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Amadeus Altéa
Departure Control
Customer Management

User Guide

Edition 12.0 For Amadeus Altéa Departure Control – Customer Management v42
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Before You Start

Purpose of this Document

This user guide explains how to use Amadeus Altéa Departure Control – Customer Management.

The following table is a summary of the information contained in this guide in the order in which it appears.

Table: Training Guide Chapter Summaries

Chapter	Summary
Getting Started	This chapter describes how to use the Graphical User Interface (GUI). It explains screen features and navigation, how to use the **Messenger** application, how to access online help, how to access Reservations using a cryptic screen, and how to create and send Teletype (TTY) messages.
Flight	This chapter describes all tasks related to flight setup and control using the **Flight** application.
Customer	This chapter explains all tasks related to identifying and accepting customers for flights and delivering related services using the **Customer** and **Track** applications.
Baggage	This chapter describes all tasks related to accepting baggage for flights, including rush and crew baggage, using the **Baggage** application.
Seating	This chapter describes all tasks related to allocating seats and displaying seatmaps, using the **Seatmap** and **Customer** applications.
Boarding	This chapter describes all tasks related to boarding customers onto a flight, using the **Boarding** application.
Disruptions	This chapter describes how various disruption scenarios are handled. For example, flight cancellations or equipment changes.

Audience

The audience for this user guide is check-in agents who will be working with Altéa Departure Control – Customer Management (Altéa DC-CM).

Conventions

The conventions used to present information in this document are as follows:

- The spanner icon indicates optional functionality that may not be available to your airline. To request the activation of such functionality, contact Amadeus.

Latest Version of this Document

For Airlines:

For the latest version of this document, and other reference material:

1. Connect to the Amadeus Airline Extranet:

   https://customers.amadeus.com/extranets/airlines/index.jsp

2. New users need to click on Register with Amadeus.
3. When you are logged in, click on the Learning & Support link.
4. Click on the e-Support Centre link.

   Note: For private or restricted documents, log into e-Support Centre. If you do not have access, or the link does not work, you need to register. To learn how to do this, click on the Registration Quick Card link

5. In Amadeus e-Support Centre, browse or search in Reference Materials to find the document you need.

For Ground Handlers:

For the latest version of this document, and other reference material:

1. Connect to Amadeus e-Support Centre:

   https://mye-supportcentre.amadeus.com

2. Select 'Ground Handler' in the 'Who Are You' field.
3. Click on the User ID tab.
4. Enter the Organisation, User ID and Password that you use to access Amadeus Altéa Flight Management and Customer Management.

   New users need to register by following the onscreen instructions.

5. Browse or search in Reference Materials to locate the document.

Where to Go for Help

If you need further help, contact your company's first-level help desk. If additional support is required, the help desk staff can escalate the issue to the Amadeus Service Management Centre (SMC).

Feedback on this Document

Your feedback is welcome and will help us to improve this document.

Please email your comments to Amadeus Global Learning Services (Distribution and IT) at *learning@amadeus.com*.

What's New in This Document

This edition includes the following changes related to updated functionality in Altéa Departure Control – Customer Management version 42:

New and Modified Functionality

Activation Required?	Topic
N	You can now view the customer comment priority in the Customer History Screen. See *How to Interpret Customer History* on page 112.
N	You can now cancel actions that take too long. See *Cancelling Actions* on page 30.
N	You can now publish messages to Load Controllers and Ramp Agents. See *How to Publish Messages* on page 44.
N	Enhancements to Timatic queries. See *How to Check Timatic Country Details* on page 97.
Y	You can now view the booking in the Altéa Reservation Desktop (Web). See *Using Reservation* on page 51.
Y	You can now reuse Customer Details and open more than one Customer application. See *What Is the Customer Application?* on page 57.

Other Changes

Type of Change	Area/Topic
Document Name	This document was previously called the Amadeus Altéa DCS Customer Management Course Guide.
Modified information	Various usability and editorial improvements.

Chapter 1

Getting Started

What Is Customer Management?

Altéa Departure Control – Customer Management (Altéa DC-CM) is an integrated component of Altéa Departure Control (Altéa DC). It enables an airline to carry out all aspects of the management of customers.

What Are the Customer Management Applications?

Customer Management consists of several applications. They are listed in the table below. All Customer Management applications can be accessed using the Customer Management Graphical User Interface (GUI).

Applications that need activation are highlighted with this icon:

Table: Customer Management Applications

Application	Shortcut	Tasks handled
Customer	CTRL+H	Tasks relating to identification and acceptance of customers. Common tasks include customer identification, security questions and boarding pass printing. Other tasks depend on the customer circumstances, such as high-priority comments, no ticket data, connecting flights, services required and regulatory data required. See *Customer* on page 57.
Flight	CTRL+F	Flight-level tasks that can be performed any time before or during customer acceptance and boarding. Flight-level tasks include viewing acceptance figures, catering and customer lists. Flight setup tasks include updating gate information and pre-accepting groups. See *Flight* on page 193.
Seatmap	CTRL+S	Tasks related to seat assignment and changing seat assignments. This includes swapping and shuffling seats. See *Seating* on page 259.

Application	Shortcut	Tasks handled
Baggage	CTRL+G	Tasks relating to identification and acceptance of baggage. Common tasks include entering baggage details, updating bag status and printing tags. Other tasks relate to crew baggage, cabin baggage and pooled baggage. See *Baggage* on page 231.
Boarding	CTRL+B	Pre-boarding and boarding tasks. Pre-boarding tasks include viewing the ineligible-to-board list and delivering comments. Boarding tasks include opening and closing boarding, updating gate numbers and deboarding. See *Boarding* on page 281.
Boarding Monitor	CTRL+D	Tasks related to the monitoring of boarding activity of multiple flights. See *Using the Boarding Monitor* on page 293.
Track	CTRL+K	Tasks related to the tracking of customers' locations. See *Tracking Customers* on page 175.
Reservations	CTRL+R	Access to Altéa Reservation Desktop (Classic) using a cryptic screen. You can also access the IMS/OSG operational control system and other airlines' systems. See *Using Reservation* on page 51.
Reservations	CTRL+R	Access to Altéa Reservation Desktop (Web). You can also access the IMS/OSG operational control system and other airlines' systems. See *Using Reservation* on page 51.
Teletype (TTY)	CTRL+T	Tasks related to sending and receiving teletype messages using a cryptic screen. See *Working with Teletype Messages and Templates* on page 47.
Teletype Template Admin	CTRL+Y	A range of templates for sending teletype messages. See *Working with Teletype Messages and Templates* on page 47.
My User ID Details	CTRL+O	Information about your user profile. See *Managing User Information* on page 39.
My Preferences	CTRL+P	Your system preferences.
Messenger	CTRL+M	Tasks related to receiving and sending messages using the Amadeus Messenger application. See *Messaging* on page 41.
Messenger Viewer	CTRL+ALT+M	Allow you to displays messages from Altéa Inventory and Altéa Departure Control (Altéa Flight Management and Altéa Customer Management). See *Using the Messenger Viewer* on page 44.
World Tracer	CTRL+W	Access to the World Tracer application using a cryptic screen. See *How to Access World Tracer* on page 52.

Application	Shortcut	Tasks handled
Movement (MVT)	CTRL+N	Create and send aircraft movement messages. See *How to Create and Send Movement Messages* on page 202.
Voucher Management	CTRL+J	Allows you track and update compensation vouchers that were issued to customers. See *What Is Voucher Management?* on page 162.
Set Default Carrier	CTRL+F1	Used in ground handling scenarios to set the default carrier for carrier-dependant applications. See *Setting the Default Carrier* on page 16.
Flight Monitor	CTRL+Q	Allows you to perform all flight-related tasks that are normally handled at the departure gate. See *Using the Flight Monitor* on page 230.
Disruption	CTRL+Shift+D	Allows you to search for disrupted flights and transfer customers. See *Disruption Application* on page 335.
Operational Flight Updates	CTRL+I	Used by ground handlers to create and maintain schedule information for ground handled flights.

What Are the Security Restrictions?

The Security Administration application controls access to Altéa Departure Control through a common sign-in process. It is invoked to authenticate any user who tries to access Altéa Departure Control. It is also used to modify certain user settings, such as the password. Security Administration contains the master database where system administrators define the security data used to control access to Altéa Departure Control.

The following table explains the terms used to define security in the master database.

Table: Security Terminology

Term	**Explanation**
Application	The Amadeus product, such as Altéa Departure Control – Customer Management, made secure through the Security Administration application.
Organisation	The airline that uses that application.
User	The employees of the organisation using the application.
Permission	The specific tasks that can be performed in the application.
Role	A set of permissions, usually matching a job function, that enable a user to perform that job.

Before you can carry out any action in Altéa Departure Control, your system administrator must define your access level in the Security Administration application, and allocate the necessary roles and permissions to you. These are defined according to the functions you are to perform and the location where you work.

If the appropriate rights have not been defined for you, the message ‘You are not authorised to perform this action’ is displayed when you attempt to perform an operation in Altéa Departure Control. If this happens, you should contact your system administrator who will update your rights accordingly.

In some cases, if you do not have the required access level to perform a function, the associated fields and buttons are disabled.

Signing In and Out of Customer Management

How to Sign In to Customer Management

Note: Before you can sign in to Altéa Departure Control – Customer Management, your system administrator must give you the required permissions and authority to perform specific functions in the application.

When you first launch Customer Management, the Sign-in screen appears.

The table below lists the buttons that appear on the Sign-in screen.

Table: Sign-in Screen Buttons

Button	Action when Selected
Clear	Clears all text fields in the Sign-in screen. Drop-down lists revert to default settings.
Advanced >>	The Sign-in screen expands to display the Advanced Sign-in fields. This button is displayed only in the Normal Sign-in screen. See *How to Set Advanced Sign-in Parameters* on page 10.
<< Normal	The Sign-in screen minimises to hide the Advanced Sign-in fields. This button is displayed only in the Advanced screen.
Sign in	Use this button when you have completed all fields on the Sign-in screen and are ready to sign into Customer Management.
Exit	Your sign-in attempt is cancelled and Customer Management closes.

Note: Press Tab or CTRL+Tab to navigate forwards through the fields in the Sign-in screen. Press Shift+Tab to navigate back to the previous field.

How to Sign In - Normal Mode

1. Launch Customer Management.
2. If necessary, change the default connection on the Sign-in screen by pressing CTRL+down-arrow in the Connection field. Use the down-arrow key to select a new connection. Press Enter.

   The two types of Connection are:

   - Production

     This is the live production software which is the version of the software that you use while working.

   - Skilling

     This is a version of the software used for training. Any changes applied to the Skilling version of the software do not affect the live system.

3. Type your user name in the User ID field.
4. Type your password in the Password field.
5. If necessary, change the default organisation code in the Organization field.
6. Tab to the Sign-in button and press Enter.

Note: You can have two sessions active in Customer Management provided that your access level is not restricted to Single sign-in. Your system administrator sets this option for you in the master database.

Failed Sign-in

If you try to sign into Customer Management and you use an incorrect user ID, the system rejects the sign-in and a message informs you that the user ID is invalid.

If you try to sign into Customer Management with a password that the system does not recognise, the system rejects the sign-in and a message informs you that the password you typed is incorrect.

If you enter an incorrect password more than the maximum allowed number of times, a message appears informing you that your account is locked. Contact your system administrator who will reset your password.

Session Timeout

If there is no keyboard, mouse or device activity for 15 minutes, you are automatically signed out of Customer Management and the Sign-in screen is re-displayed. For security reasons, you cannot see the GUI behind the Sign-in screen. Re-enter your password to sign in again. The GUI is displayed exactly as it was when the system timed you out.

If you started a task before you were timed out, a message is displayed telling you that the transaction could not be performed.

How to Set Advanced Sign-in Parameters

To display advanced sign-in parameters from the normal Sign-in screen:

1. Tab to the Advanced button and press Enter.

   The Sign-in screen expands to display the Advanced Login Parameters group of fields.

2. Use the Advanced Login Parameters fields to perform the following advanced sign-in tasks:
   - *Changing the Sign-in Mode* on page 11.
   - *Changing the Duty Code* on page 11.
   - *Specifying a Remote Office* on page 12.
   - *Retrieving the Workstation ID* on page 12.
   - *Changing Your Password* on page 12.

Changing the Sign-in Mode

There are two sign-in modes in Customer Management, which you can select from the Mode field:

- User + location

  This mode is for users who are familiar with their user ID (for example, sonic ID).

- Sign with location

  This mode is for users familiar with their Amadeus sign ID.

Whichever mode you use to sign in, the access levels that you have are linked to your roles and permissions.

To use the Mode drop-down list to change the sign-in mode:

1. In the Mode field, press CTRL+down-arrow to open the Mode drop-down list.
2. Use the arrow keys to select the required option and press Enter.

The Mode drop-down list closes and the selected option is displayed in the Mode field.

Changing the Duty Code

1. In the Duty Code field, press CTRL+down-arrow to open the Duty Code drop-down list.
2. Use the arrow keys to select the required option and press Enter.

   The Duty Code drop-down list closes and the selected option is displayed in the Duty Code field.

Below is a table that explains the duty codes. Those marked ‘system’ are for system administration staff.

Table: Explanation of Duty Codes

Duty Code	Explanation
SU	Supervisor (system)
GS	General sales or check-in agent
AS	Agent sell (travel agents only)
PD	Post-departure agent
TR	Training
RC	Reservations controller
PR	Programmer (system)
CE	Customer engineer (system)

Note: Duty codes allow or restrict you from making certain transactions in the reservations environment. They do not affect the roles and permissions assigned to you in Altéa Departure Control.

Specifying a Remote Office

To sign into an office other than your default office, you must sign in remotely.

To specify your remote office, type the remote office ID in the Remote Office field.

Retrieving the Workstation ID

The system automatically populates the Workstation Id field when you log in. The workstation ID is the unique identifier for the workstation, or computer terminal, you are using. It contains a code identifying the location of the workstation. Example: 1A/1

Retrieving the Full Location for Skilling Environment

You can set the full location for the Skilling environment. Type the full location in the Full Location field. Example: A/LHR/T/1/GTE/2

Changing Your Password

Your user ID is initially assigned a password that you must change the first time you sign in. Customer Management displays a message prompting you to do this.

Customer Management prompts you to enter a new password when your old password expires. Your system administrator sets the validity period of your password.

To change your password:

1. Type your old password in the Password field in the Normal Sign-in screen.
2. Type your new password in the New Password field in the Advanced Sign-in screen.
3. Re-type your new password in the Confirmation field in the Advanced Sign-in screen.

   Note: Passwords are case sensitive and can include a combination of letters and numbers. You must use a minimum of six characters and a maximum of 40. Your last 12 passwords are stored in the system and cannot be re-used.

4. Press Enter to select the Sign-in button.

What Are the Password Rules?

You must change your password every 90 days. New passwords must adhere to the following rules:

- Passwords are case-sensitive.
- They must include a minimum of seven characters and a maximum of 40.
- They must include a combination of letters and numbers.
- They cannot be the same as any of your last 12 passwords.

How to Sign Out and Close Customer Management

To sign out of or close Customer Management, do the following:

- Press ALT+L to access the Logoff menu in the menu bar and press Enter.

  Or
- Press CTRL+L from wherever you are in Customer Management. The system logs you off.

Session or Account Locking

When Is Your Session or Account Locked?

Your session is locked after a period of no activity for 30 minutes.

Your account is locked:

- If you use the wrong password six times.
- After a period of no activity for 90 days.

How to Unlock Your Session or Account

If your session is locked, re-enter your password.

If your account is locked, contact your system administrator.

Opening and Closing Customer Management Applications

How to Open an Application

When you successfully sign into Customer Management, the Messenger application and a location-based application are launched. The location-based application launched depends on your role and physical location.

The following table lists the location-based default applications.

Table: Default Applications Opened in Customer Management

Location category	Location code	Default application
Airport Check-in	CKI	Customer
Airport Back-Office	BOF	Flight
Customer Service Desk	CSD	Flight
Lounge	LGE	Customer
Transfer Desk	TRA	Customer
Ticket Desk	TKT	Customer
Regulatory Authorities	REG	Customer
Test-bed	TBD	Flight
Training	TRN	Customer
Gate	GTE	Boarding
Baggage	BAG	Baggage
Ramp	RAM	Baggage
Load Control	LCO	Flight
Catering	CAT	Flight
Cargo	CAR	Flight
Passenger Services Facilities	PSF	Flight
Engineering	ENG	Flight
Security	SEC	Customer
Airline Administration	ADM	Flight
Others	Not applicable	Flight

To open other Customer Management applications:

1. Press ALT+A to access the Applications menu.
2. Do the following:
   - Press the down- and up-arrow keys to select the application you want to open and press Enter.

     Or
   - Press the key combination next to the menu option. For example, press CTRL+H to access the Customer application.

Note: Once you know the key combination required to open the application you want, you can open it directly from the screen you are working in.

Only the applications for which you have the necessary access level are enabled. Those applications for which you do not have the necessary access level are disabled and displayed in grey on the Applications menu.

You can open more than one application at a time and more than one instance at a time of some applications, for example, Customer, Baggage and Flight. Customer Management displays a tab at the top of each open application screen with the name of the application.

Note: In the case of the Flight, Seatmap and Boarding applications, the tab also shows the flight number associated with that instance of the application.

The maximum number of application tabs that you can have open at one time is 10. When you reach this limit, a message informs you that you have reached the maximum number of occurrences allowed for the application.

How to Close an Application

To close an application, do the following:

- Press CTRL+E.

  Or

- Press CTRL+Shift+E. Press the down-arrow key to highlight the check box of the application you want to close, press the space bar to select it, then press Enter. To close all the applications, tab to the Select All button, press Enter, then tab to the OK button and press Enter again.

Setting the Default Carrier

Why Set a Default Carrier?

Setting a default carrier code for carrier-dependent applications such as Baggage, Customer and Flight allows you to handle different carriers' customers in Customer Management.

How to Set the Default Carrier

1. Open the Set Default Carrier application by pressing CTRL+F1.

   The Switch Carrier panel opens.

2. Select the carrier from the Preferred Carriers list by typing the list number in the Select field.

   Or

   Type the carrier code in the Airline field.

3. Press Enter to activate the OK button.

   The default carrier code is displayed at the top left of the screen and on the currently focused tab. Any new carrier-dependent tabs opened after you have set the default carrier will also display the default carrier code.

   Note: Any carrier-dependent tabs that were opened before you set the default carrier will display your login organisation code.

If you try to set the carrier code from an application breakout screen, a confirmation pop-up window is displayed. You are asked if you want to reset the default carrier code for the current application.

Using the Customer Management (CM) GUI

Title Bar and Resize Controls

The title bar is the area at the top of the screen where the names of the menus are displayed. The current date and time are displayed to the right of the title bar.

There are three icons on the far right-hand side of the title bar. If you are using a mouse to navigate around the Customer Management GUI, you can click on these icons to carry out the actions described in the table below.

Table: Title Bar Icons

Icon	Explanation	Keyboard Shortcut
	Minimises the Customer Management screen.	CTRL+F10, down-arrow, N
Or	Maximises the Customer Management screen. Or Returns the Customer Management screen to its original size (when it is already maximised).	CTRL+F10, down-arrow, X CTRL+F10, down-arrow , R
	Closes Customer Management.	
	Displays the Customer Management Online help.	Press F1 Or Click on the icon.

Menus

To access the menus in the title bar, press ALT followed by the first letter of the menu name that you want: for example, ALT+A to access the Applications menu. After you access a menu in the title bar, you can navigate to other menus using the left- and right-arrow keys.

Applications Menu

Use the Applications menu to access all the Customer Management applications.

See *What Are the Customer Management Applications?* on page 5.

Device Menu

Most of the options listed in this menu allow you to print a cryptic version of the current screen in Customer Management as long as the current screen is one of the following:

- Baggage List
- Baggage Selection
- Boarding
- Catering Figures

- Customer List
- Customer Profile
- Customer Record
- Customer Lookup
- E-Ticket Association
- E-Ticket History Display
- Flight Comments Summary
- Flight List
- Full E-Ticket Display
- Group List
- Group Members
- Ineligible to Board
- Seatmap
- Special Assistance List

The following table explains the options that are available in the Device menu.

Table: Device Menu Options

Option	Explanation
Print Cryptic Output to Other	Prints cryptic output to a ROTTY printer other than your default printer.
Print Cryptic Output to Default	Prints cryptic output to your default ROTTY printer.
Copy Cryptic Output to Clipboard	Copies the content of the current Cryptic Output screen to the clipboard.
Copy Plain Text to Clipboard	Copies the history part of the following screens to the clipboard: • Customer History screen. • Baggage History screen.
Copy Content to Clipboard	Copies the content of the current CM GUI screen to the clipboard. From the clipboard you can paste the content of the screen into a document in HTML format or Text format.
Print Screen	Prints a snapshot of the currently displayed screen to a laser printer.
Local Print Mode	Prints (generic) boarding passes in local mode when the Amadeus Print Server is not available. Click on Local Print Mode to switch on. Click on Local Print Mode again to switch off. You can use the following printing devices when in Local Print Mode: • ATB local boarding pass printers. • Epson local boarding pass printers. You cannot print the following items when in Local Print Mode: • Compensation vouchers.

Option	Explanation
Connected Devices Status	Check the status of printers and other devices currently connected to your terminal. The devices connected to your terminal are set up by your system administrator. The devices that may be connected are: • ATB boarding pass printers. • BPP boarding pass printers. • Baggage tag printers. • Intelligent gate readers. • ABC boarding system. • Document printers. • Optical character readers. • Magnetic stripe readers. • Bar code readers. • Notification channels.

Note: You can only have one Device application tab open at one time.

How to Check Device Status

1. Press ALT+D to display the Device menu.
2. Press the down-arrow key to select Connected Devices Status and press Enter.

   The List Devices screen displays a list of connected devices. Press Shift+F2 to show an expanded list of devices.

   When a device is functioning correctly, a tick appears in the status box. When a malfunction has occurred, a cross appears in the status box.
3. Type the number of the device for which you want to view details in the Select Device field.
4. If you want to show the printer queues for the selected device, press Enter to activate the Show Queues button.

   The List Devices Queues screen appears.

   You can use the following shortcuts in the action list to manage queues:

   - Purge removes all print jobs from the queue.
   - Start initiates the selected print job.
   - Stop stops the selected print job.
5. If you want to view the status details of the selected device, tab to the Detailed Status button and press Enter.

   The Device Status screen appears.

   If the device is functioning correctly, all the status boxes are ticked. If there are problems, the status boxes of the areas with malfunctions have a cross in them. If there is a malfunction, report it to your system administrator.

   If you press F6, the device is re-initialised. This means that a message is sent to the server to re-establish the system link to the device.

Navigation Menu

Use the Navigation menu to navigate between application tabs and to close applications.

Note: These options are only available when more than one application is open. If you access this menu when no applications are open, or only one application is open, the menu options are disabled.

To navigate between application tabs:

1. Press ALT+N.

   The Navigation menu is displayed.

2. Do the following:

   - Use the arrow keys to select the option you want and Press Enter.

     Or

   - Press the key combination for the option you want. For example, to move to the tab to the right, press ALT+right arrow.

   The following table describes the options available.

Option	Explanation
Jump Left One Tab	Moves to the application tab immediately left of the tab you are currently working in.
Jump Right One Tab	Moves to the application tab immediately right of the tab you are currently working in.
Toggle to Previous Tab	Toggles between the current application tab and the last application tab you were working in.
Close	Closes the current application tab.
Close Files	Opens a window listing all the applications you currently have open. Use the arrow keys to select the applications you want to close and press Enter.

You can also navigate between application screens by pressing ALT plus the underlined letter in the menu option from within an application. For example, press ALT+right-arrow to move to the tab to the right.

Logoff Menu

Use the Logoff Menu to sign out of and exit Customer Management:

1. Press ALT+L.

   The Logoff menu is displayed.

2. Do the following:

   - Use the arrow keys to select the option you want and press Enter.

     Or

   - Press the key combinations for the option you want.

     Press CTRL+L to sign out of Customer Management. The Sign-in screen appears so that another user can sign in. ALT+E closes Customer Management completely.

Help Menu

Use the Help menu to access the different Customer Management support functions.

1. Press ALT+H.

   The Help menu is displayed.

2. Do the following:

   - Use the arrow keys to select the option you want and press Enter.

     Or

   - Press the underlined letter in the option name.

Screen Features

This section describes the features of the Customer Management GUI screens.

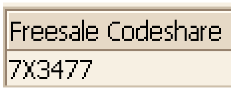
Tabs

When you open a Customer Management application, a tab is displayed at the top of the application screen telling you which application is open. Application tabs are numbered from 0 to 9 (you cannot have more than 10 screens open at any one time). Below the application tab, the current step in the application workflow is highlighted. The previous steps are also displayed, but are disabled.

Fields

The table below lists the different types of field used in Customer Management and their features.

Table: Customer Management Field Types

Example Element	Type	Explanation
	Mandatory editable field	Yellow background. Must be completed.
	Optional editable field	White background. May be completed, but not mandatory.
	Non-editable field	Active, but not editable. May display read-only data. Fields that you can edit have either a yellow or a white background.
	Inactive field	Whole element greyed-out, inactive and not editable. May display read-only data or may not be relevant to what you are doing.
	Inactive element (for example, button or menu option)	Whole element greyed-out and inactive.

Example Element	Type	Explanation
Add Service F5	Active element (for example, button or menu option)	Active. You can select this element.
...	Assisted input field	Indicates that either a form is available or a drop-down list from which you can select the required option.
<Select Role>	Combination (combo) box	Indicates that a list of options is available. Press CTRL+down-arrow to display the options.

Note: If you type or select an incorrect value in a field, the field text displayed is red, an error icon appears next to the field and the button that enables you to continue is disabled. After the correct value is typed or selected, the field text reverts to black, the error icon disappears and the button is enabled.

Drop-down Lists

Drop-down lists are used in assisted input fields, identified by a three dots (…), and in combo box fields identified by a down-arrow symbol.

To select an option from a list:

1. Press CTRL+down-arrow to display the list.
2. To select an option, do the following:
   - Use the arrow keys to move between the items in the list.

     Or
   - Type the first few letters of the option in the field. As you type, the first option starting with this letter, or combination of letters, is highlighted.
3. Press Enter when the item you want is highlighted.

   The item you selected is displayed in the field.

Icons

Icons are used in Customer Management as follows:

- To indicate what type of information is displayed on the screen. For example, the Information icon indicates that help or advice text follows.
- To inform you of the status of your request. For example, the In Progress icon indicates that your request is being processed.
- To indicate flight or aircraft characteristics. For example, the air phone icon indicates that there is an air phone available on the aircraft.

For a complete list of the icons used in the Customer Management GUI, see *GUI Icons Quick Reference* on page 342.

Buttons

The buttons in a screen control whether you can move to the next step or move back to the previous one. The table below lists some examples of common screen buttons.

Table: Buttons

Button	Explanation
OK	In message prompts, OK closes the prompt when you have read the message. In lists, OK selects the highlighted option.
Cancel	Closes message prompts.
Display	Displays the information you have requested.
Select	Selects the option you have highlighted.
Identify	Identifies and displays for example the customer or the baggage.
Back	Takes you back to the previous screen.
Done	Exits the current screen in a specific process and takes you back to the screen from which you initiated the process.
Exit	Exits the active screen. In the Sign-in screen, closes Customer Management.

Field Groups

On some screens, related fields are grouped together. You can navigate between the fields using the Tab, Shift+Tab or CTRL+Tab keys, but if you want to move directly to a particular area, you can press ALT plus the underlined letter in the area name.

Action Lists

On the left-hand side of each application screen, there is an Action List which contains the following:

- Keyboard shortcuts to application screens.

  For example, on the Acceptance Information screen

  - press F11 to add bags.
  - press F6 to view the customer.

- Keyboard shortcuts to menus. From these menus you can select keyboard shortcuts to application screens.

  For example: On the Customer Acceptance screen,

  - press CTRL+F10, to open the Disruption menu.
  - press Shift+F7, to open the Flight Information menu.

- The system restart shortcut Shift+F12. This takes you back to the opening screen for the application you are in.

The shortcuts and menus displayed in the Action List differ for each screen, but Restart (Shift+F12) is common to all screens.

The keyboard and menus shortcuts are arranged in alphabetical order. The description of the shortcut is in blue, the description of the associated key is in orange.

If the screen is not large enough to display all shortcuts, the shortcuts lowest in alphabetical order are displayed in the More menu at the end of the Menus shortcuts. For example:

- To open the Seatmap application from the Customer Acceptance screen, press Shift+F1 to open the More menu.
- Then press Shift+F11 to open the Seatmap.

See *Displaying Seating Information* on page 270.

Specifying Dates and Times

Customer Management includes several different types of fields for specifying dates and times.

The following table explains these types of date and time fields and how to use them.

Table: Date and Time Fields

Date Field Type	Field Name(s)	Explanation
Date without year	Date From/To Search From/To	Type the date in any of the following formats: • *D* or *DD* (e.g. 1 or 01) The system completes the field based on the current month or, if the day has passed in the current month, a default date range from three days in the past to 362 days in the future. • *DDMMM* (e.g. 01MAR) • *DMMM* (e.g. 1MAR) • *DD*/*MM* (e.g. 01/03) • *D*/*MM* (e.g. 1/03) • *D*/*M* (e.g. 1/3) Once you type valid values in the field and move to another field, the date is automatically displayed in the standard format for this type of date field: *DDMMM* (e.g. 01MAR). Alternatively, use the calendar to specify the date. For an explanation of the calendar, see *Calendar* on page 27.

<table>
<tr><th>Date Field Type</th><th>Field Name(s)</th><th>Explanation</th></tr>
<tr><td>Date with year (calendar available)</td><td>Search Flights From</td><td>Type the date in any of the following formats:
• D or DD (e.g. 1 or 01)
The system completes the field based on the current month and year or, if the day has passed in the current month, a default date range from three days in the past to 362 days in the future.
• DDMMM (e.g. 01MAR)
• DMMM (e.g. 1MAR)
• DD/MM (e.g. 01/03)
• D/MM (e.g. 1/03)
• D/M (e.g. 1/3)
• DDMMMYYYY (e.g. 01MAR2008)
• DDMMMYY (e.g. 01MAR08)
• DMMMYYYY (e.g. 1MAR2008)
• DMMMYY (e.g. 1MAR08)
• DD/MM/YYYY (e.g. 01/03/2008)
• DD/MM/YY (e.g. 01/03/08)
• D/MM/YYYY (e.g. 1/03/2008)
• D/MM/YY (e.g. 1/03/08
• D/M/YYYY (e.g. 1/3/2008)
• D/M/YY (e.g. 1/3/08)
Once you type valid values in the field and move to another field, the date is automatically displayed in the standard format for this type of date field: DDMMMYY (e.g. 01MAR08).
Alternatively, use the calendar to specify the date.
See Calendar on page 27.</td></tr>
</table>

<table>
<tr><th>Date Field Type</th><th>Field Name(s)</th><th>Explanation</th></tr>
<tr><td>Date with year (calendar not available)</td><td>Date From/To
Date of Joining
Date of Retirement
Date of Birth</td><td>Type the date in any of the following formats:
D or DD (e.g. 1 or 01)
The system completes the field based on the current month and year or, if the day has passed in the current month, a default date range from three days in the past to 362 days in the future.
DDMMMYYYY (e.g. 01MAR2002)
DDMMMYY (e.g. 01MAR02)
DMMMYYYY (e.g. 1MAR2002)
DMMMYY (e.g. 1MAR02)
DD/MM/YYYY (e.g. 01/03/2002)
DD/MM/YY (e.g. 01/03/02)
D/MM/YYYY (e.g. 1/03/2002)
D/MM/YY (e.g. 1/03/02)
D/M/YYYY (e.g. 1/3/2002)
D/M/YY (e.g. 1/3/02)
Once you type valid values in the field and move to another field, the date is automatically displayed in the standard format for this type of date field: DDMMMYYYY (e.g. 01MAR2002).</td></tr>
<tr><td>Time</td><td>Time Range From/To</td><td>Type the time in any of the following formats (using the 24-hour clock):
hh:mm (e.g. 08:12)
hhmm (e.g. 0812)
h:mm (e.g. 8:12)
hh (e.g. 08)
h (e.g. 8)
Once you type valid values in the field and move to another field, the time is automatically displayed in the standard format: hh:mm (e.g. 08:12).</td></tr>
</table>

If you type a date that is in the past, the system does not recognise it. You must use the calendar to specify a past date.

Calendar

In most date fields in Customer Management, you can use a calendar to select a date instead of typing values in the field.

The availability of a calendar is indicated by the following icon next to the field: .

To use the calendar when it is available, do the following:

1. Press CTRL+down-arrow in the date field to display the calendar.
2. To navigate around the calendar:
   - Press the Home key to move back a year and the End key to move forward a year.
   - Press the Page Up key to move back a month and the Page Down key to move forward a month.
   - Press the arrow keys to select the day.
3. Press Enter to select the date.

   The date you selected is displayed in the Date field.

System Defaults

Certain fields in Customer Management contain system defaults. Below is a table that explains these fields and the default values that may appear in them.

Table: Fields with System Defaults

Type of Field	Field Name(s)	System Default
Port	From Port	Your current physical location (e.g. LHR).
Date	Date From Search From Search Flights From	The current system date at your current location (e.g. 01MAR).
Carrier	Flight Number	The carrier code with which you signed into Customer Management. This applies to the first part of the Flight Number field only.

If you have the Remember Last Input option enabled in your user preferences, the previous value you entered in a field overrides the system default (if applicable) the next time the same field is displayed.

Baggage Calculator

In Baggage Weight fields where you need to calculate the total weight of several multiple bags, you can use the baggage calculator.

To use the calculator:

1. Press CTRL+down-arrow to display the calculator.
2. Type the first amount, press the Tab or Shift+Tab key and type the second amount. The calculator adds the amounts automatically and displays the total in the last field.
3. If you need to add another amount, press Tab or Shift+Tab again. A new field is added where you can type another amount. You can do this repeatedly, if necessary.
4. Press Enter to close the calculator.

How to Change the Screen Size

1. In the Help menu, select Choose Screen Size.
2. Select the screen size.

Note: The Choose Screen Size menu is not visible if your system cannot display the maximum screen size.

Navigation and Shortcuts

After you have opened an application, you can navigate around the screen using the keys listed in the table below.

Table: Navigation Key Strokes

Keys	Function
Tab	Move to the next selectable component (For example, a field or a button).
CTRL+Tab	Move to the next selectable component (For example, a field or a button).
Shift+Tab	Move to the previous selectable component.
Left-arrow	Move to the closest left component of the currently selectable component (for example, move left one character space in a field).
Right-arrow	Move to the closest right component of the currently selectable component (for example, move right one character space in a field).
Down-arrow	Move to the closest component below in the currently selectable component (for example, move down one row in a list or table).
Up-arrow	Move to the closest component above in the currently selectable component (for example, move up one row in a list or table).
CTRL+down-arrow	Displays a drop-down list from a combo box, or a form or drop-down list from an assisted input field.
Space bar	Freezes and highlights the current selection (for example, an item in a drop-down list or a row in a table). You can select the item by pressing Enter.

Keys	Function
Enter	Selects an option or confirms the action you wish to take (for example, press the tab key to move to the OK button and press Enter to move to the next step in the process).
Esc	Closes a drop-down list or screen. Cancels actions on the Customer Identification Screen.
CTRL+E	Closes the application you are working in.
CTRL+F4	Closes the application you are working in.
CTRL+L	Signs you out of Customer Management. The Sign-in screen appears after you sign out.
ALT+E	Exits from Customer Management. The system displays a message asking you to confirm that you want to exit. Press Enter to exit. Customer Management closes.
ALT+F4	Exits from Customer Management. The system displays a message asking you to confirm that you want to exit. Press Enter to exit. Customer Management closes.

A full list of all key combinations you can use for navigating around Customer Management is given in *GUI Navigation Quick Reference* on page 339.

Screen Messages

There are two types of screen messages in Customer Management:

- Messages displayed in prompts that you have to deal with in order to continue working.
- Messages displayed in the message area below the action list.

Message Prompts

There are four types of messages that are shown in prompts:

- Information messages, identified with an ‘i’ symbol, provide information on the current process.
- Question messages, identified with a question mark, require you to make a decision before the current process can be completed. You are required to select Yes or No to answer the question. There are two types of question message:
    - Messages that require you to make a decision based on two options. For example: when you exit Customer Management, a message is displayed prompting you to confirm that you definitely want to exit. The options are Yes and No.
    - Messages that require you to select an option. For example: when you have accepted a customer and a boarding pass is ready for printing, a message is displayed prompting you to either print the boarding pass or select other options for boarding passes. The options are numbered 1 and 2, so type the number of the option you want in the Select field and tab to OK to proceed.
- Warning messages, identified with an exclamation mark, inform you that the current process was unsuccessful. You are required to press Enter to confirm that you have read the message.

- Error messages, identified with a cross symbol, are displayed when a system error occurs. You are required to press Enter to confirm that you have read the message.

Confirmation and Warning Messages in the Message Area

The top part of the message area is for confirmation and warning messages. Confirmation messages inform you that your request was successful. Warning messages inform you that your request was unsuccessful. Confirmation messages are identified with a tick mark and warning messages are identified with an exclamation mark.

If there are several messages, warning messages are displayed above confirmation messages. If there is not enough room for all of the messages on the screen, press Shift+F1 to display the remaining messages.

To collapse the message area, press Shift+F1.

The swipe box is below the message area and lists the type of documents you can swipe. When the swipe box is displayed, the message area is reduced in size. The swipe area is not displayed if you are working in Expert mode.

Cancelling Actions

When Can You Cancel an Action?

You can cancel actions when the progress icon is displayed: 

.

How to Cancel Actions

1. Press the ESC key to cancel the action.

Note: At the moment you can cancel actions only on the Customer Identification Screen.

What Are the Prime Flight Details?

Throughout the Customer application, details of the prime flight appear at the top of the screen. The prime flight is the one you specified when you identified customers or the one determined automatically by the system based on your physical location and the system date. By default, this is the first flight in the journey for which you are accepting customers or updating their details.

Note: If you identified multiple customers who are travelling different lengths of a multi-leg flight, the longest length travelled is shown as the prime flight for all customers.

Example: Prime Flight Details

The following table explains each detail in the first row of flight details. They are explained in the order in which they appear.

Table: Prime Flight Details (1)

<table>
<tr><th>Detail</th><th>Explanation</th></tr>
<tr><td>Flight icon</td><td>Identifies the details that follow it as flight details.
It can be either of the following:
<table>
<tr><th>Icon</th><th>Explanation</th></tr>
<tr><td></td><td>Direct flight or open booking</td></tr>
<tr><td></td><td>Multi-leg flight</td></tr>
</table></td></tr>
<tr><td>Flight number</td><td>Operating carrier code and flight number. For example: 6X295
For an open booking, the word OPEN appears instead of the carrier code and flight number.</td></tr>
<tr><td>Flight date</td><td>Flight departure date in the format DDMMM. For example: 10JUN
For an open booking with no departure date, this detail does not appear.</td></tr>
<tr><td>Boardpoint</td><td>3-character code of the boardpoint. For example: SYD</td></tr>
<tr><td>Boardpoint terminal</td><td>Terminal code contained within brackets. Examples: (2 (Domestic)), (D), (2)
If terminal information does not exist, this detail does not appear.</td></tr>
<tr><td>Transit point</td><td>3-character code of the transit point. For example: SIN
If there is not enough space to show all the transit points, they are replaced by three dots (…).
For a direct flight or open booking, this detail does not appear.</td></tr>
<tr><td>Transit point terminal</td><td>Terminal code contained within brackets. Examples: (2 (Domestic)), (D), (2)
If terminal information does not exist for the transit point or the flight is direct or open, this detail does not appear.</td></tr>
<tr><td>Offpoint</td><td>3-character code of the offpoint. For example: MEL</td></tr>
<tr><td>Offpoint city name</td><td>Full name of the offpoint city. For example: London
If the name of the airport (see below) contains the city name, only the airport name appears. For example: London City Airport</td></tr>
<tr><td>Offpoint airport name</td><td>Full name of the offpoint airport if it is different from the city name. For example: Heathrow</td></tr>
<tr><td>Offpoint terminal</td><td>Full name of the offpoint terminal contained within brackets. Examples: (D), (2), (2 (Domestic))
If the terminal name is Domestic or International but there is not enough space for the full word, it is abbreviated to Dom or Intl.
If terminal information does not exist, this detail does not appear.</td></tr>
<tr><td>STD</td><td>Scheduled departure time for the flight in the format hh:mm. For example: 09:20</td></tr>
<tr><td>ETD
or
ADV
or
ATD</td><td>Any of the following can appear followed by a time in the format hh:mm:
ETD (Estimated Time of Departure)
For example: ETD: 10:45
ADV (Advice Time)
For example: Advice Time 11:15
ATD (Actual Time of Departure)
For example: 20:10</td></tr>
</table>

The following table explains each detail in the second row of flight details. They are explained in the order in which they appear.

Table: Prime Flight Details (2)

Detail	Explanation
Flight acceptance status	Current status of acceptance for the flight. It can appear as any of the following: • The word Acceptance followed by the status: Not Open, Open, Gated, Finalised, Suspended. • The word Pending. This means that acceptance is open from this location for at least one of the customers you identified (based on customer value and location). Acceptance is not open for all customers. • The word Closing. This means that the acceptance status is Gated for most customers but at least one of the customers you identified is still eligible for acceptance (based on customer value and location).
Codeshare flights	These are the marketing carriers and flight numbers on which the customers you identified have bookings. They are preceded by the words Codeshare With. For example: Codeshare with 7X986 If all the customers you identified have bookings on the operating flight only, codeshare flight details do not appear.
Gate	Gate number for the flight. For example: 21 If a gate has not been assigned, the word NONE appears instead of a number.
Location	Location of the aircraft. For example: V14
Flight boarding status	This can be any of the following: • Boarding (followed by a time in the format *hh*:*mm*) For example: Boarding: 14:30 • Now Boarding • Boarding Closed • Closed • Departed • Cancelled If the general flight status is Not Open, no status appears.

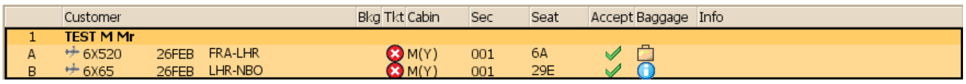
What Is the Customer Product Table?

The Customer Product (CP) table shows customer and product details. The products for each customer are all the flights included in the customer’s journey. The CP table appears in the top half of every screen in the Customer application once you have identified at least one customer.

The CP table is shown for information only. It is updated automatically whenever customer and product details change. You cannot edit the CP table directly.

