

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.

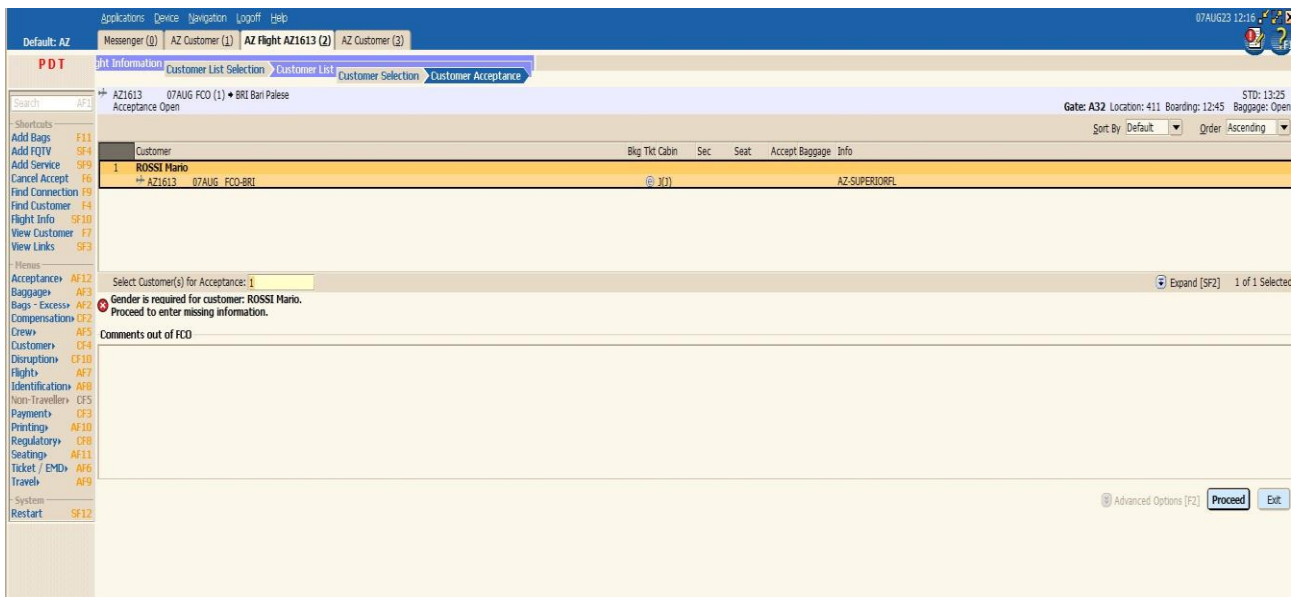
Here below the step-by-step procedure for each of them.

SCENARIO no. 1

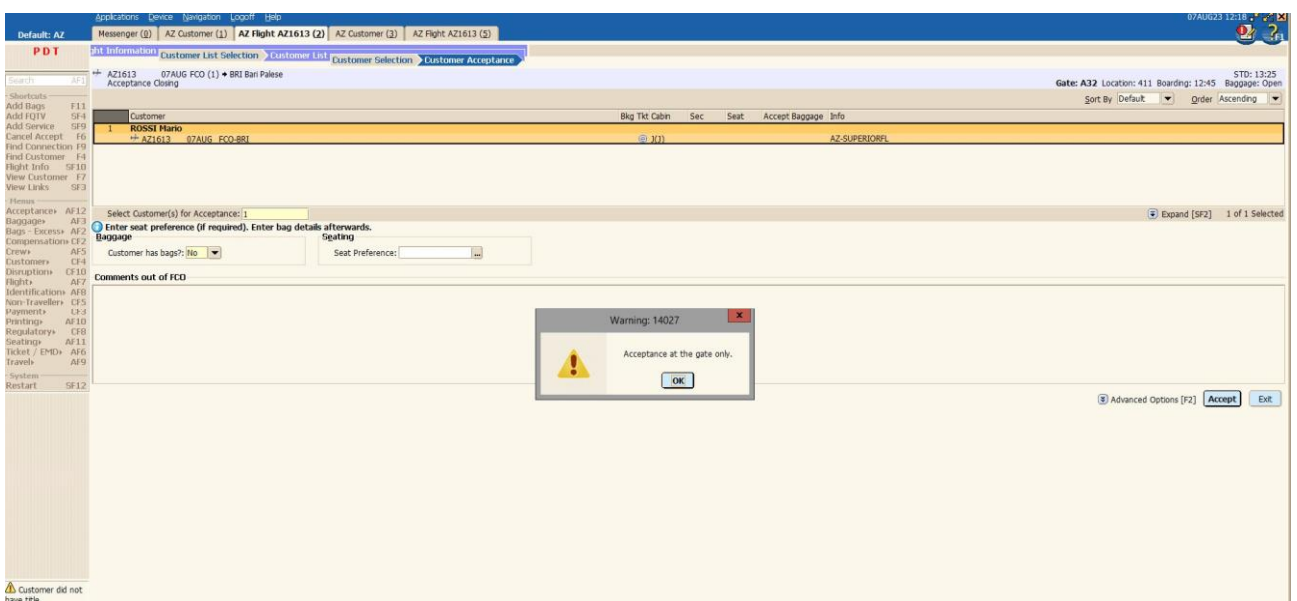
CUSTOMER IS SHOWING AT THE CHECK-IN DESKS FOR ACCEPTANCE BUT THE FLIGHT IS ALREADY CLOSED

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

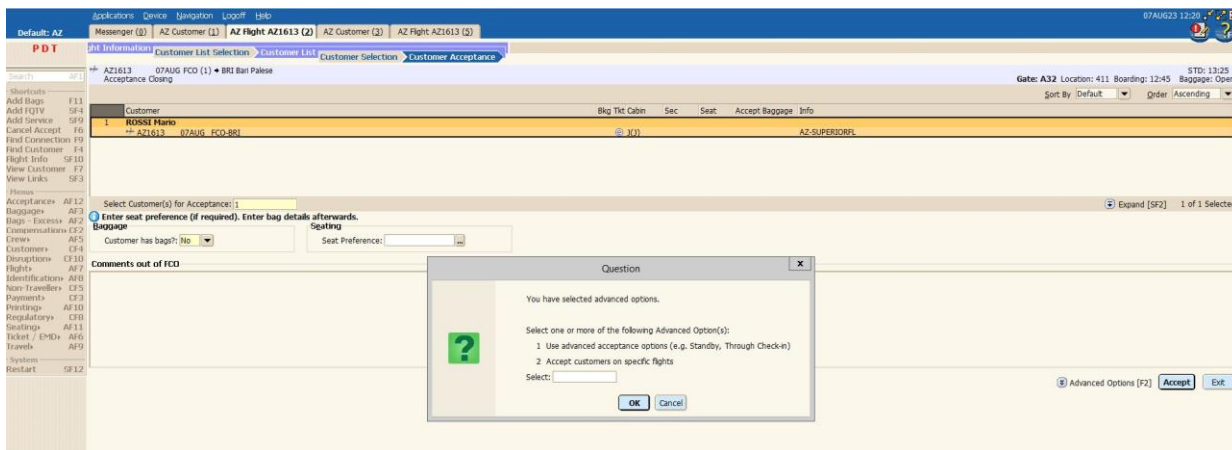
1. RETRIEVE CUSTOMER NAME AND PROCEED



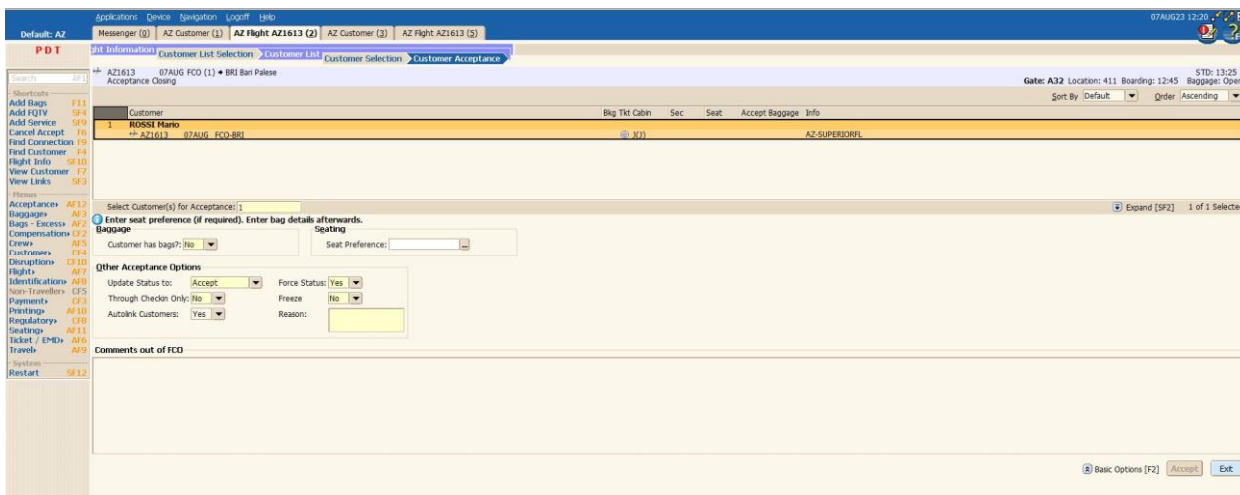
- THE SYSTEM WILL RETURN THIS POPUP INFORMING THAT FLIGHT ACCEPTANCE STATUS IS "CLOSING" MEANS THE FLIGHT IS "BOARDING". IF THE USER IS AUTHORIZED TO ACCEPT THE CUSTOMER PROCEEDS WITH "ACCEPT"



