DHS

Training Bulletin
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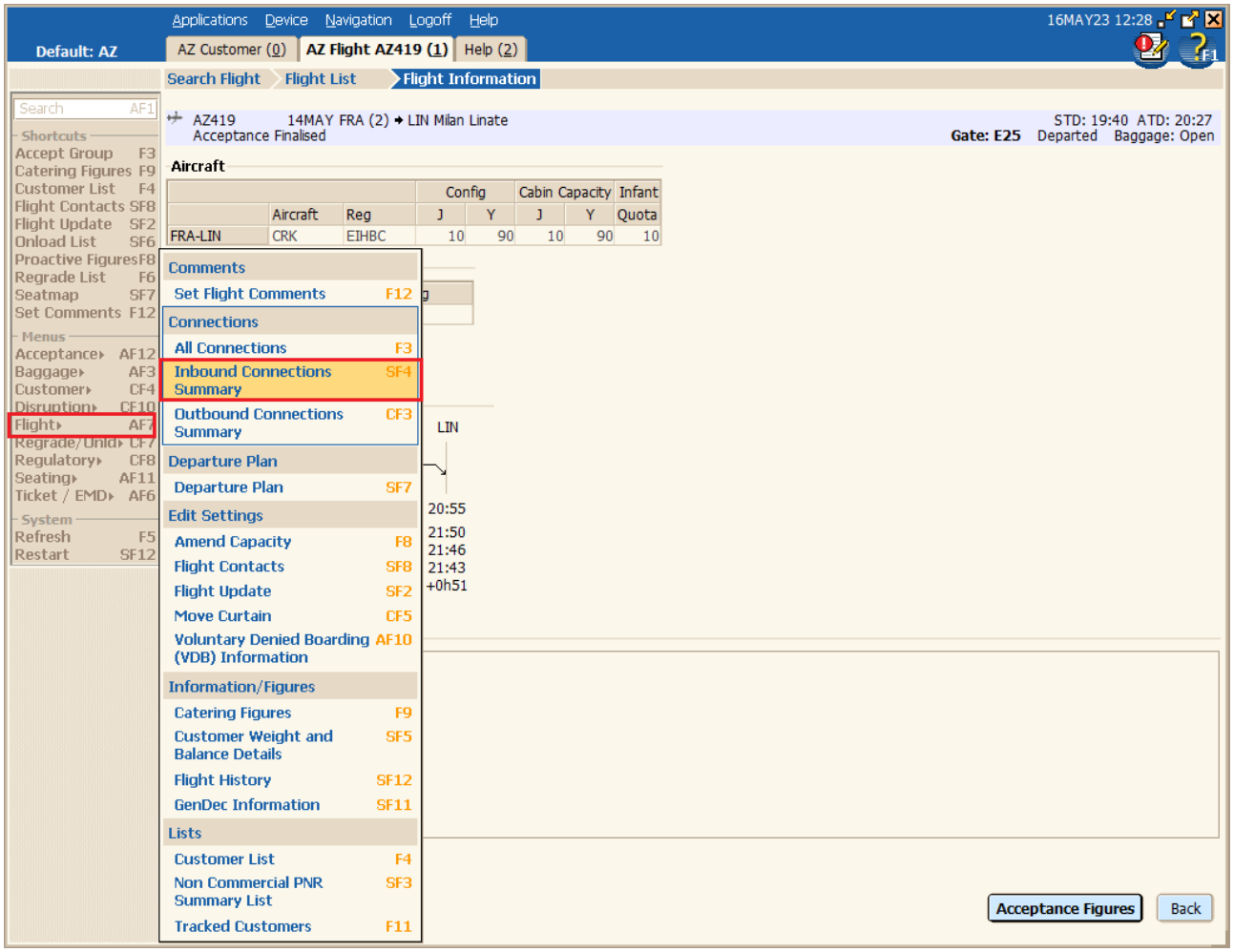
