

Topic: Altea – Ineligible to Board List

At the gate, some passengers may have issues preventing them from being boarded on the flight. This may cause disruption in the boarding process that could lead to errors, headcount discrepancies, and delays.

To help identify these issues before they occur Altea offers the Ineligible to Board list. Below is a guide on how to find and use this list.

Step 1: Open the Boarding screen (Ctrl-B).

The screenshot shows the Altea Boarding screen for flight AZ419. The top bar displays the flight number, date, and time. The left sidebar contains various menu items like 'Add Bags', 'Boarded List', 'Cancel Accept', etc. The main area shows flight details and a list of passengers. A red box highlights the 'Ineligible To Board' section, which shows 2 passengers. A tooltip indicates 'SF9 to see the list'.

Accepted	Boarded	Not Boarded
Joining 44 + 1 inf	0 + 0 inf	44 + 1 inf
Transfer 0 + 0 inf	0 + 0 inf	0 + 0 inf
Transit 0 + 0 inf	0 + 0 inf	0 + 0 inf
Totals 44 + 1 inf	0 + 0 inf	44 + 1 inf

Customer	Sec.Nbr	Seat	Cabin	Acpt	Bag	Incarriage	Last Seen	Info
1 ABISH Adiya Mrs	018	8D	Y	✓			WEB	
2 ANTONIELLI Cecilia	039	19C	Y	✓			WEB	
3 ARNOLD Michele	031	9D	Y	✓			WEB	
4 BLACK Mia Ms	FQTV 005	5F	Y	✓			WEB	
5 BONVINI Stefano Mr	012	16F	Y	✓			WEB	
6 BORGHI Matteo	033	18F	Y	✓			WEB	
7 BRASCHI Bianca	024	16D	Y	✓			WEB	
8 CAI Ting Mr	FQTV 002	27C	Y	✓			WEB	
9 CARBONI Gabriele Mr	035	6A	Y	✓			WEB	
10 CASAGRANDE KULCKE A.	045	17D	Y	✓			WEB	
11 CAZORZI Renato Mr	001	18C	Y	✓			WEB	
12 CIPRIANI Leonardo	032	9F	Y	✓			WEB	
13 COSTA Giulia	028	21F	Y	✓			WEB	
14 CRESPI REGHIZZI A. Mr	029	19D	Y	✓			WEB	
15 DELIA Anna Sonia Club Smart	021	5A	Y	✓			WEB	
16 FERRARA Federico Maria	030	20D	Y	✓			WEB	
17 FERRARI Pierangelo	042	10D	Y	✓			WEB	
18 FOSSATI Marta	008	9C	Y	✓			WEB	

In an ideal scenario the Ineligible to Board list will be empty. It is therefore important to reduce the number to as close to zero as possible before boarding begins.

Step 2: Press Shift-F9 to open the Ineligible to Board list.

Applications Device Navigation Logoff Help 26JUN23 14:53

Default: AZ AZ Boarding AZ419 (0)

Enter Flight Preview Boarding **Ineligible to Board**

AZ419 26JUN FRA (2) → LIN Milan Linate
Acceptance Open Gate: None Boarding: 18:40 STD: 19:40
Baggage: Open

Category	Count
Baggage	0
Comment	0
Credit Card	0
Fraud	0
Gender	0
Passport	0
Payment	0
Seating	2
Ticket	0
Travel Information	0
Service	0

Category: All Categories

Ineligible To Board Customers (All Categories): 2

Customer	Seat	Cabin	Incarriage	Bag	Last Seen	Ineligible	Info
1 BORGHINI Matteo	18F	Y			WEB	Seating	
2 MARTINI Jonathan	17C	Y			WEB	Seating	

Select Customer: 1 1 of 2 selected

Select a customer to Customer number e.g. 1

Proceed Exit

Different ineligibility reasons have different steps to solve and may appear different from one another. If unable to resolve an issue immediately contact your shift lead/supervisor.

Step 3: Click “Proceed” to bring up further information and begin resolving the issue.

There are many reasons passengers can appear on this list. Here are a few of the most common examples:

Seating: Passenger seat has changed, and a new boarding pass should be printed. Always collect the original boarding pass if possible.

They are sitting in the emergency exit row and verification is required.

Comment: A high priority comment exists for the passenger. This should be read and followed through before clicking "Delivered."

Travel information: Regulatory data is missing. Passport, visa, or other data required to travel needs to be inserted into the system in order to accept the passenger. Most often seen on passengers flying to a non-Schengen country such as the United States.

Baggage: Customer has checked baggage that is on Standby.
Customer has unpaid excess luggage.

Important Note: Do not clear any ineligibility issues unless you are certain that they are successfully and completely resolved. (e.g. Passengers sitting in emergency exit row need to be visually and verbally confirmed eligible. Passengers missing travel documentation need to have all required documents checked and input into the system.)