

Topic: Checking for Inbound Passengers and Updating Their Bags

Checking if a flight has inbound passengers with short connection times to is essential for flight preparation. These should be checked before opening the check-in and again prior to going to the gate. Below are the steps for Altea (LOT, ITA, AirBaltic):

Step 1: Open the Flight Information screen for the flight. On the left side of the screen select “Flight – Inbound Connections Summary.”

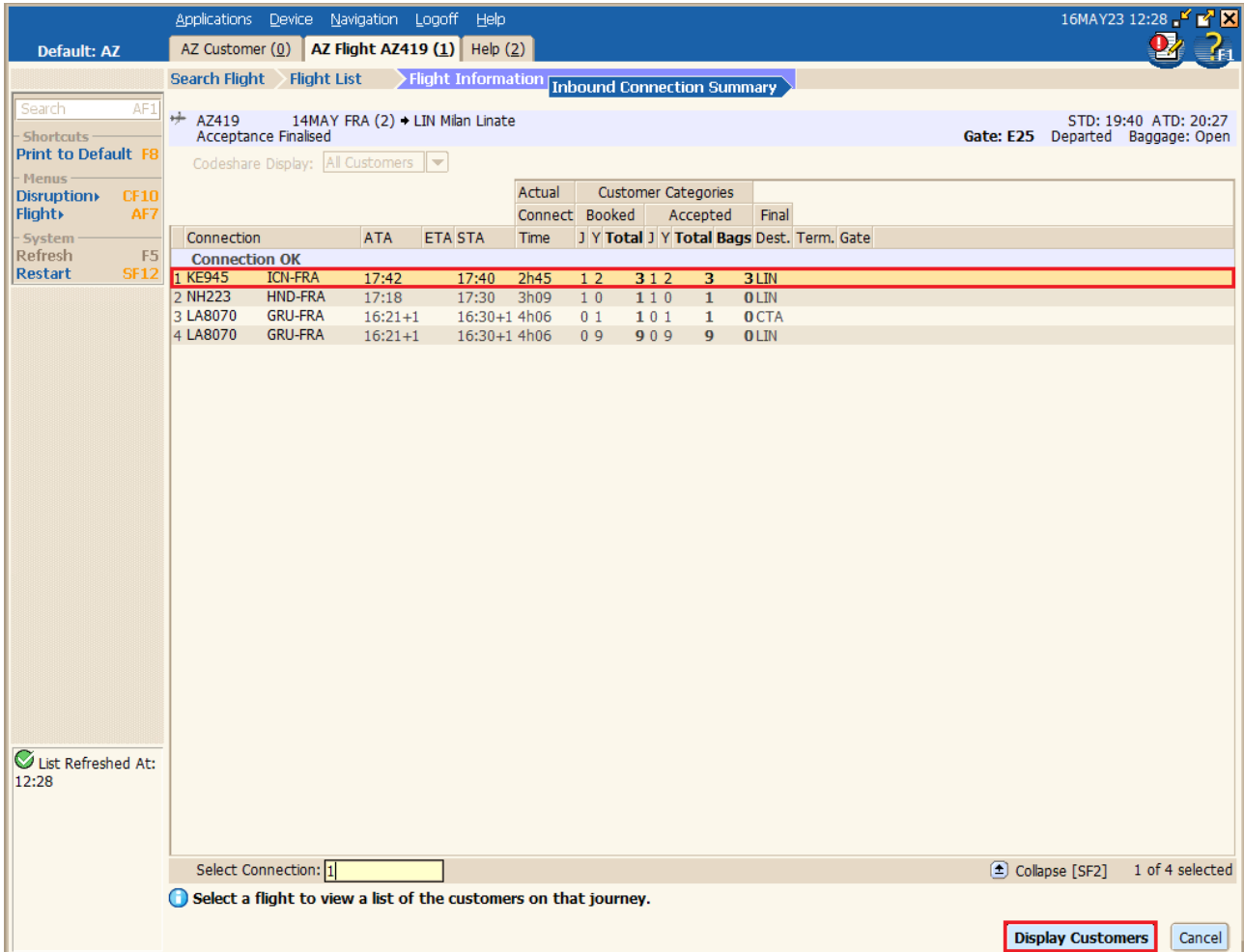
The screenshot displays the flight information system interface. The top navigation bar includes 'Applications', 'Device', 'Navigation', 'Logoff', and 'Help'. The main header shows 'Default: AZ' and 'AZ Customer (0) AZ Flight AZ419 (1) Help (2)'. The date and time are '16MAY23 12:28'. The left sidebar contains a menu with 'Flight' highlighted. The main area shows flight details for AZ419, including aircraft, configuration, and a list of connections. The 'Inbound Connections Summary' option is highlighted in the connections list.

