Topic: Forcing Acceptance in Altea

Dear all,

Below you will find a Training Bulletin from ITA Airways about forcing acceptance in Altea.

Please keep the following in mind:

Passengers who arrive after check-in closure should not be accepted without authorization from your supervisor. If you accept a passenger last minute you must inform the gate, and the TRC should be notified if they have any luggage.

IMPORTANT: Only authorized **Staff** passengers are allowed to sit in the jump seat. They must work as cabin crew for the airline. Authorization from the captain is required.

NEVER assign a jump seat to a normal passenger.

GROUND OPS **TRAINING BULLETIN** 019/2023	**SUBJECT** FORCE ACCEPTANCE in DCS ALTEA CM	**TITLE** FORCE ACCEPTANCE
DATE OF ISSUE AUG 8th, 2023	**EFFECTIVE DATE** AUG 9th, 2023	**APPROVED BY** ITA Airways Training Dept.

INTRODUCTION

This Training Bulletin aims to explain how to force acceptance for a customer in DCS Altea CM.

Technicalities described below are to be intended as always subject to prior authorization by ITA Airways representative.

There are multiple operating scenarios in which a customer must be forced accepted.

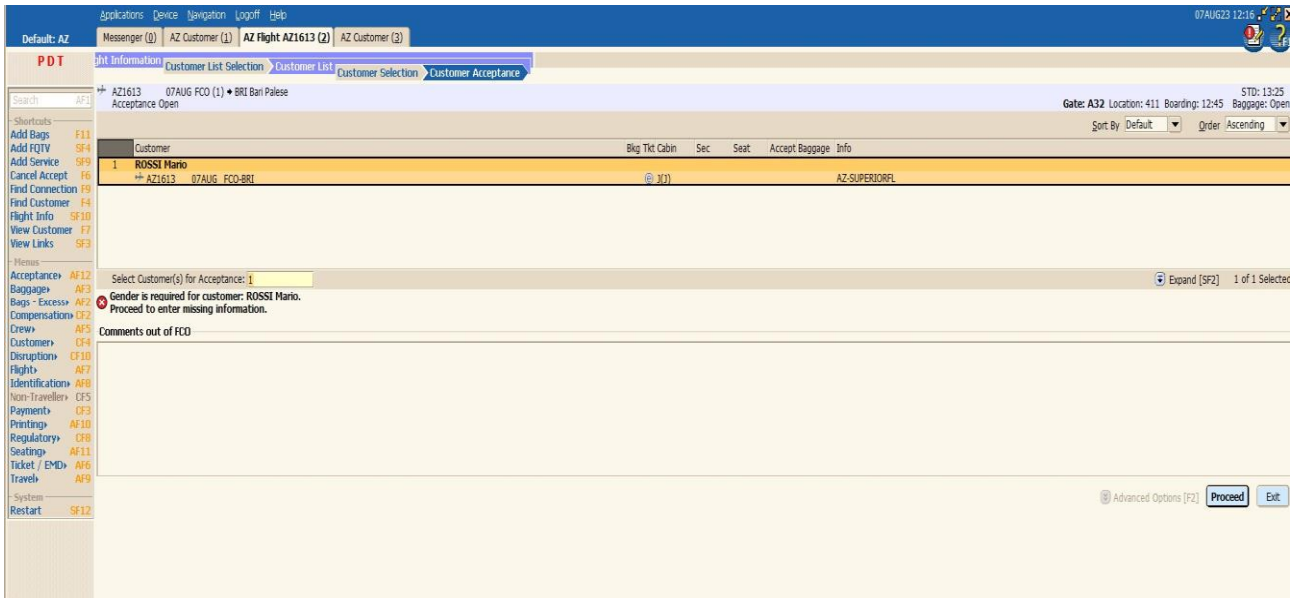
Here below the step-by-step procedure for each of them.

SCENARIO no. 1

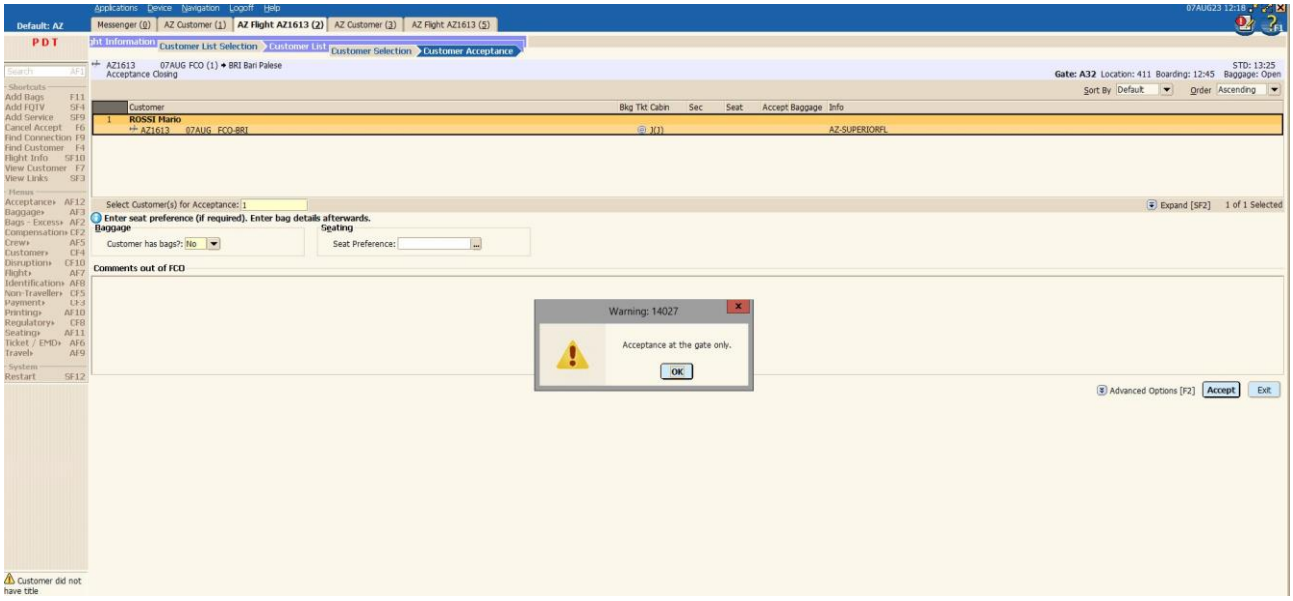
CUSTOMER IS SHOWING AT THE CHECK-IN DESKS FOR ACCEPTANCE BUT THE FLIGHT IS ALREADY CLOSED

IF THE USER HAS THE AUTHORIZATION TO ACCEPT THE CUSTOMER PROCEEDS THIS WAY:

1. RETRIEVE CUSTOMER NAME AND PROCEED

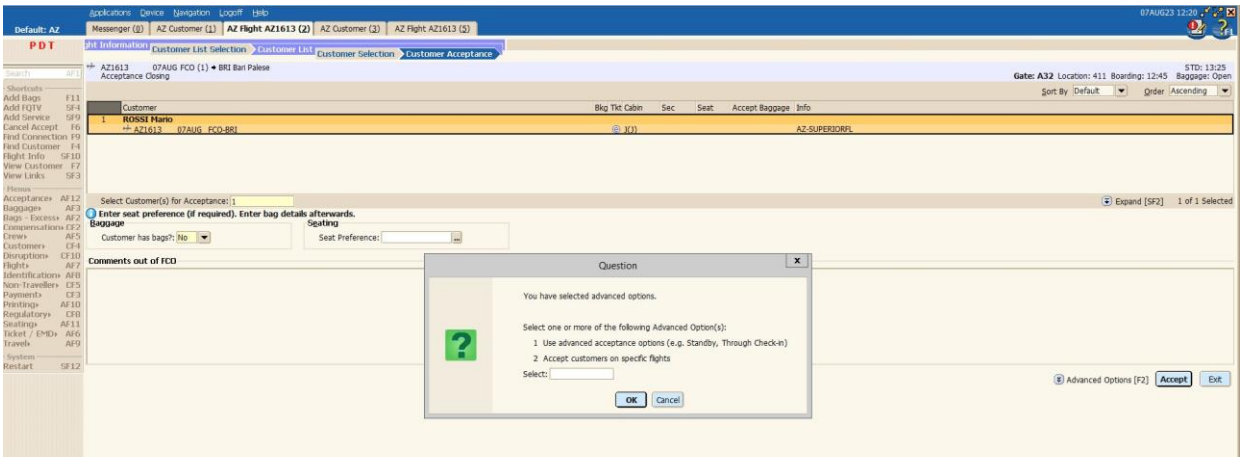


2. THE SYSTEM WILL RETURN THIS POPUP INFORMING THAT FLIGHT ACCEPTANCE STATUS IS "CLOSING" MEANS THE FLIGHT IS "BOARDING". IF THE USER IS AUTHORIZED TO ACCEPT THE CUSTOMER PROCEEDS WITH "ACCEPT"