The details of each customer you identified appear below the prime flight details in the form of a table. If a customer has onward connections, customer details for those flights appear in separate lines after the details for the prime flight. If the prime flight or any of the onward connections are multi-leg and the customer has leg-specific details, they also appear on separate lines.

Example: CP Table



	Customer			Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1	TEST M Mr										
A	6X520	26FEB	FRA-LHR			M(Y)	001	6A			
B	6X65	26FEB	LHR-NBO			M(Y)	001	29E			

The following table explains each column of information that could appear for a customer and flight or flight leg.

Table: Customer and Flight Details Columns

Heading	Explanation
blank	The number in this column identifies the customer and all details related to the customer. If the customer has multiple flights, the line number includes the details for all flights. If the customer is linked to other customers, this column also includes a graphical representation of links. Only top level and infant links that apply to the prime flight are shown. If this column contains a single letter instead of the line number, it identifies a specific flight or flight leg when the customer has more than one flight or a multi-leg flight with leg-specific details.

<table>
<tr><th>Heading</th><th>Explanation</th></tr>
<tr><td>Customer</td><td>Customer name with the name elements in the following order:
1. Surname in uppercase.
2. First name in lower case with initial capitalised.
3. Title in lower case with initial capitalised.
For example: GREEN Susan Mrs
If the customer name is an EXST or CBBG (see below), only the surname is shown followed by the words Extra Seat or Cabin Baggage. For example: GREEN Cabin Baggage.
If no name exists in the Customer Product Record, the words NO NAME are shown.
The customer name may be too long to display in full in which case it is abbreviated and three dots (…) are included at the end to indicate abbreviation.
In addition to the customer name, this column may also include any of the following:
• Staff (for a staff customer)
• Infant (for an infant customer)
• Child (for a child customer)
• FQTV or an airline or alliance-specific FQTS or FQTV tier code (for a customer with FQTS or FQTV information)
Note: FQTS tier is shown, if it exists. Otherwise, FQTV tier is shown.
• EXST (for an extra seat)
• CBBG (for cabin baggage occupying a seat)
When the customer has onward connections, an additional line of information appears in the table for each flight. There are also additional lines if the customer has a multi-leg flight and some details are leg-specific. The Customer column in each of these lines contains flight or flight leg details instead of the customer details explained above.
The following flight details are shown, if applicable, in the following order:
1. Direct, multi-leg, or cancelled flight icon
2. Marketing carrier code and flight number or Open (for an open booking)
3. Boardpoint (airport code)
4. Offpoint (airport code)
5. Alternate destination (if one has been added for the flight)
Note: If the flight is multi-leg, the alternate destination is shown after the last leg only.
6. Customer's FQTV tier (if it applies to this flight or flight leg only)
For a multi-leg flight, the details above are shown for the first leg only. The Customer column for subsequent legs contains the boardpoint and offpoint only.
If the customer has two bookings on the same flight, the line showing the waitlisted booking contains the words Also Waitlisted on This Flight instead of the flight details.
If a cancelled flight segment is shown in the table, the entire line is displayed in grey.</td></tr>
<tr><td>Sec.Nbr</td><td>The customer security number.
It is displayed in all Customer Management application screens with a Customer Product table and in the customer lists on the Boarding Application.</td></tr>
</table>

<table>
<tr><th>Heading</th><th>Explanation</th></tr>
<tr><td>Bkg</td><td>Customer’s booking status for the flight.
The table below explains the values that could appear in this field and the status codes they represent.
<table>
<tr><th>Value</th><th>Status Codes</th><th>Explanation</th></tr>
<tr><td>blank</td><td>CH, GK, HK, HS, IS, KK, KL, LK, PK, RR, SS, TK</td><td>Confirmed</td></tr>
<tr><td>HX</td><td>HX, IX, PX</td><td>Cancelled</td></tr>
<tr><td>WL</td><td>CU, CW, GL, HL, LL, PC, PD, PE, PG, PL, TL, US, UU</td><td>Waitlist</td></tr>
<tr><td>SA</td><td>SA, RQ</td><td>Space available</td></tr>
<tr><td>PN</td><td>CQ, GN, HN, IN, NA, NN, PN, SG, TN</td><td>Pending</td></tr>
<tr><td>warning message</td><td>NO, UC, UN</td><td>NO, UC, UN</td></tr>
</table></td></tr>
<tr><td>Tkt</td><td>The customer’s ticket status for the flight. This column can show any of the following:
<table>
<tr><th>Contents</th><th>Explanation</th></tr>
<tr><td></td><td>The customer has a paper ticket.</td></tr>
<tr><td></td><td>The customer has an e-ticket.</td></tr>
<tr><td></td><td>Ticket information is required for the customer.</td></tr>
<tr><td></td><td>The customer’s e-ticket needs to be correctly associated with the flight.</td></tr>
<tr><td>Blank</td><td>No ticket is required (EXST, for example).</td></tr>
</table></td></tr>
</table>

<table>
<tr><th>Heading</th><th>Explanation</th></tr>
<tr><td>Cabin and Booking Class</td><td>
This column shows the cabin in which the customer is travelling on the flight and the booking class if there are multiple bookings in the same class.
Note: The booking class will be displayed only if the resolution of your screen is 1024 x 768 or above.
If the customer is currently eligible for a regrade, an upgrade or downgrade icon will appear in this column.
If the regrade has not yet taken place, the cabin into which the customer can be regraded is shown following the downgrade or upgrade icon.
If the customer’s regrade eligibility is due to a service recovery, an additional icon is shown following the regrade information.
If the customer has been manually regraded to their entitled cabin (not due to service recovery), an icon is shown.
<table>
<tr><th>Examples</th><th>Explanation</th></tr>
<tr><td>Y(M)</td><td>The customer has a booking in cabin class Y. Booking class M is displayed.</td></tr>
<tr><td>Y(M) J</td><td>The customer is seated in cabin Y with entitlement to upgrade to J.</td></tr>
<tr><td>Y(M) J</td><td>The customer is seated in cabin Y with entitlement to upgrade to J due to service recovery.</td></tr>
<tr><td>J(M)</td><td>The customer has been regraded to their entitled cabin but not for service recovery.</td></tr>
</table>
</td></tr>
<tr><td>Sec</td><td>The customer's three-digit security number, if assigned. For example: 003</td></tr>
<tr><td>Seat</td><td>
The customer's seat number for the flight. For example: 15D
Note: Jump seat numbers are abbreviated because they are too long to fit in the column. For example: JP1-JMP1 is shown as JMP1.
The seat shuffle indicator may also appear: .
This means that the customer’s seat can be included in a seat shuffle even though the current seat assignment has already been published.
If free seating applies to the flight, the word FREE appears instead of a seat number.
</td></tr>
</table>

<table>
<tr><th>Heading</th><th>Explanation</th></tr>
<tr><td>Accept</td><td>The customer’s acceptance status for the flight. This column can show any of the following:
<table>
<tr><th>Contents</th><th>Explanation</th></tr>
<tr><td></td><td>The customer is accepted.</td></tr>
<tr><td>
</td><td>The customer is advance accepted.</td></tr>
<tr><td>
</td><td>The customer is advance accepted on standby.</td></tr>
<tr><td></td><td>The customer is not travelling.</td></tr>
<tr><td>
</td><td>The customer has boarded.</td></tr>
<tr><td>SBY</td><td>The customer is on standby.</td></tr>
<tr><td></td><td>The customer is disrupted.</td></tr>
<tr><td>Blank</td><td>The customer has not been accepted.</td></tr>
</table>
</td></tr>
<tr><td>Baggage</td><td>Information about the customer’s baggage. This column can show any of the following:
<table>
<tr><th>Contents</th><th>Explanation</th></tr>
<tr><td></td><td>The customer has hold baggage.</td></tr>
<tr><td></td><td>The customer has cabin baggage and baggage weight or number of pieces has been recorded.</td></tr>
<tr><td></td><td>A problem exists with the customer’s baggage.</td></tr>
<tr><td>
</td><td>The customer has an excess baggage charge to be paid or waived.</td></tr>
<tr><td></td><td>The customer has a baggage waiver as the result of service recover.</td></tr>
<tr><td>Blank</td><td>The customer has no baggage or has unrecorded cabin baggage only.</td></tr>
</table>
If there is an unpaid excess baggage charge, this column may contain more than one icon: For example, the hold baggage icon followed by the excess baggage warning icon.</td></tr>
</table>

<table>
<tr><th>Heading</th><th>Explanation</th></tr>
<tr><td>Info</td><td>Information about the customer and flight that is not indicated in any of the other columns. This column can contain one or more of the following:
<table>
<tr><th>Contents</th><th>Explanation</th></tr>
<tr><td></td><td>A comment exists for the customer and flight.</td></tr>
<tr><td></td><td>A high-priority comment exists for the customer and flight.</td></tr>
<tr><td> REG</td><td>Regulatory data is required for the customer.</td></tr>
<tr><td> DOCS</td><td>Travel information is required for the customer.</td></tr>
<tr><td> SEQ</td><td>Coupons on e-tickets are not used in the correct order.</td></tr>
<tr><td> AQQ</td><td>AQQ clearance is required for the customer. AQQ checks have not been performed or they returned a data error.</td></tr>
<tr><td> STAFF</td><td>Staff information is required for the customer.</td></tr>
<tr><td></td><td>The customer is a volunteer for denied boarding for the flight.</td></tr>
<tr><td></td><td>The customer is a volunteer for downgrade for the flight.</td></tr>
<tr><td></td><td>The customer is linked to other customers on an onward connection.</td></tr>
<tr><td></td><td>The customer has an associated infant on an onward connection.</td></tr>
<tr><td></td><td>Indicates that denied boarding compensation or vouchers have been issued.</td></tr>
<tr><td>Service codes</td><td>SSRs that apply to the customer and flight.
PICA, PICU, DEPA, DEPU, MEDA, wheelchair codes, UMNR, BLND, DEAF, PETC, WEAP, CHST, BSCT, MAAS, meal codes, AVIH, SEMN, CKIN, TRSO, COUR, DIPL, SPEQ, BULK, BIKE, FRAG, BAGP (prepaid excess baggage).
There may be additional service codes that are not shown here. These service codes can only be seen when you display the complete Customer Product Record.</td></tr>
<tr><td>Standby Reason Codes</td><td>See Standby Reason Codes on page 357.</td></tr>
<tr><td>FROM followed by an airport code</td><td>This means that the customer has an inbound flight originating from the airport shown.</td></tr>
</table>
If there are multiple types of information for a customer and flight, they are shown in the order explained above. There may be more information than can be shown in the column. In this case, the more icon (…) appears at the end of the column contents. The hidden information can only be seen when you display the Customer Product Record.</td></tr>
</table>

Managing User Information

How to View User ID Details

1. Open My User ID Details by doing the following:
   - Press ALT+A to open the Applications menu, use the arrow keys to select My User ID Details and press Enter.

     Or
   - Press CTRL+O.

   The Enter User Details screen appears with your organisation and user name as the default.
2. Press Enter to view your details.

   The User Information screen appears.

To view another user's details, you need to have a system administrator role. If you want to view another user's details and have the required access level to do so:

1. Type the Carrier name in the Carrier field.
2. Type the username in the User ID field and press Enter.

   The User Information screen displays the user's details.

How to Change Your Password

1. Press F3 to display the Change Password screen.
2. Type your current password in the Password field.
3. Type your new password in the New Password field.
4. Confirm your new password by re-typing it in the Confirmation field.
5. Press Enter to change your password.

Note: Passwords are case sensitive and can include a combination of letters and numbers. You must use a minimum of six characters and a maximum of 40. Your last 12 passwords are stored in the system and cannot be re-used.

How to Change User Profiles

To change another user's password or lock or unlock an account, you need to have a system administrator role.

1. On the Enter User Details screen, display the user profile of the user you want to change by specifying the carrier and User ID.
2. Press F4.

   The Password screen appears.
3. To lock or unlock the user's account, specify Yes or No in the Account Locked field. Type Y (for Yes) or N (for No) in the field or select the value from a list. Press CTRL+down-arrow to open the list. Unless the account is currently locked, No is selected by default.

4. To change the user’s password, specify Yes in the Reset Password field. Type Y in the field or select Yes from a list. Press CTRL+down-arrow to open the list. No is selected by default.

   When you select Yes in the Reset Password field, the New Default Password field becomes mandatory. Type the user’s new password in this field. Passwords are case sensitive and can include a combination of letters and numbers. You must use a minimum of six characters and a maximum of 40. The last 12 passwords for the user are stored in the system and cannot be re-used.

5. Press Enter to activate the Update button.

How to Set User Preferences

The system remembers the preferences that you set for all of the Customer Management applications that you use.

To set user preferences:

1. Press CTRL+P to open My Preferences.

   The Set Preferences screen appears with the system defaults in the System Default column.

   Complete the fields in the Agent Preference column.

2. Press Update to save your preferences.

Messaging

What Is the Messenger Application?

The Messenger application allows you to receive and process information within Customer Management. Messenger does not work in the same way as traditional messaging systems, such as email. It relies on three separate processes, described below.

Table: Messenger Processes

Process	Explanation
Publication	Each time an event occurs in Customer Management that could impact a flight, the relevant server publishes a message to notify users. For example, if the status of a flight changes from OPEN to SUSPENDED, the system publishes a message to all users. External systems, such as Amadeus Altéa Reservation and the Amadeus Customer Profile server (CSX), and other Customer Management users can also publish messages.
Classification	Messages are organised in the Messenger server by category. The categories are created by the system administrator, based on the way the airline organises its workload. Example categories are: flight range, arrival airport and departure airport.
Notification	Users only receive a message if they are subscribed to the category in which the message is published. Each time you sign into Customer Management, you must subscribe to the categories of message relevant to your role. You will then see messages in those categories, and all their subcategories.

Note: Subscription categories are only valid for the current session. You must re-subscribe to the relevant categories each time you sign into Customer Management.

How to Subscribe to Message Categories

1. Complete the Subscription Parameters fields on the Subscribe screen.
2. Do one of the following:
   - Subscribe to the message categories associated with your role by pressing Enter to activate the Subscribe button.

     Or
   - Exit the Subscribe screen by tabbing to the Done button and pressing Enter.

How to Set Up Message Printing Options

1. Press F2 to select Advanced Options. The options appear as four field groups in the bottom part of the Subscribe screen.

   Note: Most of the field groups are disabled if the default values in the Message Destination field group have not been changed.
2. When you have completed the fields you need, do one of the following:
   - Select Subscribe to subscribe to the message categories associated with your role.
   - Select Done to exit the Subscribe screen.

How to View Messages

After you have subscribed to the categories of message you want to view, the New Message List screen appears. The messages displayed are those published since you signed in to Customer Management in the categories to which you have a subscription.

Information about your subscriptions is summarised at the top of the screen.

To view a message:

1. Type the message number in the Select Message field.
2. Press Enter to activate the Display button.
3. After you have read the message, tab to the Action field. Press CTRL+down-arrow to open the list and select either Leave or Remove. The default is Leave.

   If you select Remove, the message is only removed from your own View Message screen. It is still present on the server and viewable by other users.
4. Do the following:
   - Press Enter to activate the Update button. The message status is updated.

     Or
   - Tab to the Back button and press Enter.

Note: The View Messages screen records all messages sent since you signed in. If the message has already been removed from the server by another user, the system displays a message informing you that the message no longer exists. Tab to the Back button and press Enter to return to the New Message List screen.

New Message Notification

While you are working in the other Customer Management applications, the system notifies you every time a new message is published within the categories to which you have a subscription. Whenever a very high-priority message is published, a prompt is displayed.

Do the following:

- View the text of the message. Press Enter to activate the Go to Message button.

  Or

- Carry on working and view the message later. Tab to the Cancel button and press Enter.

Once a new message has been received, an icon is displayed above the action list on the left-hand side of the screen indicating the priority of the message.

Only one icon is displayed, regardless of the number of messages received. If a number of messages are published simultaneously, the icon displayed relates to the highest priority message. After you have read the highest priority message, the icon is downgraded to match the priority of the next highest priority message, and so on. The icon is removed only after you have viewed and deleted all messages.

How to Publish Messages

The messages are published only to those users subscribed to the categories you choose.

To publish a message:

1. Press F4 to open the Publish Message screen.
2. Press CTRL+down-arrow to open the list in the Priority field and select the message priority. The default priority is Low. Press Enter.

   Your user ID appears as the default in the Sender Name field automatically.
3. Use the fields in the Publish To group to specify the categories of the message:

Category	Description
Role	Select the role: • Check-in Agent • Supervisor • Service Desk • Gate Agent • All CM Rolls • Load Controller • Ramp Agent
Carrier	Select the carrier.
Departure Airport	Select the Departure airport.
Terminal	Select the terminal.
Date	Select the date.
Flight Number	Select the flight number.

4. In the Message field, type the message.
5. Press Enter to activate the Publish button.
6. Tab to the Done button and press Enter.

Note: If you re-enter the Publish Message screen immediately after publishing a message, the text of the previous message is displayed in the Message field.

Using the Messenger Viewer

What Is the Messenger Viewer?

This functionality needs activation.

The Messenger Viewer in an external application that displays messages from Altéa Inventory and Altéa Departure Control.

You need to subscribe to message categories to receive messages. Messages are displayed as follows:

- The subscribed categories are displayed in the Notification Folder area.

- The messages are displayed in the Notification Inbox area.
- The content of the messages is displayed in Message Content area.

The subscriptions will determine the messages that are displayed in the Notification Inbox of the Messenger Viewer.

You need a pointing device (a mouse or a trackball) to use Messenger Viewer.

Note: You can only open one external application. If you want to display another external application, such as Operational Flight Data Management (OFDM) you need to close the Messenger Viewer.

How to Access Messenger Viewer

1. From any Customer Management screen press ALT+A to access the Applications menu.
2. From the Applications menu:
   - Select the Messenger Viewer.

   Or

   Press CTRL+ALT+M.

   The messenger Viewer application displays.
   - To return to the Customer Management application without closing Messenger Viewer, press ALT+B.
   - To close the Messenger Viewer, press ALT+F4.

How to Subscribe to Message Categories

- Temporary subscriptions: To subscribe to temporary subscriptions in the Messenger application, see *How to Subscribe to Message Categories* on page 42.
- Permanent subscriptions: To subscribe to permanent subscriptions in the Messenger Administration, refer to the Amadeus Altéa Messenger Administration User Guide in the e-Support Centre.

How to View Messages

1. In the Messenger Notification Folders screen, do the following:
   - For Altéa Inventory messages, select INV.

   Or
   - For Altéa Flight Management and Altéa Customer Management messages, select DCS.
2. In the Notification Folders, select a folder.
3. In the Notifications Inbox, select a message.
   - Select Expand All to see all category folders. Select Collapse All, to display only the top-level categories.
   - Select Refresh, to refresh the screen.
   - Select Next Page, to see the more messages, if they don't fit on the first page.

   Note: You can see a category folder is only, if there are notifications available.

How to Sort Messages

1. In the Notifications Inbox, select the sorting option from the dropdown menu, for example "Flight number: ascending".
2. Click on Sort.

How to Remove Messages

1. In the Notifications Inbox, do the following:
   - Select one message.

   Or

   - Press CTRL and click on the messages to select more than one.

   Or

   - Select the check box next to Published Date to select all messages.
2. To remove the messages:
   - Click on Remove from my View.

     The selected messages are removed from your view but are still visible to other users.

   Or

   - Click on Remove for all Users.

     The selected messages are removed.

Note: Depending on your subscriptions settings, you might not be able to remove messages for other users.

Working with Teletype Messages and Templates

How to Open the Teletype Application

- Press ALT+A to access the Applications menu, press the down-arrow key to select TTY, then press Enter.

  Or

- Press CTRL+T to access TTY when you are using another application.

How to Create and Send a Free Text TTY Message

1. Open the TTY application.

   The Select a Category screen is displayed.

2. Press F4 to select Freetext in the action list.

   The Create Free Text TTY screen is displayed.

3. Complete the fields on the screen as necessary.

   If any of the mandatory information is missing, you will receive a message at the bottom of the screen. The cursor is automatically positioned to where the information is required. If the entries to more than one field are missing, you will receive one error message at a time.

4. Press Enter to send your message.

How to Create and Send a TTY Message Using a Template

1. Open the TTY application.

   The Select a Category screen is displayed.

2. Type the number of the category you want to use at the Select Line Number prompt.

   Alternatively, skip selecting the category and search for a specific template. Type the full or partial name of the template at the Search by Template Name prompt.

   Note: At any time, you can choose to create a free text message without using a template by pressing F4 to select Freetext in the action list.

3. Press Enter.

   The Select a Template screen is displayed showing a list of all the templates in the category you selected.

   If you searched for a template by name instead of selecting a category and more than one template matched the name, the Select a Template screen shows a list of all the matching templates.

4. Type the number of the template you want to use at the Select Template prompt.

5. Press Enter.

   The Create Free Text TTY screen is displayed with the relevant fields pre-filled from the template.

6. Complete the fields on the screen as necessary.

   Use the function keys listed in *How to Create and Send a Free Text TTY Message* on page 47 to help you.

7. Press Enter to send your message.

How to Search for a TTY Message

1. Open the TTY application.
2. Press F6 to select Search from the action list.

   The Search TTY screen is displayed.

3. Type as many search options as you need in the fields on this screen.
4. Press Enter to begin the search.

   If only one matching message is found, the Update/Send TTY screen is displayed showing the TTY message.

   If more than one matching message is found, the Search Results screen is displayed showing a list of the messages.

   This screen displays the messages in chronological order with the most recent first. A maximum of 14 messages are displayed on each screen. If there are more messages, use the Page Down (or F8) and Page Up (or F7) keys to scroll through them.

5. To display a message from the list on the Search Results screen, type the relevant number at the Select Line prompt, then press Enter.

How to Update a TTY Message

1. Open the Update/Send TTY screen displaying the message you want to update.

   Note: If the status of the message is MODIFIED, you must resend it before you can update it any further.

2. Modify the fields on the screen as necessary. You can modify any part of the TTY message including the priority and recipient and originator addresses.

   Use the function keys listed in *How to Create and Send a Free Text TTY Message* on page 47 to help you.

3. Press Enter to send the updated message.

How to Create a TTY Template Category

1. Open the TTY Template Admin application.

   The Select a Category screen is displayed.
2. Press F4 to select Create from the action list.

   The Create a Category screen is displayed.
3. Define the category using the fields on this screen. All fields are mandatory.
4. Press Enter to create the category.

How to Delete a TTY Template Category

1. Open the TTY Template Admin application.

   The Select a Category screen is displayed.
2. Type the number of the category you want to delete at the Select Line Number prompt.
3. Press F5 to select Delete from the action list.

   The Delete a Category screen is displayed.
4. Type Y (replacing N) to confirm that you want to delete the category and all of its templates.
5. Press Enter to delete the category.

How to Create a TTY Template

1. Open the TTY Template Admin application.

   The Select a Category screen is displayed.
2. Type the number of the category you want to create a template in.
3. Press Enter.

   The Select a Template screen is displayed showing a list of all the existing templates within the category you selected.
4. Press F4 to select Create from the action list.

   The Create a Template screen is displayed.
5. Complete the fields on the screen as necessary to define the template.
6. Press Enter when you are finished.

How to Update a TTY Template

1. Open the TTY Template Admin application.

   The Select a Category screen is displayed.
2. Type the number of the category of the template you want to update at the Select Line Number prompt.
3. Press Enter.

   The Select a Template screen is displayed showing a list of all the existing templates within the category you selected.
4. Type the line number of the template you want to update at the Select Template prompt.

5. Press Enter.

   The Update Template screen is displayed showing the template you selected.

6. Modify the fields on the screen as necessary. You can use the function keys listed in the action list to help you.

   For an explanation of the fields and how to use them, see *How to Create a TTY Template* on page 49.

7. Press Enter.

How to Delete a TTY Template

1. Open the TTY Template Admin application.

   The Select a Category screen is displayed.

2. Type the number of the category of the template you want to delete at the Select Line Number prompt.

3. Press Enter.

   The Select a Template screen is displayed showing a list of all the templates within the category you selected.

4. Type the number of the template you want to delete at the Select Template prompt;

5. Press F5 to select Delete from the action list.

   The Delete a Template screen is displayed.

6. Type Y (replacing N) to confirm that you want to delete the template.

7. Press Enter.

How to Use Another Organisation's Templates

1. Open the TTY Template Admin application.

   The Select a Category screen is displayed.

2. In the Organisation field, type the name of the owner of the templates you want to work with.

3. Press F9 to select Refresh Org from the action list.

Using Reservation

What Are the Reservation Applications?

Depending on how your airline has been set up you have access to one of the following Reservation applications:

Altéa Reservation Desktop (Classic)

This is a single screen within Customer Management in which you type cryptic commands. The server displays cryptic output.

Altéa Reservation Desktop (Web)

This is the graphical user interface of the Reservation desktop.

Once you are in the Reservation desktop, you can also access the following:

- IMS/OSG operational control system.
- Other airlines' systems (for example, BA, NZ).
- Timatic, an electronic travel information manual published by 14 IATA airlines.

How to Access Reservation

Do the following:

- From the Applications menu, select Reservations.

  Or:

- Press CTRL+R.

How to Download User Guides

1. Copy the following URL into your Internet browser:

   https://mye-supportcentre.amadeus.com/

2. Log in with your Opera user name and password.
3. Use the Search or browse in **Reference Materials**.

Note: Use the following keywords for your search:

Amadeus Altéa Reservation Desktop Overview for Airlines (Cryptic)
Amadeus Altéa Reservation Desktop (ARD) Web User Guide

How to Access World Tracer

The World Tracer application is an external application used to track lost and mishandled baggage anywhere in the world.

You can access World Tracer from the Customer Management GUI. You can then enter commands in a World Tracer pre-formatted cryptic screen (mask), transmit the commands to the World Tracer system, and view the responses.

To access World Tracer, do the following:

- Press ALT+A to access the Applications menu, press the down-arrow key to select World Tracer and press Enter.

  Or

- Press CTRL+W.

On the World Tracer screen, use the shortcuts shown in the action list to edit cryptic commands in the World Tracer mask. The following table explains these shortcuts. It also explains the additional keys you can use when entering data in the mask.

Table: Actions Keys for World Tracer Commands

Key	Action
F10	Add a line below the current cursor position.
F11	Delete the line where the cursor is currently positioned.
Tab	Move the cursor to the first space after the next field in the mask.
End	Move the cursor to the end of the current line.
Shift+End	Delete the contents of the current line.
CTRL+End	Delete the contents until the end of the current line.
Pause	Clear the contents of the current screen.
Enter Or Right CTRL Or Numeric keypad Enter	Transmit the command to World Tracer.
F12	Restore the previous command transmitted to World Tracer.
Shift+Tab	Move the cursor to the first space after the previous field in the mask.
Shift+Enter	Move the cursor to the first position on the next line in the mask.
F8	Print the contents of the current screen to your default printer.

For more information about using World Tracer, refer to the World Tracer user documentation.

Using Online Help

There are different types of context-sensitive online help available in Customer Management to assist you with the tasks you need to carry out. These are:

- Info tips, which prompts you for the data required in the current screen. Info tips are identified by the information icon.
- Tooltips, which is displayed under the selectable field if the focus stays on the field for more than three seconds or if you type incorrect characters.
- Online help, activated by pressing F1 or selecting JFE Help from the Help menu.

  Note: When you select JFE Help from the Help menu, help information about Customer Management in general is displayed. When you press F1 while working in a Customer Management application, the Online help displayed is relevant to the application and screen that you are currently using.

How to Access the Online Help

You can access the Customer Management Online help regardless of whether an application is open.

To access the Online help when no applications are open:

1. Press ALT+H to open the Help menu, then press Enter or J.
2. Press F3 to see a table of contents that includes all the first-level help topics available.

   The first topic in the list is selected by default. Use the arrow keys to select a different topic if necessary.
3. Press F7 to select Expand Topic from the action list. You now see all the lower levels of topics for the selected first-level topic.

   Note: If a topic in the table of contents has a plus sign before it, topics at lower levels are available. You can expand a topic with multiple levels by selecting it and pressing Enter. A list of lower-level topics is displayed. You can also use the function keys listed to expand and collapse topics and to access other help functions.
4. Use the arrow keys to select the topic you want and press Enter to display the Online help.

To open the Customer Management online help system from an application:

1. Press F1 to open the Online help.

   The Customer Management Online help relevant to the application you are working in is displayed.
2. Text shown in blue in the help information represents a hyperlink to another topic. To view these topics, use the corresponding shortcuts in the action list. To display the topic called Creating Commercial Bookings, for example, press the function key assigned to Comm Bkg in the action list.

   Note: If you are using a mouse, you can access the sub-topics by clicking on the hyperlinks.

How to Search Within the Online Help

To display a related topic that is shown as a hyperlink (in blue) in the current help text, use the shortcuts shown in the action list by pressing the appropriate function key.

Note: If you are using a mouse, you can click on hyperlinks to display the corresponding topics.

To search for a topic in the Online help, do the following:

1. Press F4 to access the Search facility.

   The first time you request a search in a Customer Management session, a blank search screen appears.

2. Type one or more keywords in the Type in the Keyword to Find field at the top of the screen.

3. Press Enter to activate the Search button.

   The help topic that contains the most occurrences of your keywords is displayed on the right side of the screen.

   The Select Topic to Display panel in the middle of the screen shows a list of all the topics that contain the keywords.

   Note: If the topic displayed contains more than one screen of information, the section containing the first occurrence of the keyword is shown. Use the scroll bar on the right side of the screen to scroll through the topic.

4. To view a different topic from the Select Topic to Display list, use the up and down-arrow keys to select the topic.

   The currently selected topic is previewed on the right side of the screen automatically. Press Enter to display the topic in the full Online help.

Note: If you close the Help application and open it again in the same Customer Management session, the results of your previous search and topic selection are shown in the initial search screen by default.

How to Print Online Help Topics

You can print any help topic that is included in the help table of contents. You can do this from the table of contents or when the topic you want to print is displayed.

Do the following:

1. Ensure that the Online help is displayed showing the table of contents or the help topic you want to print.

   If the table of contents is displayed, you may need to expand a first-level topic in order to show topics are lower levels. Use the arrow keys to select the topic you want to print.

2. Press F6 to select Print from the action list.

   The Print Preview screen appears.

3. To increase or decrease the size of the image, select one of the zoom icons explained in the table below, then press Enter.

Table: Zoom Icons

Icon	Explanation
	Increases the size of the image. Press Enter multiple times to further increase the image size. Once you use the zoom-in icon once, the other zoom icons (see below) are enabled automatically.
	Decreases the size of the image. Press Enter multiple times to further decrease the image size.
	Returns to the original image size. Once you use this icon, it is disabled (along with the zoom-out icon above) until you use the zoom-in icon again.

4. To set up your print request, tab to the Setup button, then press Enter.

   The Page Setup screen appears.

5. Use this screen to specify print parameters such as the paper size and the page margins, then do one of the following:

   - Press Enter to print the help topic.
   - Tab to the Cancel button and press Enter to close the Page Setup screen without saving any changes you made.
   - Tab to the Printer button and press Enter to select a specific printer (other than your default printer).

6. To print the help topic to your default printer without specifying any special parameters, tab to the Print button and press Enter to activate it.

   The Print screen appears.

7. Press Enter to activate the OK button.

   If you decide not to print the help topic, press Esc or tab to the Cancel button, then press Enter.

Chapter 2
Customer

What Is the Customer Application?

The main function of the Customer application is to identify and accept customers for flights and train journeys on which they have bookings.

The application also allows you to perform a number of sub-tasks depending on specific customer circumstances and characteristics. These tasks include:

- Identify groups
- Create bookings
- Advance acceptance follow-up
- Display Passenger Name Records (PNRs)
- Edit e-tickets
- Cancel acceptance
- Update frequent traveller (FQTV) details
- Add, update, and delete comments
- Open more than one Customer application screen. The flight details are displayed on each Customer application tab. For example:
  - 6X Customer 1234 (1)
  - 1A Customer 4321 (2)
- Reuse the same flight details for subsequent process in the same Customer application screen.

Certain tasks are not performed entirely within the Customer application. In some cases, other Customer Management applications such as Boarding, Baggage, Flight, and Seatmap are opened automatically and used to complete the task. In other cases, tasks may be started in another application but completed in the Customer application.

What Is the Customer Product Record?

The Customer Product Record is a repository of all the information required by Altéa Departure Control (Altéa DC) about a specific customer and the products (flights) on which the customer has bookings. This information includes initial data collected from the customer's Passenger Name Record (PNR) in the reservation environment. It also includes the additional data collected through the Customer application during customer identification and acceptance for one or more flights.

A Customer Product Record is created at a time determined by your airline once the flight on which a customer has a booking enters the operational window and is therefore being handled by .Altéa Departure Control. Upon creation, a Customer Product Record is automatically populated with data from the relevant PNR. A Customer Product Record contains information related to a single customer from a single PNR. If a PNR contains bookings for more than one customer, a Customer Product Record is created for each customer. A Customer Product Record only exists as long as the bookings it contains are active in Altéa Departure Control. During this time, both the PNR in the reservation environment and the Customer Product Record in Altéa Departure Control can be updated independently but the data in both environments is kept fully synchronised.

Customer Product Records are the basis of many of the tasks you perform in the Customer application. For example:

- When you identify a customer, the system searches for the matching Customer Product Record.
- When you accept a customer, you may need to provide information that is missing in the Customer Product Record.
- Before or after accepting a customer, you may need to update the Customer Product Record with information such as FQTV details and additional services depending on the customer's situation and requirements.

You can display a Customer Product Record in the Customer application. A Customer Product Record contains a number of sections, any of which may be updated during the customer acceptance process.

You can customise your view of the Customer Product Record to show specific sections only.

Identifying Customers

How to Identify Customers Using Basic Options

1. Press CTRL+H to open the Customer application if necessary. The Customer Identification screen appears.
2. Type basic options such as customer name and flight number.

   The more options you specify, the more likely the system is to find an exact customer match.
3. Press Enter to activate the Identify button. The system searches for possible matches in the following order:
   - Altéa Departure Control for matching Customer Product Records.
   - Reservation environment for matching bookings.
   - E-ticket server for matching e-tickets.

   The results of the system's search for customers matching the identification options specified determine what you see next.

What Are the System Search Results?

The following table explains the possible results of the system search.

Table: System Search Results

Result	Action
No matches found	A warning appears advising you that no customers were found. 1. Press Enter to activate the OK button. 2. Do the following: - Modify your search options and try identifying the customer again. Or - Create a booking for the customer. For an explanation of how to create a booking, see *How to Create Commercial or Staff Bookings* on page 66.
Single match found (customer not accepted or accepted through a SSCI channel)	The Customer Acceptance screen appears showing the matching customer. **Note**: If the customer has multiple flights in the CP table, the Customer Acceptance screen appears if the customer is not accepted for at least one flight. If you entered multiple customer names or seat/security numbers and only one match was found for each, all the customers are shown. If the matching customer is linked to other customers, all the linked customers are shown. Even if some linked customers are already accepted for the flight, they are included on the Customer Acceptance screen. You can now start to accept customers for the flight.

Result	Action
Single match found (customer accepted or standby)	The Customer Display screen appears showing the matching customer. If the matching customer is linked to other accepted customers, all the linked customers are shown. **Note**: If any of the linked customers are *not* accepted, the Customer Acceptance screen appears. You can now update customers if necessary.
Multiple matches found	The Customer Selection screen appears showing the matching customers. If any of the matching customers are linked to other customers, all of the linked customers are shown. You can now select the customers you want to accept or update.
Matching e-tickets found	The E-ticket Selection screen appears showing the matching e-ticket. If multiple matching e-tickets are found, they are all shown. You can now select the e-ticket you want to use and create a booking from it. For an explanation of how to do this, see *How to Select E-Tickets* on page 61.

How to Select Customers

1. Ensure that the Customer Selection screen is displayed.

   This screen appears automatically whenever multiple matches are found based on the options you entered on the Customer Identification screen.

   The Customer Selection screen shows all the customers who match the identification options as well as any customers to whom they are linked.

   Information about each customer is shown in the CP table.

   If customers with different flights are included, the CP table shows the details of each flight above the associated customers. A customer who has bookings on multiple flights can appear more than once in the table.

2. In the Select field, type the line numbers of the customers you want to accept or update, then press Enter.

   When selecting multiple customers, separate consecutive numbers with a dash and non-consecutive numbers with a comma.

   Note: All the customers you select must appear in the CP table under the same flight.

   The first customer in the CP table along with any customer to whom they are linked is selected by default. The selected customers are highlighted in the table. Accept this selection by pressing Enter without updating the Select field.

   Following customer selection, the screen that appears next depends on the acceptance status of the selected customers. The following table explains the possibilities.

Table: Customer Selection Results

Selected Customer Status	Result
None accepted	The Customer Acceptance screen appears showing the selected customers. If any of the selected customers are linked to other customers, all the linked customers are shown. You can now start to accept customers for the flight.
Some accepted	The Customer Acceptance screen appears showing the selected customers. If any of the selected customers are linked to other customers, all the linked customers are shown. You can now start to accept customers for the flight.
All accepted	The Customer Display screen appears showing the selected customers. If any of the selected customers are linked to other customers, all the linked customers are shown. You can now update customers if necessary.

3. To create a booking (instead of selecting any of the identified customers):
   - Press F6 to select Create Record from the action list.

     Or
   - Press Shift+F4 to open the Customer menu in the action list, then press Enter.

   The Create Commercial Booking screen appears.

   For an explanation of how to use this screen, see *How to Create Commercial or Staff Bookings* on page 66.

How to Select E-Tickets

1. Ensure that the E-ticket Selection screen is displayed showing the matching e-tickets.

   This screen appears automatically if the system finds e-tickets *only* based on your identification options. It also appears if at least one e-ticket is found in addition to Customer Product Records and PNRs and you pressed F3 on the Customer Selection screen to display the e-ticket.

   E-tickets are ordered by boardpoint, then by date, then by class.
2. The first e-ticket and its associated coupon(s) are selected by default and are highlighted. Accept this selection by pressing Enter without updating the Select field.

To select another e-ticket in the table instead, do the following:

- In the Select field, type the line number, then press Enter.

  The coupon information in the bottom part of the screen is updated automatically.

- In the Create Booking with Coupon Number(s) field, type the numbers of the coupons you want to use.

  When selecting multiple coupons, separate consecutive numbers with a dash and non-consecutive numbers with a comma.

- Press Enter to activate the Select button.

If there is no customer record associated to the selected e-ticket, the Create Commercial Booking screen appears. If the e-ticket belongs to a staff member, the Create Staff Booking screen appears.

For an explanation of how to use these screens, see *How to Create Commercial or Staff Bookings* on page 66.

How to Identify Customers Using Advanced Options

1. Press CTRL+H to open the Customer application if necessary. The Customer Identification screen appears.
2. Type advanced options such as a ticket or credit card number in the relevant fields.

   You can use advanced options in combination with, or instead of, the basic options. Any advanced options you specify will be used, even when only the basic options are shown on the screen.

   The more options you specify, the more likely the system is to find an exact customer match. However, an advanced option is only useful if the type of information it requires is present in the Customer Product Record or PNR.
3. Press Enter to activate the Identify button. The system searches for possible matches in the following order:
   - Altéa Departure Control for matching Customer Product Records.
   - Reservation environment for matching bookings.
   - E-ticket server for matching e-tickets.

How to Identify Customers by Swiping Documents

When you swipe a document such as a ticket or passport through an MSR, the system takes information from the document automatically.

1. Press CTRL+H to open the Customer application if necessary. The Customer Identification screen appears.

   The swipe box, below the message area on the screen, shows the documents you can use to identify a customer.
2. Swipe the document through an MSR.

   The system searches for possible matches in the following order:
   - Altéa Departure Control for matching Customer Product Records.
   - Reservation environment for matching bookings.
   - E-ticket server for matching e-tickets.

You can only swipe one document at a time. When you swipe a document, the owner of the document is displayed. If the owner of the document is linked to any customers, they are displayed simultaneously.

Note: You can swipe one document after another, without using the Customer Identification screen. However, to simultaneously identify multiple customers that are not linked, you must use the Customer Identification screen.

How to Identify Customers from Customer Lists

1. Ensure that you have identified the relevant flight and that a customer list including the customers you want to identify is shown on the Customer List screen.
2. Press F6 to select Identify Cust from the action list. The Customer Selection screen appears.
3. In the Select Customer(s) field, type the numbers of the customers you want to select for acceptance. When selecting multiple customers, separate consecutive line numbers with a dash and non-consecutive numbers with a comma.

   Note: Use the Page Up and Page Down keys to scroll up and down the list if necessary.
4. Press Enter. The Customer Acceptance screen appears. All customers who have not been accepted are selected by default.

You can now initiate the acceptance process for the selected customers.

If all the customers have already been accepted for the prime flight, the Customer Display screen appears instead of the Customer Acceptance screen. You can update the information for accepted customers if necessary.

How to Search Further for Customers

1. Ensure that the Customer Selection screen is displayed showing the customers found during the initial customer identification process.
2. Do the following:
   - Press F5 to select Search Further from the action list.

     Or
   - Press Shift+F8 to open the Identification menu in the action list, then press Enter.

The system searches Altéa Departure Control for matching Customer Product Records. If no Customer Product Records are found, the reservation environment is searched for matching bookings. If no bookings are found, the system searches the e-ticket server for matching e-tickets.

If the system finds no further matches, the Customer Selection screen is simply redisplayed. If further matches are found, however, the additional customers are added to the screen.

How to Search for Additional Customers

1. Ensure that the Customer Acceptance screen is displayed showing one or more customers.
2. Press F3 to select Find Customer from the action list.

   The Customer Identification screen appears. The flight information fields default to the flight on the Customer Acceptance screen.

   The system searches for Customer Product Records, PNRs, and e-tickets that match your options. The search result determines what you see next. The following table explains the possibilities.

Table: Search Results

Search Result	Screen Displayed
No matches found	A prompt appears advising you to retry your search or create a new booking. Press Enter to activate the OK button and try again.
One match found	The Customer Acceptance screen appears, showing the previously identified customers and the additional customer.
Multiple matches found	The Customer Selection screen appears, showing the customers already identified and the additional customers. If any of the additional customers are linked to other customers, all the linked customers are shown. Select the customers you want to add. You can remove customers who were already shown on the Customer Acceptance screen by *not* selecting them on the Customer Selection screen.
E-ticket found	The E-ticket Selection screen appears, showing the e-tickets found. You can now select the e-ticket you want to use and create a booking from it.

Once the Customer Acceptance screen reappears, you can start the acceptance process.

How to Identify a Group

Note: You can also identify groups using the name of one of the group members with the regular customer identification process.

1. Ensure that the Customer Identification screen is displayed. If it is not displayed, press CTRL+H.
2. If the Advanced Options section is collapsed, press F2 to expand it.
3. In the Group Name field, type the name of the group.

