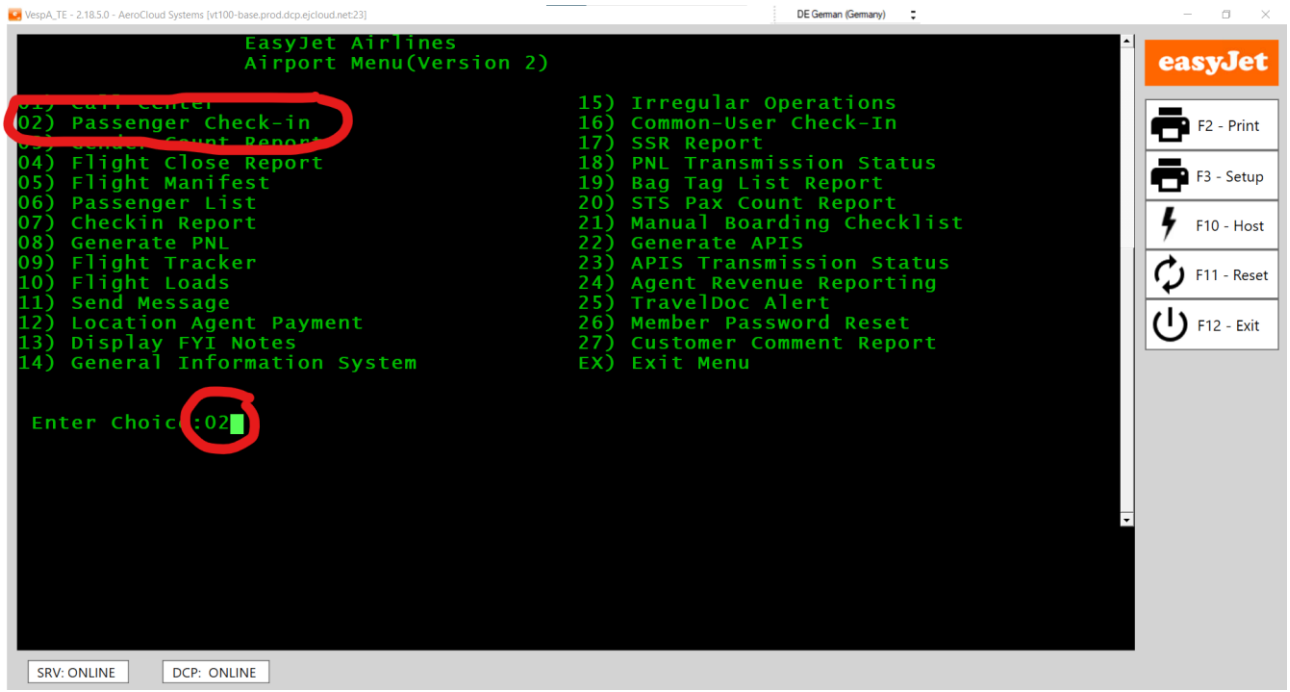
Topic: How To Close The Flights In eRes?

Once the flights leave, we will need to close the flights in eRes as well to ensure that the status of the tickets and the payments collected are associated correctly.
But before doing that, we will need to check in and board all PAX and then offload the ones who did not show up.

