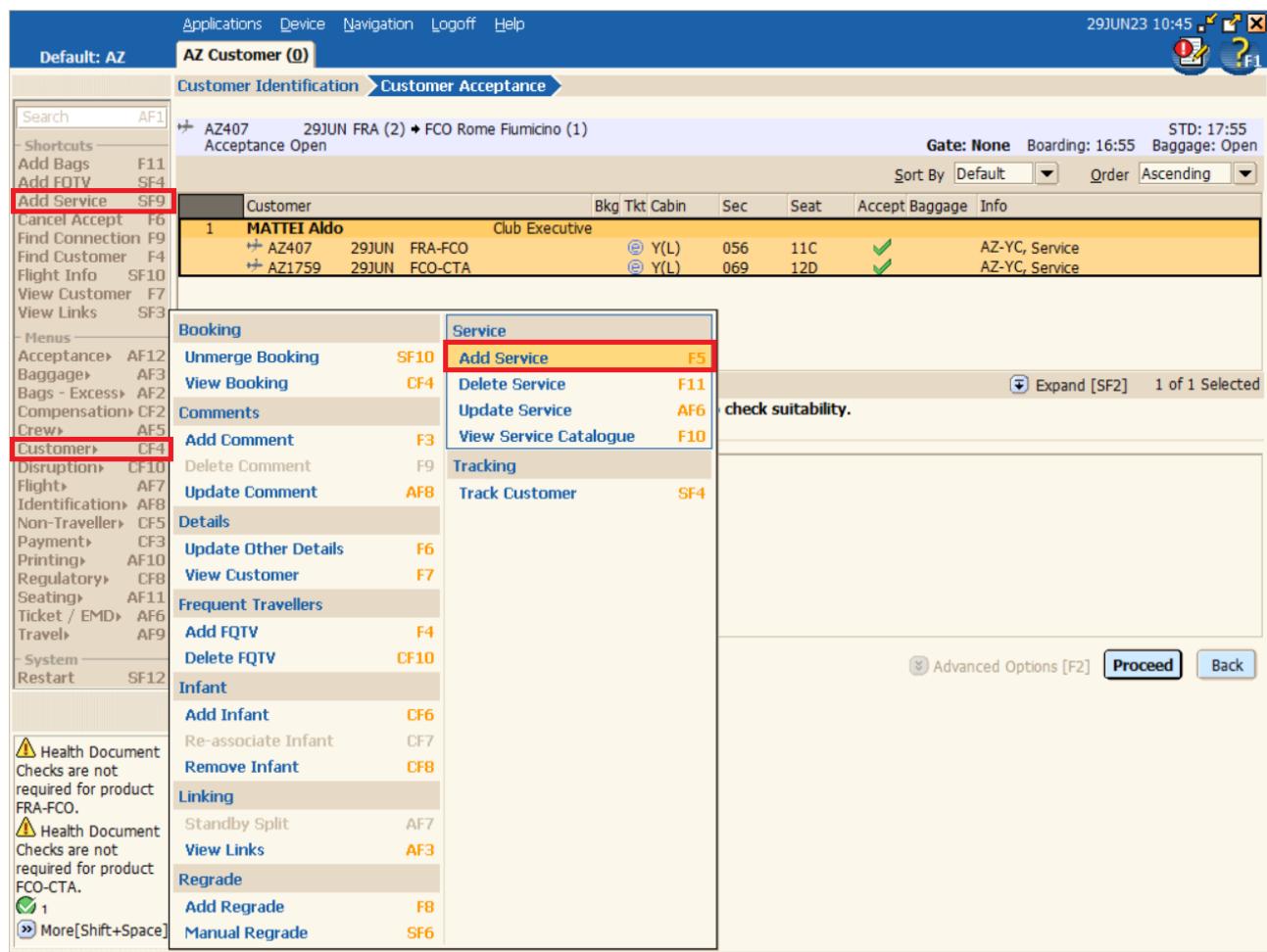


Topic: Adding SSRs in Altea

Special Service Requirements or SSRs are special services requested by customers for their flights. These can be for wheelchair services, meals, unaccompanied minor service, pets or other services offered by an airline. If certain services are not added in a timely manner, it may cause disruptions. Below are the steps on how to add and delete an SSR for a passenger in Altea.