- 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)



TENIAMOCI IN- FORMATI

LET'S KEEP INFORMED

Applications: Device: Navigation: Logout: Help

Default: AZ | Messenger (2) | AZ Customer (1) | **AZ Flight AZ1613 (2)** | AZ Customer (2) | AZ Flight AZ1613 (2)

PDT | Flight Selection | **Customer List** | Customer Selection | Customer Acceptance | Acceptance Information

Search: 07 | AZ1613 07AUG FCO (1) • BRI Bari Palese

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

Customer	Big Tit	Cabin	Sec	Seat	Accept	Baggage	Info
1 ROSSI Mario							
AZ1613 07AUG FCO-BRI							
	XJ	001	1A	✓		AZ-SUPERIOR	

Expand [192] 1 Customer(s)

Customer Information

Gate Number: A32
Boarding Time: 12:45
Arrival at BRI Bari Palese: 14:30

Accept: Figures 19
Add Bags 11.1
Add Comment 13
Add Service 18.9
Print ID Pass 14
Print Bag Tag 15
View Customer 17

Disruptors 13.10
Rights 16.7
Identifications 16.6
Non Travelers 13.5
Payments 13
Printings 16.10
Regulatory 13.6
Seatings 16.11
Ticket / EMDs 16.6
Transit 16.9

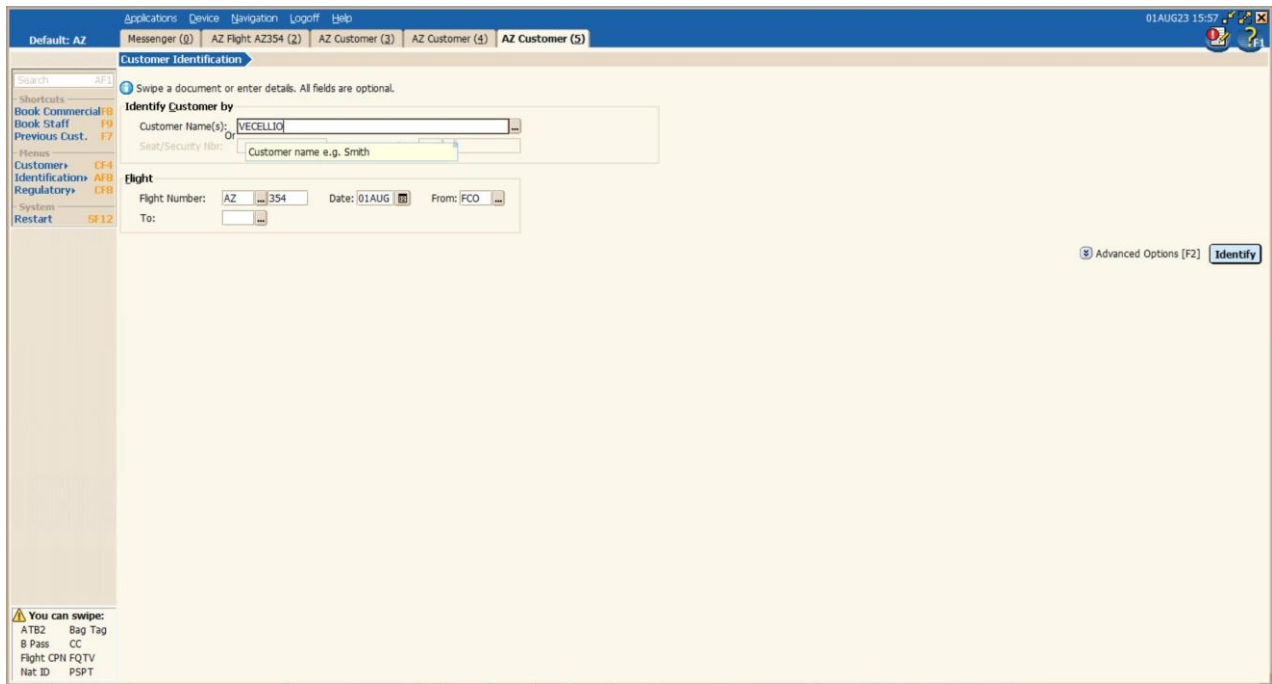
Systems
Restart 16.12

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



Default: AZ Applications Device Navigation Logoff Help 01AUG23 15:57

Messenger (0) AZ Flight AZ354 (2) AZ Customer (2) AZ Customer (4) AZ Customer (5)

Customer Identification

Search: AF1

Swipe a document or enter details. All fields are optional.

Identify Customer by

Customer Name(s):

Or

Seat/Security Nbr:

Customer name e.g. Smith

Flight

Flight Number: AZ Date: 01AUG From: FCO

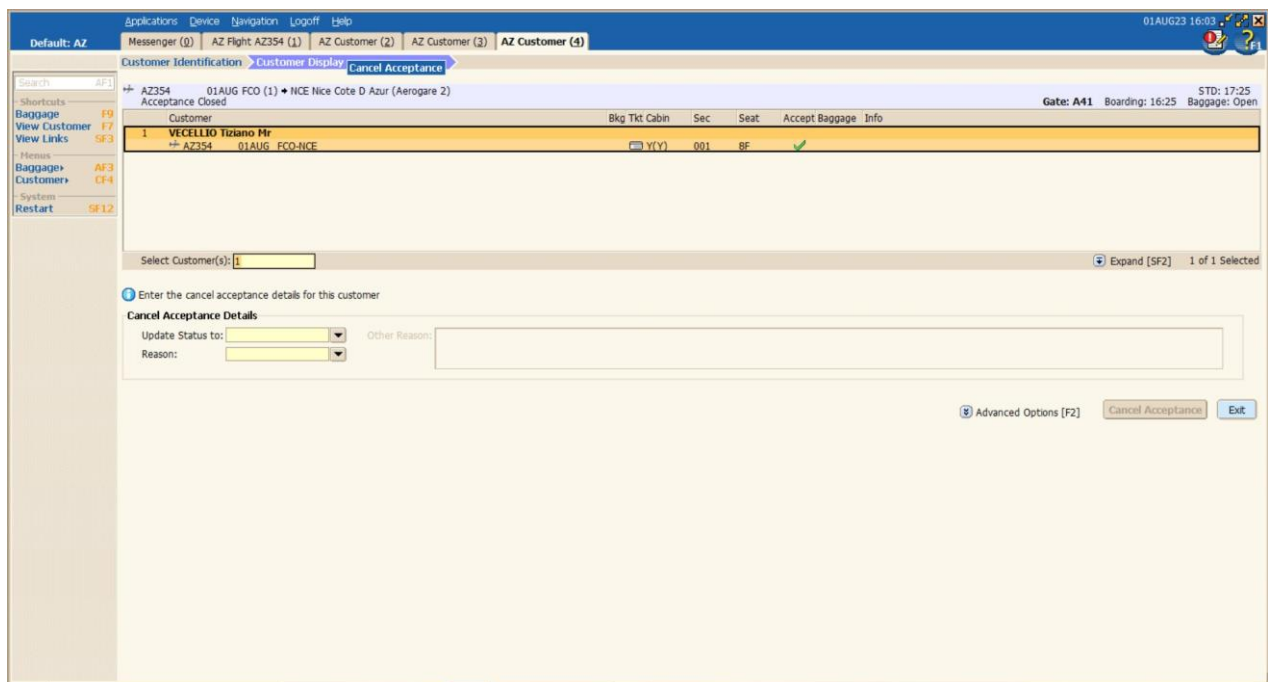
To:

Advanced Options [F2] Identify

You can swipe:

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

2. CLICK F6 CANCEL ACCEPTANCE



Default: AZ Applications Device Navigation Logoff Help 01AUG23 16:03

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

Customer Identification Customer Display Cancel Acceptance

Search: AF1

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

Acceptance Closed

Customer	Bkg Tkt Cabin	Sec	Seat	Accept Baggage	Info
1 VECELLIO Tiziano Mr					
++ AZ354 01AUG FCO-NICE					
	YTY	001	8F	✓	

