

TO: Altea CM Users
FROM: Passenger Systems Department
ISSUE DATE: 02.09.2023
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REVISION: 1.0
SUBJECT: This Bulletin contains the newest information related to DCS functionality.

Revision list:

Rev. No.	Effectivity	Reason
1.0	04.10.2023	New document

Risk acceptance:

CURRENT RISK INDEX <u>before</u> <u>change</u>		PROJECTED RISK INDEX <u>after</u> <u>change</u>		ACCEPTANCE AUTHORITY (includes acceptance of Risk)	
CRITICAL		CRITICAL		Name	Sebastian Jadczyk
SERIOUS		SERIOUS		Position	Ground Operation Director
MODERATE	X	MODERATE		Signature	<i>Electronically agreed</i>
LOW		LOW	X	Date	02.09.2023

Approval notice:

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1. INTRODUCTION OF FAST TRACK SERVICE FOR C+Y TRAVEL

From the beginning of August 2023, new barcode coding solutions have been introduced on boarding cards, which are printed at airports at passenger check-in and issued as part of Online Check-in according to the following principle:

> travel class in business class on one of the sections of the journey included in the booking automatically results in *Fast Track* status being granted on the flight on which the passenger travels in economy class .

In practice, this rule will apply, for example, in a situation where: passengers traveling on Domestic flights in Y class and having an onward connection in Business class. In such a situation, the *Fast Track* service will be broadcast along the entire route.

2. OBLIGATION TO COMPLETE CONTACT DETAILS IN GATE

As part of securing the implementation of *Weight And Balance* processes in various scenarios affecting the transmission of operational documents (including LoadSheet) carried out in the CLC system, an obligation was introduced to complete contact data on the *Flight Contacts* screens by employees serving passengers at GATE and by staff dealing with flight balancing - CLC/ramp agent. These activities should be performed immediately after the GATE opens.

Important elements and information that should be entered include, in addition to the contact details of the person responsible at GATE for performing *Boarding Control* activities and the persons performing WAB functions:

it is necessary to provide the following data: contact number and the number of the document printer installed in GATE.

Ramp module:

Load control module:

Contact	First Name	Surname	Telephone Number	Workstation/Radio Id	Fax Number	Printer Address	Graphical Printer
Load Controller	Dominik	Sobieraj	48226069606	007	482260611111		
Ramp Agent	Klaus	Mustermann	17181234567			XYZ1234	

Mobile application:

TYPE	FIRST NAME	SURNAME	PRINTER	WORKSTATION / RADIO ID	PHONE
Ramp Agent	Klaus	Mustermann	XYZ1234		1 718 1234567
Load Controller	Dominik	Sobieraj		007	48 22 6069606

Altea CM / Data entered by passenger service in GATE

Contact	Firstname	Surname	Phone Number	Workstation/Radio ID	Fax Number	Printer Address
Gate	Jan	KOWALSKI	48226060000	005	48226062222	XYZ1234
Load Controller	Dominik	Sobieraj	48226069606	007	48226061111	
Service Desk						
Supervisor/PCU						
Other						

3. REMINDER OF RESTRICTIONS AND RULES FOR ALLOCATING SEATS

We would like to remind you about the applicable rules not to provide seats marked as  when checking in at the airport. Only authorized personnel, after consultation with the LOT handling supervision at a given airport, can force the blockade and assign "R" seats, which by definition are reserved for other passengers as part of the PCV (Process Customer Value) process.

Data processing as part of the implemented Process Customer Value solutions determines the characteristics of seats and their availability in the cabin space and tries to provide convenient seats for passengers according to the "High Value Customer Product" rules. The selection of space by the system depending on individual PVC data is an important element of LOT's commercial, product and operational strategy.

You can view the list to check the PCV rankings in relation to the seat allocation and reservation processes:

Customer list → Sort by Ranked Order (PCV) → Seating (PCV)

Search Flight > Flight List > Flight Information > **Customer List Selection**

LO45 11SEP WAW → YYZ Toronto Lester B. pearso (1)
Acceptance Open Codeshare: AC6743 Gate: None Boarding: 16:15

List Type	Additional Information
1 All Customers(ALL)	All Customers Display List
2 Accepted Customers with Baggage Details...	List of all accepted customers with baggage details
3 Accepted(ACC)	All accepted customers
4 Not accepted(ACC1)	All not accepted customers
5 STANDBY LIST - SBY(ACC2)	All customers on STANDBY and BAG details
6 ETKT UM(ACC3)	ETKT list with unmatched status
7 WEB ACC(ACC4)	All accepted customers by WEB
8 KIOSK ACC(ACC5)	All accepted customers by Kiosk
9 OFF(ACC6)	All accepted customers outside the ETKT(ACC) area by Self-Service, Check-in, Channels, Kiosk, WEB, Mobile...