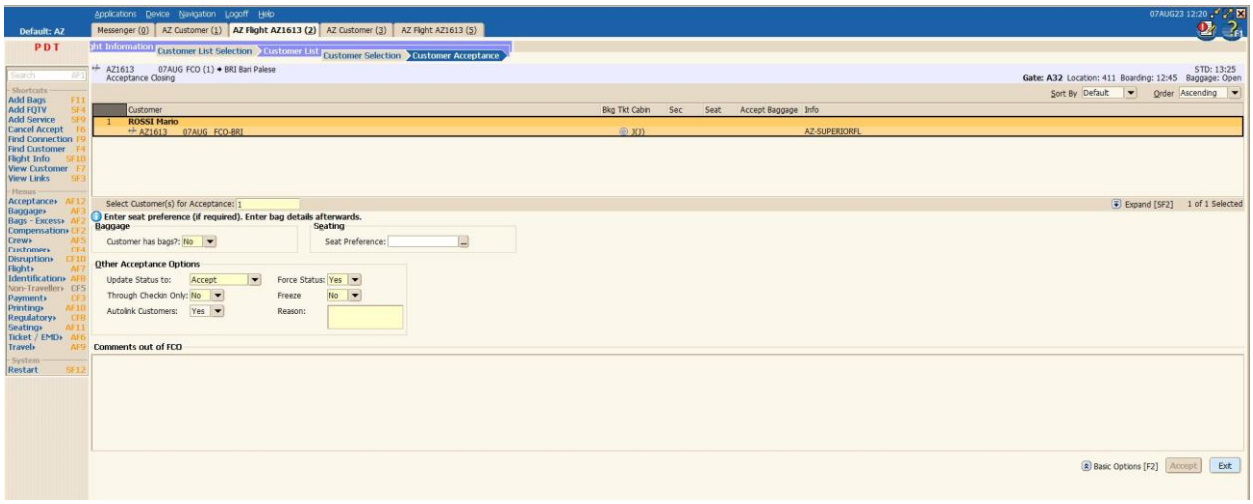


3. BY DEFAULT THE SYSTEM PROPOSES THE "ADVANCED ACCEPTANCE OPTIONS" (OPTION no.1);

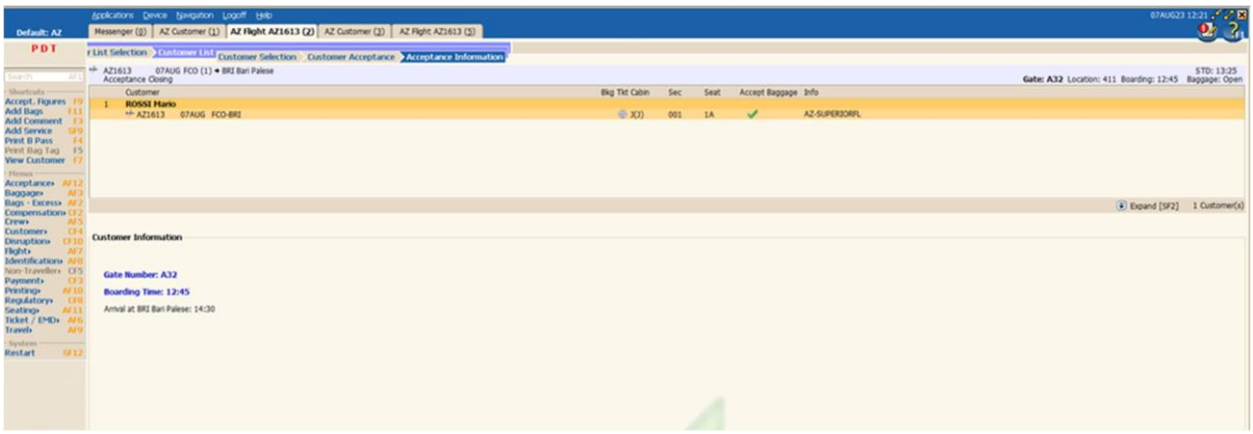
SELECT OPTION 1 AND CLICK OK



4. IN "OTHER ACCEPTANCE OPTIONS" UPDATE STATUS TO **"ACCEPT"** AND FORCE STATUS **"YES"** BOTH FROM DROP DOWN MENU
   A BOX DEDICATED TO THE FORCING ACCEPTANCE REASON WILL BE ACTIVATED AND A FREE FORM TEXT MUST BE EDITED WITH MORE DETAILS (e.g.: AUTH BY KK AZ)



5. THE CUSTOMER IS NOW ACCEPTED (END OF SCENARIO no.1)

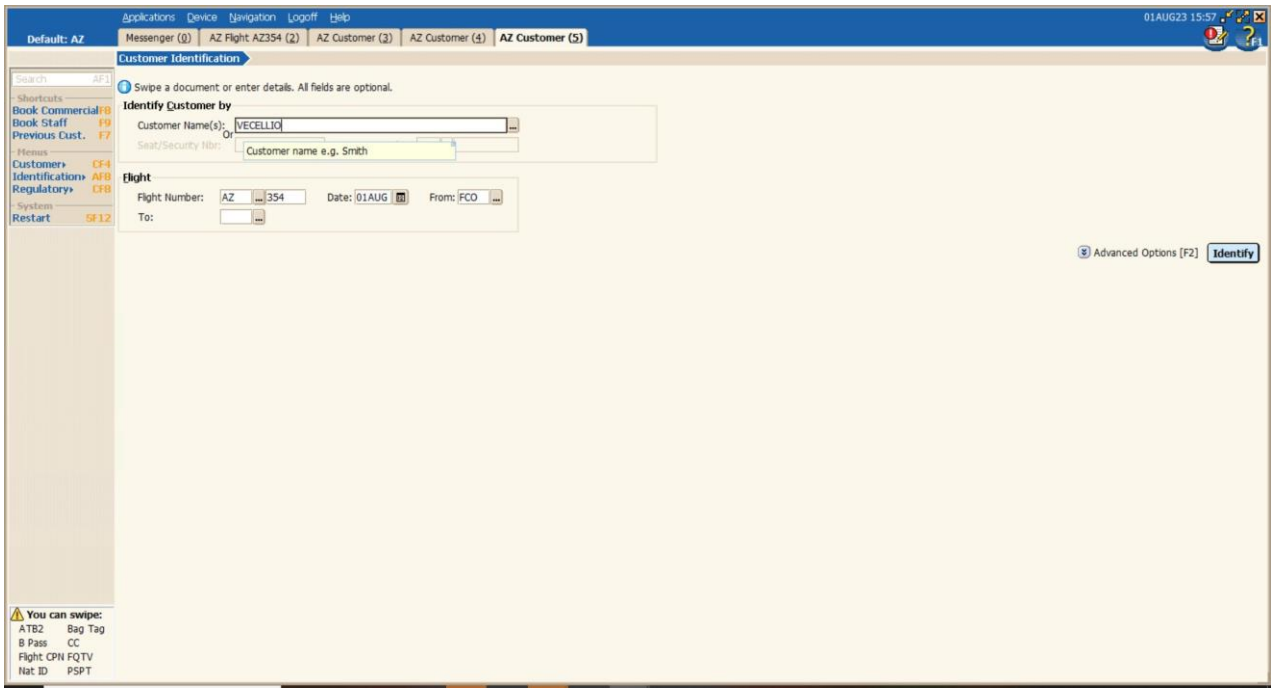

Applications Device Navigation Logoff Help
Default: AZ
Messenger (0) AZ Customer (1) AZ Flight AZ1613 (2) AZ Customer (3) AZ Flight AZ1613 (5)
PDT
r List Selection Customer List Customer Selection Customer Acceptance Acceptance Information
AZ1613 07AUG FCO (1) ▸ BRI Bari Palese
Acceptance Closing
Gate: A32 Location: 411 Boarding: 12:45 Baggage: Open
Customer
1 ROSSI Mario
AZ1613 07AUG FCO-BRI
Bkg Tkt Cabin Sec Seat Accept Baggage Info
001 1A AZ-SUPERIORFL
Expand [SF2] 1 Customer(s)
Customer Information
Gate Number: A32
Boarding Time: 12:45
Arrival at BRI Bari Palese: 14:30

