DHS

READ AND SIGN
Revision: 0 | Issued: 26.04.2023

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

Dear Supervisors,

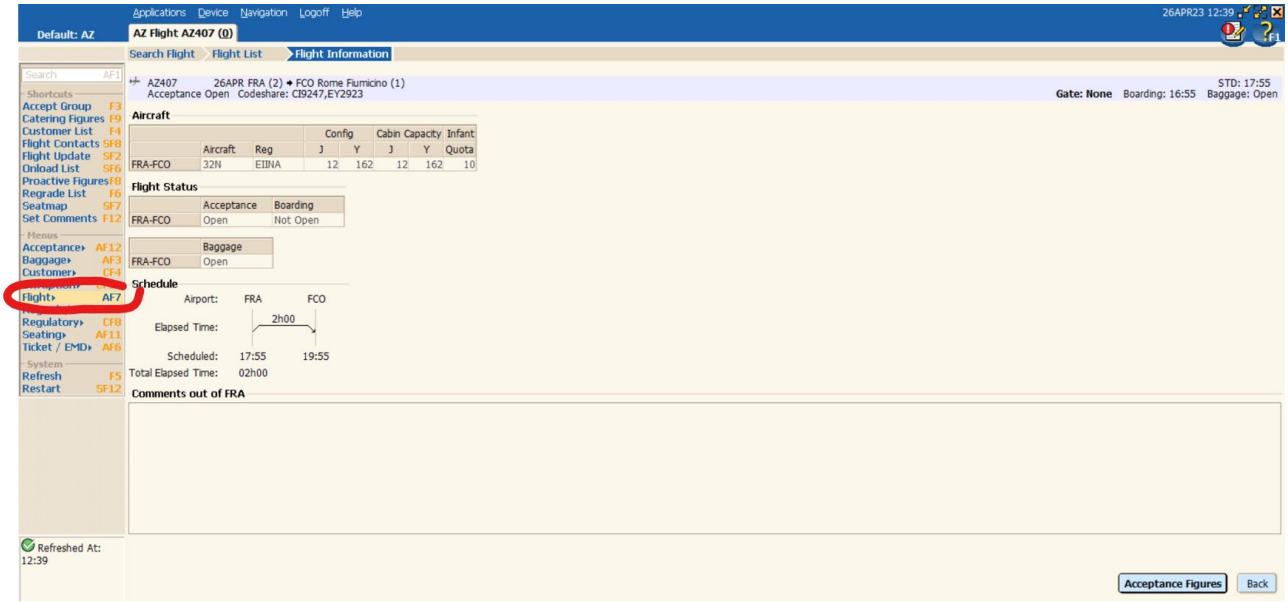
For the customer's request I would like to ask you to please start using the 3 options named in the topic of this R&S with immediate effect.

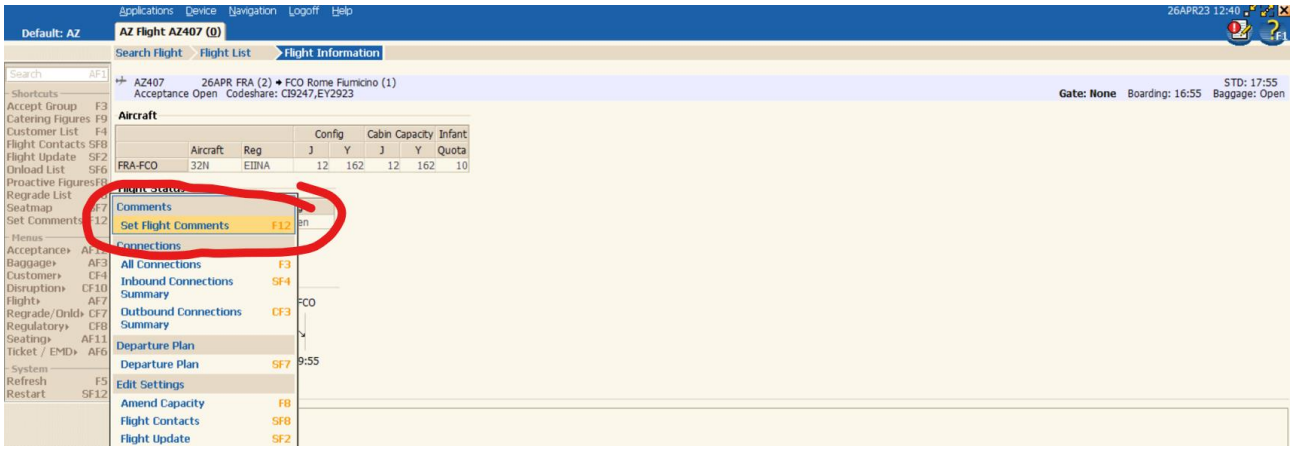
To introduce them:

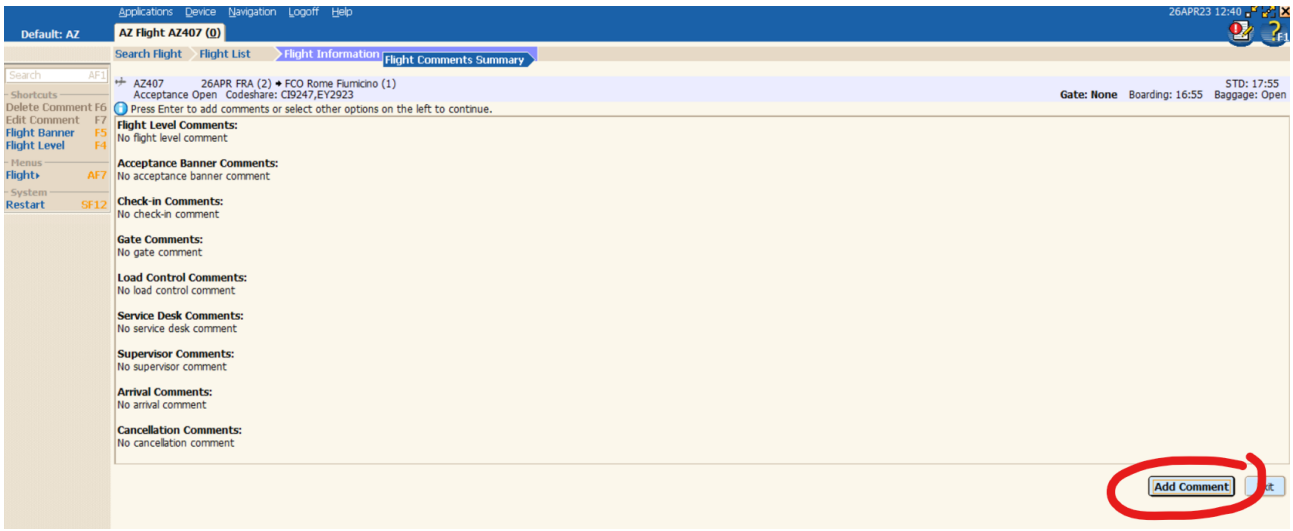
Flight Comments:

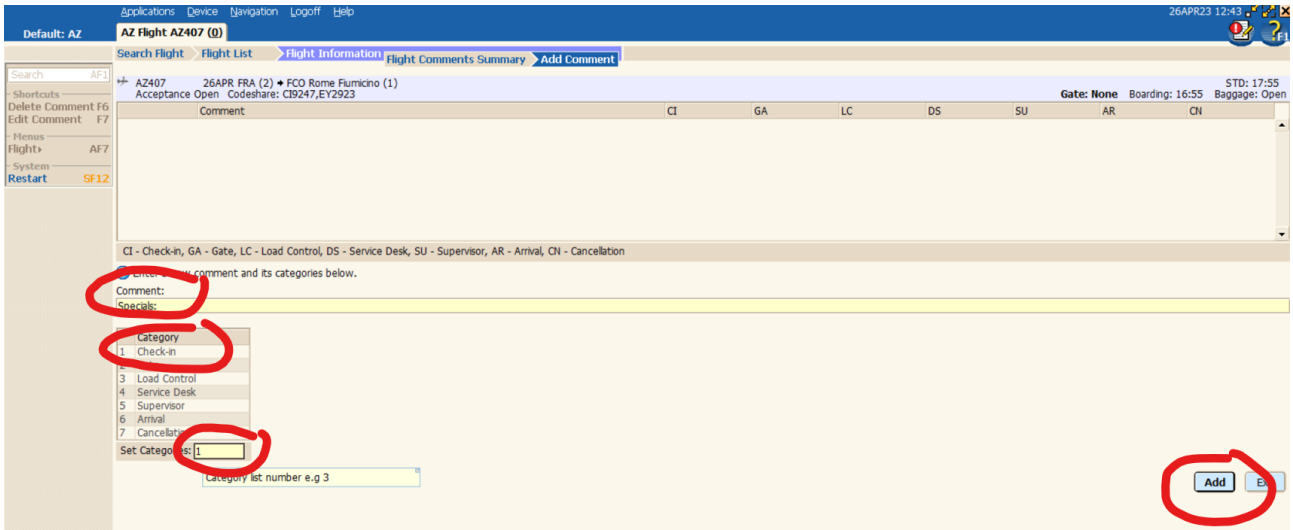
These are regular comments. Here please mention the specials, when you ordered the meal, who edited the flight, and anything you feel relevant.
Whenever an agent identifies a customer, these comments are going to be visible to the agents.