   Note: If you complete both the Customer Name(s) and Group Name fields, all customer name matches are returned first, followed by any group name matches.

4. Press Enter to activate the Identify button. The Customer Acceptance screen appears showing all the customers in the group. Customers that are not accepted are selected by default.

You can now initiate the acceptance process for the selected customers.

If all the customers have already been accepted for the prime flight, the Customer Display screen appears instead of the Customer Acceptance screen. You can update the information for accepted customers if necessary.

How to Create Commercial or Staff Bookings

1. Follow the steps below, depending on the current screen:

Table: Steps to Create a Booking

Screen	Steps
Customer Identification	Press F8 to select the Create Record shortcut.
Customer Selection	If you attempt to identify a customer and several possible matches are found, the Customer Selection screen appears. • If the customer you are creating a booking for is not in the list, press F6 to select the Create Record shortcut. Or • Press Shift +F4 to display the Customer menu and then press Enter to select Create Record.
E-ticket Selection	If you attempt to identify a customer and the system finds an e-ticket but no booking, as in the case of an open ticket, the E-ticket Selection screen appears. This screen enables you to create a booking based on the e-ticket's coupons.

The Create Commercial Booking screen appears.

To create a staff booking instead of a commercial booking, press F8 to select the Book Staff shortcut. The Create Staff Booking screen appears. From the Create Staff Booking screen, you can press F8 again to return to the Create Commercial Booking screen.

Note: If you selected a staff e-ticket from the E-ticket Selection screen, the Create Staff Booking screen appears automatically.

2. In each field, type the customer and itinerary details.

3. Press Enter to activate the Create button. Depending on the scenario, one of the following may occur:

Table: Create Booking Scenarios

Scenario	Explanation
You selected Yes in the With More Customer field.	A message confirms that the new booking was created and the Create Commercial Booking or Create Staff Booking screen reappears. The fields on the screen are pre-filled to match the previous customer's booking information. You can now create a booking for the next customer.

Scenario	Explanation
There is an existing booking with very similar customer details on the same flight.	You are prompted to review the existing bookings. To skip the review, press Tab and then Enter to activate the No button. No booking is created. To review the matching booking and confirm whether it is the same customer: 1. Press Enter to activate the Yes button. The Confirm Create Commercial Booking or Confirm Create Staff Booking screen appears. The Confirm screens contain a summary of the customer and flight details for the booking you are attempting to create. The matching bookings found appear in the CP table. 2. If the customer you are creating a booking for is the same as one of the customers in the CP table: - In the Select Customer field, type the line number of the matching customer. By default, the first customer in the list is selected. - Press Enter to activate the Retrieve Booking button. The existing booking appears and the details for the new booking are ignored. If the customer you are creating a booking for is not in the list, press Tab and then Enter to activate the Create Booking button. The new booking is created.
The flight you are attempting to book for the customer is full and the waitlist is open.	A prompt appears to alert you that there is no availability, but the waitlist is open. 1. In the Select field: - Type 1 to waitlist the segment. Or - Type 2 to force the booking. This option is only available if you have the proper permissions. Or - Type 3 to cancel the request and return to the Create Commercial Booking or Create Staff Booking screen, where you can amend the itinerary details if necessary. 2. Press Enter to activate the OK button.
The flight you are attempting to book for the customer is full and the waitlist is closed.	A prompt appears to alert you that there is no availability and the waitlist is closed. 1. In the Select field: - Type 1 to force the booking. This option is only available if you have the proper permissions. Or - Type 2 to cancel the request and return to the Create Commercial Booking or Create Staff Booking screen, where you can amend the itinerary details if necessary. 2. Press Enter to activate the OK button.

Once the issues above are resolved or there are no issues, the new booking is created and the Customer Acceptance screen appears showing the customer information. You can now enter ticket information and other applicable details and finalise the acceptance process.

How to Find Onward Connections and Merge Bookings

This topic explains how to find a customer's onward connections and visually merge them with the identified booking. This process is used when a customer has an onward connection in a separate booking. After completing this process, the bookings remain separate but the information is merged into a single customer record display.

1. Ensure that the customer whose bookings you want to merge is identified, selected if necessary, and shown in the CP table on one of the following screens:
   - Customer Acceptance
   - Customer Display
2. Display the Find Connection screen. The table below shows all the relevant items that could be available and explains how to use them to display the Find Connection screen.

   Table: Action List Items to Find Connection

Screen	Shortcut or Menu	Steps
Customer Acceptance Or Customer Display	Find Connection	Press F9 to select the Find Connection shortcut.
Customer Acceptance	Cust. Details	1. Press Shift+F12 to open the Cust. Details menu. 2. Do the following: - Press F8 to select Find Connection from the menu. Or - Use the arrow keys to highlight Find Connection, then press Enter.

   The system searches for records with the same name, departing from the destination city within 24 hours. The Find Connection screen appears and records found appear in the bottom half of the screen.
3. In the first Select Customer(s) field, type the line numbers of the customers you want to select.
4. In the second Select Customer(s) field, type the line numbers of the records you want to merge with the ones you selected in the previous step.
5. Press Enter to activate the Add Connection button.

   Note: If both Customer Product Records contain date-of-birth information and there is a difference between the dates of birth, you cannot merge the customers and an error message appears.
6. If an exact match does not exist between the names and titles of the customers you are merging, a prompt appears asking you to confirm that the bookings belong to the same physical customer. To proceed with merging, select Yes and press Enter.
7. The records are merged and you can proceed with acceptance, if necessary. The indicator MRG appears in the CP table next to the customer's name.

   Note: Infant records cannot be merged.

How to Find Onward Connections Manually

In some cases, the system does not find connecting records because the stopover is 24 hours or longer, or because other customer details do not match exactly. In those cases you can perform a manual search to locate the records.

1. In the Find Connection Screen, press Shift+F5 to select Manual Search from the action list. The Customer Identification screen appears with the customer and flight information fields pre-filled.
2. Update the information in the basic fields where necessary.
3. Use the Advanced Options if you need to specify additional details.
4. Press Enter to activate the Identify button. Matching records appear in the bottom half of the screen.
5. In the first Select Customer(s) field, type the line numbers of the customers you want to select.
6. In the second Select Customer(s) field, type the line numbers of the records you want to merge with the ones you selected in the previous step.
7. Press Enter. The records are merged and you can proceed with acceptance if necessary.

Accepting Customers

How to Accept Customers

1. Ensure that the customers you want to accept are identified and shown in the CP table on one of the following screens:
   - Customer Selection
   - Customer Acceptance
2. Follow the steps below, according to your current screen.

Table: Steps to Initiate Customer Acceptance

Screen	Steps
Customer Selection	1. In the Select Customer(s) field, select the customers you want to accept by typing the relevant line number. 2. Press Enter. The Customer Acceptance screen appears showing the selected customers in the CP table.
Customer Acceptance	This screen may show linked or additional customers depending on how you identified the customers. To select customers for acceptance, if necessary: 1. In the Select Customer(s) field, select the customers you want to accept by typing the relevant line numbers. 2. Press Enter.

   If there are no problems to be fixed before the selected customers can be accepted for the prime flight (shown at the top of the screen), the Baggage and Seating field groups appear on the Customer Acceptance screen below the CP table.

   If there are problems to be fixed for at least one customer, the Baggage and Seating field groups do not appear on the screen. Instead, you are prompted to fix the first problem for the first customer.

3. If you are prompted to fix an acceptance problem, press Enter to activate the Proceed button.

   See also *What Are the Possible Acceptance Problems?* on page 73.

4. If the selected customers have baggage, specify the baggage details using the Baggage field group.

   Note: Instead of using this field group, you can add baggage details using the Add Baggage screen. See also *How to Add Bags* on page 233.

   If you are accepting a single customer, type that customer's baggage details in the Baggage fields.

   If you are accepting multiple customers and want to create a baggage pool, enter combined values in the Baggage fields. If you want to specify individual baggage details instead, use the advanced acceptance options. See also *How to Enter Bags for Each Individual Customer* on page 75.

   Note: If baggage pooling is not allowed by the business rules, the Individual Baggage screen appears automatically.

Alternatively, accept customers individually. In the Select Customer(s) field, type the line number of the first customer you want to accept, then type that customer's baggage details in the Baggage fields.

The fields that appear in the Baggage group depend on how the business rules have been set up by your airline.

5. If you want to specify seat preferences for the customers, use the Seating group.

   In this field, type one or more seat preference codes for each customer.

   You can specify a maximum of five codes per customer. Separate the codes for each customer with a comma. Alternatively, you can specify a single combination of codes that apply to all the customers.

   Note: If you are accepting multiple customers and want to specify seat preferences individually, press F2 to select Advanced Options, then select Enter Seat Preferences for Each Customer.

   Instead of specifying seat preferences, you can allocate specific seats to customers. If a customer already has an allocated seat, you can de-allocate it. You can then allocate a different seat to the same customer if necessary.

   See also *How to Allocate Seats* on page 267 and *How to De-allocate Seats Before Acceptance* on page 268.

6. Use Advanced Options if you need to specify items such as manual tag numbers or individual seat preferences. See also *How to Use Advanced Acceptance Options* on page 74.

7. Press Enter to activate the Accept button.

   A prompt appears if you have entered cabin or hold baggage that exceeds any of the following, per customer.

   Note: These prompts are only in place to confirm that you typed the correct details and are separate from any airline-specific baggage restrictions.

   Click on Confirm. If you do not want to confirm the current baggage details, press Esc to close the prompt or tab to the Change button, then press Enter. If you close the prompt or select Change, you must change the values in the Baggage fields.

   Note: Other prompts or screens may appear, depending on customer circumstances or business rule configuration.

   The CP table in the top part of this screen shows the customers who have been accepted as well as any previously selected customers who were not accepted for some reason.

   If all the selected customers were successfully accepted, a large checkmark appears as a watermark in the bottom part of the screen.

   Note: Successful acceptance includes acceptance to standby (SBY). If linked customers are accepted to standby and you want to split them, press Shift+F5 to open the Linking menu, then press F7 to select Standby Split from the menu.

Any of the following types of information could appear in the bottom part of the screen:

- Travel Information (Gate Number, Boarding Time, Arrival Airport and Time)

  If the customer's journey contains more than one arrival airport, all the arrivals are shown.

  This information appears for all customers.

- Excess Baggage (Charge, Tax, Total, Payment)

  This information appears if the customer has been charged for excess baggage.

- Warning Messages

  This information appears if the customer and/or the customer's baggage has not been accepted or tagged to the final destination.

8. If required, check Timatic for customer visa, passport, or health requirements.

   Depending on the way how the business rules are set up, the Timatic screen may appear automatically showing the relevant visa, passport, or health information. See also *How to Check Timatic* on page 95.

9. Press Enter to activate the New Customer button. The Customer Identification screen appears allowing you to identify the next customer for acceptance.

   Note: If you began customer acceptance from the Customer List screen, the Return to List button appears instead of the New Customer button.

   If any of the customers you previously selected for acceptance are still not accepted for some reason, a Proceed button appears instead of the New Customer button. This displays the Customer Acceptance screen showing all the customers you originally selected for acceptance.

   The first customer not accepted for the prime flight is selected by default. If all the customers were accepted for the prime flight, but some customers are still not accepted for another flight in the CP table, the first of those customers and the relevant flight are selected by default.

How to Accept Customers on Train Journeys

This functionality requires activation. If your airline has chosen this option, Altéa Customer Management allows you to accept customers on train journeys.

The check-in process is the same as for flight journeys with the following exceptions:

- All baggage is restricted on train journeys.
- Bag tags cannot be printed.
- Train icons (/) indicate train journeys in the Customer Product Table.
- Seat numbers in the train seatmap are virtual seat numbers. The actual train carriage and train seat numbers are printed on the boarding pass.

What Are the Possible Acceptance Problems?

The following table shows the possible problems in the order in which you are prompted to fix them.

Table: Possible Acceptance Problems

Problem	Explanation
The customer is a NO NAME booking.	See *How to Add Customer Names* on page 83.
There is a high-priority comment to be delivered to the customer.	See *How to Deliver High-priority Comments* on page 78.
Staff details are required for the customer.	See *How to Update Staff Information* on page 145.
Paper or e-ticket information is required for the customer. You may be able to override this requirement. In this case, the Override Ticketing Requirement group appears below the CP table. To override the ticketing requirement, do the following: 1. In the Override field, type the letter Y to select Yes. 2. Press the Proceed button. If an e-ticket already exists for the customer, association details may need to be updated.	See *How to Provide Ticket Details* on page 79 and *How to Find and Associate E-tickets* on page 153.
The customer's credit card needs to be verified.	See *How to Perform Visual Credit Card Verification* on page 84.

Problem	Explanation
The customer's passport must be swiped or other regulatory data is required. If a passport swipe is mandatory, do the following: • Select the Swipe Passport option by typing 1 in the Select field, press Enter to continue, then swipe the passport. Or • Select the Override Swipe option by typing 2 in the Select field, press Enter to continue, then verify the passport details on the Travel Information screen.	See *How to Provide Nationality* on page 81 and *Adding Regulatory Information* on page 87.
Gender is required for the customer.	See *How to Provide Gender* on page 82.
Cabin Baggage (CBBG) weight is required for the customer.	See *How to Add Cabin Baggage (CBBG) Weight* on page 146.
The customer has been advance accepted but further information is required.	See *How to Follow Up Advance Acceptance* on page 77.

How to Use Advanced Acceptance Options

1. Ensure that the Customer Acceptance screen is displayed and you have fixed all the outstanding problems for the selected customers.
2. If the Advanced Options section is collapsed, press F2. A list of options appears.

   Note: If only one customer is selected in the CP table, some of the options are not included in the list because they do not apply.
3. In the Select field, type the option number you need. You can select multiple option numbers. Separate consecutive numbers with a dash and non-consecutive numbers with a comma.
4. Press Enter to activate the OK button.

   Note: Depending on customer circumstances, the fields for certain advanced options such as individual baggage appear by default.

How to Enter Short Tag, Manual Tag

1. In the Select field on the Advanced Options prompt, type the relevant option number, then press Enter to activate the OK button.
2. Enter the baggage details for the selected customers using the fields in the Baggage field group.
3. Enter the individual bag details in the bag tag table that appears in the bottom part of the screen.
4. Press Enter to activate the Accept button and proceed with acceptance.

How to Enter Bags for Each Individual Customer

1. In the Select field on the Advanced Options prompt, type the relevant option number, then press Enter to activate the OK button.

   The Baggage field group is replaced by text indicating that individual bags will be entered.

2. Press Enter to activate the Accept button and proceed with acceptance. You may need to respond to a number of prompts.

   At the end of the acceptance process, the Individual Baggage screen appears.

3. In the Select Customer field, type the line number of the customer for whom you want to enter bags. The first customer in the CP table who does not have existing baggage details is selected by default.

   Note: If you are accepting multiple customers, you can skip entering the baggage details for a selected customer and move to the next one. Tab to the Skip Customer button, then press Enter.

4. Enter the baggage details using the fields in the Baggage group.
5. Use the Advanced Options if you need to add a manual bag tag.
6. Press Enter to activate the Add button. The next customer without existing baggage details is selected automatically and the Baggage fields are cleared.
7. Continue entering baggage details for each customer until the Customer Acceptance screen reappears. To skip a customer, leave the Baggage fields blank, Tab to the Skip Customer button, then press Enter.
8. Press Enter to activate the Accept button and proceed with acceptance.

How to Enter Seat Preference for Each Customer

1. In the Select field on the Advanced Options prompt, type the relevant option number, then press Enter to activate the OK button.

   The Individual Seating screen appears. The first customer without an existing seat preference is selected by default and the Seat Pref field contains NO PREFERENCE.

2. In the Seat Preferences field, type one or more seat preference codes. To select codes from a list, press CTRL+down-arrow.
3. Use the Advanced Options if the flight is multi-leg and you want to specify different preferences for each leg. If the Advanced Options section is collapsed, press F2 to expand it.

   The Seat Information Recap table appears below the Seat Pref field, showing the Seat Info data category from the Customer Product Record.

4. In the Select field, type the line number of the leg for which you want to specify preferences.
5. In the Seat Pref field, type the seat preference codes for the selected leg, then select the next leg, and repeat the process if necessary.
6. Press Enter to activate the Confirm button. The next customer is selected automatically. The Seat Pref field is reset to NO PREFERENCE unless the customer has an existing seat preference, in which case the Seat Pref field contains that preference.
7. Type the seat preference codes for the next selected customer. If you don't need to enter a seat preference for the selected customer, tab to the Skip Customer button, then press Enter. When you have finished entering seat preferences for all customers, the Acceptance screen reappears.
8. Press Enter to activate the Accept button and proceed with acceptance.

How to Use Advanced Acceptance Options (e.g. Standby/Through Check-in)

Advanced Acceptance Options are:

- Acceptance status (e.g. Standby)
- Force status
- Freeze
- Through check-in

These options automatically appear in the Other Acceptance Options field group, below the Baggage and Seating fields on the Customer Acceptance screen when at least one of the customers in the CP table is:

- Accepted on standby for the prime flight.
- Accepted for the prime flight, but not accepted for at least one of their onward connections.

When these options do not appear automatically, you can display them by selecting the relevant option number on the Advanced Options prompt.

1. Complete the Other Acceptance Options fields.
2. Press Enter to activate the Accept button and proceed with acceptance.

How to Accept Customers on Specific Flights

This option allows you to select specific flights or flight legs for acceptance.

1. In the Select field on the Advanced Options prompt, type the relevant option number, then press Enter to activate the OK button.

   The Common Flights list appears below the Baggage and Seating field groups on the Customer Acceptance screen. You can use the CTRL and arrow keys to scroll through this list. The list may include the following items:

   - Journey flights for selected customers – This is the first item in the list and it is selected by default. It represents all the flight legs of all the customers, including legs that they do not have in common.
   - All Legs for selected customers – If all the selected customers are travelling on all legs of a multi-leg flight, an All Legs selection appears for that flight.
   - Individual legs – The remaining items in the Common Flights list are the individual flight legs common to all the selected customers.

   Note: If a customer has confirmed and waitlisted bookings on the same flight, they are shown as separate items in the Common Flights list and include the class of service for each.

2. In the Select field, type the line number or numbers of the flights or flight legs for which you want to accept the customers.
3. Press Enter to activate the Accept button and proceed with acceptance.

How to Follow Up Advance Acceptance

When you perform advance acceptance, the system does not check for missing regulatory information, you are not required to deliver high-priority comments, and you usually cannot provide accurate baggage details.

See also *Advance Accepting Groups* on page 222.

1. Ensure that you have identified a group that has been advance accepted. The Customer Display screen appears.

   Note: If some group members have been advanced accepted and some have been fully accepted, the Customer Acceptance screen appears showing the entire group and prompts you to complete the acceptance process for those customers who are not fully accepted.

   If there are follow-up checks to be performed or missing information to be provided before the customers can be accepted, the Customer Display screen indicates this.

2. Press Enter to activate the Proceed button.

   The screen that allows you to solve the first problem for the first customer to whom it applies appears.

   After you fix the problem by providing the required information, the system prompts you to fix the problem for the next customer. Once you have fixed the problem for all the customers who have it, the system prompts you to fix the next acceptance problem. The process continues until you have provided all the required information for all the customers in the group.

   See also *What Are the Possible Acceptance Problems?* on page 73.

3. If you entered baggage details for the group during advance acceptance, the screen indicates that confirmation of the baggage details is required.
4. Press Enter to activate the Proceed button. The Baggage Confirmation screen appears.
5. If you need to update the baggage details for the group or enter individual baggage details for group members, use the fields on this screen and the action list on the left.
6. Once you have updated baggage details (or if you want to accept the current details), press Enter to activate the Confirm button. The baggage details are updated and the Baggage Confirmation screen reappears showing the updates.
7. Press Enter to activate the Accept button.

   Depending on how business rules have been set up by your airline, a number of prompts or screens may appear next.

How to Deliver High-priority Comments

1. Ensure that customers are identified, selected if necessary, and shown in the CP table on the Customer Acceptance screen.

   The presence of a high-priority comment is indicated by an icon in the Info column for the customer and flight to which it applies.

   If a high-priority comment exists for a selected customer, the system prompts you to handle it.

   Only acceptance (At Check-in and Next Time) high-priority comments require handling before the customer or his baggage can be accepted.
2. Press Enter to activate the Proceed button. A prompt appears, asking you to confirm that the comment has been delivered to the customer.
3. Once you have delivered the comment, press Enter to activate the Delivered button.

   The high-priority comment icon for the selected customer and flight no longer appears in the Info column of the CP table.

   The system prompts you to fix the next problem for the customer. If there are no further problems, you can proceed with accepting the customer or his baggage for the flight. If you are accepting multiple customers, undelivered high-priority comments may exist for other customers. You must fix all the problems for all the customers before any can be accepted.

   If you decide not to deliver the comment, tab to the Not Delivered button, then press Enter. You will not be able to accept the customer until the comment is delivered.

How to Provide Ticket Details

1. Ensure that customers are identified, selected if necessary, and shown in the CP table on the Customer Acceptance screen.
2. If ticket details are missing for at least one of the selected customers, the system prompts you to provide them.

   The first customer in the CP table who has missing ticket details is selected by default.

   Note: You can skip this customer and add ticket details for the next customer who needs them. Tab to the Skip Customer button, then press Enter to do this. You will be prompted again to add the ticket details for the skipped customer, however. You cannot accept any of the customers for the flight until all acceptance problems for all customers have been fixed.
3. Press Enter to activate the Proceed button.

   The E-Ticket Search screen appears.
4. To add e-ticket information for the customer, search for the e-ticket and associate it to the flight, if necessary.
5. To add paper ticket information for the customer, press F6 to select Paper Tkt from the action list.

   The Paper Ticket Info screen appears.

Once you add the e-ticket or paper ticket information, the next customer in the CP table who requires ticket information is selected automatically.

After you have provided ticket information for all the customers who need it, you return to the Customer Acceptance screen. The Tkt (Ticket) column in the CP table contains the e-ticket or paper ticket icon for each relevant customer.

The system prompts you to fix the next problem for the customer. If there are no further problems, you can proceed with accepting the customers for the flight.

How to Update E-ticket Association Details

This topic explains how to associate e-ticket coupons with flights when they are not correctly associated and you are prompted to update association details during customer acceptance.

1. Ensure that the Customer Acceptance screen is displayed and you have selected customers for acceptance.

   If e-ticket association is required for any of the selected customers, the system prompts you to update association details.

   Note: If you have the required security permissions, you can choose to override the e-ticket association requirement.
2. Press Enter to activate the Proceed button. The E-Ticket Association screen appears.

   The E-Ticket Association screen allows you to specify the e-ticket coupon numbers to associate with the flight for which you are performing customer acceptance.

   Information about the customer's e-ticket appears above the coupon details in the bottom half of the screen. This is shown for information only and cannot be edited. The details of each coupon are shown in a table. Each coupon has a line number that allows you to select it if necessary.

3. Use the Associate Flight with Coupon Number(s) field to specify the correct coupon association.

   Note: The carrier code and flight number are part of the field label. For example: Associate Flight 6X295 with Coupon Number(s):

   This field contains the line numbers of the coupons currently associated with the flight or it is blank (if no coupon association currently exists). Type the line number of the coupon with which the flight should be associated.

   You can associate more than one coupon with a single flight. This is called E-stapling. In the Associate Flight with Coupon Number(s) field, separate consecutive line numbers with a dash and non-consecutive numbers with a slash.

   A single coupon may be associated to multiple flights. This is called multiple association. In this case, an Associate Flight with Coupon Number(s) field for each flight is shown on the screen. Type the line number of the correct coupon to associate in each Associate Flight with Coupon Number(s) field.

4. Press Enter to activate the Confirm button.

How to Override Revenue Integrity Checks

1. Select Yes from Override Revenue Integrity Checks menu, if the sequence check has failed on the Customer Acceptance screen.

   If you cannot do so, contact your supervisor.

2. Press Enter to activate the Proceed button.

   The Override Revenue Integrity Checks displays.

3. Select the customer.
4. Press Enter to activate the Confirm button.

How to Provide Nationality

1. Ensure that customers are identified, selected if necessary, and shown in the CP table on the Customer Acceptance screen. If nationality needs to be provided, an icon ⊗ followed by DOCS appears in the Info column for the relevant customer and flight and the system prompt states that travel information is required.
2. Press Enter to activate the Proceed button. The Nationality screen appears. If multiple customers are selected for acceptance, the first customer in the CP table with missing nationality information is selected by default.

   Note: If the system can determine gender using the customer's title, the Travel Information screen appears instead of the Nationality screen.
3. Swipe a regulatory document such as a passport through the Magnetic Stripe Reader (MSR) or type the appropriate 3-character ICAO country code or the 2-character ISO code in the Nationality field. If you type the ISO code, the system converts it to the ICAO code automatically. To select the nationality from a list, press CTRL+down-arrow.

   If you are typing a code in the Nationality field, you can also use the following codes in addition to country codes:

Table: Additional Nationality Codes

Code	Explanation
UNO	An official of the United Nations organisation.
UNA	An official if a specialised agency of the United Nations organisation.
UNK	A resident of Kosovo to whom a travel document has been issued by the United Nations Interim Administration Mission in Kosovo.
XOM	An emissary of the Sovereign Military Order of Malta.
XXA	A stateless person as defined in Article 1 of the 1954 Convention Relating to the Status of Stateless Persons.
XXB	A refugee as defined in Article 1 of the 1951 Convention Relating to the Status of Refugees as amended by the 1967 Protocol.
XXC	A refugee other than one defined by code XXB (above).
XXX	A person of unspecified nationality for whom the issuing state does not consider it necessary to specify any of the codes XXA, XXB, or XXC (above), whatever that person's status may be. This may include a person who is neither stateless nor a refugee but who is of unknown nationality and legally residing in the state of issue.

Note: If you are accepting multiple customers, you can skip the current customer and add nationality information for the next customer who needs it. Tab to the Skip Customer button, then press Enter to do this. You will be prompted again to add the nationality for the skipped customer, however. You cannot accept any of the customers for the flight until all acceptance problems for all customers have been fixed.

4. Press Enter to activate the Confirm button. Depending on the scenario, one of the following occurs:
   - You may be required to add more regulatory data for the customer based on the customer's nationality and journey, as well as the business rules set up by your airline. In this case, the Travel Information screen appears.
   - If no other regulatory data is required and gender is mandatory but cannot be determined automatically from the customer's title, the Add Gender screen appears.
   - If multiple customers are selected, missing nationality may also apply to other customers. In this case, the system prompts you to add nationality information for the next customer. You must fix all acceptance problems for all selected customers before any can be accepted for the flight.
   - If there are other acceptance problems, the system prompts you to fix the next acceptance problem for the selected customer. If there are no further problems, you can proceed with accepting the customer for the flight.

Providing Gender

When Do You Need to Provide Gender?

You need to provide customer gender when it is:

- Mandatory and missing from the Customer Product Record.
- Mandatory and cannot be determined automatically by the system.
- Needed for weight and balance purposes.

Mandatory gender depends on how the business rules have been set up by your airline. Business rules also control whether or not the system is allowed to determine gender by itself based on customer title.

How to Provide Gender

1. When the system prompts you to add gender, press Enter to activate the Proceed button.

   The Add Gender screen appears.

   If multiple customers are selected for acceptance, the first customer in the CP table who requires gender to be added is selected by default.
2. In the Gender field, specify the customer's gender. The default value for this field is Male. For Female, type the letter F or select it from the drop-down list.
3. In the Title field, enter the customer's title or select it from the drop-down list.

   There is no default value for this field. For customers with existing title, the Title field is pre-populated with the existing title.
4. Press Enter to activate the Confirm button.
5. If required, provide gender for the other selected customers when the system prompts you flight.

How to Add Customer Names

During Advanced Acceptance

1. Ensure the Group List screen is displayed, showing the group you want to accept in the CP table.
2. In the Select Group field, type the line number of the group you want to accept, if necessary. The first group that has not been accepted is selected by default.
3. Press Enter to activate the Proceed button. Follow the steps in the table below, depending on the group scenario:

Table: Steps for Handling NO NAME Group Bookings

Scenario	Steps
Group booking contains some names.	You are prompted to specify whether you want to add more names or accept only the customers with names. Do one of the following: • To add the missing names, type the number 1 in the Select field and press Enter to activate the OK button. The Name Details Screen appears. Or • To accept only the bookings with names, type the number 2 in the Select field and press Enter to activate the OK button. The Group List screen reappears and you are prompted to fix the next acceptance problem for the customers with names, if there is one. **Note:** When you advance accept some of the customer in a group, they are only provisionally accepted. To complete the advance acceptance process you must provide all names. Or • To cancel the request, press Tab and then Enter to activate the Cancel button and return to the previous screen. Alternatively, you can type the number 3 and press Enter to activate the OK button.
Group booking contains no names.	You are prompted to add names or cancel your request. Do one of the following: • To add the missing names, type the number 1 in the Select field and press Enter to activate the OK button. The Name Details Screen appears. Or • To cancel the request, press Tab and then Enter to activate the Cancel button and return to the previous screen. Alternatively, you can type the number 2 and press Enter to activate the OK button.

4. Use the Name Details screen to add the required names.

   Once you add the required names, the system prompts you to fix the next acceptance problem. If there are no further problems for any of the customers in the group, you can proceed to advance accept the group.

During Acceptance

1. Ensure the Acceptance screen is displayed, showing the group you want to accept in the CP table.
2. In the Select Customer(s) for Acceptance field, type the line numbers of the members of the group you want to accept. All not accepted customers and NO NAME bookings are selected by default.
3. Press Enter to activate the Proceed button. If one or more NO NAME bookings are selected, the Name Details screen appears. The first NO NAME booking is selected by default.
4. Use the Name Details screen to add the required names.

   Once you have added all missing names, the system prompts you to fix the next acceptance problem. If there are no further problems for any of the selected customers in the group, you can finalise the acceptance process.

How to Override the Blacklist

1. Ensure that the customers you want to update are identified, selected if necessary and shown in the CP table.

   See also Identifying Customers on page 59.
2. Depending on your current screen:
   - Press F12 to open the Cust. Details menu, then Shift+F11 to select Blacklist Override from the menu.

     Or
   - Press Shift+F4 to open the Customer menu, then Shift+F10 to select Blacklist Override from the menu.
3. If required, select the customers for whom you want to override the blacklist.
4. In the Select field, type the line number of the flights for which you want override the blacklist.
5. Press Enter to select Delete.

How to Perform Visual Credit Card Verification

Some carriers require a visual credit card verification when accepting customers who purchase e-tickets.

See also *How to Override Visual Credit Card Verification* on page 85.

1. Ensure that the Visual Credit Card Verification screen is displayed.

   This screen will be automatically displayed if verification is required.
2. In the Select Customer field, type the line number of the customer whose credit card is to be verified.

   Note: If the selected customer does not require visual credit card verification you will be asked to select another customer.
3. Swipe the credit card.

   Or

   Type the number of the credit card in the Credit Card field.

Note: The number of the credit card to be verified is displayed as a series of asterisks (*) followed by the last four numbers.

4. Press Enter to activate the Check button.

How to Override Visual Credit Card Verification

Some carriers require visual credit card verification when accepting customers who purchase e-tickets. In some circumstances authorised staff may be permitted to override this requirement.

1. Ensure that the Visual Credit Card Verification screen is displayed.

   This screen will be automatically displayed if verification is required.

2. Press F9 to display the Override Visual Credit Card Verification screen.
3. In the Select Customer field, type the line number of the customer whose credit card verification is to be overridden.

   Note: If the selected customer does not require visual credit card verification you will be asked to select another customer.

4. In the Override Reason field, type the reason that the visual credit card verification is to be overridden.
5. Press Enter to activate the Override button.

How to Move Customers to Partner Blocks

This topic explains how to move customers to the seat block of a block space partner carrier on a codeshare flight during acceptance. You may need to do this when no space is available in the seat block in which customers are booked and would normally be accepted.

Note: Business rules determine whether or not you are allowed to move customers to partner blocks. By default, you are not allowed to do so.

1. Ensure that customers are identified, selected if necessary, and shown in the CP table on one of the following screens.
   - Customer Acceptance
   - Customer Display
   - Acceptance Information
2. Follow the steps below, depending on the current screen.

Table: Steps for Moving Customers to Partner Blocks

Screen	Steps
Customer Acceptance Or Customer Display	1. Press Shift+F9 to open the Transfer menu. 2. Do one of the following: - Press F2 to select Move to Partner Block from the menu. Or - Use the arrow keys to highlight Move to Partner Block in the menu, then press Enter.

Screen	Steps
Acceptance Information	1. Press Shift+F4 to open the Customer menu. 2. Do one of the following: - Press F2 to select Move to Partner Block from the menu. Or - Use the arrow keys to highlight Move to Partner Block in the menu, then press Enter.

The Move to Partner Block screen appears.

3. In the Select Customer(s) field, type the line numbers of the customers you want to move. All the customers shown in the CP table are selected by default.
4. To specify the marketing carrier of the seat block to which you want to move the selected customers, type the carrier code in the Carrier field or press CTRL+down-arrow to select the carrier code from a list. The carrier code with which you signed into Customer Management is selected by default.

   You can move customers from the operating carrier to the seat block of the marketing partner. You can also move customers from one marketing block to another (if there is more than one marketing partner on the same flight).
5. Use the Advanced Options if you need to move customers on a flight other than the prime flight.
6. Press Enter to activate the Proceed button. The selected customers are re-booked in the partner carrier's seat block on the same flight and the originating screen reappears.

Use Advanced Options

You can use the advanced options in this screen to select a flight other than the prime flight on which to move customers.

1. If the Advanced Options section is collapsed, press F2 to expand it. The Common Flights For All Selected Customers table appears below the Blockspace Partner Carrier field.
2. In the Select field, type the line number of the codeshare flight on which you want to move customers. You cannot select more than one flight.

Adding Regulatory Information

Why Do You Need to Add Regulatory Information?

When travelling to or from certain countries, customers are required to provide identification details from the passport and basic flight information for border control systems before check in. Here are some examples:

- APIS (Advance Passenger Information Service)
- AQQ (APIS Quick Query)
- APP (Advance Passenger Processing)
- i-APP (Interactive Advance Passenger Processing).
- ADC (Automatic document check system

The Customer Management application prompts you to confirm or provide the details during customer acceptance. You are also prompted to confirm details if you identified a customer by performing a passport swipe and the swiped details do not match the details already stored in the CPR. Mandatory data for these border control systems or other regulatory requirements is determined by the way in which the business rules have been set up by your airline. Different data may be required depending on customer nationality and countries of arrival and departure.

How to Add Regulatory Information

1. If you are not prompted to provide travel information automatically, follow the steps below.
2. Display one of the following screens:
   - Customer Acceptance
   - Customer Record
3. Click on Cust. Details or press F12 or F6 depending on the screen.
4. In the Cust. Details menu, press F12 or click on Add or Amend Travel Document.

   The Travel Information screen appears.

   The fields shown on this screen and whether they are mandatory or optional depend on the following:

   - Customer Product Record

     The relevant fields display regulatory data if it already exists in the Customer Product Record.

   - Customer nationality

     This may already exist in the Customer Product Record or you may have entered it on the Enter Nationality screen.

   - Customer journey (boardpoint and offpoint)

     If the customer has multiple flights with different regulatory data requirements, all missing data required for all flights is included.

- Business rules

  These rules are set up by your airline. They determine which fields are mandatory and which are optional for each nationality according to the journey being made.

- Information restrictions

  Some data may be restricted or you may be restricted from viewing it based on your security permissions. In these cases, asterisks (***) or the word RESTRICTED appears in the field instead of the regulatory data.

5. Swipe a regulatory document such as a passport through the MSR or add or modify regulatory data in the fields on this screen as required.

   Note: You can skip the current customer and add data for the next customer who needs it. Tab to the Skip Customer button, then press Enter. You will be prompted again to add the data for the skipped customer, however. You cannot accept any of the customers for the flight until all acceptance problems for all customers have been fixed.

6. If necessary, press F2 for Advanced Options.
7. Press Enter to activate the Confirm button.

How to Highlight an International Transit Customer

On US inbound international flights you can indicate that a customer is on International Transit when the customer is continuing the travel on an onward international flight or using other means of transport such as road, cruise or trains.

1. In the Destination Address field, select Yes from the International Transit drop-down menu.

How to Add Travel Documents

1. If you are not prompted to provide travel information automatically, follow the steps below.
2. Display one of the following screens:
   - Customer Acceptance
   - Customer Record
3. Click on Cust. Details or press F12 or F6 depending on the screen.
4. In the Cust. Details menu, press F12 or click on Add or Amend Travel Document.

   The Travel Information screen appears.

5. In the Select Customer(s) field, type the relevant line number to select the customer if necessary. You can only add a travel document for one customer at a time. The Document field group appears below the CP table.

   If travel document details already exist in the Customer Product Record, the details for each document are shown in a Document field group in addition to the blank Document field group for the new document.

6. Use the blank Document field group to specify the details of the travel document you want to add. Certain fields display default values.

7. Use the Advanced Options if you want to add the document for specific flights or flight legs only.
8. If necessary, press F2 for Advanced Options.
9. Press Enter to activate the Confirm button.

   In the Customer Product Record display, the travel document details you added are shown in the Passport and Travel Information data category.

Handling APP Responses

The system normally performs APP checks automatically once customers have been accepted or after acceptance is cancelled. One or more prompts may appear depending on the response received from APP.

The following table shows the APP messages that could be received by the system and the resulting prompts.

Table: APP Messages

APP Message(s)	Prompt/Screen Displayed
OK TO BOARD	A prompt showing the data returned by APP appears. Do the following: • Type Y in the Select field to confirm that the data is correct, then press Enter to activate the OK button. Or • Type N in the Select field to indicate that the APP data does not match the customer or the customer documents, then press Enter to activate the OK button. **Note**: If you do not confirm that the data is correct, a high-priority gate comment is added for the customer automatically. A message appears referring you to a supervisor.
DO NOT BOARD CONTACT EOC CONTACT NZIS CONTACT GDNPR	If the directive can be overridden, the APP Override screen appears. Otherwise, the Acceptance Information screen appears. A message appears indicating that the customer is not eligible to board.
CANCELLED	The next screen in the acceptance cancellation process appears.
NO RECORD	An error message appears. You must perform APP checks manually. See also *How to Perform Manual APP Checks* on page 91.
MULTIPLE NAMES	The APP Override screen appears, allowing you to resubmit data for APP checking.
INSUFFICIENT DATA	The Travel Information screen appears, allowing you to provide the required data.
OVERRIDE ACCEPTED	The Acceptance Information screen appears. **Note**: This APP message is only received after an override has been performed.

APP Message(s)	Prompt/Screen Displayed
BRD WITH OWT	A prompt asking you to physically check that the customer has a ticket for the onward flight appears. Physically check that the customer has the required ticket, then the following: • Press Enter to activate the Yes button. Or • To close the prompt: - Press Esc. Or - Tab to the No button, then press Enter.
9999 - MANUAL OVERRIDE ADDED DUE TIMEOUT	This record is added to the Customer record, if you tried to perform an an Airline or Government override and the link to the APP system is not non-operational. The override is also added to the record, for example GOVERNMENT OVERRIDE.

How to Override APP Checks

The APP Override screen appears automatically if the system receives an APP response that can be overridden.

The first customer in the CP table for whom APP override can be performed is selected by default.

1. Use the APP Override field group to specify the new data for APP checks.

   The following table shows the fields and explains how to use them. All the fields are mandatory.

   Table: APP Override Fields

Field	Explanation
Override Type	The type of APP override (Government or Airline). This field contains Government by default. Type Airline in the field if necessary. To select the type from a list, press CTRL+down-arrow.
Country	The country to which the APP override applies. This field is pre-filled with the code of the country to which the first override applies and is not editable.
Authoriser	The name or reference of the person who is authorising the APP override. You can type a maximum of 23 characters of free-flow text.

2. If necessary, use the Advanced Options to view existing APP responses for the customer and flight. If the Advanced Options section is collapsed, press F2 to expand it.

   The APP Check Status table appears below the APP Override field group. This table shows the existing information for the relevant flight from the APP Check Details data category of the Customer Product Record.

3. Press Enter to activate the Override APP button. APP is re-attempted with the Override details.

The APP Override screen appears for each relevant country or government agency in turn. If multiple customers require APP checks for multiple countries, the APP Override screen appears for each country or agency in turn for each customer.

How to Perform Manual APP Checks

If automatic APP checks fail for some reason during customer acceptance or acceptance cancellation or you need to perform checks for customers who have been advance accepted, you must perform them manually.

Note: When automatic APP checks fail, an error message appears. Error messages also appear if you attempt to print a boarding pass for the customer or board the customer.

1. Ensure that the Customer Acceptance screen is displayed showing the customers with an international journey who require manual APP checks.

   The customers may also be shown on the Customer Acceptance screen following acceptance cancellation.

   If you are accepting the customers, also ensure that you have fixed any outstanding problems.

2. Press F12 to open the Cust. Details menu in the action list, then press F11 or use the arrow keys to select Perform APP. The Check APP screen appears.
3. The first customer who requires manual APP checks is selected in the CP table by default. In the Select Customer(s) field, type the relevant line numbers to select other customers if necessary.
4. Use the Advanced Options if you need to select specific flight segments for which you want to perform APP checks.
5. Press Enter to activate the Check APP button. The system performs APP checks for the selected customers and flight segment.

Use Advanced Options

You can select specific flight segments for which you want to perform APP checks.

1. If the Advanced Options section is collapsed, press F2 to expand it.

   The APP Check Status table appears below the CP table and contains the existing APP Check Details data from the Customer Product Records of the selected customers for each flight segment they have in common.

2. In the Select field, type the line numbers of the segments for which you want to check APP.

Handling AQQ Responses

Depending on the way business rules have been set up for a flight, APIS Quick Query (AQQ) checks may be triggered automatically following customer identification. A prompt appears indicating the response received from AQQ.

The following table shows the AQQ responses that could be received by the system and the resulting prompts.

