

Amadeus Altéa Departure Control - Customer Management

Passenger upgrade to C class

1. Retrieve the passenger in DCS. In Menu select Customer (CF4) and Manual Regrade (SF6)

2. From the drop-down list choose relevant regrade reason and enter regrade cabin and press Regrade

3. Passenger successfully upgraded

PDT Customer Identification >Customer Acceptance

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 C(Y)

Select Customer(s) for Acceptance: 1

Enter seat preference (if required). Enter bag details afterwards.

Baggage Seating

Customer has bags: No Seat Preference:

Comments out of RIX

BOOKING Test Upgraded to cabin C

Advanced Options [F2] Accept Back

4. Add relevant pre-defined comment

PDT Customer Identification >Customer Acceptance Add Comment

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 C(Y)

Select Customer(s): 1

Select a pre-defined comment or enter free text.

Pre-defined Comment or Free Text Comment

Pre-defined Comment:

1 ***STAFF***
2 NOT PAID UPGRADE
3 FAST
4 PAID UPGRADE
5 STAFF UPGRADE

Select Comment: 4

Free Text Comment:

Action this Comment:
<Select Type>
Priority: High

Select comment e.g. 1

Advanced Options [F2] Add Comment Exit