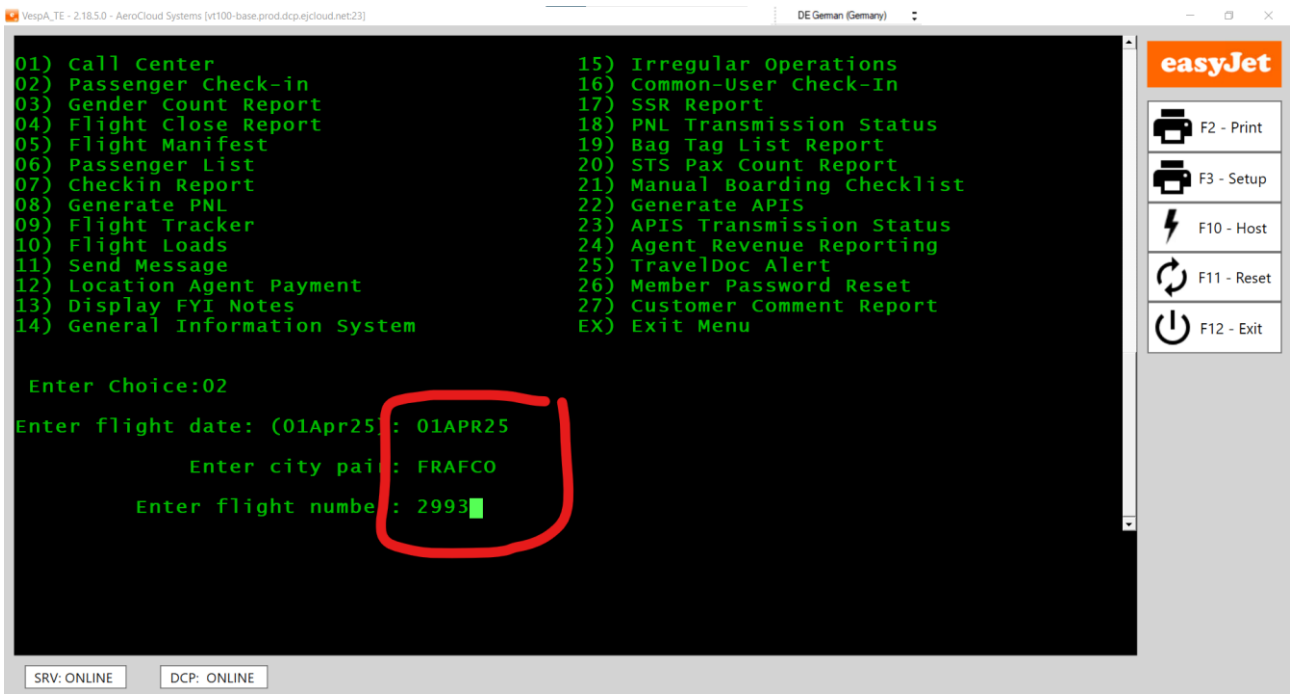
This is also a rather quick process, but this is going to be the responsibility of the night shift as well.

To help you, a step-by-step guide.

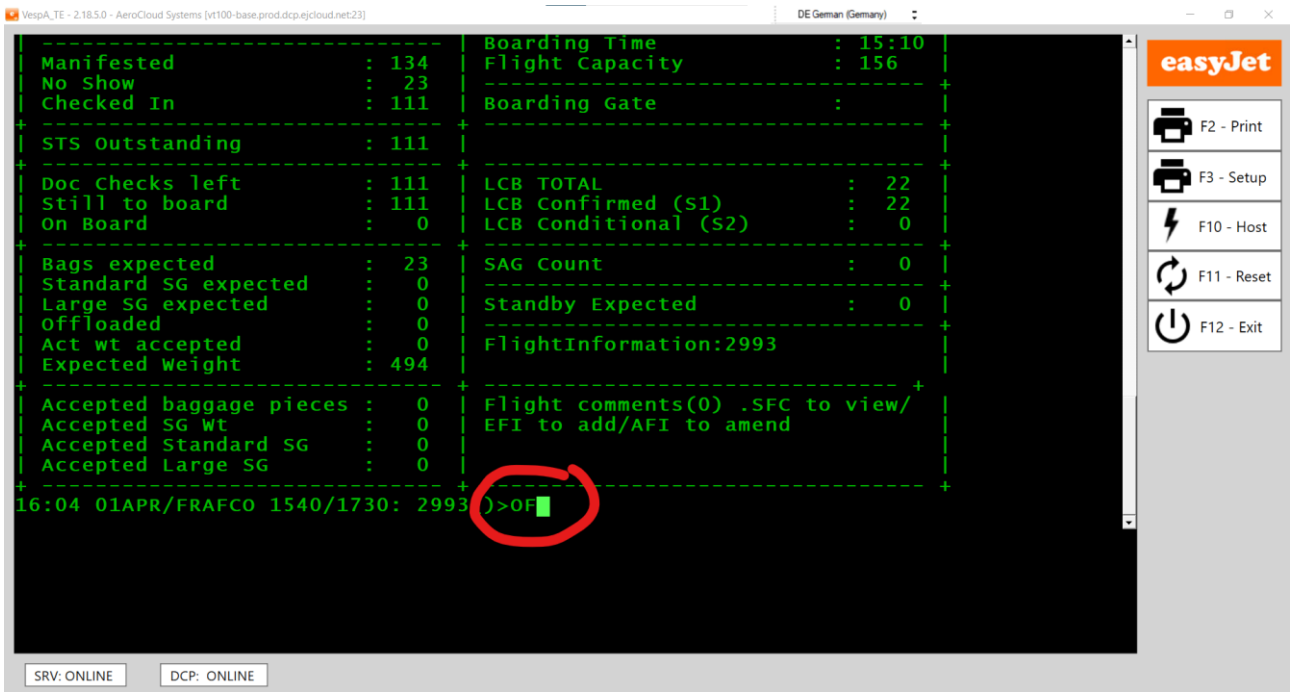
Step 1: Enter menu **2**.



