Fraport PaxFinder

User Manual

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Versions

Version	Notes	Author
0.9	Initial creation	C. Seufert
1.0	Additions, Version 1.0	C. Seufert, B. Bode, T. Hecker
1.1	Addition of pax w/o sequential no. (3.2)	T. Hecker
1.2	Correction of Browser, Correction SOBT and EOBT	J. Schmeier

Status / Release

Status:	☐ in processing
	☐ in consultation
	☒ released
Confidentiality note:	For internal use only

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User Manual – PaxFinder

1. PaxFinder

The purpose of the PaxFinder is to inform users, based on selected information on the passenger process, as early as possible whether all passengers will arrive punctually at the gate in order for the aircraft to take off on schedule.

This information is primarily used to help staff make the following decisions in connection with boarding:

- Whether or not to wait for time-critical passengers who have already entered the security area or checked their luggage, thus making it possible that they may still arrive at the gate in time. This applies particularly to travelers who have checked in online and only carry hand luggage, in which case it may be difficult for the airline to know whether or not they will get to the gate before the actual boarding process begins.
- Whether or not steps should begin to remove a time-critical passenger's luggage from the aircraft's hold due to a real risk that they won't arrive at the gate in time to board. Since airlines are required to take the luggage of no-shows out of the plane, it's helpful to know as early as possible whether a tardy passenger has at least already entered the security area. Removing luggage can be time-consuming.

The basis for doing this is the passenger sequence number, or PSN for short, which the airline assigns when issuing a boarding pass during check-in. The PSNs for a given flight start with one and increase sequentially. Each PSN unambiguously identifies one of the passengers.

Please note that the PaxFinder only registers passengers whose PSNs have been captured by the Fraport system in response to one of the following two events:

1. Originating passengers: when a passenger's boarding pass is captured when they enter the security area (the "integrated preliminary check") or when their luggage is checked
2. Transferring passengers: when registering luggage carried by the arriving aircraft after it is in-blocks

Transferring passengers who haven't checked any luggage aren't registered in the system unless they happen to exit and reenter the security area before proceeding to their connecting flights. In this case, a passenger clears the integrated preliminary check (IPC) just like an originating passenger and is registered by the system at that time.

2. General aspects

2.1 Acronyms

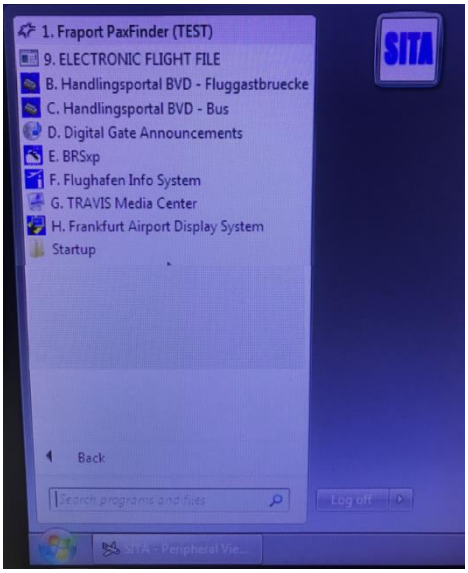
Acronym	Meaning
PSN	Passenger sequence number
SOBT	Scheduled Off-BlockTime
EOBT	Estimated Off-Block Time
IPC	Integrated preliminary check
ABCS	Automated baggage conveyor system

2.2 Process points

Fraport designation	Downstream checkpoint
A,E2-A1-5 IPC	Security check
A,E2-ABH IPC	Security check
A,E2-root IPC	Security check
A,E3-root IPC	Border check
A,E3-Z14 IPC	Security check
B,E2-east IPC	Security check
B,E2-west IPC	Security check
C,E2-C1 IPC	Security check
C,E2-central IPC	Border check
DE,E2-central IPC	Security check
DE,E3-central IPC	Border check

2.3 Starting the application

After logging on to the SITA workstation, the item “Fraport PaxFinder” appears in the list of programs. To find it, move the cursor downward on the desktop until the Windows status bar appears. Then click on the Windows icon to open a window. After clicking on “All Programs”, “Fraport PaxFinder” appears in the list. Clicking on it makes it open in the browser (Internet Explorer). When the application is opened, the SITA user name and the name of the gate are passed in the background to the PaxFinder application as parameters. They determine which flight is displayed and whether or not the user is authorized for that flight.