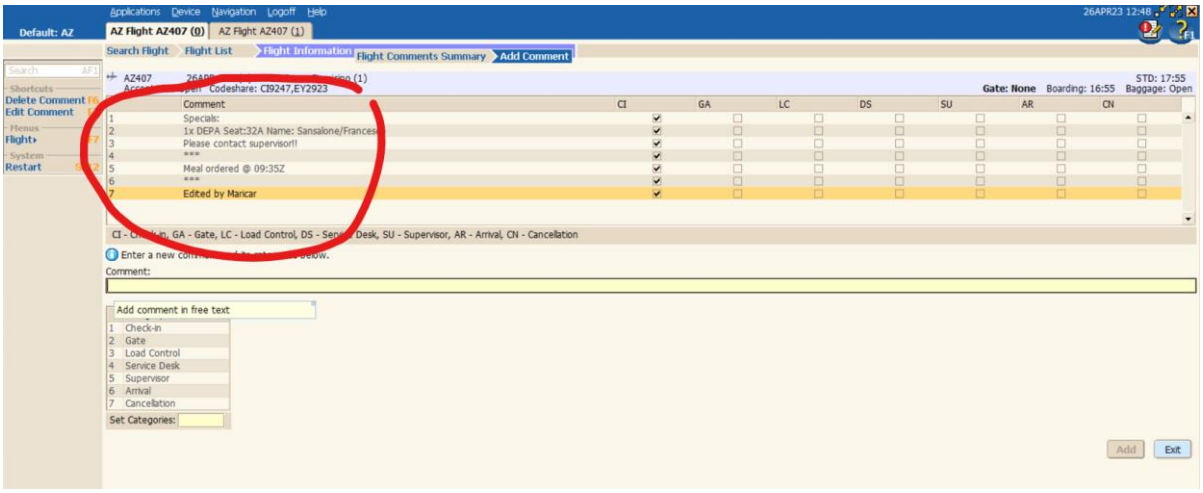
Please see pictures:

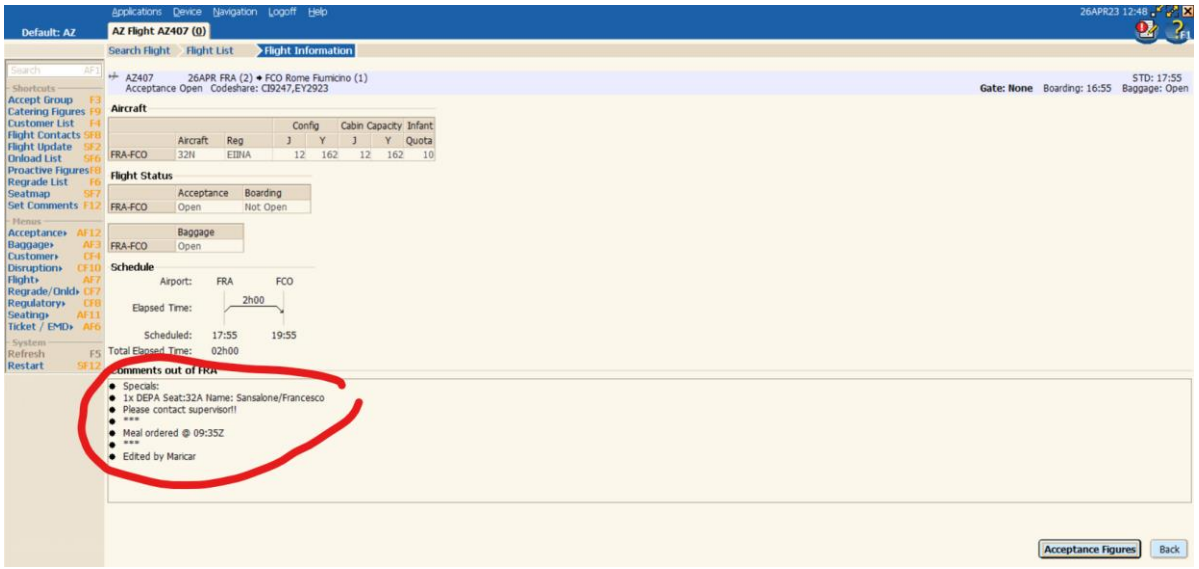


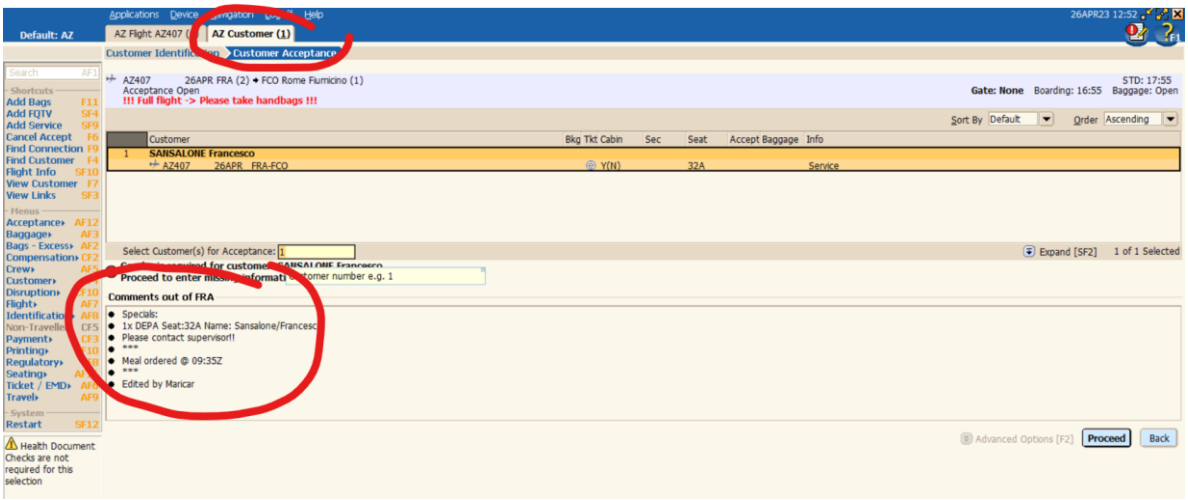

Applications Device Navigation Logoff Help
26APR23 12:40
Default: AZ
AZ Flight AZ407 (0)
Search Flight
Flight List
Flight Information
AZ407 26APR FRA (2) ➔ FCO Rome Fiumicino (1)
Acceptance Open Codeshare: CI9247,EY2923
Gate: None Boarding: 16:55 STD: 17:55 Baggage: Open
Aircraft
Config Cabin Capacity Infant
Aircraft Reg J Y J Y Quota
FRA-FCO 32N EIINA 12 162 12 162 10
Comments
Set Flight Comments F12
Connections
All Connections F3
Inbound Connections Summary SF4
Outbound Connections Summary CF3
Departure Plan
Departure Plan SF7
Edit Settings
Amend Capacity F8
Flight Contacts SF8
Flight Update SF2


Applications Device Navigation Logoff Help
26APR23 12:40
Default: AZ
AZ Flight AZ407 (0)
Search Flight
Flight List
Flight Information
Flight Comments Summary
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
26APR23 12:43
Default: AZ
AZ Flight AZ407 (0)
Search Flight
Flight List
Flight Information
Flight Comments Summary
Add Comment
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:
Specials:
Category
1 Check-in
3 Load Control
4 Service Desk
5 Supervisor
6 Arrival
7 Cancellation
Set Category:
Category list number e.g 3
Add


Applications Device Navigation Logoff Help
Default: AZ
AZ Flight AZ407 (0)
AZ Flight AZ407 (1)
Search Flight
Flight List
Flight Information
Flight Comments Summary
Add Comment
Delete Comment
Edit Comment
Flight
Restart
Gate: None
Boarding: 16:55
Baggage: Open
Comment
CI
GA
LC
DS
SU
AR
CN
1 Specials:
2 1x DEPA Seat:32A Name: Sansalone/Francesco
3 Please contact supervisor!!
4 ***
5 Meal ordered @ 09:35Z
6 ***
7 Edited by Maricar
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

