

## Topic: ITA Flight Prep in Altea – Flight Comments, Flight Banner & Catering Figures

Dear Supervisors,

For the customer's request I would like to ask you to please start using the 3 options named in the topic of this R&S with immediate effect.

To introduce them:

### Flight Comments:

These are regular comments. Here please mention the specials, when you ordered the meal, who edited the flight, and anything you feel relevant.

Whenever an agent identifies a customer, these comments are going to be visible to the agents.

Please see pictures:

The screenshot displays the Altea interface for flight AZ407 (D). The top navigation bar includes 'Applications', 'Device', 'Navigation', 'Logoff', and 'Help'. The main header shows 'Default: AZ' and 'AZ Flight AZ407 (D)'. The left sidebar contains various menu items, with 'Flight Comments' (F12) highlighted by a red circle. The main content area shows flight details for AZ407, including the route FRA to FCO, aircraft 32N, and cabin capacity. The 'Flight Status' section shows 'Acceptance' as 'Open' and 'Boarding' as 'Not Open'. The 'Schedule' section shows the flight from FRA to FCO with a 2h00 duration. The 'Comments out of FRA' section is empty.

Applications Device Navigation Logoff Help

Default: AZ AZ Flight AZ407 (0)

26APR23 12:40

Search Flight Flight List Flight Information

Search AF1

AZ407 26APR FRA (2) • FCO Rome Fiumicino (1)  
Acceptance Open Codeshare: CI9247,EY2923

Gate: None Boarding: 16:55 STD: 17:55  
Baggage: Open

**Aircraft**

Aircraft	Reg	Config	Cabin Capacity	Infant
		J Y J Y	J Y Quota	
FRA-FCO	32N	EIINA	12 162	12 162 10

**Flight Status**

Comments

Set Flight Comments F12

**Connections**

All Connections F3

Inbound Connections SF4

Summary

Outbound Connections CF3

Summary

Departure Plan

Departure Plan SF7 9:55

Edit Settings

Amend Capacity FB

Flight Contacts SF8

Flight Update SF2

Applications Device Navigation Logoff Help

Default: AZ AZ Flight AZ407 (0)

26APR23 12:40

Search Flight Flight List Flight Information Flight Comments Summary

Search AF1

AZ407 26APR FRA (2) • FCO Rome Fiumicino (1)  
Acceptance Open Codeshare: CI9247,EY2923

Gate: None Boarding: 16:55 STD: 17:55  
Baggage: Open

Press Enter to add comments or select other options on the left to continue.

**Flight Level Comments:**  
No flight level comment

**Acceptance Banner Comments:**  
No acceptance banner comment

**Check-in Comments:**  
No check-in comment

**Gate Comments:**  
No gate comment

**Load Control Comments:**  
No load control comment

**Service Desk Comments:**  
No service desk comment

**Supervisor Comments:**  
No supervisor comment

**Arrival Comments:**  
No arrival comment

**Cancellation Comments:**  
No cancellation comment

Add Comment

Applications Device Navigation Logoff Help

Default: AZ AZ Flight AZ407 (0)

26APR23 12:43

Search Flight Flight List Flight Information Flight Comments Summary Add Comment

Search AF1

AZ407 26APR FRA (2) • FCO Rome Fiumicino (1)  
Acceptance Open Codeshare: CI9247,EY2923

Gate: None Boarding: 16:55 STD: 17:55  
Baggage: Open

Comment

CI GA LC DS SU AR CN

CI - Check-in, GA - Gate, LC - Load Control, DS - Service Desk, SU - Supervisor, AR - Arrival, CN - Cancellation

Comment and its categories below.

