

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.



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LET'S KEEP INFORMED

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

Default: AZ

Applications Device Navigation Logout Help

Messenger (1) AZ Customer (1) AZ Flight AZ1613 (2) AZ Customer (3)

PDT Flight Information Customer List Selection Customer List Customer Selection Customer Acceptance

AZ1613 07AUG FCO (1) • BRI Bari Palestre

Acceptance Open

STD: 13:25 Gate: A32 Location: 411 Boarding: 12:45 Baggage: Open

Sort By Default Order Ascending

	Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1	ROSSI Mario	AZ1613	07AUG	FCO-BRI					AZ-SUPERIORFL

Select Customer(s) for Acceptance: 1

Gender is required for customer: ROSSI Mario.

Proceed to enter missing information.

Comments out of FCO

Expand [SF2] 1 of 1 Selected

Advanced Options [F2] Proceed Exit

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”

Default: AZ

Applications Device Navigation Logout Help

Messenger (1) AZ Customer (1) AZ Flight AZ1613 (2) AZ Customer (3) AZ Flight AZ1613 (5)

PDT Flight Information Customer List Selection Customer List Customer Selection Customer Acceptance

AZ1613 07AUG FCO (1) • BRI Bari Palestre

Acceptance Closing

STD: 13:25 Gate: A32 Location: 411 Boarding: 12:45 Baggage: Open

Sort By Default Order Ascending

	Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1	ROSSI Mario	AZ1613	07AUG	FCO-BRI					AZ-SUPERIORFL

Select Customer(s) for Acceptance: 1

Enter seat preference (if required). Enter bag details afterwards.

Baggage

Customer has bag?: No

Seat Preference:

Comments out of FCO

Warning: 14027

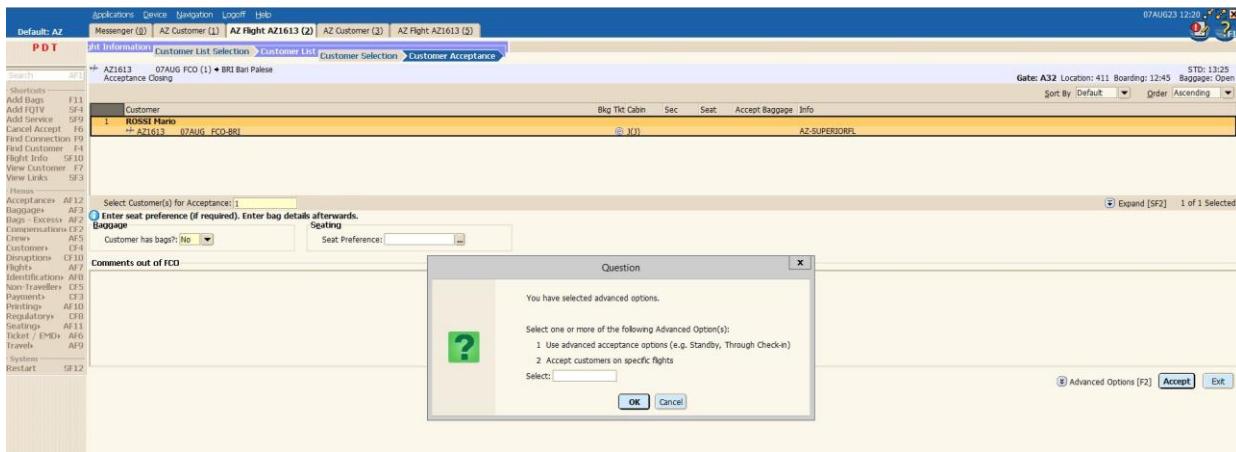
Acceptance at the gate only.

OK

Advanced Options [F2] Accept Exit

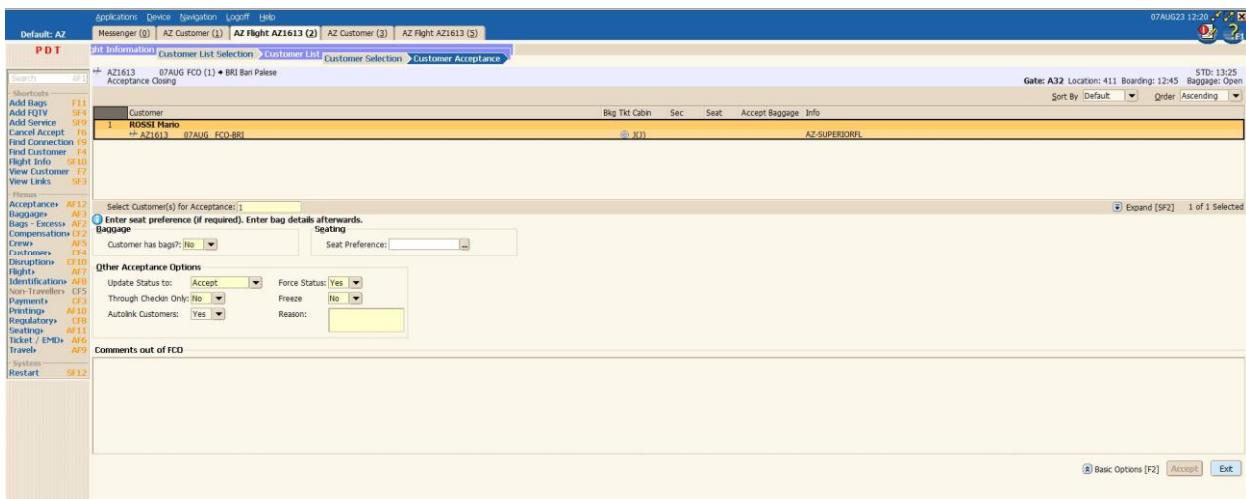
Customer did not have GBR

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)