Select Customer(s): 1 Expand [SF2] 1 of 1 Selected

Enter the cancel acceptance details for this customer

Cancel Acceptance Details

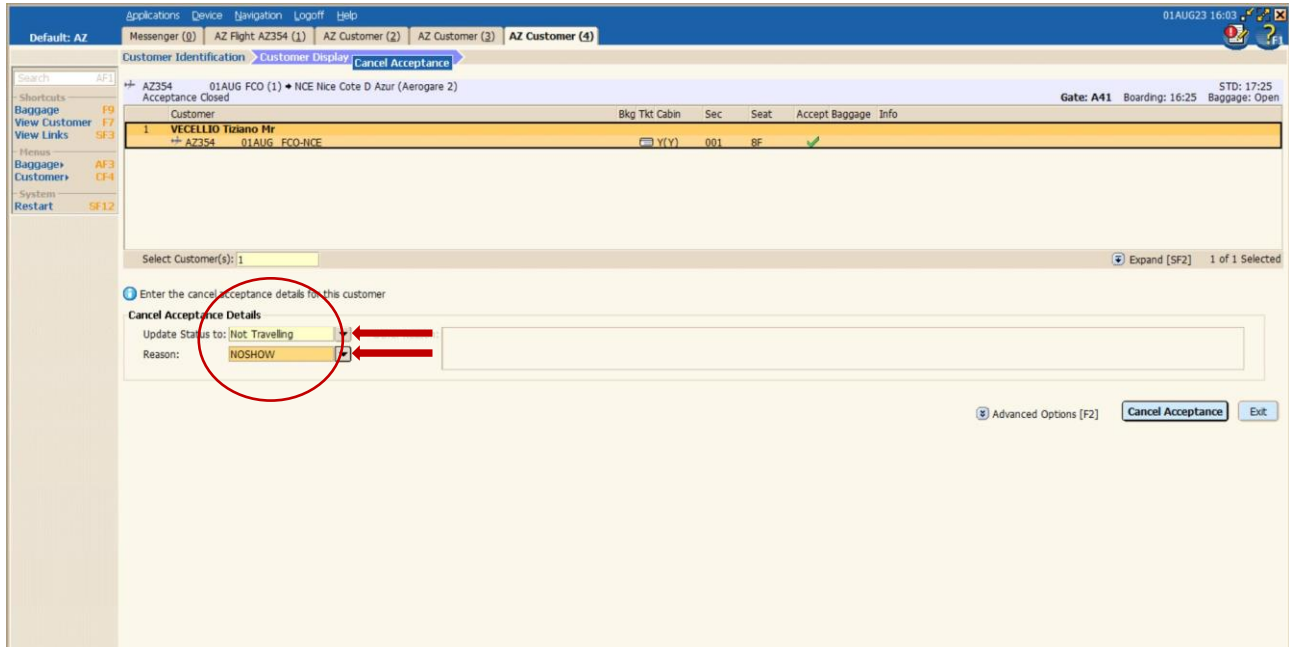
Update Status to:

Reason:

Other Reason:

Advanced Options [F2] Cancel Acceptance Exit

- 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



Default: AZ

Applications | Device | Navigation | Logout | Help

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

Customer Identification | Customer Display | **Cancel Acceptance**

Search: AF1

Shortcuts: Baggage F9, View Customer F7, View Links SF3

Menus: Baggage AF3, Customer CF4, System Restart SF12

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

Acceptance Closed

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	8F

Select Customer(s): 1

Enter the cancel acceptance details for this customer

Cancel Acceptance Details

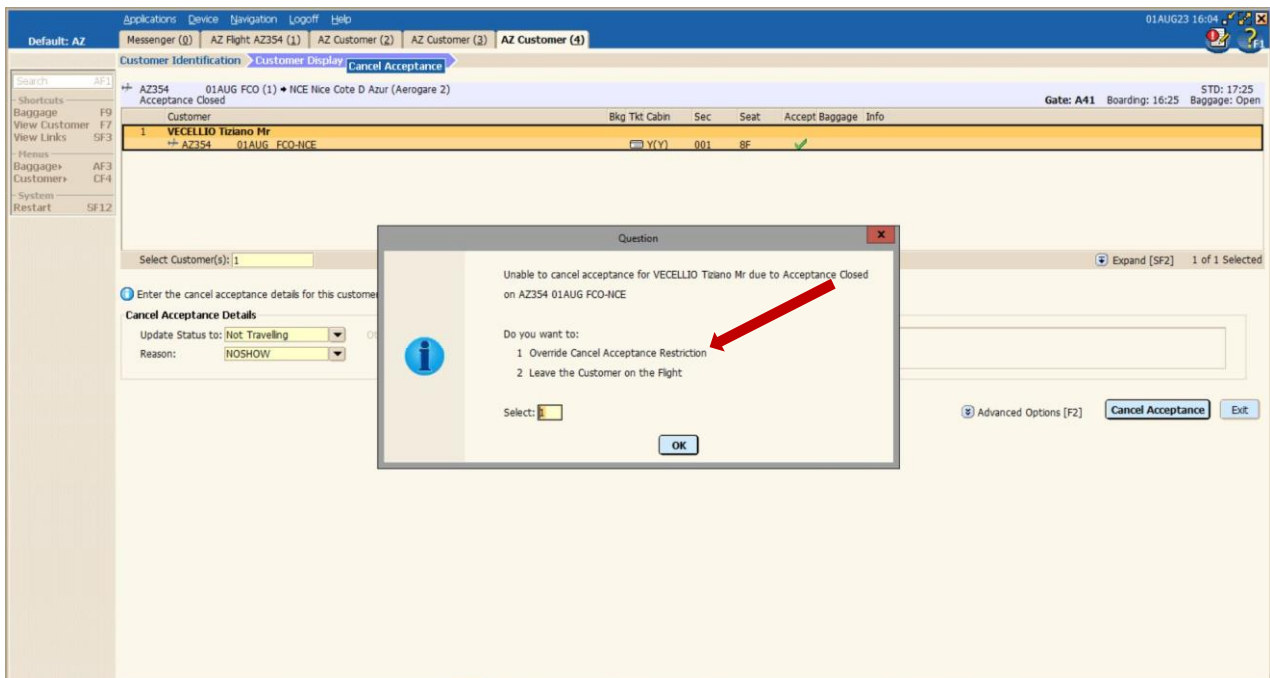
Update Status to: Not Travelling

Reason: NOSHOW

Advanced Options [F2] Cancel Acceptance Exit

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

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



Default: AZ

Applications | Device | Navigation | Logout | Help

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

Customer Identification | Customer Display | **Cancel Acceptance**

Search: AF1

Shortcuts: Baggage F9, View Customer F7, View Links SF3

Menus: Baggage AF3, Customer CF4, System Restart SF12

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

Acceptance Closed

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	8F

Select Customer(s): 1

Enter the cancel acceptance details for this customer

Cancel Acceptance Details

Update Status to: Not Travelling

Reason: NOSHOW

Advanced Options [F2] Cancel Acceptance Exit

Question

Unable to cancel acceptance for VECELLIO Tiziano Mr due to Acceptance Closed on AZ354 01AUG FCO-NCE

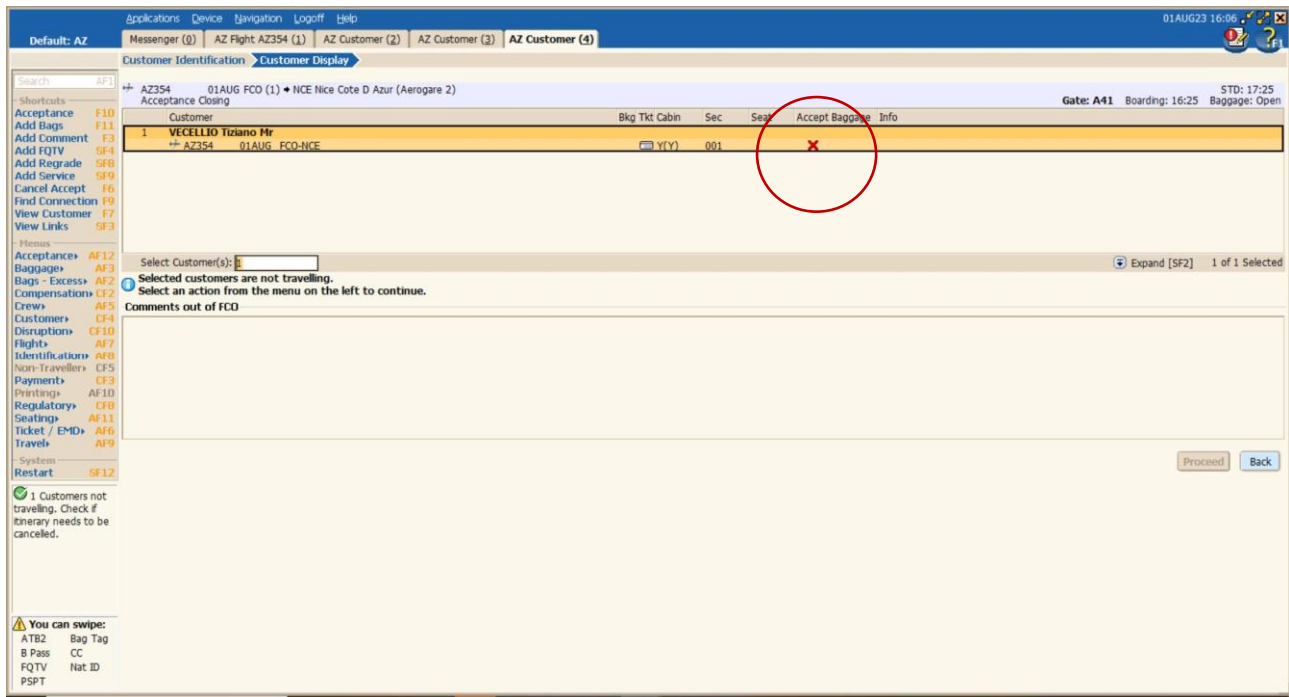
Do you want to:

- 1 Override Cancel Acceptance Restriction
- 2 Leave the Customer on the Flight

Select: ☐ 1 ☐ 2

OK

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



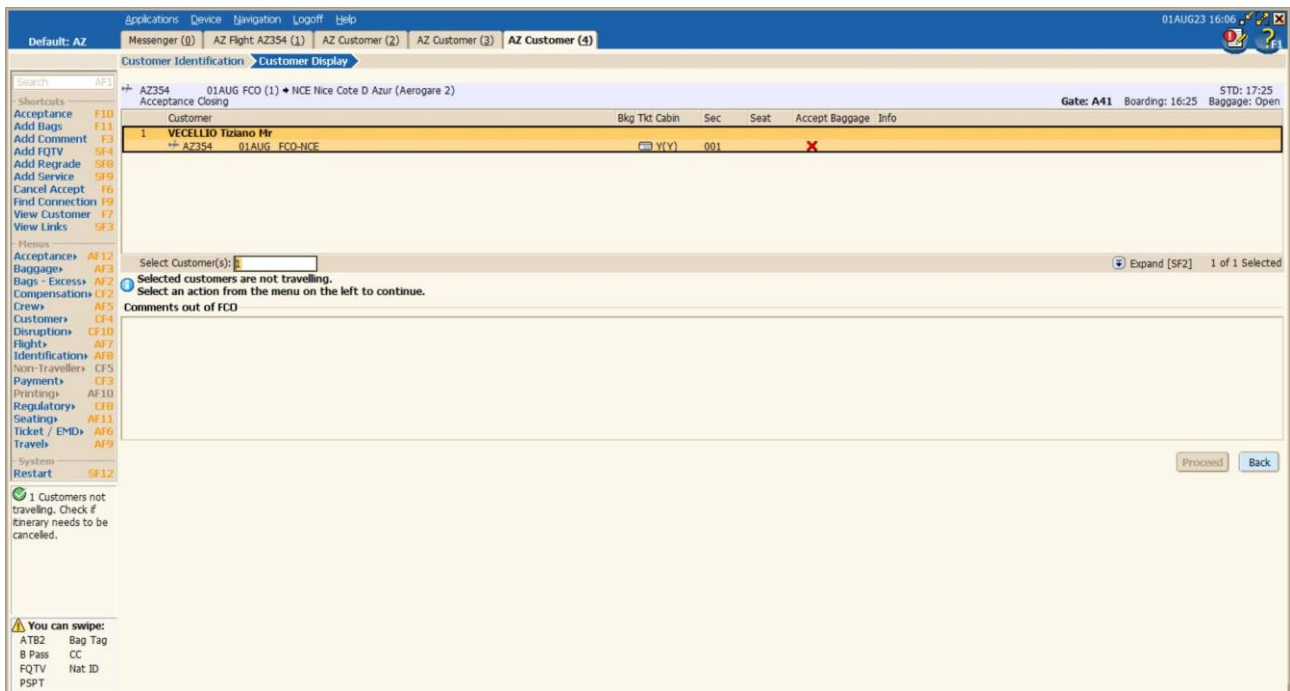
The screenshot displays the ITA Airways Ground Training software interface. The top menu bar includes 'Applications', 'Device', 'Navigation', 'Logout', and 'Help'. The main window is titled 'Customer Identification' and 'Customer Display'. The left sidebar contains a list of functions with keyboard shortcuts, such as 'Acceptance' (F10), 'Add Bags' (F11), 'Add Comment' (F12), 'Add FQTV' (SF4), 'Add Regrade' (SF8), 'Add Service' (SF9), 'Cancel Accept' (F6), 'Find Connection' (F9), 'View Customer' (F7), 'View Links' (SF3), 'Messages', 'Acceptance' (AF12), 'Baggage' (AF3), 'Bags - Excess' (AF2), 'Compensation' (CF2), 'Crews' (AF5), 'Customers' (CF4), 'Disruption' (CF10), 'Flights' (AF7), 'Identification' (AF8), 'Non-Travellers' (CF5), 'Payment' (CF3), 'Printing' (AF10), 'Regulatory' (CF8), 'Seating' (AF11), 'Ticket / EMD' (AF6), 'Travel' (AF9), and 'System' (SF12). The main area shows a customer record for 'VECELLIO Tiziano Mr' with flight details: 'AZ354 01AUG FCO (1) • NCE Nice Cote D Azur (Aerogare 2)'. The 'Accept Baggage' column shows a red 'X' mark, indicating a cancellation. Below the record, a message states: 'Selected customers are not travelling. Select an action from the menu on the left to continue. Comments out of FCO'. At the bottom, there are 'Proceed' and 'Back' buttons. A status bar at the bottom left indicates '1 Customers not travelling. Check if itinerary needs to be cancelled.' and a warning icon with the text 'You can swipe: ATB2 Bag Tag, B Pass CC, FQTV Nat ID, PSPT'.

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



Applications Device Navigation Logout Help

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

Customer Identification Customer Display

Search: AF1

Shortcuts: AF10 Acceptance, AF11 Add Bags, AF12 Add Comment, AF13 Add FQTV, AF14 Add Regrade, AF15 Add Service, AF16 Cancel Accept, AF17 Find Connection, AF18 View Customer, AF19 View Links

Home: AF12 Acceptance, AF13 Baggage, AF14 Bags - Excess, AF15 Compensation, AF16 Crew, AF17 Customer, AF18 Disruption, AF19 Flight, AF20 Identification, AF21 Non-Travellers, AF22 Payment, AF23 Printing, AF24 Regulatory, AF25 Seating, AF26 Ticket / EMD, AF27 Travel, AF28 System, AF29 Restart

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

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

Customer: VECELLIO Tiziano Mr

Flight: AZ354 01AUG FCO-NCE

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

Acceptance Closing

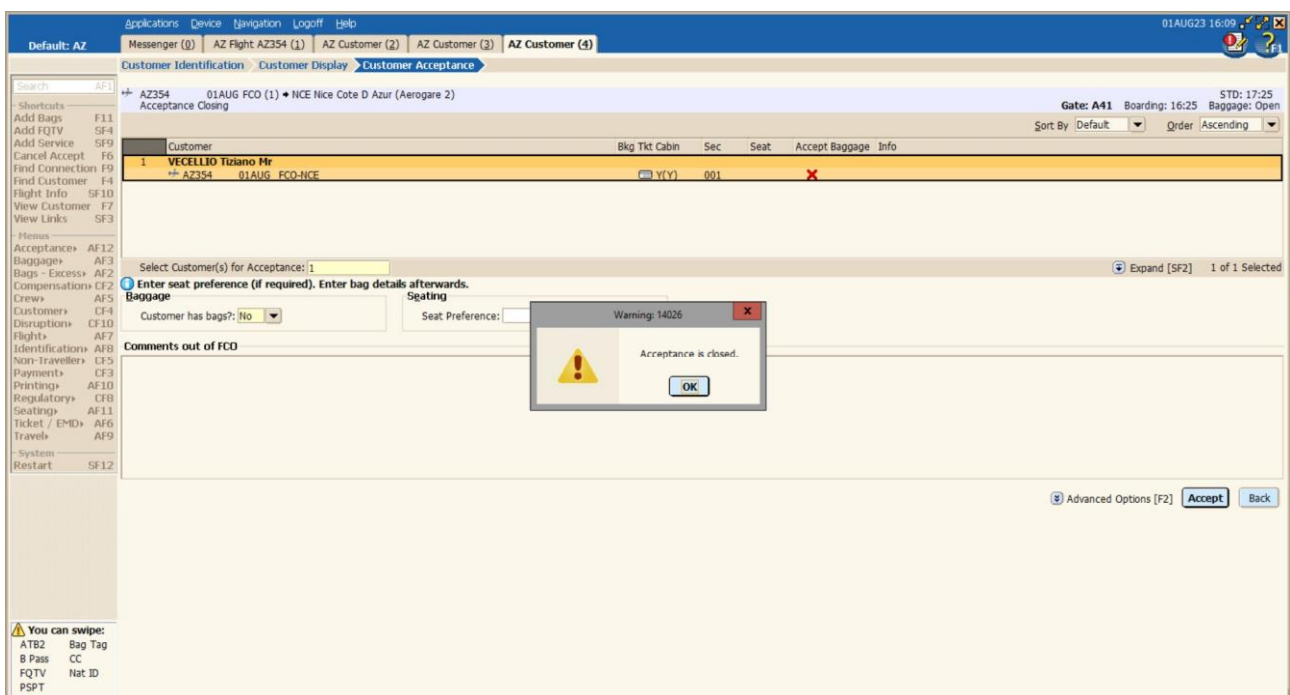
Select Customer(s):

Selected customers are not travelling. Select an action from the menu on the left to continue.