SCENARIO no. 2

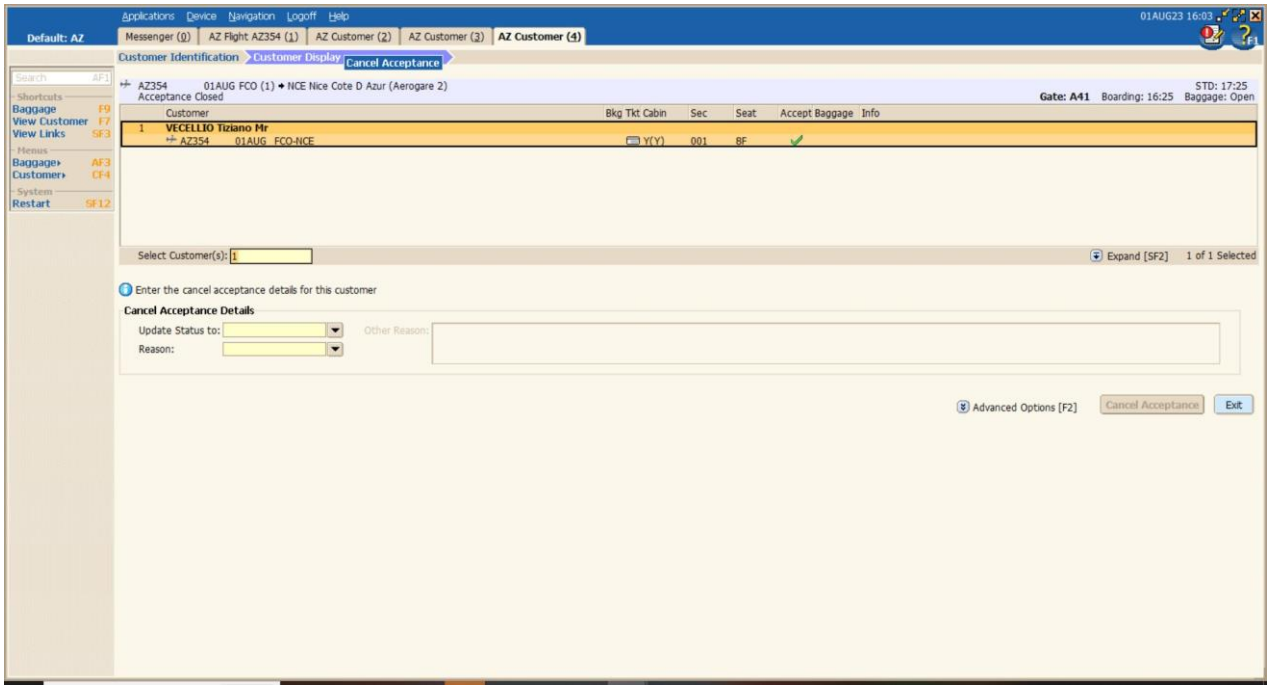
THE FLIGHT IS "BOARDING" AND THE CUSTOMER IS NOT SHOWING AT THE GATE

THE USER NEEDS TO CANCEL CUSTOMER WHEN THE FLIGHT ACCEPTANCE STATUS IS **CLOSED**

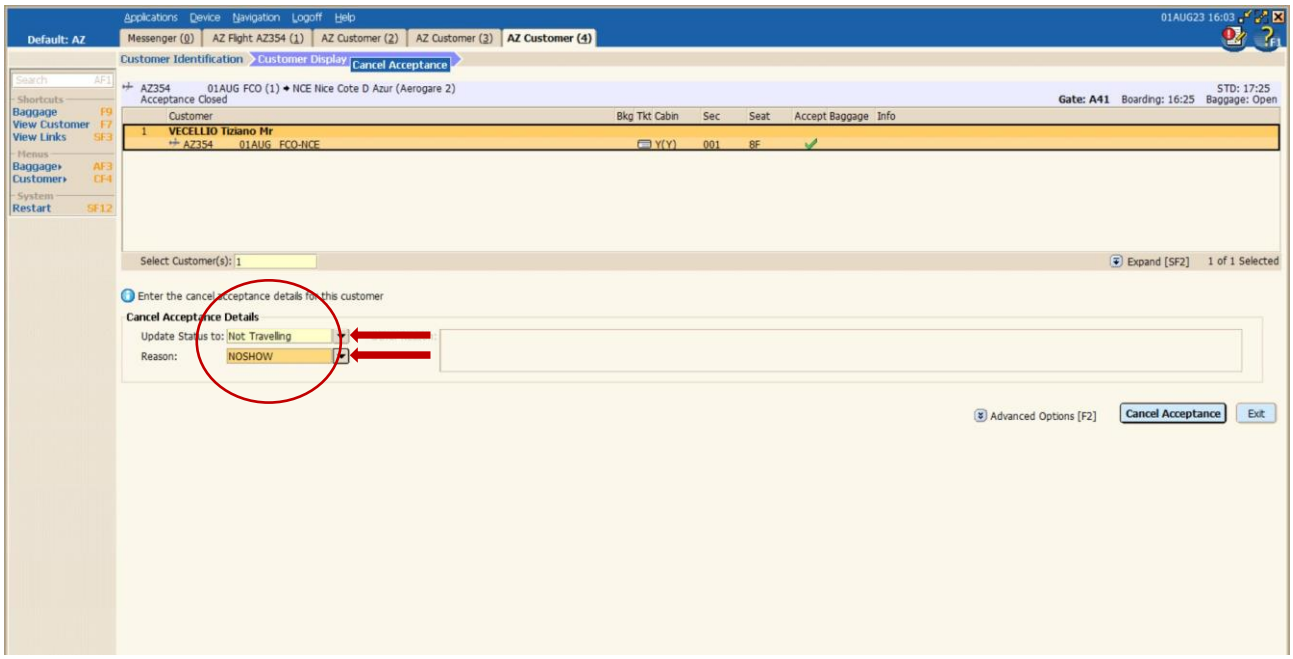
1. RETRIEVE CUSTOMER NAME



2. CLICK F6 CANCEL ACCEPTANCE

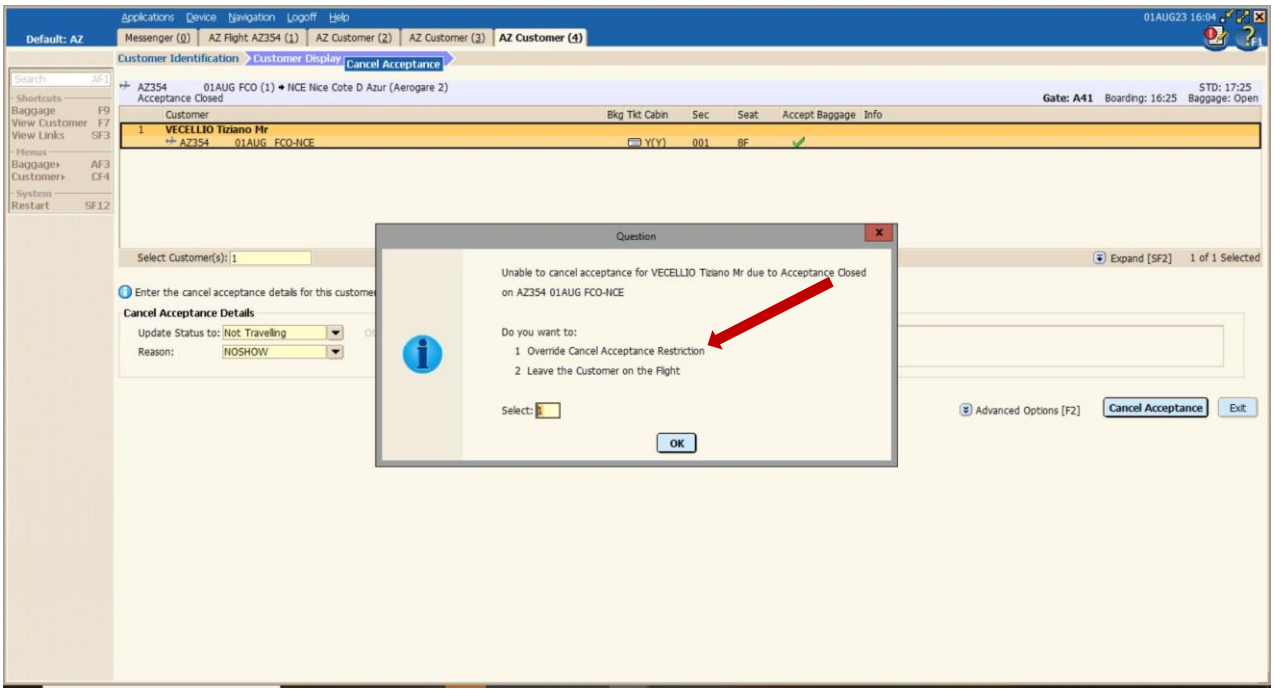


3. UPDATE STATUS TO: "**NOT TRAVELLING**" REASON "**NO-SHOW**" AND CANCEL ACCEPTANCE. IN THIS CASE THE REVENUE INTEGRITY TOOL WILL CANCEL ALL DOWNLINE SEGMENTS IN THE PNR AS A RESULT OF THE "NO-SHOW" STATUS