Comment:

Specials:

Category

1 Check-in

2 Load Control

3 Service Desk

4 Supervisor

5 Arrival

6 Cancellation

Set Category: 1

Category list number e.g 3

Add

Applications Device Navigation Logout Help

Default: AZ AZ Flight AZ407 (0) AZ Flight AZ407 (1)

Search Flight Flight List Flight Information Flight Comments Summary Add Comment

Search AF1

Shortcuts

Accept Group AF3

Catering Figures AF9

Customer List AF4

Flight Contacts AF8

Flight Update AF2

Onload List AF6

Proactive Figures AF10

Regrade List AF16

Seatmap AF7

Set Comments AF12

Themes

Acceptance AF12

Baggage AF3

Customers AF4

Disruptions AF10

Flights AF7

Regrade/Onload AF2

Regulatory AF8

Seatings AF11

Ticket / EMDs AF6

Systems

Refresh FS

Restart SF12

AZ407 26APR FRA (2) FCO Rome Fiumicino (1)

Acceptance Open Codeshare: CB247,EY2923

Gate: None Boarding: 16:55 STD: 17:55 Baggage: Open

Comment

1 Special:

2 1x DEPA Seat:32A Name: Sansalone/Francesco

3 Please contact supervisor!!

4 \*\*\*

5 Meal ordered @ 09:35Z

6 \*\*\*

7 Edited by Maricar

CI - Check-in, GA - Gate, LC - Load Control, DS - Service Desk, SU - Supervisor, AR - Arrival, CN - Cancellation

Enter a new comment in the text box below.

Comment:

Add comment in free text

1 Check-in

2 Gate

3 Load Control

4 Service Desk

5 Supervisor

6 Arrival

7 Cancellation

Set Categories:

Add Exit

Applications Device Navigation Logout Help

Default: AZ AZ Flight AZ407 (0)

Search Flight Flight List Flight Information

Search AF1

Shortcuts

Accept Group AF3

Catering Figures AF9

Customer List AF4

Flight Contacts AF8

Flight Update AF2

Onload List AF6

Proactive Figures AF10

Regrade List AF16

Seatmap AF7

Set Comments AF12

Themes

Acceptance AF12

Baggage AF3

Customers AF4

Disruptions AF10

Flights AF7

Regrade/Onload AF2

Regulatory AF8

Seatings AF11

Ticket / EMDs AF6

Systems

Refresh FS

Restart SF12

AZ407 26APR FRA (2) FCO Rome Fiumicino (1)

Acceptance Open Codeshare: CB247,EY2923

Gate: None Boarding: 16:55 Baggage: Open

Aircraft

Aircraft	Reg	Config	Cabin Capacity	Infant
		J	Y	J
FRA-FCO	32N	E175	12 162	12 162 10

Flight Status

Acceptance	Boarding
FRA-FCO	Open
FRA-FCO	Not Open

Baggage

Baggage
FRA-FCO

Schedule

Airport	FRA	FCO
Elapsed Time:	2h00	
Scheduled:	17:55	19:55
Total Elapsed Time:	02h00	

Comments out of FRA

- Specials:
- 1x DEPA Seat:32A Name: Sansalone/Francesco
- Please contact supervisor!!
- \*\*\*
- Meal ordered @ 09:35Z
- \*\*\*
- Edited by Maricar

Acceptance Figures Back

Applications Device Navigation Logout Help

Default: AZ AZ Flight AZ407 (0) AZ Customer (1)

Customer Identification Customer Acceptance

Search AF1

Shortcuts

Add Bags AF11

Add RTV AF4

Add Service AF9

Cancel Accept AF6

Find Connection AF19

Find Customer AF4

Flight Info AF10

View Customer AF7

View Links AF3

Themes

Acceptance AF12

Baggage AF3

Bags - Excess AF2

Compensation AF2

Crew AF4

Customers AF10

Disruptions AF7

Flights AF7

Identification AF8

Non-Travelers AF5

Payments AF3

Printing AF10

Regulatory AF8

Seatings AF11

Ticket / EMDs AF6

Travel AF9

Systems

Restart SF12

AZ407 26APR FRA (2) FCO Rome Fiumicino (1)

Acceptance Open

!!! Full flight -> Please take handbags !!!