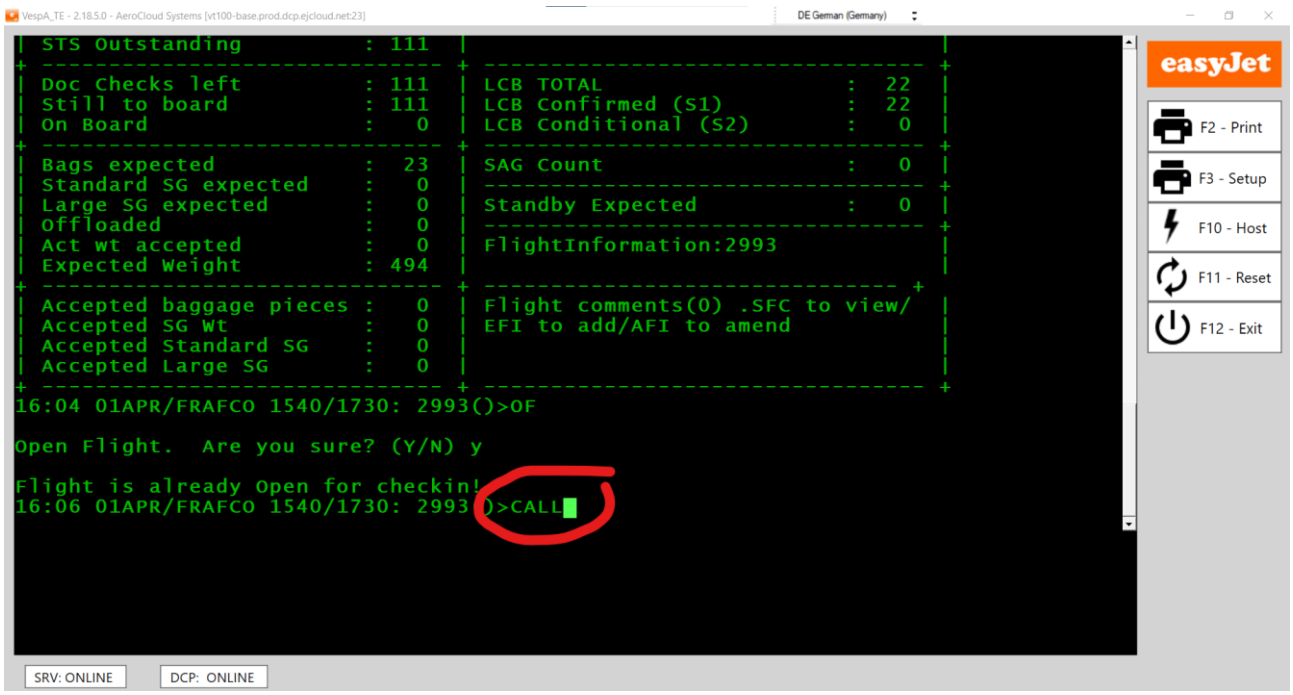
Step 2: Retrieve your flight by answering the questions.