Aircraft		Config		Cabin Capacity		Infant
Aircraft	Reg	J	Y	J	Y	Quota
FRA-LIN	CRK	EIHBC	10	90	10	90

Connections	Comments
All Connections	F3
Inbound Connections Summary	SF4
Outbound Connections Summary	CF3
Departure Plan	SF7
Amend Capacity	F8
Flight Contacts	SF8
Flight Update	SF2
Move Curtain	CF5
Voluntary Denied Boarding (VDB) Information	AF10
Catering Figures	F9
Customer Weight and Balance Details	SF5
Flight History	SF12
GenDec Information	SF11
Customer List	F4
Non Commercial PNR Summary List	SF3
Tracked Customers	F11

Acceptance Figures Back

Step 2: Select a flight with a short connection to display the passengers.



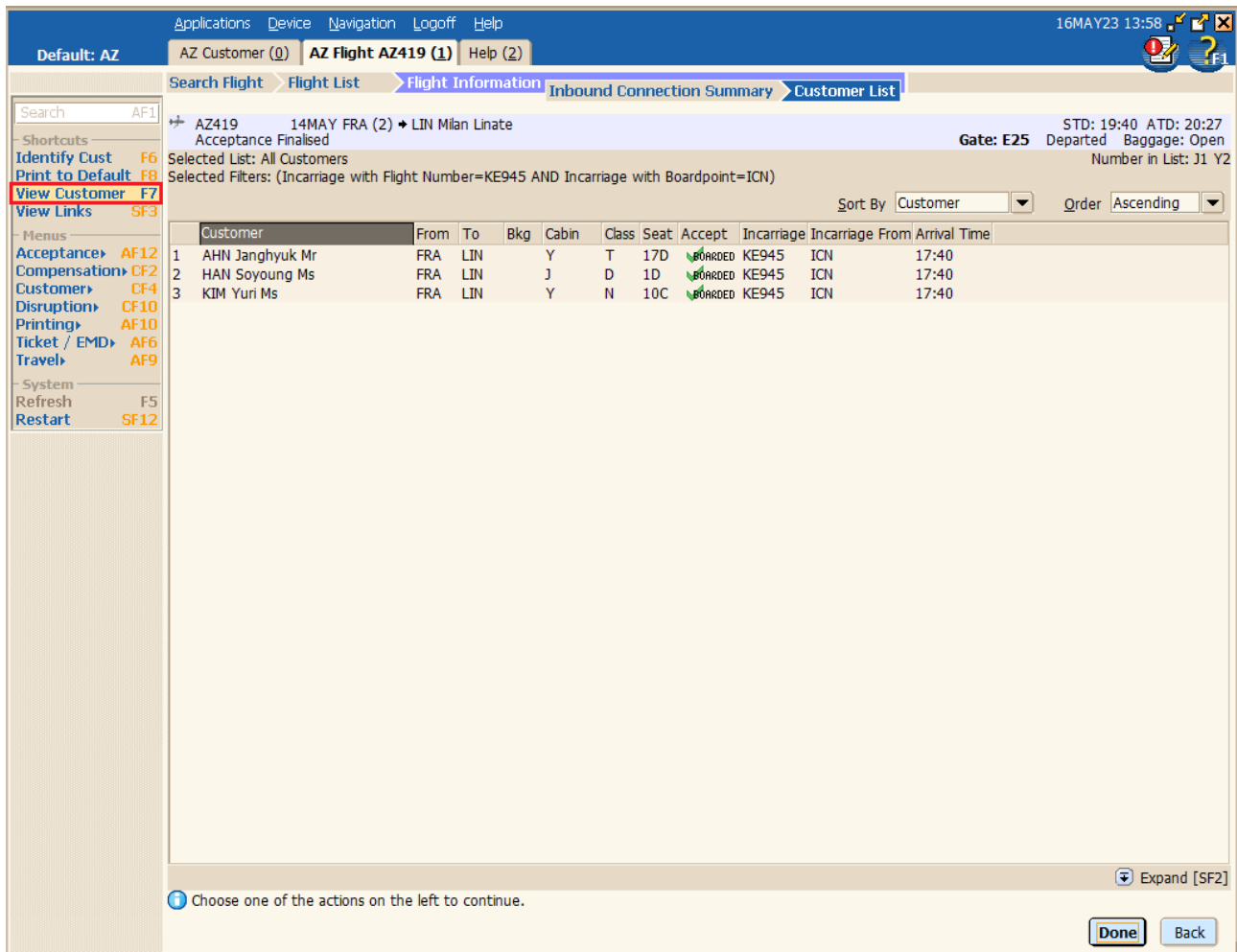
The screenshot shows the 'Inbound Connection Summary' screen in the DHS system. The top navigation bar includes 'Applications', 'Device', 'Navigation', 'Logoff', and 'Help'. The main header displays 'Default: AZ', 'AZ Customer (0)', 'AZ Flight AZ419 (1)', and 'Help (2)'. The date and time are '16MAY23 12:28'. The left sidebar contains various shortcuts and menus, including 'Search Flight', 'Flight List', 'Flight Information', and 'Inbound Connection Summary'. The main content area shows flight information for AZ419, including the route '14MAY FRA (2) → LIN Milan Linate', 'Acceptance Finalised', 'Gate: E25', 'STD: 19:40', 'ATD: 20:27', and 'Baggage: Open'. Below this, a table lists connecting flights. The first connection, KE945, is highlighted in red.

