

TO: Altea CM Users
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Risk acceptance:

CURRENT RISK INDEX <u>before</u> change	PROJECTED RISK INDEX <u>after</u> change	ACCEPTANCE AUTHORITY (includes acceptance of Risk)	
CRITICAL	CRITICAL	Name	Sebastian Jadczyk
SERIOUS	SERIOUS	Position	Ground Operation Nominated Person
MODERATE	MODERATE	Signature	Electronically agreed
LOW	LOW	Date	02.06.2023

Approval notice:

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1. CAIRO (CAI) IN ALTEA CM LOT

Cairo (CAI) as the 85th airport on LOT's network of connections joined 22MAY to the stations covered by the DCS LO Altea CM system. The transition to Altea CM LO gives the possibility of full control of the passenger, baggage, and ticketing check-in processes by LOT supervisory services.

On-Line check-in, ITCI, API, Automated Documents Check (ADC), as well as Payment Solution and Chargeable Services are fully available. The operational cutover was carried out correctly without a negative impact on air operations and passenger services.

2. DAXING (PKX) IN ALTEA CM LOT – OPERATION RESUME

After more than a two-year break, LOT resumed operations to/from PKX (02MAY). In January 2020, only a few operations were performed to/from Daxing. As a result of COVID19 restrictions, flights to China were suspended at the end of January 2020. Currently, LO flights with PKX are operated in Altea CM LO.

Local IT conditions as well as integration and data flow with Altea CM LO through local IT infrastructure determined the degree of difficulty of implementation works. Project of Altea CM LO implementation in Daxing differed in terms of actions taken from other Altea CM LO system implementation projects for the purposes of operational handling and passenger service at other new stations.

✈ LO90 30MAY PKX → WAW Warsaw Frederic Chopin

Acceptance Finalised

Aircraft

			Config			Cabin Capacity			Infant
	Aircraft	Reg	C	P	Y	C	P	Y	Quota
PKX-WAW	788	SP-LRB	18	21	213	18	21	213	10

Flight Status

	Acceptance	Boarding
PKX-WAW	Finalised	Closed

Schedule

Airport:

PKX

WAW

Elapsed Time:

11h45

Scheduled:

09:30

15:20

Estimated:

15:01

Actual (off/onblocks):

09:28

15:13

Actual (airb./touchd):

09:54

15:00

Delay:

-0h02

-0h07

Total Elapsed Time:

11h45

3. RDO – RADOM – NEW AIRPORT COVERED BY ALTEA CM LO SYSTEM

On April 28, LOT's first flight operations from the RDO airport were performed. Radom Airport is the 86th airport covered by the Altea CM LO system. The DCS system has been implemented for use in all areas of the airport important for operational and passenger services.

System solutions used, and thus the handling processes performed by Altea CM LO, provide a full functional scope necessary for the correct implementation of passenger handling, baggage handling and operational handling.

The operational cutover of the Altea CM LO system runs correctly without any negative impact on the air operations and passenger services.

4. CONFIGURATION OPTIMIZATION FOR BUSINESS CLASS ON LOT FLIGHTS

New rules introduced in NOV 2022 by commercial areas regarding the selection of compartment configuration C/Y in relation to the Business class were implemented into actions taken by handling services carrying out passenger check-in in DCS LO systems.

New process of selecting the division of class C / Y boils down to adopting minimum configurations in relation to booking in class C for passengers with a confirmed reservation.

The travel status of an SA passenger in class C is not considered in the systems optimizing sales and matching aircraft configurations to bookings in individual classes.

A/C configurations adopted in commercial systems (sales and INV) in relation to booking in class C are automatically 'transferred' to flights handled in Altea DCS, as the configurations of availability of individual service classes in DCS reflect the configurations that are adopted from the sales side.

Conditions affecting passenger handling.

- Currently, On-Line Check-In on LO flights is available -36 hrs before STD.

Booking changes in class C in the time interval -36 hrs to STD and other operational conditions affecting changes in the configuration of the aircraft in the division of classes C / Y (e.g. UPGRADE of passengers) have an impact on already checked-in passengers and assigned seats during check-in. This applies mainly to rows that when changing the configuration of planes (and thus the available CAP in individual compartments) are moved to another service class after the change.