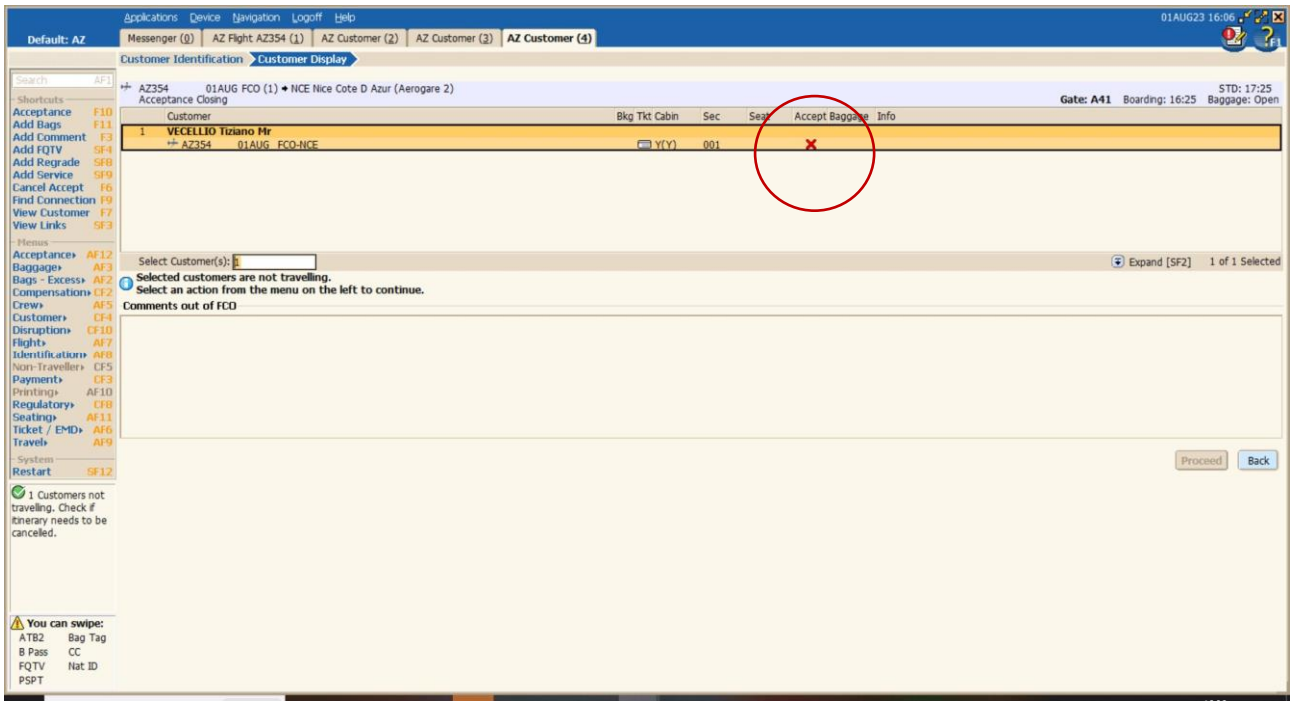


*AS THE ACCEPTANCE FLIGHT STATUS IS **"CLOSED"** THE SYSTEM IS ASKING TO USE <u>ADVANCE OPTIONS</u> TO CANCEL THE CUSTOMER DURING THIS PHASE OF THE FLIGHT MANAGEMENT*