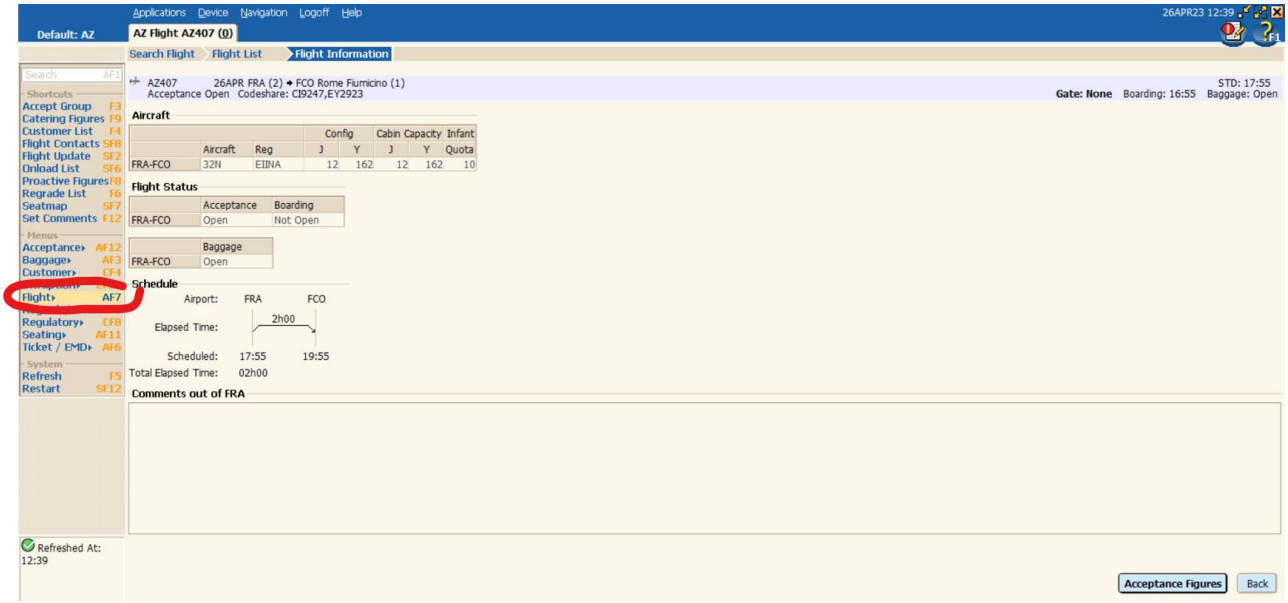

Applications Device Navigation Logoff Help
Default: AZ
AZ Flight AZ407 (0)
Search Flight
Flight List
Flight Information
AZ407 26APR FRA (2) → FCO Rome Fiumicino (1)
Acceptance Open Codeshare: CI9247,EY2923
Gate: None
Boarding: 16:55
Baggage: Open
Aircraft
Flight Status
Schedule
Airport: FRA FCO
Elapsed 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

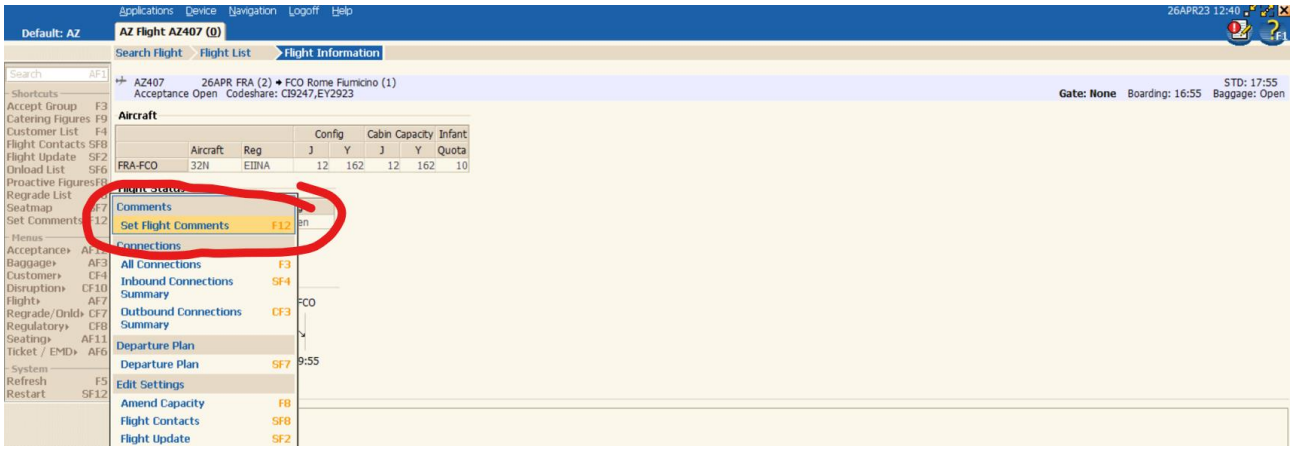

Applications Device Navigation Logoff Help
Default: AZ
AZ Flight AZ407 (0)
AZ Customer (1)
Customer Identification
Customer Acceptance
AZ407 26APR FRA (2) → FCO Rome Fiumicino (1)
Acceptance Open
!!! Full flight -> Please take handbags !!!
Gate: None
Boarding: 16:55
Baggage: Open
Sort By Default
Order 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

