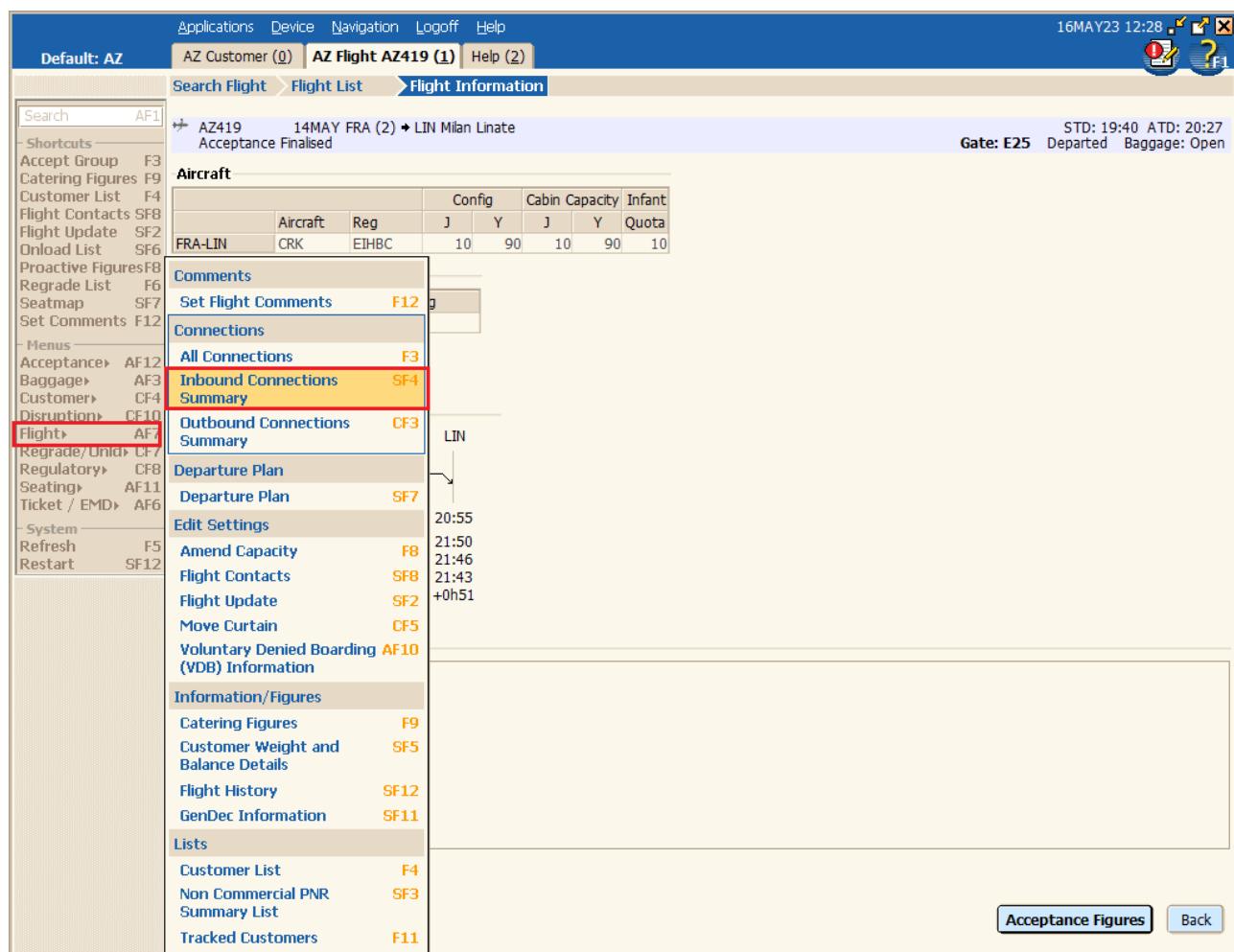


Topic: Checking for Inbound Passengers and Updating Their Bags

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."