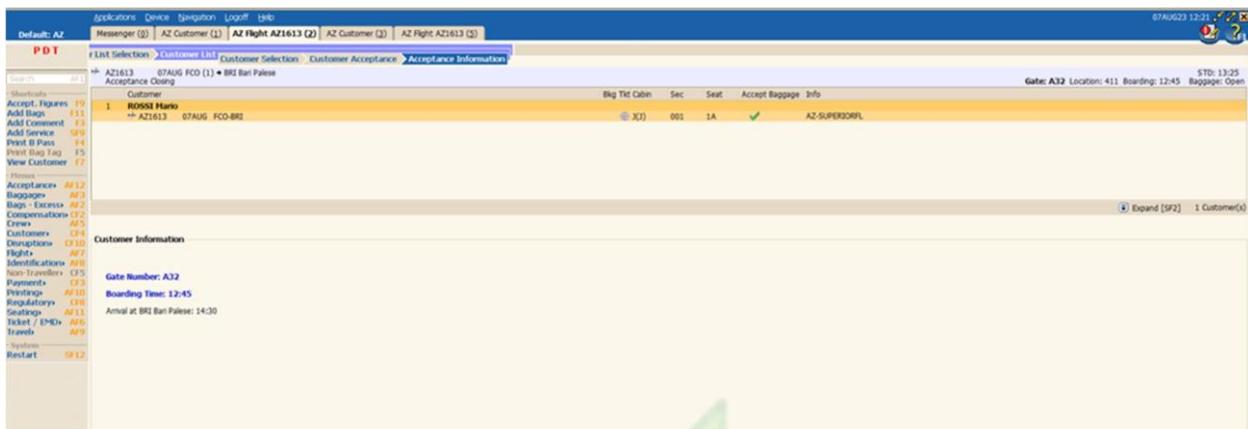


5. THE CUSTOMER IS NOW ACCEPTED (END OF SCENARIO no.1)



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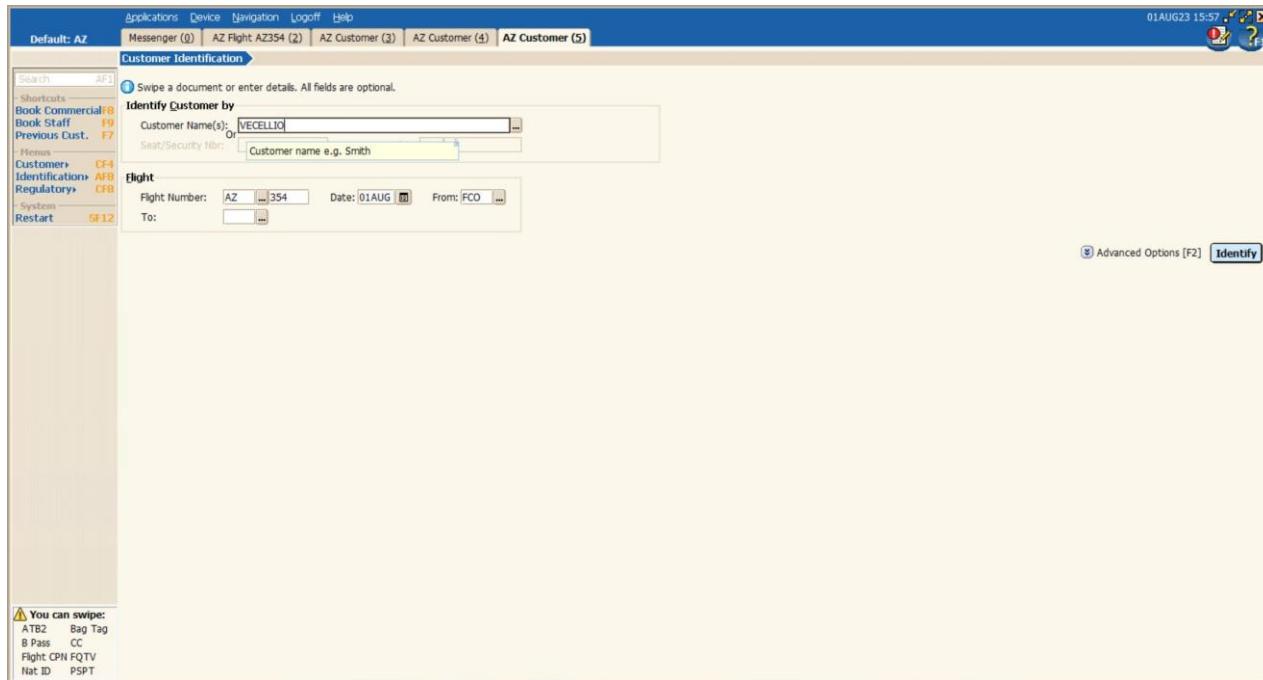


SCENARIO no. 2

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



Customer Identification

Search: VEC

Identify Customer by:

Customer Name(s): VECELIO

Seat/Security Nbr: Customer name e.g. Smith

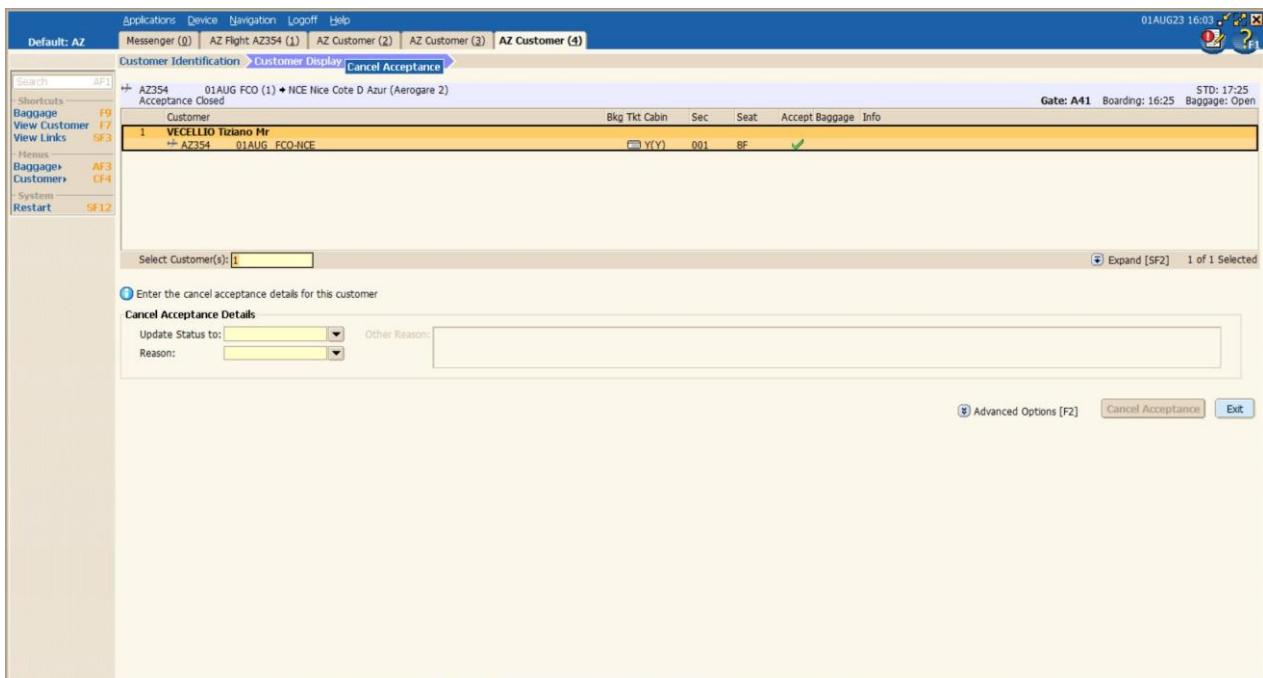
Flight Number: AZ 354 Date: 01AUG From: FCO To:

Advanced Options [F2] Identify

You can swipe:

- ATB2 Bag Tag
- B Pass CC
- Flight CPN FQTV
- Nat ID PSPT

2. CLICK F6 CANCEL ACCEPTANCE



Customer Identification Customer Display Cancel Acceptance

AZ354 01AUG FCO (1) • NICE Nice Cote D Azur (Aerogare 2)

Acceptance Closed

Customer

	Bkg	Tkt	Cabin	Sec	Seat	Accept Baggage	Info
1 VECELLO Tiziano Mr	Y(Y)	001	BF	<input checked="" type="checkbox"/>			