4. SELECT OPTION no. 1 **"OVERRIDE CANCEL ACCEPTANCE RESTRICTION"** AND CANCEL ACCEPTANCE



5. THE CUSTOMER HAS NOW BEEN CANCELLED AS **"NOT TRAVELLING"** REASON **"NOSHOW"** (END OF SCENARIO no. 2)

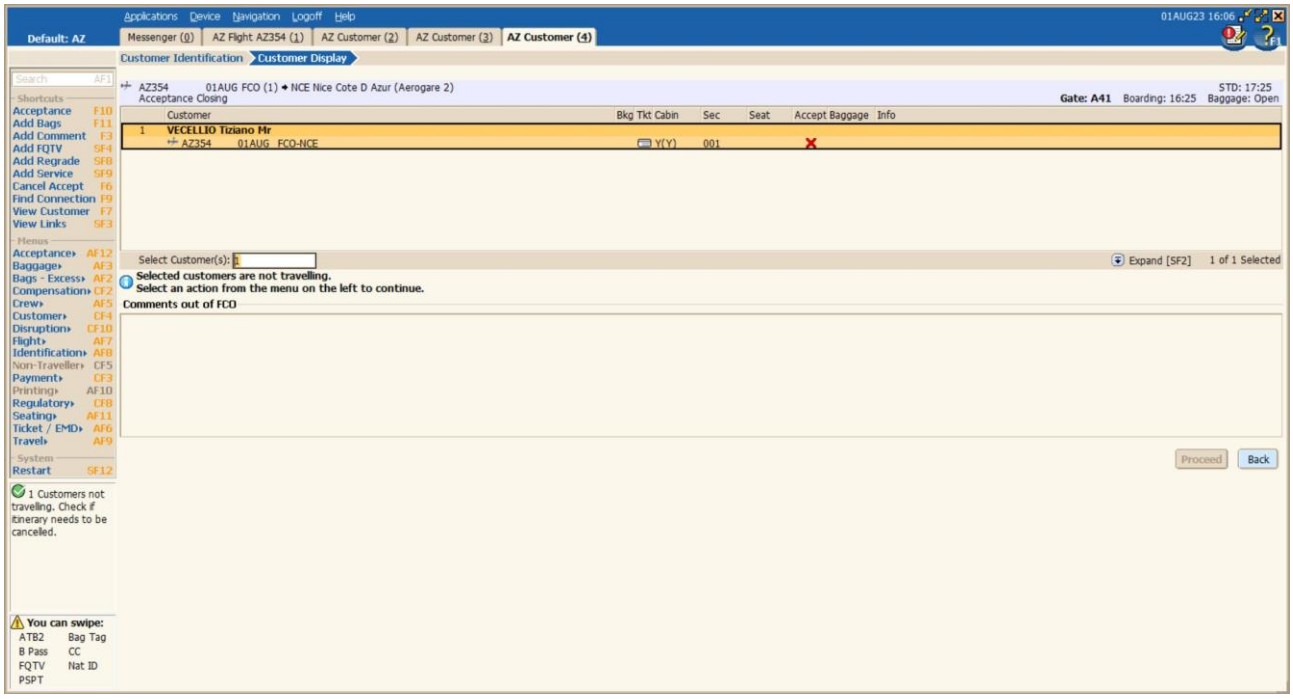


SCENARIO no. 3

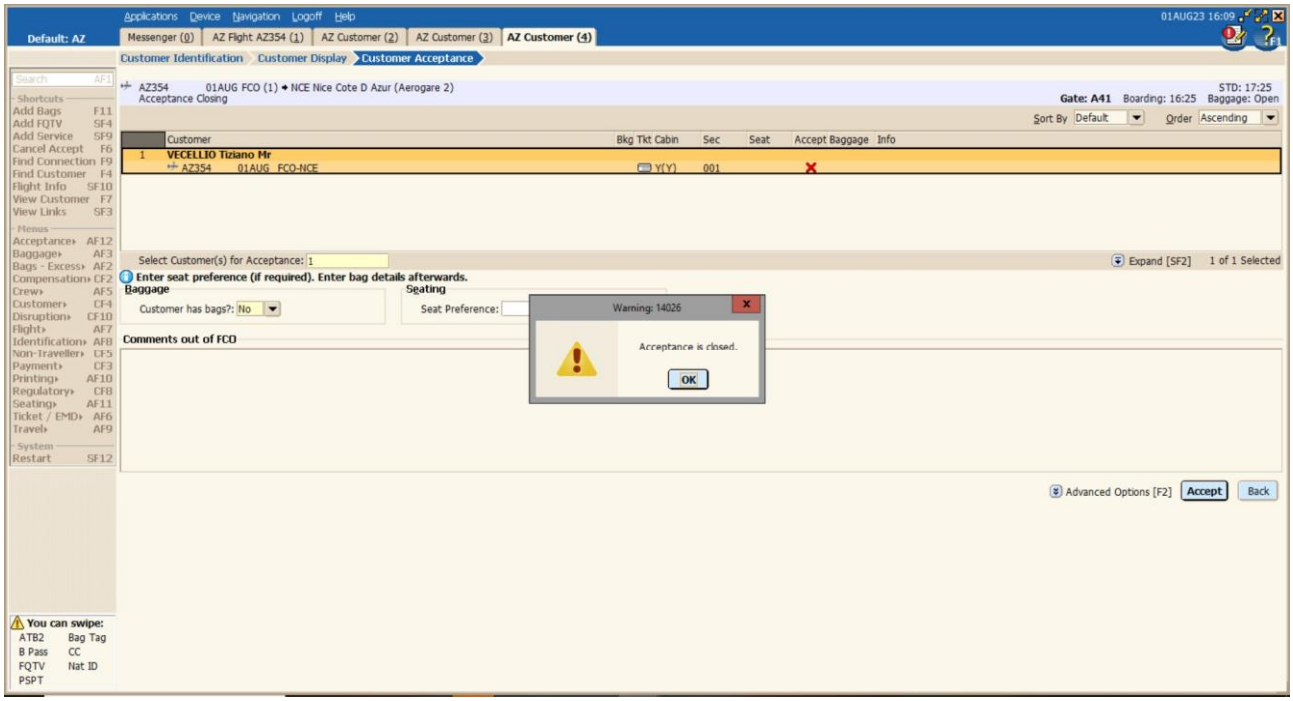
THE CUSTOMER PREVIOUSLY CANCELLED AS NOSHOW HAS ARRIVED AT THE GATE

IN ORDER TO RE-ACCEPT A CUSTOMER ON THE FLIGHT PROCEED THIS WAY:

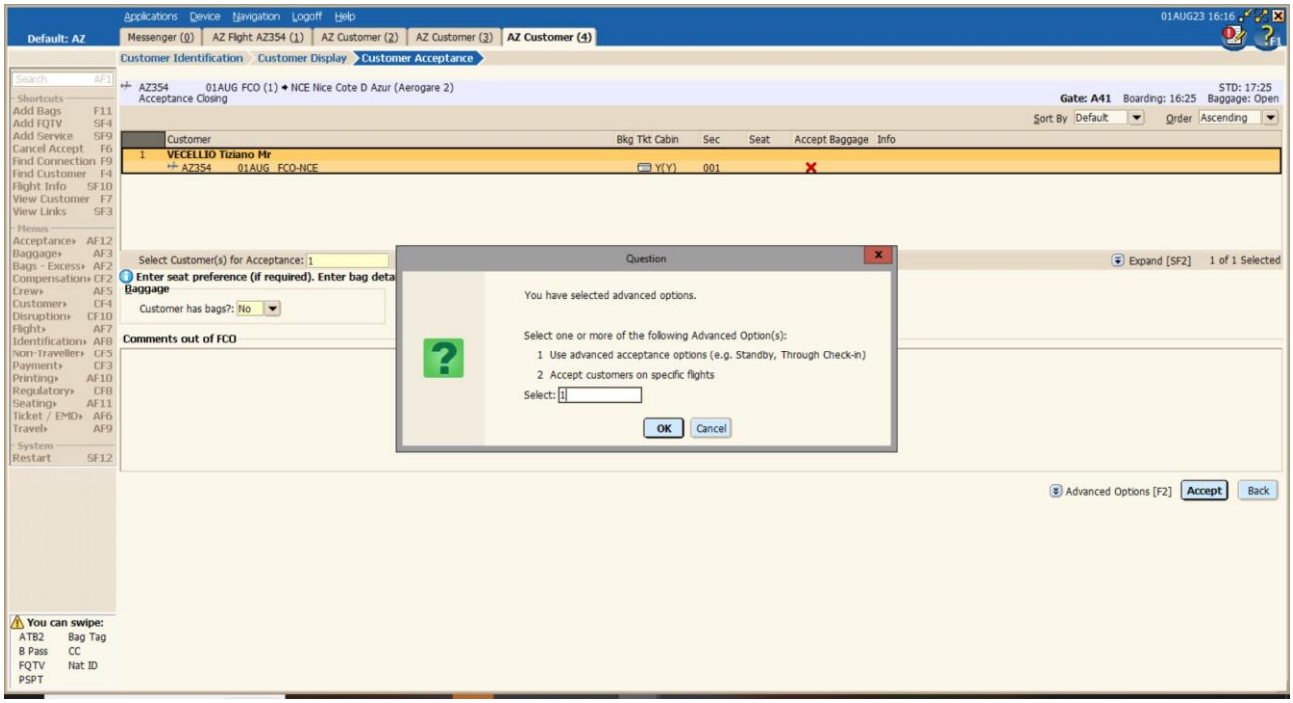
1. FROM CUSTOMER DISPLAY CLICK ACCEPTANCE F10 IN THE LEFT BANNER SHORTCUTS



2. THE ANSWER WILL BE "ACCEPTANCE CLOSED"

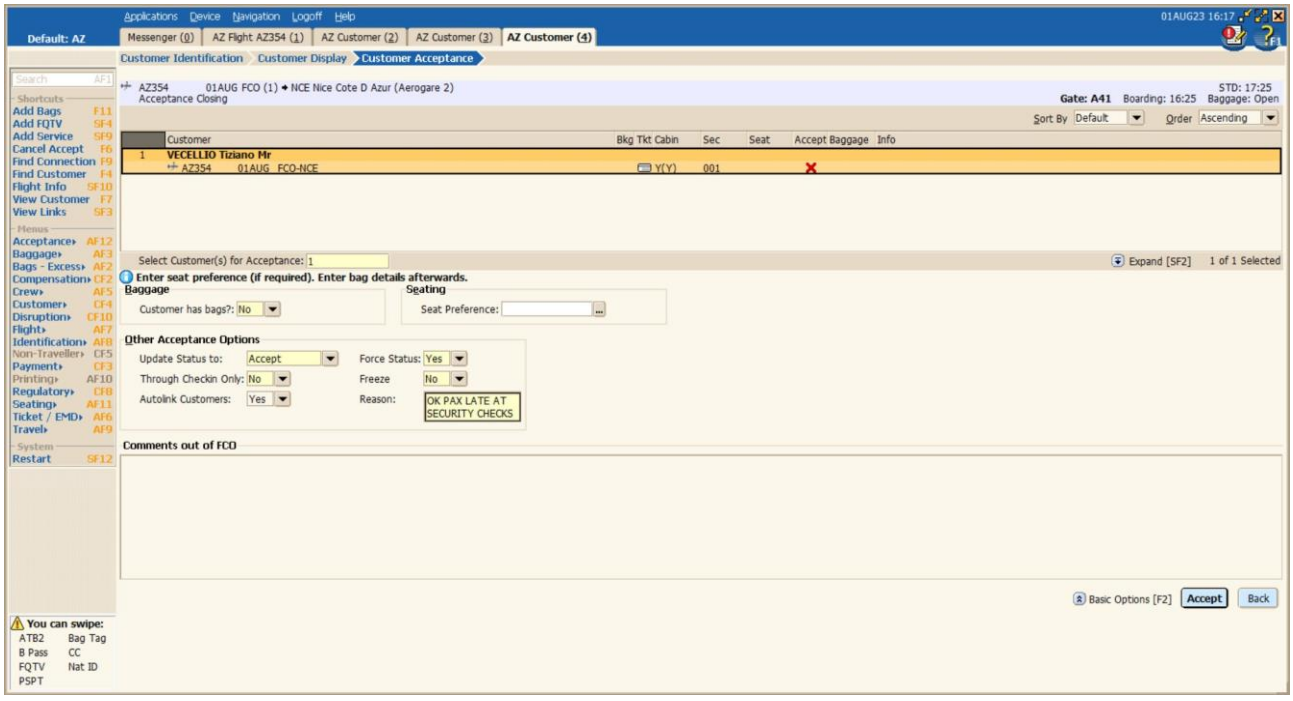


3. CLICK "ADVANCED OPTIONS"; AS THE SYSTEM WILL RETURN THIS POP-UP SUGGESTING THE USE OF ADVANCED OPTIONS, SELECT THE DESIRED OPTION, IN THIS CASE OPTION no.1

