

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 shows the DHS software interface with the following details:

- Header:** Applications, Device, Navigation, Logoff, Help
- Toolbar:** Default: AZ, AZ Flight AZ407 (0), Search Flight, Flight List, Flight Information
- Flight Information:**
 - AZ407 26APR FRA (2) → FCO Rome Fiumicino (1)
 - Acceptance Open, Codeshare: CI9247, EY2923
 - STD: 17:55, Gate: None, Boarding: 16:55, Baggage: Open
- Left Sidebar (Flight):**
 - Search, Shortcuts, Accept Group, Catering Figures, Customer List, Flight Contacts, Flight Updates, Flight Updaters, Onload List, Proactive Figures, Regrade List, Reheat, Set Comments, Acceptance, Baggage, Customer, Flight*, Regroup, Seating, Ticket / EMD, Refresh, Restart.
- Aircraft:**

Aircraft	Reg	Config	Cabin Capacity	Infant	Quota		
FRA-FCO	32N	ETINA	12	162	12	162	10
- Flight Status:**

Aircraft	Acceptance	Boarding
FRA-FCO	Open	Not Open
- Baggage:**

Aircraft	Baggage
FRA-FCO	Open
- Schedule:**

	Airport:	FRA	FCO
Elapsed Time:		2h00	
Scheduled:	17:55		19:55
Total Elapsed Time:	02h00		
- Comments:** A large empty box labeled "Comments out of FRA".
- Bottom:** Refreshed At: 12:39, Acceptance Figures, Back

Flight Status:

- Comments **Set Flight Comments** **F12** **Open**
- Connections **All Connections** **F3**
- Inbound Connections** **SF4**
- Summary**
- Outbound Connections** **CF3**
- Summary**
- Departure Plan**
- Departure Plan** **SF7** **9:55**
- Edit Settings**
- Amend Capacity** **F8**
- Flight Contacts** **SF8**
- Flight Update** **SF2**

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

Comment

Comment:
Snovals:

Category

- 1 Check-in
- 2 Load Control
- 3 Service Desk
- 4 Supervisor
- 5 Arrival
- 6 Cancellation

Set Category: **1**

Add **Cancel**

Default: AZ

AZ Flight AZ407 (0) AZ Flight AZ407 (1)

Search Flight Flight List Flight Information Flight Comments Summary Add Comment

Flight AZ407 26APR FRA (2) → FCO Rome Fiumicino (1) Gate: None Boarding: 16:55 STD: 17:55 Baggage: Open

Comments

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

Meal ordered @ 09:35Z

Edited by Marcar

CI GA LC DS SU AR CN

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

Enter a new comment (Leave empty to cancel)

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

Default: AZ

AZ Flight AZ407 (0)

Search Flight Flight List Flight Information

Aircraft

Aircraft Reg Config Cabin Capacity Infant

FRA-FOC 32N EIINA J Y J Y Quota

Flight Status

Acceptance: FRA FCO Baggage: Open

Boarding: Not Open

Schedule

Airport: FRA FCO

Elapsed Time: 2h00

Scheduled: 17:55 19:55

Total Elapsed Time: 02h00

Comments out of FRA:

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

Meal ordered @ 09:35Z

Edited by Marcar

Acceptance Figures Back

Default: AZ

AZ Flight AZ407 (0) AZ Customer (1)

Customer Identification Customer Acceptance

Customer

Bkg Tkt Cabin Sec Seat Accept Baggage Info

1 SANSALONE Francesco Y(N) 32A Service

Sort By Default Order Ascending

Select Customer(s) for Acceptance: 1

Proceed to enter missing information for customer number e.g. 1

Comments out of FRA:

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

Meal ordered @ 09:35Z

Edited by Marcar

Advanced Options [F2] Proceed Back

Flight Banner:

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

Pictures:



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: CB247,EY2923 Gate: None Boarding: 16:55 Baggage: Open

Aircraft

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

Flight Status

Comments Set Flight Comments F12

Connections

All Connections F3 Inbound Connections F4 Outbound Connections F3

Acceptances AF2 Baggage AF3 Customer CF4 Disruption CF10 Flight AF7 Regrade/Onld CF7 Regulatory CFB

Seating AF11 Ticket / EMD+ AF6

Departure Plan

Departure Plan F7 9:55

Edit Settings

Amend Capacity F8 Flight Contacts SF8 Flight Update SF2

Shortcuts F3 Catering Figures F9 Customer List F4 Flight Contacts SF8 Flight Update SF2 Onload List SF6 Projective Figures F10 Flight Log List F7 Seatmap F7 Set Comments 12

System F5 Refresh F5 Restart SF12

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

Search Flight Flight List Flight Information Flight Comments Summary

Search AF1 **AZ407 26APR FRA (2) FCO Rome Fiumicino (1)**
Acceptance Open Codeshare: CP9247, EV2923

Gate: None Boarding: 16:55 Baggage: Open

Flight Comment **Flight Level Comments:**
Flight Banner F5 No flight level comment

Flight AF7 **Acceptance Banner Comments:**
No acceptance banner comment

System SF12 **Check-in Comments:**
Specials:
1x DEPA Seat:32A Name: Sansalone/Francesco
Please contact supervisor!!

Meal ordered @ 09:35Z

Edited by Marica

Restart SF12 **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**

26APR23 12:52

AZ Flight AZ407 (0) | AZ Customer (1)

Flight Information | Flight Comments Summary | Flight Banner Comment

Search AF1 | A7407 26APR FRA (2) → FCO Rome Fiumicino (1)

Acceptance Open Codeshare: L152-777-0000

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

System Restart

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

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

Update Back

26APR23 12:52

AZ Flight AZ407 (0) | AZ Customer (1)

Customer Identification > Customer Acceptance

Search AF1 | A7407 26APR FRA (2) → FCO Rome Fiumicino (1)

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

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

Customer

	Bkg	Tkt	Cabin	Sec	Seat	Accept Baggage	Info
1	SANSALONE	Francesco		Y(N)	32A		Service
A7407 26APR FRA-FCO							

Sort By Default Order Ascending

Select Customer(s) for Acceptance: 1

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 Marcar

Advanced Options [F2] Proceed Back

Catering Figures:

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

Pictures:

Flight Information

AZ Flight AZ407 (0)

Flight Status: FRA-FCO Open Not Open

Aircraft: FRA-FCO 32N EIINA Config: J Y J Y Quota: 12 162 12 162 10

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

Comments out of FRA:

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

Flight Information

AZ Flight AZ407 (0)

Customer Figures:

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

Special Meal Requests:

Meal Type	J	Y
Total	0	0

Catering Figures:

	J	Y
Days	Y	0
Meals	5	0

Catering Comments:

Cabin Comments
J
Y

Crew Catering Figures:

Cabin Crew: 0
Tech Crew: 0

Confirm

Thank You!

Norbert