As a consequence, seats already allocated to passengers (usually the first row in the economy class) must be changed to other seats. Such actions are most often performed in GATE when performing Boarding Control actions. Several additional solutions have been introduced in the Ground Operation services to minimize the impact of changing the configuration of classes C / Y in the -36h STD time window on passengers already checked in or seat reservations made earlier.

5. SEATS CHARACTERISTICS LEFT VACANT/OFFERED LAST - DEVELOPMENT

Work is currently underway in several areas at LOT in cooperation with Amadeus, aimed at introducing additional seat markings on cabin plans defined as *Left Vacant or Offered Last*. The introduction of new markings will affect the process of selecting and assigning seats by the system during On-Line check-in and at check-in at the airport.

The introduction of new *Seat Characteristic* markings as part of the *Left Vacant or Offered Last* seats functionality is intended to minimize the effects of changing the configuration of the aircraft at the stage of passenger check-in on the seats issued to passengers and seat reservations.

6. AMADEUS ANYTIME MERCHANDISING

LOT commercial services have implemented a solution defined as *Amadeus Anytime Merchandising*. Tool enables dynamic management of prices and services offered by LOT at the stage of booking or purchasing additional services at check-in at the airport directly in DCS LO.

Information about the products included in the *Amadeus Anytime Merchandising* Solution is provided directly by sales and commercial services.

The processes and activities performed by *Amadeus Anytime Merchandising* also translate into the support of *Chargeable Services* included in the DCS Shopping Basket.

7. DEPARTURE OPTIMIZATION GHR

In accordance with earlier announcements regarding the optimization of Onload Recommendation processes on the LOT network, new functionalities for handling Onload and Regrade processes have also been introduced in the Altea Ground Handler (GHR) for the needs of servicing LO flights.

As a result of the implementation activities undertaken as part of the project implemented by the Ground Operations Office, currently all airports serving LOT in Altea CM have access to the New Onload Recommendation Module functionality. The DEPARTURE OPTIMIZATION process was described in detail in the previous DCS Bulletin (JAN'23).

Documentation and training materials were sent to all stations serving LOT in the Altea CM system.

8. IATCI FINNAIR

LOT Polish Airlines and Finnair have established cooperation as part of the Inter Airline Through Check-in service (Q1 2023). Development work was carried out by LOT DCS, which translated into the implementation of IATCI on LO-AY connections.

Passengers can currently check-in for both airlines at the airport of the first check-in in the ITCI system, i.e.: seat selection and boarding passes, provided that the IATCI criteria are met.

9. UK UNIVERSAL PERMISSION TO TRAVEL (UPT) PROGRAM - IAPI UK

We would like to inform you that Great Britain has introduced the UPT - Universal Permission to Travel program.

In 2020, the UK Home Office announced the Universal Permission to Travel (UPT) scheme, which is an electronic confirmation that a passenger is authorized to enter the UK.

UPT has extended the current iAPI program.

Codes that will be used during module check-in and functionality in Altea CM.

Code	Description
A	Valid Permission
B	No Valid Permission
P	Pending Decision
T	Time-Out
Z	Not Applicable

Health Codes

Code	Description
H	Valid Permission. No Health Declaration
I	Valid Permission. No Health Test Result
J	Valid Permission. No Vaccination
K	Valid Permission. No Vaccination and Test
Q	Valid Permission. Health Req Exempted
G	No Valid Permission. No Health Declaration
U	No Valid Permission. No Health Result
V	No Valid Permission. No Vaccination
Y	No Valid Permission. No Vaccination and Test
F	No Valid Permission. Health Req Exempted

10. SSR OTHS – SCOPE OF APPLICATION / REMINDER

We would like to remind you about the possibility of using the **SSR OTHS** option from the check-in level in Altea CM. The effect of using SSR OTHS is to add information to the check-in record and automatically save the information entered by OTHS to the reservation (PNR). Added description from the Altea check-in level is available in the passenger booking for the duration of the PNR activity. This gives you the opportunity to get acquainted with the comments provided by the handling services in a period longer than the availability of flights and passenger data in the DCS system.

