

## Amadeus Altéa Departure Control – Customer Management

### Merge two bookings into one

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

**PDT** Low

Search AF1

Shortcuts:

- Acceptance F10
- Add Bags F11
- Add Comment F3
- Add FQTV SF4
- Add Regrade SF8
- Add Service SF9
- Cancel Accept F6
- Find Connection F9**
- View Customer F7
- View Links SF3

Menus:

- Acceptance AF12
- Baggage AF3
- Bags - Excess AF2
- Compensation CF2
- Crew AF5
- Customer CF4
- Disruption CF10
- Flight AF7
- Identification AF8
- Payment CF3
- More SF1

System:

- Restart SF12

Customer Identification Customer Display

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	BT311	RIX-TLL	Y	001	15D	✓	

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

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** Low

Search AF1

Shortcuts:

- Add Itinerary F8
- Manual Search SF5
- View Customer F7

Menus:

- Customer CF4
- Travel AF9

System:

- Restart SF12

Customer Identification Customer Display Find Connection

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	BT811	22FEB	TLL-CPH	Y			

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

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

Customer(s) found from automatic search

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

Select Customer: 1 1 of 1 Selected

1 customers/tickets found

Add Connection Skip Customer Exit

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

The screenshot shows the PDT Customer Identification screen. The 'Add Itinerary' button is highlighted in red in the left sidebar. The main area displays a table with columns: Customer, Bkg Tkt, Cabin, Sec, Seat, Accept, Baggage, and Info. The first row is highlighted in orange and contains the text 'BOOKING Test' and 'BT311 22FEB RIX-TLL'. Below the table, there is a section titled 'Customer(s) found from automatic search' which is currently empty. At the bottom right, there are buttons for 'Add Connection', 'Skip Customer', and 'Exit'.

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

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

The screenshot shows the PDT Customer Identification screen with the 'Add Itinerary' button highlighted in red in the top right. The main area displays a table with columns: Customer, Bkg Tkt, Cabin, Sec, Seat, Accept, Baggage, and Info. The first row is highlighted in orange and contains the text 'BOOKING Test' and 'BT311 RIX-TLL'. Below the table, there is a section titled 'Itinerary:' with a table for manual entry. The 'Reason for Change' dropdown is highlighted in red. At the bottom right, there are buttons for 'Add Itinerary' and 'Exit'.

Flight	Class	Date	From	To
1 BT	811	Y	22FEB	TLL CPH

Other Options:

- Add More Flights: No
- Reason for Change: No Record Found
- Ignore Traffic Restriction: No

## 5. Bookings merged successfully

PDT

Low

Search AF1

Shortcuts

Add Bags F11  
Add FQTV SF4  
Add Service SF9  
Cancel Accept F6  
Find Connection F9  
Find Customer F4  
Flight Info SF10  
View Customer F7  
View Links SF3

Menus

Acceptance AF12  
Baggage AF3  
Bags - Excess AF2  
Compensation CF2  
Crew AF5  
Customer CF4  
Disruption CF10  
Flight AF7  
Identification AF8  
Payment CF3  
Printing AF10  
More SF1

System

Restart SF12

Health Document

Checks are not required for this selection

You can swipe:

ATB2 Bag Tag  
B Pass CC  
FQTV Nat ID  
PDDT

Customer Identification

Customer Acceptance

BT311 22FEB RIX → TLL Tallinn Lennart Meri

Acceptance Open

Gate: None

STD: 07:25

Boarding: 06:55

Sort By Default

Order Ascending

	Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1	<b>BOOKING Test</b>			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

Seating

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

Advanced Options [F2]

Accept

Back