Select List: 1

Select a customer list.

Restrict Customer List

To: Customer Filter: Joining and Transit

Cabin:

Refine Customer Lists with Criteria

And/Or	Include/Exclude	Filter	Value
1 And	Include	Sort by Ranked Order (PCV)	Seating PCV (ST)

4. PAYMENT DCS - ANCILLARY SERVICES – NEW SERVICES

We would like to inform you that final implementation works are being carried out on a new product from the group: *Seat Selection - Extra Space Seat Bidding*. As part of the solutions being introduced, it will be possible to purchase a place with the following characteristics: *Extra Legroom* in Economy Class on ShortH and LongH flights.

The service allows you to place an offer to purchase *Extra Space Seat Bidding* before check-in. If seats are available, the submitted *Extra Space Seat Bidding* offer is confirmed and the system automatically changes the seat number previously assigned to the passenger and adds the **SSR PGSE** element.

Details of the new product will be sent in separate correspondence.

5. ITCI SERVICES – REMINDER

We would like to remind you that the ITCI (*Inter Airline Through Check-in*) service, i.e. the possibility of checking in for the entire travel route operated on LO flights in connection with flights operated by other air carriers, is conditioned by the commercial and alliance strategy.

According to the adopted principles of cooperation between Star Alliance airlines, ITCI connections are provided as standard as part of a trip on Star Alliance group cruises. This rule also applies to selected connections operated by other (partner) airlines as part of *Code Share* cooperation.

The implementation of ITCI solutions between LOT and other air carriers is based on operational, commercial and business analyzes and needs. The implementation of passenger check-in in the ITCI system applies only to certain airlines and not to all airlines.

The efficiency of ITCI check-in on Star Alliance connections is higher at LOT than the average for the entire Star Alliance group. This does not mean that passenger check-in will be possible in every situation in the ITCI system due to various

conditions, also as part of connections to partner lines and Star Alliance. In many cases, such restrictions are not introduced by LOT, but are the result of the airline's actions, which provide (or not) ITCI clearance for arrival flights to its flights. These are issues of security and "immigration" conditions and the need to verify data as well as various reservation, operational or system conditions.

SUMMARY:

In practice, this means for the passenger and the handling services that passenger check-in in the ITCI system is only possible for certain airlines.

6. API - CONDITIONS OF USE

In June 2023, API Azerbaijan was implemented on flights to/from GYD.

In August 2023, API Kazakhstan was implemented on flights to/from NQZ.

The API format is PAXLST (05B), which not only contains passengers' passport data, but also information about the seat number and the number of pieces and weight of luggage.

7. ONLOAD OPTIMIZATION – REMINDER OF RULES

We would like to remind you about the introduction of *Onload Optimization* solutions. New processes, functions and system options improve StandBy handling and situations resulting from overbooking, i.e. *Onload/Regrade/Offload*.

The essence of the changes introduced was to transfer the processes controlling the *Onload/Regrade/Offload* algorithms to a new system tool (PCV - *Process Customer Value*) and thus introduce new functions that facilitate and support decision-making processes when using StandBy.

The DCS LO (Onload Recommendation Screen) system also provides Onload/Regrade/Offload recommendations by comparing and analyzing passenger rankings in accordance with defined criteria that have been developed by the product, commercial and operational areas.

REMINDER: the data provided by the system on the Onload/Regrade screens are, in certain situations, 'recommendations' that decision-makers (SM, SPVR) can use when making decisions in relation to the Standby list. Altea CM LOT as a system tool supporting the work of people managing processes and as a 'supporting solution' does not independently decide for people managing the flight (decision-making level) who will ultimately get a seat on the plane during operational overbooking.

