

### 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 system interface. At the top, there's a navigation bar with 'Applications', 'Device', 'Navigation', 'Logout', and 'Help'. The main header indicates 'Default: AZ' and 'AZ Customer (0)'. Below this, the 'Customer Identification' and 'Customer Acceptance' tabs are visible. The 'Customer Acceptance' tab is active, showing flight details for AZ407 (29JUN FRA (2) to FCO Rome Fiumicino (1)) and AZ1759 (29JUN FCO-CTA). The 'Gate' is None, 'Boarding' is 16:55, and 'STD' is 17:55. The 'Baggage' status is Open. A table lists the customer's services: MATTEI Aldo, Club Executive, with two rows of flight details and service status. On the left, a 'Shortcuts' menu lists various actions like 'Add Bags', 'Add FQTV', 'Add Service', etc. On the right, a 'Service' menu is open, showing options like 'Add Service', 'Delete Service', 'Update Service', and 'View Service Catalogue'. The 'Add Service' option is highlighted. At the bottom, there are 'Advanced Options' and 'Proceed'/'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.

The screenshot displays the DHS system interface for a customer named MATTEI Aldo. The interface includes a sidebar with shortcuts like 'Delete Service', 'Update Service', and 'View Catalogue'. The main area shows flight details for AZ407 and AZ1759, both on 29JUN. The 'Special Services' section is active, showing a 'WCHR' (Wheelchair) service request. Below this, a 'Special Services Information Recap' table lists the services for both flights. The 'Add Service' button is highlighted with a red box, and a red arrow points to the 'Connecting Flight' label next to the second flight entry.

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

  

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

  

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

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."

The screenshot displays the DHS system interface for Customer Acceptance. The top navigation bar includes 'Applications', 'Device', 'Navigation', 'Logoff', and 'Help'. The main header shows 'Default: AZ' and 'AZ Customer (0)'. The left sidebar contains a search bar and a list of shortcuts and menus. The main content area shows the 'Customer Identification' and 'Customer Acceptance' tabs. The 'Customer' tab is active, displaying a table of customer data for 'MATTEI Aldo'. The 'Service' menu is open, and the 'Delete Service' option is highlighted. The 'Delete Service' option is located in the 'Service' menu, which is expanded. The 'Delete Service' option is highlighted with a red box. The 'Delete Service' option is located in the 'Service' menu, which is expanded. The 'Delete Service' option is highlighted with a red box.

Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1 MATTEI Aldo								
AZ407	29JUN	FRA-FCO	Club Executive	Y(L)	056	11C	✓	AZ-YC, Service
AZ1759	29JUN	FCO-CTA		Y(L)	069	12D	✓	AZ-YC, Service

Booking	Service
Unmerge Booking SF10	Add Service F5
View Booking CF4	Delete Service F11
	Update Service AF6
	View Service Catalogue F10
Comments	
Add Comment F3	
Delete Comment F9	
Update Comment AF8	
Details	
Update Other Details F6	
View Customer F7	
Frequent Travellers	
Add FQTV F4	
Delete FQTV CF10	
Infant	
Add Infant CF6	
Re-associate Infant CF7	
Remove Infant CF8	
Linking	
Standby Split AF7	
View Links AF3	
Regrade	
Add Regrade F8	
Manual Regrade SF6	

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.

The screenshot shows the AZ Customer interface. The top bar includes 'Applications', 'Device', 'Navigation', 'Logoff', and 'Help'. The main area displays customer details for 'AZ Customer (0)' and flight information for 'AZ407 29JUN FRA (2) → FCO Rome Fiumicino (1)'. The 'Delete Service' button is highlighted in the top right. Below the flight information, a table lists services for customer 'MATTEI Aldo'. The 'Special Services Information' table is also visible, showing details for various flights. A red box highlights the 'Delete Service' button at the bottom right.

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

Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1 AZ1714 26JUN CTA-LIN								CTCM Status: <b>Confirmed</b> PASSENGER IROP CONTACT INFORMATION MOBILE PHONE 393518003051
2 AZ1714 26JUN CTA-LIN								CTCE Status: <b>Confirmed</b> PASSENGER IROP CONTACT INFORMATION E-MAIL ADDRESS ALDO.MATTEI//GMAIL.COM
3 AZ410 26JUN LIN-FRA								CTCM Status: <b>Confirmed</b> PASSENGER IROP CONTACT INFORMATION MOBILE PHONE 393518003051
4 AZ410 26JUN LIN-FRA								CTCE Status: <b>Confirmed</b> PASSENGER IROP CONTACT INFORMATION E-MAIL ADDRESS ALDO.MATTEI//GMAIL.COM
5 AZ407 29JUN FRA-FCO								CTCM Status: <b>Confirmed</b> PASSENGER IROP CONTACT INFORMATION MOBILE PHONE 393518003051
6 AZ407 29JUN FRA-FCO								CTCE Status: <b>Confirmed</b> PASSENGER IROP CONTACT INFORMATION E-MAIL ADDRESS ALDO.MATTEI//GMAIL.COM
7 AZ1759 29JUN FCO-CTA								CTCM Status: <b>Confirmed</b> PASSENGER IROP CONTACT INFORMATION MOBILE PHONE 393518003051
8 AZ1759 29JUN FCO-CTA								CTCE Status: <b>Confirmed</b> PASSENGER IROP CONTACT INFORMATION E-MAIL ADDRESS ALDO.MATTEI//GMAIL.COM

Select : 1 1 of 8 selected

**Delete Service** Exit

Remember to delete services from connecting flights if necessary.