

Amadeus Altéa Departure Control – Customer Management

Cancel acceptance on specific flight

1. Retrieve the passenger in DCS. In Menu select Acceptance (AF12) and Cancel acceptance (F6)

PDT Customer Identification Customer Acceptance Acceptance Information

Search AF1 BT311 22FEB RIX → TLL Tallinn Lennart Meri Acceptance Open Gate: None STD: 07:25 Boarding: 06:55

Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1 BOOKING Test			MRG					
→ BT311	22FEB	RIX-TLL	Y(Y)	001	15D	✓		
→ BT811	22FEB	TLL-CPH	Y(L)	001	15F	✓		

Acceptance F10
Cancel F6
Cancel Acceptance F6

Gate Number: Not Available
Boarding Time: 06:55
Arrival at CPH Copenhagen Kastrop(3): 16:05

Expand [SF2] 1 Customer(s)

2. Select Advanced Options (F2) to choose the flight

PDT Customer Identification Customer Acceptance Acceptance Information Cancel Acceptance

Search AF1 BT311 22FEB RIX → TLL Tallinn Lennart Meri Acceptance Open Gate: None STD: 07:25 Boarding: 06:55

Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1 BOOKING Test			MRG					
→ BT311	22FEB	RIX-TLL	Y	001	15D	✓		
→ BT811	22FEB	TLL-CPH	Y	001	15F	✓		

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: Other Reason:

Advanced Options [F2] Cancel Acceptance Exit

3. Select the flight from which to cancel the passenger

PDT Customer Identification Customer Acceptance **Acceptance Information** Cancel Acceptance

Search AF1 BT311 22FEB RIX → TLL Tallinn Lennart Meri Acceptance Open Gate: None STD: 07:25 Boarding: 06:55

Customer	Bkg Tkt Cabin	Sec	Seat	Accept Baggage	Info
1 BOOKING Test	MRG				
→ BT311 RIX-TLL	Y	001	15D	✓	
→ BT811 TLL-CPH	Y	001	15F	✓	

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

You have changed your selection. Please refresh the screen to retrieve the new information.

Cancel Acceptance Details

Update Status to: Other Reason:

Reason:

Common Flights For All Selected Customers

1 All flights on which selected customers are acc...
 2 **BT311 22FEB RIX-TLL**
 2 BT811 22FEB TLL-CPH

Select: 2 1 of 3 selected

Basic Options [F2] Refresh Exit

4. Update status to Not travelling and choose a relevant reason for cancelation, and press cancel acceptance

PDT Customer Identification Customer Acceptance **Acceptance Information** Cancel Acceptance

Search AF1 BT311 22FEB RIX → TLL Tallinn Lennart Meri Acceptance Open Gate: None STD: 07:25 Boarding: 06:55

Customer	Bkg Tkt Cabin	Sec	Seat	Accept Baggage	Info
1 BOOKING Test	MRG				
→ BT311 RIX-TLL	Y	001	15D	✓	
→ BT811 TLL-CPH	Y	001	15F	✓	

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: **NOSHOW**

Common Flights For All Selected Customers

1 All flights on which selected customers are acc...
 2 **BT311 22FEB RIX-TLL**
 2 BT811 22FEB TLL-CPH

Select: 2 1 of 3 selected

Basic Options [F2] **Cancel Acceptance** Exit

5. Passenger status updated to Not canceled on a specific flight

PDT

Search

AF1

Shortcuts

Accept. Figures

F9

Add Bags

F11

Add Comment

F3

Add Service

SF9

Print B Pass

F4

Print Bag Tag

F5

View Customer

F7

Menus

Acceptance

AF12

Baggage

AF3

Bags - Excess

AF2

Compensation

CF2

Crew

AF5

Customer

CF4

Disruption

CF10

Flight

AF7

Identification

AF8

Payment

CF3

Printing

AF10

Regulatory

CF8

More

SF1

System

Restart

SF12

1 Customers not

More[Shift+Space]

You can swipe:

Bag Tag B Pass

CC Flight CPN

FQTV Nat ID

PSPT

Customer Identification

Customer Acceptance

Acceptance Information

BT311

22FEB RIX → TLL Tallinn Lennart Meri

Acceptance Open

Gate: None

STD: 07:25

Boarding: 06:55

Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1	BOOKING Test	MRG						
→ BT311	RIX-TLL	Y	001					
→ BT811	TLL-CPH	Y	001	15F				

Expand [SF2]

1 Customer(s)

Some customers or flights have not been accepted. Proceed to complete the acceptance or Exit.

Customer Information

Gate Number: Not Available

Boarding Time: 06:55

Arrival at CPH Copenhagen Kastrup(3): 16:05

Proceed

Exit