
Manuals	Station Manager & Supervisors with access	
GOM		

## ITA Contacts

Ticketing	00 39 06 65631 810
ITA Airways Ground Ops Control FCO	00 39 06 65631 449
ITA Visa	00 39 06 65635 000
ITA Security Fraud Prevention	00 39 06 65626 300

Online Check-in Opening	Website	2 days (48h) until STD-90
Counter Allocation	SLA	1 x Economy, 1 x Business, 1 x Ticket Desk
Priority		Counter 886
Cabins		Economy & Business Class
Booking Classes	Website	5 travel classes: Economy light; Economy classic; Economy Flex; Business Classic; Business Flex (Annex 1)
Frequent Flyer Program	Website	Volare
Check In Opening Time	Website	STD-120
Check In Closing Time	Website	STD-40
Through Check In	PBM 1.3	Allowed for codeshare + interline partners only (annex 2) Requirements: Booked on all flights in a unique ticket and taking into considiration the Minimum Connecting Time (MCT)
Blocked PNRs		Call ITA Security Fraud Prevention
LMC (Last Minute Changes)	PBM 4.3.2	Approval from supervisor to accept LMCs! Conditions for accaptance to check in PBM 4.3.2. and FCO Coordination Office

## Documentation

Passport and Visa requirements MUST BE CHECKED for both transfer points and final destination!

Help: Timatic + Visa Team

## Covid-19 Procedures

Help: Timatic - TINEWS

Reference	Baggage	
Carry-On	PBM 2.1.2	<p>1 pcs: max weight: 8Kg / 55x35x25cm</p> <p>+ 1x "under the seat" item = 45x20x35 (handbag, laptop bag, briefcase etc)</p> <p>-&gt; underseat label must be used (items like walking stick, coat or umbrella on top allowed)</p> <p>1 pcs: max weight: 8Kg / 55x35x25cm</p>
Hold Baggage	PBM 2.1.4	Max. 32kg / <b>for baggage 24kg-32kg -&gt;heavy tag needs to be applied !</b>

LRT - Limited Release (MUST be signed by Passenger)	PBM 2.2; 2.3.1.1; 3.2; 13.1.1	<ul style="list-style-type: none"> <li>Not properly / inadequate packed / Contains fragile goods (LRFI)</li> <li>Sporting equipment (LRFI)</li> <li>Received damage, already broken or damaged before check-in (LRRD: (Please be sure that there is no LRRD remark on baggage tag before creating damaged baggage report (AHL/DPR) during the baggage irregularities processes.)</li> <li>Musical instruments (Musical instruments may be accepted in hold only if carried inside a special case/ box) (LRFI)</li> <li>Contains perishable (LRPE)</li> <li>Last minutes/late check-in (LRLC)</li> <li>ZAMZAM gallons and liquid containing package or baggage (ZMZM)</li> <li>Security collected items (check baggage bag) (LRNA)</li> <li>Non-standard cabin baggage collected at boarding, not admissible to cabin (LRNA)</li> <li>Oversize (LRSZ)</li> <li>Lack of name label (LRLL)</li> <li>Not properly / inadequate packed / Contains fragile goods (LRFI)</li> <li>Sporting equipment (LRFI)</li> <li>Received damage, already broken or damaged before check-in (LRRD: (Please be sure that there is no LRRD remark on baggage tag before creating damaged baggage report (AHL/DPR) during the baggage irregularities processes.)</li> </ul>
XBAG (Excess baggage)	PBM 2.2.3	Excess baggage fees calculated in DCS

### Specials

PETC (Pet in cabin)	PBM 2.4.2	<p>Must be pre-booked and fee charged, never be seated in front row or exit seats</p> <p>Max. 6 PETC per flight and 10 kgs including cage (PET max. 8 kgs)</p> <p>Dimension: 40x20x24 cm; must fit under the front seat; both soft and hard case acceptable, must be waterproof</p> <p>Cats, dogs, birds, rabbits, ferrets and hamster (TIMATIC for destination requirements to be checked)</p> <p>Dogs, cats and ferrets requires PET passport</p> <p>Must be pre-booked and fee charged, never be seated in front row or exit seats</p> <p>PETC form must be filled and filed on station together with the gate report</p>
SVAN (Service Animal in cabin)	PBM 2.4.2.5	<p>With BLND, DEAF and MUTE pax</p> <p>Only dogs with PET passport and prove of correct assistand dog documentation (!) - <b>For SVAN to UK check ITA PBM 2.4.2.5.1 for detailed information and further requirements</b></p> <p>No charge and no weight restriction</p> <p>The following prerequisites apply:</p> <ul style="list-style-type: none"> <li>The dog must be leashed and owner holds a muzzle (to be used if needed)</li> <li>A seat adjacent to PRM will be assigned to grant space for the dog and to not disturb other passenger (always aisle seat and never at an Emergency Exit!).</li> <li>The passenger shall be in possession of all necessary animal health documents.</li> <li>PIC and Cabin Crew will be informed of blind passenger plus guide dog prior boarding and the information shall be mentioned in the Passenger Information List (PIL) or Crew Information Sheet (where applicable).</li> <li>In case Economy class is fully booked, passenger with guide dog can be upgraded in business class free of charge</li> <li>Pre-boarding must be applied preferably.</li> </ul>