8. FQTV DETAILS DURING ACCEPTANCE PROCESS

We would like to remind you that the lack of FQTV data in a passenger's reservation has a direct impact on securing the travel of passengers with loyalty program cards through check-in systems. The lack of FQTV data in the passenger record means that the processes determined by "Process Customer Value" do not take into account the fact that the passenger has a loyalty card. This translates into the inability to perform system processes aimed at securing a place for the "High Value Customer" by the DCS system during overbooking.

Adding the card number and loyalty program status at the check-in stage in the event of overbooking and when such an action is performed in relation to the last passengers checking in will not automatically change the passenger's status from StandBy to ACC. It is important that in such cases the staff performing check-in and adding the FQTV card immediately informs the decision-making level and the handling supervision level (SPVR or SM) in order to take action in relation to the StandBy list and Offload/Onload decisions.

9. REMINDER OF THE RULES OF USING FORCE ITCI

We would like to remind you about the applicable rules of using *Force Acceptance* and *Force ITCI*.

IMPORTANT!

I/ It is prohibited to use *Force Acceptance* for subsequent segments at ITCI when accepting **ID Staff** passengers.
During ID STAFF confirmation process, you have to select only your flight (mark yours), not the entire route.

Default: LO Messenger (0) LO Flight LO23 (1) LO Flight LO80 (2) LO Customer (3)

Customer Identification Customer Acceptance

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

LO80 25SEP NRT (1) WAW Warsaw Frederic Chopin Gate: 37 STD: 22:35 Boarding: 22:05

Customer	Bkg Tkt	Cabin	Sec	Seat	Accept Baggage	Info
1	LO80	25SEP	NRT-WAW	SA	Y(N)	113 SBY Service
	LO3831	26SEP	WAW-GDN	SA	Y(N)	004 SBY Service
2	LO80	25SEP	NRT-WAW	SA	Y(N)	112 SBY Service
	LO3831	26SEP	WAW-GDN	SA	Y(N)	003 SBY Service

Select Customer(s) for Acceptance: 1 Expand [SF2] 1 of 2 Selected

You have changed your selection. Please refresh this screen to retrieve the new information.

Common Flights

2	LO80	25SEP	NRT-WAW
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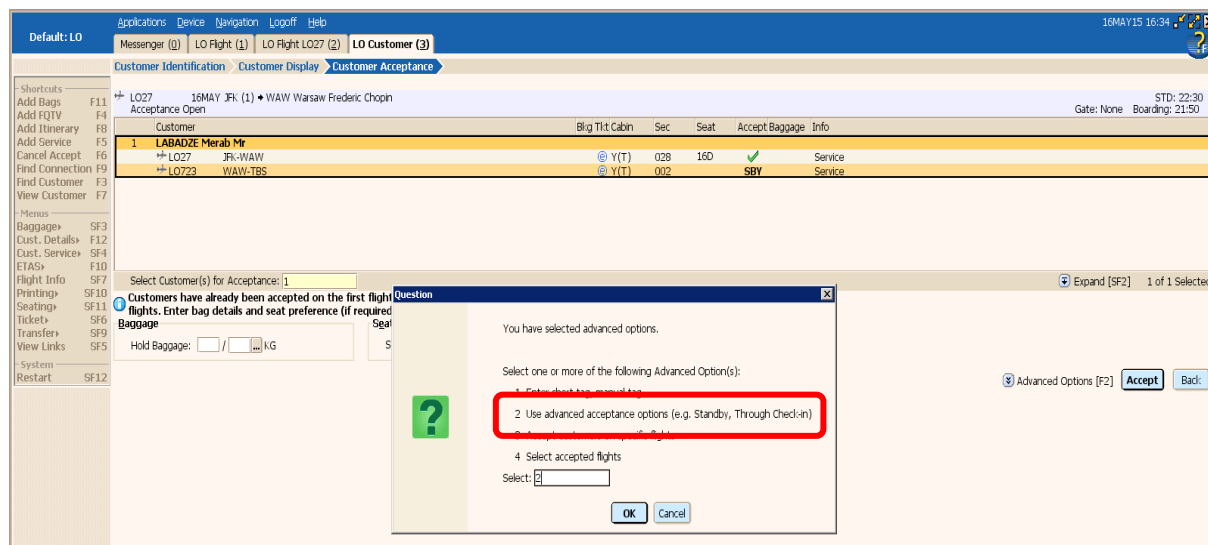
Select: 2 1 of 3 selected

During the STAFF confirmation process, you have to select your flight !

