DHS

Training Bulletin

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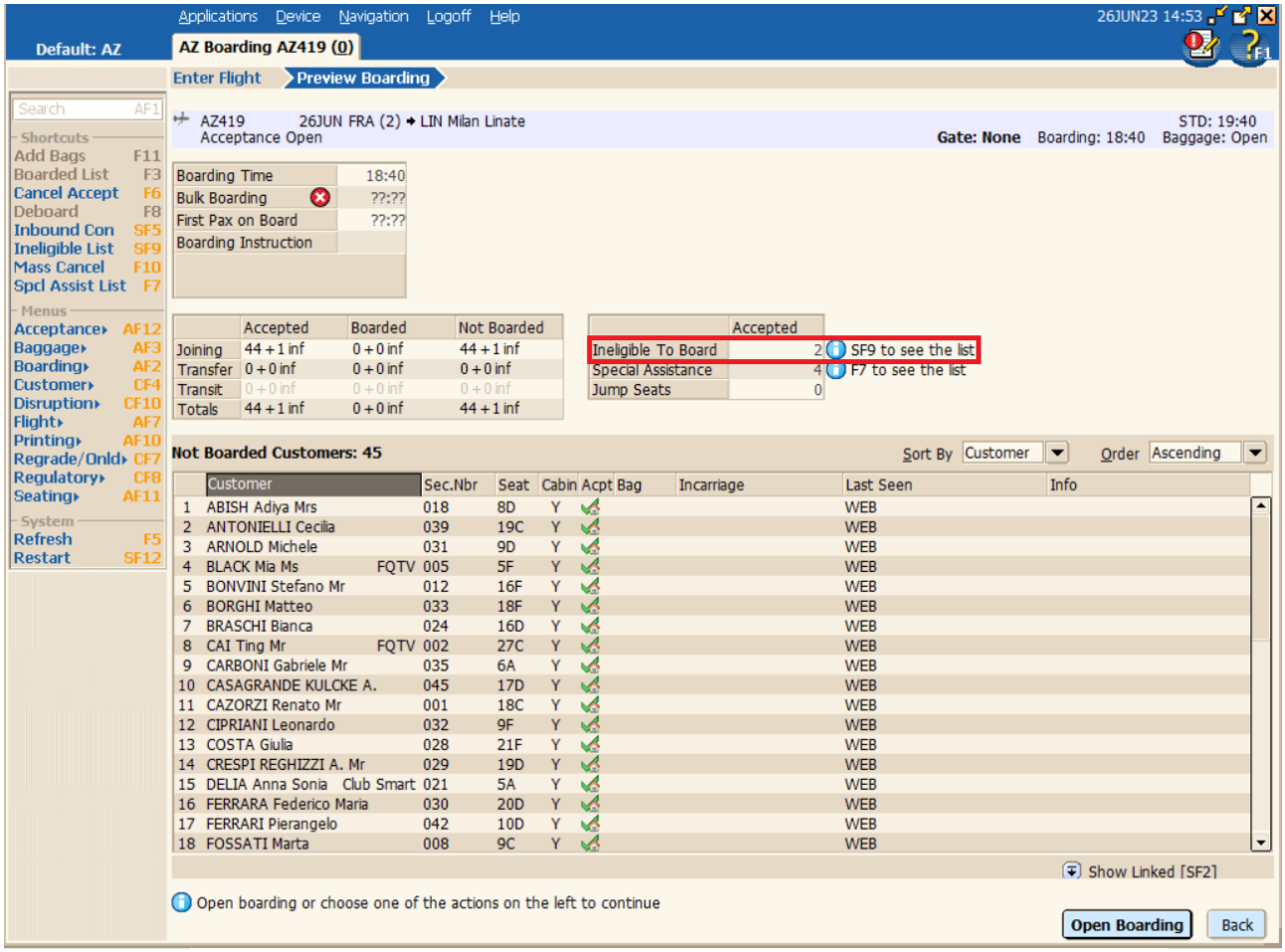
Topic: Altea – Ineligible to Board List