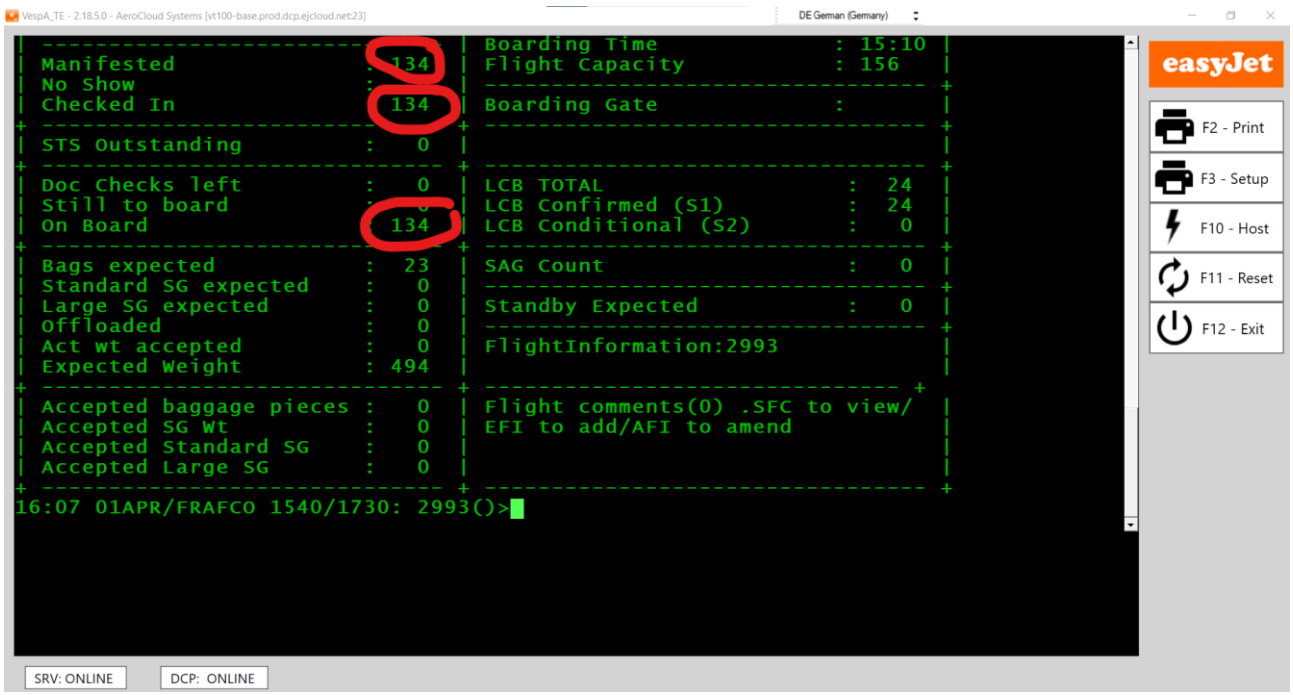
Step 3: Open the flight in eRes with entry **OF**.