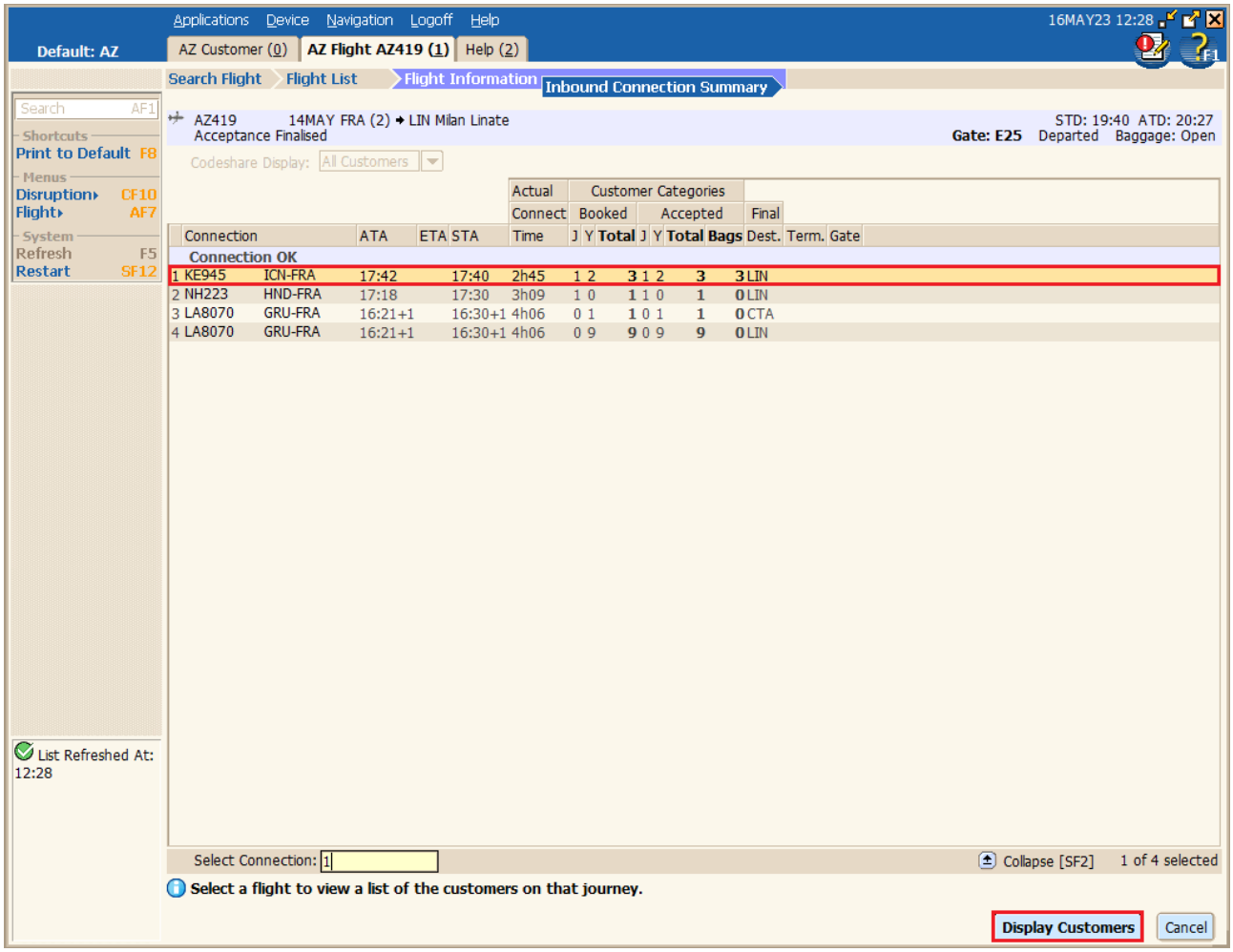
Topic: Checking for Inbound Passengers and Updating Their Bags