Connection	ATA	ETA	STA	Time	Actual Connect	Booked	Accepted	Final	Customer Categories
1 KE945	ICN-FRA	17:42	17:40	2h45	1	2	3	1	3 LIN
2 NH223	HND-FRA	17:18	17:30	3h09	1	0	1	1	0 LIN
3 LA8070	GRU-FRA	16:21+1	16:30+1	4h06	0	1	1	0	1 CTA
4 LA8070	GRU-FRA	16:21+1	16:30+1	4h06	0	9	9	0	9 LIN

At the bottom of the screen, there is a 'Select Connection:' dropdown menu with '1' selected. Below it, a message states: 'Select a flight to view a list of the customers on that journey.' At the bottom right, there are two buttons: 'Display Customers' and 'Cancel'.

The Inbound Connections Summary screen will display a list of inbound flights with passengers connecting to your flight. Passengers with short connections (1 hour or less) should have their bags set to standby.

Step 3: Select "View Customer"



The screenshot shows the DHS system interface. The top navigation bar includes 'Applications', 'Device', 'Navigation', 'Logoff', and 'Help'. The date and time are 16MAY23 13:58. The left sidebar contains a search bar and a list of shortcuts. The 'View Customer' option is highlighted in red. The main window displays flight information for AZ419, including the flight number, date, origin, destination, and gate. A table lists the passengers on the flight.

Customer	From	To	Bkg	Cabin	Class	Seat	Accept	Incarriage	Incarriage From	Arrival Time
1 AHN Janghyuk Mr	FRA	LIN	Y	T	17D	✓	BOARD	KE945	ICN	17:40
2 HAN Soyoung Ms	FRA	LIN	J	D	1D	✓	BOARD	KE945	ICN	17:40
3 KIM Yuri Ms	FRA	LIN	Y	N	10C	✓	BOARD	KE945	ICN	17:40

Alternatively, passengers can be found by typing their name in the Customer application.