Example:

passenger cancelled at GATE due to immigration restrictions (sample description - TEXT).

Enter services.

Special Services

Service	Service Description	Additional Description
1 OTHS ...	OTHER INFORMATION	TEXT

11. RULES OF APPLICATION OF ADD REGRADE INFO / reminder /

Reminder of the obligation to use ADD Regrade INFO

If a passenger has purchased a supplement to the Premium or Business class, all necessary information related to the passenger's supplement to a higher class should be entered at the passenger check-in at the CKI stand.

Important.

- Fact that a passenger has a supplement to a higher class (EMD UPG) does not automatically include the passenger in the UPGRADE processes and in decisions made in this regard by authorized staff at the airport (handling supervision services).
- The passenger should express the willingness to use the surcharge, which entails the need to perform additional activities that must be carried out in the passenger check-in system. The check-in employee at Altea CM must enter additional data and follow the procedure: **ADD Regrade Information**.
- These rules were described in a separate manual and are also included in the documentation and training materials.

Entering information into the passenger check-in record as **>Add Regrade** causes that relevant information including the passenger in the REGRADE process is visible on the Onload/Regrade screens in Altea LOT.

Failure to perform these actions (>Add Regrade) at the passenger check-in stage may result in the passenger being omitted in Upgrade decisions due to the lack of data shown on the Regrade/Onload screen. On the other hand, the activities performed at the Boarding Control stage in GATE related to moving passengers between classes may no longer be feasible due to the time limit for introducing such changes to the system.

12. PRINCIPLES OF FORCE ACCEPTANCE APPLICATION / reminder /

Reminder of the rules for using the Force Acceptance function and the resulting competency limitations:

- *Force Acceptance* is not allowed on the entire IATCI journey of STAFF ID/SA passengers when the travel status on the route is SA (*Space Available*).
- *Force Acceptance* activities are **only** permitted on a directly controlled and operated flight in an airport where it is possible to confirm seat on a direct flight departing from a given airport.

- Making a Force Acceptance for subsequent connections in IATCI is a violation of the authorizations assigned to the handling supervision services at the airport that checks the passenger for a direct departure connection. It is necessary to pay attention to the selected (selected) flights when performing the Force Acceptance action.

In order to confirm a passenger on a controlled and operated flight, from the Onload Recommendation Screen, use the option:

>Acceptance → Force Acceptance

Enter Flight | **Flight Information** | **Onload Recommendation**

LO3944 07JUN POZ → WAW Warsaw Frederic Chopin
Acceptance Open Gate: 3 STD: 15:00 Boarding: 14:30

Availability Before and After Onload
Availability: POZ-WAW Acceptance Figures

	Before Onload	After Onload
POZ-WAW	35	34

Catering Figures

	Y
Cabin Capacity	82
Meals	0

Customer Onload Recommendation

Customer	Cabin	Seat	Current	Accept	Recommendation	Priority	Info.	Bag
Onload								
1 TEST Mr Mr	Staff	Y(N)	048	SBY	Onload	Y	12/,SA	O

Select Customer(s): 1 1 of 1 Selected

Select customer(s), click "Apply" to accept the Recommendation or Select an Action from the menu on the left

Override Onload Recommendation

Onload to Cabin: ☐ Select Seat(s): Freeze Acceptance: ☐ Remain in Selected Cabin: ☐

Apply **Exit**

Acceptance (SF5)
Force Acceptance (SF5)
Cancel
Cancel Acceptance (F6)

During the confirmation process, a specific outbound flight must be selected.

For *Rebate Staff* travel with onward connection, option #1 is not allowed.

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

Enter Flight

Flight Information

Onload Recommendation

Customer Acceptance

LO3944 07JUN POZ → WAW Warsaw Frederic Chopin

Acceptance Open

STD: 15:00

Gate: 3

Boarding: 14:30

Sort By Default

Order Ascending

	Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1	TEST Mr Mr			Staff,MRG					
	LO3944 07JUN POZ-WAW	SA	Y(N)	048			SBY		
	LO3859 07JUN WAW-WRO	SA	Y(N)	044			SBY		

Select Customer(s) for Acceptance: 1

Expand [SF2] 1 of 1 Selected

Ticket details are required for customer: TEST Mr Mr.