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."

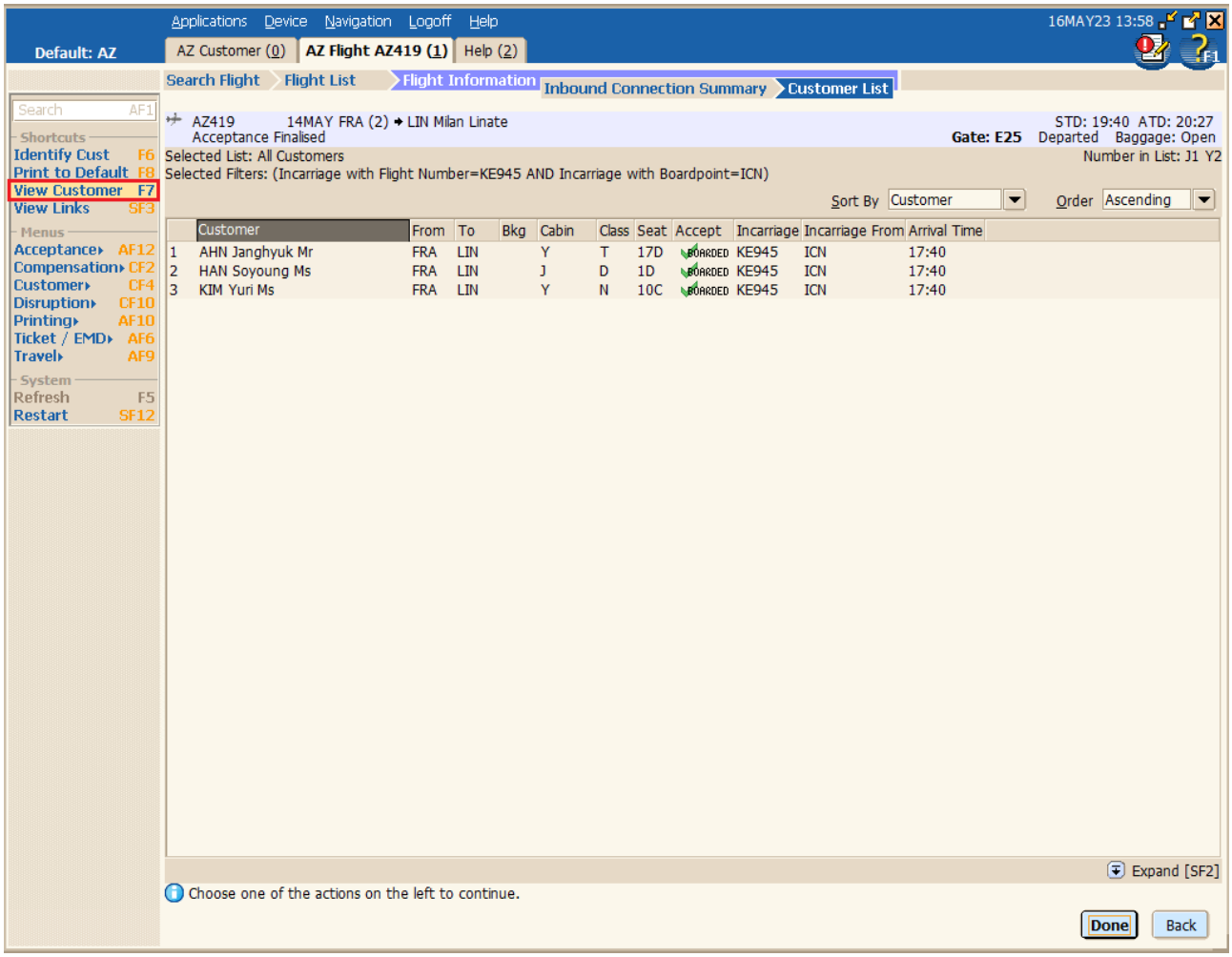


Step 2: Select a flight with a short connection to display the passengers.