Sort By Default Order Ascending

Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1	SANSALONE	Francesco						
	AZ407	26APR	FRA-FCO		Y(N)	32A	Service	

Select Customer(s) for Acceptance: 1

Expand [SF2] 1 of 1 Selected

Proceed to enter missing information

Comments out of FRA

- Specials:
- 1x DEPA Seat:32A Name: Sansalone/Francesco
- Please contact supervisor!!
- \*\*\*
- Meal ordered @ 09:35Z
- \*\*\*
- Edited by Maricar

Health Document

Checks are not required for this selection

Advanced Options [F2] Proceed Back

## Flight Banner:

Flight banner is a higher priority flight comment. This comment is going to be highlighted in red and will be displayed above the passenger's name at the Check In.

Pictures:

The screenshot displays the AZ Flight AZ407 (0) interface. The top navigation bar includes 'Applications', 'Device', 'Navigation', 'Logoff', and 'Help'. The main header shows 'AZ Flight AZ407 (0)' and the date '26APR23 12:39'. The left sidebar contains various menu items, with 'Flight' circled in red. The main content area shows flight details for AZ407, including the route FRA (2) to FCO Rome Fiumicino (1), acceptance status, and aircraft information. The 'Flight Status' section shows acceptance and boarding status. The 'Schedule' section shows the flight path from FRA to FCO with a 2h00 elapsed time. The 'Comments out of FRA' section is currently empty.

Aircraft	Reg	Config	Cabin Capacity	Infant
FRA-FCO	32N	EIINA	12 162 12 162	10

Flight Status	Acceptance	Boarding
FRA-FCO	Open	Not Open

Schedule	Airport	FRA	FCO
Elapsed Time:	2h00		
Scheduled:	17:55	19:55	
Total Elapsed Time:	02h00		

Comments out of FRA

Refreshed At: 12:39

Acceptance Figures Back

Applications Device Navigation Logout Help

Default: AZ AZ Flight AZ407 (0) 26APR23 12:40

Search Flight Flight List Flight Information

Search AF1

Shortcuts

- Accept Group F3
- Catering Figures F9
- Customer List F4
- Flight Contacts SF8
- Flight Update SF2
- Onload List SF6
- Proactive Figures F8
- Regrade List SF7
- Sealmap SF12
- Set Comments

Menus

- Acceptance AF2
- Baggage AF3
- Customer CF4
- Disruption CF10
- Flight AF7
- Regrade/Onload CF7
- Regulatory CF8
- Seating AF11
- Ticket / EMD AF6
- System
- Refresh F5
- Restart SF12

Aircraft

Aircraft	Reg	Config	Cabin Capacity	Infant
		J Y	J Y	Quota
FRA-FCO	32N	EIINA	12 162	12 162 10

Flight Status

Comments

Set Flight Comments F12

Connections

- All Connections F3
- Inbound Connections SF4
- Summary
- Outbound Connections CF3
- Summary
- Departure Plan
- Departure Plan SF7
- Edit Settings
- Amend Capacity F8
- Flight Contacts SF8
- Flight Update SF2

Gate: None Boarding: 16:55 STD: 17:55 Baggage: Open

Applications Device Navigation Logout Help

Default: AZ AZ Flight AZ407 (0) 26APR23 12:51

Search Flight Flight List Flight Information Flight Comments Summary

Search AF1

Shortcuts

- Accept Group F3
- Catering Figures F9
- Customer List F4
- Flight Contacts SF8
- Flight Update SF2
- Onload List SF6
- Proactive Figures F8
- Regrade List SF7
- Sealmap SF12
- Set Comments

Menus

- Acceptance AF2
- Baggage AF3
- Customer CF4
- Disruption CF10
- Flight AF7
- Regrade/Onload CF7
- Regulatory CF8
- Seating AF11
- Ticket / EMD AF6
- System
- Refresh F5
- Restart SF12

Flight Comments Summary

Acceptance Banner Comments:

No acceptance banner comment

Check-in Comments:

Specials:

1x DEPA Seat:32A Name: Sansalone/Francesco

Please contact supervisor!!