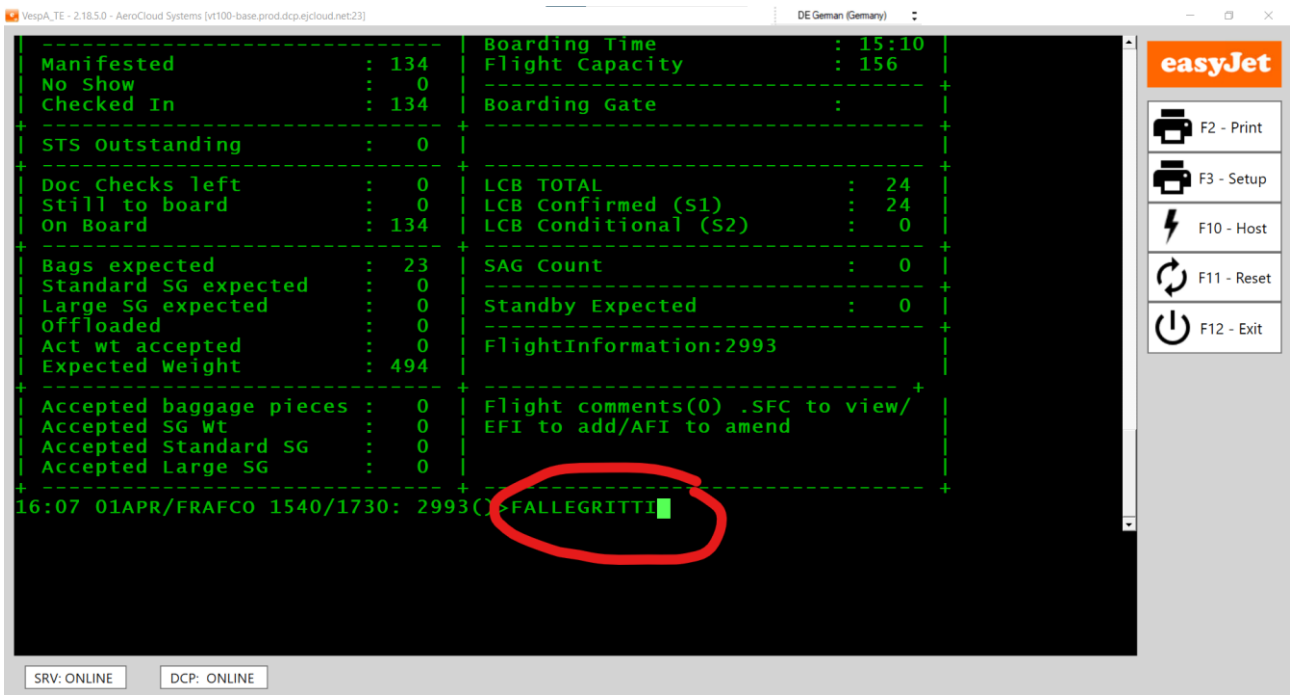
Step 4: Check in and board all passengers with entry **CALL**.



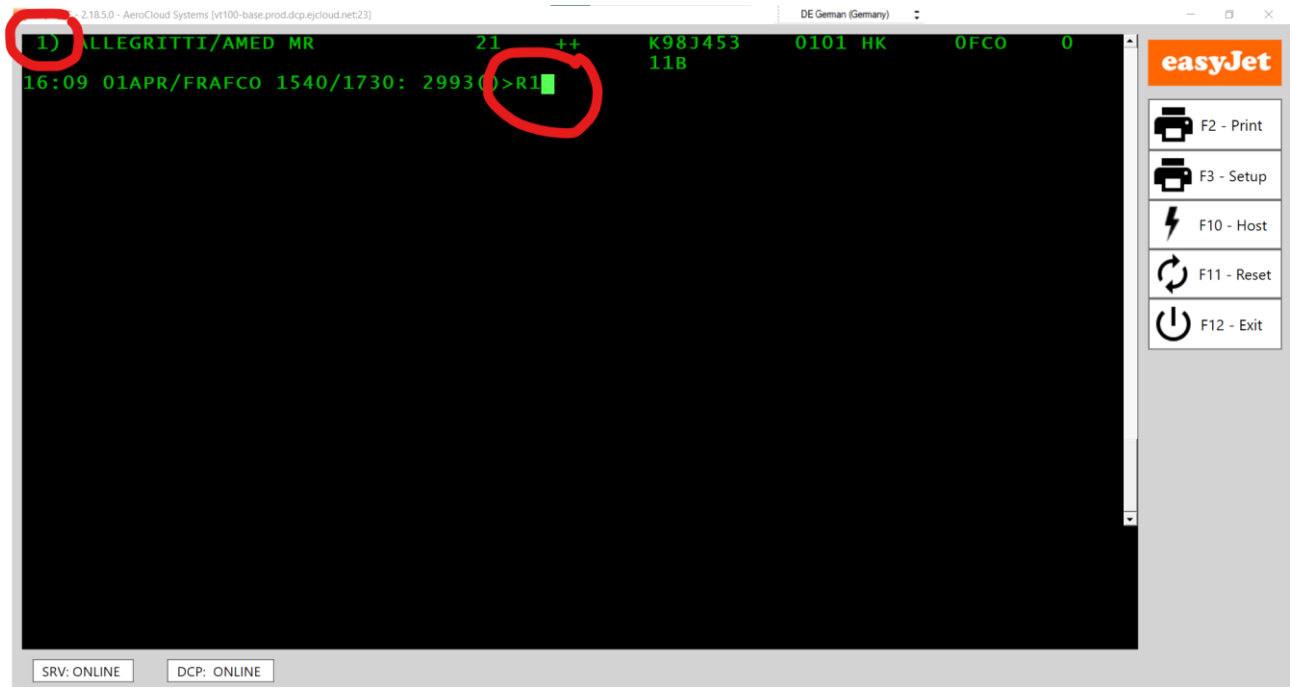
Step 5: Check whether all pax are checked in and boarded.