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

The screenshot shows the Inbound Connection Summary screen for flight AZ419. The flight details are: 14MAY FRA (2) → LIN Milan Linate, Acceptance Finalised. The status is STD: 19:40 ATD: 20:27, Gate: E25, Departed, Baggage: Open. The connection table shows the following data:

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

List Refreshed At: 12:28

Select Connection: Collapse [SF2] 1 of 4 selected

Select a flight to view a list of the customers on that journey. Display Customers 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"

16MAY23 13:58

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

Search Flight List Flight Information Inbound Connection Summary Customer List

AZ419 14MAY FRA (2) → LIN Milan Linate
Acceptance Finalised

Selected List: All Customers
Selected Filters: (Incarriage with Flight Number=KE945 AND Incarriage with Boardpoint=ICN)

Sort By Customer Order Ascending

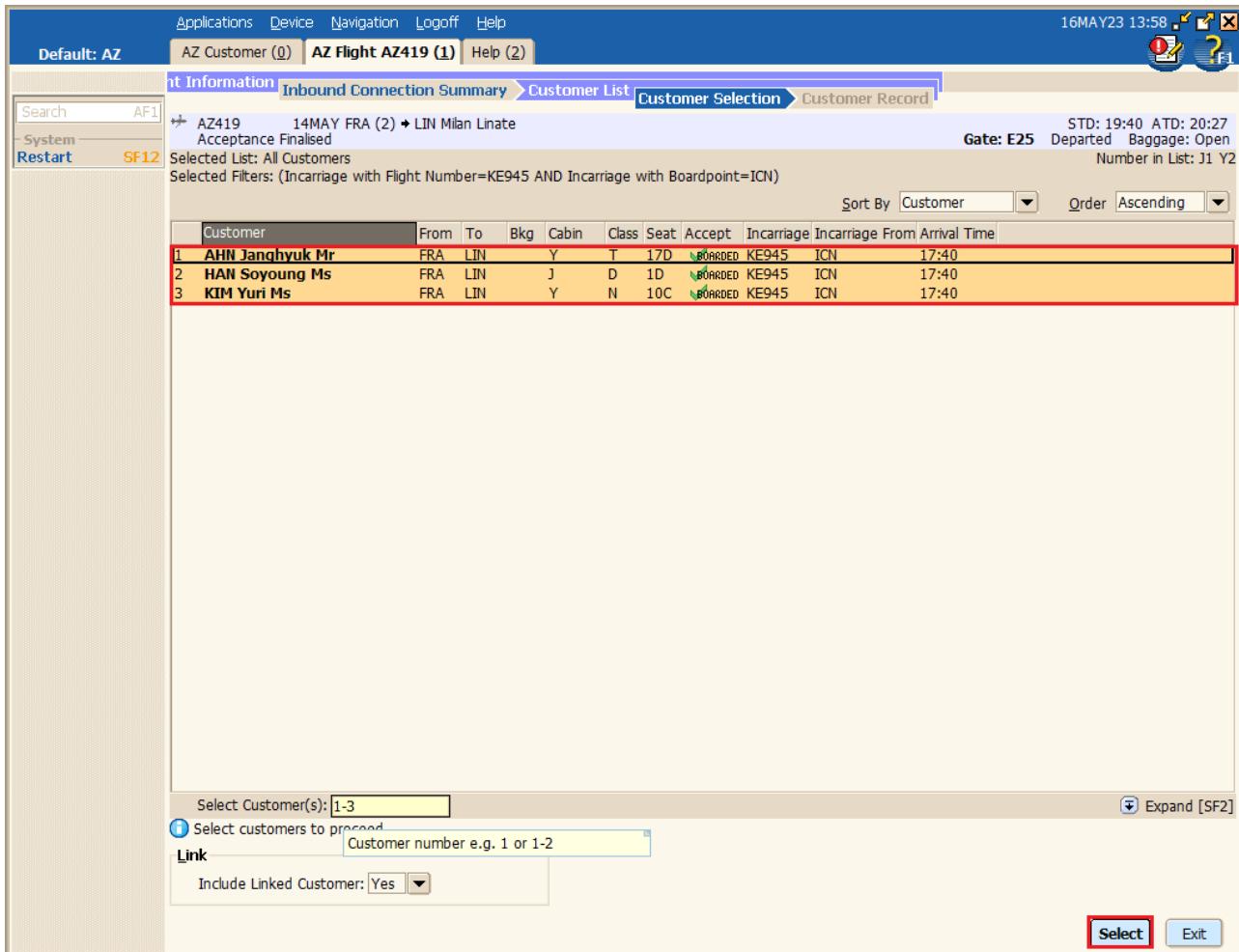
Customer	From	To	Bkg	Cabin	Class	Seat	Accept	Incarriage	Incarriage From	Arrival Time
1 AHN Janghyuk Mr	FRA	LIN	Y	T	17D	17D	BOARDED	KE945	ICN	17:40
2 HAN Soyoung Ms	FRA	LIN	J	D	1D	1D	BOARDED	KE945	ICN	17:40
3 KIM Yuri Ms	FRA	LIN	Y	N	10C	10C	BOARDED	KE945	ICN	17:40

Choose one of the actions on the left to continue.