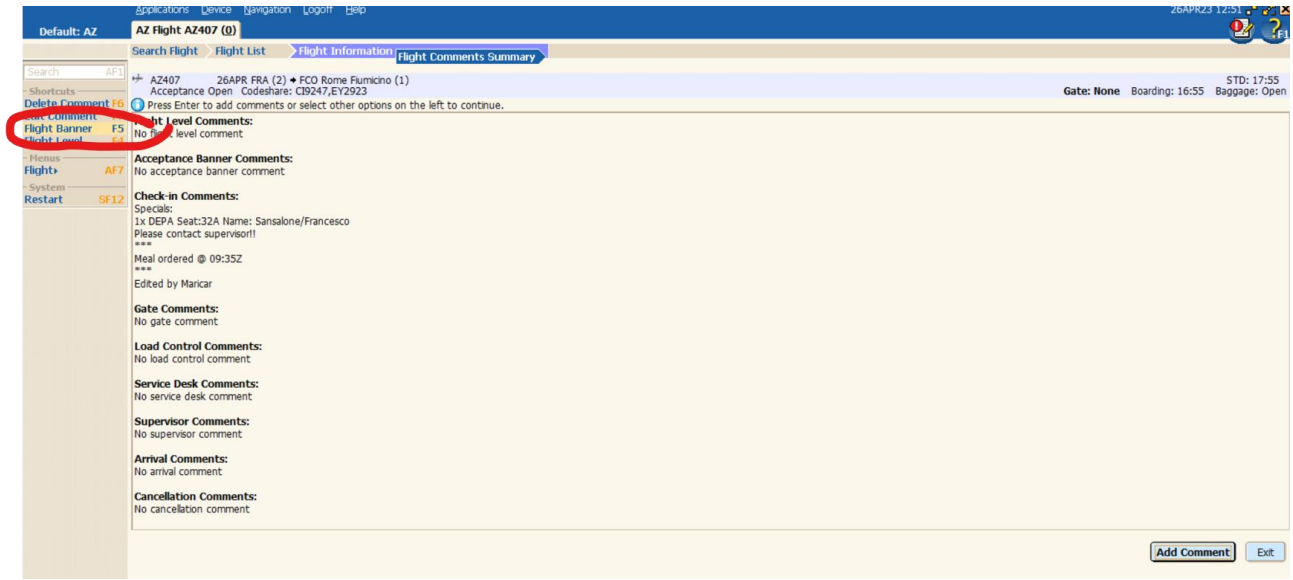
Flight Banner:

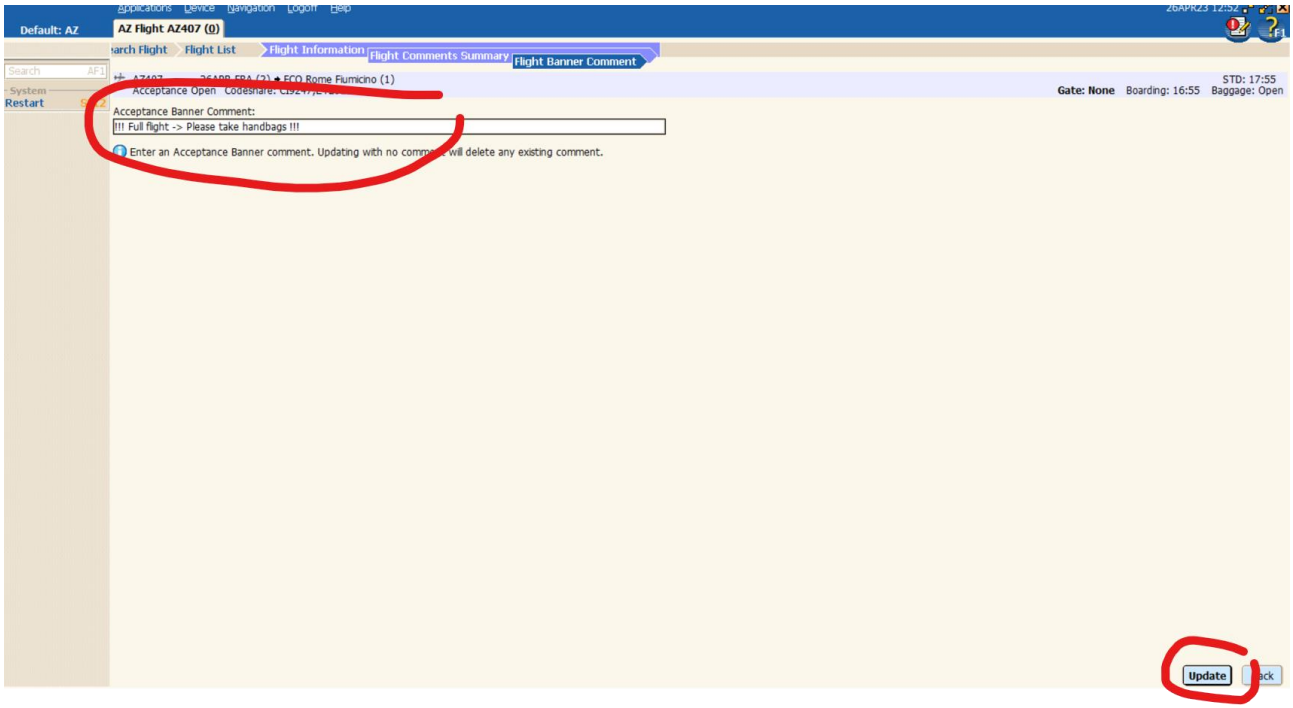
Flight banner is a higher priority flight comment. This comment is going to highlighted in red and will be displayed above the passenger's name at the Check In.