Gate: A41 Boarding: 16:25 Baggage: Open STD: 17:25

Select Customer(s): 1

Enter the cancel acceptance details for this customer

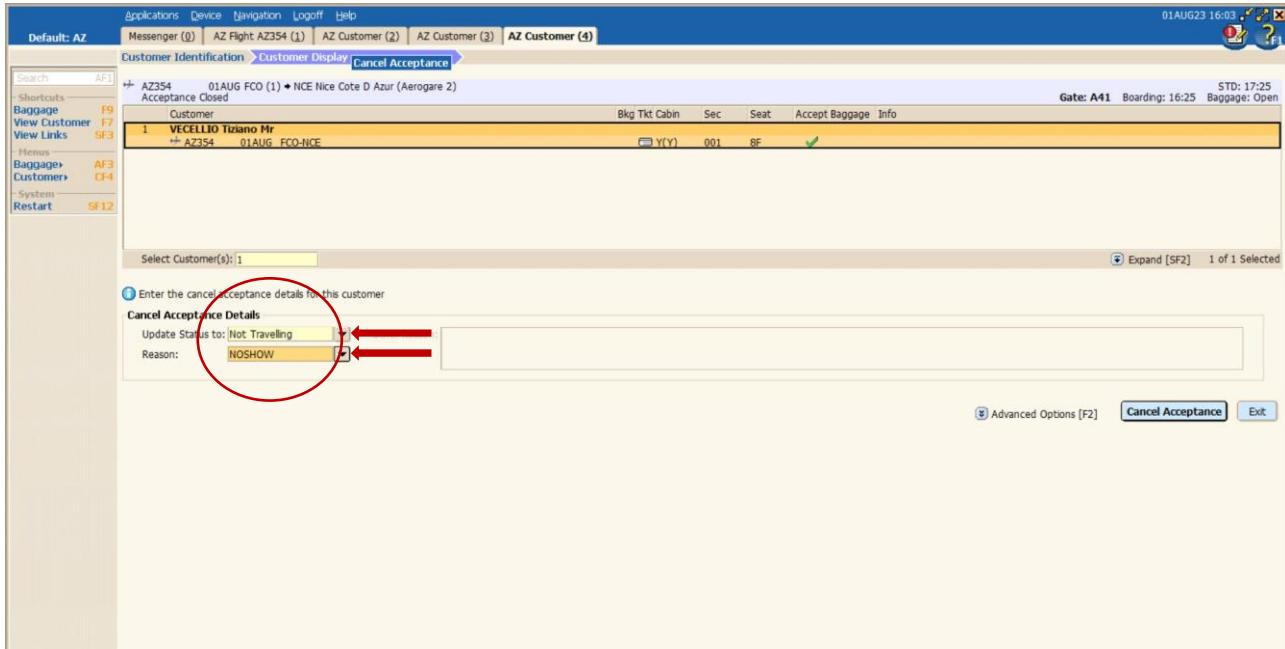
Cancel Acceptance Details

Update Status to: Other Reason:

Reason:

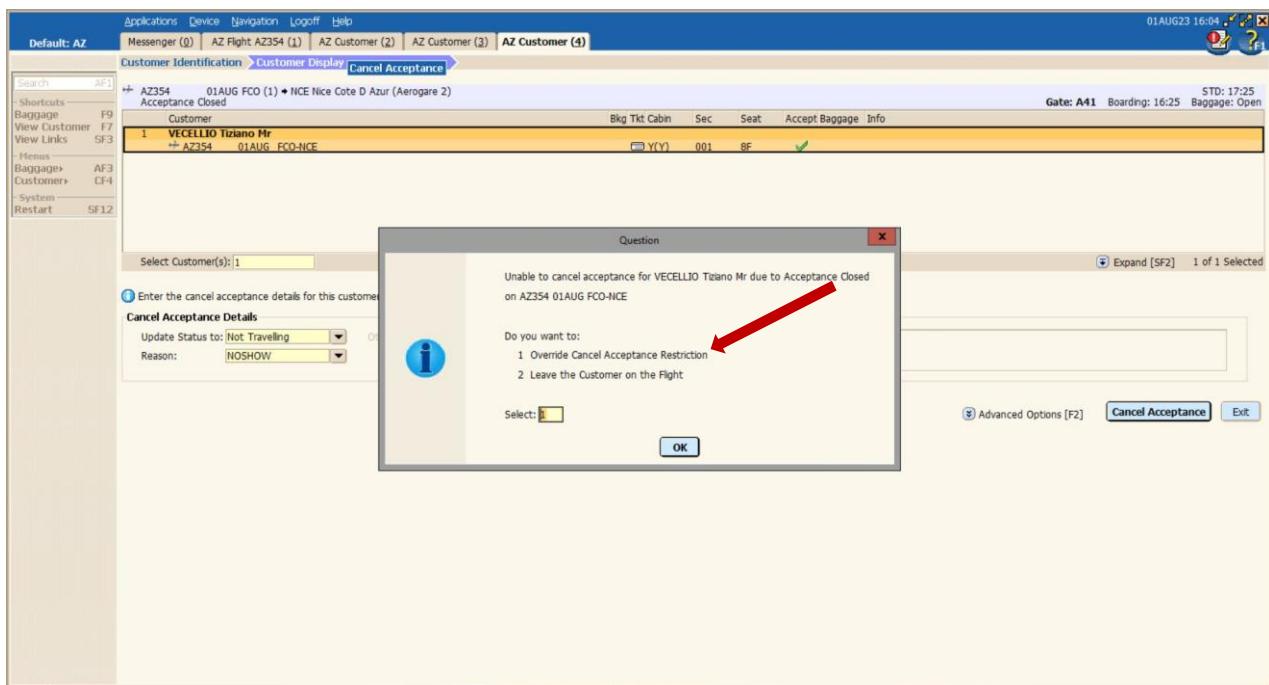
Advanced Options [F2] Cancel Acceptance Exit