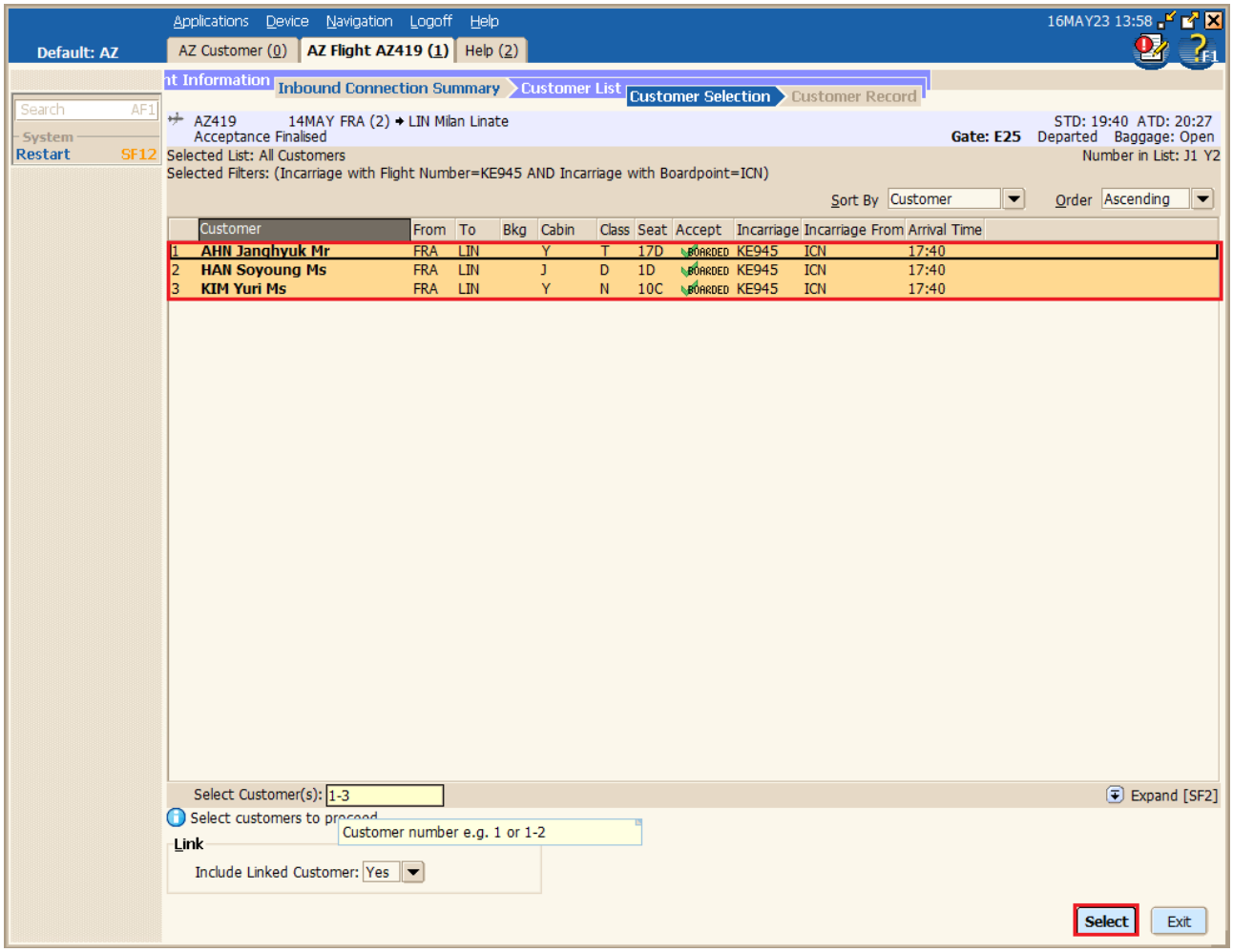
The Inbound Connections Summary screen will display a list of inbound flights with passengers connecting to your flight. Passengers with short connections (1 hour or less) should have their bags set to standby.