Table: AQQ Messages

AQQ Response	Prompt Displayed
OK to Board Or OK to Board as Selectee	An information prompt showing the OK to Board or OK to Board as Selectee response received from AQQ. Press Enter to select OK and clear the prompt. The customer acceptance process continues as normal.
Do Not Board Customer(s) Or APIS Data Error	A warning prompt showing the Do Not Board Customer(s) or Data Error response received from AQQ. Press Enter to select OK and clear the prompt. Acceptance for the customer(s) to which the response applies is inhibited until AQQ clearance is obtained. The Customer Acceptance screen remains displayed unless you are accepting multiple customers and at least one of the customers can be accepted on at least one flight leg in which case the Acceptance Information screen appears for that customer.
Response not received	A warning prompt indicating that a response has not been received from AQQ. Press Enter to select OK and clear the prompt. If the customer has a previous AQQ status of OK to Board or OK to Board as Selectee, acceptance continues as normal. Otherwise, acceptance is inhibited until AQQ clearance is obtained. The Customer Acceptance screen remains displayed unless you are accepting multiple customers and at least one of the customers can be accepted on at least one flight leg in which case the Acceptance Information screen appears for that customer.
AQQ check not performed	A warning prompt indicating that AQQ checks have not been performed. Press Enter to select OK and clear the prompt. Customer acceptance is inhibited until you perform AQQ checks manually and obtain clearance. See also *How to Perform Manual AQQ Checks* on page 94. The Customer Acceptance screen remains displayed unless you are accepting multiple customers and at least one of the customers can be accepted on at least one flight leg in which case the Acceptance Information screen appears for that customer.
9999 - MANUAL OVERRIDE ADDED DUE TIMEOUT	This record is added to the Customer record, if you tried to perform an an Airline or Government override and the link to the APP system is not non-operational. The override is also added to the record, for example GOVERNMENT OVERRIDE.

How to Override AQQ Checks

Note: A customer cannot be accepted if the current AQQ status is Do Not Board.

1. Ensure customers are identified, selected if necessary, and shown in the CP table on one of the following screens:
   - Customer Acceptance
   - Customer Display
2. Follow the steps below, depending on the current screen.

Table: Steps for Overriding AQQ Checks

Screen	Steps
Customer Acceptance	1. Press Shift+F12 to open the Cust. Details menu. 2. Do one of the following: - Press Shift+F2 to select Override AQQ from the menu. Or - Use the arrow keys to highlight Override AQQ in the menu, then press Enter.
Customer Display	1. Press Shift+F4 to open the Customer menu. 2. Do one of the following: - Press Shift+F2 to select Override AQQ from the menu. Or - Use the arrow keys to highlight Override AQQ in the menu, then press Enter.

   The AQQ Override screen appears.

   The first customer in the CP table for whom AQQ override can be performed is selected by default. In the Select Customer(s) field, type the relevant line numbers to select other customers if necessary. If you are selecting multiple customers, separate consecutive numbers with a dash and non-consecutive numbers with a comma. You can select a maximum of 20 customers for AQQ override.

   You can only select customers for whom AQQ checks are required and who are not CBBG, EXST, or NO NAME bookings.

3. Use the AQQ Override field group to specify the new AQQ status.

The following table shows the fields and explains how to use them. Both the fields are mandatory.

Table: AQQ Override Fields

Field	Explanation
Override status to	The new AQQ status, which can be any of the following: • Do Not Board • OK to Board • Selectee To select the type from a list, press CTRL+down-arrow.
Authoriser	The name or reference of the person who is authorising the AQQ override. You can type a maximum of 23 characters of free-flow text.

4. If necessary, use the Advanced Options to view existing AQQ statuses for the customers and flight. If the Advanced Options section is collapsed, press F2 to expand it.

   In the Select field, type the line numbers of the segments for which you want to check AQQ. If you are selecting multiple segments, separate consecutive numbers with a dash and non-consecutive numbers with a comma.

   The AQQ Check Status table appears below the AQQ Override field group. This table shows the existing information for the relevant flight from the AQQ Check Details data category of the Customer Product Record.

5. Press Enter to activate the Update button.

How to Perform Manual AQQ Checks

If automatic AQQ checks are not performed for some reason but are required according to the way in which business rules have been set up, you must perform them manually. You may also need to perform them if previous automatic checks returned a data error response.

Note: When required AQQ checks have not been performed automatically or clearance to board has not been obtained, a warning message appears and acceptance of the relevant customers is inhibited.

1. Ensure that the Customer Acceptance screen is displayed showing the customers with an international journey who require manual AQQ checks.
2. Press F12 to open the Cust. Details menu in the action list, then press Shift+F3 or use the arrow keys to select Check AQQ. The Check AQQ screen appears.
3. The first customer who requires manual AQQ checks is selected in the CP table by default. In the Select Customer(s) field, type the relevant line numbers to select other customers if necessary. If you are selecting multiple customers, separate consecutive numbers with a dash and non-consecutive numbers with a comma.
4. Use the Advanced Options if you need to select specific flight segments for which you want to perform AQQ checks.
5. Press Enter to activate the Check AQQ button. The system sends AQQ messages for the selected customers and flight segment.

Use Advanced Options

You can select specific flight segments for which you want to perform AQQ checks.

1. If the Advanced Options section is collapsed, press F2 to expand it.

   The AQQ Check Status table appears below the CP table and contains the existing AQQ Check Details data from the Customer Product Records of the selected customers for each flight segment they have in common.

2. In the Select field, type the line numbers of the segments for which you want to check AQQ. If you are selecting multiple segments, separate consecutive numbers with a dash and non-consecutive numbers with a comma.

How to Check Timatic

1. Select and display the customers on one of the following screens.
   - Customer Acceptance
   - Customer Display
   - Acceptance Information

   You can also query TIMATIC from the Timatic Country Details screen and the ETA Check-in Enquiry screen.

   See also *How to Check Timatic ETA* on page 96.

   See also *How to Check Timatic Country Details* on page 97.

2. Do the following:
   - On the Customer Acceptance or Customer Display screen, press F10 or click on ETAS to open the ETAS menu.

     Or
   - On the Acceptance Information screen, press Shift+ F4 or click Customer to open the Customer menu.

3. Press F10 or click on Timatic.

4. Use the Timatic Request field group to specify the options for your Timatic query.

   Note: If you displayed the Timatic screen from a warning message or it appeared automatically, the query has already been sent and the Timatic Request fields are pre-filled with the relevant information and the response from Timatic is shown in the output area above the fields. If the Timatic query applied to multiple customers, the information and response for the first customer are shown in the Timatic Request fields and output area.

5. Press Enter to activate the Send Request button.

   If there is more data than can be shown in the output area, a vertical scroll bar appears on the right-hand side of the area. Press CTRL+Page Up or CTRL+Page Down to select the scroll bar and scroll through the data.

6. In the Timatic Request fields, type different values and send additional requests if necessary.

   Note: The recap above the response is updated automatically to reflect the previous request.

   Otherwise, do the following:

   - Press Esc.

     Or

   - Tab to the Exit button, then press Enter.

How to Check Timatic ETA

This topic explains how to query Timatic and determine whether or not Australian Electronic Travel Authority (ETA) requirements have been met for a customer.

1. Select and display the customers on one of the following screens.

   - Customer Acceptance
   - Customer Display
   - Acceptance Information

   You can also query TIMATIC from the Timatic screen and the Timatic Country Details screen.

   See also *How to Check Timatic* on page 95.

   See also *How to Check Timatic Country Details* on page 97

2. Do the following:

   - On the Customer Acceptance or Customer Display screen, press F10 or click on ETAS to open the ETAS menu.

     Or

   - On the Acceptance Information screen, press Shift+ F4 or click Customer to open the Customer menu.

3. Press SF9 or click on Timatic ETA.
4. Use the Timatic ETA Enquiry field group to specify the options for your query.
5. Press Enter to activate the Send Request button.

   If there is more data than can be shown in the output area, a vertical scroll bar appears on the right-hand side of the area. Press CTRL+Page Up or CTRL+Page Down to select the scroll bar and scroll through the data.

6. In the Timatic ETA Enquiry fields, type different values and send another request if necessary.

   Note: The recap above the response is updated automatically to reflect the previous request.

   Otherwise, do the following:

   - Press Esc.

     Or

   - Tab to the Exit button, then press Enter.

How to Check Timatic Country Details

1. Select and display the customers on one of the following screens.
   - Customer Acceptance
   - Customer Display
   - Acceptance Information

   You can also access the Timatic Country Details screen from the Timatic screen and the ETA Check-in Enquiry screens.

   See also *How to Check Timatic* on page 95.

   See also *How to Check Timatic ETA* on page 96.

2. Do the following:
   - On the Customer Acceptance or Customer Display screen, press F10 or click on ETAS to open the ETAS menu.

     Or

   - On the Acceptance Information screen, press Shift+ F4 or click Customer to open the Customer menu.
3. Press F8 or click on Timatic Country.
4. On the the TIMATIC Country screen, use the Timatic Request Country field group to specify the options for your query.
5. Press Enter to activate the Send Request button.

   If there is more data than can be shown in the output area, a vertical scroll bar appears on the right-hand side of the area. Press CTRL+Page Up or CTRL+Page Down to select the scroll bar and scroll through the data.

Cancelling Acceptance

The way you initiate acceptance cancellation depends on what screen you are currently using. The table below explains the possibilities.

Table: Originating Screens for Acceptance Cancellation

Screen	To Cancel Customer Acceptance…
Customer Acceptance or Customer Display	1. Ensure that the customers whose acceptance you want to cancel are shown in the CP table. 2. Press F6 to select Cancel Accept from the action list. If you are on the Customer Display screen, you can use the Customer menu instead of the short cut in the action list. Press Shift+F4 to open the Customer menu, then select Cancel Acceptance from the menu.
Acceptance Information	1. Ensure that the customers whose acceptance you want to cancel are shown in the CP table. 2. Press Shift+F4 to open the Customer menu. 3. Press F6 to select Cancel Acceptance from the menu.
Onload Recommendation or Onload Result	1. Ensure that the customers whose acceptance you want to cancel are shown in the customer list. 2. Do the following: - Press F6 to select Cancel Accept from the action list. Or - Press Shift+F4 to open the Customer menu, then use the arrow keys to select Cancel Acceptance.
Preview Boarding or Boarding	1. Do the following: - Press F6 to select Cancel Accept from the action list. Or - Press Shift+F4 to open the Customer menu, then select Cancel Acceptance from the menu. The Customer Identification screen for a specific flight appears, showing the flight details at the top of the screen. 2. Identify the customers whose acceptance you want to cancel by seat number or name. **Note**: If you previously selected customers on the Boarding screen, their seat numbers appear in the Seat field automatically. 3. Press Enter to activate the Identify button.

Screen	To Cancel Customer Acceptance…
Ineligible to Board	1. Ensure that the customers whose acceptance you want to cancel are shown in the customer list. 2. Do the following: - Press F6 to select Cancel Accept from the action list. Or - Press Shift+F4 to open the Customer menu, then select Cancel Acceptance from the menu.
Customer List	1. Ensure that the customers whose acceptance you want to cancel are shown in the customer list. 2. Press Shift+F4 to open the Customer menu. 3. Press F6 to select Cancel Acceptance from the menu. 4. On the Customer Selection screen, use the Select Customer(s) field to confirm which customers you want to offload, then press Enter.

Do the following:

1. In the Select Customer(s) field, type the relevant line numbers to select specific customers if necessary. If you are selecting multiple customers, separate consecutive numbers with a dash and non-consecutive numbers with a comma.
2. Enter the acceptance cancellation details using the fields in the Cancel Acceptance Details field group.
3. If you are cancelling acceptance for a multi-leg flight or if the selected customers have more than one flight in their journey, cancellation applies to all flight legs and all flights in the journey by default.

   Use the Advanced Options if you want to cancel acceptance for specific legs or flights only.
4. Press Enter to activate the Cancel Acceptance button. You return to your original screen and the CP table or other relevant customer information is updated accordingly.

   The accepted status of the customer’s baggage is cancelled automatically but if you need to delete the customer’s baggage record, you must display the baggage details and cancel bags.
5. If the acceptance status of the flight is currently Gated or Closed, customer acceptance is not cancelled and a prompt appears.

   Override the cancellation restriction by selecting the first option in the prompt: type the number 1 in the Select field if necessary (1 is the default), then press Enter to activate the OK button. You return to your original screen and the CP table or other relevant customer information is updated accordingly.

   Alternatively, leave the customer on the flight by selecting the second option in the prompt: type the number 2 in the Select field, then press Enter.

   See also *How to Mass Cancel Acceptance of Customers* on page 307.

Use Advanced Options

You can select specific flights or flight legs for which to cancel acceptance.

1. If the Advanced Options section is collapsed, press F2 to expand it. The Common Flights For All Selected Customers list appears.
2. Do the following:
   - Use CTRL and the arrow keys to scroll through the list and highlight a flight to select it.

     Or
   - In the Select field, type the line number of the flight you want to select.

   All flights (or all flight legs of a multi-leg flight) are selected by default.

Cancelling Acceptance for Customers with Pooled Baggage

This topic explains how to proceed when you are cancelling acceptance for a customer who has pooled baggage but leaving other members of the same pool on the flight.

Ensure that you have already followed the normal steps for cancelling customer acceptance.

The prompt that appears for a customer with pooled baggage depends on whether the customer is Head of Pool (HOP) or a Member of Pool (MOP).

Note: To determine a customer's role within a baggage pool, display the customer's baggage information using the Baggage application.

How to Cancel Acceptance for HOP

Select one of the following options in the prompt by typing the option number in the Select field if necessary and pressing Enter.

- Transfer the baggage pool to another customer.

  If you accept it, the next customer in the pool becomes the new HOP and the customer's bags are transferred. The new status can be Accepted, Standby, or Not Accepted.

1. Press Enter to activate the OK button.
   - If you want to update or cancel bags, press Enter to select the Yes button.
   - Otherwise, press Esc or tab to the No button, then press Enter. Customer Acceptance is cancelled and you return to your original screen.

   Note: If individual baggage ownership is required for the flight, this option is replaced by an option allowing you to re-assign baggage ownership within the pool before de-pooling.

- Keep bags associated to *customer* and remove other customers from pool.

  If you select this option, all baggage belonging to all customers in the pool remains with the customer whose acceptance you are cancelling. The new status can be Accepted, Standby, or Not Accepted.

2. Press Enter to activate the OK button.
   - If you want to display or redistribute bags, press Enter to select the Yes button.
   - Otherwise, press Esc or tab to the No button, then press Enter. All the bags remain with the customer whose acceptance has been cancelled. The other customers who were members of the pool now have no bags belonging to them.

   Note: If individual baggage ownership is required for the flight, this option is replaced by an option allowing you to perform de-pooling with the existing baggage assignment.

- Leave the customer on the flight.

  If you select this option, customer acceptance is not cancelled and the Cancel Acceptance screen remains unchanged.

How to Cancel Acceptance for MOP

If the customer is a MOP, ownership of the customer's baggage remains with the HOP and a prompt appears, showing the baggage owner (HOP) and status. The status can be Accepted, Standby, or Not Accepted. The prompt also includes a reminder to check and update bags.

1. Press Enter to activate the OK button.
   - If you want to display or cancel bags, press Enter to select the Yes button.
   - Otherwise, press Esc or tab to the No button, then press Enter.

Linking Customers

What Is Customer Linking?

Links between customers in Customer Management affect the way customers are identified, accepted and updated. The primary purpose of linking is to ensure that customers are seated together on a flight.

Linking takes place automatically in the following situations:

- Customers are booked in the same PNR.
- Customers are accepted together.
- An infant booking is created or added to a customer.

Links can also be added, split, and removed manually.

Note: Links between customers and associated infants, EXST, and CBBG are created automatically. These are special types of links. The link between a customer and an infant cannot be changed or removed. The link between a customer and CBBG can be removed but it cannot be changed. The link between a customer and EXST cannot be changed and can only be removed in case of a disruption.

Once customers are linked (automatically or manually), all of the customers included in the link appear in the Customer Product (CP) table whenever you identify one or more of them for acceptance or update.

Links are used by the seat server when assigning seats automatically during the customer acceptance process. When you add links between customers who already have published seat assignments, the system prompts you to include those customers in seat shuffles so that more suitable seat assignments can be made.

Customer Linking Levels

Links can apply between customers for all the flights they have in common or for specific flights. The same customer can therefore have different links for different flights.

There are three levels of linking: Linking, Sub-linking, and Adjacency Linking. All three can apply to customers for any flight or specific flights only.

The table below explains the linking levels.

Note: The level indicator is the label that is used in the View Links screen to identify a specific linking level.

Table: Linking Levels

Linking Level	Level Indicator	Explanation
Linking (top level)	A	The system automatically applies this link level to customers who are booked in the same PNR or accepted together. You can add top-level links manually, if the customers are not already linked at this level; if they are, you can only add sub-links and adjacency links (see below). A top-level link can only be removed manually.
Sub-linking	B	This link level is applied when you add a link between customers who are already linked at top level (see above). Sub-links are used to create a smaller collection of linked customers within a larger collection already linked. You can add sub-links as long as customers are not already sub-linked. If they are, you can only add adjacency links (see below). A sub-link can only be removed from a customer manually.
Adjacency Linking	C	This link level is applied when you add a link between customers who are already sub-linked. Adjacency links are used to indicate that sub-linked customers should be seated next to each other. You can add adjacency links as long as they do not already exist for the customers. If they do, you cannot link the customers any further. An adjacency link can be removed from a customer manually before acceptance. It is removed automatically when the standby split indicator is set to ON for one of the linked customers.

Customer Linking Display

Top-level links are represented graphically in the CP table on the screens in Customer Management. They appear in the table whenever they exist for the prime flight shown at top of the screen. The presence of links is also indicated in the CP table when customers are linked to at least one other customer on common onward connections but not on the prime flight.

Links between customers, EXST, and CBBG appear differently from links between customers and associated infants.

The following table explains how each type of link is shown in the CP table.

Table: Links Display

Type of Link	Description
Customer to customer (top level only) Or Customer to CBBG	A dotted black line connects the names of each linked customer. In the case of a CBBG link, the line connects the name of the customer to the CBBG.
Customer to customer (onward connections only)	A customer linking icon appears in the Info column for each relevant onward connection.
Customer to associated infant Or Customer to EXST Or Customer to CBBG (removed)	A solid blue line connects the names of the customer and the associated infant or EXST. This type of indicator may also be shown if the link between a customer and his cabin baggage was removed.
Customer to associated infant (onward connections only)	An infant linking icon appears in the Info column for each relevant onward connection.

In order to display sub-links and adjacency links, you must display all the existing links in a separate screen.

When you display all the links and at least two customers shown in the CP table are linked at more than one level, the following columns are added to the CP table: A (for top-level links), B (for sub-links), and C (for adjacency links). These columns contain graphical representations of the links at each level.

You can display all the links for customers at any time in Customer Management once you have identified customers.

How to Display Links

1. Ensure that the customers whose links you want to display are identified and shown in the CP table or customer list. If the CP table is present on your current screen and you need to select specific customers, type the relevant line numbers in the Select Customer(s) field. If you are selecting multiple customers, separate consecutive numbers with a dash and non-consecutive numbers with a comma.
2. Follow the steps below, depending on the current screen:

Table: Steps to Display View Links Screen

Screen	Steps
Customer Acceptance	Press Shift+F5 to display the View Links screen.
Acceptance Information	Press Shift+F5 to display the View Links screen.
Customer Record	1. Press F6 to display the Customer Details menu. 2. To display the View Links screen: - Use the arrow keys to highlight View Links and press Enter Or - Press Shift+F5
Customer List	Press F3 to display the View Links screen. Or 1. Press Shift+F5 to display the Linking menu. 2. To display the View Links screen: - Press Enter Or - Press F3 3. Select the customer whose links you want to display

The View links screen appears, showing all the customers from the previous screen plus any other customers travelling on the prime flight (shown at the top of the screen) with whom they are linked.

Graphical representations of all the links between customers that apply to the prime flight appear in the A, B, and C columns. Column A shows the top-level links, B shows the sub-links, and C shows the adjacency links.

3. If the Advanced Options section is collapsed, press F2 to expand it and display a list of all the flights for which the selected customers are linked, if necessary. The Common Flights For All Selected Customers table appears below the CP table. This table is for information only and cannot be edited.

How to Add Links

1. To display the customers you want to link in the View Links screen:
   - Press F4 to select Add Link from the action list.

     Or
   - Press Shift+F5 to open the Linking menu in the action list, then press F4 to select Add Link from the menu.
2. On the Add Links screen, in the Select Customer(s) field, select the customers if necessary. If you are selecting customers who are already in the same link, ensure that you select a sub-group of customers for the new link.
3. The CP table on the Add Links screen shows all the existing links between customers that apply to the prime flight. The new link you add also applies to the prime flight and all other common flights by default.

   Use the Advanced Options if you want to add a link for specific flights.
4. Press Enter to activate the Link button. The customers in the new link are now the first customers in the table.

   The linking level of the new link is determined by the system automatically. If the selected customers are already linked at the top level, the new link is a sub-link. If the customers are already sub-linked, an adjacency link is added.

   Note: If you are adding an adjacency link, you can only include two customers. Each customer can only be included in a maximum of two adjacency links.

   If the customers you select are already linked to different customers at the same level (for all common flights or the same flight), a prompt appears, asking you how you want to proceed.
   - To merge the new and existing links into a single larger link at the same level, type the number 1 in the Select field, then press Enter to activate the OK button.
   - To add the new link as a separate link between the customers, type the number 2 in the Select field, then press Enter to activate the OK button. The separate link can be at any level.

   In either case, the new link is added and you return to the View Links screen where the CP table shows the new or expanded link.
5. If at least one of the customers you select already has an assigned seat, a prompt appears, allowing you to include the customers with seat assignments in the seat shuffle process. Doing this means that the system can change current seat assignments in order to seat the customers together.

   If you want to include the customers with seat assignments in seat shuffles, press Enter to activate the Yes button.

   If you do not want the system to change the current seat assignments, do the following:
   - Press Esc to close the prompt.

     Or
   - Tab to the No button, then press Enter.

   Note: If a customer's seat assignment is not yet confirmed, it is included in the seat shuffle process automatically.

   In either case, the new link is added and you return to the View Links screen where the CP table shows the new or expanded link.

Use Advanced Options

You can select specific flights for which to add a link, as follows:

1. If the Advanced Options section is collapsed, press F2 to expand it. The Common Flights For All Selected Customers table appears below the CP table.
2. In the Select field, type the line numbers of the flights to which you want to apply the new links. Separate consecutive numbers with a dash and non-consecutive numbers with a comma.

How to Split Up Links

1. Ensure that the View Links screen is displayed showing the customers whose link you want to split.
2. Do the following:
   - Press F5 to select Change Link from the action list.

     Or
   - Press Shift+F5 to open the Linking menu in the action list, press F5 to select Change Link in the menu. Alternatively, use the arrow keys to highlight Change Link in the menu, then press Enter.

   The Split Up Links screen appears.

   All the customers who are part of the first link shown in the View Links screen are selected on the Split Up Links screen by default.

   If only one level of linking exists between the customers, the top-level link is selected in the CP table by default. If sub-links or adjacency links also exist, none of the links are selected but a Select Link field appears below the table.
3. In the Select Customer(s) field, type the relevant line numbers to select the customers you want to detach from an existing link. Separate consecutive numbers with a dash and non-consecutive numbers with a comma.
4. Use the Advanced Options if the selected customers are linked on more than one flight and you want to split up links on flights other than the prime flight (shown at the top of the screen).
5. If there is more than one level of linking between the selected customers, select the level from which you want to detach them by typing the relevant link level identifier (A or B) in the Select Link field.

   Note: You cannot detach customers from an adjacency link (level C) because it can only include two customers. An adjacency link can only be removed.

   Press Enter to activate the Separate Links button. The selected customers are detached and placed in a separate link of their own at the same level. You return to the View Links screen where the new linking structure is shown in the A, B or C column of the CP table.
6. If at least one of the detached customers has an assigned seat, a prompt appears, allowing you to include the customers with seat assignments in the seat shuffle process. Doing this means that the system can change current seat assignments in order to seat the customers together.

   If you want to include the customers with seat assignments in seat shuffles, press Enter to activate the Yes button.

If you do not want the system to change the current seat assignments, do the following:

- Press Esc to close the prompt.

  Or

- Tab to the No button, then press Enter.

Note: If a customer's seat assignment is not yet confirmed, it is included in the seat shuffle process automatically.

In either case, the original link is split and you return to the View Links screen where the CP table shows the new linking structure.

If the seat shuffle indicator has been set for a customer, an icon  appears in the Seat column of the CP table.

Use Advanced Options

You can select flights other than the prime flight (shown at the top of the screen) for which to you want to modify links.

1. If the Advanced Options section is collapsed, press F2 to expand it. The Common Flights For All Selected Customers table appears below the CP table.
2. In the Select field, type the line numbers of the flights on which you want to split up links. If you select more than one flight, separate consecutive numbers with a dash and non-consecutive numbers with a comma.

How to Set Standby Split

The standby split setting determines whether a customer can be onloaded separately for one or more flights or must travel with the other customers in the link.

1. Ensure that the View Links screen is displayed showing the customers for whom you want to set standby split.
2. Do the following:
   - Press F7 to select Standby Split from the action list.

     Or

   - Press Shift+F5 to open the Linking menu in the action list, then press F7 to select Standby Split in the menu. Alternatively, use the arrow keys to highlight Standby Split in the menu, then press Enter.

   The Standby Split screen appears.

   All the customers who are part of the first link shown in the View Links screen are selected on the Standby Split screen by default. Only the top-level links that apply to the prime flight (shown at the top of the screen) are shown in the CP table because standby split applies to top-level links only.

   A check box in the Split column shows the current standby split setting for each customer. If the check box is selected, standby split is ON. This means that the customer is willing to travel separately. If the check box is not selected, standby split is OFF. The customer will only travel with the other customers in the link (except the ones for whom standby split is ON).
3. In the Select Customer(s) field, type the relevant line numbers to select the customers for whom you want to set standby split. Separate consecutive numbers with a dash and non-consecutive numbers with a comma.

4. Use the Standby Split field to select the standby split setting for the selected customers. Add (meaning that the standby split indicator is ON) is selected by default. To select Delete (meaning that the standby switch indicator is OFF), do the following:
   - Type the letter D in the field.

     Or
   - Press CTRL+down-arrow to open the drop-down list of options, use the arrow keys to highlight Delete in the list, then press Enter.
5. The standby split setting applies to the top-level link on the prime flight. If you want to display a list of all the flights on which the customers are linked, press F2 to display Advanced Options (if they are not already displayed). The Common Flights For All Selected Customers table appears below the Standby Split Options field. This table is for information only and cannot be edited.
6. Press Enter to activate the Set Standby Split button. Standby split is set ON or OFF for the selected customers and you return to the View Links screen.

How to Remove Links

1. Ensure that the View Links screen is displayed showing the customers whose link you want to remove.
2. Do the following:
   - Press F6 to select Remove Link from the action list.

     Or
   - Press Shift+F5 to open the Linking menu in the action list, press F6 to select Remove Link in the menu. Alternatively, use the arrow keys to highlight Remove Link in the menu, then press Enter.

   The Remove Link screen appears.

   All the customers who are part of the first link shown in the View Links screen are selected on the Remove Link screen by default.

   If only one level of linking exists between the customers, the top-level link is selected in the CP table by default. If sub-links or adjacency links also exist, none of the links are selected but a Select Link field appears below the table.
3. In the Select Customer(s) field, type the relevant line numbers to select the customers whose link you want to remove. Separate consecutive numbers with a dash and non-consecutive numbers with a comma.
4. If there is more than one level of linking between the selected customers, select the linking level you want to remove by typing the relevant link level identifier (A, B or C) in the Select Link field. If there are lower linking levels within the level you select, they will also be removed. You can only remove one link (along with its lower linking levels) at a time.
5. The links shown in the CP table apply to the prime flight (shown at the top of the screen). Use the Advanced Options if you want to remove a link for a different flight.
6. Press Enter to activate the Remove button. The selected link and any lower levels of linking within it are removed. You return to the View Links screen where the link you removed no longer appears in the CP table.

Displaying Customers

How to Display Customer Records

1. Ensure that the customer whose record you want to display is identified and shown in the CP table or customer list.
2. Display the Customer Record screen. The way in which you do this depends on which items are available in the action list on your current screen. The table below shows all the relevant items that could be available and explains how to use them to display the Customer Record screen.

Table: Action List Items

Action List Item	To Display the Customer Record Screen…
View Customer	Press F7 to select the View Customer shortcut.
Customer	1. Press Shift+F4 to open the Customer menu. 2. Do the following: - Press F7 to select View Customer from the menu. Or - Use the arrow keys to highlight View Customer, then press Enter.
Customer Details	1. Press F12 to open the Customer Details menu. 2. Do the following: - Press F7 to select View Customer from the menu. Or - Use the arrow keys to highlight View Customer, then press Enter.

On the Customer Record screen, the customers who are currently identified or previously selected appear in the CP table. The Customer Product Record of the first customer is shown by default in the bottom part of the screen. Also by default, the details for all of the customer’s flights are included. These include all flown, current and future flights as well as cancelled and duplicate bookings.

The information in the Customer Product Record is divided into 19 categories.

3. If you want to display a different Customer Product Record, type the line number in the Select Customer(s) field to select the customer.
4. If you want to show details for specific flights only, type the corresponding letters in the Select Flight(s) field. Separate consecutive letters with a dash and non-consecutive letters with a comma.

Note: If you select a different customer using the Select Customer(s) field, the current flight selection is retained.

How to Customise the Customer Product Record Display

1. Ensure that the Customer Record screen is displayed.
2. If the Advanced Options section is not displayed, press F2 to display it. The Select Customer Record Category prompt appears.
3. Type the line numbers of the categories that you want to be included in the Customer Product Record display. Separate consecutive numbers with a dash and non-consecutive numbers with a comma. The categories currently shown on the screen are selected by default. If you want to retain this default, do the following:
   - Press Esc.

     Or
   - Tab to the Cancel button, then press Enter.
4. Press Enter to activate the OK button. The prompt closes and the Customer Record screen is updated to show only those categories that you selected.

How to Display Customer History

1. Ensure that the customer whose history you want to display has been identified and the Customer Record screen is displayed showing the customer in the CP table.
2. Press F6 to open the Cust. Details menu in the action list.
3. Do one of the following:
   - Press Shift+F3 to select View History.

     Or
   - Use the arrow keys to highlight View History and press Enter.

   The Customer History screen appears.
4. Select the customer whose history you want to display if necessary. The first customer in the customer list is selected by default.

   The five most recent system transactions are shown in reverse chronological order (that is, starting with the most recent transaction).

How to Customise the History Display

1. Ensure that the Customer History screen is displayed.
2. If the Advanced Options section is collapsed, press F2 to expand it. The Refine Customer History prompt appears.
3. Type the line numbers of the categories that you want to be included in the customer history display. All categories are selected by default unless you previously customised the display in which case the categories currently shown on the screen are selected.
4. In the Update Types field, specify the types of update that you want be included for the selected categories:
   - All: All historical data is displayed.
   - Added: Only added historical data is displayed.
   - Changed: Only changed historical data is displayed.
   - Deleted: Only deleted historical data is displayed.

All update types are selected by default unless the types shown in the customer history display have already been customised in which case the types currently shown are selected. To change the current selection, type the first letter of the update type in the Update Types field. To select a type from a list, press CTRL+down-arrow.

5. Press Enter to activate the OK button.

How to Interpret Customer History

Customer history consists of a series of transactions. A transaction represents a type of process that has taken place in the system affecting the customer and one or more of the customer's flights.

Each transaction has one or more categories. Each category has a subcategory. Categories and subcategories group similar types of actions that were performed on the Customer Product Record.

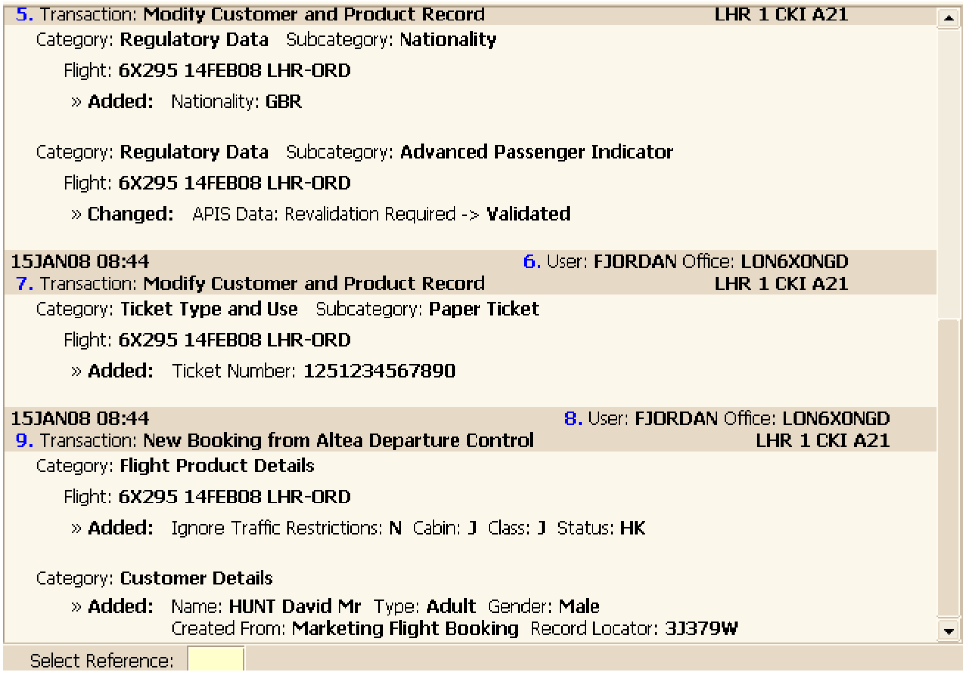
For each category/subcategory within a transaction, customer history shows the actual data fields that were updated by the process. The data fields are grouped by the type of update they represent in the Customer Product Record: addition, change, or deletion.

Below is an example of two transactions from customer history as they appear on the Customer History display.

Note: Transactions appear in reverse chronological order. By default, only the five most recent transactions are included in customer history.

Example: Customer History

Example: Customer History (Continued)



For each transaction, the details common to the whole transaction are shown in the transaction header.

Example: Transaction Header

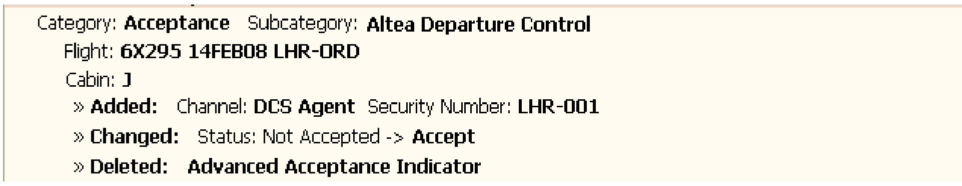
The following table shows the fields that appear in the header in the order in which they appear. The header is highlighted in a darker shade than the rest of the transaction information. Field labels appear in normal type. The data itself appears in bold type.

Table: Transaction Header Fields

Field Label	Example Data	Explanation
none	**22JAN07**	The date of the transaction.
none	**00:00**	The time of the transaction.
User:	**NGDCM08**	The user ID of the agent who initiated the transaction. The User: label may be preceded by a reference number (shown in bold blue type).
Office:	**LON6X0NGD**	The office ID from which the transaction was initiated.
n. Transaction:	**Acceptance**	The transaction type preceded by a reference number (shown in bold blue type).

Each category/subcategory within the transaction appears below the header followed by the corresponding details.

Example: Category/Subcategory Details



The following table explains the fields shown in the order in which they appear.

Table: Transaction Details

<table>
<tr><th>Field Label</th><th>Explanation</th></tr>
<tr><td>Category:</td><td>The category of the transaction.
For example:
Category: Acceptance
The label appears in normal type. The category name appears in bold type.</td></tr>
<tr><td>Subcategory:</td><td>The sub-category of the transaction.
For example:
Subcategory: Altea Departure Control
The label appears in normal type. The subcategory name appears in bold type.
If the subcategory has the same name as the category, the subcategory does not appear.</td></tr>
<tr><td>Flight:
Note: This is an example only. Different labels and their corresponding data can appear here.</td><td>A reference that indicates what the history data that follows is related to.
The label appears in normal type. The data itself appears in bold type.
The following types of references can appear:
<table>
<tr><th>Type</th><th>Example</th></tr>
<tr><td>Bag</td><td>Hold Baggage Pieces: 2 Hold Baggage Weight: 20kg</td></tr>
<tr><td>Bag Tag</td><td>Bag Tag: QF123456 MEL</td></tr>
<tr><td>Carrier</td><td>Carrier: 6X</td></tr>
<tr><td>Customer</td><td>Customer: BROWN Simon Mr</td></tr>
<tr><td>Field</td><td>Ticket Number: 0811234567890
Coupon: 1</td></tr>
<tr><td>Flight</td><td>Flight: 6X295 14FEB08 LHR-ORD
Note: In case of multi-leg flights, data can apply at leg or segment level depending on the type of data. The flight reference shows the leg or segment accordingly.</td></tr>
<tr><td>Comment</td><td>Comment: Have a good flight</td></tr>
<tr><td>Comment Priority</td><td>Comment Priority: Normal/High</td></tr>
<tr><td>Delivery Status</td><td>Delivery Status: Delivered/Not Delivered</td></tr>
</table></td></tr>
</table>

Field Label	Explanation
Added:	The data that was added to the Customer Product Record. For example: **Added:** Channel: **DCS Agent** Security Number: **LHR-001** Only one set of added data fields is shown for each category/subcategory. When there are multiple data fields, they appear consecutively on the same line and wrapped to additional lines if necessary. The Added label and the actual data appear in bold type. The individual data field labels (if applicable) appear in normal type.
Changed:	The existing data that was changed in the Customer Product Record. For example: **Changed:** Status: Not Accepted -> **Accept** Only one set of changed data fields is shown for each category and subcategory combination. For each data field, the old value is shown followed by the new value. Old and new values are separated by an arrow (->). The new value is shown in bold type. When there is more than one changed field, each one appears on a separate line. The Changed label is shown in bold type but the individual field labels (if applicable) and the old data are shown in normal type. **Note**: Changed data does not include the switching on/off of indicators or updating of default statuses. These are considered additions or deletions as appropriate.
Deleted:	The data items that were deleted from the Customer Product Record. For example: **Deleted: Advanced Acceptance Indicator** Only one set of deleted data fields is shown for each category/subcategory. When there are multiple data fields, they appear consecutively on the same line and wrapped to additional lines if necessary. The Deleted label and the actual data appear in bold type. The individual data field labels (if applicable) appear in normal type.

What Are Customer References?

Some items in customer history have reference numbers shown in front in bold blue type.

The presence of a reference number indicates that there is additional or related information that can be displayed. If a user ID has a reference number, for example, you can display the details of that user.

The following table shows the types of references you can select and an example of each one.

Table: Reference Types

Reference Type	Example
Bag	**13.** Hold Baggage Pieces: **2** Hold Baggage Weight: **20kg**
Bag Tag	**8.** Bag Tag: **QF123456 MEL**
Customer	**3.** Customer: **BROWN Simon Mr**
Transaction	**2.** Transaction: **Acceptance**
User	**1.** User: **725703** Office: **LON1A0JF1**

The following table explains what you see depending on the reference type.

Table: Reference Results

Reference Type	Result
Bag Or Bag Tag	The Baggage History screen for the corresponding baggage or baggage group appears.
Customer	The Customer History screen for the corresponding customer appears.
Transaction	The Customer History display is customised to include all the information for the selected transaction only. This may include information from both customer and baggage history.
User	The User Information screen showing the profile of the corresponding user appears.

How to Follow Customer References

1. Ensure that the Customer History screen is displayed.
2. Type the relevant reference number in the Select Reference field, then press Enter to activate the Display Reference button.

   The screen you see next depends on the type of reference you selected. The way you return to the original Customer History screen depends on the type of reference you selected.

   - If you followed a user reference, press Esc or press Enter to activate the Back button.
   - If you followed another type of reference, press Esc or tab to the Exit key, then press Enter.

How to Display PNRs

1. Ensure that the Customer Record screen is displayed. If necessary, select the customer for whom you want to display a PNR. The Customer Product Record details of the selected customer are shown in the bottom half of the screen.
2. Press F6 to open the Customer Details menu in the action list, then do the following:
   - Press F3 to select View Booking from the menu.

     Or
   - Use the arrow keys to highlight View Booking in the menu, then press Enter.

   The system uses the record locator present in the Customer Details category of the Customer Product Record to display the PNR. The Reservations application opens automatically showing the PNR in cryptic format.
3. Perform any required transactions by making reservations entries on the screen.

How to Display Full E-tickets

1. Ensure that the Ticket Selection or E-Ticket Association screen is displayed and you have selected a specific e-ticket or e-ticket coupons.
2. Do the following:
   - Press F9 to select View Full ETKT from the action list.

     Or
   - Press Shift+F6 to open the Ticket menu in the action list, use the arrow keys to highlight View Full ETKT, then press Enter.

   The Full E-Ticket Display screen appears.

   If there is more data than can be shown in the output area, a vertical scroll bar appears on the right-hand side of the area. Press CTRL+Page Up or CTRL+Page Down to select the scroll bar and scroll through the data.
3. If you need access to the cryptic environment in order to make entries, press Enter to activate the Access Reservations button. Otherwise, tab to the Exit button, then press Enter. If you choose to exit the Full E-Ticket Display screen, you return to your original screen.

How to Display E-ticket History

1. Ensure that the Full E-Ticket Display screen is displayed.
2. Do the following:
   - Press F10 to select ETKT History from the action list.

     Or
   - Press Shift+F6 to open the Ticket menu in the action list, select ETKT History using the arrow keys, then press Enter.

   The E-Ticket History screen appears.

   If there is more data than can be shown in the output area, a vertical scroll bar appears on the right-hand side of the area. Press CTRL+Page Up or CTRL+Page Down to select the scroll bar and scroll through the data.
3. If you need access to the cryptic environment in order to enter commands, press Enter to activate the Access Reservations button. Otherwise, tab to the Exit button, then press Enter. If you choose to exit the E-Ticket History screen, you return to the screen from which you requested the Full E-Ticket Display screen.

How to Display FQTV Profiles

This topic explains how to retrieve a customer's FQTV profile from the reservation system and display it in cryptic format.

1. Ensure that the Frequent Flyer Information screen is displayed and the customer whose FQTV profile you want to retrieve is shown in the CP table.
2. Press Shift+F9 to select FQTV Profile from the action list. The Customer Profile screen appears showing the customer profile in a cryptic format.
3. If you need to perform any reservations actions, press Enter to activate the Cryptic Access button. The Reservations application opens automatically showing the Customer Profile in cryptic format.

Updating Customers

How to Update Customer Details

1. Display the Update Customer Details screen. The way you do this depends on which shortcuts and menus are available in the action list on your current screen. The table below shows all the relevant items that could be available and explains how to use them to display the Update Customer Details screen.

Table: Action List Items to Update Customer Details

Screen	Shortcut or Menu	Steps
Customer Acceptance	Cust. Details	1. Press F12 to open the Cust. Details menu. 2. Do the following: - Press F6 to select Update Other Details from the menu. Or - Use the arrow keys to highlight Update Other Details, then press Enter.
Customer Record	Cust. Details	1. Press F6 to open the Cust. Details menu. 2. Do the following: - Press F6 again to select Update Other Details from the menu. Or - Use the arrow keys to highlight Update Other Details, then press Enter.