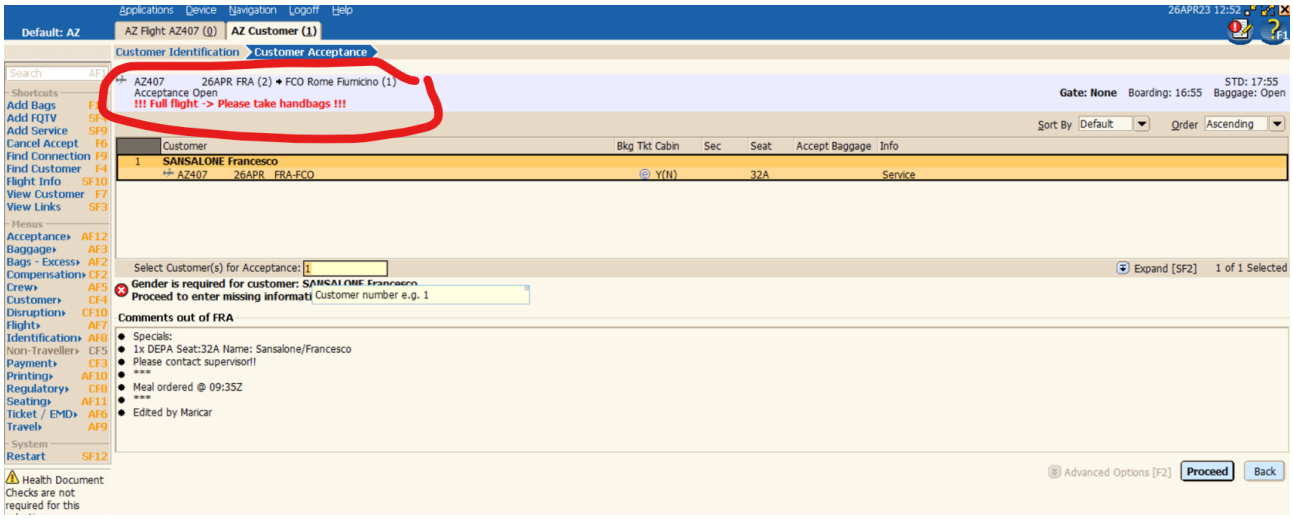
Pictures:




Applications Device Navigation Logoff Help
26APR23 12:40
Default: AZ
AZ Flight AZ407 (0)
Search Flight
Flight List
Flight Information
AZ407 26APR FRA (2) → FCO Rome Fiumicino (1)
Acceptance Open Codeshare: CI9247,EY2923
Gate: None Boarding: 16:55 STD: 17:55 Baggage: Open
Aircraft
Config Cabin Capacity Infant
Aircraft Reg J Y J Y Quota
FRA-FCO 32N EIINA 12 162 12 162 10
Comments
Set Flight Comments F12
Connections
All Connections F3
Inbound Connections Summary SF4
Outbound Connections Summary CF3
Departure Plan
Departure Plan SF7
Edit Settings
Amend Capacity F8
Flight Contacts SF8
Flight Update SF2
Shortcuts
Accept Group F3
Catering Figures F9
Customer List F4
Flight Contacts SF8
Flight Update SF2
Onload List SF6
Proactive Figures F8
Regrade List
Seatmap AF7
Set Comments F12
Menus
Acceptance AF2
Baggage AF3
Customer CF4
Disruption CF10
Flight AF7
Regrade/Onld CF7
Regulatory CF8
Seating AF11
Ticket / EMD AF6
System
Refresh F5
Restart SF12


Applications Device Navigation Logoff Help
Default: AZ
AZ Flight AZ407 (0)
Search Flight
Flight List
Flight Information
Flight Comments Summary
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.
Delete Comment F6
Flight Banner F5
Flight Level F4
Flight AF7
Restart SF12
Flight Level Comments:
No flight level comment
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