Proceed to enter missing information or override the ticket requirement.

Override Ticketing Requirement

Override: Yes

Common Flights

1 Journey flights for selected customers
2 LO3944 07JUN POZ-WAW
2 LO3859 07JUN WAW-WRO
Select: 1 1 of 3 selected

Comments out of POZ

ZAZNACZ - YES - PRZY WYBORZE ODPOWIEDZI - SECURITY QUESTIONS -
PRZY ODPOWIEDZI - NO - ZASTOSUJ PROCEDURY BEZPIECZENSTWA LOT

Basic Options [F2]

Proceed

Exit

NOT ALLOWED FOR USE FOR REBATE STAFF JOURNEY

Force Acceptance activities are only permitted on a directly controlled and operated flight segment.

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

Enter Flight

Flight Information

Onload Recommendation

Customer Acceptance

LO3944 07JUN POZ → WAW Warsaw Frederic Chopin

Acceptance Open

STD: 15:00

Gate: 3

Boarding: 14:30

Sort By Default

Order Ascending

	Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1	TEST Mr Mr	Staff,MRG							
	→ LO3944 07JUN POZ-WAW	SA	Y(N)		048			SBY	
	→ LO3859 07JUN WAW-WRO	SA	Y(N)		044			SBY	

Select Customer(s) for Acceptance: 1

Expand [SF2] 1 of 1 Selected

Ticket details are required for customer: TEST Mr Mr.

Proceed to enter missing information or override the ticket requirement.

Override Ticketing Requirement

Override: No

Common Flights

1 Journey flights for selected customers

2 LO3944 07JUN POZ-WAW

3 LO3859 07JUN WAW-WRO

Select: 2 1 of 3 selected

Comments out of POZ

- ZAZNACZ - YES - PRZY WYBORZE ODPOWIEDZI - SECURITY QUESTIONS -
- PRZY ODPOWIEDZI - NO - ZASTOSUJ PROCEDURY BEZPIECZENSTWA LOT

Basic Options [F2]

Proceed

Exit

WE SELECT THE FIRST HANDLED FLIGHT SEGMENT

Customer Acceptance Flight Information Onload Recommendation Customer Acceptance

LO3944 07JUN POZ → WAW Warsaw Frederic Chopin
Acceptance Open

STD: 15:00
Gate: 3 Boarding: 14:30

Sort By: Default Order: Ascending

Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1 TEST Mr Mr	Staff,MRG							
→ LO3944	07JUN	POZ-WAW	SA	Y(N)	048	SBY		
→ LO3859	07JUN	WAW-WRO	SA	Y(N)	044	SBY		

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

Enter bag details and seat preference (if required).

Baggage Customer has bags?: No Seating Seat Preference: ...

Other Acceptance Options

Update Status to: Accept Force Status: No Freeze: No Autolink Customers: No Reason: ...

Comments out of POZ

- ZAZNACZ - YES - PRZY WYBORZE ODPOWIEDZI - SECURITY QUESTIONS -
- PRZY ODPOWIEDZI - NO - ZASTOSUJ PROCEDURY BEZPIECZENSTWA LOT

Advanced Options [F2] Accept Exit

Flight Information Onload Recommendation Customer Acceptance Acceptance Information

LO3944 07JUN POZ → WAW Warsaw Frederic Chopin
Acceptance Open

STD: 15:00
Gate: 3 Boarding: 14:30

Expand [SF2] 1 Customer(s)

Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1 TEST Mr Mr	Staff,MRG					✓		
→ LO3944	07JUN	POZ-WAW	SA	Y(N)	048	SBY		
→ LO3859	07JUN	WAW-WRO	SA	Y(N)	044	SBY		

13. CHANGES IN COMPENSATION MANAGEMENT FUNCTIONALITIES FOR HUB WAW

We would like to inform you that a new classifier - INAD - has been introduced to be used for vouchers issued under Reason Compensation.