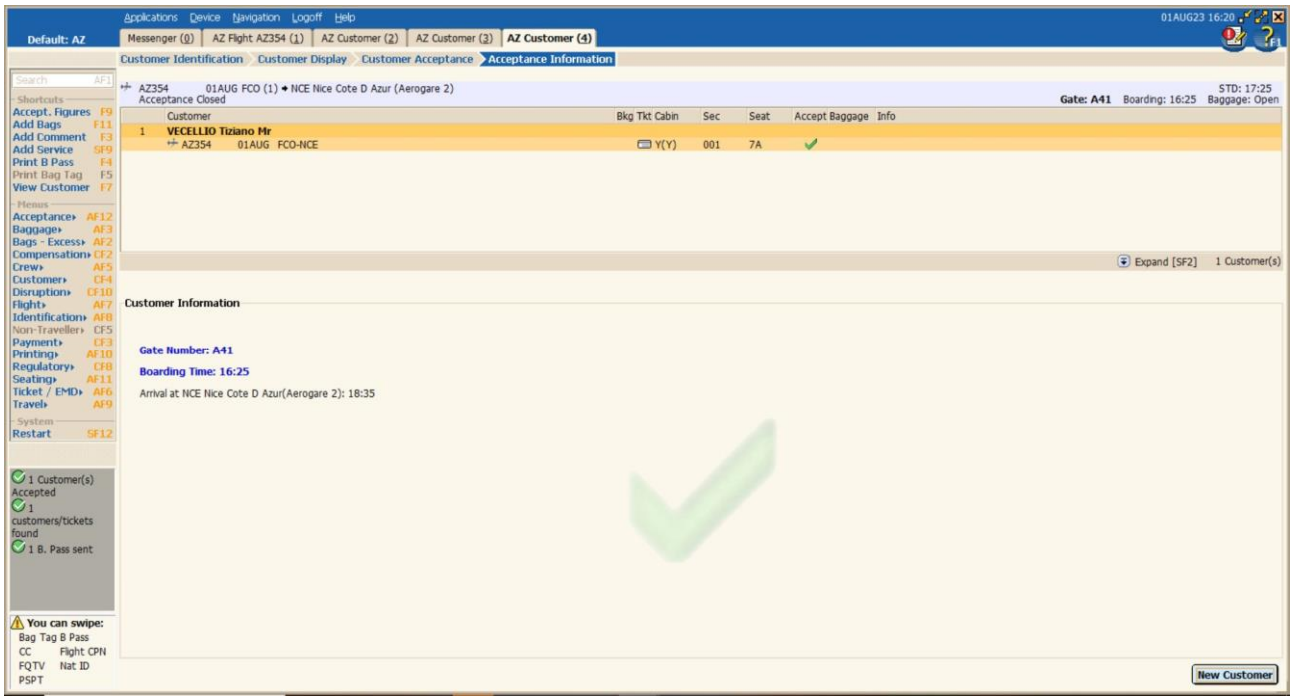


4. AFTER HAVING SELECTED OPTION 1 THE SYSTEM ALLOWS THE USER TO FORCE ACCEPTANCE OPENING "OTHER ACCEPTANCE OPTIONS"

5. UPDATE STATUS TO **"ACCEPT**" FROM DROP DOWN MENU, THEN PUT **"YES"** IN THE FORCE STATUS BOX AND FILL IN THE **"REASON",** THEN CLICK **"ACCEPT"**



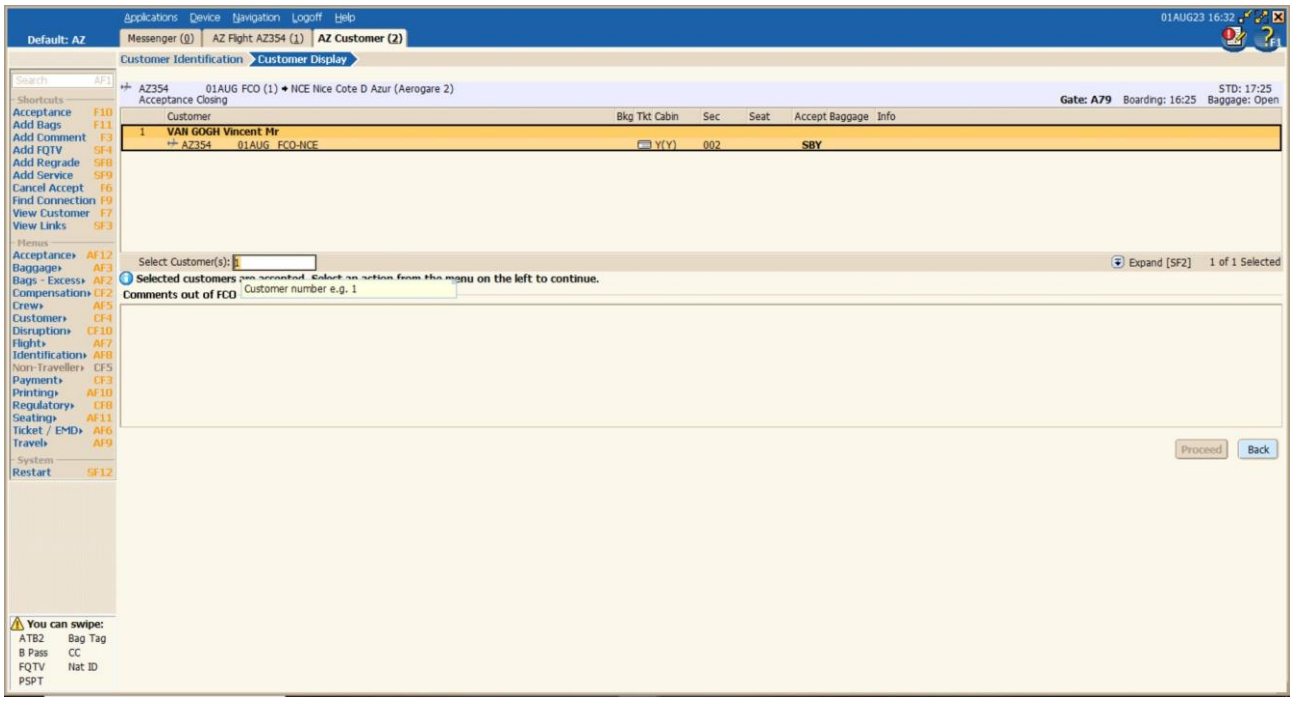
6. THE CUSTOMER IS NOW ACCEPTED (END OF SCENARIO no.3)



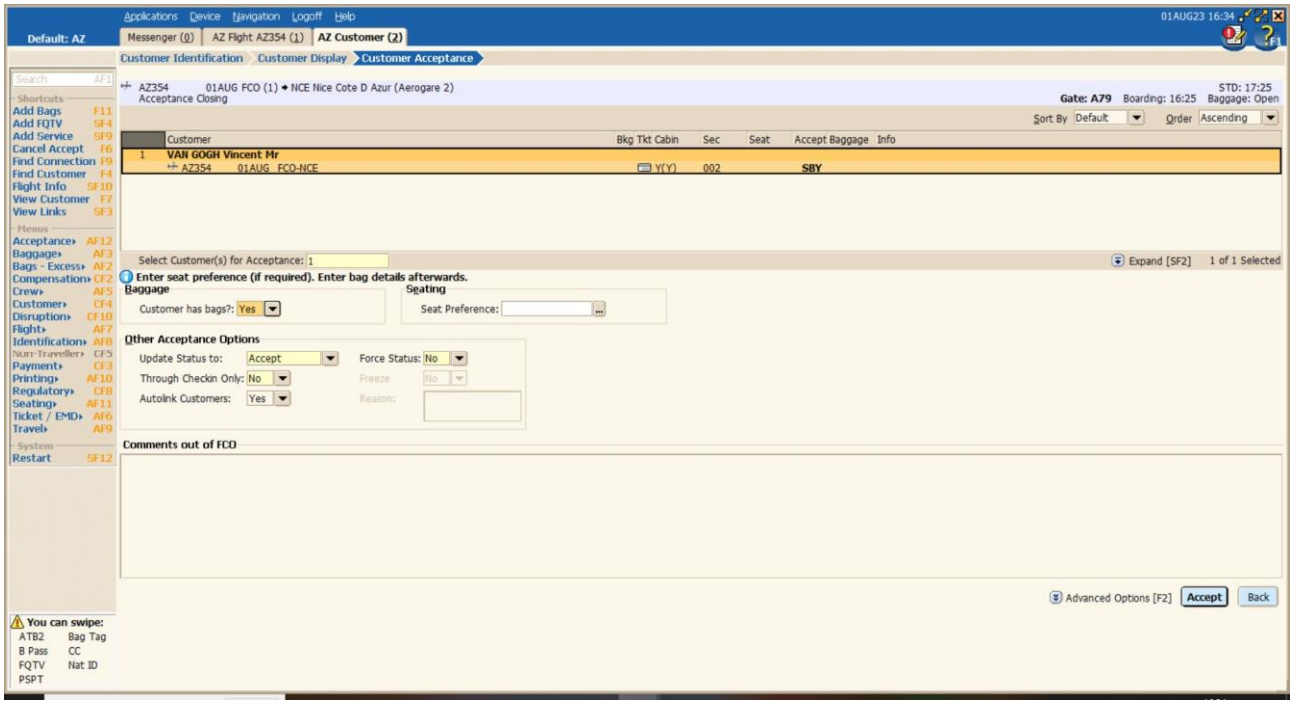
SCENARIO no. 4

CUSTOMER ON STAND-BY WHO MUST BE ACCEPTED BEFORE APPLYING THE ONLOAD LIST 1.