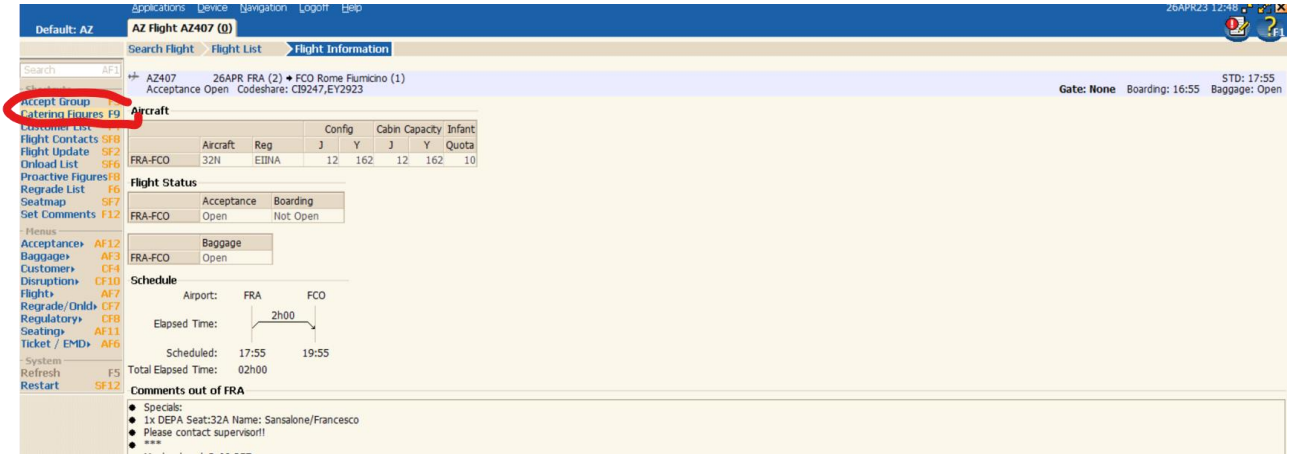

Default: AZ
AZ Flight AZ407 (0)
Flight List
Flight Information
Flight Comments Summary
Flight Banner Comment
Acceptance Open
Gate: None
Boarding: 16:55
Baggage: Open
STD: 17:55
Acceptance Banner Comment:
!!! Full flight -> Please take handbags !!!
Enter an Acceptance Banner comment. Updating with no comment will delete any existing comment.
Update
Back

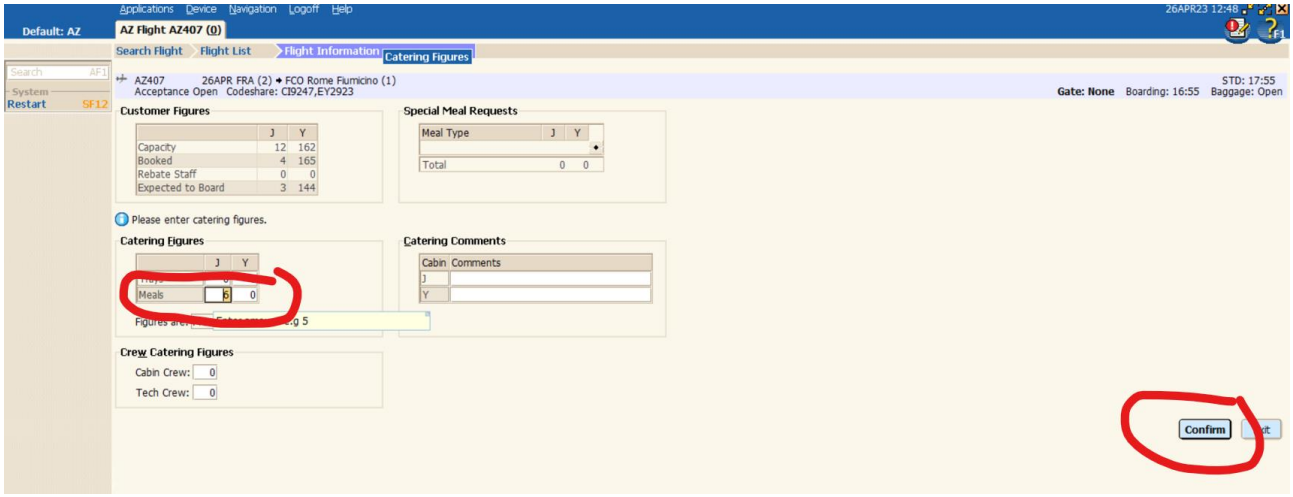

Default: AZ
AZ Flight AZ407 (0)
AZ Customer (1)
Customer Identification
Customer Acceptance
AZ407 26APR FRA (2) → FCO Rome Fiumicino (1)
Acceptance Open
!!! Full flight -> Please take handbags !!!
Gate: None
Boarding: 16:55
Baggage: Open
STD: 17:55
Sort By Default
Order Ascending
Customer
Bkg Tkt Cabin
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
Gender is required for customer: SANSALONE Francesco
Proceed to enter missing informati
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
Advanced Options [F2]
Proceed
Back

Catering Figures:

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

Pictures:





Thank You!

Norbert