\*\*\*\*

Meal ordered @ 09:35Z

\*\*\*\*

Edited by Maricar

Gate Comments:

No gate comment

Load Control Comments:

No load control comment

Service Desk Comments:

No service desk comment

Supervisor Comments:

No supervisor comment

Arrival Comments:

No arrival comment

Cancellation Comments:

No cancellation comment

Add Comment Exit

Default: AZ AZ Flight AZ407 (0)

Search Flight Flight List Flight Information Flight Comments Summary Flight Banner Comment

Search AF1 AZ407 26APR FRA (2) FCO Rome Fiumicino (1) Gate: None Boarding: 16:55 STD: 17:55  
 System Restart Acceptance Open Codeshare: LBY2WVSD Baggage: Open

Acceptance Banner Comment:  
 !!! Full flight -> Please take handbags !!!

Enter an Acceptance Banner comment. Updating with no comment will delete any existing comment.

Update Back

Default: AZ AZ Flight AZ407 (0) AZ Customer (1)

Customer Identification Customer Acceptance

Search AF1 AZ407 26APR FRA (2) FCO Rome Fiumicino (1) Gate: None Boarding: 16:55 STD: 17:55  
 System Restart Acceptance Open Codeshare: LBY2WVSD Baggage: Open

!!! Full flight -> Please take handbags !!!

Customer	Bkg Tkt Cabin	Sec	Seat	Accept Baggage	Info
1 SANSALONE Francesco					
AZ407 26APR FRA-FCO			32A	Service	

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

Gender is required for customer: SANSALONE Francesco  
 Proceed to enter missing information Customer number e.g. 1

Comments out of FRA

- Specials:
- 1x DEPA Seat:32A Name: Sansalone/Francesco
- Please contact supervisor!!
- \*\*\*
- Meal ordered @ 09:35Z
- \*\*\*
- Edited by Maricar

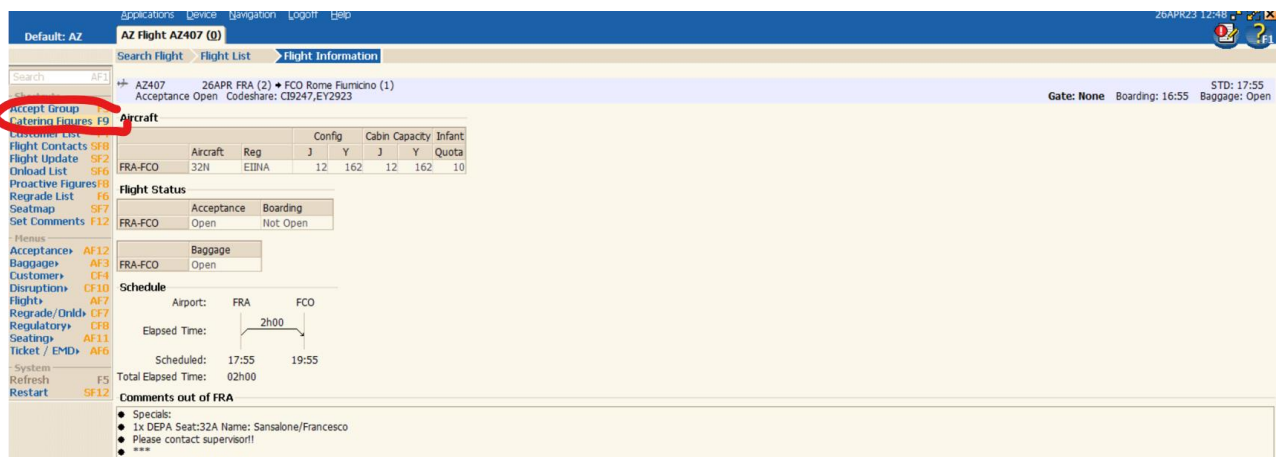
Health Document Checks are not required for this

Advanced Options [F2] Proceed Back

## Catering Figures:

Please make sure that the ordered catering figures are saved in Altea. Thank you!