Step 1: With the passenger requiring the service selected. Click “Customer.” Then click “Add Service.” Alternatively, you can also click “Add Service” directly from the Shortcuts menu on the top left of the screen.



The screenshot shows the Altea software interface. The top menu bar includes Applications, Device, Navigation, Logoff, and Help. The date and time are 29JUN23 10:45. The main window title is 'AZ Customer (0)'. The left sidebar has a 'Default: AZ' section and a 'Shortcuts' menu with various keyboard shortcuts. The 'Customer' section is expanded, showing options like 'Acceptance', 'Add Service' (which is highlighted with a red box), 'Delete Service', 'Update Service', and 'View Service Catalogue'. The main pane displays flight information (AZ407 from FRA to FCO) and a table of passengers. One passenger, MATTEI Aldo, is selected. The table columns include Customer, Club Executive, Bkg Tkt Cabin, Sec, Seat, Accept Baggage, and Info. The 'Accept Baggage' column for this passenger shows two checked items: 'AZ-YC, Service' and 'AZ-YC, Service'. A context menu is open over this passenger's row, with 'Add Service' highlighted. The bottom right of the screen has 'Proceed' and 'Back' buttons.

Not all services are free. Follow airline pricing policies when appropriate.

Step 2: Select the flight at the bottom of the screen. Then in the Service field, type the SSR you wish to add to the selected passenger. Alternatively, you can select the SSR from a dropdown list by clicking the 3 dots (...) to the right of the text field. Then click “Add Service.” Repeat for connecting flights if necessary.

Customer Identification Customer Acceptance Service Information

AZ407 29JUN FRA (2) → FCO Rome Fiumicino (1) Acceptance Open

Customer Bkg Tkt Cabin Sec Seat Accept Baggage Info

1 MATTEI Aldo Club Executive

AZ407 29JUN FRA-FCO Y(L) 056 11C ✓ AZ-YC, Service

AZ1759 29JUN FCO-CTA Y(L) 069 12D ✓ AZ-YC, Service

Select Customer(s): 1

Enter services.

Special Services

Service	Service Description	Additional Description
1 WCHR	WHEELCHAIR TO AIRCRAFT DOOR REQUEST	
	...	

Special Services Information Recap

1 AZ407 29JUN FRA-FCO	CTCM Status: Confirmed PASSENGER IROP CONTACT INFORMATION MOBILE PHONE 393518003051
1 AZ407 29JUN FRA-FCO	CTCE Status: Confirmed PASSENGER IROP CONTACT INFORMATION E-MAIL ADDRESS ALDO.MATTEI//GMAIL.COM
2 AZ1759 29JUN FCO-CTA	CTCM Status: Confirmed PASSENGER IROP CONTACT INFORMATION MOBILE PHONE 393518003051
2 AZ1759 29JUN FCO-CTA	CTCE Status: Confirmed PASSENGER IROP CONTACT INFORMATION E-MAIL ADDRESS ALDO.MATTEI//GMAIL.COM