Type Reason - INAD includes the possibility of providing meals A, B, C

✈ LO3944 07JUN POZ → WAW Warsaw Frederic Chopin
Acceptance Open STD: 15:00
Gate: 3 Boarding: 14:30

Disruption status: Not Disrupted
Flight Delay: Not Applicable

Type	Status	Date	Number	Authoriser
1 INAD	Not Authorised	07JUN23		
2 Flight Cancellation	Not Applicable	07JUN23		
3 Flight Delayed at Arrival	Not Authorised	07JUN23		
4 Flight Delayed on Departure	Not Applicable	07JUN23		
5 Involuntary Denied Boarding	Not Authorised	07JUN23		
6 Catering - C - Hot Meal	Not Authorised	07JUN23		
7 Catering - A - Drink	Not Authorised	07JUN23		
8 Catering - B - Drink and Sandwich	Not Authorised	07JUN23		
9 Hotel	Not Authorised	07JUN23		
10 Others	Not Authorised	07JUN23		

Issuing a voucher does not require changing the status of the entire flight to DISRUPTED.

In order to issue a voucher, the passenger status must be changed to DISRUPTED.

Override Ticketing Requirement

Customer Flags

- Update Disruption Status: F3
- Update Volunteer Status: SF1

Transfer

- Backup Transfer: CF3
- Disruption Transfer: SF6

ODPOWIEDZI - SECURITY QUESTIONS -
OSUJ PROCEDURY BEZPIECZENSTWA LOT

Select customers to update the disruption status.

Disruption Status
Status: **Disrupted**

Select Flight(s)

	Flight	Date	Status	
1	LO341	20MAY	WAW-NCE	Not Disrupted
2	LO344	21MAY	NCE-WAW	Not Disrupted

Select: 1 1 of 2 selected

Basic Options [F2] **Update** Exit

1 Customer(s)

Listed Customers Information

Customer Delay : Journey Met : No

Select most adequate compensation for INAD 24MAY23.

Compensation Entitlement

Compensation description
1 CATERING VOUCHER A Quantity: 3 Comment: Value adjustments may apply - final amount will be displayed at issuance time.
2 CATERING VOUCHER B Quantity: 3 Comment: Value adjustments may apply - final amount will be displayed at issuance time.
3 CATERING VOUCHER C Quantity: 3 Comment: Value adjustments may apply - final amount will be displayed at issuance time.
4 Item(s) not needed.

✖ Select: 0 of 4 selected

Printing

Print Option: ▼

14. DCS SHOPPING BASKET – ANCILLARY SERVICES

NOTICE: New Chargeable Services have been added to the Shopping Basket DCS under Ancillary Services LOT.

In June 2023, new paid services will be added to the basket of paid services offered at the passenger check-in level directly in the Altea CM LOT system.

- **BLNP** - Access to Business Lounge (for passengers traveling in P class on Long Haul flights)
- **BLNY** – Access to Business Lounge (for passengers traveling in Y class on Short Haul flights)
- **FAST** – Access to FAST TRACK

In order to add a service, use the **>ADD Service** option as standard and then enter the appropriate SSR code, which will allow the payment to be collected under the Payment Solution.

1. The scope of application of the Chargeable Services listed above will be determined by the sales and product services, as well as aspects such as:

- a. scope of application (stations, markets, flights)
- b. application rules
- c. service cost

* information in this regard will be sent separately outside the DCS LOT bulletin.

In a situation where a paid service is already applied and included in the PNR before check-in, the passenger has issued EMD attached to PNR and ETKT.

After adding a paid service by Altea CM, the system issues and prints the EMD and confirmation payment.

The new SSR codes are printed on the boarding pass.

General remarks:

Support for additional new services in the Altea CM LO system is carried out in a similar way by adding SSRs included in the 'DCS Shopping Basket'.