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

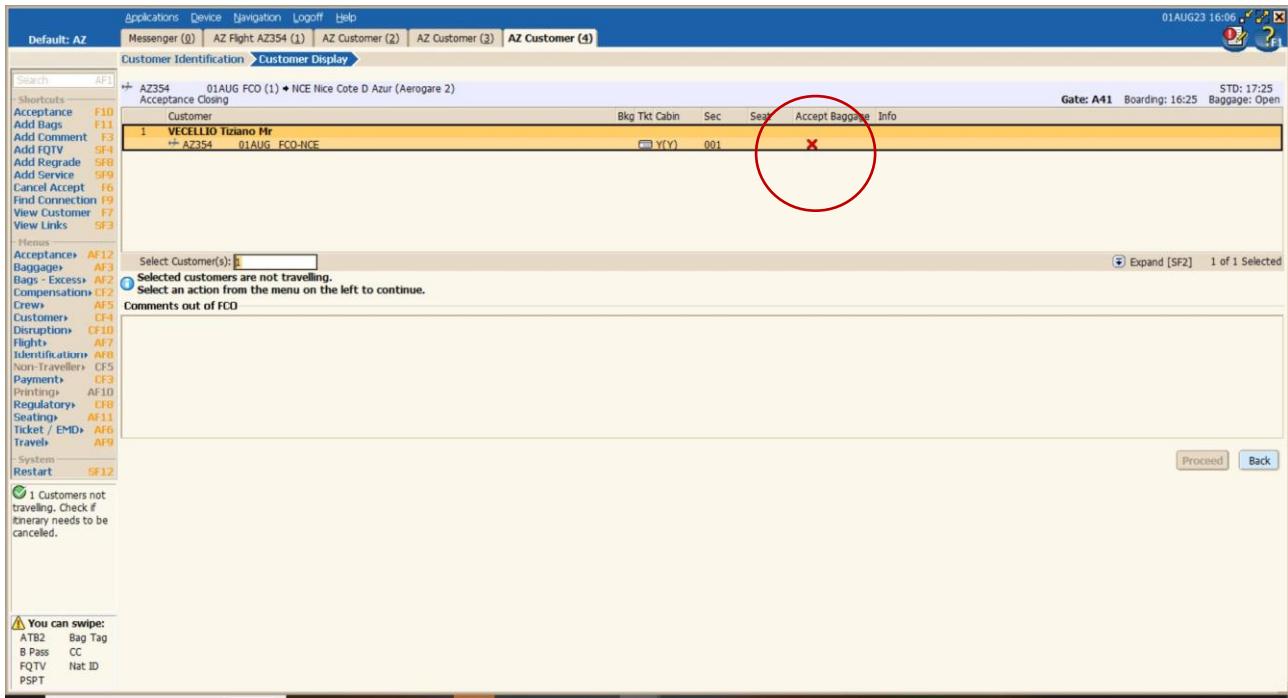


AS THE ACCEPTANCE FLIGHT STATUS IS **"CLOSED"** THE SYSTEM IS ASKING TO USE ADVANCE OPTIONS TO CANCEL THE CUSTOMER DURING THIS PHASE OF THE FLIGHT MANAGEMENT

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)



Customer Identification >Customer Display

01AUG23 16:06

Default: AZ Applications Device Navigation Logoff Help

Messenger (0) AZ Flight AZ354 (1) AZ Customer (2) AZ Customer (3) AZ Customer (4)

Gate: A41 Boarding: 16:25 STD: 17:25 Baggage: Open

	Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept Baggage	Info
1	VECELLIO Tiziano Mr	AZ354	01AUG	FCO-NCE		Y(Y)	001	<input checked="" type="checkbox"/>

Select Customer(s):

Selected customers are not travelling.

Select an action from the menu on the left to continue.

Comments out of FCO

1 Customers not travelling. Check if itinerary needs to be cancelled.

You can swipe:

- ATB2 Bag Tag
- B Pass CC
- FQTV Nat ID
- PSPT

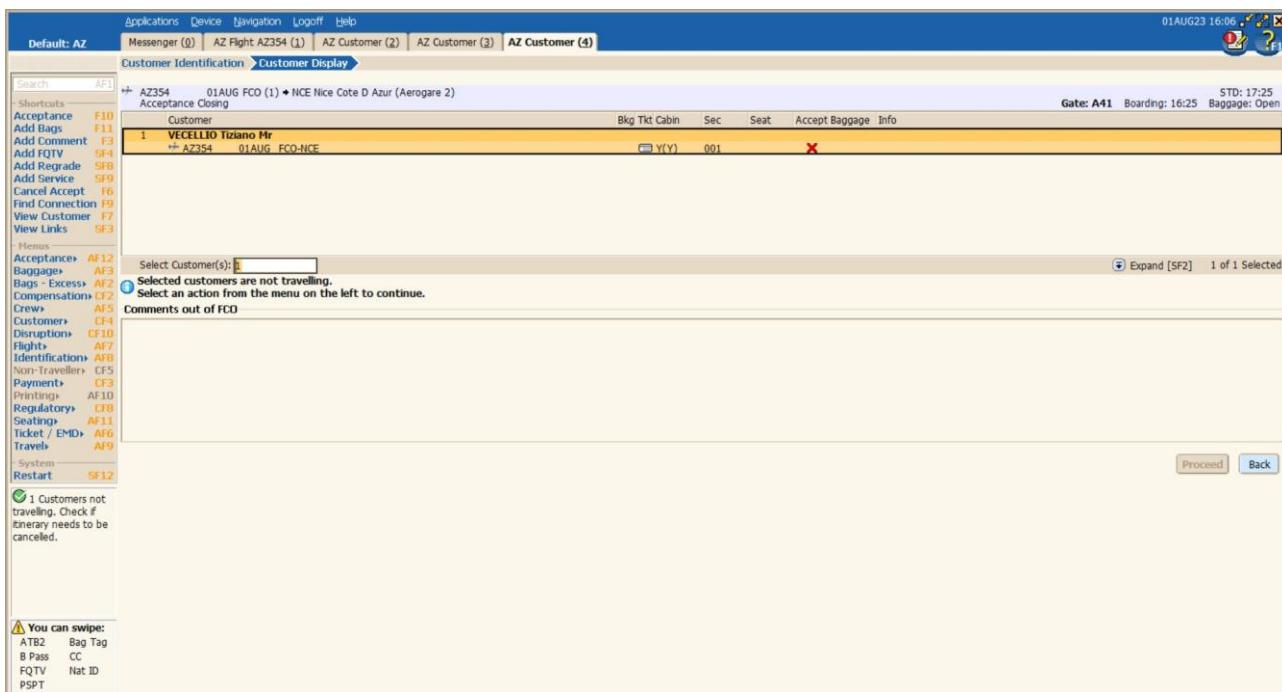
Proceed Back

SCENARIO no. 3

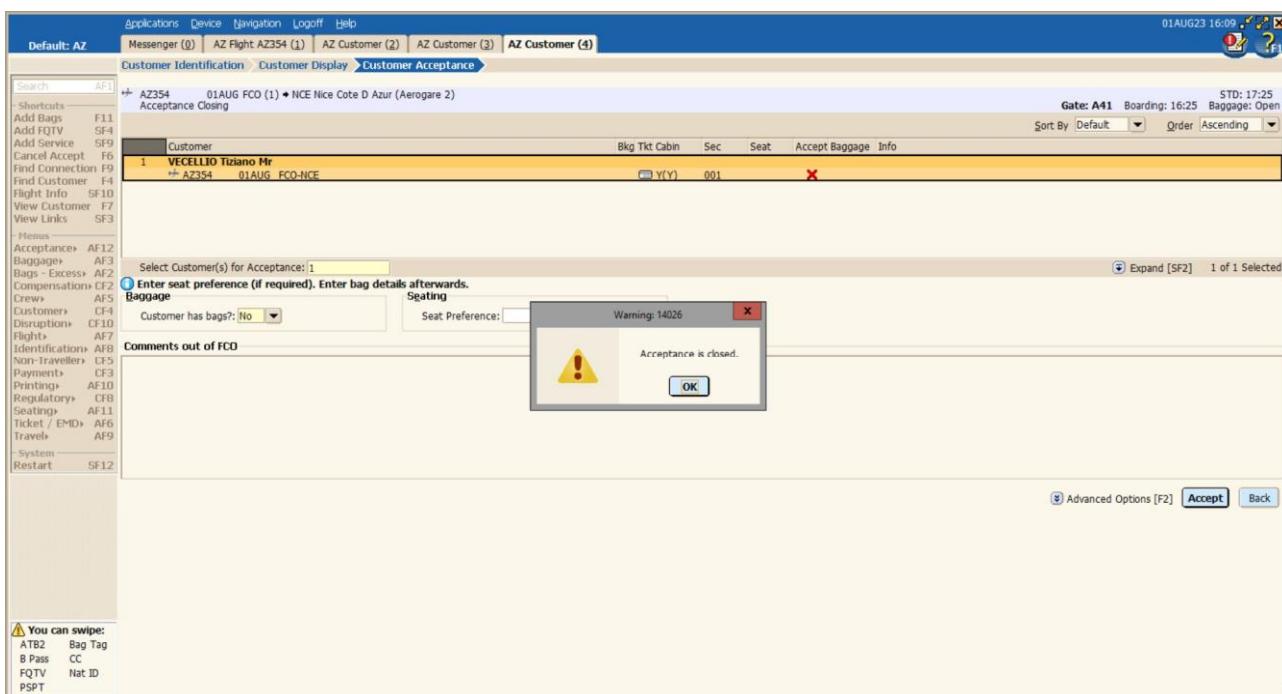
THE CUSTOMER PREVIOUSLY CANCELLED AS NOSHOW HAS ARRIVED AT THE GATE

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

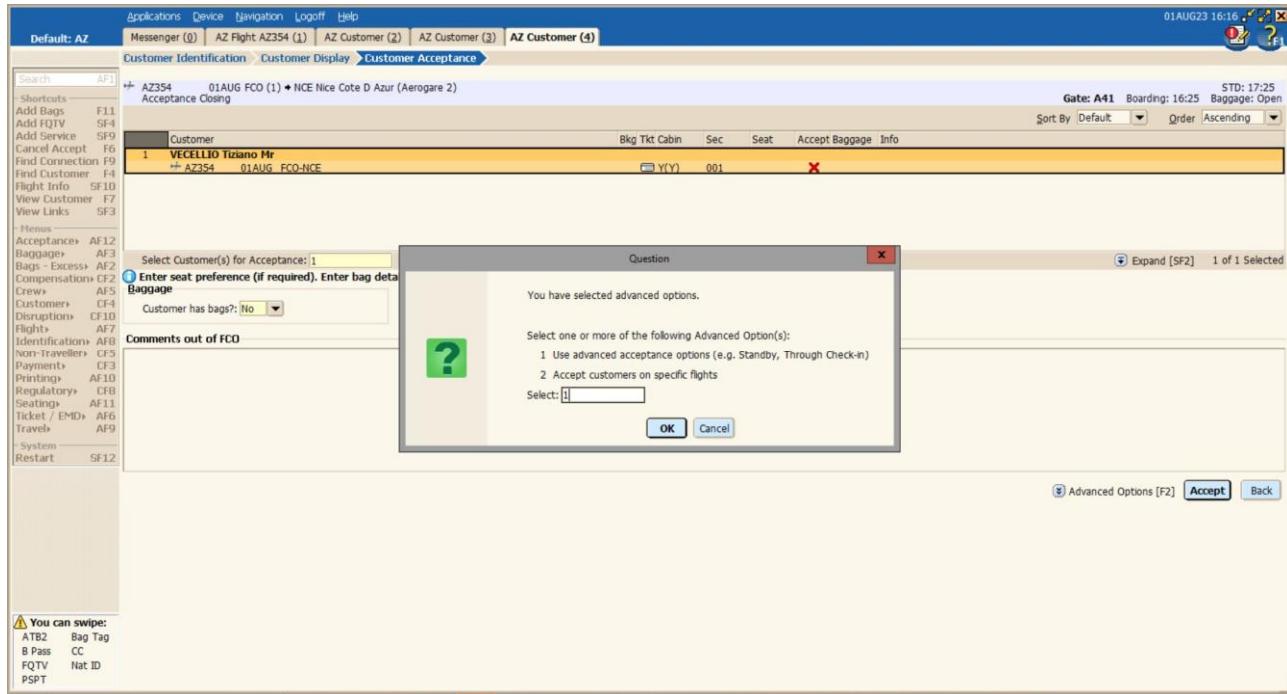
1. FROM CUSTOMER DISPLAY CLICK ACCEPTANCE F10 IN THE LEFT BANNER SHORTCUTS



2. THE ANSWER WILL BE “ACCEPTANCE CLOSED”

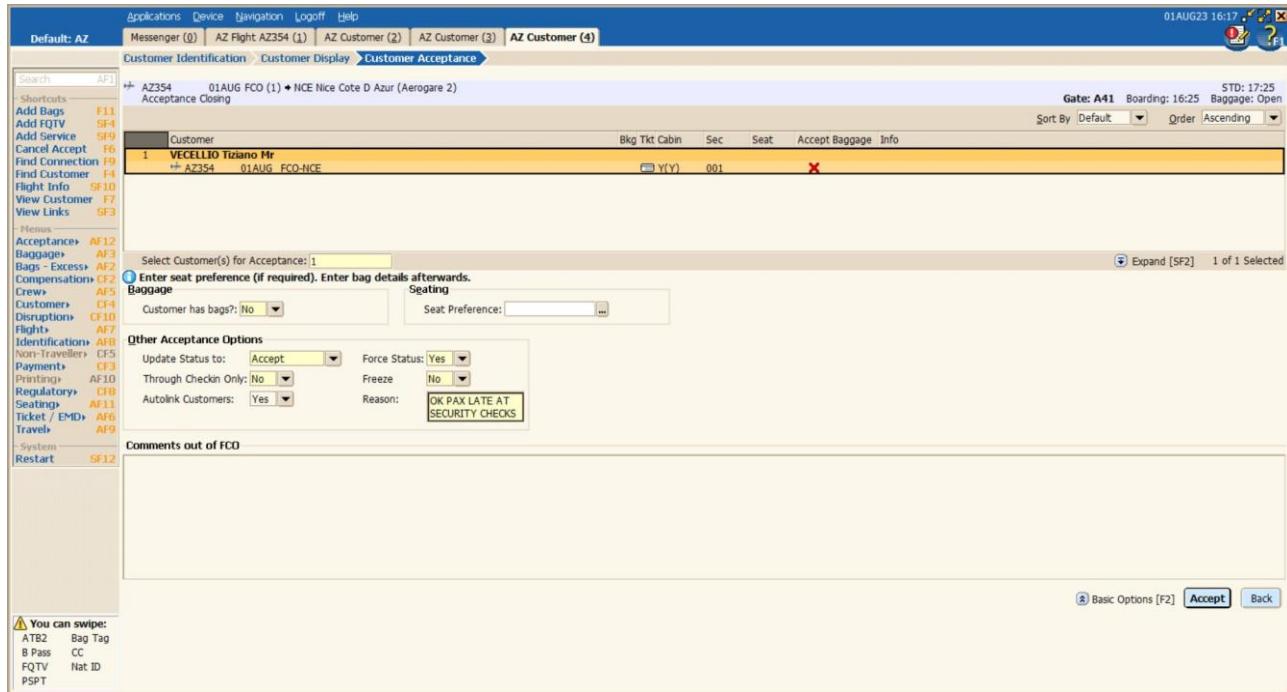


3. CLICK "ADVANCED OPTIONS"; AS THE SYSTEM WILL RETURN THIS POP-UP SUGGESTING THE USE OF ADVANCED OPTIONS, SELECT THE DESIRED OPTION, IN THIS CASE OPTION no.1