AVIH (Animal in Hold)	PMB 2.4.2 & HLM	<p>Must be pre-booked and fee charged</p> <p>AVIH in transit: No overnight transit allowed, if transit time 12h+ AVIH must be collected by passenger and checked in again for next flight. For FRA transit boarding agents need to ensure, AVIH owner were boarded. Otherwise AVIH need to be off loaded! For more details refer to HLM.</p> <p>Aircraft type to be checked before accepting AVIH. Not all aircrafts can transport AVIH</p>
PRM (Passenger with Reduced Mobility)	PBM 6.2.12	<p>For PRM Group bookings check PMB 6.2.16</p> <p>WCH passengers must sit by the aisle!</p>
STCR (Stretchers)	PBM 6.2.7	<p>1 per flight only with additional fee, seats 28-31 Y</p> <p>Need to have medical clearance and must be accompanied</p> <p>In case medical assistant required, escort must be physician or nurse</p>
WCH* (Wheelchair)	IATA SSR Code table	<p>WCHR: Requires wheelchair for distance to and from A/C only</p> <p>WCHS: Cannot ascend/descend stairs/steps but no assistance in A/C cabin necessary</p> <p>WCHC: Passenger totally immobile and need full assistance up to A/C seat</p>
WCMP (Wheelchair - Manual Power)	PBM 6.2.12.3.2	<p>WCMP must be used in combination with WCH*</p> <p>Must be loaded into the hold (Except of A330 A/C: Limited space in cabin available)</p>
BLND, DEAF, MUTE, DPNA	PBM 6.2.12.1 & 6.2.12.2	<p>Passenger is blind/deaf/mute or intellectual/developmental disabled needing assistance. Check if escort required.</p>
MEDA (Medical Assistant)	PBM 6.2.6	<p>Medical case: Medical certificate required.</p> <p>Not to be used for passengers who only require special assistance and do not require medical clearance.</p>
EMA (Electric Mobility Aid) <b>Subject to Dangerous Goods Regulations, accounted for Load Control and reported to the Flight Captain!EMA (Electric Mobility Aid)</b>	PBM 6.2.12.3.2	<p>WCBD: Dry cell battery WCLB: Lithium ion battery WCBW: Wet cell battery</p> <p>May be accepted after further checks of requirements for safe air transportation. Dangerous Goods Regulations and Loading requirements to be checked before acceptance of any EMA!</p>
DAA (Delivery at Aircraft)		<p>For CRKs DAA tags must be used on all larger handluggages (trolleys) and passengers should be instructed to leave their luggage at the aircraft before boarding.</p>
DEPA (Accompanied Deportee) - <b>Captain and Cabin crew to be informed</b>	PBM 10.1 & 15.1.6	<p>To be seated in the last rows (window seats) with a minimum of 2 escorts</p> <p>Potentially Disruptive Passengers, who need to be escorted by police or security agents</p>