Step 3: Select “View Customer”



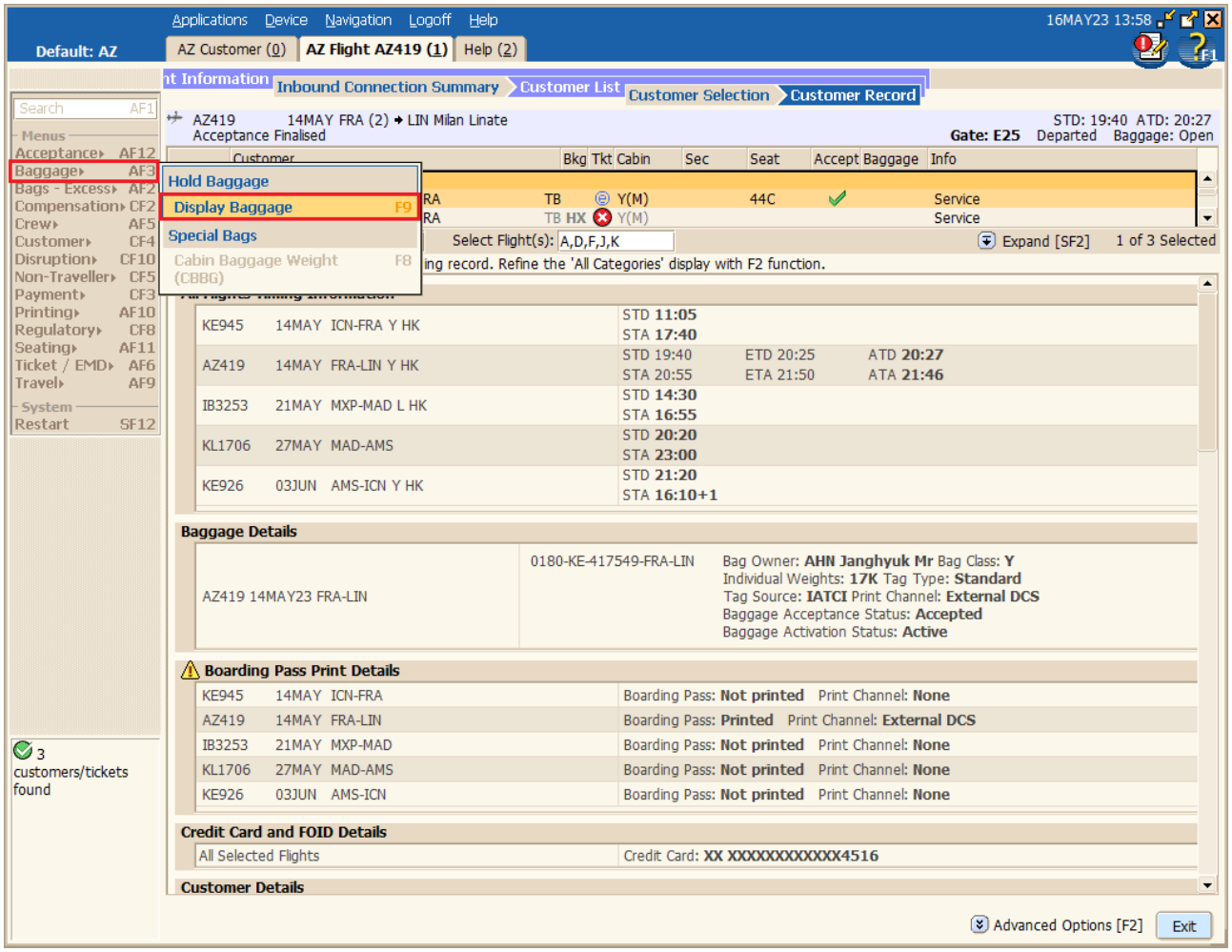
Alternatively, passengers can be found by typing their name in the Customer application.