Pictures:



Default: AZ AZ Flight AZ407 (0)

Search Flight Flight List Flight Information

Search AF1

AZ407 26APR FRA (2) FCO Rome Fiumicino (1)  
Acceptance Open Codeshare: C9247,EY2923 Gate: None Boarding: 16:55 STD: 17:55 Baggage: Open

Accept Group **Accept Group**  
Catering Figures F9  
Customer Cos  
Flight Contacts SF8  
Flight Update SF2  
Onload List SF6  
Proactive Figures SF9  
Regrade List SF6  
Seatmap SF7  
Set Comments F12

Menus  
Acceptance AF12  
Baggage AF3  
Customer CF4  
Disruption CF10  
Flight AF7  
Regrade/Onload CF7  
Regulatory CF10  
Seating AF11  
Ticket / EMD AF6

System  
Refresh F5  
Restart SF12

Aircraft

Aircraft	Reg	Config	Cabin Capacity	Infant
FRA-FCO	32N	EIIVA	12 162	12 162 10

Flight Status

Acceptance	Boarding
FRA-FCO	Open

Baggage

Baggage
FRA-FCO

Schedule

Airport: FRA FCO

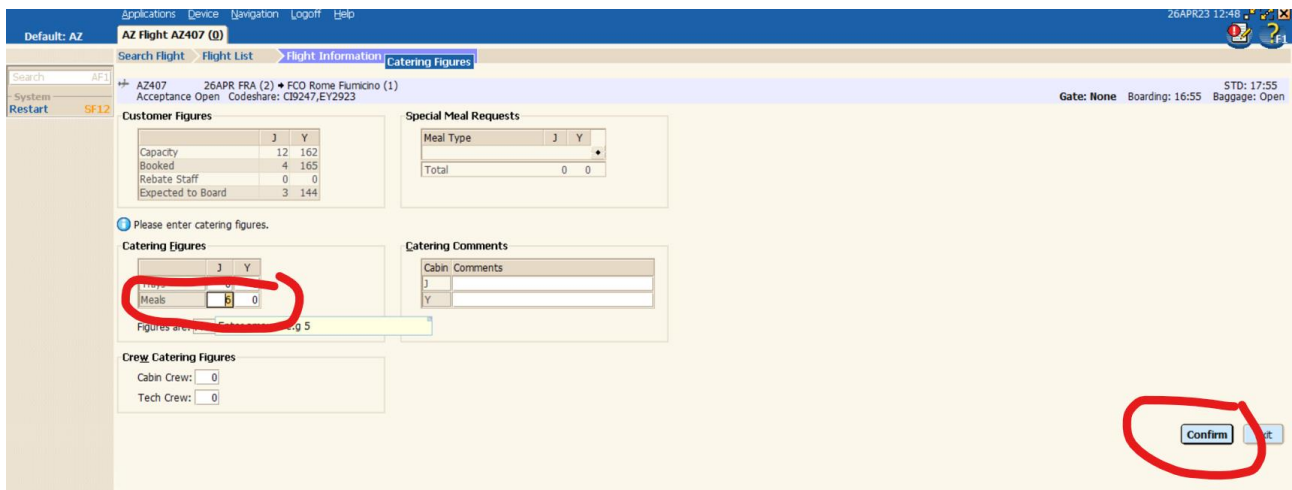
Elapsed Time: 2h00

Scheduled: 17:55 19:55

Total Elapsed Time: 02h00

Comments out of FRA

- Specials:
- 1x DEPA Seat:32A Name: Sansalone/Francesco
- Please contact supervisor!!
- ...



Default: AZ AZ Flight AZ407 (0)

Search Flight Flight List Flight Information Catering Figures

Search AF1

AZ407 26APR FRA (2) FCO Rome Fiumicino (1)  
Acceptance Open Codeshare: C9247,EY2923 Gate: None Boarding: 16:55 STD: 17:55 Baggage: Open

Customer Figures

	J	Y
Capacity	12	162
Booked	4	165
Rebate Staff	0	0
Expected to Board	3	144

Special Meal Requests

Meal Type	J	Y
Total	0	0

Please enter catering figures.

Catering Figures

	J	Y
Meals	6	0

Figures are ... Expected to Board 5

Catering Comments

Cabin Comments
J
Y

Crew Catering Figures

Cabin Crew	Tech Crew
0	0

Confirm

Thank You!

Norbert