DEPU (Unescorted Deportee) <b>Captain and Cabin crew to be informed</b>	PBM 10.1 & 15.1.6	DEPU must not exceed the number of designated flight attendants To be seated in last rows (windw seat)
INAD (Inadmissible Passenger) <b>Captain and Cabin crew to be informed</b>	PBM 9.2	Do not have the right to enter a specific country and are therefore returned to the country of origin The documentation relative to the INAD to be delivered to the Flight Captain prior to boarding. In case of a dangerous/disruptive INAD the ITA Security deptmtn to be contacted/informed
WEAP (Weapon)	PBM 2.4.6	Firearms (FRMS) and ammunition (AMMO) (subject to one additional fee) Firearms unloaded, dismantled and packed into special closed containers - max 15 kg Ammunition packed seperately in appropiate metal, wood or fibre container provided with safety locks - not exceeding 5 kg BuPOL to be called for assistance at check-in
Sport Equipment	PBM 2.4.1	Subject to an additional fee
<b>Tipologia di attrezzatura sportiva: SMALL</b>		<b>Descrizione</b>
Snow and skiing equipment	A pair of snow-skis, a pair of sticks and a pair of ski-boots or, a snowboard, a pair of boots or, a complete kite snow equipment	
Water skiing equipment	A pair of standard water-skis or a slalom water-ski.	
Golf equipment	A golf bag including golf clubs, balls and one pair of golf shoes.	
Polo equipment	A set of polo mallets.	
Scuba, diving equipment	mask, snorkel, fins, neoprene suit, GAV, regulator, an empty oxygen tank, a lamp (switched off, with the power packed separately, the batteries disconnected from the appliance and protected against shortcircuits). Any underwater speargun should have the spear section separated and if gas-powered should be unloaded.	
Fishing equipment	2 fishing rods, one fishing-reel, a small net, a pair of fishing boots and a bait box or a haversack	
Fencing equipment	A bag containing a uniform, a cuirass armour, a mask, blades	
Tennis/squash/badminton equipment	A single bag containing one set of tennis rackets and balls only	
Archery equipment	A bag containing a bow, arrows, quiver, gloves and aiming equipment	
Skateboard/Kneeboard//Wakeboard		
Kitesurfing	A sail, a surfboard	
Hockey equipment		
TCARE medical equipment		
<b>Tipologia di attrezzatura sportiva: BIG</b>		<b>Descrizione</b>
Bicycle	- a normal bicycle (with no motor, not an e-bike), single seater, suitably secured with rigid packaging, with the handlebars fixed laterally, the pedals removed and the tyres completely deflated. - para-bicycle.	
Tandem	with no motor (not an e-bike), suitably secured with rigid packaging, with the handlebars disassembled or fixed laterally, the pedals removed and the tires completely deflated	
Surfboard	a shortboard type surfboard	
Windsurf and longboards	a windsurfing board, a sail, a mast, a boom, a waterproof bag; a longboard-type board	
Canoe/Kayak	a canoe or kajak (with no motor), two paddles	
Vaulting pole/javelin		
Instruments	PBM 2.4.4	Can be carried in cabin instead of standard cabin baggage or as CBBG For instruments exceeding cabin bag size, an extra seat (EXST) to be purchased Can be carried in cabin instead of standard cabin baggage or as CBBG For instruments exceeding cabin bag size, an extra seat (EXST) to be purchased
EXST (Extra seat)		Extra seat is available for purchase for PAP comfort (mostly purchased for oversized passenger, instruments, wedding dresses etc)
CBBG (Cabin baggage)	PBM 2.4.3.1	Max 55 kgs, combined with a purchased EXST Window seat for the cabin baggage

INFT (Infant)	PBM 7.1.	< 2 yrs old Limit: depends on Aircraft type Only 1 infant per adult (18yrs+) is allowed For Car Seats refer to PBM 7.1.2.1
CHLD (Child)		2-14 yrs old; Must be seated with accompanying adult, parent, or Guardian otherwise UMNR service is required and must be paid.
YPTA (Young Traveller)		Verify ID and age check required
UMNR (Unaccompanied Minor)  <b>Note: If UMNR is over 12 modify passenger category from C (child) to A (adult) for weight and ballance purposesUMNR (Unaccompanied Minor)</b>	PBM 8.1	5-14 years old (UM service even when escorted by a person <18yrs) Limit: 7% of cabin capacity (for school groups 1 escort per 12 minors) must be assigned an aisle seat starting from the rear. In case of more than one UMNR, try to keep them together and try to seat them close to family with children. In case of booked INAD/DEPO (seating in the rear) assign an aisle seat in the front of A/C to UMNR. <b>UM envelope</b> must contain following documents: <ul style="list-style-type: none"><li>• Ticket / Boarding passes</li><li>• Filled in AFFIDAVIT form (copy to be kept for 2 years on the station)</li><li>• 3 copies for direct flights (1 x parents, 1 x departing station, 1 x arriving station)</li><li>• 2 extra copies for EACH connecting station</li><li>• Passport + VISA and Vaccination certificate if applicable)</li></ul> <b>ATTN: No stop-overs to be booked for UM !5-14 years old (UM service even when escorted by a person &lt;18yrs)</b>
Voluntary UMNR (young traveller with paid UMNR service)	PBM 8.1.8	15-17 years old UMNR service fee booked and paid (handled like an UMNR, see above)
Pregnancy	PBM 6.2.11 & Website	Single, uncomplicated: Medical certificate not required Can travel until 4 weeks prior to expected birth  Medical Information Form (MEDIF) and doctors "fit to fly" certificate required if: In the last 4 weeks of pregnancy Medical complications If twins are expected Single, uncomplicated: Medical certificate not required Can travel until 4 weeks prior to expected birth
Staff Travel		JMP seat can be assigned to airline staff after airline approval
<b>Gate</b>		
Preparation		DGR sign DAA tags for CRJ aircraft Digital Gate Announcements German, Italian, English
Crew List		Onboard Service List #2
Gate Opening Time		STD-60
Boarding Start		STD-40 (preboarding)
Gate Closing Time		STD-15

**L&F**

Currently handled by ABS

**Post Departure**

Flight Reports	DHS Flight Report to be used + Printed ETK List
Post Admin	File Gate Report in office. Add boarding time to OTP