

Topic: AY Upgrade Sales at DCS

Selling service on AY flights in Altea CM is possible through **Service Catalogue** that you can access after selecting the customer in **Add Service --> View Catalogue**. This also applies to selling Cabin Class upgrades at the check-in counter. Always trust the catalogue. If the product is not shown in the catalogue, it cannot be sold for the current flight. Generally, cabin upgrades are not sold on the route MUC-HEL at check-in counter. If requested, still, check the **Service Catalogue** first and if not available, advise customers that they can purchase cabin upgrade for MUC-HEL online, until boarding starts. However, cabin upgrades can be sold for outbound long-haul flights from HEL at our check-in counter. In any case, always check the **Service Catalogue** to see if an upgrade can be purchased at DCS for each flight.

Upgrade Codes in Altea CM that can be found from Service Catalogue under Travel Services:

UPYJ – from economy to business (Upgrade Y to J)

UOYJ – from economy to business in overbooking situations (Upgrade Overbooking Y to J)

UPYW – from economy to premium economy (UOYW – when overbooking)

UPWJ – from PE to business (UOWJ – when overbooking)

Please note:

When selling an upgrade at DCS, always doublecheck the number of meals available on the flight in the Onload Recommendation List of the specific flight. If there will be no meal for the customers wishing to upgrade, always inform them about this circumstance before completing the purchase.

In the following example, a customer on the route MUC-HEL-JFK asked at the check-in counter at MUC if it is possible to upgrade her to business class. After checking the Service Catalogue, we have informed her that the cabin upgrade sales at the airport are not available for MUC-HEL and that they can purchase it online any time before boarding. We also checked the Service Catalogue for the second flight and informed the customer that an upgrade to Premium Economy class will be possible for 240€ (UPYW) and to business class for 600€ (UPYJ). When viewing the catalogue, we need to select the customer and the flight for which we want to display the services. Please see below examples from DCS:

AY Flight AY1402 (1) AY Customer (2)

Customer Identification Customer Acceptance Service Information

AY1402 21AUG MUC (1) → HEL Helsinki Vantaa
Acceptance Open

Customer
1 AY1402 21AUG MUC-HEL
2 AY15 21AUG HEL-JFK

AY1402 21AUG MUC-HEL
AY15 21AUG HEL-JFK

Select Customer(s): 1
Select customers and enter services.

Special Services

Service	Service Description	Additional Description
...		

The IATA four-character SSR code

Special Services Information Recap

1 AY1402 21AUG MUC-HEL	CTCM Status: Confirmed PASSENGER IROP CONTACT INFORMATION MOBILE PHONE [REDACTED]
1 AY1402 21AUG MUC-HEL	CTCM Status: Confirmed PASSENGER IROP CONTACT INFORMATION MOBILE PHONE [REDACTED]
1 AY1402 21AUG MUC-HEL	SITE MOBILE//FINNAIR.COM
2 AY15 21AUG HEL-JFK	ELIG Status: Confirmed ECONOMY LIGHT ECONOMY LIGHT PAST STATUS: Confirmed PAID AISLE SEAT AISLE SEAT
2 AY15 21AUG HEL-JFK	

Select : 2

Customer Identification Customer Acceptance Service Information

Select customers and services. Only services common to all selected customers will be selected.

AY1402 21AUG MUC (1) → HEL Helsinki Vantaa
Acceptance Open

Customer
1 [REDACTED] Ms

Select Customer(s) 1

Seating

Seat	Price
1 Aisle seat	EUR 34.00
2 Chargeable Seat	EUR 34.00
3 Economy Comfort Seat	EUR 99.00
4 Bulkhead seat	EUR 119.00
5 Extra Legroom	EUR 119.00
6 Preferential seat	EUR 49.00
7 Seat in a quiet zone	EUR 119.00
8 Window seat	EUR 34.00

Travel Services

Service	Price
1 RAGA	EUR 60.00
2 UOWJ	EUR 350.00
3 UOYJ	EUR 350.00
4 UOYW	EUR 140.00
5 UPWJ	EUR 600.00
6 UPYJ	EUR 600.00
7 UPYW	EUR 240.00

Select: [REDACTED] 0 of 7 selected

Baggage

Service	Price
1 WEAP Sporting Equipment	EUR 100.00

Select: [REDACTED] 0 of 1 selected

After adding the service and collecting the payment, the cabin class of the customer shall be manually changed in DCS. For this, a **Manual Regrade** option shall be used. Please see examples below:

Default: AY

Customer Identification > Customer Acceptance

Customer

Bkg Tkt Cabin

AY1402 21AUG MUC (1) → HEL Helsinki Vantaa

AY15 21AUG HEL-JFK

AY PLUS

Customer

Bkg Tkt Cabin

AY1402 21AUG MUC (1) → HEL Helsinki Vantaa

AY15 21AUG HEL-JFK

AY PLUS

Select Customer(s): 1-2

Select customer(s) to regrade and requested seats. Regrade applies to flight AY1402 only.

Regrade Details

Regrade Reason: Marketing or Sales Initiative

Regrade Cabin: J Authoriser Ref: ser

Select Seats(s):

Regrade Type: Involuntary

or W for PE
your 3 letter code

After changing the cabin class of the customer, please proceed with the acceptance as usual.

Lastly, please be aware that:

Premium Economy upgrade sold at DCS includes seat in Premium Economy, Premium Economy meals and beverages (if available) and checked baggage allowance is based on original class ticket benefit.

Business class upgrade sold at DCS includes seat in Business class, Business class meals and beverages (if available) and the airport priority services are not included.