Done Back

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 software interface for flight AZ419. The 'Customer Selection' tab is active. The table displays the following data:

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

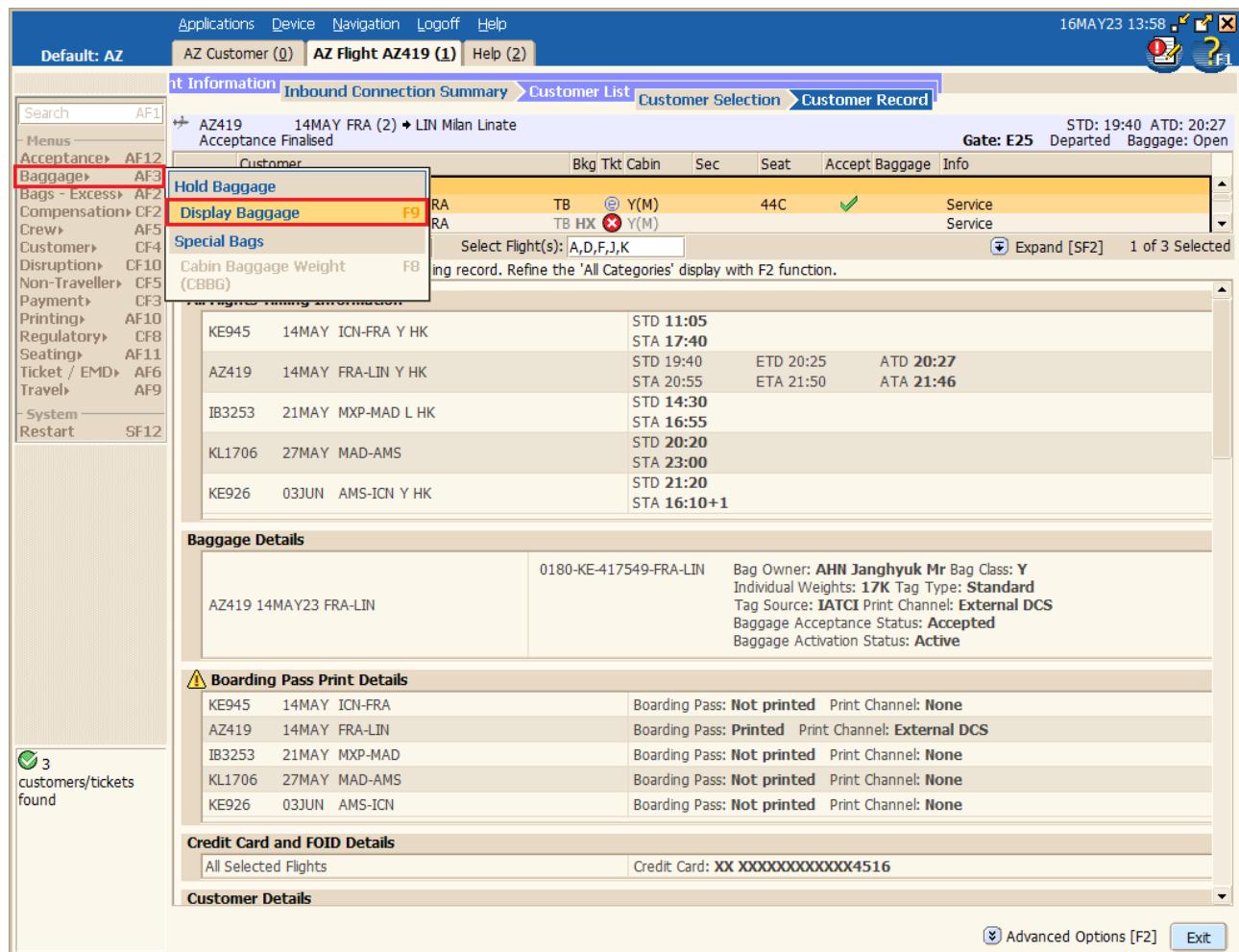
Below the table, there are input fields for selecting customers:

- Select Customer(s):
- Select customers to proceed:
- Link:
- Include Linked Customer:

At the bottom right, there are 'Select' and 'Exit' buttons. The 'Select' button is highlighted with a red box.

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”



Step 6: Select Update Bags

Applications Device Navigation Logoff Help

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

16MAY23 13:58

bound Connection Summary > Customer List > Customer Selection > Customer Record > Baggage Display

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

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

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**
- Use Bag Receipt F10
- Waive Excess F8

Customer

Select Customer(s): 1

Select the customer to update: Customer number e.g. 1

Baggage

Hold Baggage: 1 / 17 KG

Below are the individual baggage details.

