



Quick Guide to the “PaxFinder”

24h/7d support

Fraport BIAF Support Team

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or internally 127

Interface



Fraport PaxFinder

LH 1026	A Overview	A25			
SOBT: 08:00:00		EOBT: 08:00:00			
Recorded Seq-No: 93	Highest Seq-No: 120	<input type="checkbox"/> CP < 45 min before SOBT: 4 <input type="checkbox"/> CP < 30 min before SOBT: 1			
B Detailed table					
Seq-No ↑	Checkpoint	Time	Time to EOBT	Status	B
1	A,E2-Wurzel IVK	06:34	01:10	Passed (T)	
2	Z69A (LH 631)	06:02	01:42	Transit	
3	A,E2-Wurzel IVK	06:40	01:04	Passed (T)	
5	Z69A (LH 631)	06:02	01:42	Transit	
6	Z54A (LH 637)	06:13	01:31	Transit	
7	A,E2-Wurzel IVK	05:49	01:31	Passed	
8	A,E2-Wurzel IVK	07:17	00:27	Passed	
9	A,E2-Wurzel IVK	06:25	01:19	Passed	
10	A,E2-Wurzel IVK	06:33	01:11	Passed	
11	A,E2-Wurzel IVK	06:22	01:22	Passed	
12	A,E2-Wurzel IVK	07:10	00:34	Passed	

Letzte Aktualisierung: 14.02.2020 13:35:40 **C Statusleiste**

A Overview

- Flight number and name of gate
- SOBT and EOBT (Estimated and expected off-block time)
- Recorded sequential number (total number of passengers whose passenger sequential numbers (PSNs) have been captured)
- Highest assigned sequential number
- Time-critical passengers that have cleared the last captured checkpoint 45 minutes or less prior to departure
- Time-critical passengers that have cleared the last captured checkpoint 30 minutes or less prior to departure

B Detailed table

- **Passenger sequential number** (passengers on which there are data but who have not yet been assigned a sequential number. As a rule, a sequential number is assigned during the further course of handling, except for (deadheading) crew)
- **Checkpoints**
 - Originating passengers: integrated preliminary check (IPC) and counter or machine at which they checked or dropped off their luggage
 - Transferring passengers: Gate (inbound flight number)
- **Times when checkpoints are cleared**
 - IPC: when the boarding pass is scanned
 - When the passenger checks or drops off luggage
 - Gate: on-block time of inbound flight
- **Time difference** between when a checkpoint is cleared and the SOBT or EOBT
- **Passenger's status** for a checkpoint
 - Originating passenger: Luggage checked/dropped off **Cleared** **Not cleared**
 - Transfer-Passagier: Transfer Luggage checked/dropped off (T) **Cleared (T)** **Not cleared (T)**
- **Symbols**
 - Cleared
 - Luggage checked or dropped off
 - Not cleared
 - Transferring passenger
 - Time-critical passenger < 45 min. before SOBT/EOBT
 - Time-critical passenger < 30 min. before SOBT/EOBT
 - Passenger with checked luggage

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

C Status bar and data updating

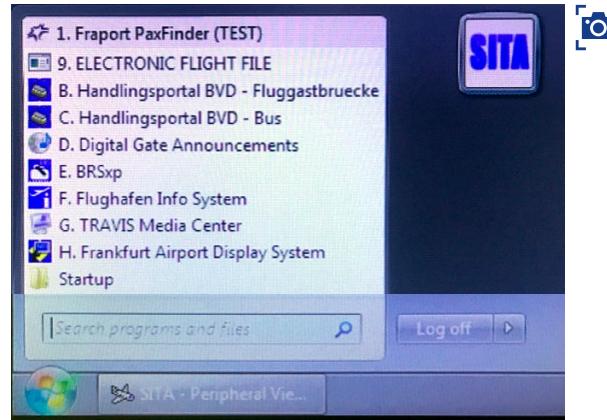
Time of last update

- The data in application is normally updated once a minute
- No update in the last 3 minutes
- No update in the last 6 minutes → report problem to user help desk by dialing 127

Starting the application

After logging on to a SITA workstation, go to the list of programs in Windows:

- Move the cursor to bottom of the screen
→ Windows status bar appears
- Click on the Windows icon
- Click on “All programs”
- Click on “Fraport PaxFinder”
→ The application opens in the Internet Explorer browser



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 IVIPCK	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

Information and error messages

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

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. They 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.

Warnings

Warnings 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.

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.

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](tel:+49(0)6969079000) or internally 127.