Comments out of FCO

Proceed Back

2. THE ANSWER WILL BE "ACCEPTANCE CLOSED"



Applications Device Navigation Logout Help

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

Customer Identification Customer Display Customer Acceptance

Search: AF1

Shortcuts: AF10 Acceptance, AF11 Add Bags, AF12 Add Comment, AF13 Add FQTV, AF14 Add Regrade, AF15 Add Service, AF16 Cancel Accept, AF17 Find Connection, AF18 View Customer, AF19 View Links

Home: AF12 Acceptance, AF13 Baggage, AF14 Bags - Excess, AF15 Compensation, AF16 Crew, AF17 Customer, AF18 Disruption, AF19 Flight, AF20 Identification, AF21 Non-Travellers, AF22 Payment, AF23 Printing, AF24 Regulatory, AF25 Seating, AF26 Ticket / EMD, AF27 Travel, AF28 System, AF29 Restart

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

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

Customer: VECELLIO Tiziano Mr

Flight: AZ354 01AUG FCO-NCE

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

Acceptance Closing

Select Customer(s) for Acceptance: 1

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

Baggage: Customer has bags?: No

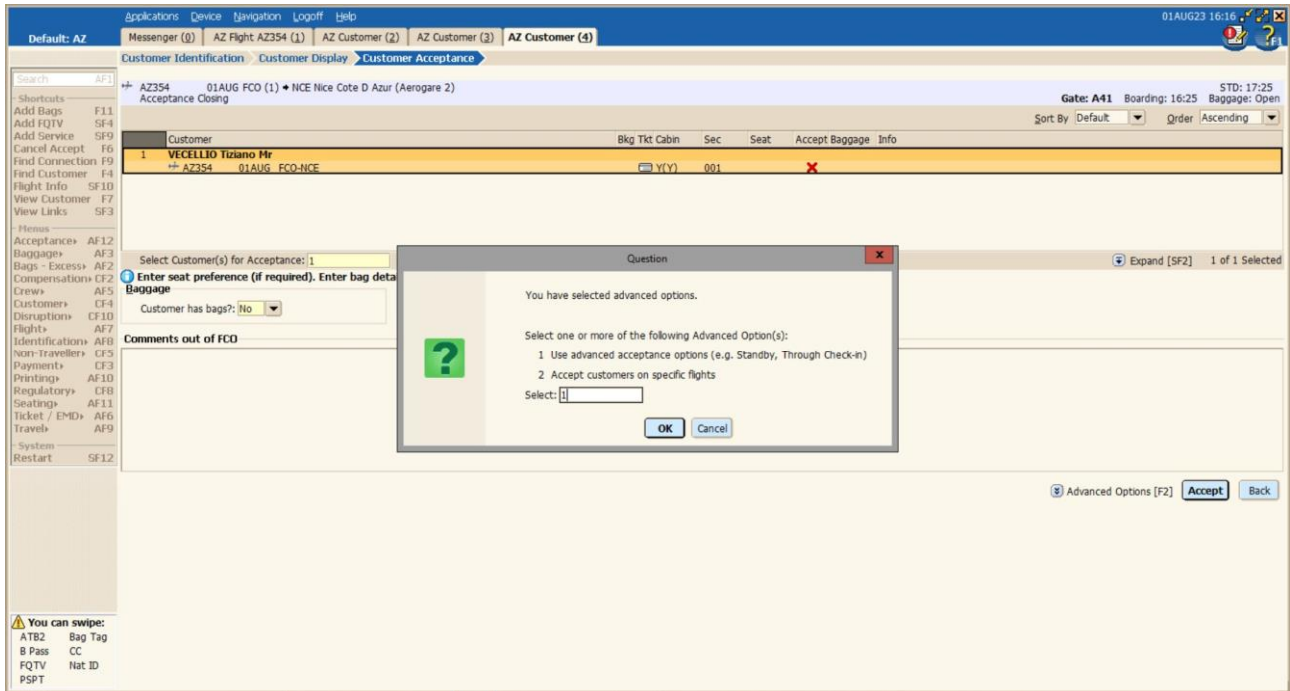
Seating: Seat Preference:

Warning: 14026 Acceptance is closed.

OK

Advanced Options [F2] Accept Back

- 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

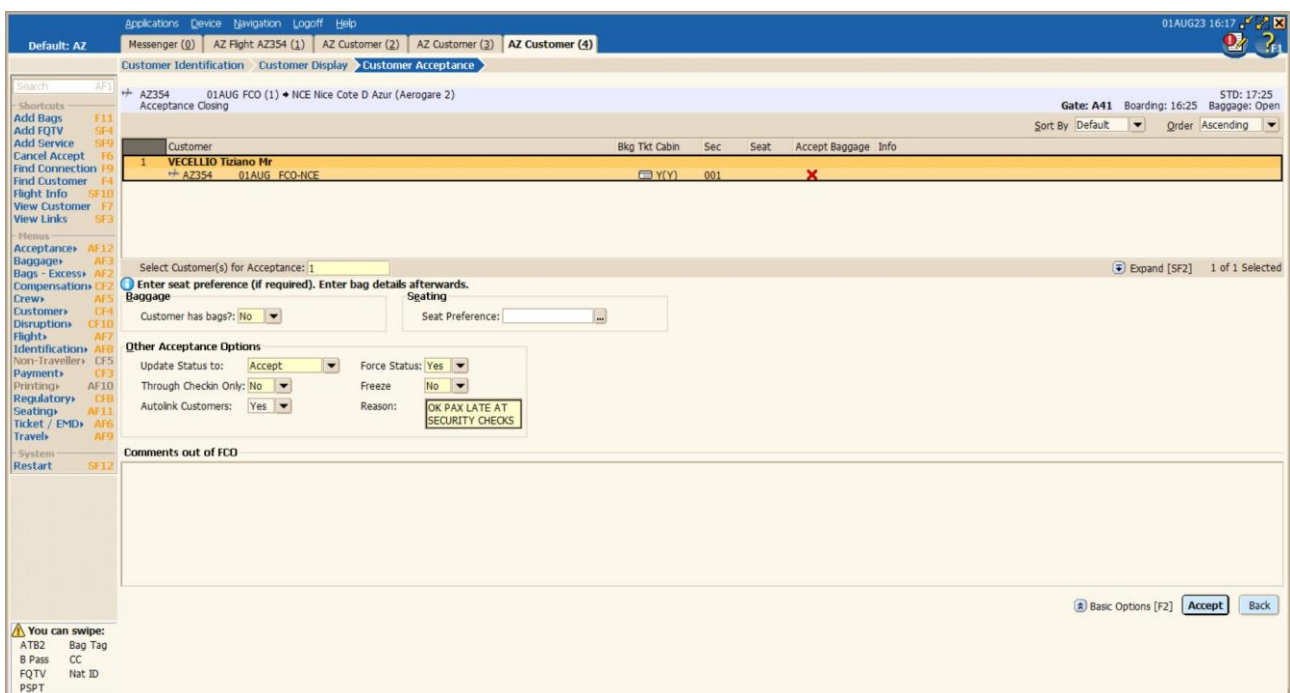


The screenshot shows the ITA Airways Ground Training System interface. The main window is titled 'Customer Acceptance' and displays a list of customers. A pop-up window titled 'Question' is open, asking the user to select one or more advanced options. The options are:

- 1. Use advanced acceptance options (e.g. Standby, Through Check-in)
- 2. Accept customers on specific flights

The user has selected option 1. The 'OK' button is highlighted.