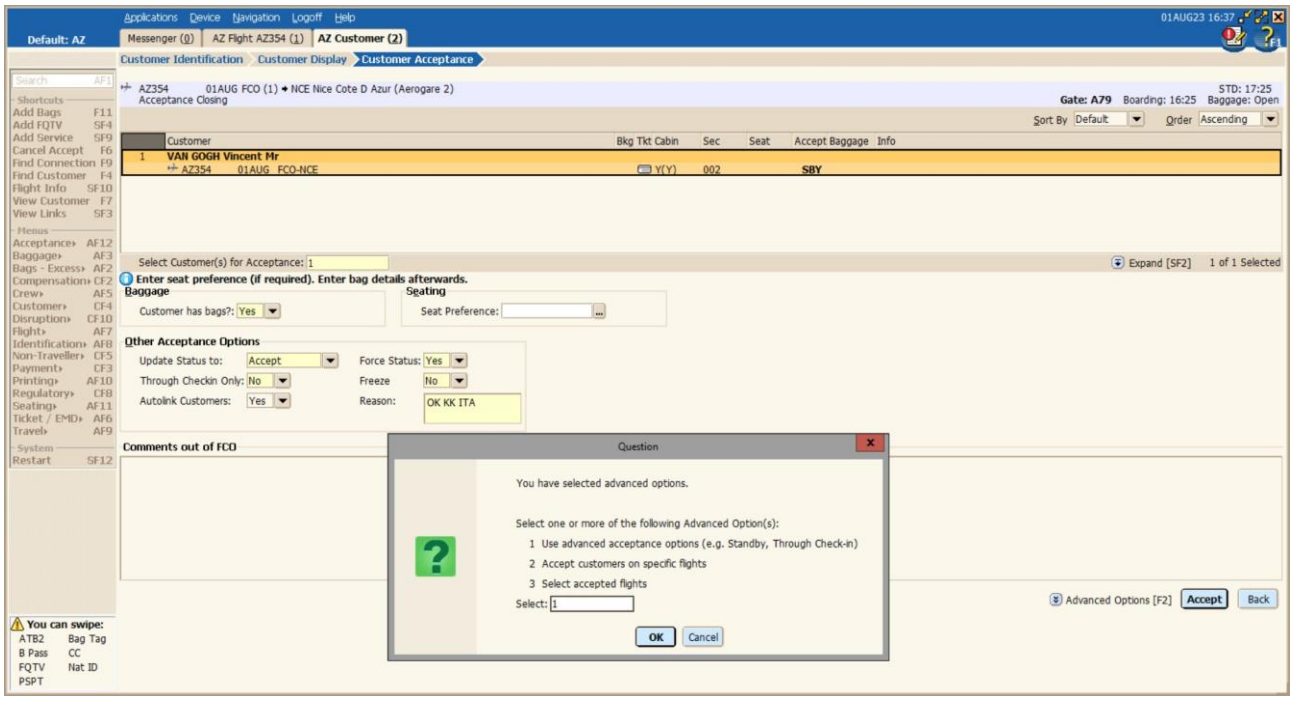
RETRIEVE CUSTOMER NAME



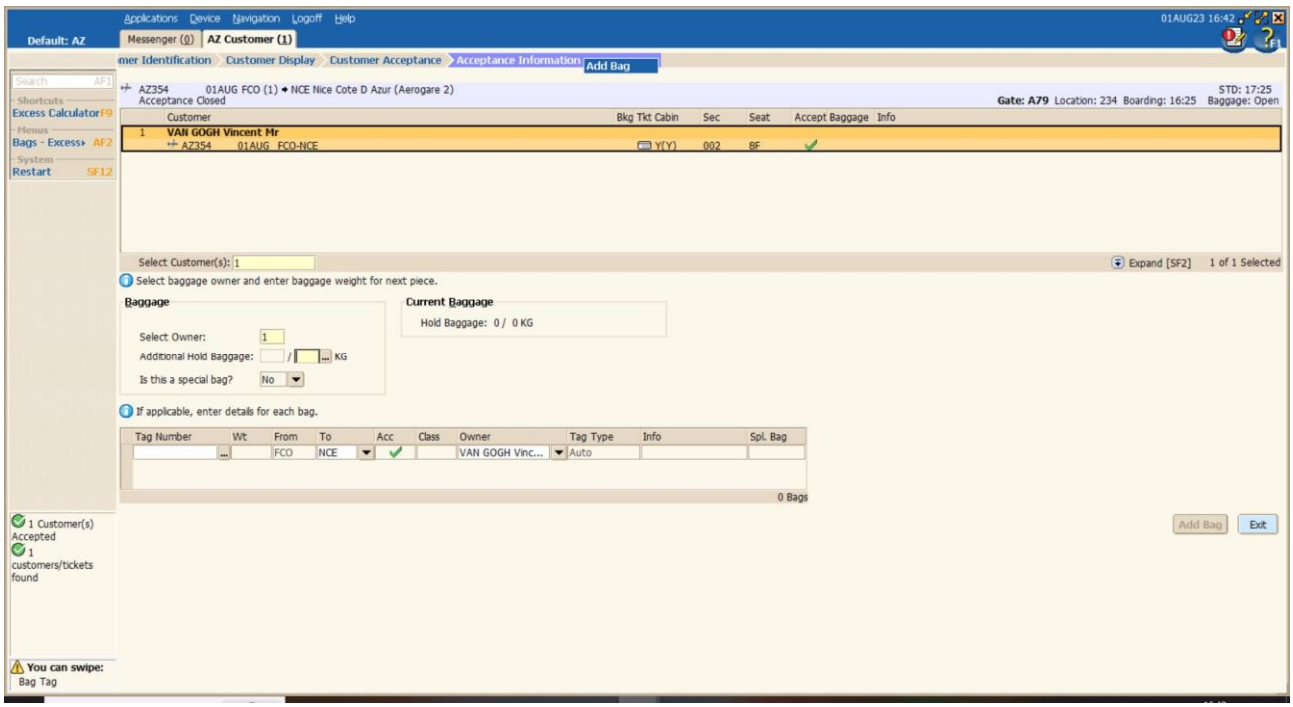
2. CLICK **AF12 ACCEPTANCE** FROM LEFT BANNER MENUS



3. UPDATE STATUS TO **"ACCEPT",** FORCE STATUS TO **"YES**"
   CLICK "ADVANCED OPTIONS" (F2)
   THE SYSTEM WILL OPEN AN OPTIONS WINDOW
   SELECT THE MOST APPROPRIATE OPTION (IN THIS CASE no.1)