Step 4: Highlight the passengers and click “Select”

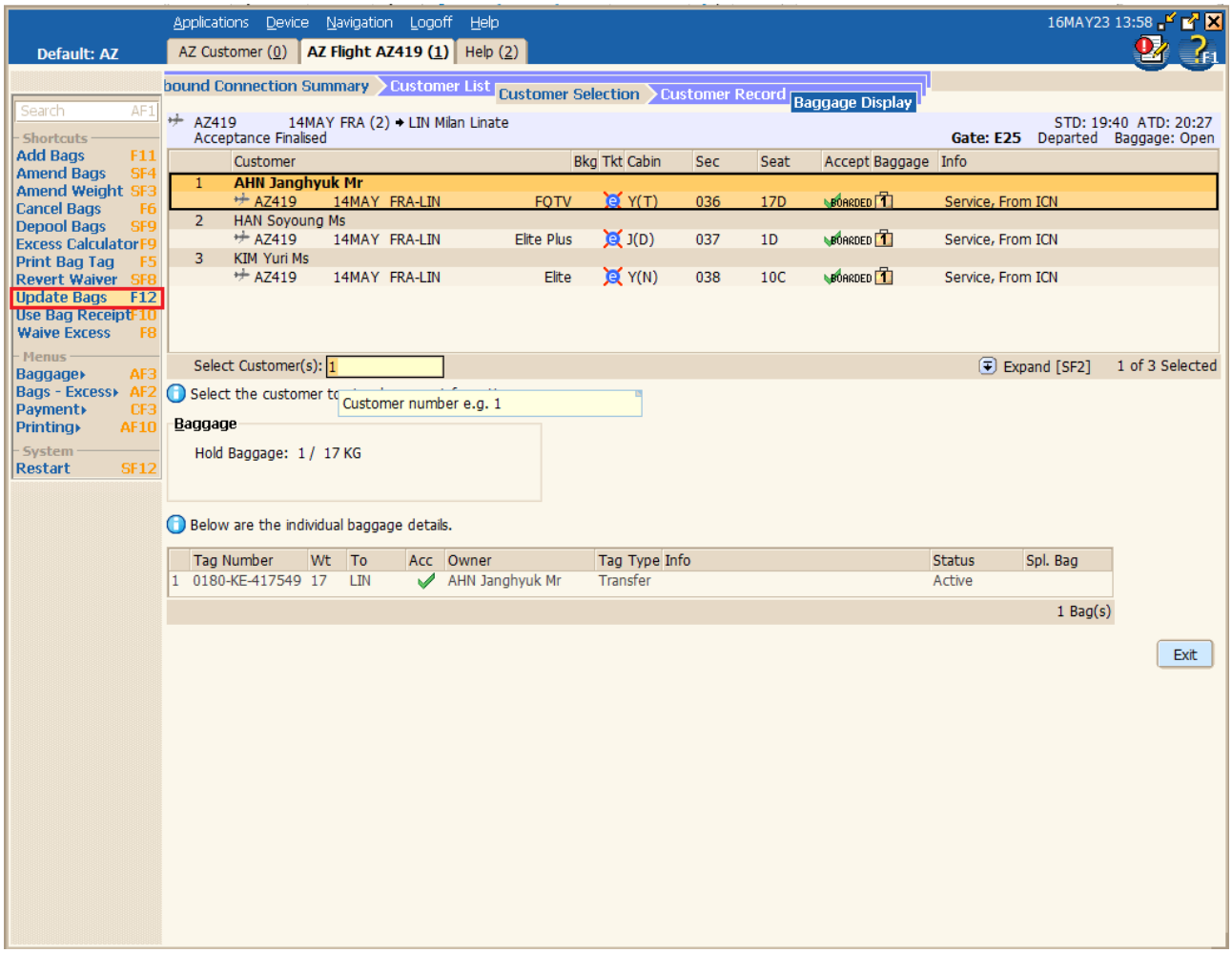


Select multiple passengers by clicking and holding the mouse and dragging across multiple names. Or type the number of the customers separated by commas e.g. 1,3,5.