2.4 Limited access

For data privacy reasons, access to the data is limited. The user must be authorized, and only data for a limited time period and defined location are displayed.

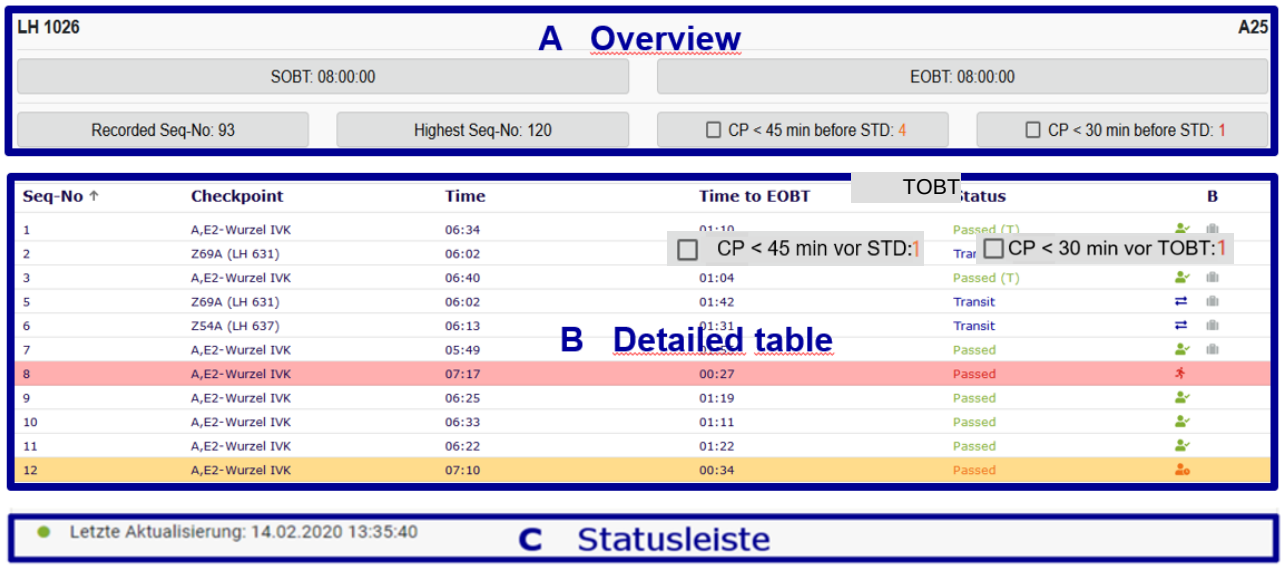
The airline's boarding personnel may only access flights for which they are authorized as handlers or airline employees.

Access to a flight's data is only possible within a tightly defined time window. It begins one hour before the aircraft's scheduled off-block time and ends with the off-block event.

Only flights assigned to the gate associated with the SITA Cute workstation can be displayed.

