

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)

The screenshot shows the Amadeus Altéa Departure Control interface. The left sidebar contains a menu with various options. The main area displays the 'Customer Identification' and 'Customer Acceptance' tabs. The 'Manual Regrade' option is highlighted under the 'Regrade' section.

Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1	BOOKING Test							

Regrade Details:

- Regrade Reason: Marketing or Sales Initiative
- Regrade Cabin: C
- Authoriser Ref:
- Select Seat(s): Cabin code e.g F, C or Y

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

The screenshot shows the Amadeus Altéa Departure Control interface with the 'Manual Regrade' screen. The 'Regrade Reason' and 'Regrade Cabin' fields are highlighted with red boxes.

Regrade Details:

- Regrade Reason: Marketing or Sales Initiative
- Regrade Cabin: C
- Authoriser Ref:
- Select Seat(s): Cabin code e.g F, C or Y

3. Passenger successfully upgraded

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

Regulatory CF8

Seating AF11

Ticket / EMD AF6

Travel AF9

System

Restart SF12

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	BOOKING Test	BT311	22FEB	RIX-TLL	C(Y)			

Select Customer(s) for Acceptance: 1

Expand [SF2] 1 of 1 Selected

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

Baggage

Customer has bags?: No

Seating

Seat Preference:

Comments out of RIX

BOOKING Test

Upgraded to cabin C

Advanced Options [F2]

Accept

Back

4. Add relevant pre-defined comment

PDT

Low

Search AF1

Shortcuts

Delete Comment F9

Update Comment F8

View Customer F7

Menus

Customer CF4

System

Restart SF12

Customer Identification

Customer Acceptance

Add Comment

BT311 22FEB RIX → TLL Tallinn Lennart Meri

Acceptance Open

Gate: None

STD: 07:25

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Sort By Default

Order Ascending

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

Select Customer(s): 1

Expand [SF2] 1 of 1 Selected

Select a pre-defined comment or enter free text.

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