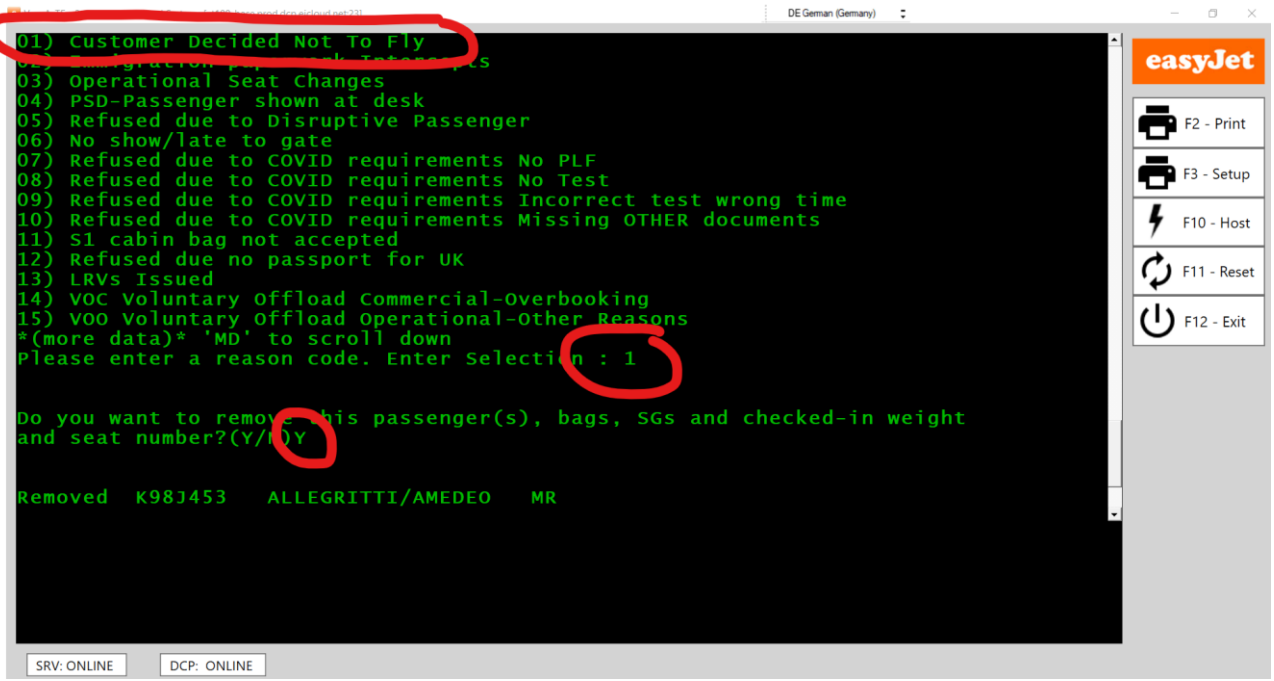
Step 6: Find the noshows. With entry **F** followed by the family name you can identify the passenger.