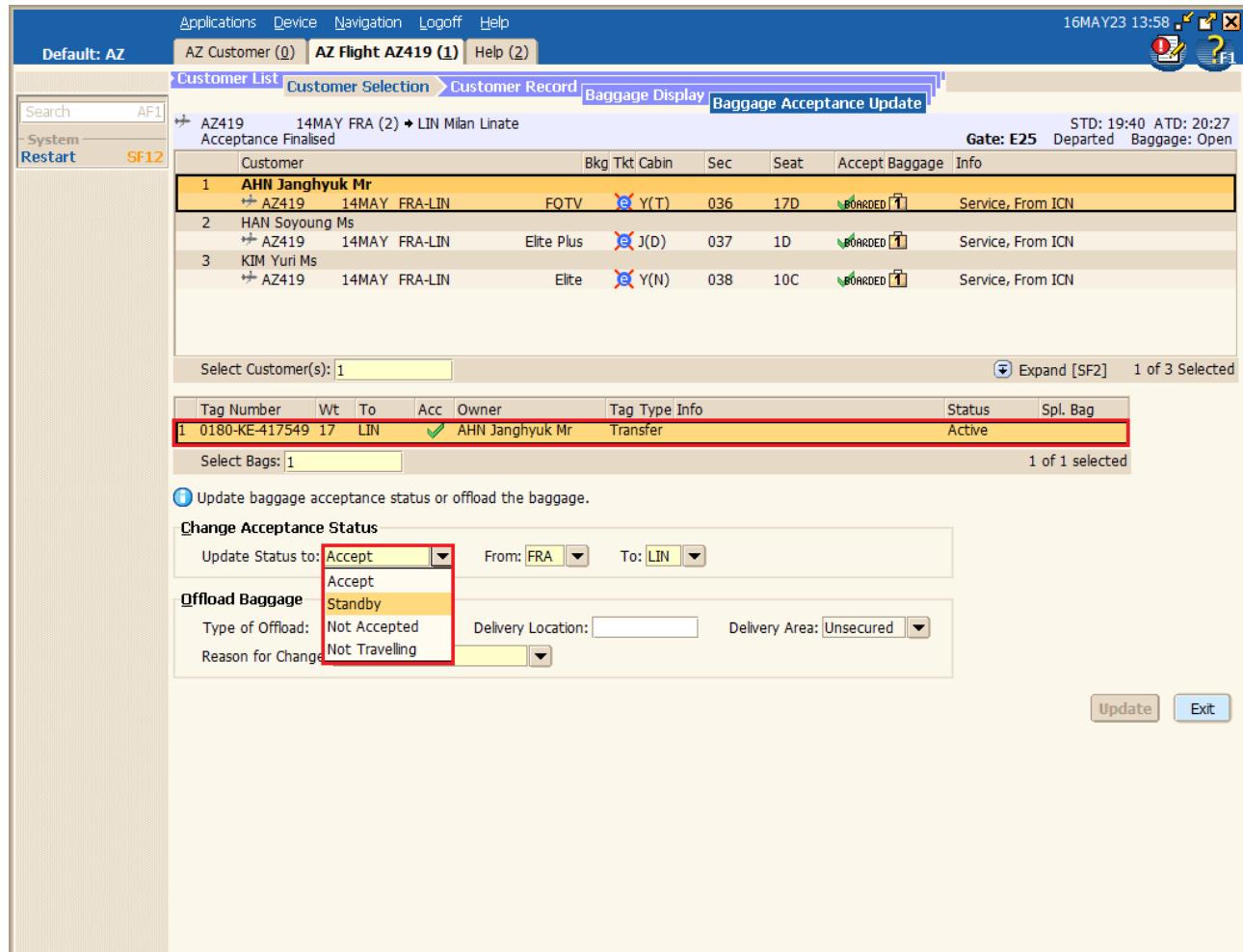
Tag Number	Wt	To	Acc	Owner	Tag Type	Info	Status	Spl. Bag
1 0180-KE-417549	17	LIN	✓	AHN Janghyuk Mr	Transfer		Active	

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."



The screenshot shows the DHS Baggage Acceptance Update interface. The main window displays a list of passengers for flight AZ419 on 14MAY from FRA to LIN. The 'Customer Record' tab is selected. The 'Accept Baggage' column shows the status for each passenger. The 'Standby' status is highlighted in yellow for the first passenger, AHN Janghyuk Mr. Below the list, a table shows selected bags, with one bag highlighted in red. The 'Change Acceptance Status' section at the bottom has a dropdown menu where 'Standby' is selected. The 'Update' button is visible at the bottom right.

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

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.