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)



01AUG23 16:20

Default: AZ Applications Device Navigation Logoff Help

Messenger (0) AZ Flight AZ354 (1) AZ Customer (2) AZ Customer (3) AZ Customer (4)

Customer Identification Customer Display Customer Acceptance Acceptance Information

Accept, Figures F9 AZ354 01AUG FCO (1) • NCE Nice Cote D Azur (Aerogare 2)

Acceptance Closed

Customer 1 VECCELLIO Tiziano Mr

Bkg Tkt Cabin Sec Seat Accept Baggage Info

Gate: A41 Boarding: 16:25 STD: 17:25 Baggage: Open

Y(Y) 001 7A ✓

Print B Pass F4

Print Bag Tag F5

View Customer F7

Acceptance AF12

Baggage AF3

Bags - Excess AF2

Compensation AF2

Crew AF5

Customer AF4

Disruption AF10

Flight AF7

Identification AF11

Issue Customer AF5

Payment AF3

Printing AF10

Regulatory AF9

Seating AF11

Ticket / EMD AF6

Travel AF9

System

Restart SF12

1 Customer(s) Accepted

1 customers/tickets found

1 B. Pass sent

⚠ You can swipe: Bag Tag B Pass CC Flight CPN FQTV Nat ID PSPT

Customer Information

Gate Number: A41

Boarding Time: 16:25

Arrival at NCE Nice Cote D Azur(Aerogare 2): 18:35

New Customer

SCENARIO no. 4

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

RETRIEVE CUSTOMER NAME

Default: AZ

Applications Device Navigation Logout Help

Messenger (0) AZ Flight: AZ354 (1) AZ Customer (2)

Customer Identification > Customer Display

Search AF1

- Shortcuts
Acceptance F10
Add Baggage F11
Add Comment F12
Add FOTV F13
Add Regrade F14
Add Service F15
Cancel Accept F16
Find Connection F17
View Customer F18
View Links SF1

- Menus
Acceptance AF12
Baggage AF13
Bags - Excess AF14
Compensation AF15
Drop Off AF16
Customer AF17
Disruption AF18
Flight AF19
Identification AF20
Non-Traveller AF21
Payment AF22
Printing AF23
Regulatory AF24
Seating AF25
Ticket / EMD AF26
Travel AF27
System SF12

01AUG FCO (1) + NCE Nice Cote D Azur (Aerogare 2)
Acceptance Closing

Customer

Bkg Tkt Cabin Sec Seat Accept Baggage Info

1 VAN GOGH Vincent Mr
AZ354 01AUG FCO-NICE

Y(Y) 002 SBY

STD: 17:25 Gate: A79 Boarding: 16:25 Baggage: Open

Select Customer(s):

Selected customers are selected. Select an action from the menu on the left to continue.

Comments out of FCO Customer number e.g. 1

Proceed Back

2. CLICK AF12 ACCEPTANCE FROM LEFT BANNER MENUS

01AUG23 16:34 01AUG23 16:34

Default: AZ

Applications Device Navigation Logoff Help

Messenger (1) AZ Flight AZ354 (1) AZ Customer (2)

Customer Identification Customer Display Customer Acceptance

Search AF1

Shortcuts AF2

Add Bag AF3

Add FTV AF4

Add Service AF5

Cancel Accept AF6

Find Connection AF9

Find Customer AF10

Flight Info AF10

View Customer AF7

View Links AF3

Menus

Acceptance AF12

Baggage AF3

Bags - Excess AF2

Compensation AF2

Crew AF5

Customer AF4

Disruption AF10

Flight AF8

Identification AF10

Non-Traveller AF5

Payment AF3

Printing AF10

Regulatory CFR

Seating AF11

Ticket / EMD AF9

Travel AF9

System AF12

Restart AF9

AZ354 01AUG FCO (1) → NCE Nice Côte D Azur (Aerogare 2)
Acceptance Closing

Gate: A79 Boarding: 16:25 Baggage: Open

Customer

1 VAN GOGH Vincent Mr

++ AZ354 01AUG FCO-NCE

Bkg Tkt Cabin Sec Seat Accept Baggage Info

Y(Y) 002 SBY

Sort By Default Order Ascending

Select Customer(s) for Acceptance: 1

Enter seat preference (if required). Enter bag details afterwards.

Baggage

Customer has bags?: Yes

Seat Preference:

Other Acceptance Options

Update Status to: Accept Force Status: No

Through Checkin Only: No Freeze: No

Autolink Customers: Yes Reason:

Comments out of FCO

Advanced Options [F2] Accept Back

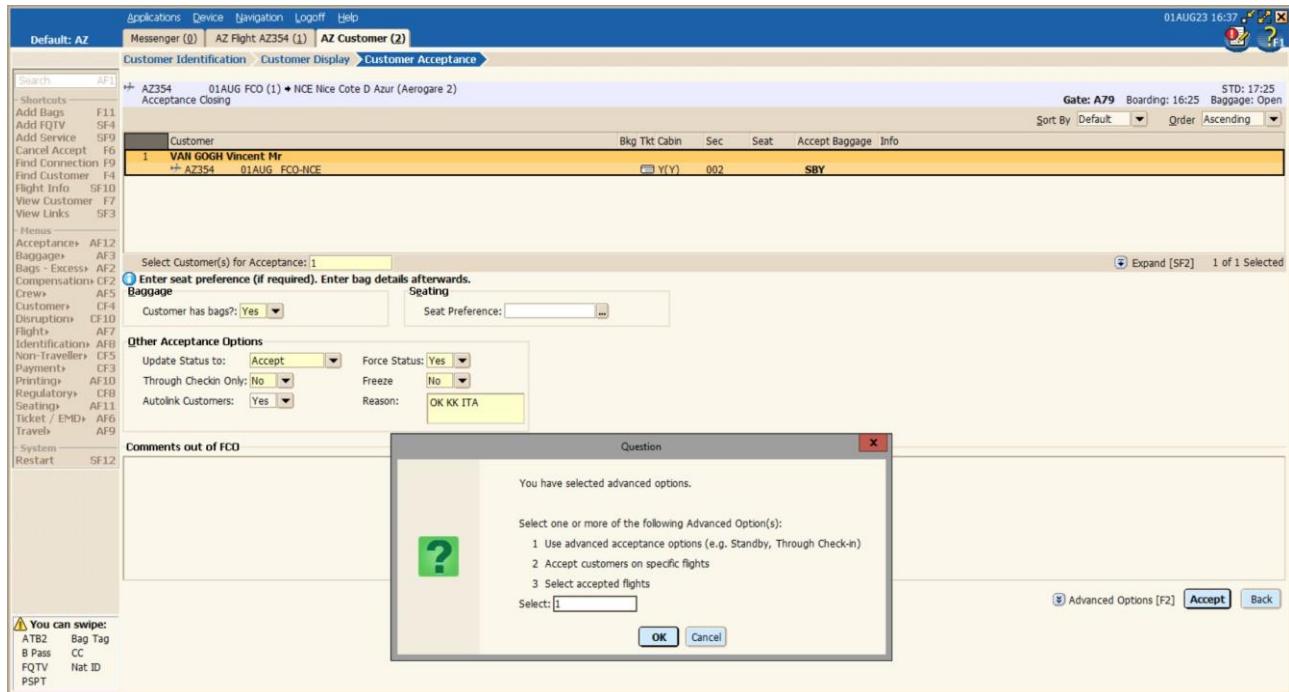
You can swipe: ATB2 Bag Tag
B Pass CC
FQTV Nat ID
PSPT