Step 4: Highlight the passengers and click “Select”

The screenshot shows the DHS system interface. At the top, there's a navigation bar with 'Applications', 'Device', 'Navigation', 'Logoff', and 'Help'. The main header shows 'Default: AZ', 'AZ Customer (0)', 'AZ Flight AZ419 (1)', and 'Help (2)'. The date and time are '16MAY23 13:58'. Below the header, there's a 'Flight Information' section with tabs for 'Inbound Connection Summary', 'Customer List', 'Customer Selection', and 'Customer Record'. The 'Customer Selection' tab is active. It shows flight details: 'AZ419 14MAY FRA (2) LIN Milan Linate', 'Acceptance Finalised', 'Gate: E25', 'STD: 19:40', 'ATD: 20:27', 'Departed', 'Baggage: Open', and 'Number in List: J1 Y2'. Below this, there's a table of passengers. The table has columns: Customer, From, To, Bkg, Cabin, Class, Seat, Accept, Incarriage, Incarriage From, and Arrival Time. Three passengers are listed: 1. AHN Janghyuk Mr, 2. HAN Soyoung Ms, and 3. KIM Yuri Ms. All three are marked as 'BOARDER'. Below the table, there's a 'Select Customer(s):' field with '1-3' entered. There's also a 'Link' section with 'Include Linked Customer: Yes' and a 'Select' button. The 'Select' button is highlighted with a red box.

Customer	From	To	Bkg	Cabin	Class	Seat	Accept	Incarriage	Incarriage From	Arrival Time
1 AHN Janghyuk Mr	FRA	LIN	Y	T	17D	BOARDER	KE945	ICN	17:40	
2 HAN Soyoung Ms	FRA	LIN	J	D	1D	BOARDER	KE945	ICN	17:40	
3 KIM Yuri Ms	FRA	LIN	Y	N	10C	BOARDER	KE945	ICN	17:40	

Select multiple passengers by clicking and holding the mouse and dragging across multiple names. Or type the number of the customers separated by commas e.g. 1,3,5.

Step 5: On the left side select “Baggage – Display Baggage”

Applications Device Navigation Logoff Help 16MAY23 13:58

Default: AZ AZ Customer (0) AZ Flight AZ419 (1) Help (2)

Flight Information Inbound Connection Summary Customer List Customer Selection Customer Record

Search AF1

→ AZ419 14MAY FRA (2) → LIN Milan Linate Acceptance Finalised Gate: E25 STD: 19:40 ATD: 20:27 Departed Baggage: Open

Customer Bkg Tkt Cabin Sec Seat Accept Baggage Info

RA TB Y(M) 44C Service

RA TB HX Y(M) Service

Select Flight(s): A,D,F,J,K Expand [SF2] 1 of 3 Selected

ing record. Refine the 'All Categories' display with F2 function.

Flight	Date	Origin	Destination	Class	STD	STA	ETD	ATA
KE945	14MAY	ICN-FRA	Y HK		11:05	17:40		
AZ419	14MAY	FRA-LIN	Y HK		19:40	20:55	20:25	20:27
IB3253	21MAY	MXP-MAD	L HK		14:30	16:55	21:50	21:46
KL1706	27MAY	MAD-AMS			20:20	23:00		
KE926	03JUN	AMS-ICN	Y HK		21:20	16:10+1		

Baggage Details

AZ419 14MAY23 FRA-LIN 0180-KE-417549-FRA-LIN Bag Owner: **AHN Janghyuk Mr** Bag Class: **Y** Individual Weights: **17K** Tag Type: **Standard** Tag Source: **IATCI** Print Channel: **External DCS** Baggage Acceptance Status: **Accepted** Baggage Activation Status: **Active**

Boarding Pass Print Details

Flight	Date	Origin	Destination	Boarding Pass	Print Channel
KE945	14MAY	ICN-FRA		Not printed	None
AZ419	14MAY	FRA-LIN		Printed	External DCS
IB3253	21MAY	MXP-MAD		Not printed	None
KL1706	27MAY	MAD-AMS		Not printed	None
KE926	03JUN	AMS-ICN		Not printed	None