Select : 1 1 of 2 selected

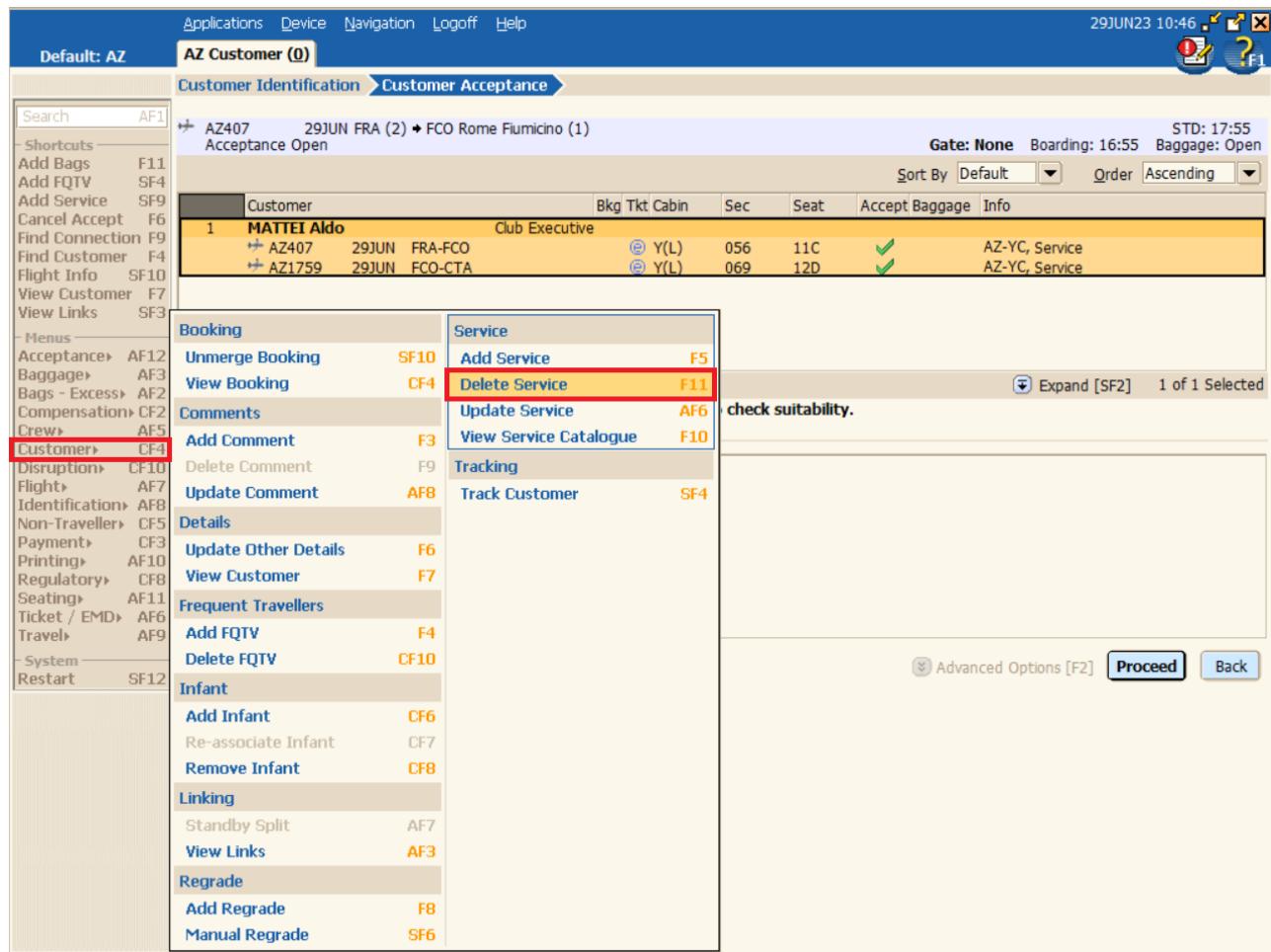
Add Service Exit

SSRs must be added for connecting flights as well. This is especially important for wheelchair services. Additional charges may apply for some services.

Be sure not to add an SSR that the airline does not offer.

Deleting an SSR

Step 1: Click “Customer.” Select “Delete Service.”



Step 2: Find the service you wish to delete from the list. Select it and click the “Delete Service” button on the bottom right of the screen.