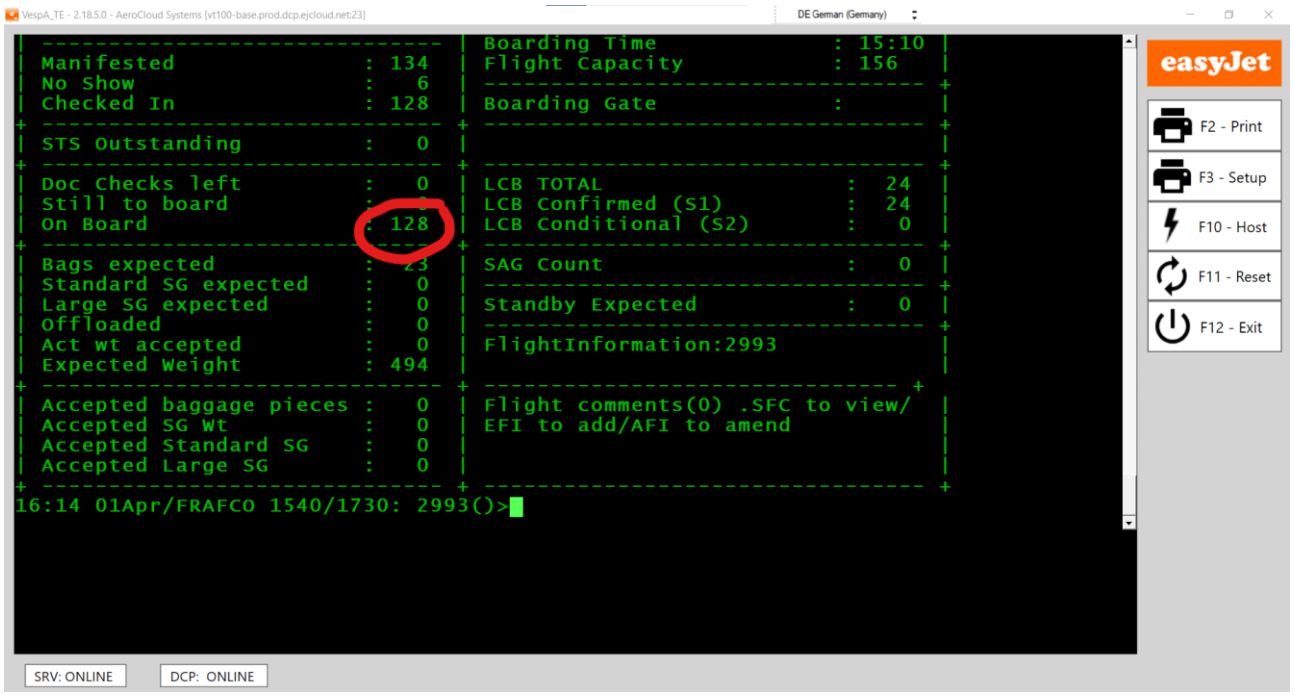
Step 7: Remove the noshows with entry **R** followed by the line number.