Credit Card and FOID Details

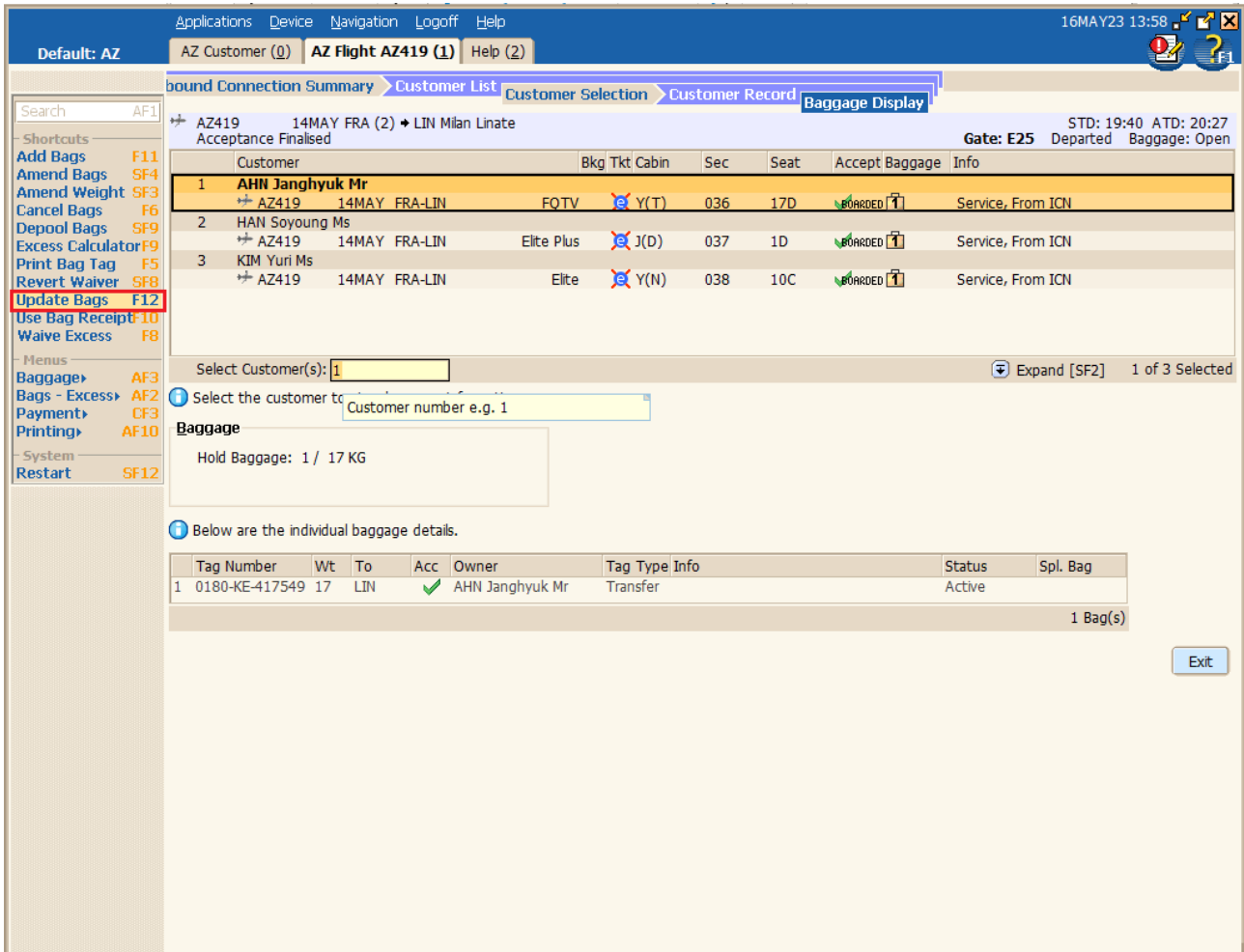
All Selected Flights Credit Card: XX XXXXXXXXXXXX4516