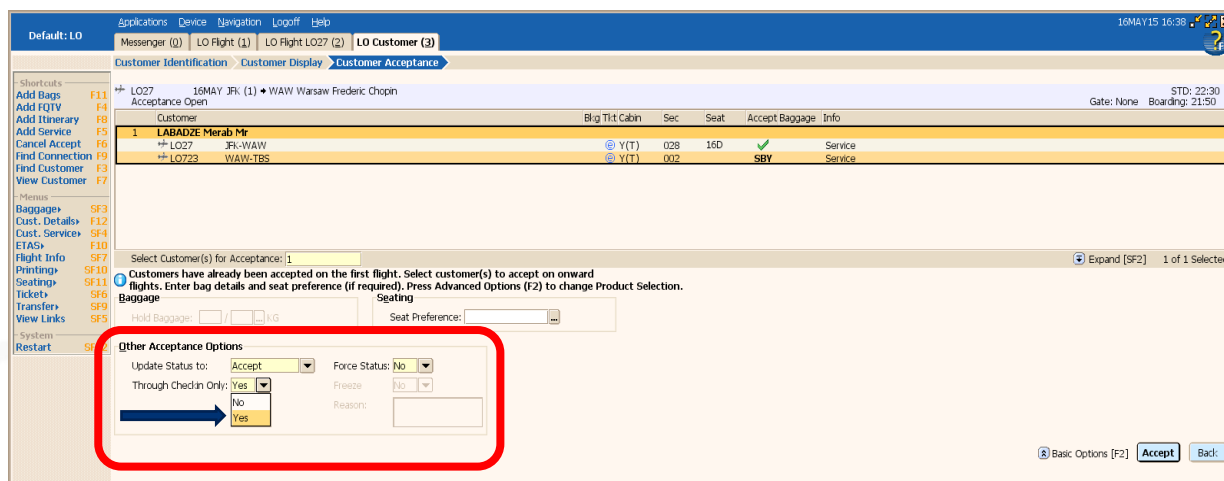
II/ in the case of acceptance process for passengers with a confirmed 'Bookable' reservation, the rule is the opposite.

Force ITCI should be performed in the case of full-paying passengers who went to StandBy on the first section due to overbooking on the first flight and were confirmed with StandBy for the first flight at the departure port with Onload Acceptance /StandBy actions.

To do this, we display the passenger record and use the **ADVANCED OPTIONS (F2)** option, then option no. 2: use advanced acceptance option (e.g. standby or through check-in).



In the box marked below (*Other Acceptance Options*), in the tab: *Through Checkin Only*
– open the combo box and change it NO → **YES**



In this way, we force check-in on the further route and the passenger, depending on the availability of seats on the further route, obtains the status **ACCEPTED**.

10. ORGANIZATIONAL CHANGES IN THE ON OFFICE - CHANGE IN THE SCOPE OF OND'S ACTIVITIES

Information: as of 01JUL, the name of the department that managed the DCS system in the CM part and provided support for ports under HelpDCS was changed from Passenger Systems Department to **Operating Systems Department**.

As part of the organizational changes in Ground Operations, processes and issues in Altea CM and Altea FM were consolidated into one entity within the **Operating Systems Department**.

11. UPGRADE SALES UNDER ANCILLARY SERVICES FOR PAX TRAVELERS WITH INF

We would like to inform you that solutions have been introduced that allow you to purchase UPGRADE for INF (90% discount). As a result of the use of new solutions, passengers traveling on SH/LH flights with INF can purchase such a service to a higher class together with INF.

The project concerned the calculation of an upgrade discount corresponding to the discount charged when purchasing a ticket. This is to standardize the conditions for travel with INF. Currently, the passenger can purchase a full-price ticket for himself and INF (with a 90% discount) in business class. A similar solution currently being introduced concerns the calculation of a discount when upgrading INF.

For sales under DCS Payment - three new codes will be dedicated to the valuation and issuance of EMD with a value for INF. Ultimately, two EMDs will be assigned to ADT -> one typical with a fee for ADT, and the other dedicated to INF. This means that three new *fee* upgrade codes for INF will only be available in DCS Payment.

Detailed information about the service will be sent in separate correspondence.

