

Amadeus Altéa Departure Control – Customer Management

Merge two bookings into one

1. Retrieve the passenger in DCS. Select Find connection (F9)

PDT Customer Identification > Customer Display

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

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

Select Customer(s): 1

Selected customers are accepted. Proceed to add bags or select an action on the left.

Comments out of RIX

Proceed Back

2. If the connection is found from the automatic search, separate booking will be displayed (marked in red)

PDT Customer Identification > Customer Display > Find Connection

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

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

Select Customer(s): 1

Select matching customer(s) with onward flights. If no matching Customer, go to 'Manual Search' or 'Add Itinerary'.

Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1 BOOKING Test	BT811	22FEB	TLL-CPH	Y				

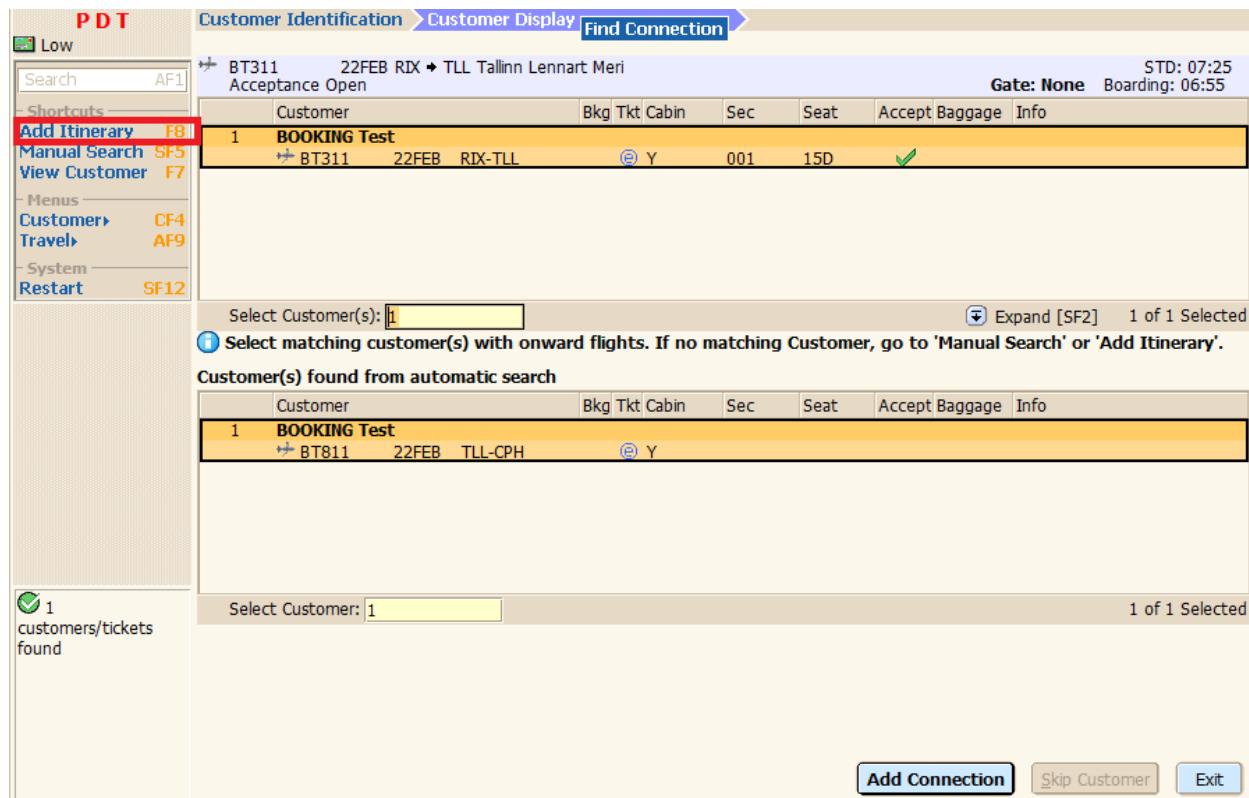
Customer(s) found from automatic search

1 customers/tickets found

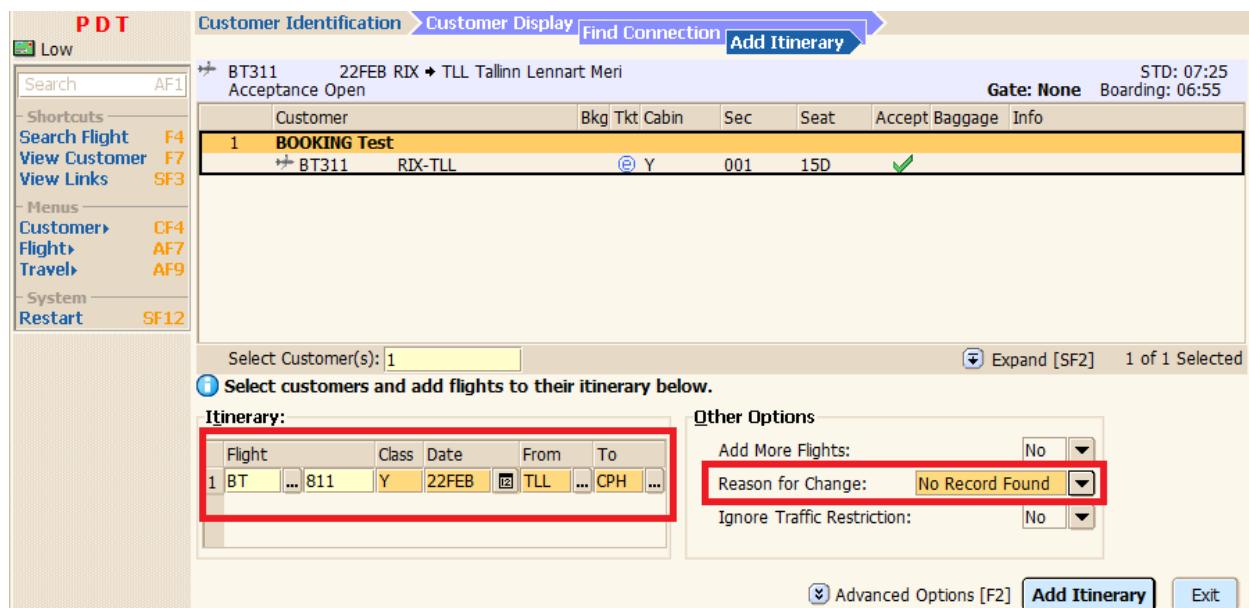
Select Customer: 1 1 of 1 Selected

Add Connection Skip Customer Exit

3. If nothing is found from the automatic search, select Add Itinerary (F8)



4. Enter the flight details manually (marked in red), and press Add itinerary



5. Bookings merged successfully

P D T

Customer Identification > **Customer Acceptance**

BT311 22FEB RIX → TLL Tallinn Lennart Meri
Acceptance Open

STD: 07:25 Gate: None Boarding: 06:55

Sort By Default Order Ascending

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

Select Customer(s) for Acceptance: 1

Expand [SF2] 1 of 1 Selected

Customers have already been accepted on the first flight. Select customer(s) to accept on onward flights. Enter bag details and seat preference (if required). Press Advanced Options (F2) to change Product Selection.

Baggage

Customer has bags?: No

Seat Preference:

Other Acceptance Options

Update Status to: Accept Force Status: No

Through Checkin Only: Yes Freeze: No

Autolink Customers: Yes Reason:

Comments out of RIX

⚠ Health Document Checks are not required for this selection

⚠ You can swipe:
ATB2 Bag Tag
B Pass CC
FQTV Nat ID
DSDT

Advanced Options [F2] **Accept** **Back**