3. UPDATE STATUS TO "ACCEPT", FORCE STATUS TO "YES"

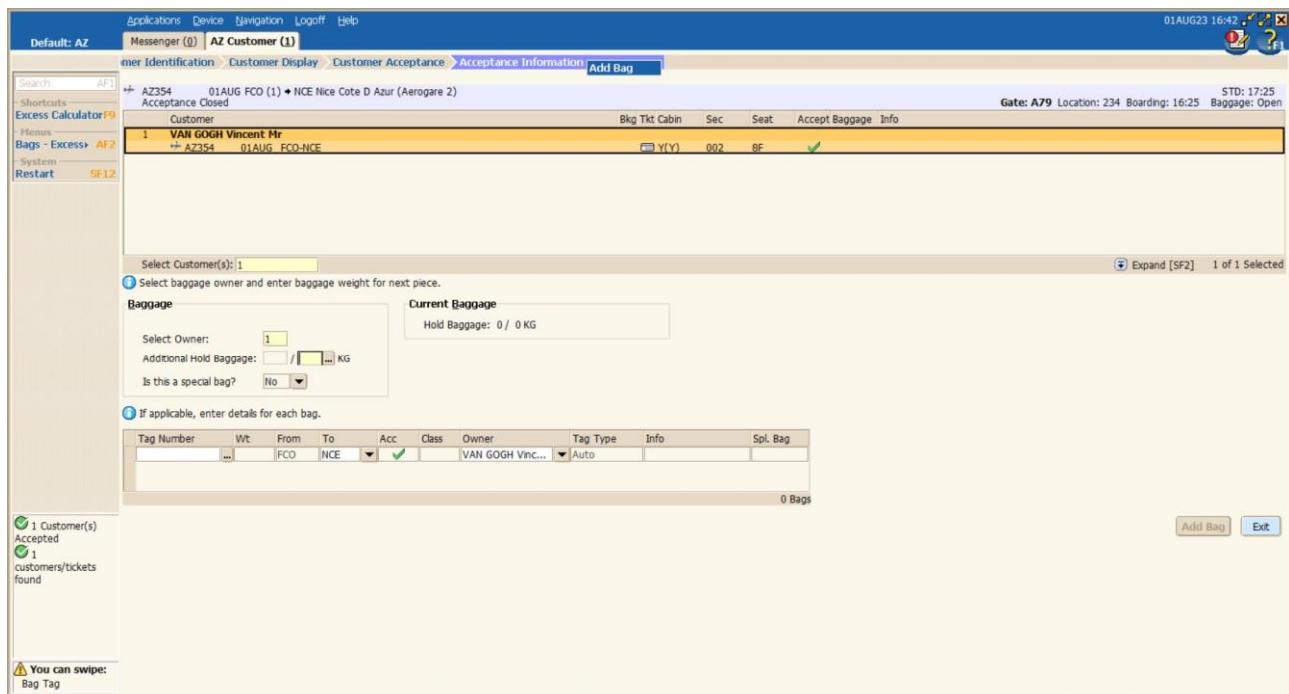
CLICK "ADVANCED OPTIONS" (F2)

THE SYSTEM WILL OPEN AN OPTIONS WINDOW

SELECT THE MOST APPROPRIATE OPTION (IN THIS CASE no.1)



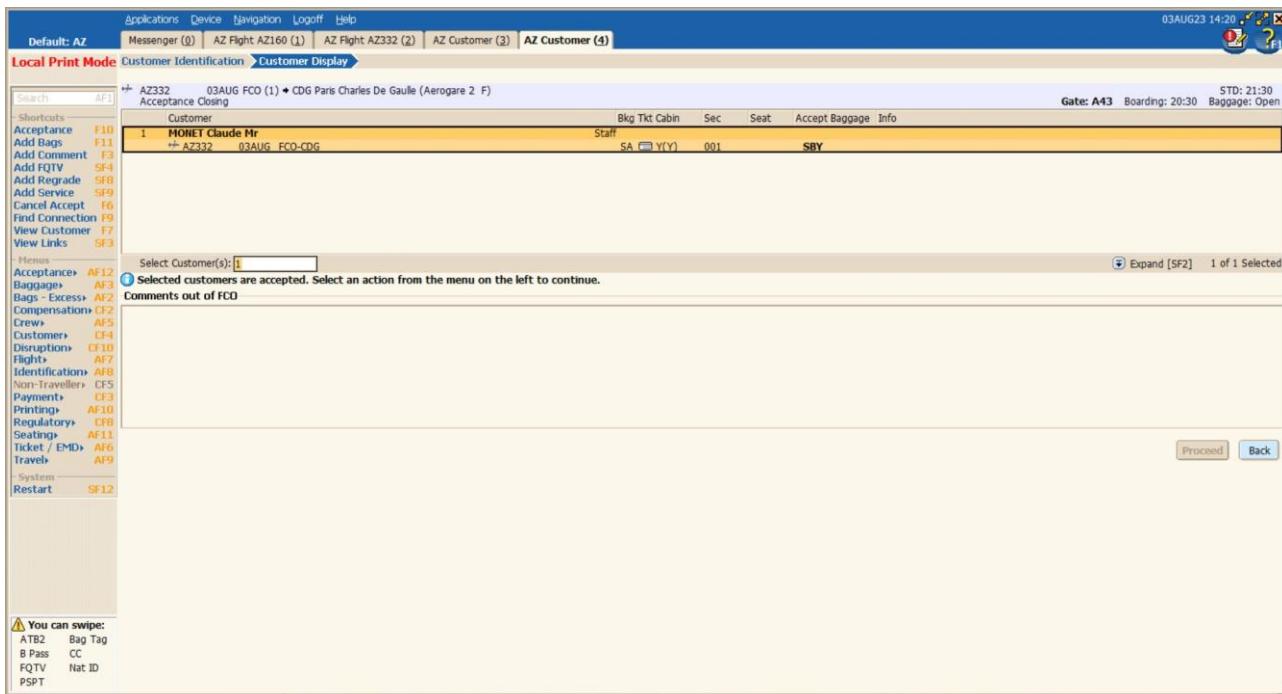
4. CUSTOMER HAS BEEN ACCOMMODATED ON THE FLIGHT (END OF SCENARIO no. 4)



SCENARIO no. 5

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

1. RETRIEVE CUSTOMER NAME



03AUG23 14:20

Gate: A43 Boarding: 20:30 Baggage: Open

Customer Identification > Customer Display

	Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1	MONET Claude Mr ++ AZ332 03AUG FCO-CDG	Staff	SA	Y(Y)	001		SBY		

Search AF1

Shortcuts

Acceptance F10

Add Bags F11

Add Comment F13

Add FQTV F4

Add Regrade F8

Add Service F9

Call Accept. F6

Find Connection F9

View Customer F7

View Links F3

Acceptance Closing

Customer AF2

Bags AF3

Bags - Excess AF2

Compensation AF2

Crew AF5

Customer AF4

Disruption AF10

Flight AF7

Identification AF6

Non-Traveller AF5

Payment AF3

Printing AF10

Regulatory AF8

Seating AF11

Ticket / EMD AF6

Travel AF9

System

Restart SF12

Select Customer(s): []

Selected customers are accepted. Select an action from the menu on the left to continue.

