

	Guide to Accepting Objects in Seats (Cello's/Extra Seats)	
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1. Any “item” that is travelling on a seat in the cabin must have a title changed from MR/MS/CHD/INF to OBJ.
2. This function will be used in the following situations: 1) Cello or other musical instrument on a seat; 2) 1 or 2 Extra Seats for comfort or medical reasons;
3. Make sure that the Extra Seat is next to the accompanying customer. If needed complete operational seat change in eRes.
4. Cello must be given a window seat, and the owner should sit next to it.
5. For all OBJ's make sure the SSR comment EXST is added so that it is easily identifiable.
6. To change the title to OBJ follow the name change procedure in eRes.
7. To change the name of a customer in a booking you must first access the booking.
8. Once you enter the command N*(line number of the name to be changed) the system will prompt you to enter the new name in the same format.
9. For example, in reservation there are two PAX: 1. Customername/Customersurname MR and 2. Cello/Cello MR. In this case, we would type in the reservation N*2 and then enter the new name as Cello/Cello=Obj
10. Save changes by typing **r-(your three letter code)** and enter. Afterwards type **er** and enter.
11. Exit reservation with **i** and **bye**
12. Once the title is changed you will need to check-in the Obj again.
13. We should scan the boarding pass of the musical instrument/extra seat at the gate while boarding only after the title is changed to Obj.
14. Always inform ramp agent about the musical instrument/extra seat on flight as early as possible.
15. The name change procedure is allowed only to change the title to Obj. If a customer wants to change their name in booking because of mistake or any other reason, they need to contact customer service of the airline.