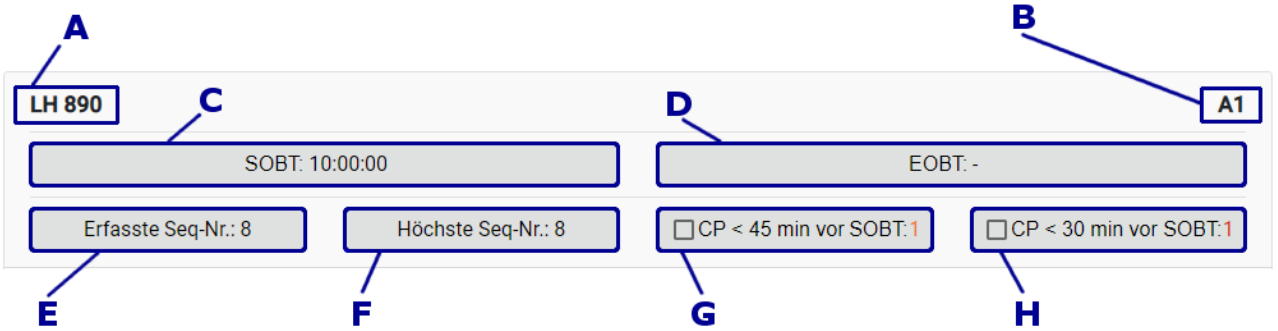
3. Interface

The application's interface consists of three parts: an overview (A), a table with details (B), and a status bar (C). The overview shows flight and gate information. The table contains the actual information, namely the passengers that have already been captured by the Fraport system. The status bar shows when the data were last updated.



3.1 Overview

The overview is divided into three rows. The upper row shows the outbound flight's number and name. The second row contains the SOBT or EOBT time stamp. The SOBT time stamp is the default, while the EOBT time stamp typically appears shortly before departure and may be adjusted. The bottom row contains aggregated information on the already captured passengers:



	Information	Description
A	Flight number	Flight number
B	Gate	The name of the gate associated with the SITA Cute workstation
C	SOBT	Scheduled Off-Block Time
D	EOBT	Estimated Off-Block Time
E	Recorded Seq-No	The total number of passengers whose passenger sequential numbers (PSNs) have been captured by the system in response to one of the following events: • An originating passenger clears the IPC. • An originating passenger checks or drops off their luggage. • A transferring passenger's luggage is detected by the automated baggage conveyor system.
F	Highest Seq-No.	The highest assigned sequential number
G	CP < 45 min before SOBT (or EOBT)	Time-critical passengers that clear the last captured checkpoint 45 minutes or less prior to departure. These passengers can be filtered using the checkbox.
H	CP < 30 min before SOBT (or EOBT)	Time-critical passengers that clear the last captured checkpoint 30 minutes or less prior to departure. These passengers can be filtered using the checkbox.

3.2 Detailed table

Each line of the detailed table shows a passenger registered in the Fraport system who has passed any of the following checkpoints: IPC, dropped or checked luggage in the case of originating passengers, or relay of the inbound gate and flight number in the case of transferring passengers.

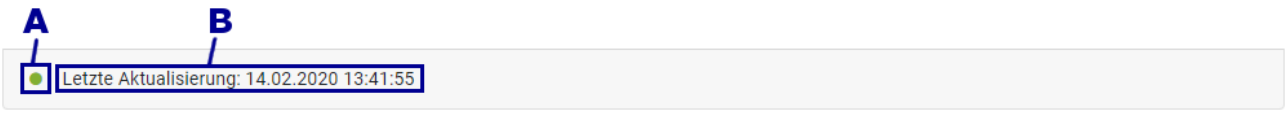
A	B	C	D	E	F
Seqnr. ↑	Checkpunkt	Zeitpunkt	Zeit bis STD	Status	G
1	A, E2 Wurzel IVK	08:30:00	01:30	Passiert	
2	A, E2 Wurzel IVK	08:30:00	01:30	Nicht Passiert	
3	S400	08:45:00	01:15	Gepäck aufgegeben	
4	A1 (LH 123)	08:15:00	01:45	Transfer	
5	A, E2 Wurzel IVK	08:45:00	01:15	Passiert (T)	
6	S500	08:15:00	01:45	Gepäck aufgegeben (T)	
7	A, E2 Wurzel IVK	09:15:00	00:45	Passiert	
8	A, E2 Wurzel IVK	09:30:00	00:30	Passiert	