For ADT – other person than INF

- SR UPYP UPG ECON TO PREMIUM IN DCS
- SR UPYC UPG ECON TO BUSINESS IN DCS
- SR UPPC UPG PREMIUM TO BUSINESS IN DCS

For INF – child under 2 years old

- USYP INF UPG ECO TO PRE LHAUL DCS
- USPC INF UPG PRE TO BUS LHAUL DCS
- UPSP INF UPG ECO TO BUS LHAUL DCS

12. DANE WEIGHT AND BALANCE DETAILS AVAILABLE FOR ALL CM ALTEA USERS

We would like to inform you that on each entry to the Altea CM system (also at the Read Only authorization level) it is possible to display *Customer Weight And Balance Details*.

The data contained on this screen may be useful for passenger services, as well as for areas implementing Weight and Balance processes. This enables quick verification of data entered in the aircraft balancing and loading processes. The layout of the data on the screen is consistent with the data contained in the COM messages. It is possible to send this data to the specified TLX or e-mail address.

Default: LO Messenger (0) LO Flight LO26 (1)

Enter Flight Flight Information

Search AF1

LO26 11SEP WAW → JFK New York John F Kennedy (7)
Acceptance Open Gate: None STD: 16:50 Boarding: 16:05

Aircraft

Config	Cabin Capacity	Infant
C P Y C P Y Quota		
24 21 249 24 21 249 10		

Comments

Set Flight Comments F12

Connections

All Connections F3
Inbound Connections Summary SF4
Outbound Connections Summary CF3

Departure Plan

Departure Plan SF7
Edit Settings F8
Amend Capacity F9
Flight Contacts SF8
Flight Update SF2
Move Curtain CF5
Voluntary Denied Boarding (VDB) Information AF10

Information/Figures

Customer Weight and Balance Details SF5
Flight History SF12
GenDec Information SF11

Lists

Customer List F4
Non Commercial PNR SF3
Summary List
Tracked Customers F11

Acceptance Figures Back

Enter Flight Flight Information Customer Weight & Balance

LO26 11SEP WAW → JFK New York John F Kennedy (7)
Acceptance Open Gate: None STD: 16:50 Boarding: 16:05

CUSTOMER PAX AND BAG DETAILS FOR WEIGHT AND BALANCE

FLIGHT INFO 789 REG SP-LSA 24C 21P 249Y PW
LO26 11SEP WAW STD1650 BOARD 1605 AO

*** ACCEPTANCE NOT FINALISED ***

DEST	CABIN	A	M	F	C	I	HOLD BAGS	HAND BAGS
JFK	Joining	C	0	6	5	0	0	188366
	P	0	5	5	0	0	080	0
	Y	0	72	85	11	1	8781581	0
							RUSH BAGS -	080
							CREW BAGS -	080
TOTAL (JFK)		0	83	95	11	1	10581947	0
GRAND TOTAL		0	83	95	11	1	10581947	0

(EX WAW)

TOTAL PASSENGERS 189 PLUS INFANTS 1

AREA	A	M	F	C	I	HAND BAGS
ZONE A	0	6	5	0	0	0
ZONE B	0	5	5	0	0	0
ZONE C	0	29	44	2	0	0
ZONE D	0	43	41	9	1	0
TOTAL	0	83	95	11	1	0

Seat Row Numbers:
Range(s):

Refresh Exit

Applications: Desktop Navigation Logout Help

Messenger

Enter Flight

LO26 Acceptance

CUSTOMER PAX AND BAG DETAILS FOR WEIGHT AND BALANCE

FLIGHT INFO 789 REG SP-LSA 24C 21P 249Y PW
LO26 11SEP WAW STD1650 BOARD 1605 AO

*** ACCEPTANCE NOT FINALISED ***

DEST	CABIN	A	M	F	C	I	HOLD BAGS	HAND BAGS
JFK	Joining	C	0	6	5	0	0	188366
	P	0	5	5	0	0	080	0
	Y	0	72	85	11	1	8781581	0
							RUSH BAGS -	080
							CREW BAGS -	080
TOTAL (JFK)		0	83	95	11	1	10581947	0
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(EX WAW)

TOTAL PASSENGERS 189 PLUS INFANTS 1

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ZONE A	0	6	5	0	0	0
ZONE B	0	5	5	0	0	0
ZONE C	0	29	44	2	0	0
ZONE D	0	43	41	9	1	0
TOTAL	0	83	95	11	1	0

