

## Topic: ITA Topics

Dear Supervisors and Lead Agents,

After clarification with Giulia Sermoni, I would like to share following with you:

### **Taking Care of Late Inbound**

Should an incoming flight arrive late, you shall check if any of the customers will miss the connecting flight at FRA.

**ITA gives you permission to decide yourselves which customer has no chance, and which connection is doable. You know FRA better than they do. You no longer need to call ITA for permission. The decision is yours to make, just make sure all customers are taken care of.**

Giulia's request is to send her an email afterwards with information about:

- Name of the Hotel
- How many rooms were booked (single? double?)
- How much does the hotel cost
- Any meal service included or LRV provided
- Name of the passengers

### **Error With Altea**

I also told her about the error you mentioned with the EMDs. Her request is to report it always on the spot PAP Name, PNR and flight number.

She is happy to forward it to ITA IT for investigation, but without above mentioned information she is not able to help.

Thank you!

Norbert