2. In the Select Customer(s) field, type the relevant line number to select the customer you want to update, if necessary. By default, all the customers shown in the CP table on the previous screen are shown in the CP table on the Update Customer Details screen. You can only update the details of one customer at a time.
3. Use the Customer Details field group to update the details for the selected customer. The fields are pre-filled with the existing details from the Customer Product Record. Depending on the customer, you may not be able to update certain fields. Whether a field is mandatory or optional also depends on the customer.
4. Press Enter to activate the Save Customer Details button.

   The system updates the Customer Product Record and you return to your original screen.

   If you made updates to the customer names or title, they are reflected in the CP table.

   All the updates are shown in the Customer Details data category of the Customer Product Record.

Adding and Deleting Alternate Destinations

How to Add Alternate Destinations

This topic explains how to add an alternate destination for customers who have multi-leg flights. An alternate destination allows customers to be accepted for part of the journey if they cannot be accepted for all the legs of the flight.

1. Ensure that the customers you want to update are identified, selected if necessary, and shown in the CP table of one of the following screens:
   - Customer Record
   - Delete Alternate Destination
2. Display the Alternate Destination screen. The way in which you do this depends on which shortcuts and menus are available in the action list on your current screen. The table below shows all the relevant items that could be available and explains how to use them to display the Alternate Destination screen.

Table: Action List Items to Add Alternate Destination

Screen	Shortcut or Menu	Steps
Customer Record	Cust. Details	1. Press F6 to open the Cust. Details menu. 2. Do the following: - Press F10 to select Add Alt Destination from the menu. Or - Use the arrow keys to highlight Add Alt Destination and press Enter.
Delete Alternate Destination	Add Alt Dest	Press F8 to select the Add Alt Dest shortcut.
	Customer	1. Press Shift+F4 to open the Customer menu. 2. Do the following: - Press F10 to select Add Alt Dest from the menu. Or - Use the arrow keys to highlight Add Alt Dest, then press Enter.

3. Ensure that the customer you want to update is selected. If necessary, type the line number of the customer in the Select Customer(s) field.
4. In the Alternate Destination field (To), specify an alternate destination if necessary. To select a destination from a list, press CTRL+down-arrow. Only the intermediate destinations of the selected flight are shown in the list.
5. Use the Advanced Options to specify a flight other than the prime flight, when the customer has more than one multi-leg flight.
6. Press Enter to activate the Save Alternate Destination button. You return to the Customer Record screen. The customer’s flight details in the CP table are updated to show the alternate destination.

Use Advanced Options

You can specify a different flight for which you want to add an alternate destination, if the selected customer has more than one multi-leg flight.

1. If the Advanced Options section is collapsed, press F2 to display it. The Alternate Destination Information Recap appears, showing a list of all the customer's multi-leg flights.
2. In the Select field, type the line number of the flight you want to select.

How to Delete Alternate Destinations

1. Display the Delete Alternate Destination screen. The way in which you do this depends on which shortcuts and menus are available in the action list on your current screen. The table below shows all the relevant items that could be available and explains how to use them to display the Delete Alternate Destination screen.

Table: Action List Items to Delete Alternate Destination

<table>
<tr><th>Screen</th><th>Shortcut or Menu</th><th>Steps</th></tr>
<tr><td>Customer Record</td><td>Cust. Details</td><td>1. Press F6 to open the Cust. Details menu.
2. Do the following:
- Press F9 to select Delete Alt Destination from the menu.
Or
- Use the arrow keys to highlight Delete Alt Destination and press Enter.</td></tr>
<tr><td rowspan="2">Alternate Destination</td><td>Delete Alt Dest</td><td>Press F9 to select the Delete Alt Dest shortcut.</td></tr>
<tr><td>Customer</td><td>1. Press Shift+F4 to open the Customer menu.
2. Do the following:
- Press F9 to select Delete Alt Dest from the menu.
Or
- Use the arrow keys to highlight Delete Alt Dest, then press Enter.</td></tr>
</table>

2. Ensure that the customer you want to update is selected. If necessary, type the line number of the customer in the Select Customer(s) field.
3. The Alternate Destination Information Recap shows a list of all the customer's multi-leg flights with alternate destinations. Type the line number of the flight for which you want to delete the alternate destination in the Select field below the list. The corresponding flight is highlighted in the CP table.
4. Press Enter to activate the Delete Alternate Destination button. You return to the Customer Record screen. The alternate destination is now removed from the customer's flight details in the CP table.

Adding, Associating and Removing Infants

How to Add Infants

1. To display the Add Infant Screen, follow the steps in the table below, depending on the current screen:

Table: Steps to Display Add Infant Screen

Screen	Steps
Customer Record	1. Press F6 to open the Cust. Details menu. 2. Do the following: - Press Shift+F6 to select Add Infant from the menu. Or - Use the arrow keys to highlight Add Infant, then press Enter.
Customer Acceptance	1. Press F12 to open the Cust. Details menu. 2. Do the following: - Press Shift+F6 to select Add Infant from the menu. Or - Use the arrow keys to highlight Add Infant, then press Enter.

2. In the Select Customer field, select the customer you want to update by typing the relevant line number, if necessary.

   The first customer in the table who is eligible to have an infant added is selected by default. You cannot add an infant to a customer who has already been accepted or is any of the following:

   - Infant
   - Child
   - EXST
   - CBBG
   - NO NAME booking

3. The infant is added for the prime flight (shown at the top of the screen) and all of the customer’s future flights by default. If you want to add the infant for specific flights only, use the Select field below the Infant Details Recap table. This table shows the existing infant data for each flight. Type the relevant line numbers in the Select field. If you are selecting multiple flights, separate consecutive numbers with a dash and non-consecutive numbers with a comma.

4. Use the Customer Details fields to specify the infant details.

   Note: You can only add one infant to a customer.

The following table shows the Customer Details fields and explains how to use them.

Table: Customer Details Fields

Field	Explanation
Surname	The selected adult customer's surname appears in this field by default. If the infant surname is different, type it in this field.
First Name	Type the infant's first name. This field is optional.
Gender	Type the first letter of the infant's gender (F for Female or M for Male). To select the gender from a list, press CTRL+down-arrow. This field is optional.
Age	Type the infant's age (number of months) This field is optional.
Date of Birth	Type the infant's date of birth in the format *DDMMYYYY*. This field is optional.

5. Press Enter to activate the Add Infant button.

   The system updates the Customer Product Record of the selected customer with the infant and you return to your original screen.

   In the CP table, the infant is added and linked to the appropriate adult customer.

   In the Customer Product Record display, the infant you added is shown in the Customer Details data category.

   Depending on the way in which the business rules have been set up by your airline, you may be required to provide ticket details for the infant during acceptance.

   If ticket details are required, an error icon appears in the Tkt column for the infant customer.

How to Re-associate Infants

1. To display the Re-associate Infant Screen, follow the steps in the table below depending on the current screen:

Table: Steps to Display Re-associate Infant Screen

Screen	Steps
Customer Acceptance	1. Press F12 to open the Cust. Details menu. 2. Do the following: - Press Shift+F7 to select Re-associate Infant from the menu. Or - Use the arrow keys to highlight Re-associate Infant, then press Enter.
Customer Record	1. Press F6 to open the Cust. Details menu. 2. Do the following: - Press Shift+F7 to select Re-associate Infant from the menu. Or - Use the arrow keys to highlight Re-associate Infant, then press Enter.

2. If necessary, select the infant you want to re-associate by typing the relevant line number in the Select Infant field. The first infant shown in the CP table is selected by default.
3. Use the Infant Re-association field to specify the customer to whom you want to transfer the infant association.

   Press CTRL+down-arrow to open a list of all the adult customers shown in the CP table except the customer to whom the infant is currently associated and any customers who are already accepted. Then do the following:

   - Type the relevant number in the field.

     Or

   - Use the arrow keys to highlight the customer in the list, then press Enter.
4. The infant association will be removed for all the flights for which the association currently applies. It will be added to all the flights of the customer you select in the Infant Re-association field. If you need to restrict the association to certain flights only, type the relevant line numbers in the Select field below the Infant Details Recap table. This table shows the current infant data from the Customer Product Record for each of the selected customer’s flights.
5. Press Enter to activate the Re-associate Infant button. The infant associated is transferred in the Customer Product Records and you return to your original screen.

   The infant re-association is indicated by the new link between a different adult customer and the infant.

   The order in which customers appear in the CP table changes if necessary to show the adult and infant customers together.

How to Remove Infants

1. To display the Remove Infant Screen, follow the steps in the table below depending on the current screen:

Table: Steps to Display Remove Infant Screen

Screen	Steps
Customer Acceptance	1. Press F12 to open the Cust. Details menu. 2. Do the following: - Press Shift+F8 to select Remove Infant from the menu. Or - Use the arrow keys to highlight Remove Infant, then press Enter.
Customer Record	1. Press F6 to open the Cust. Details menu. 2. Do the following: - Press Shift+F8 to select Remove Infant from the menu. Or - Use the arrow keys to highlight Remove Infant, then press Enter.

2. If necessary, select the customer whose associated infant you want to remove (rather than the infant) by typing the relevant line number in the Select Customer field. The first customer in the CP table who has an associated infant is selected by default.
3. The Infant Details Recap table shows the customer’s existing infant data for each flight. In the Select field, type the line numbers of the flights for which you want to remove the infant. If you are selecting multiple flights, separate consecutive numbers with a dash and non-consecutive numbers with a comma when selecting multiple flights. All flights are selected by default.
4. Press Enter to activate the Remove Infant button. The infant is removed from the Customer Product Record and you return to your original screen where the infant no longer appears in the CP table.

Adding, Updating and Deleting Comments

How to Add Comments

1. Display the Add Comment screen. The way in which you do this depends on which shortcuts and menus are available in the action list on your current screen. The table below shows all the relevant items that could be available and explains how to use them to display the Add Comment screen:

Table: Action List Items to Add Comment

<table>
<tr><th>Screen</th><th>Shortcut or Menu</th><th>Steps</th></tr>
<tr><td>Customer Record
Or
Customer Acceptance</td><td>Cust. Service</td><td>1. Press Shift+F4 to open the Cust. Service menu.
2. Do the following:
- Press F3 to select Add Comment from the menu.
Or
- Use the arrow keys to highlight Add Comment, then press Enter.</td></tr>
<tr><td>Acceptance Information
Or
Customer Display</td><td>Customer</td><td>1. Press Shift+F4 to open the Customer menu.
2. Do the following:
- Press F3 to select Add Comment from the menu.
Or
- Use the arrow keys to highlight Add Comment, then press Enter.</td></tr>
<tr><td>Customers Display
Or
Update Comment
Or
Delete Comment</td><td>Add Comment</td><td>Press F3 to select the Add Comment shortcut.</td></tr>
</table>

   Comments can be pre-defined or free-flow text. You can only add one pre-defined comment per flight or flight leg. You can add multiple free-flow text comments, one at a time.

2. If necessary, select the customers you want to update by typing the relevant line numbers in the Select Customer(s) field. Separate consecutive numbers with a dash and non-consecutive numbers with a comma if you are selecting multiple customers. If multiple customers are selected, the comment you add applies to all of them.

3. To add a pre-defined comment, type the relevant line number in the Select Comment field below the list of pre-defined comments.

   The pre-defined comments that appear in the list depend on how business rules have been set up by your airline.

4. To add a free-flow text comment, type the comment in the Free Text Comment field. You can type a maximum of 70 characters of text.

Note: If you have already selected a pre-defined comment, the free text comment fields are automatically disabled. To enable them, clear the Select Comment field.

5. If you are adding a free-flow text comment, you must define where and when the comment should be delivered. In the Action this Comment field, press CTRL+down-arrow to select an action type from the list.
6. If you are adding a free-flow text comment, you must also specify the priority level of the comment: High or Normal. In the Priority field, press CTRL+down-arrow to select High or Normal from the list, if necessary. Normal is selected by default.

   Note: Existing high-priority comments must be delivered before the customer can be accepted.

7. The comment is applied to the first leg of the prime flight (shown at the top of the screen) by default. Use the Advanced Options if you want to apply the comment to all legs, other flights or all flights.
8. Press Enter to activate the Add Comment button.

   The system updates the Customer Product Records of the selected customers with the comment and its priority level.

   Normal and high-priority comments are also indicated separately in the Info column of the CP table.

   Comment icons remain in the CP table until comments are delivered as required.

Use Advanced Options

You can select flights other than the prime flight (shown at the top of the screen) for which to add comments.

1. If the Advanced Options section is collapsed, press F2 to expand it. The Comment Details Recap table appears, showing the existing Customer Comments data from the Customer Product Records for each flight leg.

   The prime flight or the first leg of the prime flight is selected by default.

2. In the Select field, type the line numbers of the flights or flight legs you want to select. If you are selecting multiple flights or legs, separate consecutive line numbers with a dash and non-consecutive line numbers with a comma.

How to Update Comments

1. Display the Update Comment screen. The way in which you do this depends on which shortcuts and menus are available in the action list on your current screen. The table below shows all the relevant items that could be available and explains how to use them to display the Update Comment screen.

Table: Action List Items to Update Comment

Screen	Shortcut or Menu	Steps
Customer Record	Cust. Service	1. Press Shift+F4 to open the Comment menu. 2. Do the following: - Press F8 to select Update Comment from the menu. Or - Use the arrow keys to highlight Update Comment, then press Enter.
Add Comment Or Delete Comment	Update Comment	Press F8 to select the Update Comment shortcut.

2. If necessary, select the customers you want to update by typing the relevant line numbers in the Select Customer(s) field. If you are selecting multiple customers, separate consecutive numbers with a dash and non-consecutive numbers with a comma. Ensure that the customers you select have the same comments for the same flights.

3. The Comment Details Recap table shows the existing Customer Comments data from the Customer Product Records for each flight. In the Select field, type the line number of the comments you want to update. If you are selecting multiple comments, separate consecutive line numbers with a dash and non-consecutive line numbers with a comma.

   You can only update the status of undelivered high-priority comments. If you select a delivered high-priority comment, a different type of free-flow text comment, or a pre-defined comment, you cannot proceed with updating any comments.

4. Once you select a comment to update, the Comment Delivery Status field is enabled. Use this field to specify that the comment has been delivered. Press CTRL+down-arrow to open the list, use the arrow keys to highlight Delivered in the list, then press Enter.

   Note: If the status of the comment is already Delivered, you cannot change it back to Not Delivered.

5. Press Enter to activate the Update Comment button. The system updates the comment details in the Customer Product Records of the selected customers and you return to the Customer Record screen.

   When you update the status of a high-priority comment, the comment icon that appeared in the Info column of the CP table is removed.

How to Delete Comments

1. Display the Delete Comment screen. The way in which you do this depends on which items are available in the action list on your current screen. The table below shows all the relevant items that could be available and explains how to use them to display the Delete Comment screen.

Table: Action List Items to Delete Comment

Screen	Shortcut or Menu	Steps
Customer Record	Cust. Service	1. Press Shift+F4 to open the Cust. Service menu. 2. Do the following: - Press F9 to select Delete Comment from the menu. Or - Use the arrow keys to highlight Delete Comment, then press Enter.
Add Comment Or Update Comment	Delete Comment	Press F9 to select the Delete Comment shortcut.

2. If necessary, select the customers you want to update by typing the relevant line numbers in the Select Customer(s) field. If you are selecting multiple customers, separate non-consecutive numbers with a comma. Ensure that the customers you select have the same comments for the same flights.
3. The Comment Details Recap table shows the existing Customer Comments data from the Customer Product Records. In the Select field, type the line numbers of the comments you want to delete. If you are selecting multiple comments, separate consecutive line numbers with a dash and non-consecutive line numbers with a comma.
4. Press Enter to activate the Delete Comment button. The system deletes the comments from the Customer Product Records of the selected customers and you return to the Customer Record screen.

Adding and Removing Manual Selectees

Why Add Manual Selectees?

A customer marked as a manual selectee and associated baggage is subject to extra security screening.

Depending on the way business rules are set, acceptance, bag tag and boarding pass printing and boarding may also be inhibited for a manual selectee until the manual selectee indicator is removed.

How to Add Manual Selectees

1. Ensure that the customers you want to add are shown in the CP table.

   See *Identifying Customers* on page 59.

2. Depending on your current action list:

   - Press F12 to open the Cust. Details menu, then Shift+F1 to select Add Manual Selectee from the menu.

     Or

   - Press Shift+F4 to open the Customer menu, then Shift+F7 to select Add Manual Selectee from the menu.

   The Add Manual Selectee screen appears.

3. If required, select the customers you want to update.
4. In the Select Comment field, type the line number of the relevant comment for the manual selectees.

   The pre-defined comments that appear in the list depend on how business rules have been set up.

5. The comment is applied to the first leg of the prime flight by default. Press F2 and use the Advanced Options if you want to apply the comment to all legs, other flights or all flights.
6. Press Enter to activate the Add button.

If acceptance is inhibited for manual selectees according to business rules, you must remove the manual selectee indicator before the customer can be accepted.

How to Remove Manual Selectees

1. Ensure that the customers you want to update are shown in the CP table.
2. Depending on your current action list:

   - Press F12 to open the Cust. Details menu, then Shift+F1 to select Add Manual Selectee from the menu.

     Or

   - Press Shift+F4 to open the Customer menu, then Shift+F9 to select Delete Manual Selectee from the menu.

   The Delete Manual Selectee screen appears.

3. If required, select the customers you want to update.
4. In the Comment Details Recap field, type the line number of the manual selectee comment you want to remove.
5. Press Enter to select Update.

Adding, Validating and Deleting FQTV Information

How to Add FQTV Information

If FQTV details already exist in the Customer Product Record, the letters FQTV or an airline-specific FQTV tier code appears in the Customer column of the CP table following the customer name. If the FQTV details are flight-specific, the letters FQTV or the tier appears next to the flight details. If a customer has multiple FQTV details for the same flight, the details of the FQTV used for mileage accrual appears in the Customer column preceded by the information icon .

1. Display the Frequent Flyer Information screen:
   - From the Customer Acceptance or Acceptance Information screen, select Add FQTV or press F4.

   Or

   - From the Customer Acceptance or Customer Record screen, press Shift+F4 to open the Cust. Service menu.
   - Select Add FQTV or press F4.
2. You can only add the FQTV information for one customer at a time. In the Select Customer field, type the relevant line number to select the customer if necessary.
3. Swipe an FQTV card or use the Frequent Flyer Details field group to specify the new FQTV information.

   Note: If you successfully swipe an FQTV card, the relevant FQTV details appear in the Frequent Flyer Details field group automatically.
4. The FQTV details you are adding apply to all the customer's flights by default. Use the Advanced Options if you want to apply the details to certain flights only.
5. Press Enter to activate the Save FQTV button. The system validates the new FQTV details.

   If verification of the new details fails, the FQTV Information Recap Table will show 'Not Validated'. In the case of multiple verification failures, the FQTV Information Retrieved tables show the details of the first FQTV number for which verification failed. Correct the data in these fields, then press Enter to select the Save FQTV button again. Alternatively, swipe the appropriate FQTV card.

Use Advanced Options

You can select flights for which you want to apply FQTV details.

1. If the Advanced Options section is collapsed, press F2 to expand it. The Frequent Flyer Information Recap table appears below the Frequent Flyer Details field group showing the Frequent Flyer Information data category from the Customer Product Record for each of the customer's flights. More than one FQTV number may exist for the same flight.
2. In the Select field, type the line numbers of the flights or FQTV numbers you want to select. If you are selecting multiple flights or FQTV numbers, separate consecutive numbers with a dash and non-consecutive numbers with a comma.

How to Delete FQTV Information

If FQTV details exist in the Customer Product Record, the letters FQTV or an airline-specific tier code appears in the Customer column of the CP table following the customer name. If the FQTV details are flight-specific, the code or tier appears next to the flight details.

1. Display the Delete FQTV Information screen. The table below shows all the relevant items that could be available and explains how to use them to display the Delete FQTV Information screen.

Table: Action List Items to Display the Delete FQTV Information Screen

Screen	Shortcut or Menu	Steps
Frequent Flyer Information	Delete FQTV	Press F3 to select the Delete FQTV shortcut.
Customer Record	Cust. Service	1. Press Shift+F4 to open the Cust. Service menu. 2. Do the following: - Press F10 to select Delete FQTV from the menu. Or - Use the arrow keys to highlight Delete FQTV, then press Enter.

2. You can only delete the FQTV information for one customer at a time. In the Select Customer field, type the relevant line number to select the customer if necessary.
3. The Frequent Flyer Information Recap table appears below the CP table showing the Frequent Flyer Information data category from the Customer Product Record for each of the customer’s flights. More than one FQTV number may exist for the same flight. In the Select field, type the relevant line numbers to select the flights or FQTV numbers to delete. If you are selecting multiple flights or FQTV numbers, separate consecutive numbers with a dash and non-consecutive numbers with a comma.
4. Press Enter to activate the Delete FQTV button.

   Note: If the customer had multiple FQTVs for the same flight and you deleted only one, the indicator for the remaining FQTV information is still shown.

Why Validating FQTV Information?

The reasons to validate FQTV is not to store tier information, if the FQTV is not valid as per FQTV server validation are:

- To prevent customers from abusing certain services, for example lounge access when their card has expired.
- Not to influence PCV calculations based on tier status.

Note: When the FQTV information is valid, the tier is displayed in the Customer Product table and the FQTV number is stored for accrual purposes.

When the FQTV information is not valid, the tier is not displayed in the Customer Product table, but the FQTV number continues to be stored for accrual purposes.

How to Validate FQTV Information

1. Ensure that the customer is displayed in the Customer Record screen.
2. Press SF4 or click on Cust. Service.
3. Press SF4 or click on Validate FQTV.
4. On the Revalidate FQTV Information screen, select the customer.
5. From the Frequent Flyer Information Recap field, select the one or more flights.
6. Press Validate FQTV.

Adding, Amending and Cancelling Itineraries

How to Add Itineraries

1. Display the Add Itinerary screen. The way in which you do this depends on which shortcuts and menus are available in the action list on your current screen. The table below shows all the relevant items that could be available and explains how to use them to display the Add Itinerary screen.

Table: Action List Items to Display Add Itinerary Screen

Screen	Shortcut or Menu	Steps
Customer Acceptance	Add Itinerary	Press F8 to select the Add Itinerary shortcut.
Customer Acceptance Or Customer Record	Cust. Service	1. Press Shift+F4 to open the Cust. Service menu. 2. Do the following: - Press Shift+F3 to select Add Itinerary from the menu. Or - Use the arrow keys to highlight Add Itinerary, then press Enter.

Screen	Shortcut or Menu	Steps
Customer Display Or Acceptance Information	Customer	1. Press Shift+F4 to open the Customer menu. 2. Do the following: - Press Shift+F3 to select Add Itinerary from the menu. Or - Use the arrow keys to highlight Add Itinerary, then press Enter.
Find Connection	Add Itinerary	Press Shift+F6 to select the Add Itinerary shortcut.

2. If necessary, select the customers for whom you want to add flights. Type the line numbers in the Select Customer(s) field. If you are selecting multiple customers, separate consecutive numbers with a dash and non-consecutive numbers with a comma. All of the customers in the CP table are selected by default.

   Note: If you select multiple customers, ensure that they are all the same type (commercial or staff). You cannot add flights for a combination of commercial and staff customers.

3. Use the Itinerary field group to enter the details of an additional flight.

   Use the Advanced Options if you want to add an ETD for the additional flight.

4. You may need to specify more information about the itinerary change using the Other Options fields that appear below the Itinerary fields.

5. Press Enter to activate the Add Itinerary button.

   Depending on the circumstances of the selected customers and the flights you are adding, additional steps may be required before the booking is created. The table below explains these steps.

Table: Additional Steps for Adding Itineraries

Scenario	Steps
You specified that you want to add more flights using the Add More Flights field in the Other Options field group.	The bookings are created. The Add Itinerary screen reappears showing the additional flight in the CP table for the relevant customers. You can now add another flight in the same way you added the previous one. **Note:** The From field is automatically updated with the offpoint of this flight.

Scenario	Steps
You are adding flights for staff customers.	The Add Staff Priority screen appears. Do the following: 1. In the Staff Priority field for each customer shown in the table below the CP table, type the appropriate staff priority code. The staff priority code consists of the following elements in the following order: - Onload priority - Onload cabin code - Slash (/) - Regrade priority - Regrade cabin code For example: 40Y/J15 The Staff Priority field only appears when you are adding flights for staff customers. It is mandatory unless the customer is an infant in which case the field is disabled. 2. Press Enter to activate the Confirm button. The bookings are created. The customers are re-identified automatically and the Customer Selection or Customer Acceptance screen appears. You can then proceed with accepting the customers for the added flights.

Scenario	Steps
A booking with similar customer details (same last name and first name starting with the same two letters) already exists for the same flight.	A prompt appears on the Add Itinerary screen informing you that the booking has not been created because a booking for the same customer and flight may already exist. If you know that the flight you want to add and the existing booking are for different customers, tab to the No button and press Enter. If you are not sure that the customers are different or you want to identify the bookings as belonging to the same physical customer and merge them into a single Customer Product Record, do the following: 1. Press Enter to activate the Yes button. The Add Connection screen appears. It contains two CP tables. The customers for whom you are adding flights and the prime flight details appear in the upper CP table. The additional flight you specified and the matching customers who already have bookings on that flight are shown in the lower CP table. 2. To merge the customers, type the relevant line numbers in the Select Customer fields below the upper and lower CP tables, then press Enter to activate the Add Connection button. **Note:** If both Customer Product Records contain date-of-birth information and there is a difference between the dates of birth, you cannot merge the customers and an error message appears. If an exact match does not exist between the names and titles of the customers you are merging, you are prompted to confirm that the bookings belong to the same physical customer. To proceed with merging, select Yes and press Enter. You return to the Customer Acceptance, Customer Record, or Customer Display screen. The merged indicator (MRG) now appears in the CP table for the customers whose bookings you merged. 3. If all the bookings are for different customers: - Tab to the Proceed button and press Enter to activate it. The Confirm Add Itinerary screen appears. - Press Enter to activate the Confirm button. The new booking is created and you return to the Customer Acceptance, Customer Record, or Customer Display screen.

<table>
<tr><th>Scenario</th><th>Steps</th></tr>
<tr><td>The customer already has a booking on an onward flight and you want to find the existing connection and add it to the customer's itinerary.</td><td>A prompt appears on the Add Itinerary screen informing you that the booking has not been created because a booking for the same customer and flight may already exist.

If you know that the flight you want to add and the existing booking are for different customers, tab to the No button and press Enter.

If you are not sure that the customers are different or you want to identify the bookings as belonging to the same physical customer and merge them into a single Customer Product Record, do the following:

1. Press Enter to activate the Yes button.

The Add Connection screen appears. It contains two CP tables. The customers for whom you are adding flights and the prime flight details appear in the upper CP table. The additional flight you specified and the matching customers who already have bookings on that flight are shown in the lower CP table.

2. To merge the customers, type the relevant line numbers in the Select Customer fields below the upper and lower CP tables, then press Enter to activate the Add Connection button.

Note: If both Customer Product Records contain date-of-birth information and there is a difference between the dates of birth, you cannot merge the customers and an error message appears.

If an exact match does not exist between the names and titles of the customers you are merging, you are prompted to confirm that the bookings belong to the same physical customer. To proceed with merging, select Yes and press Enter.

You return to the Customer Acceptance, Customer Record, or Customer Display screen. The merged indicator (MRG) now appears in the CP table for the customers whose bookings you merged.

3. If all the bookings are for different customers:

- Tab to the Proceed button and press Enter to activate it.

The Confirm Add Itinerary screen appears.

- Press Enter to activate the Confirm button.

The new booking is created and you return to the Customer Acceptance screen where you can proceed with acceptance for the added flight.</td></tr>
</table>

Scenario	Steps
You are adding a flight that is full but the waitlist is open.	A prompt appears on the Add Itinerary screen telling you that there is no availability on the flight but the waitlist is open. Do the following: 1. In the Select field, type one of the following: - 1 (to waitlist the segment) Or - 2 (to force the booking). This option is only available if you have the necessary permissions. Or - 3 (to cancel the request and return to the Add Itinerary screen where you can amend the itinerary details if necessary) 2. Press Enter to activate the OK button.
You are adding a flight that is full and the waitlist is closed.	A prompt appears on the Add Itinerary screen telling you that there is no availability on the flight and the waitlist is closed. Do the following: 1. In the Select field, type either of the following: - 1 (to force the booking). This option is only available if you have the necessary permissions. Or - 2 (to cancel the request and return to the Add Itinerary screen where you can amend the itinerary details if necessary) 2. Press Enter to activate the OK button.

When the bookings are successfully created, the customers are re-identified automatically and the Customer Selection or Customer Acceptance screen appears, showing the relevant customers in the CP table.

In the Customer Product Record display, the new flights are added to the Customer Details data category and all other categories that have flight-related details.

Use Advanced Options

To add an ETD for an additional flight which may be delayed, follow these steps on the Add Itinerary screen:

1. If the Advanced Options section is collapsed, press F2 to expand it. The Itinerary field group displays the ETD field.
2. In the ETD field, enter the ETD in the format hh:mm.

How to Amend Itineraries

Note: You can only amend oncarriage flights not hosted in Altéa Departure Control.

1. Ensure that the customers whose itineraries you want to amend are identified, selected if necessary, and shown in the CP table on the Customer Acceptance screen.
2. Press Shift+F4 to open the Cust. Service menu in the action list, then do the following:
   - Press F8 to select Amend Itinerary from the menu.

     Or
   - Use the arrow keys to highlight Amend Itinerary, then press Enter.

   The Amend Itinerary screen appears.
3. If necessary, select the customers for whom you want to amend flights. Type the line numbers in the Select Customer(s) field. If you are selecting multiple customers, separate consecutive numbers with a dash and non-consecutive numbers with a comma. All of the customers in the CP table are selected by default.

   Note: If you select multiple customers, ensure that they are all the same type (commercial or staff). You cannot amend flights for a combination of commercial and staff customers.
4. Amend flight details using the Itinerary table.

   The details of the existing non-hosted oncarriage flights appear in the table by default. If more than one customer is selected, only the non-hosted oncarriage flights that are common to all customers are included.

   Use the Advanced Options if you want to amend an ETD for the oncarriage flight.
5. You may need to specify more information about the itinerary change using the Other Options fields that appear below the Itinerary fields. Both fields are optional.
6. Press Enter to activate the Amend Itinerary button.

   The customers are re-identified automatically and you return to the Customer Acceptance screen.

   In the Customer Product Record display, the amended flight details appear in all the data categories that have flight-related details. If you changed the original flight to a different flight, details of both flights appear in the relevant data categories and in the CP table.

Use Advanced Options

This topic explains how to amend an ETD for an oncarriage flight which may be delayed.

1. If the Advanced Options section is collapsed, press F2 to expand it. The Itinerary field group displays the ETD field.
2. In the ETD field, enter the ETD in the format hh:mm.

How to Cancel Itineraries

1. Ensure that the customers you want to update are identified, selected, and shown in the CP table on the Customer Acceptance screen.
2. Press Shift+F4 to open the Cust. Service menu in the action list, then do the following:
   - Press F9 to select Cancel Itinerary from the menu.

     Or
   - Use the arrow keys to highlight Cancel Itinerary, then press Enter.

   The Cancel Itinerary screen appears.
3. If necessary, select the customers for whom you want to cancel flights. Type the line numbers in the Select Customer(s) field. If you are selecting multiple customers, separate consecutive numbers with a dash and non-consecutive numbers with a comma. All of the customers in the CP table are selected by default.

   Note: If you select multiple customers, ensure that the flights you want to cancel are common to all of them and that none of them have been accepted for any of those flights.
4. Use the Common Flights For All Selected Customers table that is shown below the CP table to specify the flights to cancel from the itineraries of the selected customers.

   In the Select field, type the line numbers of the relevant flights. All flights are selected by default. If you are selecting multiple flights, separate consecutive numbers with a dash and non-consecutive numbers with a comma.
5. Press Enter to activate the Confirm button.

   The selected flights are removed from the customers' itineraries and their baggage records (if applicable) are updated accordingly.

   Note: A prompt also appears allowing you to reprint bag tags to match the new flight itineraries.

   The customers are re-identified automatically and you return to your original screen.

   When you display the Customer Product Record, the Bkg (booking status) and Tkt (ticket) columns for each selected customer in the CP table are now updated to indicate that the relevant bookings have been cancelled.

Adding, Updating and Deleting Services

How to Add Services

1. Display the Service Information screen. The way in which you do this depends on which shortcuts and menus are available in the action list on your current screen. The table below shows all the relevant items that could be available and explains how to use them to display the Service Information screen.

Table: Action List Items to Add Service

Screen	Shortcut or Menu	Steps
Customer Acceptance Or Customer Display	Add Service	Press F5 to select the Add Service shortcut.
Customer Acceptance	Cust. Service	1. Press Shift+F4 to open the Cust. Service menu. 2. Do the following: - Press F6 to select Add Service from the menu. Or - Use the arrow keys to highlight Add Service, then press Enter.
Acceptance Information	Add Service	Press F10 to select the Add Service shortcut.
Acceptance Information Or Customer Display	Customer	1. Press Shift+F4 to open the Customer menu. 2. Do the following: - Press F5 to select Add Service from the menu. Or - Use the arrow keys to highlight Add Service, then press Enter.
Customer Record	Cust. Service	1. Press Shift+F4 to open the Cust. Service menu. 2. Do the following: - Press F5 to select Add Service from the menu. Or - Use the arrow keys to highlight Add Service, then press Enter.

2. If necessary, select the customers for whom you want to add services by typing the relevant line numbers in the Select Customers field. If you are selecting multiple customers, separate consecutive numbers with a dash and non-consecutive numbers with a comma. If you select multiple customers, the services you add are added for all of them.

3. Use the fields in the Special Services table to specify the services to add.

   You can add multiple services for the same flight. Whenever you specify a code in the Service field and tab to the Additional Description field, an additional line of fields appears for you to add another service if necessary. Each service is given a line number automatically once you complete the detail fields.

4. The services you add apply to all the flights of all the selected customers by default. Use the Advanced Options if you want to add the services for specific flights only.

5. Press Enter to activate the Add Service button. The services are added to the Customer Product Records and you return to your original screen.

   The services you add are stored as SSR, OSI, and SK elements in the relevant PNRs in the reservation environment.

   If the added services are SSR codes, they appear in the Info column of the CP table for each customer.

   In the Customer Product Record display, the add services appear in the Special Services data category.

6. If you type an invalid service code in the Service field, a service is not added and a prompt appears.

   If you want to correct the service code you typed or type a different code, type the number 1 in the Select field. The prompt closes and you remain on the Service Information screen.

   If you want to add the service you typed as a free-flow text OSI element, type the number 2 in the Select field. The prompt closes, free-flow text is added to the Special Services data category of the Customer Product Records, and you return to your original screen.

   If you want to cancel, type the number 3 in the Select field. The prompt closes and you remain on the Service Information screen.

Note: There may be an airline-dependant limit to the number of specific SSR codes which can be accepted. A warning message is displayed if the limit is exceeded.

How to Update Services

1. Display the Update Service screen. The way in which you do this depends on which shortcuts and menus are available in the action list on your current screen. The table below shows all the relevant items that could be available and explains how to use them to display the Update Service screen.

Table: Action List Items to Update Service

Screen	Shortcut or Menu	Steps
Customer Record	Cust. Service	1. Press Shift+F4 to open the Cust. Service menu. 2. Do the following: - Press F8 to select Update Service from the menu. Or - Use the arrow keys to highlight Update Service, then press Enter.

Screen	Shortcut or Menu	Steps
Service Information	Update Service	Press F8 to select the Update Service shortcut.
	Customer	1. Press Shift+F4 to open the Customer menu. 2. Do the following: - Press F8 to select Update Service from the menu. Or - Use the arrow keys to highlight Update Service, then press Enter.

2. If necessary, select the customers for whom you want to amend the description of an existing service by typing the relevant line numbers in the Select Customer(s) field. If you are selecting multiple customers, separate non-consecutive numbers with a comma. Ensure that the customers you select have the same services with the same descriptions for the same flights.
3. The Special Services Information Recap table shows the existing Special Services data for each flight that is common to the selected customers. It includes SSR, OSI, and SK elements. Type the line numbers of the service you want to update in the Select Service field. You can only amend the description of one service at a time.
4. Use the Additional Description field in the Amend Additional Description table below the Special Services Information Recap to amend the service description. Edit or type over the existing information.

   Note: If an additional description is not allowed for the service type, the Amend Additional Description table is not editable and you cannot move to the Additional Description field.

   If you are amending the description of an AVIH (Request for Live Animal in Hold) or WEAP (Request for Transport of Weapon) SSR, you cannot edit the Additional Description field directly. A prompt appears automatically allowing you to enter a new number of animal boxes or cases and weight. Type the appropriate values in the corresponding fields, then press Enter to select the OK button.
5. Press Enter to activate the Update button. The system updates the service (SSR, OSI, SK) in the Customer Product Records of the selected customers and you return to the Customer Record screen, Customer Acceptance, or Customer Display screen, depending on which screen you chose to update the service from.

Note: There may be an airline-dependant limit to the number of specific SSR codes which can be accepted. A warning message is displayed if the limit is exceeded.

How to Delete Services

1. Display the Delete Service screen. The way in which you do this depends on which shortcuts and menus are available in the action list on your current screen. The table below shows all the relevant items that could be available and explains how to use them to display the Delete Service screen.

Table: Action List Items to Delete Service

Screen	Shortcut or Menu	Steps
Customer Record	Cust. Service	1. Press Shift+F4 to open the Cust. Service menu. 2. Do the following: - Press F11 to select Delete Service from the menu. Or - Use the arrow keys to highlight Delete Service, then press Enter.
Service Information	Delete Service	Press F9 to select the Delete Service shortcut.
	Customer	1. Press Shift+F4 to open the Customer menu. 2. Do the following: - Press F9 to select Delete Service from the menu. Or - Use the arrow keys to highlight Delete Service, then press Enter.

2. If necessary, select the customers for whom you want to remove services by typing the relevant line numbers in the Select Customer(s) field. If you are selecting multiple customers, separate non-consecutive numbers with a comma. Ensure that the customers you select have the same services for the same flights.
3. The Special Services Information Recap table shows the existing Special Services data for each flight that is common to the selected customers. It includes SSR, OSI, and SK elements. Type the line numbers of the flights for which you want to delete the services. If you are selecting multiple flights, separate consecutive line numbers with a dash and non-consecutive line numbers with a comma.
4. Press Enter to activate the Delete Service button. The system deletes the services (SSR, OSI, SK) from the Customer Product Records of the selected customers and you return to the Customer Record screen.

   Note: If you requested the Delete Service screen from the Add Service screen, the Customer Acceptance or Customer Display screen appears.

   If the deleted services are SSR codes, they no longer appear in the Info column of the CP table for each customer.

How to Update Staff Information

1. Ensure that staff customers are identified, selected if necessary, and shown in the CP table on the Customer Record screen.

   The word Staff in the Customer column next to the customer name or flight details indicates that a customer is a staff customer and that staff information exists for one or more flights.

2. Press F6 to open the Cust. Details menu in the action list, then do one of the following:

   - Press F7 to select Update Staff Information.

     Or

   - Use the arrow keys to highlight Update Staff Information and press Enter.

   The Staff Information screen appears.

   The first customer in the CP table who requires staff details to be added is selected by default.

3. Use the Onload/Regrade Details fields to add or update the customer's onload and regrade priority details. These fields are pre-filled with the existing information.

4. Use the Staff Details fields, which are pre-filled with the existing information, to add or update the customer's staff details if necessary.

   The staff information you are updating applies to the prime flight (shown at the top of the screen) by default. Use the Advanced Options if you want to apply your updates to other flights.

5. Press Enter to activate the Confirm button. Your return to the Customer Record screen.

   The staff information in the Customer Product Record appears in the Staff Details and Regrade Information categories.

Use Advanced Options

You can select flights other than the prime flight for which to update staff information.

1. If the Advanced Options section is collapsed, press F2 to expand it. The Staff Details table appears below the Onload/Regrade Details and Staff Details field groups, and shows the Staff Details data category from the Customer Product Record for each of the customer's flights.

2. In the Select field, type the line numbers of the flights you want to select. If you are selecting multiple flights, separate consecutive numbers with a dash and non-consecutive numbers with a comma.

How to Add Cabin Baggage (CBBG) Weight

1. Display the Customer Record screen.
2. Press F6 to open the Cust. Details menu in the action list, then do the following:
   - Press F8 to select CBBG Weight from the menu.

     Or
   - Use the arrow keys to highlight CBBG Weight in the menu and press Enter.

   The Cabin Baggage In Seat Weight screen appears.

   The cabin baggage (rather than the customer to whom the CBBG is linked) is selected in the CP table by default.
3. In the Cabin Baggage In Seat Weight field, type the CBBG weight (number of kilograms). To use a calculator to determine weight, press CTRL+down-arrow. The Cabin Baggage In Seat Weight field is mandatory.
4. Press Enter to activate the Confirm button.

   You return to the Customer Record screen. The CBBG weight is added to the Customer Details data category of the cabin baggage Customer Record (rather than the Customer Record of the customer to whom the CBBG is linked).

Adding and Deleting Positioning Crew Information

How to Add Positioning Crew Information

The presence of positioning crew information in a Customer Product Record indicates that a customer is cabin crew who is travelling for positioning reasons on one or more flights and has commercial bookings on the relevant flights.

1. Ensure that the customers you want to update are identified, selected if necessary, and shown in the CP table of one of the following screens.
   - Customer Acceptance
   - Customer Display
   - Acceptance Information
   - Customer Record
   - Delete Positioning Crew Information

2. Display the Add Positioning Crew Information screen. The way in which you do this depends on which shortcuts and menus are available in the action list on your current screen. The table below shows all the relevant items that could be available and explains how to use them to display the Add Positioning Crew Information screen.

Table: Action List Items to Add Positioning Crew Information

Screen	Shortcut or Menu	Steps
Customer Acceptance	Cust. Details	1. Press F12 to open the Cust. Details menu. 2. Do the following: - Press Shift+F4 to select Add Posn Crew Indicator from the menu. Or - Use the arrow keys to highlight Add Posn Crew Indicator in the menu, then press Enter.
Customer Display	Customer	1. Press Shift+F4 to open the Customer menu. 2. Do the following: - Press F4 to select Add Pos Crew. Or - Use the arrow keys to highlight Add Pos Crew and press Enter.
Acceptance Information	Customer	1. Press Shift+F4 to open the Customer menu. 2. Do the following: - Press Shift+F2 to select Add Pos Crew. Or - Use the arrow keys to highlight Add Pos Crew and press Enter.
Customer Record	Cust. Details	1. Press F6 to open the Cust. Details menu. 2. Do the following: - Press Shift+F4 to select Add Posn Crew Indicator from the menu. Or - Use the arrow keys to highlight Add Posn Crew Indicator in the menu, then press Enter.
Delete Positioning Crew Information	Add Pos Crew	Press F4 to select Add Pos Crew from the action list.