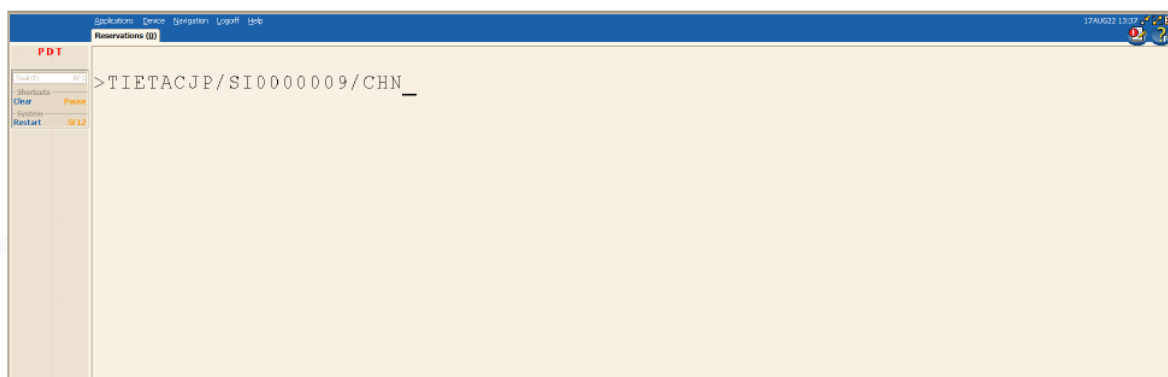
Documentation and training materials describing actions to be performed when charging for paid services within the DCS Payment Solution, were published many times and transferred to Altea CM users.

15. E-VISA CHANGES FOR TRAVEL TO JAPAN

All citizens who reside in the following countries and wish to obtain a short-stay visa not exceeding 90 days for tourism purposes, except those who are exempt from the short-stay visa requirement, can obtain an E-VISA:

Brazil, Cambodia, Canada, Mongolia, Saudi Arabia, Singapore, South Africa, Taiwan, United Arab Emirates, United Kingdom and United States of America.

E-VISA JAPAN can be checked in the system by entering the command TIETACJP/passport number/nationality



16. ENTERING API DATA - PERMANENT RESIDENT CARD - FOR TRAVEL TO CANADA AND USA

Reminder and details of the rules for entering API data:

If passengers traveling to Canada or the USA have a second document, e.g. a green card, it should be added as a *Permanent Resident Card*.

The screenshot shows the LOT system interface with the following elements:

- Navigation Bar:** Customer List Selection, Customer List, Customer Selection, Customer Acceptance.
- Search Bar:** Search AF1, System Restart SF12.
- Customer List:**
 - LO45 31MAY WAW → YYZ Toronto Lester B. pearso (1)
 - Acceptance Open
 - Customer
 - 1 ROSS David Mr
 - LO45 31MAY WAW-YYZ
- Select Customer(s):** 1
- Enter additional travel information for this customer for LO45.**
- Document Section:**
 - Document Type: <Select Type>
 - Feature: Nexus Card, Other, Passport, **Permanent Resident Card**, Refugee/Re-entry Permit, Resident Alien Card, US Naturalisation Certificate, Visa
 - Country:
 - Number:
 - Surname:
 - Given Name(s):
 - Date of Issue:
 - Issue City:
 - Issue Country:
 - Expiry Date:
 - Carried: Yes
- Flights Section:**
 - 1 LO45 31MAY WAW-YYZ
 - Select: 1 1 of 1 selected

If the passenger travels to a country other than Canada or the USA, then the second document should always be added, e.g. a residence card as a *Resident Permit*.

Applications Device Navigation Logoff Help

Default: LO **LO Flight LO45 (0)**

PDT Customer List Selection Customer List Customer Selection Customer Acceptance **Travel Information**

Search AF1
 System
 Restart SF12

LO45 31MAY WAW → YYZ Toronto Lester B. pearso (1)
 Acceptance Open

Customer

1	ROSS David Mr
→	LO45 31MAY WAW-YYZ

Select Customer(s): 1

Enter additional travel information for this customer for LO45.

Document

Document Type: Visa
 Qualifier:
 Feature: Pakistan ID Card For Overseas
 Country: Pakistan Origin Card
 Number: Paralympic Identity and Accreditation Card
 Surname: Person of Indian Origin (PIO) Card
 Given Name(s): Persons Of Surinamese Origin Card
 Date of Issue: Residence Permit
 Issue City: Schengen - Airport Transit
 Issue Country: Schengen - Long Stay
 Expiry Date:
 Carried: Yes

Flights

1	LO45 31MAY WAW-YYZ
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Select: 1 1 of 1 selected