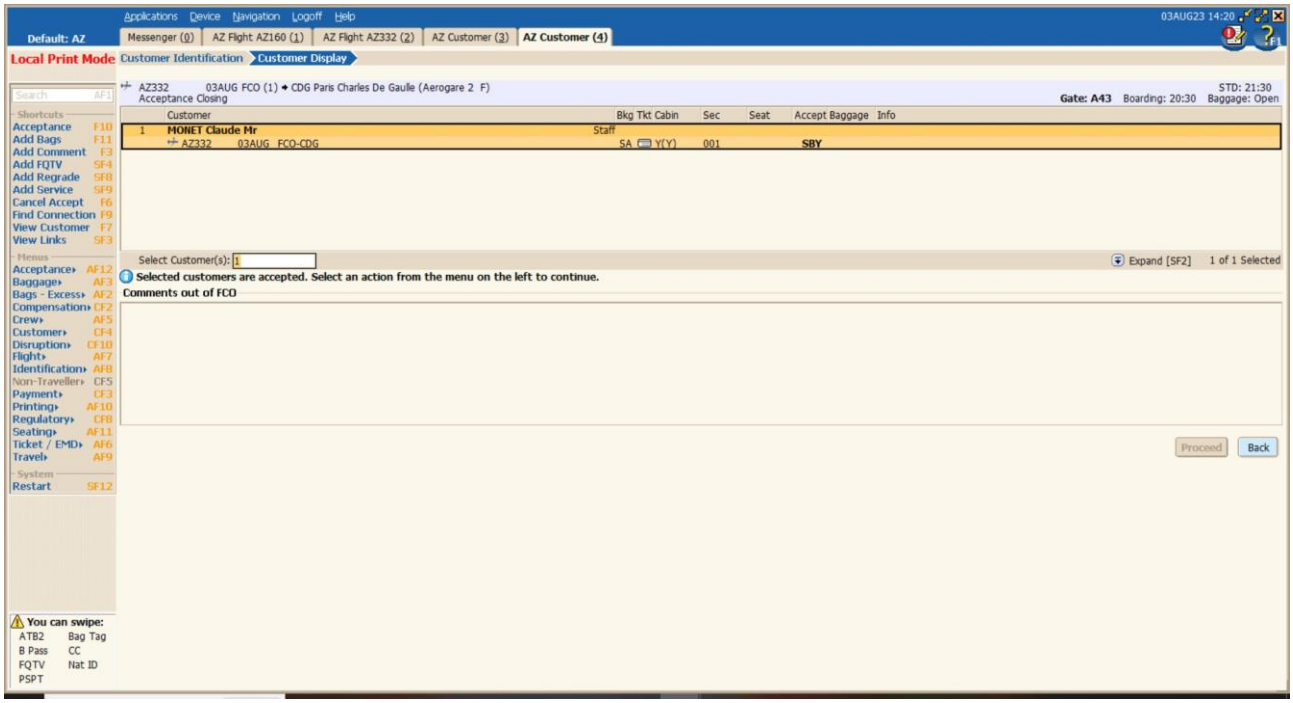
4. CUSTOMER HAS BEEN ACCOMODATED ON THE FLIGHT (END OF SCENARIO no. 4)



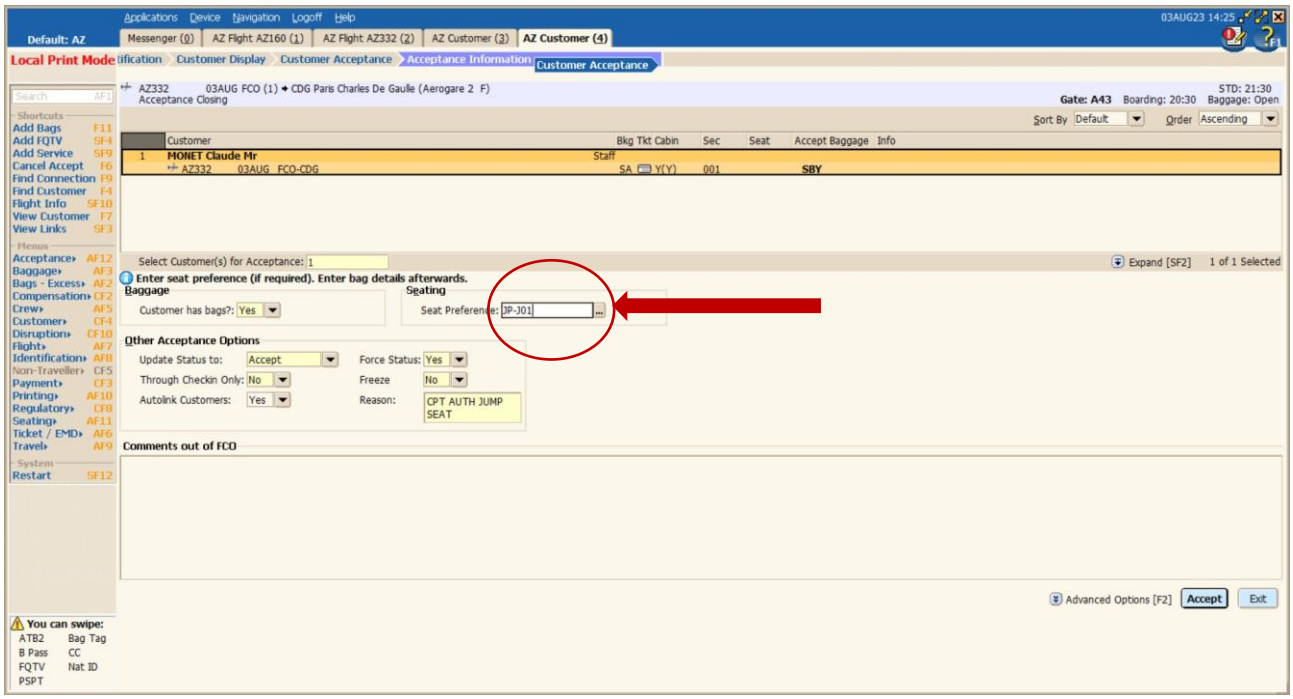
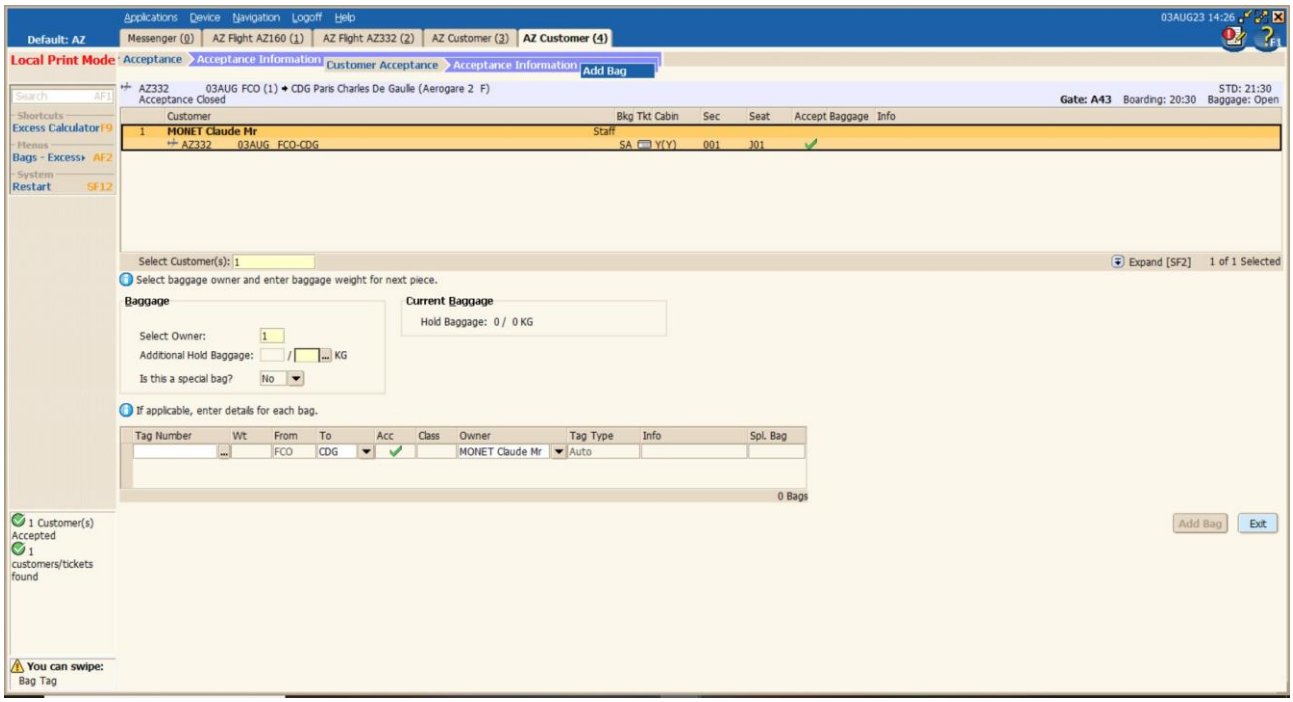
SCENARIO no. 5

CUSTOMER ON STAND-BY TO BE ACCOMODATED IN A JUMP-SEAT WITH FLIGHT ACCEPTANCE STATUS "CLOSED"

1. RETRIEVE CUSTOMER NAME



2. ACCEPT CUSTOMER FORCING ACCEPTANCE STATUS AND INSERTING THE JUMP-SEAT NAME **(JP-J01)** IN THE SEAT PREFERENCE BOX.
   REFER TO SEATMAP LEGENDA AND CLICK ON THE SPECIFIC JUMPSEAT TO VERIFY THE NAME.



3. CUSTOMER HAS BEEN ACCEPTED ON A JUMP-SEAT (END OF SCENARIO no.5)