3. If necessary, select the customers for whom you want to add positioning crew information by typing the relevant line numbers in the Select Customer(s) field. All the customers shown in the CP table are selected by default. Separate consecutive line numbers with a dash and non-consecutive numbers with a comma if you are selecting more than one customer.
4. The positioning crew information applies to the prime flight (shown at the top of the screen) by default. If you want to add the information for other flights, press F2 to display Advanced Options (if they are not already displayed). The Common Flights For All Selected Customers table is shown below the CP table.

   In the Select field, type the line number of the flights for which you want to add positioning crew information. If you are selecting multiple customers, separate consecutive numbers with a dash and non-consecutive numbers with a comma.
5. Press Enter to activate the Add button.

   The relevant Customer Product Records are updated and you return to your original screen.

   In the Customer Product Record display on the Customer Record screen, the positioning crew information you added is shown in the Customer Details data category for each customer.

How to Delete Positioning Crew Information

1. Display the Delete Positioning Crew Information screen. The way in which you do this depends on which shortcuts and menus are available in the action list on your current screen. The table below shows all the relevant items that could be available and explains how to use them to display the Delete Positioning Crew Information screen.

Table: Action List Items to Delete Positioning Crew Information

Screen	Shortcut or Menu	Steps
Customer Acceptance	Cust. Details	1. Press F12 to open the Cust. Details menu. 2. Do the following: - Press Shift+F5 to select Delete Posn Crew Indicator from the menu. Or - Use the arrow keys to highlight Delete Posn Crew Indicator in the menu, then press Enter.
Customer Record	Cust. Details	1. Press F6 to open the Cust. Details menu. 2. Do the following: - Press F4 to select Delete Posn Crew Indicator from the menu. Or - Use the arrow keys to highlight Delete Posn Crew Indicator in the menu, then press Enter.

Screen	Shortcut or Menu	Steps
Add Positioning Crew Information	Delete Pos Crew	Press F4 to select Delete Pos Crew from the action list.

2. If necessary, select the customers for whom you want to delete positioning crew information by typing the relevant line numbers in the Select Customer(s) field. All the customers shown in the CP table are selected by default. If you are selecting multiple customers, separate consecutive line numbers with a dash and non-consecutive numbers with a comma.
3. Use the Advanced Options if you want to select specific flights for which to delete positioning crew information.
4. Press Enter to activate the Delete button.

   The relevant Customer Product Records are updated and you return to your original screen.

   In the Customer Product Record display on the Customer Record screen, the positioning crew information you delete no longer appears in the Customer Details data category for each customer.

Use Advanced Options

You can select specific flights for which to delete positioning crew information.

1. If the Advanced Options section is collapsed, press F2 to expand it. The Common Flights For All Selected Customers table appears below the CP table. This table shows the existing Positioning Crew information from the Customer Details data category of the Customer Product Record for each flight that is common to all the selected customers.
2. In the Select field, type the line numbers of the flights and positioning crew information that you want to delete. If you are selecting multiple flights, separate consecutive numbers with a dash and non-consecutive numbers with a comma.

How to Set VDB and VDG Status

Note: Once you have set the voluntary status of a customer, you can reset it at any time.

1. Display the Add Customers to List of Volunteers screen. The table below shows all the relevant items that could be available and explains how to use them to display the Add Customers to List of Volunteers screen.

Table: Action List Items to Set Voluntary Offload

Screen	Shortcut or Menu	Steps
Customer Acceptance Or Customer Record	Cust. Service	1. Press Shift+F4 to open the Cust. Service menu. 2. Do the following: - Press Shift+F1 to select Update Volunteer Status from the menu. Or - Use the arrow keys to highlight Update Volunteer Status, then press Enter.
Customer Display Or Acceptance Information		1. Press Shift+F4 to open the Customer menu. 2. Do the following: - Press Shift+F1 to select Update Volunteer Status from the menu. Or - Use the arrow keys to highlight Update Volunteer Status, then press Enter.

2. In the Select Customer(s) field, type the relevant line number to select the customers you want to update, if necessary. By default, all the customers shown in the CP table on the previous screen are shown in the CP table on the Add Customers to List of Volunteers screen.
3. Use the Voluntary Denied Boarding Status field to specify whether or not the selected customers are volunteers. Select the status from the drop-down list.

   If you identify customers as volunteers, they are automatically added to a list of volunteers for the flight or flight leg. The onload process flight leg takes this list into account and, if necessary, can cancel the acceptance of the selected customers.
4. Use the Voluntary Downgrade Status field to specify whether or not the selected customers are volunteers. Select the status from the drop-down list.

   If you identify customers as volunteers, they are identified as voluntary downgrade in the CP table. They can then be manually regraded if required.
5. Press Enter to activate the Set button.

   The voluntary denied boarding and downgrade status is changed for each selected customer. If you changed a status to Volunteer, the matching icon appears in the CP table.

Note: In the Customer List Selection screen, you can filter the customer list to show only those customers with a particular Volunteer Status.

Use Advanced Options

You can select specific flights or flight legs for which you want to set the voluntary denied boarding and voluntary downgrade statuses.

1. If the Advanced Options section is collapsed, press F2 to expand it. The Select Flight table is shown at the bottom of the screen and contains all of the flights common to the selected customers.
2. In the Select field, type the line numbers of the flights or flight legs you want to select. All flights are selected by default. If you are selecting multiple flights, separate consecutive numbers with a dash and non-consecutive numbers with a comma.

Editing Paper Tickets

How to Add Paper Tickets

1. Ensure that customers are identified, selected if necessary, and shown in the CP table on the Customer Record screen.
2. If there are multiple customers shown in the CP table, select the first customer for whom you want to add a paper ticket.
3. Press Shift+F6 to open the Ticket menu in the action list, then do the following:
   - Press F6 to select Search ETKT.

     Or
   - Use the arrow keys to highlight Search ETKT in the menu, then press Enter.

   The E-Ticket Search screen appears.
4. Press F6 to select Paper Tkt in the action list. The Paper Ticket Info screen appears.
5. Use the Paper Ticket Details table to specify the paper ticket number. This table includes a Ticket Number field for each flight in the customer’s journey. Existing ticket numbers are shown in the relevant fields.

   In the appropriate Ticket Number field, type the paper ticket number. Blank fields are pre-filled with the numeric carrier code and first seven digits of the previous ticket number in the table (if applicable) followed by three dashes.
6. Press Enter to activate the Replace Ticket button. You return to the Customer Record screen.

   The Ticket information you edited is shown in the Ticket Details data category.

How to Replace Paper Tickets

1. Ensure that customers are identified, selected if necessary, and shown in the CP table in the Customer Record screen.
2. Press Shift+F6 to open the Ticket menu in the action list, then do the following:
   - Press F3 to select Edit ETKT from the menu.

     Or
   - Use the arrow keys to highlight Edit ETKT, then press Enter.

   The Ticket Selection screen appears.
3. Press Enter to activate the Select button. The Paper Ticket Info screen appears.
4. In the Select Customer(s) field, type the relevant line number to select a different customer if necessary. The customer who was selected on the Customer Record screen is selected on the Paper Ticket Info screen by default.
5. The Paper Ticket Details table shows the existing paper tickets for each of the customer’s flights. In the appropriate Ticket Number fields, replace existing paper ticket numbers as required.
6. Press Enter to activate the Replace Ticket button.

   Ticket details are updated in the Ticket Details category of the Customer Product Record and you return to the Customer Record screen.

How to Replace Paper Tickets with E-tickets

1. Ensure that customers are identified, selected if necessary, and shown in the CP table on the Customer Record screen.
2. Press Shift+F6 to open the Ticket menu in the action list, then do the following:
   - Press F3 to select Edit ETKT from the menu.

     Or
   - Use the arrow keys to highlight Edit ETKT, then press Enter.

   The Ticket Selection screen appears.

   The customer who was selected on the Customer Record screen is selected on the Ticket Selection screen by default. In the Select Customer(s) field, type the relevant line number to select a different customer if necessary.
3. Press Enter to activate the Select button. The Paper Ticket Info screen appears.

   The customer who was selected on the Customer Record screen is selected on the Paper Ticket Info screen by default. In the Select Customer(s) field, type the relevant line number to select a different customer if necessary.
4. Press F8 to select Use Other Ticket from the action list. The Ticket Selection screen appears.
5. Press F6 to select Search ETKT from the action list. The E-Ticket Search screen appears.
6. Use the fields on the E-Ticket Search screen to specify the search options for the e-ticket you want to use instead of the paper ticket.

7. Press Enter to activate the Search button. The Ticket Selection screen reappears showing the e-tickets that match your search options in the Ticket Search Results table.
8. In the Select Ticket(s) to Associate field, type the line number of the tickets you want to use. If you are selecting multiple tickets, separate consecutive numbers with a dash and non-consecutive numbers with a comma.
9. Press Enter to activate the Select button. The E-Ticket Association screen appears.
10. Use this screen to associate the appropriate e-ticket coupons to the flight.
11. Press Enter to activate the Confirm button. The customer's paper ticket is replaced by the e-ticket in the Ticket Details data category of the Customer Product Record. You return to the Customer Record screen.

How to Find and Associate E-tickets

1. Ensure that customers are identified, selected if necessary, and shown in the CP table on one of the following screens:
   - Acceptance Information
   - Customer Record
2. Press Shift+F6 to select Ticket from the action list, then do the following:
   - Press F3 to select Edit ETKT.

     Or
   - Use the arrow keys to highlight Edit ETKT, then press Enter.

   The Ticket Selection screen appears.
3. Do the following:
   - Press F6 to select Search ETKT from the action list.

     Or
   - Press Shift+F6 to open the Ticket menu in the action list, then press F6 to select Search ETKT from the menu.

   The E-Ticket Search screen appears.
4. Use the fields on the E-Ticket Search screen to enter search options for the e-ticket.
5. Once you have typed values in the search option fields, press Enter to activate the Search button.

   The system searches the e-ticket server for matching tickets. If it cannot find a match, the system then searches the reservation system and Altéa Departure Control in succession.

   The Ticket Selection screen reappears showing the e-tickets found. It also includes any e-tickets found as the result of a previous search. The details of the first coupon of each e-ticket appear in the Ticket Search Results table. The e-tickets are ordered by boardpoint, then by date, then by class.
6. In the Select Ticket(s) to Associate field, type the line numbers of the e-tickets you want to use for the customer. The first ticket in the table is selected by default. If you select multiple e-tickets, separate consecutive line numbers with a dash and non-consecutive numbers with a comma.

   If necessary, you can view more details about the e-ticket by pressing F9 to select View Full ETKT from the action list.

7. Press Enter to activate the Select button. The E-Ticket Association screen appears.

   This screen allows you to specify the e-ticket coupon numbers to associate with the prime flight (shown at the top of the screen).

   E-ticket data appears above the coupon list in the bottom half of the screen. This data is shown for information only and cannot be edited.

8. In the Associate Flight with Coupon Number(s) field, type the number of the e-ticket coupon to associate with the flight.

   Note: The actual flight number appears as part of the Associate Flight with Coupon Number(s) field label. For example: Associate Flight 6X27 with Coupon Number.

   A single coupon can be associated with more than one flight (multiple association).

   You may need to associate multiple coupons with a single flight (e-stapling). Separate consecutive coupon numbers with a dash and non-consecutive numbers with a comma.

   If necessary, you can view more details about the e-ticket by pressing F9 to select View Full ETKT from the action list.

9. If you selected multiple e-tickets for the customer on the Ticket Selection screen and you need to associate other e-tickets, tab to the Next Ticket button and press Enter to activate it. The E-Ticket Data & Coupon List fields are updated automatically to show the details of the next e-ticket.

10. Press Enter to activate the Confirm button. You return to the Acceptance Information or Customer Record screen. The Ticket information you edited is shown in the Ticket Details data category of the Customer Product Record.

Displaying and Associating EMDs

How to Display an EMD

1. Ensure that the customer is identified and selected if necessary.
2. Press Shift+F6 to open the Ticket menu in the action list, then press F4 to select Display EMD.

   The EMD Display screen appears showing a list of the EMDs linked to the customer's e-ticket coupons. The EMD type (A or S) is displayed in the Type column.

   If no EMDs exist for the customer, the EMD Search screen appears allowing you search for an EMD.

How to Search for an EMD

1. Display the existing EMDs for a customer or display the customer record.

   See *How to Display an EMD* above or *How to Display Customer Records* on page 110.
2. Depending on your current action list:
   - Press Shift+F4 to open the Customer menu, then press F5 to select Search EMD

     Or
   - Press Shift+F6 to open the Ticket menu, then press F5 to select Search EMD.
3. Using the available fields, enter your search criteria.
4. Press Enter.

   The EMD display screen appears showing a list of the EMD-As that match your search criteria.

How to Associate an EMD

1. Search for the EMD you want to associate.

   See *How to Search for an EMD* above.
2. If required, select the customer using the Select Customer field.
3. In the Select EMD field, type the line number of the EMD you want to associate to the customer's e-ticket.
4. In the Select Coupon(s) fields, type the line numbers of the coupons you want to associate.
5. Select the flight for which you want to associate the EMD.
6. Press Enter.

   Note: You cannot associate an EMD-S.

How to Disassociate an EMD

1. Display the EMD you want to disassociate.

   See *How to Display an EMD* on page 155.

2. In the Select EMD field, type the line number of the EMD you want to disassociate from the customer's e-ticket.
3. In the Select Coupon(s) fields, type the line numbers of the coupons you want to disassociate.
4. Press Enter.

How to Display Full EMDs

1. Search for the e-ticket to which the EMD is linked.

   See *How to Find and Associate E-tickets* on page 153.

2. On the E-Ticket Association screen:

   - Press Shift+F6 to open the Ticket menu, then press F4 to select View Full EMD.

     Or

   - Press F4 to select View Full EMD from the action list.

   The Full EMD Display screen appears.

   If there is more data than can be shown in the output area, a vertical scroll bar appears on the right-hand side of the area. Press CTRL+Page Up or CTRL+Page Down to select the scroll bar and scroll through the data.

3. If you need access to the cryptic environment in order to make entries, press Enter to activate the Access Reservations button. Otherwise, tab to the Exit button, then press Enter.

Managing Compensation and Assistance

What Is Compensation and Assistance Management?

This functionality requires activation.

If the Compensation and Assistance functionality is not activated, you can still record the type and amount of compensation given to customers in Customer Management:

See *How to Add a Compensation Record* on page 163.

See *How to Delete a Compensation Record* on page 164.

Compensation and Assistance management allows you provide compensation and assistance to customers when their travel plans are disrupted.

Reasons for a disruption are for example:

- Flight delayed or cancelled
- Connection missed
- Boarding denied
- Downgraded
- Requested seat or service not delivered

You can issue different types of vouchers:

- Hotel vouchers
- Meal vouchers
- Ground Transportation vouchers (train, airport bus, taxi, rental car)
- Cash vouchers
- Generic service vouchers

You can also cancel vouchers that have been issued because they are no longer needed or they were issued in error.

The reasons and compensation items available to the customer are defined in the business rules for your airline.

How to Authorise Compensation and Assistance

1. Sign in to Customer Management as supervisor.
2. Identify the flight.

   See *How to Display Flight Information* on page 193.
3. On the Flight Information screen, press F10 or select Compensation.
4. From the Compensation menu, press F4 or select Flight Authorisation.
5. On the Flight Authorisation screen, select the compensation you want to authorise.
6. Press F4 and in the Status field change the status to Authorised.
7. Press Enter to activate the Update button.

How to Display Journeys that are Eligible for Compensation

1. On the Flight Information screen, press F10 or select Compensation.
2. From the Compensation menu, press F3 or select Disruption Handling Summary.

   The Disruption Handling Summary displays journeys whose customers are eligible for compensation.

How to Display Customers Eligible for Compensation

1. Ensure that the relevant disrupted journey is identified and selected in the Disruption Handling Summary screen.

   See *How to Display Journeys that are Eligible for Compensation* above.
2. Press Enter to proceed.
3. The disrupted customers are shown in the Disruption Customer List.

How to Issue Compensation and Assistance Vouchers

1. Ensure that the relevant customers are identified, selected if necessary, and shown in the CP table on the Customer Record screen.

   Note: You can issue vouchers to a maximum of 9 customers at a time.
2. Press F10 to open the Compensation menu and press F3 to select Issue Compensation.

   The Compensation Customer Selection screen appears.
3. In the Select Customer(s) field, enter the line numbers of the customers you want to update.
4. In the Flight to Compensate field, select the flight for which you want to add compensation.
5. In the Compensation Reason field, select a specific reason for the compensation.
6. In the Apply at Port field, select a location if required.
7. If delay calculation is activated you have to decide if the delay impacts the onward flights:
   - If the delay does not impact onward flights, see *If Onward Flights Are Not Impacted* below.
   - If the delay impacts onward flights, see *If Onward Flights Are Impacted* on page 159.

If Onward Flights Are Not Impacted

1. On the Compensation Customer Selection screen, ensure that the customers to compensate are identified, the delayed flights selected and the compensation reason is specified.
2. Press Enter to proceed.

   The Replacement Journey screen appears. Whether you see this screen or not depends on how your airline has set up the business rules.
3. Select the replacement flight from the Replacement Flight(s) for All Selected Customers field.

You may be able to create a journey manually. Whether you are authorised to do so depends on how your airline has set up the business rules. See *How to Create a Manual Journey* on page 160.

4. Press Enter to proceed.

   The Compensation Package Selection screen displays a compensation package.

   Depending on how your airline has set up the business rules, the following scenarios apply:

   - You can select individual items: See *How to Create a Manual Compensation Package* on page 160.
   - You can issue a single item: see step 5.
   - You can select between compensation packages: see step 5.

5. In the Compensation Entitlement field, select the compensation item or package.
6. Press Enter to proceed.

   Depending on your selection the relevant Voucher Creation screens appear.

7. Enter all necessary information in the highlighted fields. For example, enter the hotel details on the Hotel Voucher Creation screen.
8. Press Enter to proceed.

   The vouchers are printed. The icon  is displayed in the Info column of the Customer Product table.

If Onward Flights Are Impacted

1. On the Compensation Customer Selection screen, ensure that the customers to compensate are identified, the delayed flights selected and the compensation reason is specified.
2. Select Yes from the Onward Flight(s) Affected field.
3. Press Enter to proceed.

   The Original Journey screen appears.

4. Select the impacted flight from the Impacted Onward Flights field.
5. Press Enter to proceed.

   The Replacement Journey screen appears.

6. Select the replacement flight from the Replacement Flight(s) for All Selected Customers field.

   You may be able to create a journey manually. Whether you are authorised to do so depends on how your airline has set up the business rules. See *How to Create a Manual Journey* on page 160.

7. Press Enter to proceed.

   The Compensation Package Selection screen appears.

   Depending on how your airline has set up the business rules, the following scenarios apply:

   - You can issue a single item: Follow the instructions below.
   - You can select between compensation packages: Follow the instructions below.

- You can select individual items: See *How to Create a Manual Compensation Package* below.

8. In the Compensation Entitlement field, select the compensation package.
9. Press Enter to proceed.

   Depending on your selection the relevant Voucher Creation screens appear.
10. Enter all necessary information in the highlighted fields, for example enter the hotel details on the Hotel Voucher Creation screen.
11. Press Enter to proceed.

    The vouchers are printed. The icon is displayed in the Info column of the Customer Product table.

How to Create a Manual Compensation Package

1. Ensure that the customers to compensate are identified and selected and the Compensation Package Selection screen is displayed.

   See *How to Issue Compensation and Assistance Vouchers* on page 158.

   Note: Whether you are authorised to do so depends on how your airline has set up the business rules.
2. Select Manual Comp. from the menu or press Shift+F5.

   The Manual Compensation screen appears.
3. Select a compensation item.
4. Type a comment in the Justification field.
5. Press Enter to proceed.

   The vouchers are printed. The icon is displayed in the Info column of the Customer Product table.

How to Create a Manual Journey

1. Ensure that the customers to compensate are identified and the Replacement Journey screen is displayed.

   See *How to Issue Compensation and Assistance Vouchers* on page 158.

   See *If Onward Flights Are Impacted* on page 159.

   Note: Whether you are authorised to do so depends on how your airline has set up the business rules.
2. Select Manual Journey from the menu or press F4.

   The Manual Journey screen appears.
3. In the Journey Input fields enter all necessary information.

Field	Explanation
Flight	Type the carrier code and flight number. To select the carrier code from a list, press CTRL+down-arrow.
Class	Type the letter for the Cabin class, for example F for First Class, J for Business Class and Y for Economy Class.
Date	Type the date in the format *DDMMM*. For example: 21APR. To select the date from a calendar, press CTRL+down-arrow. The date field contains today's date by default.

Field	Explanation
From	Type the 3-character airport code for the boardpoint. To select the code from a list, press CTRL+down-arrow.
To	Type the 3-character airport code for the offpoint. To select the code from a list, press CTRL+down-arrow.
STD	Type the Scheduled Time of Departure.
STA	Type the Scheduled Time of Arrival.

Note: When entering the flight details manually, all of the fields in the Manual Journey Input group are mandatory. Once you complete the first Flight and Date fields in this group, all other field groups are disabled.

4. Press Enter to proceed.

   The Compensation Package Selection screen appears.

   Depending on how your airline has set up the business rules, the following scenarios apply:

   - You can issue a single item: Follow the instructions below.
   - You can select between compensation packages: Follow the instructions below.
   - You can select individual items: See *How to Create a Manual Compensation Package* on page 160.

5. In the Compensation Entitlement field, select the compensation package.
6. Press Enter to proceed.

   Depending on your selection the relevant Voucher Creation screens appear.

7. On the Voucher Creation screen enter all necessary information in the highlighted fields, for example enter the hotel details on the Hotel Voucher Creation screen.
8. Press Enter to proceed.

   The vouchers are printed. The icon  is displayed in the Info column of the Customer Product table.

How to Mass Issue Catering Vouchers

1. In the Disruption Customer List, press F9 or select Issue Catering.

   See *How to Display Customers Eligible for Compensation* on page 158.

2. On the Catering Voucher Cluster Issuance screen, select the customers.
3. Select the type of catering.Press Enter to activate the Issue button.

How to Issue Hotel Vouchers

1. In the Disruption Customer List, press F8 or select Issue Hotel.

   The See *How to Display Customers Eligible for Compensation* on page 158.

2. On the Hotel Voucher Cluster Issuance screen, select the customers.
3. Select a hotel.
4. Press Enter to activate the Issue button.

What Is Voucher Management?

The Voucher Management application allows you track and update compensation vouchers that were issued to customers. It remains active even after the flight has been archived.

When you issue a compensation voucher to a customer, a unique Voucher ID is assigned to the voucher and a unique Customer Account ID is assigned to the customer.

You can retrieve individual vouchers by using the voucher ID or you can display all vouchers issued to a customer by using the Customer Account ID or the customer name.

Depending on the setting up of the business rules by your airline you can cancel vouchers, restore or record the usage of vouchers.

What is the Voucher Management Application?

The Voucher Management application within Altéa Departure Control – Customer Management lets you access the Accounts Details screen of any customer. In this screen you can retrieve and manage vouchers that were issued on the current or on previous flights.

How to Display Accounts Details

From the Customer Record Screen

1. Select the customer on the Customer Record screen.

   See *How to Display Customer Records* on page 110.

2. Press F10 to open the Compensation menu and press F3 to select Issue Compensation.

   The Compensation Customer Selection screen appears.

3. In the Select Customer(s) field, enter the line numbers of the customers you want to display.
4. Press Enter to proceed.

From Voucher Management

1. In the Applications menu, select Voucher Management.

   The Enter ID screen appears.

2. Enter one of the following:
   - Voucher ID to retrieve an individual voucher.
   - Customer Account ID to display all vouchers issued to a customer.
   - Surname and first name to display all vouchers issued to a customer.
3. Change the Provider Code if necessary.
4. Press Enter to proceed.

How to Cancel Compensation Vouchers

1. In Account Details screen, press F7 for Cancel Voucher.

   The Cancel Voucher screen appears.

2. From the list of vouchers, enter the line number of the voucher you want to cancel.
3. In the Cancel Voucher field enter a comment.
4. Press Enter to proceed.

How to Restore Compensation Vouchers

Note: You can only restore cash vouchers and physical tokens, such as a phone card.

1. In Account Details screen, press F9 for Restore Voucher.

   The Restore Voucher screen appears.

2. In the Select Voucher field, enter the line number of the voucher you want to restore.
3. Enter the currency, the amount and a comment if it is a cash voucher.
4. Enter the quantity and a comment if it is a physical token voucher.
5. Press Enter to proceed.

   The voucher is restored and recorded in the system as not used.

How to Update Voucher Usage

1. In Account Details screen, press F8 for Use Voucher.

   The Use Voucher screen appears.

2. From the list of vouchers, enter the line number of the voucher you want to record as used or partially used.
3. Enter the currency, the used amount and a comment if it is a cash voucher.
4. Enter the quantity and comment if it is a physical token voucher.
5. Press Enter to proceed.

   The status of the voucher is set to Used. The used cash amount of partially or fully used vouchers is recorded in the system.

How to Add a Compensation Record

Note: Depending on the way in which the business rules have been set up by your airline, you may not see this functionality.

1. Ensure that the relevant customers are identified, selected if necessary, and shown in the CP table on the Customer Record screen.

   See *How to Display Customer Records* on page 110.

2. Press F10 to open the Compensation menu and press F3 to select Issue Compensation.

   The Compensation Customer Selection screen appears.

3. In the Select Customer(s) field, enter the line numbers of the customers you want to update.

4. In the Flight to Compensate field, select the flight for which you want to add compensation.
5. In the Compensation Reason field, select a specific reason for the compensation.
6. Press Enter to proceed.

   The Add Compensation screen appears.
7. Use the Compensation Details fields to specify the details of the compensation.

   Note: If Involuntary Downgrade is the compensation reason, the Form of Compensation field is mandatory. If you select Cash as the form of compensation, the Currency and Amount fields are mandatory.
8. Press Enter to activate the Save Compensation button. You return to the Customer Record screen.

   The Compensation Details category in the Customer Product Record is updated with the details. If you added compensation details for more than one customer, the first customer's record is shown by default. To show other Customer Product Records, use the Select Customer(s) and Select Flight(s) fields to select and deselect customers.

How to Delete a Compensation Record

Note: Depending on the way in which the business rules have been set up by your airline, you may not see this functionality.

1. Ensure that the customers selected and displayed in the CP table on one of the following screens:
   - Customer Record
   - Compensation
2. Display the Delete Compensation screen. The table below shows all the relevant items that could be available and explains how to use them to display the Delete Compensation screen.

Table: Action List Items to Delete Denied Boarding Compensation

Screen	Shortcut or Menu	Steps
Customer Record	Cust. Service	1. Press Shift+F4 to open the Cust. Service menu. 2. Do the following: - Press Shift+F9 to select Delete Compensation from the menu. Or - Use the arrow keys to highlight Delete Compensation and press Enter.
Compensation	Delete Comp	Press F9 to select the Delete Comp shortcut.

Screen	Shortcut or Menu	Steps
	Customer	1. Press Shift+F4 to open the Customer menu. 2. Do the following: - Press F9 to select Delete Comp from the menu. Or - Use the arrow keys to highlight Delete Comp and press Enter.

3. Ensure that the customers you want to update are selected.
4. The Compensation Details Recap shows a list of all the flights for which compensation details have been added.

   If there is more than one flight, tab to the Select field below the list and type the line number of the flight for which you want to delete the compensation details.
5. Press Enter to activate the Delete Compensation button. The Customer Record screen appears.

   The Compensation Details category in the Customer Product Record is updated or removed completely (if you deleted all the compensation details for all flights). If you deleted compensation details for more than one customer, the first customer's record is shown by default. To show other Customer Product Records, use the Select Customer(s) and Select Flight(s) fields to select customers.

Managing the Hotel Inventory

This functionality needs activation.

How To Search for Hotels

1. Display the Hotel application, press CTRL+U.
2. On the Search Hotel screen, enter the search criteria:

Table: Hotel Search Criteria

Field	Description
Carrier	Select an airline.
Port	Select the hotel location.
Date Range From	Select the check-in date.
For	Select the number of nights.

3. Press Enter to activate the Search button.

How To Add Hotels

1. On the Hotel List screen, select Add Hotel or press F4.

   See *How To Search for Hotels* above.
2. On the Add Hotel screen, enter the Hotel Creation Details.

Table: Hotel Creation Details

Field	Description
Port	Select the hotel location.
Date Range From	Select the check-in date.
For	Select the number of nights.
Name	Enter the hotel name.
Address	Enter the hotel address.
Tel	Enter the hotel telephone number.
Comments	Enter a comment , for example: Free shuttle from airport.
Number of Rooms	Enter the number of available rooms.
Eligibility for Cabins	Enter the cabin classes that are eligible for a hotel room.
Update Comment	Enter a comment for the management, for example: Added to cover exceptional disruption.

3. Press Enter to activate the Add Hotel button.

How To Update the Room Capacity and Eligibility

1. On the Hotel List screen, select a hotel.

   See *How To Search for Hotels* on page 166.

2. Press Enter to activate the Select button.
3. On the Hotel Capacity Update screen, update the following fields:

Table: Hotel Capacity and Eligibility

Field	Description
Rooms To Add	Enter the number of additional rooms.
Eligible For Cabins	Enter the cabin classes that are eligible for a hotel room.
Update Comment	Enter a reason, for example: Increased capacity.

4. Press Enter to activate the Update button.

Printing

How to Print Boarding Passes

Depending on the way in which the business rules are set up by your airline, boarding passes (if required) are printed or reprinted automatically or manually during the acceptance process. If boarding passes are printed manually, the system prompts you to print or reprint them whenever necessary.

1. At the end of the acceptance process, ensure that the Acceptance Information screen is displayed for the customers whose boarding passes you want to print or reprint.

   Alternatively, ensure that the accepted customers whose boarding passes you want to print or reprint have been identified, selected if necessary, and are shown on one of the following screens.

   - Customer Display
   - Group List
   - Transfer Result

2. Depending on the actions available on your current screen, do one of the following:

   - Press F4 to select Print B Pass.

     OR

   - Press Shift+F10 to open the Printing menu, then F4 to select Print B Pass from the menu.

   Boarding passes are printed or reprinted for all the selected customers and the current screen remains displayed.

   Note: Boarding passes are printed on your default boarding pass printer, which is determined by the device setup at your location.

3. If customers cannot be selected on your current screen, choose between printing boarding passes for all customers or specific customers only, when prompted.

   If you choose to select customers, the Boarding Pass Options screen appears.

How to Print Boarding Passes With Options

1. Ensure that the customers for whom you want to print boarding passes are accepted, shown in the CP table and selected if necessary.
2. Press Shift+F10 to open the Printing menu, then Shift+F4 to select Print B Pass With Options from the menu.

   The Boarding Pass Options screen displays.

   Note: This screen may appear automatically during the acceptance process when you print or reprint boarding passes when prompted to do so and you choose to print with options. The Boarding Pass Options screen may also appear following a seat change.

3. Type the relevant line numbers in the Select Customer(s) field to select the customers for whom you want to print boarding passes.
4. Use the Location field group to specify the full location of a single boarding pass printer.

Note: The application will populate the fields with your location details by default.

5. Specify the feed type if necessary by selecting Normal Feed or Front Feed in the Feed field, which appears in the Boarding Pass Feed field group.

   Normal Feed is selected by default. If the selected printer supports more than one feed type, you can specify Front Feed instead by selecting it from a dropdown list. Press CTRL+down-arrow to open the list.

6. If the selected customers have been accepted on multi-leg flights and you need to print or reprint boarding passes for specific legs only, use Boarding Pass Print Recap, which appears below the Boarding Pass Feed field group.

   Boarding Pass Print Recap shows the boarding pass print status for all the flight legs common to all the selected customers. In the Select field, type the line numbers of the flight legs for which you want to print boarding passes. All the legs of the prime flight are selected by default.

   Note: If the customers are accepted on multiple flights, you cannot select individual flight legs from different flights.

7. Press Enter to activate the Print button.

How to Print Seat Slips With Options

1. Ensure that the customers are accepted, shown in the CP table and selected.
2. Press Shift+F10 to open the Printing menu, then Shift+F5 to select Print Seat Slip With Options.
3. On the Customer Selection screen, type the relevant line numbers in the Select Customer(s) field to select the customers for whom you want to print seat slips.
4. Press Enter to activate the Select button.

   The Seat Slip Options screen displays.

5. Type the relevant line numbers in the Select Customer(s) field to select the customers for whom you want to print seat slips.
6. From the Printer menu, select the.
7. Press Enter to activate the Print button.

How to Print Bag Tags

Depending on how the business rules are set up by your airline, bag tags are printed automatically or manually during the acceptance process. If bag tags are printed manually, the application prompts you to print them whenever necessary.

1. Ensure that one of the following screens is displayed, showing the customers whose bag tags you want to print.
   - Customer Acceptance
   - Customer Display
   - Acceptance Information
   - Baggage Display
   - Group List
   - Transfer Result
2. Depending on the actions available on your current screen, do one of the following:
   - Press F5 to select Print Bag Tag.

     Or
   - Press Shift+F10 to open the Printing menu, then F4 to select Print Bag Tag from the menu.

   Bag tags are printed for all the selected customers and the current screen remains displayed.

   Note: Your default bag tag printer is determined by the device setup at your location.
3. If some of the bag tags have already been printed and you are prompted to print the remaining tags:
   - Press Enter to activate the Print Remaining button and print the remaining bag tags.

     Or
   - Tab to Print All and press Enter to print all the bag tags.

   Note: The Print All option will issue new tag numbers for all the bags including those with manual bag tags.
4. If customers are not selected on your current screen, choose between printing bag tags for all customers or specific customers only, when prompted.

   If you choose to select customers, the Bag Tag Options menu appears.

Print With Options

1. Ensure that the customers for whom you want print bag tags are selected. table and selected if necessary.
2. Press Shift+F10 to open the Printing menu, then Shift+F5 to select Print Bag Tag With Options from the menu.

   The Bag Tag Options screen appears.
3. In the Select Customer(s) field, type the line number of the customer whose bag tags you want to print. You can only select one customer at a time.
4. Select the applicable Baggage Group from the drop-down list, if applicable.

The details of the selected customer’s bags appear in a table below the CP table. If the customer’s bags are part of a baggage pool, the details of all the bags in the pool are included. The bag details are for information only and cannot be edited.

5. In the Select Bags field, type the line numbers of the bag tags you want to print. Separate consecutive numbers with a dash and non-consecutive numbers with a comma.

   All the bags without tag numbers are selected by default. If all the bags in the table have been issued with a tag number, the Select Bags field is blank by default.

6. In the Location field group, specify the full location of a single printer.

   Note: The application populates the fields with your location details by default.

7. In the Tag Type field, specify the type of bag tags to print from the drop-down menu.

   - Normal - bag tags without baggage spur information. Normal is the default setting.
   - Fallback - bag tags with baggage spur information in the event of an outage in the baggage sortation system.
   - Normal and Fallback.

8. Press Enter to activate the Print button.

How to Reissue Bag Tags

1. To reissue Bag Tags:

   - On the Acceptance Information screen or Baggage Display screen press F5.

     Or

   - On the Customer Display screen press F10 to display the Printing menu.
   - Press F5.

   Note: Your default bag tag printer is determined by the device setup at your location.

   A prompt asking you to confirm the bag tag re-issue appears.

2. Do the following:

   - Tab to the Print All button and press Enter to re-issue all the bag tags

   Note: This will also issue bag tags for bags with manual bag tags.

     Or

   - Press Esc if you do not want to proceed with the bag tag re-issue.

How to Print E-ticket Receipts

Note: You can only print e-ticket receipts if you have an ATB printer available at your location.

1. Ensure that customers with e-tickets are identified, selected if necessary, accepted, and shown in the CP table on the Customer Acceptance or Acceptance Information screen.
2. To print an e-ticket receipt to your default ATB printer, press Shift+F10 to open the Printing menu in the action list. Then do the following:
   - Press F6 to select Print Etkt Receipt from the menu.

     Or
   - Use the arrow keys to highlight Print Etkt Receipt in the menu, then press Enter.

   Note: Your default ATB printer is determined by the device setup at your location.

   The e-ticket receipt is printed and the Customer Acceptance or Acceptance Information screen remains displayed.

Print With Options

1. Ensure that customers with e-tickets are identified, selected if necessary, accepted, and shown in the CP table on the Acceptance Information screen.
2. Press Shift+F10 to open the Printing menu in the action list. Then do the following:
   - Press Shift+F6 to select Print Etkt Receipt With Options from the menu.

     Or
   - Use the arrow keys to highlight Print Etkt With Options in the menu, then press Enter.

   The E-Ticket Options screen appears.
3. If necessary, type the relevant line numbers in the Select Ticket(s) to Print field to select the e-tickets for which you want to print e-ticket receipts. If you are selecting multiple e-tickets, separate consecutive numbers with a dash and non-consecutive numbers with a comma.

   Note: Paper tickets do not appear in the ticket list.
4. Use the Location field group to specify the full location of a single ATB printer.

   If you do not have the required security permissions, all fields except Printer Address are disabled.
5. To specify the language and feed type for the e-ticket receipts, use the E-Ticket Options field group, which appears below the Location field group.
6. Press Enter to activate the Print button.

How to Print the Current Screen Data

1. Ensure that one of the following screens is displayed:
   - Baggage List
   - Baggage History
   - Customer List
   - Regrade
   - Customer Record

   Note: You can print additional screens using the Device menu at the top of the screen.

2. Send a print request to your default printer. The way you do this depends on which items are available in the action list. The table below shows the relevant items that could be available and explains how to use them to send a print request.

Table: Action List Items

Action List Item	Steps
Print to Default	Press F5 or F8 to select the Print to Default shortcut. The function key to use is clearly shown in the action list.
Printing	Do the following: 1. Press Shift+F10 to open the Printing menu. 2. Do the following: - Press F5 or F8 to select Print to Default from the menu. Or - Use the arrow keys to highlight Print to Default, then press Enter.

The system sends the print request to your default printer and the current screen remains displayed.

Print With Options

This topic explains how to send your print request for a cryptic version of the current screen data to a specific printer or one or more teletype addresses.

1. Ensure that one of the following screens is displayed.
   - Baggage List
   - Baggage History
   - Customer List
   - Regrade
   - Customer Record

2. Display the Print With Options screen. The way you do this depends on which items are available in the action list. The table below shows all the relevant items that could be available and explains how to use them to display the Print With Options screen.

Table: Action List Items

Action List Item	Steps
Print with Options	Press F9 to select the Print with Options shortcut.
Printing	1. Press Shift+F10 to open the Printing menu. 2. Do the following: - Press F9 to select Print with Options from the menu. Or - Use the arrow keys to highlight Print with Options, then press Enter.

Note: You can print additional screens using the Device menu at the top of the screen.

3. Do one of the following:
   - Use the Location field group to specify the full location of a single printer.
   - Specify a single printer address by typing it in the Printer Address field.
   - Specify an email address by typing it in the Email Address field.
   - Specify one or more teletype addresses using the Teletype Addresses field group.
4. Press Enter to activate the Print button.

   The system sends the print request to the specified printer or teletype addresses and you return to the screen that you printed.

Tracking Customers

How to Add Tracking Information

1. Ensure that the customers you want to track are identified, selected if necessary, accepted, and shown in the CP table on one of the following screens:
   - Customer Display
   - Acceptance Information
2. Press Shift+F4 to open the Customer menu in the action list, then do the following:
   - Press Shift+F4 again to select Track Customer.

     Or
   - Use the arrow keys to highlight Track Customer in the menu, then press Enter.
3. On the Track Customer screen, in the Select Customer(s) field, type the relevant line numbers to select the customers you want to track at your current physical location.
4. Press Enter to activate the Track button.

   If the selected customers are eligible to board the prime flight (shown at the top of the screen), the system adds tracking information to the relevant Customer Product Records and you return to the Customer Display screen from which you chose to track customers.

   Note: To view tracking information, you can display the Customer Product Records of tracked customers. Tracking information is part of the Customer Details data category. Tracking information is also shown in the Boarding application. It appears in the Last Seen column in the Not Boarded Customers list.
5. If the selected customers are currently ineligible to board the flight for one or more reasons, the system adds tracking information to the relevant Customer Product Records and prompts you to fix each of the outstanding boarding eligibility problems.

   Once you fix all the problems for all the selected customers, you return to the Customer Display or Acceptance Information screen from which you chose to track customers.

What Is the Tracking Application?

The Track application allows you to record the location (such as the boarding gate, lounge, or transfer desk) at which customers were last seen.

You can view this tracking information by displaying a list of all the tracked customers for a specific flight (including oncarriage flights not hosted in Altéa Departure Control).

Tracking information is also shown in the Customer Details category of the Customer Product Record.

There are two methods of adding tracking information in the Track application:

- Swiping or scanning a document such as a boarding pass or inserting it in a Boarding Gate Reader (BGR). You can only track one customer at a time using this method.
- Manually identifying customers and indicating that you want to track them.

How to Track Customers

By Document Swipe

1. Press CTRL+K to open the Track application.
2. On the Track Customer screen, swipe or scan the relevant customer document or insert the boarding pass in an attached Boarding Gate Reader (BGR).

   The following table shows the documents you can use and the information used to identify the customer.

   Table: Documents for Tracking

Document	Information Used
Boarding pass	Date, flight number, boardpoint, seat or security number, customer name
Credit card	Credit card number
FQTV card	FQTV number
Paper ticket or ATB	Ticket number
Passport	Passport number

   The system uses the information from the document to identify the customer. By default, the current system date is used as the flight date and your current physical location is used as the boardpoint.

   The system applies the tracking information automatically. It consists of the current system time and your current physical location.

   Note: If the system cannot find a single matching customer and journey or if the matching journey includes oncarriage flights only, an error message appears and tracking information is not applied.

   The tracked customer is added to the top of the Tracked Customers list.

   The customer most recently tracked is shown at the top of the list in larger type than the other customers.

By Manual Identification

1. Press CTRL+K to open the Track application. The Track Customer screen appears.
2. In the fields on this screen, type basic options such as customer names and the flight number.
3. Press Enter to activate the Identify button.

   The Track Customer screen appears showing all the matching customers in the CP table.
4. If necessary, specify the customers you want to track. All the customers are selected by default. In the Select Customer(s) field, type the relevant line numbers, then press Enter.
5. Press Enter to activate the Track button.