- AFTER HAVING SELECTED OPTION 1 THE SYSTEM ALLOWS THE USER TO FORCE ACCEPTANCE OPENING "OTHER ACCEPTANCE OPTIONS"
- UPDATE STATUS TO "ACCEPT" FROM DROP DOWN MENU, THEN PUT "YES" IN THE FORCE STATUS BOX AND FILL IN THE "REASON", THEN CLICK "ACCEPT"



The screenshot shows the ITA Airways Ground Training System interface. The main window is titled 'Customer Acceptance' and displays a list of customers. The 'Other Acceptance Options' section is visible, showing the 'Update Status to' dropdown set to 'Accept', 'Force Status' set to 'Yes', and 'Reason' set to 'OK PAX LATE AT SECURITY CHECKS'. The 'Accept' button is highlighted.



TENIAMOCI IN- FORMATI

LET'S KEEP INFORMED

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

The screenshot displays the ITA Airways ground control system interface. The top menu bar includes 'Applications', 'Device', 'Navigation', 'Logout', and 'Help'. The main window is titled 'Default: AZ' and shows a list of customers. The 'Acceptance Information' tab is selected, displaying details for customer 'VECELLIO Tiziano Mr' on flight 'AZ354' (01AUG FCO-NCE). The customer's status is 'Accepted', and the boarding time is 16:25. A large green checkmark is visible in the background of the main display area.

Customer Information

- Gate Number: A41
- Boarding Time: 16:25
- Arrival at NCE Nice Cote D Azur(Aerogare 2): 18:35

System Status

- 1 Customer(s) Accepted
- 1 customers/tickets found
- 1 B. Pass sent

You can swipe:

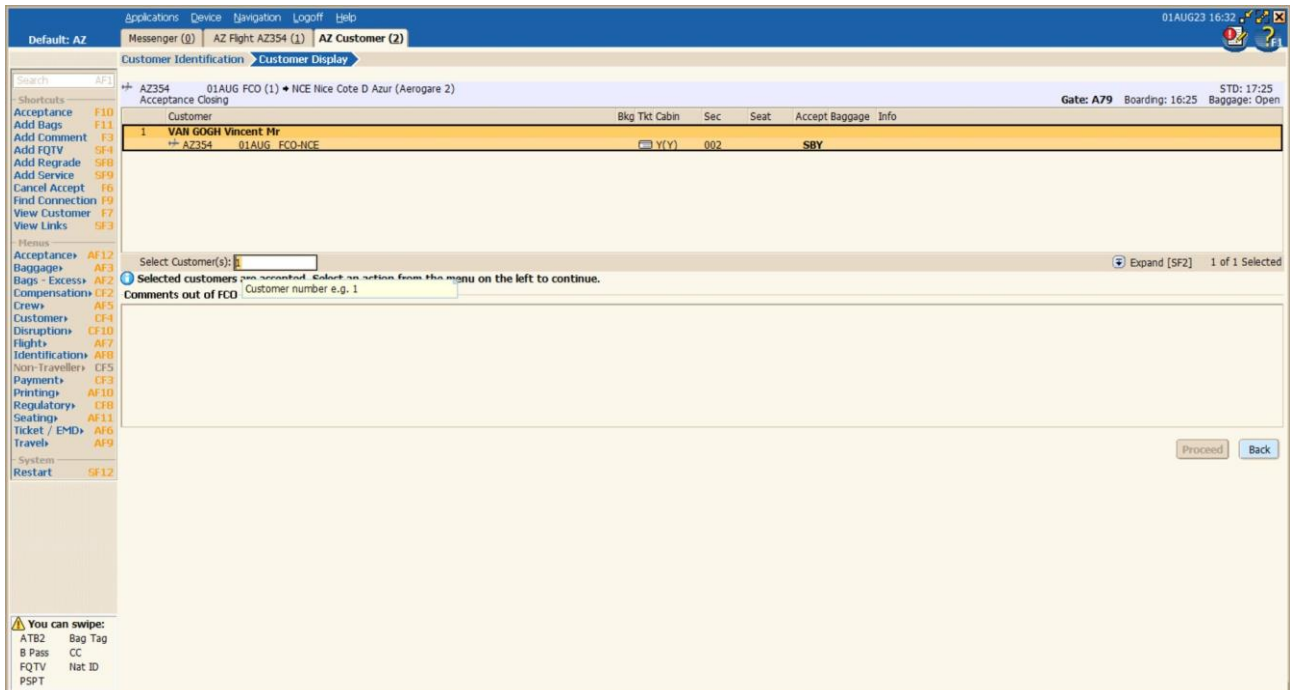
- Bag Tag B Pass
- CC Flight CPN
- FQTV Nat ID
- PSPT