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

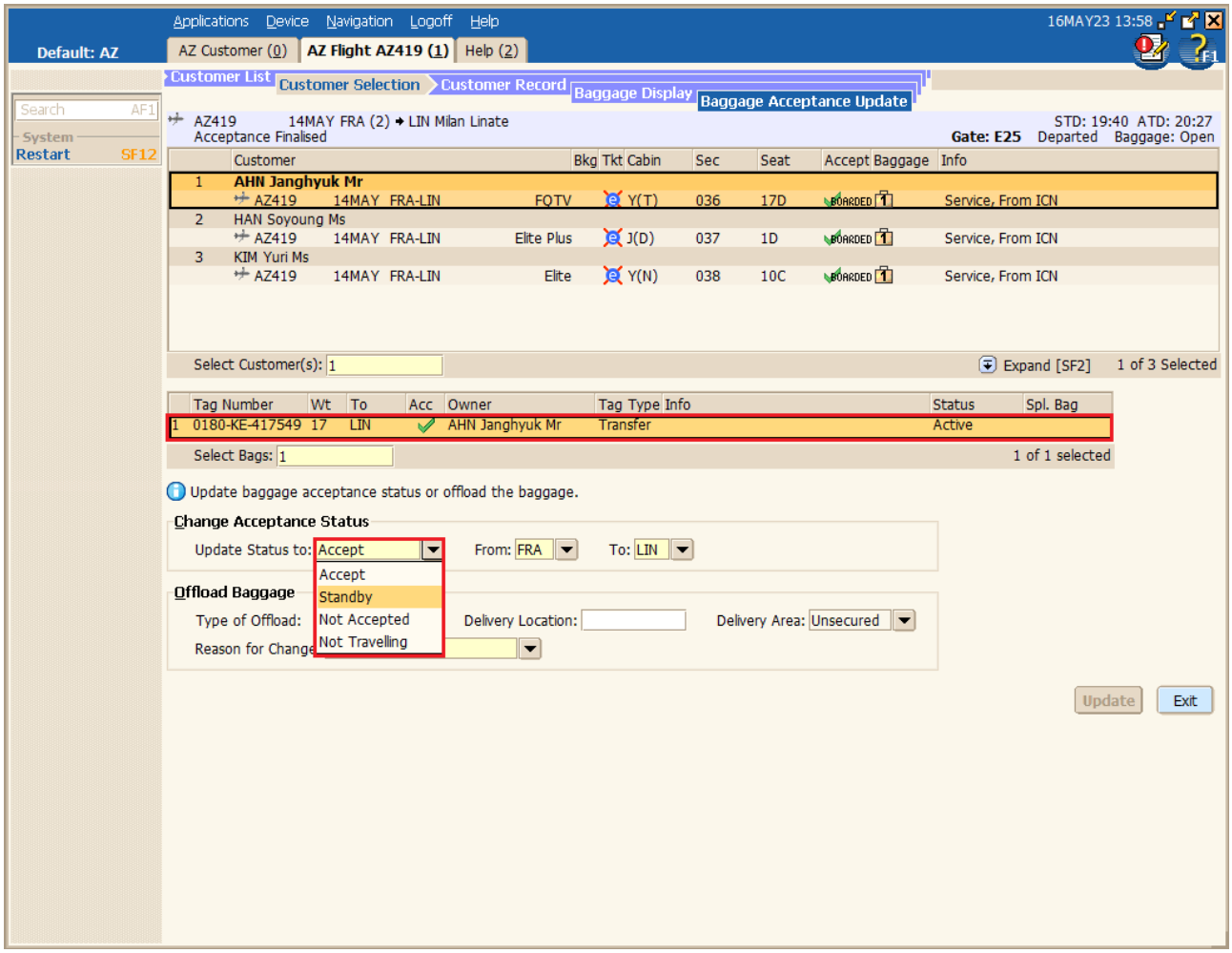


Step 6: Select Update Bags



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 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.