   The system applies the tracking information for the selected customers automatically. Tracking information consists of the current system time and your current physical location.

   The tracked customers are added to the top of the Tracked Customers list in the bottom part of the screen.

   If you previously tracked the same customers or other customers in your current session of the Track application, the list already contains customers. The customers most recently tracked are shown at the top of the list in larger type than the other customers.

How to Display Tracked Customers

From the Track Application

You can display a list of all the tracked customers for a specific flight using the Track application. Do the following:

1. Press CTRL+K to open the Track application. The Track Customer screen appears.
2. Press Shift+F9 to select Lists from the action list.

   The Lists menu opens.
3. Press Enter or F11 to select Tracked Customers in the Lists menu.

   The Enter Flight screen appears.
4. Use the fields on this screen to specify the flight for which you want to display the list of tracked customers.
5. Press Enter to activate the Display button. The Tracked Customers list for the specified flight appears.

From the Flight Application

You can display a list of all the tracked customers for a specific flight using the Flight application. Do the following:

1. Select the flight and ensure the Flight Information screen is displayed.
2. Press Shift+F9 to open the Lists menu.
3. Press F11 to display the Tracked Customers List screen.

To display a tracked customer:

1. In the Select field, type the line number of the relevant customer.
2. Press Enter to activate the View Customer button.

   The Customer Selection screen appears.
3. In the Select field, type the line number of the relevant customer.
4. Select Yes or No from the Include Linked Customer drop down menu.
5. Press Enter to activate the Select button.

   The Customer Record appears.

The Tracked Customer List can also be displayed for carriers that are not hosted in Amadeus Altéa Departure Control Customer Management.

Transferring Customers

What Is the Customer Transfer Process?

When you transfer customers with multiple flights, the system uses the first original flight as a reference. Attributes such as seat preferences, baggage information, and SSRs are taken from the reference flight and applied to all new flights.

This section contains descriptions of how the various parts of the customer transfer process are handled.

Customer Acceptance

Customers will be accepted at the highest customer acceptance status based on their status on the original flights and whether the transfer is manual or system-initiated.

The following table explains the possible scenarios.

Table: Acceptance Status Matching

Scenario	New Acceptance Status
Not accepted customer and system-initiated transfer	Accepted
Standby customer and system-initiated transfer	Accepted
Fully accepted customer and transfer initiated manually	Accepted
Not accepted customer and transfer initiated manually	Not Accepted
Standby customer and transfer initiated manually	Accepted

The system automatically matches the customer's new cabin and class unless their current cabin does not exist on the new flights, in which case they are transferred to the closest cabin type. For example: if a first class customer is transferred to a flight that does not have first class, they are transferred to business class instead.

Ticketing

Customers' e-ticket coupons are automatically re-associated to the new flights. If the system is unable to re-associate all coupons, the transfer is completed but a high-priority comment is added to the customer record detailing the nature of the error. If this occurs, you must manually re-associate the coupons.

E-ticket coupon statuses are automatically updated based on the customer's acceptance status. For example, an accepted customer's e-ticket coupon status will be set to Checked In (C).

Paper ticket details are automatically transferred to the new flights.

Baggage

Baggage will be accepted at the highest acceptance status possible, based on its status on the original flights and the customers' status on the new flights.

The following table illustrates some common examples.

Table: Baggage Acceptance Status Matching

Scenario	New Customer Status	New Baggage Status
Fully accepted customer and baggage	Accepted	Accepted
Not accepted customer and baggage	Not Accepted	Not Accepted
Standby customer and baggage	Accepted	Accepted

Baggage records are updated to reflect the new flights but any existing bag tag numbers remain the same.

Customer Links

When you transfer customers that are linked, the link may be broken, depending on the situation.

The following table explains how the system handles each possible scenario.

Table: Linked Customer Processing

Scenario	Link Status
A set of linked customers is transferred together.	The customers remain linked.
In a set of two linked customers, one is transferred.	The link is broken.
Two or more customers in a set of linked customers are transferred.	The customers that are transferred remain linked together but their link with the customers that remain on the original flights is broken. The customers on the original flights remain linked to each other.

What Are the Customer Transfer Types?

There are four types of customer transfers:

- **Transferring Customers during the Acceptance Process**

  The system may automatically offer available transfer alternatives during customer acceptance based on Customer Value, the customer's selling class, or whether the currently booked flight is stressed. Whether a flight is considered stressed is determined by the way your carrier has set up the business rules.

- **Transferring Customers to Available Journey Options**

  This process can be done at any time and enables you to provide customers with better journey alternatives when available. For example, you can transfer customers to:

  - A direct flight instead of a connection.
  - An earlier flight.
  - A more direct route with a shorter elapsed flying time.
  - A flight that is not stressed.

- **Transferring Customers to Standby Journey Options**

  You can use a standby transfer if customers would like to standby for a different flight in case it becomes available. In this case, the customer's original flights are retained until they are fully accepted on the new flights.

- **Forcing a Transfer**

  This type of transfer is mainly used in the event of a disruption.

Customer eligibility for transfers is determined by the way your carrier has set up the business rules.

After a transfer, once customers are fully accepted on the new flights all ticket and baggage information is transferred automatically.

What Are the Conditions for Customer Transfer?

Before transferring customers, the following conditions must be met:

- You can transfer customers from a journey consisting of a maximum of three flights to a journey consisting of a maximum of five flights. Each flight may have multiple legs.
- All flights must be handled in Altéa Departure Control.
- You cannot transfer customers who already have an acceptance status of Boarded.
- You cannot transfer customers if flight status is one of the following:

Table: Unacceptable Flight Status for Transfers

Status Type	Original Flights	New Flights
General	• Suspended • Locked • Departed	• Suspended • Locked • Cancelled • Departed
Acceptance	• Closed • Finalised	• Not Opened • Gated • Suspended • Closed • Finalised
Load Control/Sheet	Finalised	Finalised
Boarding	Closed	Closed

- Routing changes are not permitted, except for connecting points. The boardpoint and offpoint must remain the same. In cities with multiple airports, switching to a different airport is considered a routing change.
- Infants, cabin baggage and extra seats must be transferred with their associated customers. If you need to cancel cabin baggage or extra seats, you can do so separately from the transfer process.
- You cannot transfer non-commercial PNRs, air marshals, or no-name Customer Product Records.
- Baggage pools may not be broken. All customers in a baggage pool must be transferred together. If you need to transfer only some customers, you must depool their baggage separately from the transfer process.
- You can only transfer from one carrier to another during standby or disruption transfers, depending on how your carrier has set up the business rules. Otherwise, transferring from one carrier to another is not allowed, so the system will not propose other carriers' flights.

What Are the Conditions for Standby Transfer?

The following conditions and processes apply to standby transfers:

- Existing flights will not be cancelled until the customer is fully accepted on the new flights. If new flight acceptance never occurs and the customer is boarded on the original flights, the standby flights are cancelled. Alternatively, if the customer is transferred and fully accepted on other flights, both the original and the standby flights are cancelled.
- If space is not available on the new flights or you specify an acceptance status of standby, the booking status for the new flights is WL (waitlist).
- Whether you are authorised to transfer from one carrier to another depends on how your carrier has set up the business rules.
- If transferring from one carrier to another, customers with unpaid excess baggage cannot be transferred. You must process the excess baggage payment or cancel the excess baggage separately from the transfer process.
- You cannot transfer customers if flight status is one of the following:

Table: Unacceptable Flight Status for Standby Transfers

Status Type	Original Flights	New Flights
General	• Suspended • Locked • Cancelled • Departed	• Suspended • Locked • Cancelled • Departed
Acceptance	• Closed • Finalised	• Not Opened • Gated • Suspended • Closed • Finalised
Load Control/Sheet	Finalised	Finalised
Boarding	Closed	Closed

How to Transfer Customers to Available Journeys

1. Ensure one of the following screens is displayed showing the customers in the CP table or customer list.
   - Customer Record
   - Customer Acceptance
   - Customer Display
   - Acceptance Information
   - Customer List
   - Available Journey Selection
2. Follow the steps below, depending on the current screen:

Table: Steps to Initiate the Transfer Process

Screen	Steps
• Customer Record • Customer Display • Customer Acceptance • Acceptance Information • Customer List	1. Press Shift+F9 to display the Transfer menu. 2. To select Available Journey Options: - Press Enter. Or - Press F4.
Available Journey Selection during Acceptance	See also *Transfer During Acceptance* on page 186.

3. If you are transferring more than one customer, the customers you transfer together must have the same journey. If the CP table or customer list contains customers with different journeys, one or some of the following actions can occur:

Table: Actions Depending on Customer Scenario

Scenario	System Action
Customers have different routings.	The Select Destination screen appears, enabling you to select customers with a common routing. See also *How to Select Common Destinations for Customer Transfers* on page 190.
Customers are booked on different marketing and operating carriers.	The Select Marketing Flight screen appears, enabling you to select customers with a common codeshare carrier. See also *How to Select Common Marketing Flights for Customer Transfers* on page 191.

Note: If a customer fits multiple scenarios, you are prompted to resolve them in the order shown above.

4. Once the CP table or customer list contains a single customer or a set of customers with the same journey, the system attempts to retrieve available journeys for transfer. Depending on flight availability, one or some of the following actions can occur:

Table: Actions Depending on Flight Availability

Flight Availability	System Action
No flights are available.	You are prompted to search for flights that customers can standby for. To transfer the customers to standby flights: • Press Enter. See also *How to Transfer Customers to Standby Journeys* on page 187. Or • Type 2 and press Enter to cancel and return to the previous screen.
Customer has multiple flights, but only some legs are available for transfer.	You are prompted to restrict the journey. To restrict the journey: • Press Enter. See also *How to Restrict Journeys for Customer Transfers* on page 192. Or • Type 2 and press Enter to cancel and return to the previous screen.

5. When the system finds journeys available for transfer, the Available Journey Selection screen appears. The system shows a maximum of 15 journeys based on the customer's carrier and the date and time of the flights booked.
6. If there is more than one customer in the list, type the line numbers of the customers you want to transfer in the Select Customer(s) field.
7. In the Select Journey field, type the line number of the journey to which you want to transfer the customers.
8. Press Enter to activate the Transfer button. The Transfer Result screen appears. This screen shows a summary of the transfer information.

   The first lines on the screen show the new prime flight information, the type of list you are viewing (Transferred Customers) and the number of customers in the list.
9. Press Enter to activate the Continue button. The Transfer Result screen is updated with a confirmation showing the customers were successfully transferred.

   The confirmation shows travel information for both the original journey and the new journey, including:

   - Flight number, date and routing
   - Departure, arrival and boarding times
   - Gate number and connection information, if any

   Note: Depending on how your carrier has set up the business rules, you may be prompted to print boarding passes or boarding passes may be printed automatically.

Transfer During Acceptance

During acceptance, one or more customers may be recognised as eligible for transfer. In this case, the Available Journey Selection screen appears automatically. This screen shows the flights that the system has identified as possible alternatives based on Customer Value, selling class, or the stress level of the flight on which customers currently have bookings. Whether a flight is considered stressed is determined by the way your carrier has set up the business rules.

The Available Journey Selection screen enables you to choose whether to transfer customers or keep their original flights.

The following table explains the possible scenarios.

Table: Steps Depending on Transfer Decision

Scenario	Steps
Transfer customers to the new flights.	1. In the Select Customer(s) field, type the line numbers of the customers you want to transfer. **Note:** All of the customers you previously identified are shown in the CP table or customer list. 2. In the Select Journey field, type the line number of the journey to which you want to transfer the customers. 3. Press Enter to activate the Accept button and initiate the transfer process. See also *How to Transfer Customers to Available Journeys* on page 184.
Keep customers on the original flights and continue with the acceptance process.	1. In the Select Customer(s) field, type the line numbers of the customers you want to transfer. **Note:** All of the customers you previously identified are shown in the CP table or customer list. 2. Leave the Select Journey field blank. Press Enter to activate the Accept button and continue with the current acceptance process.

How to Transfer Customers to Standby Journeys

This topic explains how to find flights that customers can stand by for. You can use this method if, for example, customers have checked in early and would like to standby for an earlier flight. The system will accept customers at the highest possible acceptance status, unless you specify otherwise.

1. Ensure one of the following screens is displayed showing the customers in the CP table or customer list.
   - Customer Record
   - Customer Acceptance
   - Customer Display
   - Acceptance Information
   - Customer List
2. Press Shift+F9 to display the Transfer menu in the action list.
3. Press F5 to select Standby Journey Options. If you are transferring more than one customer, the customers you transfer together must have the same journey. If the CP table or customer list contains customers with different journeys, one or some of the following actions can occur:

Table: Actions Depending on Customer Scenario

Scenario	System Action
Customers have different routings.	The Select Destination screen appears, enabling you to select customers with a common routing. See also *How to Select Common Destinations for Customer Transfers* on page 190.
Customers are booked on different marketing and operating carriers.	The Select Marketing Flight screen appears, enabling you to select customers with a common codeshare carrier. See also *How to Select Common Marketing Flights for Customer Transfers* on page 191.
Customers have multiple flights booked in different classes.	You are prompted to specify a single class for the new flights. To transfer the customers to a single class: • In the Select Class field, type the class code and press Enter to activate the Find Flights button. Or • Press Esc or tab to the Cancel button and press Enter to return to the previous screen and select a different set of customers.

Note: If a customer fits multiple scenarios, you are prompted to resolve them in the order shown above.

Once the CP table or customer list contains a single customer or a set of customers with the same journey, the Stand-by Journey Selection screen appears. The system shows up to 15 journeys based on the date and time of the original flights.

4. If the alternative flights for standby that the system finds are unsuitable, you can:
   - Search for other flights or input the flight information manually.

     See also *How to Search for Alternative Flights* on page 189.
   - Restrict the transfer to a portion of the journey.

     See also *How to Restrict Journeys for Customer Transfers* on page 192.
5. In the Select Customer(s) field, type the line numbers of the customers you want to transfer.
6. In the Select Journey field, type the line number of the journey to which you want to transfer the customers.
7. The system attempts to accept customers at the highest acceptance status possible. Use the Advanced Options if you want to override system processing and force a standby acceptance status.

   See also *How to Use Advanced Options* on page 189.
8. Press Enter to activate the Transfer button. The Transfer Result screen appears. This screen shows a summary of the transfer information.

   The first lines on the screen show the new prime flight information, the type of list you are viewing (Transferred Customers) and the number of customers in the list.
9. Press Enter to activate the Continue button. The Transfer Result screen is updated with a confirmation showing the customers were successfully transferred.

   The confirmation shows travel information for both the original journey and the new journey, including:
   - Flight number, date and routing
   - Departure, arrival and boarding times
   - Gate number and connection information, if any

   Note: Depending on how your carrier has set up the business rules, you may be prompted to print boarding passes or boarding passes may be printed automatically.

How to Use Advanced Options

When you transfer customers the system attempts to accept them on the new flights at the highest acceptance status possible. You can override system processing and force a standby acceptance status.

1. If the Advanced Options section is collapsed, press F2 to expand it. The Transfer Options field group appears.
2. In the Transfer to Standby field, select Yes or No. The default selection is No.

   The following table explains how the selection you make is handled based on the customer's current acceptance status.

   Table: Transfer to Standby Field Selection Processing

Current Acceptance Status	No	Yes
Accepted or Standby	New status is the highest possible.	New status is Standby.
Not Accepted	Status remains Not Accepted.	

How to Search for Alternative Flights

1. Ensure the Stand-by Journey Selection screen is displayed showing the customers in the CP table or customer list.
2. In the Select Customer(s) field, type the line numbers of the customers for whom you want to find alternative flights.

   Note: All of the customers you previously identified are shown in the CP table or customer list.
3. Press F4 to display the Alternative Journey Search Parameters screen.
4. Complete the Main Parameters field group to search for flights by:
   - Carrier code and type of flight
   - Start date and time
   - Routing

   For additional search parameters or to enter the flight information manually, proceed to the next step.
5. Press F2 to display the Advanced Options if you want to search by:
   - A specific marketing/operating carrier partnership.
   - Excluding certain flights or flight ranges.
   - Specifying eligible connections.
   - Manually entering the flight number, date and city pair.
6. Press Enter to activate the Find Flights button. A Journey Selection screen appears showing the results of your search or the manual flight details you entered.

How to Select Common Destinations for Customer Transfers

Customers that you attempt to transfer simultaneously must share a common journey. If the CP table or customer list contains customers with different journeys when you attempt a transfer, the Select Destination screen appears automatically.

The Select Destination screen enables you to select an individual customer or a set of customers with the same destination to transfer first. Once the transfer for the first set of customers is complete, you are returned to this screen so you can select the next customer or set of customers to transfer.

The list of customers is shown with the first set of customers that have a common destination selected. The With Destination Of field contains the destinations for each set of customers in the list. A destination specified via either one or two specific flight numbers indicates a set of customers with connecting flights. The connecting flight information appears in the Onward Flight column in the customer list.

You can use the Select Destination screen in different ways, depending on the situation.

The following table explains the possible scenarios.

Table: Using the Select Destination Screen

Scenario	Steps
Transfer a set of customers with the same destination.	1. Do the following: - In the Select Customer(s) field, type the line numbers of the customers you want to select. Or - Press CTRL+down-arrow in the With Destination Of field to select a different destination from a list. The system automatically selects the customers with that destination. 2. Press Enter to activate the Find Flights button. A Journey Selection screen appears, showing alternative flights for the customers with the routing you selected.
Transfer a set of customers with the same destination on only some of their flights.	1. Do the following: - In the Select Customer(s) field, type the line numbers of the customers you want to select. Or - Press CTRL+down-arrow in the With Destination Of field to select a different destination from a list. The system automatically selects the customers with that destination. 2. Press F2 to display the Advanced Options. 3. In the Select field, type the line numbers of the flights from which you want to transfer the customers. This enables you to restrict the transfer to a portion of the journey. The default selection is for the entire journey. Press Enter to activate the Find Flights button. A Journey Selection screen appears showing alternative flights for the customers with the routing you selected.

Scenario	Steps
Transfer a set of customers with different destinations only on the flights they have in common.	1. In the Select Customer(s) field, type the line numbers of the customers you want to select. 2. Press F2 to display the Advanced Options. 3. Leave the With Destination Of field blank. 4. In the Select field, type the line numbers of the flights from which you want to transfer the customers. Only the flights the selected customers have in common are available to select and they are all selected by default. 5. Press Enter to activate the Find Flights button. A Journey Selection screen appears showing alternative flights for the customers with the routing you selected.

How to Select Common Marketing Flights for Customer Transfers

Customers that you attempt to transfer simultaneously must share a common journey, booked on the same marketing carrier. If your prime flight is a codeshare and the CP table or customer list contains customers booked on both the operating and the marketing carrier when you attempt a transfer, the Select Marketing Flight screen appears automatically.

The Select Marketing Flight screen shows the full list of customers with the first set of customers that have a common marketing flight selected.

You must select one set of customers with the same marketing flight to transfer. Once the transfer for the first set of customers is complete, you are returned to this screen so you can select the next customer or set of customers to transfer.

1. To select a different set of customers:
   - In the Select Customer(s) field, type the customer line numbers.

     Or
   - Press CTRL+down-arrow in the On Marketing Flight field to select a different marketing flight number from a list. The system automatically selects the customers with that flight number.
2. Press Enter to activate the Find Flights button. A Journey Selection screen appears showing alternative flights for the customers with the marketing flight you selected.

How to Restrict Journeys for Customer Transfers

For example, you can transfer customers to an earlier flight on the first leg, to give them more connecting time before their second flight.

1. Ensure one of the following screens is displayed showing the customers in the CP table or customer list:
   - Available Journey Selection
   - Stand-by Journey Selection
2. Press F7 to display the Select Destination screen.

   Note: If the customers in the CP table have different journeys, the With Destination Of field appears.
3. If there is more than one customer in the list, type the line numbers of the customers you want to transfer in the Select Customer(s) field.
4. In the Select field of the Only Transfer From group, type the line numbers of the flights that you want to use for the transfer. The default selection is for the entire journey.
5. Press Enter to activate the Find Flights button. The system shows alternative flights for the routing you selected.

Chapter 3

Flight

Displaying Flight Information

How to Display Flight Information

1. Press CTRL+F to open the Flight application.

   The Enter Flight screen displays your airline's carrier code by default, the current date and the three-character airport code associated with your terminal.

2. Type the flight number and a different date or airport code (if required) in the fields on the Enter Flight screen.

3. Press Enter to activate the Display button.

   The Flight Information screen appears. This screen is useful for preplanning flight activities and obtaining further flight information.

Note: If the selected flight has been cancelled, the screen will display a watermark stating Flight Cancelled.

How to Search for a Flight

1. Display the Flight application, press CTRL+F.
2. On the Enter Flight screen, press F4.
3. On the Search Flight screen, specify your search criteria:

Table: Flight Search Criteria

Search for	by typing the
Terminals	Terminal number, i.e. 14
Airports/Train stations	Port Code, i.e. FRA
Single flight	Flight number, i.e. 127
Flight ranges	Flight range, i.e. 100-130
Gates ranges	Gate range, i.e. A1-A20
Two separate gate ranges	Gate ranges, i.e. A1-A20,C12-C25

1. Press Enter to activate the Search button.

   A list of flights that matches your search options appears on the Flight List screen.

   The search criterion appears at the top of the screen.
2. In the Select Flight field, type the line number of the flight to view the Flight Information screen for a specific flight
3. Press Enter to activate the Select button.

What Is Flight Tracker?

Flight Tracker is a screen that displays the scheduled, estimated, actual and delay times of all the flights in a Flight List.

How to Track Flights

1. Search for flights.

   For an explanation, see *How to Search for a Flight* above.

   Note: Flight Tracker is only available when you search for flights Departing From Or Arriving At a specific port, not when you search for both.
2. When a Flight List is displayed, press F3 to select Flight Tracker.

   The Flight Tracker screen appears showing timings for all the flights in the list.
3. If you want to display detailed information for a flight, type the corresponding line number in the Select Flight field, then press Enter.

How to Display Acceptance Figures

This section explains how to display acceptance figures for a flight. The Acceptance Figures screen enables you to plan your customer acceptance activities by comparing the aircraft configuration and availability figures against the customer acceptance figures.

1. Ensure that the Flight Information screen is displayed.
2. Press Enter to activate the Acceptance Figures button.

   The Acceptance Figures screen appears.

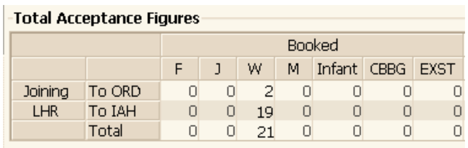
   If the flight is a codeshare flight, codeshare information and a Show field appear above the Aircraft Group.

   You can choose to see the availability and acceptance figures as Combined Figures or as Freesale Codeshare and Blockspace Codeshare flight numbers. Combined Figures are shown by default. To display the acceptance figures for a specific codeshare carrier and flight number, select the carrier and flight number from the Show list.

   If a customer has been accepted into a jump seat, the Acceptance Figures Group shows an additional column with the number of customers accepted into jump seats per leg.

   The acceptance figures and non-commercial PNR figures on multi-leg flights appear according to the boardpoint you have selected in the From field on the Flight Selection screen. The table below explains how to read the acceptance figures from the first boardpoint of the flight.

Table: Flight LHR-ORD-IAH - with Boardpoint LHR Selected

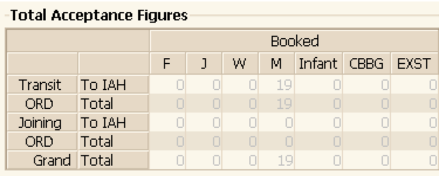
<table>
<tr><th>Column</th><th>Explanation</th></tr>
<tr><td>Total Acceptance Figures

<table>
<tr><td colspan="9">Total Acceptance Figures</td></tr>
<tr><td></td><td></td><td colspan="7">Booked</td></tr>
<tr><td></td><td></td><td>F</td><td>J</td><td>W</td><td>M</td><td>Infant</td><td>CBBG</td><td>EXST</td></tr>
<tr><td>Joining LHR</td><td>To ORD</td><td>0</td><td>0</td><td>2</td><td>0</td><td>0</td><td>0</td><td>0</td></tr>
<tr><td></td><td>To IAH</td><td>0</td><td>0</td><td>19</td><td>0</td><td>0</td><td>0</td><td>0</td></tr>
<tr><td></td><td>Total</td><td>0</td><td>0</td><td>21</td><td>0</td><td>0</td><td>0</td><td>0</td></tr>
</table>
</td><td>

The first row shows the figures for customers joining in the selected boardpoint (LHR) and disembarking in ORD.
The second row shows the figures for customers joining in the selected boardpoint (LHR) and disembarking in IAH.
The third row shows the total of the two lines.

</td></tr>
</table>

Here is an example of the same flight but where you have selected ORD as the boardpoint in the Select Flight screen. In this case the figures also display the customers who boarded at LHR. They appear as transit customers, as they are in transit at the requested boardpoint of ORD. The table below explains how to read the acceptance figures from a transit boardpoint.

Table: Flight LHR-ORD-IAH - with Boardpoint ORD Selected

<table>
<tr><th>Column</th><th>Explanation</th></tr>
<tr><td>Total Acceptance Figures

<table>
<tr><th colspan="9">Total Acceptance Figures</th></tr>
<tr><td></td><td></td><td colspan="7">Booked</td></tr>
<tr><td></td><td></td><td>F</td><td>J</td><td>W</td><td>M</td><td>Infant</td><td>CBBG</td><td>EXST</td></tr>
<tr><td>Transit</td><td>To IAH</td><td>0</td><td>0</td><td>0</td><td>19</td><td>0</td><td>0</td><td>0</td></tr>
<tr><td>ORD</td><td>Total</td><td>0</td><td>0</td><td>0</td><td>19</td><td>0</td><td>0</td><td>0</td></tr>
<tr><td>Joining</td><td>To IAH</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr>
<tr><td>ORD</td><td>Total</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td><td>0</td></tr>
<tr><td>Grand</td><td>Total</td><td>0</td><td>0</td><td>0</td><td>19</td><td>0</td><td>0</td><td>0</td></tr>
</table>
</td><td>

The first and second rows show the figures for the customers who are in transit in ORD (they are flying from LHR to IAH).
The third and fourth rows show the figures for customers joining in the selected boardpoint (ORD) and disembarking in IAH.
The fifth row shows the grand total of all figures.

</td></tr>
</table>

3. To go back to the Flight Information screen, press Enter to activate the Flight Info button. Pressing Enter acts as a toggle between the Flight Information screen and the Acceptance Figures screen.

Displaying and Updating Contact Information

How to Display Contact Information

1. Ensure that one of the following screens is displayed:
   - Flight Information
   - Acceptance Figures
2. Press Shift + F8 to display the Flight Contacts screen.

   The information on this screen applies to the prime flight (shown at the top of the screen).

   The flight contacts table contains a row of details for each contact type. Only one row can exist for each type.

How to Update Contact Information

1. Ensure that the Flight Contacts screen is displayed.
2. Press Enter to activate the Update Contacts button.

   The Update Contacts screen appears.
3. Use the fields in the Flight Contacts table to add or update the details for each type of contact. There is a row of fields for each type: Acceptance, Gate, Load Controller, Service Desk, Supervisor/PCU, and Other. Use the Tab key to move between fields.

   Note: You cannot update the Load Controller details.
4. Press Enter to activate the Update button.

   The contact information for the prime flight is updated and you return to the Flight Contacts screen where the updated information is shown in the flight contact table.

To remove contact information, do the following:

1. Press Enter to activate the Update Contacts button.
2. Tab to the contact field that you want to delete and press the Delete key.

Note: If you delete the Firstname you must also delete the Surname and vice-versa.

3. Press Enter to activate the Update button.

How to Display Flight Coupon Reconciliation Data

This section explains how to display the Flight Coupon Reconciliation list which shows:

- The number of commercial and non-revenue customers on the flight.
- The number of e-tickets for customers on the flight.
- Details of all accepted customers with paper tickets.

This information will typically be used as part of the post-departure procedures to reconcile the physical coupons with the flight data.

1. Select a flight and ensure the Flight Information screen is displayed.
2. Press Enter to activate the Acceptance Figures button.
3. On the Acceptance Figures screen, press Shift+F7 to open the Flight menu, then Shift+F4 to display the Flight Coupon Reconciliation List screen.

   Note: This screen appears in the Amadeus Reservations format.

How to Display Customer Weight and Balance Details

1. Select a flight and ensure the Flight Information screen is displayed.
2. Press Shift+F7 to open the Flight menu, then Shift+F5 to display the Customer Weight and Balance Details screen.

   Note: This screen appears in the Amadeus Reservations format.
3. In the Seat Row Numbers field, type the seat row range if you want to display the details for a specific area.
4. Press Enter to activate the Refresh button.

This screen displays a summary of the customers accepted on the flight, by class and gender, and their baggage. This information can be used to prepare the aircraft loadsheet in a manual weight and balance environment.

How to Display Flight Event History

1. Ensure that the Flight Information screen is displayed.
2. Select Flight (Shift+F7) from the screen menus.
3. Select the Flight History (Shift+F12) option to display the Flight History screen.

   The screen shows the time the event took place, the identity of the agent that initiated the event and the address from which the event was initiated. (If an event is triggered from the departure plan, a generic login and workstation are shown instead.)
4. Select an event line to display the details.
5. To refine the details displayed, select F2 to display Advanced Options, and filter on the desired category.

Updating Flight Information

How to Update Flight Information

The information displayed for a flight is taken from Altéa Departure Control Flight Management. You can use the Flight application to make modifications to scheduled data.

To update information such as gate number, departure times and flight status

1. From the Flight Information or Acceptance Figures screen:
   - Press Shift+F2 to select Flight Update from the action list.

     Or
   - Press Shift+F7 to open the Flight menu, then press Shift+F2 to select Flight Update.

To update regulatory or revenue integrity actions for the flight:

1. From the Flight Information or Acceptance Figures screen, press Shift+F2 to open the Flight menu:
   - Press F10 to select Regulatory Update.

     Or
   - Press F11 to select Revenue Integrity Update.
2. Enter the flight information that you want to change.
3. Press Enter to activate the Update button.

Updating Regulatory Data Messaging

This functionality needs activation.

What is Regulatory Data Messaging?

Regulatory Data Messaging allows you to check and modify current regulatory settings at carrier or flight level, and by country for regulatory programmes such as APP or iAPP.

You can update the Regulatory Data Messaging settings:

- At flight level on the Flight Regulatory Update screen.
- At airline level on the Airline Regulatory Update screen of the Airline Settings application.

How to Update Regulatory Settings at Flight Level

1. In the Flight application, in the Flight Information screen, press SF7 or select Flight.
2. From the Flight menu, press F5 or select Regulatory Update.

3. On the Flight Regulatory Update screen, from the Current Regulatory Status field, select a regulatory programme.

   Only regulatory programmes applying for the leg starting from the board point are displayed.
4. From the Regulatory Actions field, select a regulatory programme.
5. Press Enter to activate the Update button.

How to Update Regulatory Settings at Airline Level

1. From the Applications menu, press CTRL+SHIFT+A or select Airline Settings.
2. In the Airline Settings screen, from the Carrier field, select the Carrier code.
3. Press Display.

   The Airline Regulatory Update screen displays.

If there are no regulation programmes

1. From the Regulatory Actions field, select a regulatory programme.
2. Press Enter to activate the Update button.

   The regulatory programme is added to the Regulation by Country field.

If there are regulatory programmes

1. From the Current Inhibited Regulatory Programmes field, select a regulatory programme.
2. From the Regulatory Actions field, select a regulatory programme.
3. Press Enter to activate the Update button.

How to Update Catering Figures

This section explains how to display and update catering figures for the prime flight. These figures help you to plan meals for all classes of service.

Note: If the catering figures have been automatically updated by an external catering system, a manual update will override the automatic update and future automatic updates will be ignored.

To display and update catering figures:

1. Ensure that one of the following screens is displayed:
   - Flight Information
   - Acceptance Figures
2. Press F9 to display the Catering Figures screen.

   Note: If the flight is multi-leg, the figures you display and update apply to the first leg only. To display and update figures for other flight legs, you must re-identify the flight using the boardpoint of the leg required.

   The customer figures and special meal request totals for each class of service available on the flight are shown in two tables in the top part of the screen. You cannot edit this information.
3. Use the Catering Figures table to update the current figures if necessary.

4. Use the Catering Comments table to add comments by class of service.
5. Use the Crew Catering Figures fields to update the current figures if necessary.
6. Press Enter to activate the Confirm button.

   The catering figures for the flight are updated and you return to the originating screen.

Defining Special Locations

Why Define Special Locations?

Defining special locations for a flight allows you to restrict acceptance and boarding activities to specific workstations. Once workstation IDs and activities are defined, acceptance or boarding for the flight can only be performed at the specified locations.

How to Display Special Locations

1. Display flight information.

   For an explanation, see *How to Display Flight Information* on page 193.

2. Press Shift+F7 to open the Flight menu, then Shift+F9 to select Special Locations List.

   The Special Locations List screen appears showing the special locations already defined for the flight.

How to Add and Delete Special Locations

1. Display existing special locations for the flight.
2. Press F4 to select Add Location.

   Or

   Press F8 to select Delete Location.

3. If you are adding a special location, use the available fields to enter the details of the new location.

   Select the function and Terminal or Building from the drop-down lists.

4. If you are deleting a special location, enter the line number of the location you want to delete in the Select field.
5. Press Enter.

How to Display and Update VDB Information

1. Display flight information or acceptance figures for a flight.

   For an explanation, see *How to Display Flight Information* on page 193 or *How to Display Acceptance Figures* on page 195.

2. Do either of the following:

   - Press F10 to select VDB Information from the action list.

     Or

   - Press Shift+F7 to open the Flight menu, then press F10 to select VDB Information.

3. Update the information on the VDB Information screen as required.
4. Press Enter.

Adding and Removing Boarding Devices

This section explains how to add boarding devices to and remove boarding devices from a flight.

When you have specified the gate number for a flight, any boarding devices configured at that gate can be used to open boarding, board customers or close boarding. In addition, any device at the boarding monitor desk for the same terminal as the gate can be used to perform these tasks.

However, if you also want to use another boarding device for a specific flight you can make it available using the Add a Boarding Device function. You can later remove the device using the Remove a Boarding Device function.

Before you can add a device for a flight, the device must be defined in the Referential Database (RFD) in Amadeus Altéa Administration.

How to Add a Boarding Device

1. Ensure that the Flight Information screen is displayed:
2. Press Shift+F7 to open the Flight menu.
3. Press Shift+F9 to display the Add Boarding Device screen.

   The Device Address field automatically displays the ATID of the terminal you are adding the boarding device from. If you want to add a device other than the default, you must clear this field. When this field has been cleared, the Location group information is enabled.

4. Type information in either the Device Address group or in the Location group.

   After you type information in one of the groups, you can no longer type information in the other group.

5. Press Enter to activate the Add button.

   The boarding device is added for the specific flight. The Flight Information screen is redisplayed with a confirmation message.

   If the boarding device has already been added for the flight, you remain in the Add Boarding Device screen and an error message appears.

How to Remove a Boarding Device

1. Ensure that the Flight Information screen is displayed.
2. Press Shift+F7 to open the Flight menu.
3. Press Shift+F10 to display the Remove Boarding Device screen.

   The Device Address field automatically displays the ATID of the terminal you are deleting the boarding device from. If you want to delete a device other than the default, you must clear this field. When this field has been cleared, the Location group information is enabled.
4. Identify the boarding device you want to remove. To do this, type information in the Device Address group or in the Location group. If you know the device address, type it in the Device Address field.
5. After you identify the device, press Enter to activate the Remove button.

   The boarding device is no longer available for the flight. The Flight Information screen is re-displayed with a confirmation message.

How to Create and Send Movement Messages

1. Open the Movement (MVT) application by pressing CTRL+N.
2. The Enter Flight Screen appears.
3. Complete the mandatory fields on this screen.
4. Select the message type from the drop-down menu in the Message Type panel.
5. Press Enter to display the selected message screen.
6. Complete the applicable fields, depending on the selected message type.
7. Press Enter to send the message.

Creating and Printing the General Declaration

The declaration document, which is only necessary for international flights, includes details of the crew, the number of customers and a health declaration.

How to Create the General Declaration

1. Ensure that the Flight Information screen is displayed.
2. Press Shift+F7 to display the Flight menu.
3. Press Shift+F11 to display the Gen Dec Information screen.
4. Add, delete or update crew information as necessary.
5. If applicable enter information in the Health Declaration fields. Each field accepts up to 37 alphanumeric characters.
   - Persons on Board With Illness
   - Other Infectious Diseases on Board
   - Details of Each Sanitary Treatment
6. Press Enter to active the Update button.

How to Print the General Declaration

1. Ensure that the Flight Information screen is displayed.
2. Press Shift+F7 to display the Flight menu.
3. Press Shift+F11 to display the Gen Dec Information screen.
4. Press Shift+F10 to display the Printing menu.
5. Press F9 to display the Print With Options menu.
6. Complete the fields in one of the following panels:
    - Location
    - Printer Address
    - Teletype Addresses

      For more information on these fields, see *How to Print the Current Screen Data* on page 173.
7. Press Enter to activate the Print button.

How to Add Crew Information

1. Ensure that the Flight Information screen is displayed.
2. Press Shift+F7 to display the Flight menu.
3. Press Shift+F11 to display the Gen Dec Information screen.
4. Press F2 to display the Add Crew screen.
5. In the Crew Details panel enter the Crew Rank, Crew Name and any general information.
6. Press Enter to activate the Add button.
7. Repeat steps 4 to 6 to add other crew members, as necessary.

How to Delete Crew Information

1. Ensure that the Flight Information screen is displayed.
2. Press Shift+F7 to display the Flight menu.
3. Press Shift+F11 to display the Gen Dec Information screen.
4. Press F3 to display the Delete Crew screen.
5. Enter the list number of the crew member you want to delete in the Select Crew field.
6. Press Enter to activate the Delete button.
7. Repeat steps 4 to 6 to delete other crew members, as necessary.

How to Update Crew Information

1. Ensure that the Flight Information screen is displayed.
2. Press Shift+F7 to display the Flight menu.
3. Press Shift+F11 to display the Gen Dec Information screen.
4. Press F4 to display the Update Crew screen.

For each crew member you want to update:

1. Enter the list number of the crew member you want to update in the Select Crew field.
2. Update the fields in the Crew Details panel, as necessary.
3. Press Enter to activate the Update button.

Working with Customer Lists

How to Display Pre-defined Customer Lists

These lists are airline customised lists created in the Amadeus Altéa Administration Customer Management Business Rules application. If you require a particular list contact your system administrator and request that the list be set up. A list of all customers is always available.

From these lists, you can see the names and titles of the customers, the legs of the flight on which they are travelling, their cabins and classes of travel, their seat assignments if they exist and the acceptance status of the customers. You can also filter and refine the list to display a smaller, more specific set of customers: a list of transit customers with wheelchairs, for example.

1. Ensure that one of the following screens is displayed:
   - Flight Information
   - Acceptance Figures
2. Press F4 to open the Customer List Selection screen:

   When other customised lists are defined in the business rules for your airline, they appear below the All Customers (ALL) list.
3. In the Select List field, type the line number of the list you want to display.

   The application always defaults to the All Customer (ALL) list.
4. Use the fields in the Restrict Customer List field group if you want to restrict the list by destination, class or customer filter.
5. Use the Advanced Options if you want to refine the list by customer criteria. For example, customers with special needs.
6. Press Enter to activate the Display button.

   The selected Customer List appears.

   To collapse the list, press Shift+F2. The application displays the Customer List screen without the second line of information.

When you request a Customer List and there are no customers booked on the flight for that date, the application responds with: No matching customers found.

How to Restrict Pre-defined Customer Lists

- Customer offpoint
- Cabin
- Joining and Transit, Joining Only, Transit Only

To restrict a pre-defined customer list:

1. Ensure that the Customer List Selection screen is displayed.
2. In the Restrict Customer List fields group, type the required information.
3. Press Enter to activate the Display button.

   The selected Customer List screen appears.

How to Refine Pre-defined Customer Lists

1. If the Advanced Options section is collapsed, press F2 to expand it.

   The Refine Customer Lists with Criteria field group appears.

2. The first three fields in this group are mandatory. In some cases, the Value column must also be completed.

   When you change any value in the last row, an additional row is automatically added to the table.

   When creating the list that includes multiple refinements, the application creates a list for each refinement combination. These lists are then merged together into one list. If a customer is included in more than one refinement, they only appear on the list once, but all refinements are shown.

   The following table describes some examples of using the And/Or and Include/Exclude options with the All Customer list type.

Table: Refine All Customer Lists Example

List Type	And	Or	Include	Exclude	Result
All Customers	X		WCH		Customers with wheelchairs.
All Customers	X			WCH	Customers without wheelchairs.
All Customers		X	WCH		Customers with wheelchairs.
All Customers		X		WCH	Customers without wheelchairs.
All Customers	X X		WCH	 INF	Customers with wheelchairs and without infants.
All Customers	 X	X	WCH	 INF	Customers with wheelchairs and without infants.
All Customers		X X	WCH INF		Customers with wheelchairs as well as customers with infants.
All Customers		X X		WCH INF	Customers without wheelchairs and without infants.

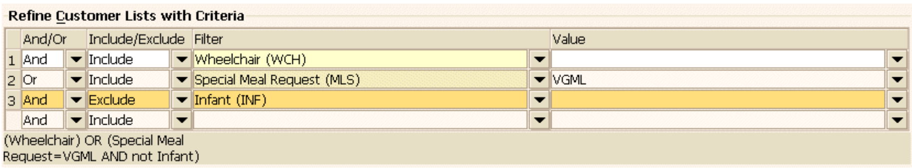
The following table describes some examples of using the And/Or and Include/Exclude options with a pre-defined Frequent Traveller (FQTV) list type.

Table: Refine Frequent Traveller Lists Example

List Type	And	Or	Include	Exclude	Result
Frequent Traveller	X		WCH		FQTV customers with wheelchairs.
Frequent Traveller	X			WCH	FQTV customers without wheelchairs.
Frequent Traveller		X	WCH		FQTV customers with wheelchairs.
Frequent Traveller		X		WCH	FQTV customers without wheelchairs.
Frequent Traveller	X X		WCH	 INF	FQTV customers with wheelchairs and without infants.
Frequent Traveller	 X	X	WCH	 INF	FQTV customers with wheelchairs and without infants.
Frequent Traveller		X X	WCH INF		FQTV customers with wheelchairs as well as FQTV customers with infants.
Frequent Traveller		X X		WCH INF	FQTV customers without wheelchairs and without infants.