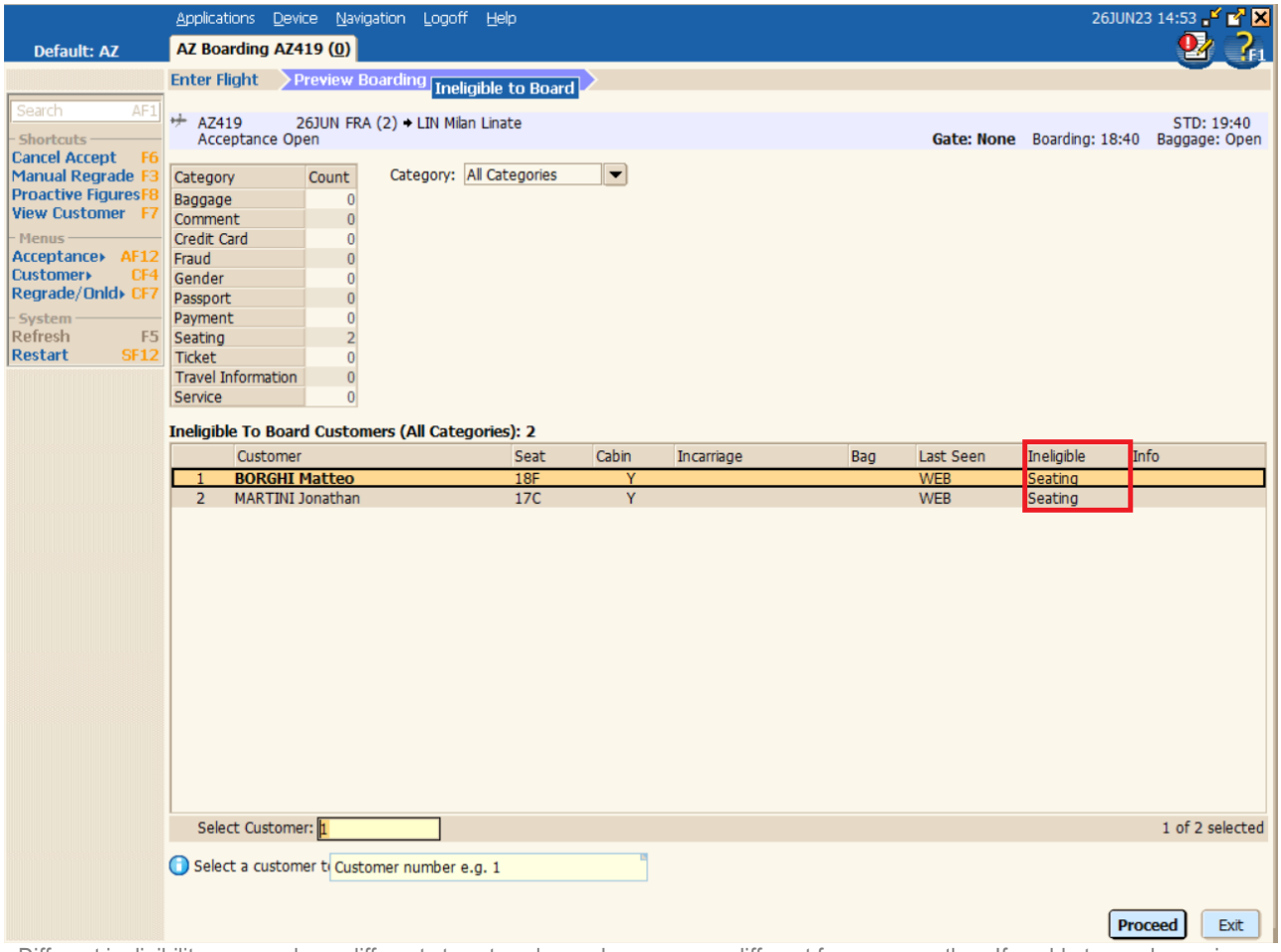
At the gate, some passengers may have issues preventing them from being boarded on the flight. This may cause disruption in the boarding process that could lead to errors, headcount discrepancies, and delays.
To help identify these issues before they occur Altea offers the Ineligible to Board list. Below is a guide on how to find and use this list.

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



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.



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.)