	Column name	Description
A	Seq-no.	A sequentially increasing number is assigned to each passenger during the check-in process and unambiguously identifies them for an outbound flight. Note: passengers on which there is data but who have not yet been assigned a sequential number are displayed without it. As a rule, a sequential number is then assigned during the further course of handling, except for (deadheading) crew.
B	Checkpoint	Each passenger is captured at various checkpoints: Originating passengers: • Integrated preliminary check (IPC) • Luggage check or drop-off Transferring passengers: • Gate (inbound flight number)
C	Time	This depends on the checkpoint: • IPC: when the boarding pass is scanned • When the passenger checks or drops off luggage • Gate: on-block time of inbound flight
D	Time to EOBT	The time difference between when a passenger clears a checkpoint and the scheduled or expected off-block time. If the EOBT time stamp (estimated time) has been set, it can be used instead of the STD (planned time).
E	Status	Shows a passenger's status with regard to a checkpoint: Originating passengers: • Luggage checked or dropped off • Cleared • Not cleared Transferring passengers: • Transfer • Luggage checked, dropped or detected (T) • Cleared (T) • Not cleared (T)
E	Status symbol	A symbol is also shown next to the status column: Cleared Luggage checked or dropped off Not cleared Transferring passenger Time-critical passenger < 45 min. Time-critical passenger < 30 min.
F	B(aggage)	Indicates whether a passenger has checked or dropped luggage or it has been detected by the automated baggage system, shown by a suitcase symbol

For time-critical passengers, the entire line is also colored orange (CP < 45) or red (CP < 30).

3.3 Status bar and data updating

As a rule, the data shown in the application are updated once a minute. If this doesn't happen for three minutes, the dot at the start of the bar changes color to orange to provide a visible warning. After six minutes it turns red and a message appears requesting the user to report the problem to the user help desk by calling 127.



	Information	Description
A	Status indicator	Green: Normal operation Yellow: Data not updated for three minutes Red: Data not updated for six minutes
B	Last update	Time of last update. Instructions to report a problem to the user help desk if status is critical (red).

4. Information and error messages

In some situations no flight data is displayed, only information. Three types can be shown: notices, warnings, and error messages.

4.1 Notices

Notices inform the user about normal situations in which no data can be displayed for reasons that give no cause for alarm.

Notice	Explanation
Temporarily restricted access The data on flight **LH 1082** with SOBT **21:50:00** cannot be viewed until one hour before departure.	This constraint is not technical in nature. For data privacy reasons, a flight's data may not be provided until an hour before takeoff. Then are then displayed until the aircraft goes off-block. In this case, no additional messages are shown.
Missing data No data are currently available for Gate A1.	It can happen that no flight data are available yet for a gate. This can change the next time the screen is updated.
Missing data No data on passenger events are currently available for flight **LH 3466** with SOBT **11:36:00.**	The system may not have captured any passenger events for this flight yet.

4.2 Warnings

Warnings can inform the user of abnormal situations. If you receive a warning, please report it to the Fraport BIAF Support Team by sending an email to biaf@fraport.de.

Warning	Explanation
Missing authorization You do not have the required authorization to view data on flight **LH 1082.**	The user may only view data on flights for which he or she is authorized as a handler or airline employee.

4.3 Error messages

Error messages inform the user of abnormal situations that may be due to a technical problem. If you receive an error message, please write to the Fraport BIAF Support Team at biaf@fraport.de.

Error message	Explanation
Incomplete information Gate missing	Every SITA Cute workstation is assigned to a gate. Information on the gate is sent to the application in the background as parameters. This error message appears if no valid gate name has been transferred.
Incomplete information User name missing or unknown	To authorize access to the data, the SITA user's name is sent to the application in the background as a parameter. This error message is shown if no user name has been transferred or the user name is unknown to the application.

5. Support for dealing with problems

You can get support for the PaxFinder at any time (24/7) by writing to the Fraport BIAF Support Team at biaf@fraport.de or calling +49 (0) 69 690 79000 or internally 127. To speed up assignment of the ticket to the group responsible for providing first-level support, when reporting the problem please state "problem with the BIAF PaxFinder ".