Buttons: New Customer

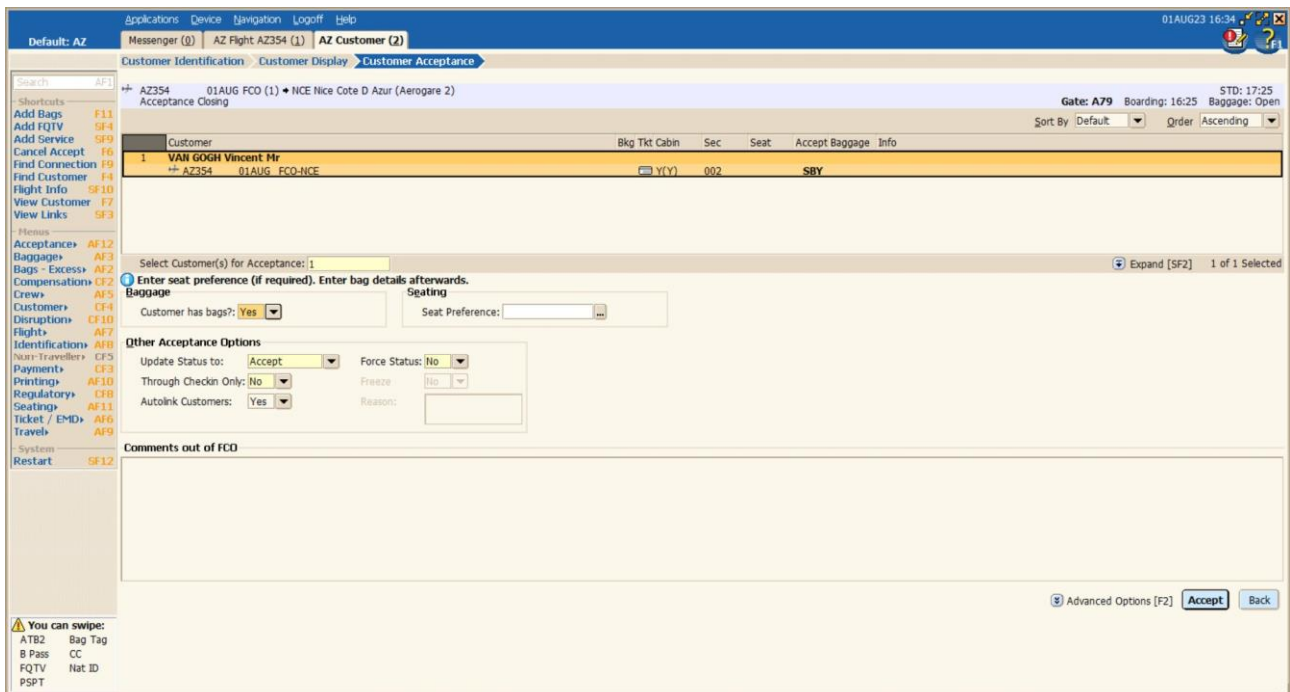
SCENARIO no. 4

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

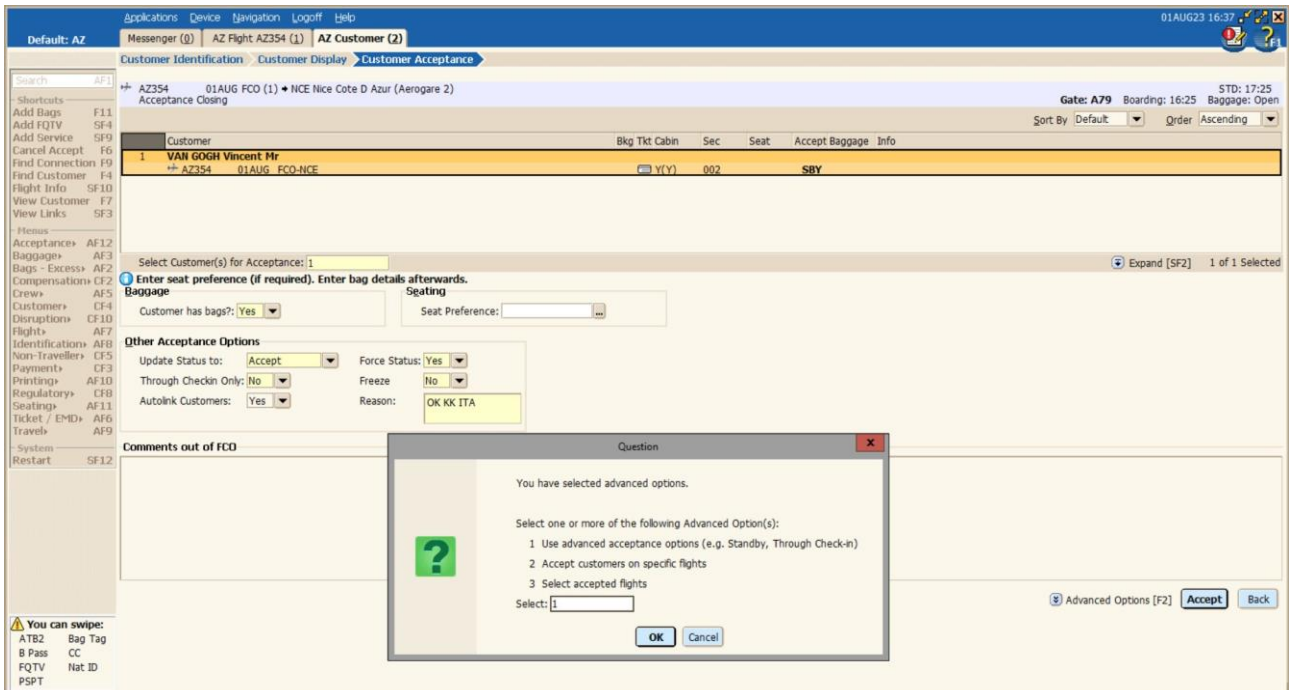
RETRIEVE CUSTOMER NAME



2. CLICK AF12 ACCEPTANCE FROM LEFT BANNER MENUS



- 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)



Default: AZ Applications Device Navigation Logout Help 01AUG23 16:37

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

Customer Identification Customer Display Customer Acceptance

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

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

Customer	Bkg Tkt Cabin	Sec	Seat	Accept Baggage	Info
1 VAN GOGH Vincent Mr	AZ354	01AUG FCO-NCE	Y(Y)	002	SBY

Select Customer(s) for Acceptance: 1

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

Customer has bags?: Yes Seat Preference: ...

Other Acceptance Options

Update Status to: Accept Force Status: Yes

Through Check Only: No Freeze: No

Autolink Customers: Yes Reason: OK KK ITA

Comments out of FCO

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

Question

You have selected advanced options.

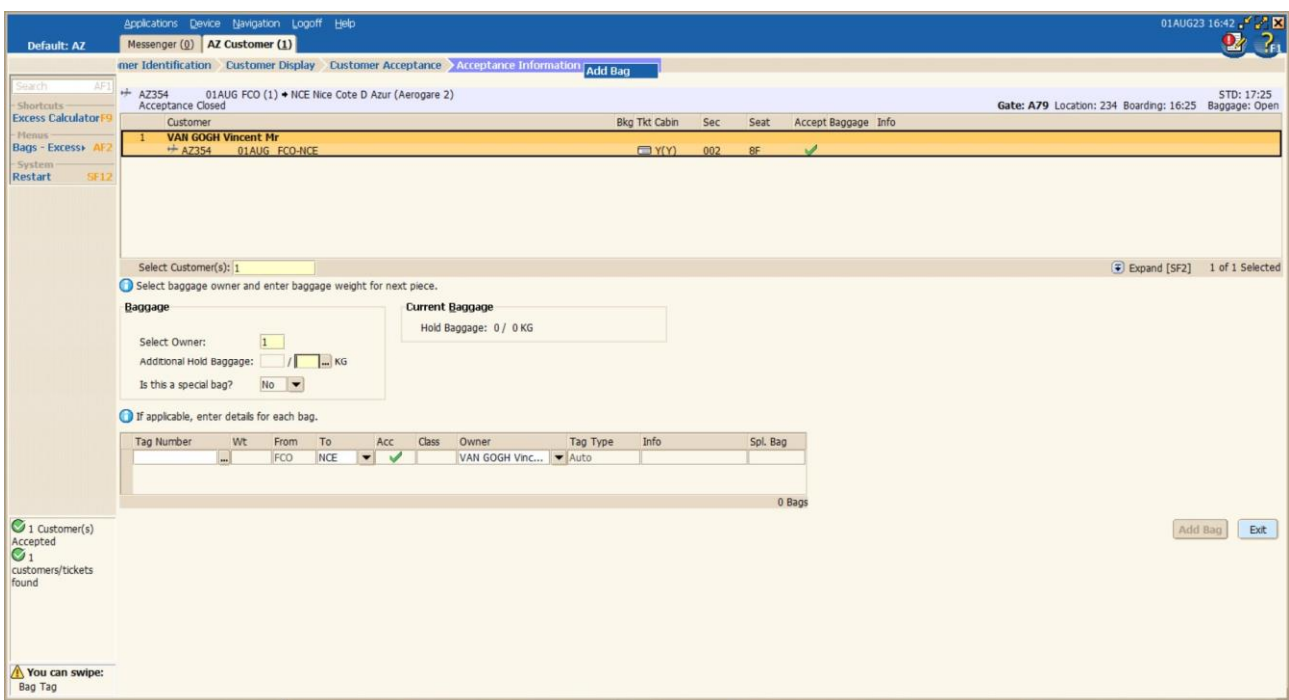
Select one or more of the following Advanced Option(s):

- 1 Use advanced acceptance options (e.g. Standby, Through Check-in)
- 2 Accept customers on specific flights
- 3 Select accepted flights

Select: 1

Advanced Options [F2] Accept Back

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



Default: AZ Applications Device Navigation Logout Help 01AUG23 16:42

Messenger (0) AZ Customer (1)

Customer Identification Customer Display Customer Acceptance Acceptance Information Add Bag

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

Acceptance Closing Gate: A79 Location: 234 Boarding: 16:25 STD: 17:25 Baggage: Open

Customer	Bkg Tkt Cabin	Sec	Seat	Accept Baggage	Info
1 VAN GOGH Vincent Mr	AZ354	01AUG FCO-NCE	Y(Y)	002	8F

Select Customer(s): 1

Select baggage owner and enter baggage weight for next piece.

Baggage

Select Owner: 1

Additional Hold Baggage: / / KG

Is this a special bag? No

Current Baggage

Hold Baggage: 0 / 0 KG

If applicable, enter details for each bag.

Tag Number	Wt	From	To	Acc	Class	Owner	Tag Type	Info	Spl. Bag
		FCO	NCE	✓		VAN GOGH Vinc...	Auto		