Customer Details

3 customers/tickets found

Advanced Options [F2] Exit

Step 6: Select Update Bags



The screenshot shows the DHS Baggage Display interface. The left sidebar contains a menu with the following options:

- Search AF1
- Shortcuts
- Add Bags F11
- Amend Bags SF4
- Amend Weight SF3
- Cancel Bags F6
- Depool Bags SF9
- Excess Calculator F9
- Print Bag Tag F5
- Revert Waiver SF8
- Update Bags F12** (highlighted in red)
- Use Bag Receipt F10
- Waive Excess F8
- Menus
- Baggage AF3
- Bags - Excess AF2
- Payment CF3
- Printing AF10
- System
- Restart SF12

The main area displays the following information:

- Applications: Device, Navigation, Logoff, Help
- Default: AZ
- AZ Customer (0) | AZ Flight AZ419 (1) | Help (2)
- bound Connection Summary | Customer List | Customer Selection | Customer Record | **Baggage Display**
- AZ419 14MAY FRA (2) → LIN Milan Linate
- Acceptance Finalised
- Gate: E25
- STD: 19:40
- ATD: 20:27
- Departed
- Baggage: Open

Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info		
1	AHN Janghyuk Mr	AZ419	14MAY	FRA-LIN	FQTV	Y(T)	036	17D	✓ BOARDED [1]	Service, From ICN
2	HAN Soyoung Ms	AZ419	14MAY	FRA-LIN	Elite Plus	J(D)	037	1D	✓ BOARDED [1]	Service, From ICN
3	KIM Yuri Ms	AZ419	14MAY	FRA-LIN	Elite	Y(N)	038	10C	✓ BOARDED [1]	Service, From ICN

Select Customer(s): 1

Select the customer to Customer number e.g. 1

Baggage

Hold Baggage: 1 / 17 KG

Below are the individual baggage details.

Tag Number	Wt	To	Acc	Owner	Tag Type Info	Status	Spl. Bag
1 0180-KE-417549	17	LIN	✓	AHN Janghyuk Mr	Transfer	Active	

1 Bag(s)

Exit

Only one passenger and bag can be updated at a time.

Step 7: Select the passenger, the bag, and update status to Standby. “Click Update.”

Default: AZ Applications Device Navigation Logoff Help 16MAY23 13:58

AZ Customer (0) AZ Flight AZ419 (1) Help (2)

Customer List Customer Selection Customer Record Baggage Display **Baggage Acceptance Update**

Search: AF1 System Restart SF12

AZ419 14MAY FRA (2) → LIN Milan Linate Gate: E25 STD: 19:40 ATD: 20:27 Departed Baggage: Open

Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept Baggage	Info		
1 AHN Janghyuk Mr	→ AZ419	14MAY	FRA-LIN	FQTV	Y(T)	036	17D	✓ BOARDED [1]	Service, From ICN
2 HAN Soyoung Ms	→ AZ419	14MAY	FRA-LIN	Elite Plus	J(D)	037	1D	✓ BOARDED [1]	Service, From ICN
3 KIM Yuri Ms	→ AZ419	14MAY	FRA-LIN	Elite	Y(N)	038	10C	✓ BOARDED [1]	Service, From ICN

Select Customer(s): 1 Expand [SF2] 1 of 3 Selected

Tag Number	Wt	To	Acc	Owner	Tag Type Info	Status	Spl. Bag
1 0180-KE-417549	17	LIN	✓	AHN Janghyuk Mr	Transfer	Active	

Select Bags: 1 1 of 1 selected

Update baggage acceptance status or offload the baggage.

Change Acceptance Status

Update Status to: **Accept** From: FRA To: LIN

Offload Baggage

Type of Offload: **Not Accepted** Delivery Location: Delivery Area: Unsecured

Reason for Change: **Not Travelling**

Update Exit

The bags are now on “Red.”

It is important to note that if this process is not completed in a timely manner, the baggage may be loaded into the aircraft causing a delay if the passengers do not make the flight on time.