Generic Report

11SEP2023 11:00:21 Z

Report content

CUSTOMER PAX AND BAG DETAILS FOR WEIGHT AND BALANCE									
FLIGHT INFO		789	REG SP-LSA			24C	21P	249Y	PW
LO26		11SEP	WAW	STD1650	BOARD 1605			AO	
*** ACCEPTANCE NOT FINALISED ***									
DEST	CABIN	A	M	F	C	I	HOLD BAGS	HAND BAGS	
JFK									
Joining	C	0	6	5	0	0	18@366	0	
	P	0	5	5	0	0	0@0	0	
	Y	0	72	85	11	1	87@1581	0	
				RUSH BAGS		-	0@0		
				CREW BAGS		-	0@0		

TOTAL (JFK)		0	83	95	11	1	105@1947	0	

GRAND TOTAL		0	83	95	11	1	105@1947	0	
(EX WAW)									
TOTAL PASSENGERS 189 PLUS INFANTS 1									

AREA	A	M	F	C	I	HAND BAGS			
ZONE A	0	6	5	0	0	0			
ZONE B	0	5	5	0	0	0			
ZONE C	0	29	44	2	0	0			
ZONE D	0	43	41	9	1	0			

TOTAL		0	83	95	11	1	0		

13. NEW STATIONS PLANNED TO IMPLEMENT IN ALTEA CM – FCO / TAS

INFORMATION: As part of LOT's Ground Operation strategy, in the part relating to basing the implementation of passenger and operational handling on LOT's own systems, further stations are included in implementation projects - Altea LOT. The use of such solutions provides greater opportunities to supervise operational and passenger processes and enables the offering of various additional services. It is planned to introduce the Altea CM LO system in **FCO** and **TAS** ports.

DCS LO's own system means fully secured ITCI, ADC and API processes, sale of additional services (*Chargeable Services*), secured payment collection by Payment DCS Solution and trouble-free use of SSCI solutions (*Self Service Check-in*).

14. LIMITATIONS IN BOARDING PRINTING DURING ONLINE CHECK IN FOR SELECTED SSR

Due to operational and handling conditions, restrictions have been introduced on the possibility of printing boarding at check-in in SSCI channels for selected SSR services. The security measures were used to 'force' the passenger to report to the check-in desks at the airport in order to verify documents or take other necessary activities related to the service of passengers with purchased dedicated SSRs.

The passenger can check in in the *Self ServiCe Check-in* channels (via Kiosk, On-line Check-in or Mobile Check-in), which results in the passenger receiving confirmation of check-in (without a printed barcode). The boarding pass is issued at check-in desks after contact with passenger service.

15. RULES FOR GRANTING SYSTEM AUTHORITIES FOR LEVELS HIGHER THAN READ ONLY

- a. Granting permissions to work in Altea CM and setting up user accounts for LOT employees takes place after submitting an application via the JIRA IT portal (<https://jira.lot.pl>)
- b. The rules for granting authorizations to GHR employees are based on submitting written and signed applications through the appropriate authorization level in GHR services in the service connection network.
- c. Granting qualifications higher than Read Only to LOT employees must be documented by training with an appropriate curriculum, conducted by designated trainers, and confirmed by a successfully passed exam.

These principles result from many regulations related to securing access to LOT's critical systems (which include DCS LO) and are related to other legal regulations, such as GDPR or the IT security policy of PLL LOT S.A., which establish rules for counteracting acts that threaten security. operational LOT and data protection.

We would like to remind you that in each station there are authorized persons with the rights to reset/unlock/user accounts, i.e. system entries. In order to verify the rights of local LSS administrators who have the authority to unblock the accounts of handling agents' employees at a given station, please contact us using: logindcslo@lot.pl

Within a period of up to 90 days, the designated local LSS (Login Security System) administrator, who is usually a dedicated employee performing SPVR tasks in a given port, may reset the entry for organizationally subordinate employees.

We would like to remind you that in accordance with the *Amadeus Login Security Server* policy, in order to avoid blocking entries, you should at least: sign in to CM Altea **once a month**.

Activation links will be sent to people registering new users of CM Altea LOT or to the provided e-mail address + short instructions.

In case of problems with permissions, please contact: logindcslo@lot.pl