Comments out of FCO

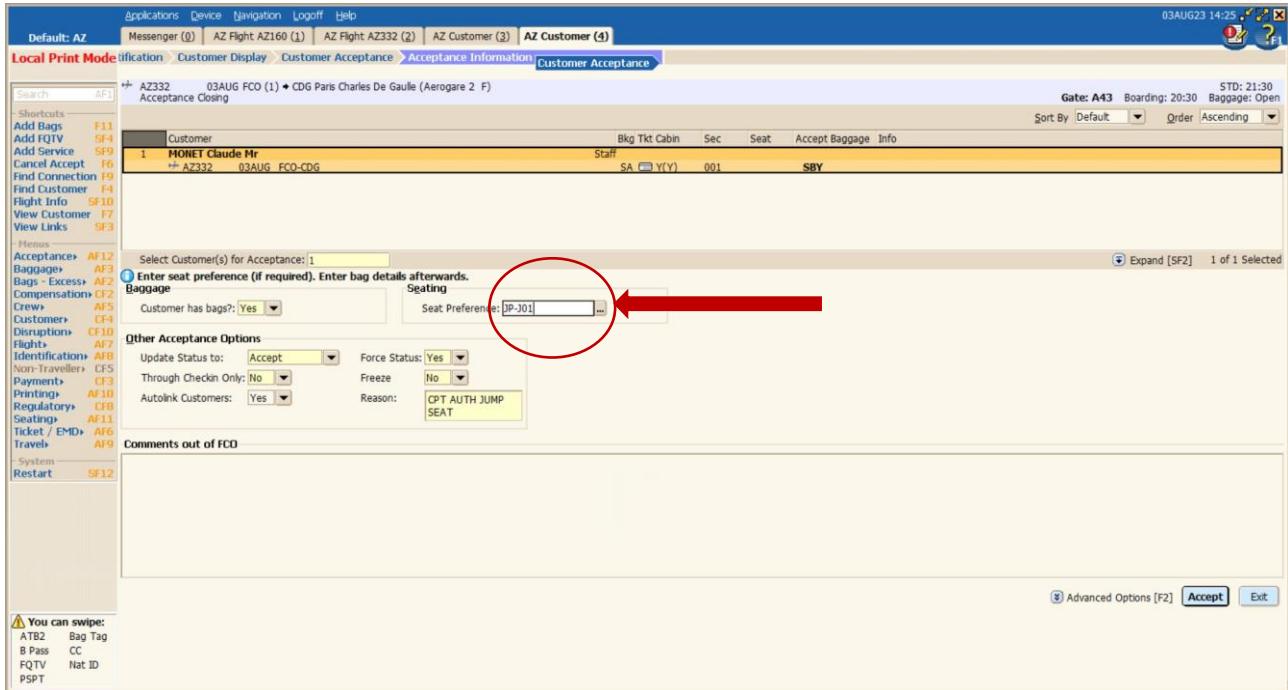
Proceed Back

⚠ You can swipe:

- ATB2 Bag Tag
- B Pass CC
- FQTV Nat ID
- PSPT

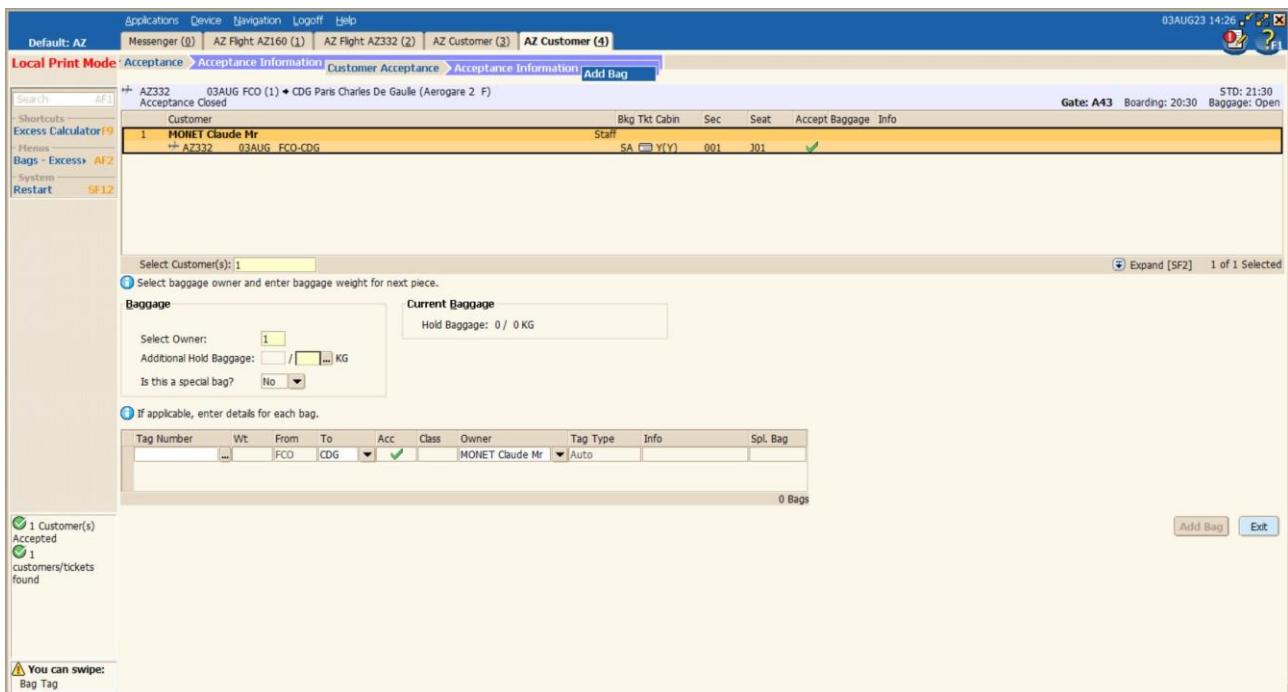
2. ACCEPT CUSTOMER FORCING ACCEPTANCE STATUS AND INSERTING THE JUMP-SEAT NAME (JP-J01) IN THE SEAT PREFERENCE BOX.

REFER TO SEATMAP LEGENDA AND CLICK ON THE SPECIFIC JUMPSEAT TO VERIFY THE NAME.



The screenshot shows the 'Customer Acceptance' screen. In the 'Seat Preference' input field, the text 'JP-J01' is entered. A red circle and arrow point to this field, indicating where the user should click to verify the jump-seat name.

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



The screenshot shows the 'Customer Acceptance' screen with the 'Accepted' status indicated by a green checkmark in the 'Seat' column for the selected customer. The 'Seat Preference' field now shows 'J01'.