0 Bags

1 Customer(s) Accepted

1 customers/tickets found

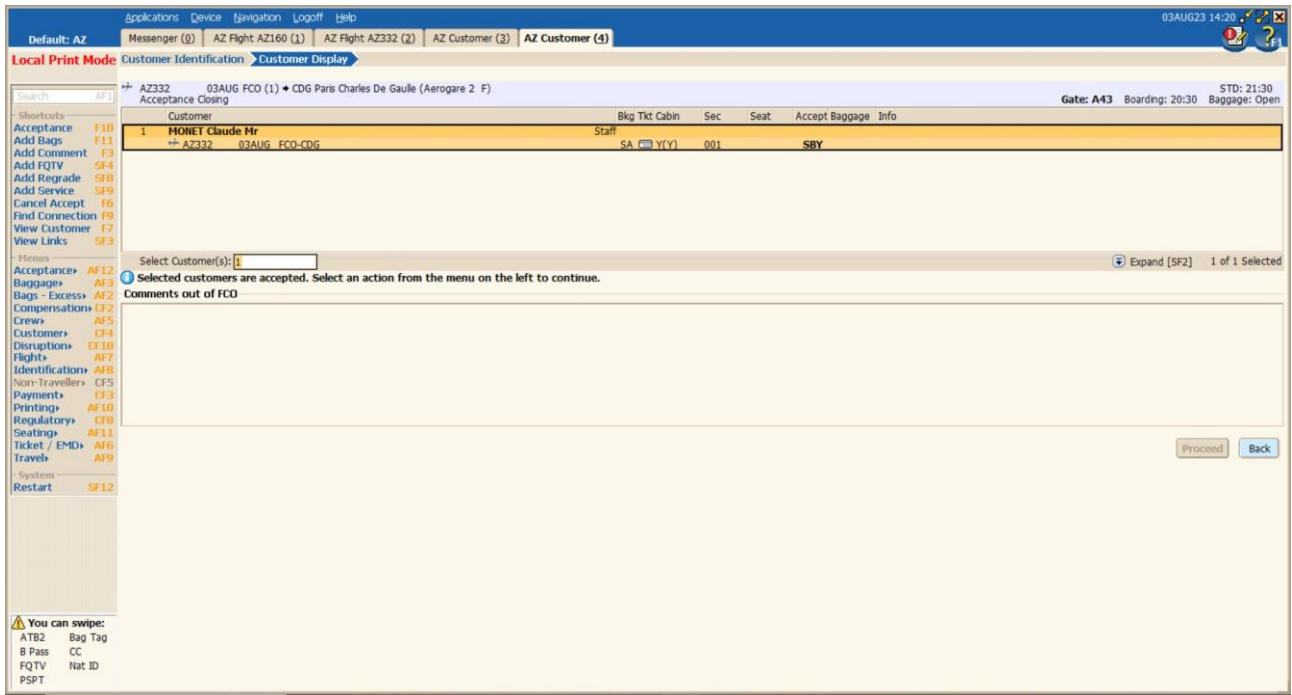
You can swipe: Bag Tag

Add Bag Exit

SCENARIO no. 5

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

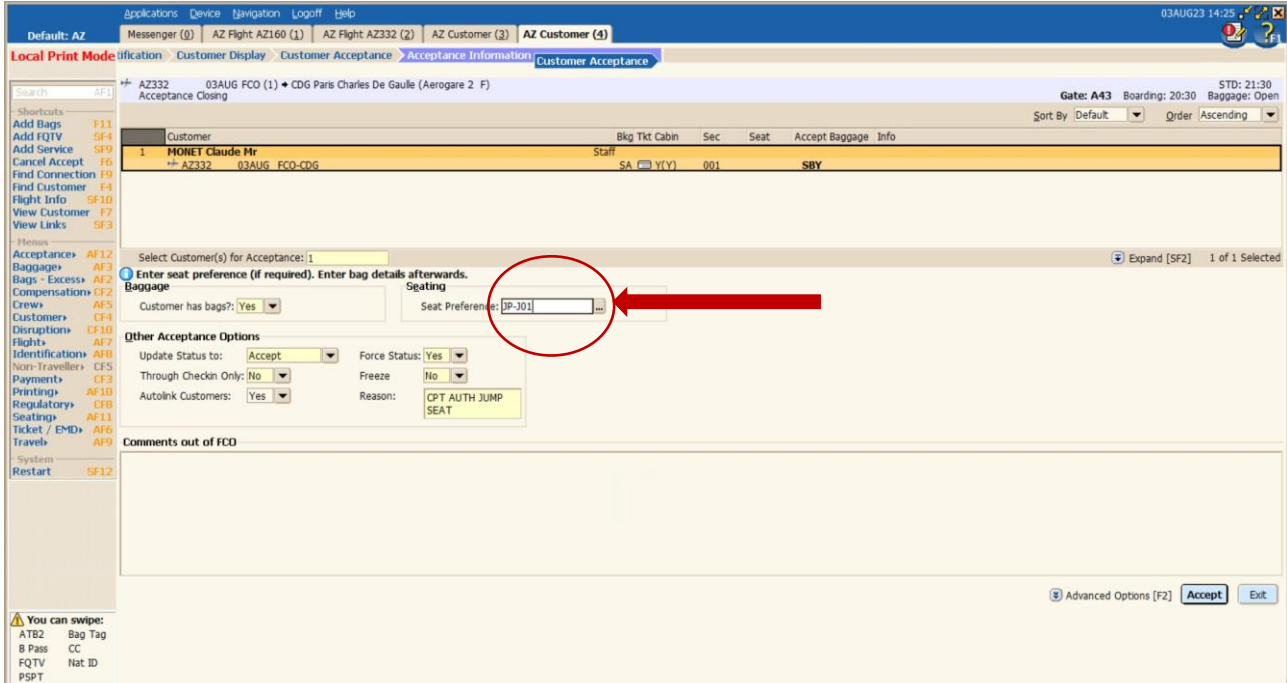
1. RETRIEVE CUSTOMER NAME



The screenshot displays the ITA Airways Ground Training interface. The top navigation bar includes 'Applications', 'Device', 'Navigation', 'Logout', and 'Help'. The main header shows 'Default: AZ' and a list of active windows: 'Messenger (0)', 'AZ Flight AZ160 (1)', 'AZ Flight AZ332 (2)', 'AZ Customer (3)', and 'AZ Customer (4)'. The 'AZ Customer (4)' window is active, showing 'Local Print Mode' and 'Customer Identification' tabs. The 'Customer Identification' tab is selected, displaying a search bar and a list of customer actions (Acceptance, Add Bags, Add Comment, Add FQTV, Add Regrade, Add Service, Cancel Accept, Find Connection, View Customer, View Links). The customer information for 'MORET Claude Mr.' is displayed, including flight details (AZ332, 03AUG, FCO-CDG) and status (SBY). The 'Acceptance' status is 'SBY'. The 'Comments out of FCO' section is empty. The bottom status bar shows 'You can swipe:' with options: ATB2, B Pass, FQTV, PSPT, Bag Tag, CC, Nat ID.

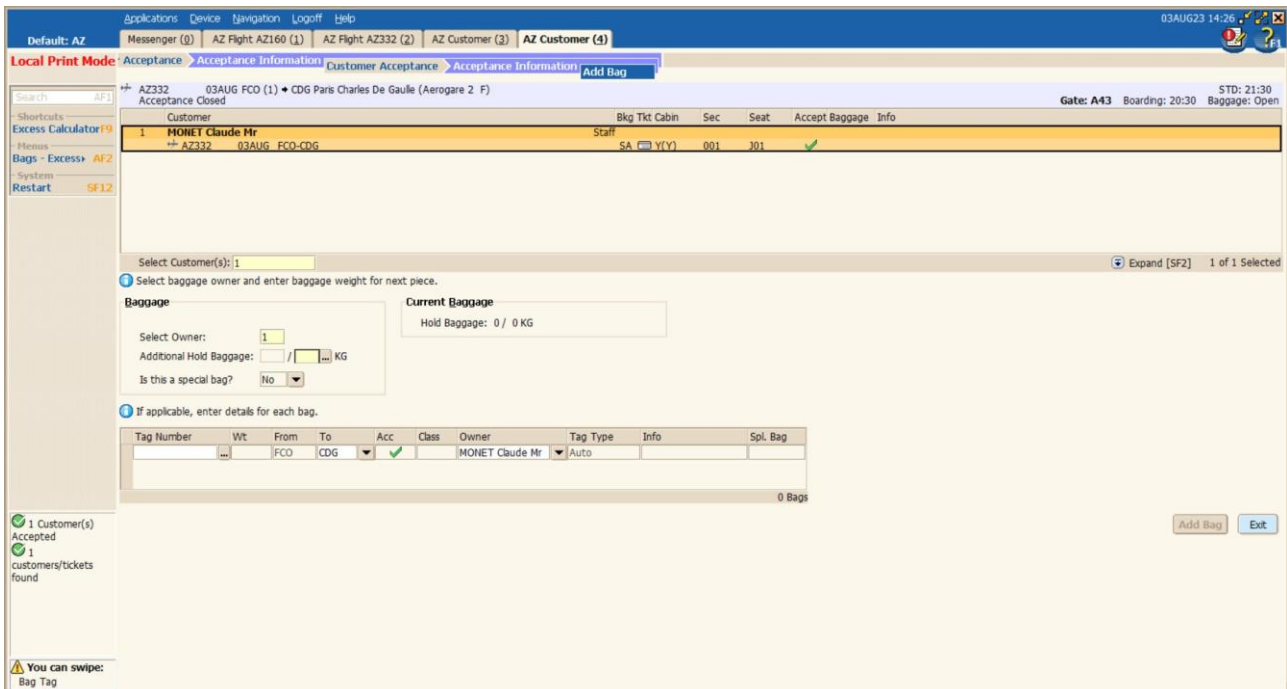
2. ACCEPT CUSTOMER FORCING ACCEPTANCE STATUS AND INSERTING THE JUMP-SEAT NAME (JP-J01) IN THE SEAT PREFERENCE BOX.

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



The screenshot shows the 'Customer Acceptance' screen for flight AZ332. The customer 'MONET Claude Mr' is selected. The 'Seat Preference' field is highlighted with a red circle and contains the text 'JP-J01'. A red arrow points to this field. The 'Other Acceptance Options' section shows 'Update Status to: Accept', 'Force Status: Yes', 'Through Checkin Only: No', 'Autolink Customers: Yes', and 'Reason: CPT AUTH JUMP SEAT'. The 'Comments out of FCO' section is empty.

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



The screenshot shows the 'Add Bag' screen for flight AZ332. The customer 'MONET Claude Mr' is selected. The 'Current Baggage' section shows 'Hold Baggage: 0 / 0 KG'. The 'Add Bag' button is highlighted. The 'Add Bag' screen includes fields for 'Select Customer(s)', 'Select baggage owner and enter baggage weight for next piece', 'Select Owner', 'Additional Hold Baggage', 'Is this a special bag?', and a table for 'If applicable, enter details for each bag'.