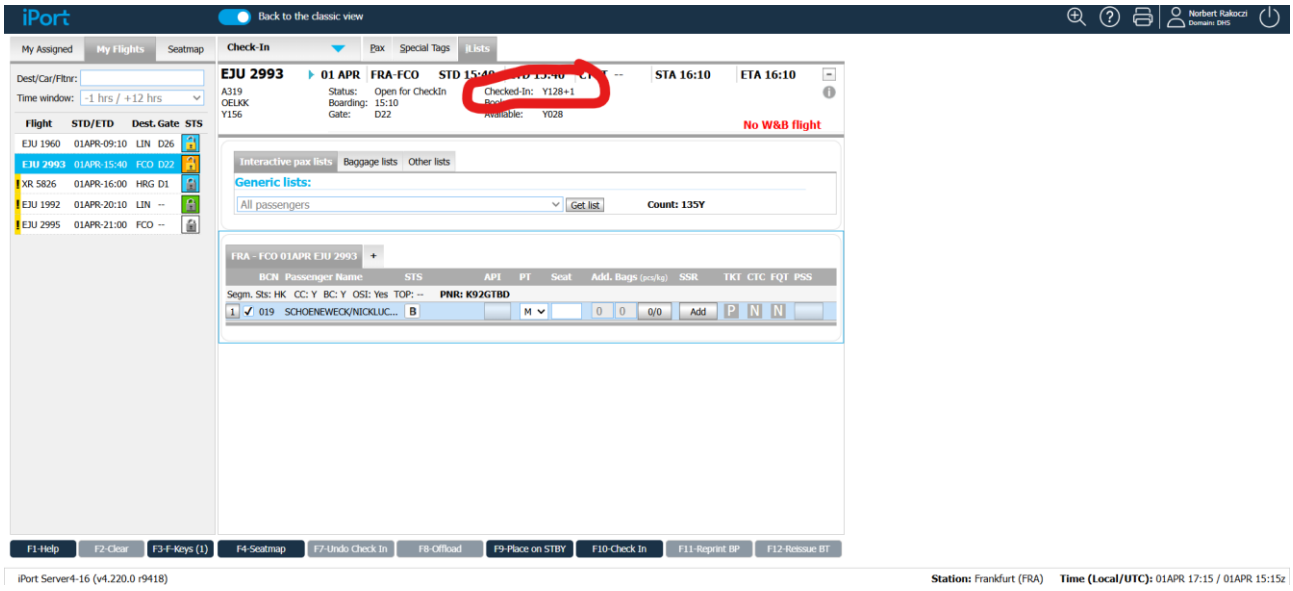


Step 8: When offloading please always choose the first reason: Passenger decided not to fly.

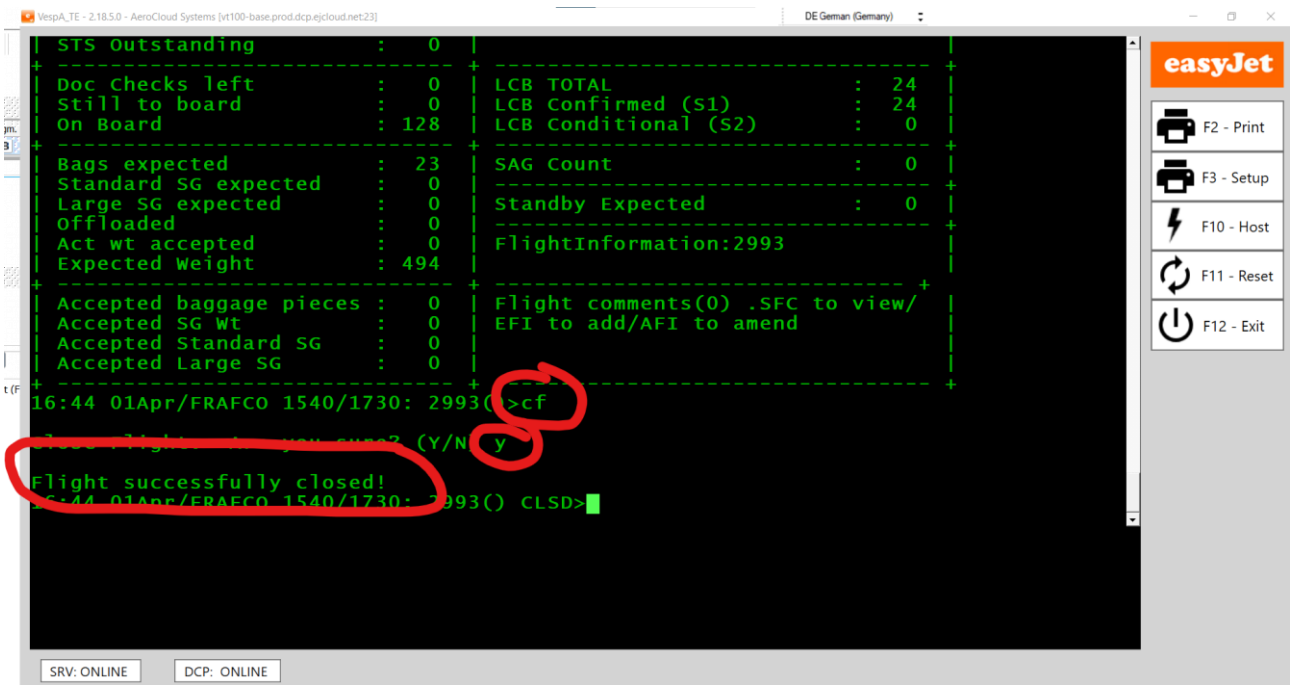


Step 9: Once you offloaded all noshows, please doublecheck that the same number of passengers are checked in eRes as in iPort.





Step 10: If everything is correct, please close the flight in eRes with entry **CF**.



Well done! 😊