The type of list that the application creates depends on the order you enter the refinements. The application displays the refinements below the Refine Customer Lists with Criteria Group, and is dynamically updated as you enter the refinements.

Example: Dynamic Build of Refinements



In this example the selected filters are to include customers requiring wheelchairs or customers, without infants, requiring special meals.

Note: Brackets round Wheelchair and brackets round Special Meal Request AND not Infant.

For more information on creating customer lists, see *Customer List Refinement Combinations* on page 350.

3. Press Enter to activate the Display button.

Note: The selected filters appear above the customer list.

How to Display and Update the Link Failed Customer List

Links between customers in the Customer Management system affect the way customers are identified, accepted and updated. Links can be made automatically by the system or manually by you.

Customers appear in the Link Failed Customers list when:

- The application cannot create the existing links.
- Customers make their reservations separately, but reference each other's bookings.

To display the list:

1. Select the flight and ensure the Flight Information screen is displayed.
2. Press Shift+F9 to open the Lists menu.
3. Press F5 to display the Link Failed Customers list on the Customer List screen.

   If there are no failed links, the screen appears, but no customers are listed.

   An additional column appears called Failed Links Info. This is text added to the Customer Product Record from the PNR that might help you in identifying the customers who want to be linked. This information is contained in an OSI element in the PNR. When the Customer Product Record is created from the PNR the application automatically appends this information and the customers appear on the Link Failed Customer list.

How to Link Customers in the List

1. In the Select Customer(s) field, type the list numbers of the relevant customers. Indicate consecutive list numbers with a hyphen and separate non-consecutive list numbers with a comma.
2. Press Enter to activate the Link button.

   The customers you linked are removed from the list and the remaining customers are renumbered.

How to Link Customers in the List with Other Customers

1. Press F4 to select Find Customer from the menu.

   The Customer Identification screen appears. This screen allows you to select a customer booked on the flight who was not displayed on the Link Failed Customers list.

2. In the Select Customer(s) field, type the line number of the relevant customer.
3. In the Identify Customer By fields group, type the relevant information.
4. Press Enter to activate the Identify button.

   The Add Link screen appears.

5. In the Select Customer(s) field in the Identified Customers panel, type the line numbers of the customers you want to link. Indicate consecutive list numbers with a hyphen and separate non-consecutive list numbers with a comma.
6. Press Enter to activate the Link button.

   The Link Failed Customer List screen appears.

   Note: The customers you have linked are no longer displayed on the list.

How to Remove Link-failed Information from Customers

1. In the Select Customer(s) field, type the list numbers of the relevant customers. Indicate consecutive list numbers with a hyphen and separate non-consecutive list numbers with a comma.
2. Press Enter to activate the Remove button.

   The link-failed information is removed from the customers' record and the customers are removed from the list.

How to Display the Baggage List

1. Identify the flight and ensure the Baggage List Selection screen is displayed.
2. In the Select List field, enter the line number of the type of list you want to display.
3. Use the Optional Restriction fields on the Baggage List Selection screen to further restrict the list to different types of baggage.

   The Baggage List screen appears.
4. Do either of the following:
   - Press Enter to activate the Exit button and return to the original screen.

     Or
   - Tab to the Back button and press Enter to return to the Baggage List Selection screen.

How to Display a List of Cancelled Bag Tags

Select the flight and ensure the Flight Information screen is displayed.

1. Select the Cancel Bag Tag List option.

   The Cancel Bag Tag List screen shows a list of cancelled bags, with the bag tag number, owner, reason, and date.
2. To sort the list, click on the drop-down menu and select User or Time.
3. To search, enter either a bag tag number or the owner name. You can search by last name or first name by using the '/' character.

Displaying Connection Lists

How to Display the All Connections List

1. Select the flight and ensure the Flight Information screen is displayed.
2. Press Shift+F9 to open the Lists menu.
3. Press F3 to display the Oncarriage and Incarriage list on the Customer List screen.
4. To return to the Enter Flight screen, do the following:
   - Press Enter to activate the Done button.

     Or
   - Tab to the Back button and press Enter to return to the Flight Information screen.

How to Display the Inbound Connections Summary List

An inbound flight is one on which the customer arrives at an airport and connects to another sector of a different flight. This is also referred to as an incarriage.

1. Ensure that one of the following screens is displayed:
   - Flight Information
   - Acceptance Figures
   - Outbound Connections Summary
2. Follow the steps below, depending on which screen is currently displayed.

Table: Originating Screens for the Inbound Connections Summary Screen

Screen	Steps
Flight Information	1. Press Shift+F7 to display the Flight menu. 2. Press F4 to select the Inbound Connections Summary
Acceptance Figures	1. Press Shift+F7 to display the Flight menu. 2. Press F7 to select the Inbound Connections Summary.
Outbound Connections Summary	1. Press Shift+F7 to display the Flight menu. 2. Press F11 to select the Inbound Connections Summary.

3. In the Select Connection field, type the line number of the flight for which you want to display the customer list.
4. Press Enter to activate the Display Customers button.

   The Customer list appears.
5. Do the following:
   - Press Enter to activate the Done button and return to the Flight Information screen or Acceptance Figures screen.

     Or
   - Tab to the Back button and press Enter to return to the Inbound Connection Summary screen.

How to Display the Outbound Connections Summary List

An outbound flight is one that a customer connects to when arriving from a different flight. This is also referred to as an oncarriage.

1. Ensure that one of the following screens is displayed:
   - Flight Information
   - Acceptance Figures
   - Inbound Connections Summary
2. Follow the steps below, depending on which screen is currently displayed.

   Table: Originating Screens for the Outbound Connections Summary Screen

Screen	Steps
Flight Information	1. Press Shift+F7 to display the Flight menu. 2. Press Shift+F4 to select the Outbound Connections Summary.
Acceptance Figures	1. Press Shift+F7 to display the Flight menu. 2. Press Shift+F7 to select the Outbound Connections Summary.
Inbound Connections Summary	1. Press Shift+F7 to display the Flight menu. 2. Press F11 to select the Outbound Connections Summary.

   The layout of this screen is the same as that of the Inbound Connections screen, except that a graphic at the top of the screen shows the actual and elapsed time for each leg of the flight and the total time planned for the flight, as shown on the Flight Information screen.
3. In the Select Connection field, type the line number of the journey for which you want to display the customer list.
4. Press Enter to activate the Display Customers button.

   The Customer list appears.
5. Do the following:
   - Press Enter to activate the Done button and return to the Flight Information screen or Acceptance Figures screen.

     Or
   - Tab to the Back button and press Enter to return to the Outbound Connection Summary screen.

How to Display the Blocked Seats List

1. Select the flight and ensure the Flight Information screen is displayed.
2. Press Shift+F9 to open the Lists menu.
3. Press F10 to display the Blocked Seats screen.

How to Display the Non-commercial PNR Summary List

A non-commercial PNR is one that was created to fulfil requirements that are not commercial in nature. For example, weight restrictions, crew rest, catering storage. In some cases a non-commercial PNR can be linked to a commercial PNR, such as in the case of stretcher passengers.

1. Select the flight and ensure the Acceptance Figures screen is displayed.
2. Press Shift+F7 to select the Flight menu.
3. Press F11 to display the Non-commercial PNR Summary Lists screen.

   This screen appears in the Amadeus cryptic display format and is view only.

How to Add Remarks on the Connection Summary Screen

This functionality requires activation.

1. Make sure the Inbound Connection Summary screen or Outbound Connection Summary screen is displayed. See *Displaying Connection Lists* on page 209.
2. Press F6 to add a remark.
3. On the Add Remark screen, select the connection.
4. In the Add Connection Remark field, enter the remark.
5. Press Add Remark.

How to Delete Remarks on the Connection Summary Screen

This functionality requires activation.

1. Make sure the Inbound Connection Summary screen or Outbound Connection Summary screen is displayed. See *Displaying Connection Lists* on page 209.
2. Press F7 to delete a remark.
3. On the Delete Remark screen, select the connection.
4. Press Delete Remark.

How to Print the Connection Summary Lists

1. Make sure the Inbound Connection Summary screen or Outbound Connection Summary screen is displayed. See *Displaying Connection Lists* on page 209.
2. Press F8 to print the list.

Regrading Customers

How to Add Regrade Information

When you add regrade information the customer becomes eligible for an upgrade on a selected flight and will subsequently be displayed on the Regrade screen. If the customer has regrade information added but not actioned, he has not been regraded, and appears on the Onload Recommendation screen.

If you select more than one customer the regrade information you add applies to all of the selected customers.

1. Ensure the Regrade Information screen is displayed.

Table: Originating Screens for the Regrade Information Screen

Screen:	Steps
Customer Record screen	Press F12 to open the Regrade Information menu and then press F8.
Customer Display Onload Recommendation Onload Result	Press F8.

2. In the Regrade Related Details group type the details of the person who has given you the authority, and the reason for the regrade. If necessary you can also add extra information in the related field.
3. In the Onload/Regrade Details group specify the regrade details you want to add.

   Note: If regrade details have already been added for the selected customer, they appear on this screen. If you need to add new regrade details you must delete the existing regrade information first.
4. Use the Advanced Options if you want to apply regrade information to specific flight legs of a multi-leg flight.
5. Press Enter to activate the Save Regrade Info button.

   The application redisplays the originating screen.

Use Advanced Options

To apply regrade information to specific flight legs of a multi-leg flight, follow these steps:

1. If the Advanced Options section is collapsed, press F2 to expand it.

   The Regrade Information Recap field group appears, showing the separate legs of the flight.
2. In the Select field, type the line numbers of the relevant flight legs. Separate consecutive line numbers with a dash and non-consecutive line numbers with a comma.

   When you save the regrade information it applies only to the selected legs.

How to Delete Regrade Information

1. Ensure the Regrade Information screen is displayed.
2. Press F9 to display the Delete Regrade Information screen.
3. In the Select Customer(s) field, type the line number of the customer, if necessary.
4. Press Enter to activate the Delete Regrade Info button.

The application deletes the regrade information for the selected customer and returns you to the originating screen.

How to Display Customers Eligible for Regrade

The customers appear in order of priority for each cabin.

A customer is eligible for a regrade for one of the following reasons:

- Regrade information has been added for the customer and flight.
- You have set the number of customers eligible for regrade on the Select Regrade screen, and the application has selected the customer because of their Customer Value.

To display the Regrade screen:

1. Ensure that one of the following screens is displayed:
   - Flight Information
   - Acceptance Figures

   Note: For blockspace codeshare carriers, where the seats are still controlled by that carrier, select the codeshare flight number from the Acceptance Figures screen prior to displaying the Regrade screen.
2. Press F6 to display the Regrade screen.

   Note: You cannot update the fields on the Regrade screen.

Customers who have regrade information for more than one class above their booked class will be displayed separately for all interim classes. For example, a customer booked in M class with an F class entitlement on a four class flight will be displayed three times.

How to Regrade Customers

1. In the Select Customers field, type the line number of the customer or customers you want to regrade.
2. If required, select the point in the customer's flight up to which you want the regrade to apply.
3. Select a regrade reason from the list, if necessary.
4. Optionally type an authoriser reference and extra information to describe the regrade.
5. Press Enter to activate the Regrade button.

   The customers who have been regraded appear in the Regraded Customers table.

How to Set the Number of Customers Eligible for Regrade

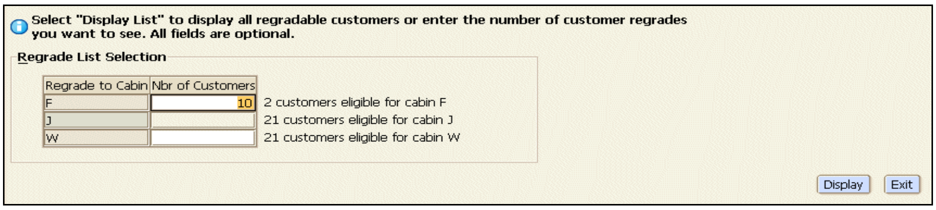
When you have set a number, you can return to the Regrade screen so that it displays an appropriate number of customers eligible for regrade. This may include customers who do not have Regrade Information in their records.

To set the number of customers eligible for regrade:

1. Display the Regrade screen.
2. Press F6 to display the Select Regrade screen.
3. Using the Current Availability figures as a guide, set the number of customers eligible for regrade in the relevant cabins.

   In the following example, the application calculates that two customers are eligible for regrade in cabin F. To increase the number of customers who are eligible for regrade from two to 10, type 10 in the Nbr of Customers field alongside cabin F.

   Example: Regrade List Selection Screen

   Note: For blockspace codeshare carriers, you may also have the option in this screen to select which customers are displayed in the Regrade screen:
   - Operating and freeflow (default), or
   - Blockspace marketing

4. Press Enter to activate the Display button.

   The Regrade screen appears. If you set a number of customers for regrade, the resulting list is the top number of customers according to their Customer Value. This may or may not include customers who already have regrade information.

How to Regrade a Customer Manually

You can use the manual regrade functionality to perform an upgrade or a downgrade.

In the Flight application you can only manually regrade customers who are eligible for regrade, and who are therefore already displayed on the Regrade screen in the Customer Eligible for Regrade table.

You can also manually regrade any accepted customers in the Boarding application.

1. Ensure that one of the following screens is displayed:
   - Flight Information
   - Acceptance Figures
2. Press F6 to display the Regrade screen.
3. In the Select Customers field, type the line number of the customer who you want to manually regrade.
4. Press Shift+F6 to select Manual Regrade.

   The Customer Selection screen appears.
5. In the Select Customers field, type the line number of the customer who you want to manually regrade.
6. Press Enter to activate the Select button.

   The Manual Regrade screen appears with the selected customer.
7. Enter the regrade details.
8. Use the Advanced Options if you do not want to regrade the customer for all legs of the flight. All legs of the flight are selected by default.
9. Press Enter to activate the Regrade button.

Use Advanced Options

The Select field in the Common Flights for All Selected Customers field group enables you to restrict the regrade to selected flight legs of a multi-leg flight.

1. If the Advanced Options section is collapsed, press F2 to expand it.

   The Common Flights For All Selected Customers field group appears.
2. In the Select field, type the line numbers of the relevant flight legs. Separate consecutive line numbers with a dash and non-consecutive line numbers with a comma.

Onloading Customers

How to Display and Commit the Onload Recommendation Screen

The Onload Recommendation screen contains a list of the following customers:

- Commercial customers who are on standby.
- Commercial customers who are eligible for regrade, but whose regrade has not yet been processed.
- Commercial customers who have been identified for offload in order to accommodate other customers with a higher Customer Value.
- Commercial customers who have volunteered to be offloaded and will actually be offloaded.
- Commercial customers who have volunteered to be offloaded.
- Staff customers who have been accepted or who are on standby.
- If any customers are allocated to jump seats they are excluded from the Onload Recommendation screen, and you receive a warning message.
- Accepted customers who have been identified for regrade in order to onload standby or staff customers.

To display the Onload Recommendation screen:

1. Ensure that one of the following screens is displayed:
   - Flight Information
   - Acceptance Figures
2. Press Shift+F6 to display the Onload Recommendation screen.

   The list of customers is ordered as follows:
   - Customers to be regraded
   - Customers to be onloaded
   - Customers without change
   - Customers to be offloaded

   Within each category customers are ordered by Customer Value, starting with the highest Customer Value.

   Note: If the flight status is Not Closed, the customer figures are calculated by default as Estimated to Board. You can choose to display the figures based on Acceptance Figures instead, by selecting from the drop down menu. Once the flight is Closed, the list will only show Acceptance Figures.
3. If you wish to make changes to the onload recommendations you can select any of the functions available from the shortcuts or menus.
4. For manual onload processing before committing the onload recommendation you can select Force Acceptance from the shortcuts. This displays the Acceptance screen where you can select to force accept (Manual Onload) your customer. Once you have accepted the customer, you can return to the Onload Recommendation screen.

5. If there are linked customers on the Onload Recommendation screen who are prepared to travel separately in order to be onloaded, you can split them.

   For more information, see *How to Split Linked Customers to Allow Onload* below.

6. Press Enter to activate the Commit button and process the onload recommendations.

   Note: If a blockspace codeshare agreement exists and at least one seat block is still in place, the Commit button is replaced by the Next Block button. Press Enter to activate the Next Block button and move from one screen to the next. This allows you to view the list of customers for each seating block of the flight. When the last block screen appears the Commit button appears at the bottom of the screen.

   The Onload Results screen appears.

If boarding passes are required, you are prompted to print them.

If customers in an emergency exit seat are not eligible for that seat, the Emergency Exit prompt appears and you are prompted to change the customer's seat.

How to Split Linked Customers to Allow Onload

1. Press F5 to display the Standby Split screen.

   The Customer Selection screen appears.

2. In the Select Customer(s) field, type the line number of the relevant customers.

3. Press Enter to activate the Select button.

   The Standby Split screen appears.

4. Select the Standby Split Option from the drop-down list.

5. Press Enter to activate the Set Standby Split button.

   The Customer Selection screen appears.

   Note: The customers who were selected for the Standby Split option are removed from the Customer Selection screen.

6. Press Exit to return to the Onload Recommendation screen.

How to Transfer Remaining Standby Customers

If there are customers displayed in the Error section of the screen, you must manually process these customers. The process that you use depends on the error that has been displayed. Errors can occur for many reasons.

For example, the onload process placed a staff customer on standby, but could not automatically de-allocate the previously allocated seat. To correct this you would need to manually de-allocate the seat.

If there are any remaining standby customers when you have processed the onload recommendations, the Transfer Remaining Customers button is enabled so that you can deal with these customers.

1. Press Enter to activate the Transfer Remaining Customers button.

   The Customer List screen appears showing the remaining standby customers.

2. Do the following.

   The following table explains the actions you can perform.

Table: Standby Customer Processing

Action	Steps
Transfer customers to other flights. The customer's status remains Standby.	1. In the Select Customer(s) field type the line numbers of the customers you want to transfer. 2. Press Enter to activate the Find Flights button. The customer transfer process is initiated.
Cancel customer acceptance.	Press F5 to display the cancel acceptance screen.
Force a transfer for customers to other flights.	Press F6 to select Force Transfer application and initiate the customer transfer process.

How to Set Pro-active Acceptance Figures

You can use this function when you have enough free space on the aircraft that you know you can allow some waitlist and standby customers to be onloaded before flight closure.

For example, typically staff passengers are automatically given standby status. However, you can set the pro-active acceptance parameters to allow a given number of standby customers to be onloaded or regraded in advance. This may contribute to a smoother boarding process because you do not have to confirm the standby customers at the last minute.

You can only set the pro-active acceptance parameters if you are close enough to the departure time, as defined in the business rules for your airline. If you try to set the acceptance parameters before this time period the application displays a warning message that it is too early for pro-active onload.

The pro-active onload process also considers customers who have had regrade information added either in their booking or by adding regrade information, using the Regrade Information screen.

To set the pro-active acceptance figures:

1. Ensure that one of the following screens is displayed:
   - Flight Information
   - Acceptance Figures
2. Press F8 to display the Pro-active Acceptance Figures screen.
3. Enter data in the Pro-active Acceptance Parameters field.

   Below this group is the Pro-active Acceptance List which displays a list of customers who are eligible for pro-active acceptance and regrade and is ordered by Customer Value. The total number of customers appears above the list.
4. Press Enter to activate the Update Parameters button.

   The Pro-active Figures screen is redisplayed.

   The updated Availability Buffer values and the Calculated Values (At Close) appear in blue.

Note: If you enter data before the allowed time to departure, the figures you entered are saved on the screen, but do not affect the acceptance process.

How to Update Staff Acceptance Parameters

You use this function to limit the total number of non-commercial passengers who can be accepted to standby on a flight.

Note: A default value is stored in the Pro-active Onload Parameter business rule.

To set the staff acceptance parameter:

1. Ensure that one of the following screens is displayed:
   - Flight Information
   - Acceptance Figures
2. Press F8 to display the Pro-active Acceptance Figures screen.
3. Update the value in the Rebate Staff Threshold field.
4. Press Enter to activate the Update button.

   The Pro-active Figures screen is redisplayed.

Performing Onload Edits

How to Add an Onload Edit

1. Ensure that the Onload Recommendation screen is displayed and select the customer to be edited.
2. Press Shift+F6 to display the Onload Edit screen.
3. Select the applicable Onload Edit and Reason for Edit from the drop-down menus.
4. Add a free text comment, if necessary.
5. Select Apply to store the edit.

   Note: The edit is displayed and greyed out, in the Info column.
6. Add edits to further customers, if necessary.
7. Select Recalculate, to update the Onload Recommendation screen.

   Note: The Onload Recommendation screen is re-displayed with the updated recommendations.

How to Delete an Onload Edit

1. Ensure that the Onload Recommendation screen is displayed and select the customer with the edit to be deleted.
2. Press Shift+F6 to display the Onload Edit screen.
3. Select Clear Edit from the Onload Edit drop-down menu.
4. Delete the free text comment, if necessary.
5. Select Apply to delete the edit.
6. Delete edits for further customers, if necessary.
7. Select Recalculate, to update the Onload Recommendation screen.

Advance Accepting Groups

Why Advance Accept Groups?

From the Flight application, accepting groups in advance of customer acceptance can sometimes make the customer acceptance process go more smoothly. You can also display and make modifications to the group member information.

Display Group Members

You may need to view this information before you begin advance acceptance of the group.

1. Ensure that one of the following screens is displayed:
   - Flight Information
   - Acceptance Figures
2. Press F3 to display the Group List screen.

   If there is more than one group on the flight, the first group that includes non-accepted customers is selected by default. The text to the right of the Select Group field indicates how many of the groups are fully accepted for the flight.

   If all groups have been fully accepted the first group is selected by default.

   Note: If there are no groups on the prime flight (shown at the top of the screen), the application displays a warning message.

   The group list table includes all the groups on the flight.
3. In the Select Group field, type the list number of the group.

   When you enter a line number the application will display a message asking you to refresh the screen to retrieve the new information.
4. Press Enter to activate the Refresh button.

   The Group List screen is re-displayed with the updated information.
5. Press F8 to display the Group Members screen.

   The customer list table below the group list table shows information about each group member.
6. If you want to display the Customer Product Records of specific group members press F7 to display the Customer Record screen.

   The first customer in the table is selected by default and the relevant customer details are shown in the bottom part of the screen.
7. In the Select Customer(s) field, type the line number of the customer whose record you want to view.

   You can use the Page up and Page Down buttons to scroll the list of group members, if necessary.

Advance Accept Group Members

When you advance accept a group of customers the application does not check for missing regulatory data and you are not required to deliver high priority comments. However, you must fix any other existing problems.

1. Ensure that one of the following screens is displayed:
   - Flight Information
   - Acceptance Figures
2. Press F3 to display the Group List screen.

   The first group with non-accepted members is selected by default.
3. In the Select Group field, type the line number of the relevant group.

   You can select more than one group at the same time as long as they share the same itinerary. If you include more than one group, separate consecutive numbers with a dash and non-consecutive numbers with a comma.

   If there are any problems for any members of the group that would inhibit acceptance, the group cannot be advance accepted. The application prompts you to fix each problem in turn for each customer until all the problems are fixed for all customers.

   Below is a list of the possible problems and where you can find explanations of how to fix them. The problems are shown in the order in which you are prompted to fix them.
   - NO NAME customer – See *During Advanced Acceptance* on page 83.
   - High Priority Comments to be delivered – See *How to Deliver High-priority Comments* on page 78.
   - Ticketing Details to be updated – See *How to Provide Ticket Details* on page 79.
   - Missing CBBG Weight – See *How to Add Cabin Baggage (CBBG) Weight* on page 146.

   If there are no problems to be fixed, or after all the problems have been fixed, the Baggage fields group is enabled.
4. In the Baggage fields, type the combined values of the pooled baggage, if known.

   Note: If you are accepting more than one group at a time, you cannot enter baggage information.

   The baggage fields that appear depend on how the business rules are set up for your airline.
5. If you do not know the amount of baggage or the pooled baggage details, or you do not want to enter it at this time, press Enter to activate the Accept Group button.

   Note: Depending on the customer's circumstances and the way in which the business rules are set up by your airline, a number of prompts or screens may be displayed by the application.

   A green check mark appears beside the accepted group and you remain on the Group List screen.

When advance accepting groups, you must accept the entire group, or the remaining unaccepted customers. For example, you have a group of 20 people and one member of the group checked themselves in via the internet prior to the group being advanced accepted. When you look at the Group List screen for this customer's group, you will see that one member of the group has been accepted. You must then advance accept the remaining 19; you cannot accept less than that.

Working with Flight Comments

What Are Flight Comments?

There are three types of flight comments:

- Pre-defined flight-level comments.

  The text of the pre-defined flight-level comments is defined in the Amadeus Altéa Administration Customer Management Business Rules application.

- Free-flow text comments which must be assigned to a specific category.

  The comment categories are Check-in, Gate, Load Control, Service Desk and Supervisor.

- Flight banner comment.

  This comment will be displayed, in red, below the prime flight information on the Customer Acceptance screen, the Customer Display screen and the Group List screen.

You can:

- Display all flight comments for a flight on the Flight Comments Summary screen.
- Add, modify or delete free-flow text flight comments for a flight.
- Add or remove pre-defined flight comments from a flight.
- Add or remove a flight banner comment for a flight.

How to Display Flight Comments

1. Ensure that the Flight Information screen is displayed.
2. Press F12 to display the Flight Comments Summary screen.

   All existing comments appear on this screen under the relevant category heading. If there are no comments within a category, this is indicated under the category heading.

   When the number of comments exceeds one screen you can press the Page Down and Page Up keys to scroll.

Adding Flight Comments

How to Add Pre-defined Flight-level Comments

1. Ensure the Flight Comments Summary screen is displayed.
2. Press F4 to display the Flight Level Comments screen.

   This screen shows the pre-defined flight-level comments that have been created for the operating airline in the Business Rule "Pre-defined Comment Rule".
3. In the Select Comment field, type the line number of the pre-defined comment that you want to add to the flight.

   The selected comment is highlighted.

   Note: You can only add one pre-defined flight comment. When you add a different flight comment, the application overwrites the existing flight comment with the new information.

   You can print the comment on Boarding passes or the Onboard service list. You can also create a prompt for the staff at the gate.
4. Press Enter to activate the Update button.

   The Flight Comments Summary screen appears with the added comment.

How to Add Free-flow Text Comments

1. Ensure the Flight Comments Summary screen is displayed.
2. Press Enter to activate the Add Comment button.

   The Add Comment screen appears.

   Existing comments appear in the Comment table at the top of the screen.

   Check marks appear in the Category columns headed C, G, L, D and S beside each comment indicating to which categories the comment belongs. A legend at the bottom of the table describes the categories.
3. In the Comment field, type the required text. You can type a maximum of 70 characters in this field.
4. In the Set Categories field, type the number of the category or categories for which you want to send the message. Separate consecutive numbers with a dash and non-consecutive numbers with a comma. For example, typing 1, 3-5 would add the comment for categories 1, 3, 4 and 5.
5. Press Enter to activate the Add button.

How to Add Flight Banner Comments

1. Ensure the Flight Comments Summary screen is displayed.
2. Press F5 to display the Flight Banner Comment screen.
3. In the Acceptance Banner Comment field, type the required text.

   Note: You can only add one flight banner comment. When you add a different flight banner comment, the application replaces the existing flight banner comment with the new information.
4. Press Enter to activate the Update button.

How to Modify Free-flow Text Comments

1. Ensure one of the following screens is displayed.
   - Flight Comments Summary screen
   - Add Comment screen
2. Press F7 to display Edit Comment screen.

   All existing free-flow text comments for the flight appear in the Comment table on the screen.
3. In the Select Comment field, type the number of the comment you want to edit. The selected comment is highlighted.
4. In the Comment field, type the modified text.
5. In the Set Categories field, change the numbers, if necessary.
6. Press Enter to activate the Update button.

Deleting Flight Comments

How to Delete Pre-defined Flight-level Comments

1. Display the Flight Comments Summary screen.
2. Press F4 to display the Flight Level Comment screen.
3. In the Select Comment field, leave the field blank or remove the line number of the pre-defined comment that you want to delete.
4. Press Enter to activate the Update button.

   The Flight Comments Summary screen appears and the flight-level comment has been removed.

How to Delete Free-flow Text Comments

To delete a free-flow text comment:

1. Ensure one of the following screens is displayed.
   - Flight Comments Summary screen
   - Add Comment screen
2. Press F6 to display Delete Comment screen.

   All existing free-flow text comments for the flight appear in the Comment panel.
3. In the Select Comment field, type the number of the comment that you want to delete. The selected comment is highlighted.
4. Press Enter to activate the Delete button.

   The comment is deleted from the Comment panel and a confirmation message appears.

How to Delete Flight Banner Comments

To delete a flight banner comment:

1. Ensure the Flight Comments Summary screen is displayed.
2. Press F5 to display the Flight Banner Comment screen.
3. Delete the text from the Acceptance Banner Comment field.
4. Press Enter to activate the Update button.

   The Flight Comments Summary screen appears and the flight banner comment has been removed.

Working with Flight Activities

How to Display the Flight Activity List

The flight departure plan is set up at the time the flight is created and is the means by which a flight leg exists in the Amadeus Altéa Departure Control System. This plan includes information about the flight leg and flight-related activities that are planned to run at a predetermined time.

1. Ensure the Flight Information screen is displayed.
2. Press Shift+F7 to open the Flight menu.
3. Press Shift+F7 to display the Flight Activity List.

How to Add Flight Activities

Note: Activities can only be permanently added to, or deleted from, the flight departure plan in the Amadeus Altéa Administration Plan Template Management application.

You can only add one activity at a time.

1. Ensure the Flight Activity List screen is displayed.
2. Press F4 to display the Add Activity screen.
3. In the Activity Details group, select the activity you want to add from the Name drop-down list.

   If you select Generic Print Request the List Name field will be activated.
4. Select the list to be printed from the List Name drop-down list.
5. In the Activity Time group, type information in the fields as required.

   You can enter either a specific actual time and date or a time in relation to a departure or arrival time.
6. Press Enter to activate the Add button.

   The application redisplays the Flight Activity List screen and the new activity is displayed in the sequence where it will occur.

   Note: The status of the new activity will be Not Completed.

How to Update Flight Activities

If you want a completed activity to be re-run (such as printing an e-ticket list) you can update that activity to run again.

You can only update one activity at a time.

1. Ensure the Flight Activity List screen is displayed.
2. Press F7 to display the Update Activity screen.
3. In the Select Activity field, type the activity sequence number of the activity that you want to update.

   If necessary press Page Up and Page Down to scroll the Activity Name list.

   The fields in the Activity Time and Status groups on the Update Activity screen are populated with the current information from the Activity Name list.

4. In the Activity Time group, type information in the fields as required.

   You can enter either a specific actual time and date or a time in relation to a departure or arrival time.

5. Select the status from the drop-down list.

   If you want an activity to be processed, select Not Completed or Re-scheduled.

   Note: Be careful if you want to set the activity status to Cancelled, as it may impact other activities in the departure plan.

6. Press Enter to activate the Update button.

   The application updates the activity time and status and redisplays the Flight Activity List screen. The activity that you have updated is now displayed in the sequence where it will occur.

How to Redirect Flight Activities

Note: You can only redirect Generic Print Request (GPR) activities. You can only redirect one activity at a time.

1. Ensure the Flight Activity List screen is displayed.
2. Press F6 to display the Redirect Flight Activity screen.
3. In the Select Activity field, type the activity sequence number of the activity you want to redirect.
4. Do one of the following:
   - Use the Location field group to specify the full location of a single printer.
   - Specify a single printer address by typing it in the Printer Address field.
   - Specify an email address by typing it in the Email Address field.
   - Specify one or more teletype addresses using the Teletype Addresses field group.
5. Press Enter to activate the Redirect button.

   The system sends the print request to the specified printer or teletype address and the application redisplays the Flight Activity List screen.

How to Delete Flight Activities

Note: Activities can only be permanently added to, or deleted from, the flight departure plan in the Amadeus Altéa Administration Plan Template Management application. You can only delete one activity at a time.

1. Display the Flight Activity List screen.
2. Press F8 to display the Delete Activity screen.
3. In the Select Activity field, type the activity sequence number of the activity you want to delete.
4. Press Enter to activate the Delete button.

   The application redisplays the Flight Activity List screen and the activity has been deleted.

Using the Flight Monitor

What Is the Flight Monitor?

The Flight Monitor is an application that enables you to manage all flight-related tasks which are normally handled at a departure gate.

It provides an overview of booking figures, seat capacity, customer categories and so on and informs you of critical situations.

You can also board customers and close flights with the Flight Monitor.

How to Monitor Flights

1. From the Application menu, click on Flight Monitor or press CTRL+Q.
2. On the Add Flights screen, enter the flight details and press Enter to activate the Add Flights button.
3. On the Flight Monitor screen, select a flight, and press Enter to activate the Display Flight Overview button.

Chapter 4

Baggage

What Is the Baggage Application?

Altéa Departure Control – Customer Management handles various aspects of customer baggage, outside of or in conjunction with the customer acceptance process.

You can use the Baggage application to perform the following tasks:

- Identify and update baggage records.
- Add and accept different types of baggage, including crew and rush baggage records.
- Display the baggage list for a flight.
- Handle excess baggage.
- Print bag tags.
- View baggage record history.

Identifying Baggage Records

The Baggage Identification screen allows you to search for baggage records by:

- Bag tag number
- Customer surname and flight details
- From a customer record

Using the advanced options, you can further refine your search by baggage type, date range, and destination.

A baggage record can be linked to the Customer Product Record; however, the two are separate records.

Once you have identified the baggage record, the Baggage Display screen appears. This screen displays any existing baggage details.

If the bag is part of a baggage pool, all customers and bags in the pool are listed. Additionally, the Pool Information field group appears to the right of the Baggage group and includes the Customers in Pool and the Head of Pool fields.

How to Identify by Bag Tag Number

1. Open the Baggage application by pressing CTRL+G.

   The Baggage Identification screen appears.
2. In the Baggage Identification screen, type the 2-character carrier code and 6-digit bag tag number in the Bag Tag Number field. For example, 6X123456.
3. Press Enter to activate the Identify button.

How to Identify by Surname and Flight Details

1. Open the Baggage application by pressing CTRL+G.
2. In Baggage Identification screen, type the customer’s surname in the Surname(s) field. Separate multiple surnames with commas.
3. Complete the Flight fields.
4. Use the Advanced Options if you want to filter your search. The fields in the Search Filter and Historical Days field groups enable you to filter the baggage identification search parameters.
5. Press Enter to activate the Identify button.

   If there is only one baggage record match, the Baggage Display screen appears.

   Note: A baggage record may include more than one bag.

   If there is more than one baggage record match, the Baggage Selection screen appears showing a list of applicable baggage records.
6. In the Select Bags field, type the line number of the baggage record you want to display and press Enter to activate the Select button.

How to Identify from Customer Records

1. Ensure one of the following screens is displayed, showing the customer in the Customer Product (CP) table.
   - Customer Acceptance
   - Customer Display
   - Customer Record
2. Follow the steps below for the screen that is currently displayed:

Table: Steps to Display Baggage Screen

Screen	Steps
Customer Acceptance Or Customer Display	1. Press Shift+F3 to display the Baggage menu. 2. Press F9 to display the Baggage Display screen.
Customer Record	Press Shift+F3 to display the Baggage Display screen.

Updating Baggage

How to Add Bags

1. Ensure one of the following screens is displayed, showing the customer in the CP table:
   - Customer Acceptance
   - Customer Display
   - Customer Record
   - Baggage Record
2. Display the Add Bags screen:
   - From the Customer Acceptance screen, press F11.
   - From the Customer Display screen, press F11.
   - From the Customer Record screen, press Shift+F3 and then F3.
   - From the Baggage Record screen, press F3.
3. In the Select Customer(s) field, type the line number of the customer you want to update.
4. Select the applicable Baggage Group from the drop-down list.
   - If required, type the number of pieces of additional baggage in the Additional Hold Baggage field.
   - If the weight field is displayed, press Tab, then type the total weight of the additional hold baggage or use calculator.
5. If you want to add the bags with automatically generated bag tag information, press Enter. Otherwise, complete the Bag Tag fields.

   Repeat this step for every additional bag.
6. When you are finished, press Enter to activate the Add Bag button.

7. You may be prompted with security questions.

   If you answer Yes, the baggage is not accepted and you are instructed to follow your airline's security procedures.

   Note: Depending on how your carrier set up the business rules for this flight, you may be prompted to pass additional checks or provide additional information before the transaction can be completed.

8. After typing the passenger's response to the questions, press Enter.

   Note: If the customer has exceeded the baggage allowances a pop-up appears. Follow the on-screen instructions.

9. You may then be prompted to print tags for the new bags. To print the bag tags, press Enter to activate the Yes button. Otherwise, tab to the No button and press Enter.

   A baggage record is saved with the following information:

   - A Baggage icon  appears under the Baggage column of the CP table.
   - If this flight includes cabin baggage a Cabin Baggage icon  appears to the right of the Baggage icon.
   - An Info icon appears if more than one baggage group exists.
   - The acceptance status for the bags is set to match the customer's acceptance status.

How to Cancel Bags

1. Identify the baggage record.

   The Baggage Display screen appears.

2. Press F6 to display the Baggage Removal screen.
3. In the Select Customer(s) field, type the line numbers of the relevant customer or baggage pool member.

   Note: You can only remove baggage for one customer or baggage pool at a time.

4. If the customer has only one bag:
   a) In the Select Bags field, type the line number of the bag to be removed.
   b) In the Cabin Baggage field, type the number of bags to be removed, if applicable.
5. If the customer has more than one bag and the baggage does not have tag numbers:
   a) In the Hold Baggage field, type the number of pieces to be removed or for pieces and weight flights, type the number of pieces and weight of bags to be removed.

   Note: If the total number of customers' bags is entered in the Pieces field, the Weight field is disabled.

   b) In the Cabin Baggage field, type the number of bags to be removed, if applicable.
6. If the customer has more than one bag and the baggage does have tag numbers:
   a) In the Select Bags field, type the line numbers of the bags to be removed.
   b) In the Hold Baggage weight field, type the weight of bags to be removed, if applicable.

   Note: If all of the customer's bags are selected this field is greyed-out.

   c) In the Cabin Baggage field, type the number of bags to be removed, if applicable.
7. Press Enter to active the Remove button and cancel the bags.

Pooling Baggage

What Is a Baggage Pool?

A baggage pool is created, when you add baggage for two or more customers simultaneously. The Head of Pool (HOP), usually the first customer selected, is assigned responsibility for all baggage for the entire itinerary. The other customers in the group are called Member of Pool (MOP).

- If the customers do not have existing baggage records, you must first identify them in the Customer application before you can add their bags. You can then pool their bags by selecting the customers you want to include in the pool in the Add Bag screen. Once customers are part of a baggage pool, you can add additional baggage to the same pool; however, you cannot add an additional customer to an existing pool.
- If a non-pooled customer has existing baggage, you must remove their baggage before you can include the customer in a new baggage pool. You can then add the existing baggage and any new baggage into the new pool.

How to Pool Bags

1. Ensure the Add Bag screen is displayed.
2. In the Select Customer(s) field, type the line number of one member of the baggage pool.

   Note: If you want to create a baggage pool for non-pooled customers, type the line numbers of all the customers to be included in the new pool.
3. Depending on how your carrier has set up the business rules, you may need to specify additional hold and cabin baggage by pieces and weight.
   - In the Additional Hold Baggage field, type the number of pieces of additional baggage. If the weight field is displayed, press Tab, then type the total weight of the additional hold baggage or press CTRL+down-arrow to display the calculator.
   - In the Additional Cabin Baggage field, type the number of pieces of cabin baggage. If the weight field is displayed, press Tab, then type the total weight of the additional cabin baggage or press CTRL+down-arrow to display the calculator.
4. If you want to add the bags with automatically generated bag tag information, press Enter to activate the Add Bag button. Otherwise, complete the Bag Tag Fields.

   Repeat this step for every additional bag.
5. Press Enter to activate the Add Bag button.

   Note: Depending on how your carrier set up the business rules for this flight, you may be prompted to pass additional checks or provide additional information before the transaction can be completed.
6. After typing the passenger's response to the questions, press Enter.

   Note: If the baggage allowances have been defined in the Business Rules, and the customer has exceeded the baggage allowance, the Excess Baggage Display screen appears. If you are adding more than three bags per customer or more than 45 kilos of baggage per customer, you are prompted to confirm that you want to add the bags.

7. If you are prompted to print bag tags, press Enter. Otherwise, tab to the No button and press Enter.

   A baggage record is saved with the following information:

   - If the customer has baggage a Baggage icon appears under the Baggage column of the CP table.
   - If the customer has cabin baggage a Cabin Baggage icon appears to the right of the Baggage icon.
   - The individual baggage details table is updated with the information you supplied.
   - The acceptance status for the bags is set to match the HOP status.
   - The Pool Information field group appears showing how many customers are in the pool and the list number of the HOP.

How to Depool Bags

1. Identify the baggage record.

   The Baggage Display screen appears.

2. Press F8 to display the Depool Baggage screen.
3. Press Enter to activate the Depool Baggage button. The baggage pool is dissolved and all baggage records are associated to the HOP.

   Note: The application may prompt you to cancel pools when individually cancelling customer acceptance.

   Once baggage has been depooled, it cannot be pooled again unless you cancel all the bags and then add them again to the group of customers.

Updating Baggage Acceptance Status

How to Update the Baggage Acceptance Status

This topic explains how to update a bag's acceptance status, outside of customer acceptance. You can do this before or after customer acceptance but the status you can choose is determined by the customer’s status. For example, if the customer is on standby, the bags cannot have a status of accepted.

There may be times when the baggage acceptance status differs from the accompanying customer’s acceptance status. If this is the case the Info icon appears in the Baggage column. The table below shows the possible bag statuses based on the customer status.

Table: Customer Statuses and Possible Bag Statuses

Customer Status	Possible Bag Statuses
Not Accepted	Not Accepted
SBY	SBY or Not Accepted
Accepted	Accepted, SBY or Not Accepted
Not Travelling	Not Accepted or baggage completely removed.

It is also possible that a bag may have a different acceptance status on each leg of a flight. For example, a bag can be accepted on the first leg of a flight but be on standby for the remaining legs.

If you add baggage for a previously accepted customer, the baggage acceptance status is automatically set to accepted. A green checkmark in the Accept column of the individual baggage details means the baggage is accepted.

If you add baggage for a customer on standby, the bag acceptance status is automatically set to standby.

Baggage cannot be accepted to a destination that is farther than the customer's accepted destination. For example, if the customer is travelling from Melbourne to Frankfurt through Singapore and the customer has only been accepted to Singapore, the baggage cannot be accepted through to Frankfurt.

Baggage is usually set to the same status as the customer unless you update it manually. In the case of pooled baggage, baggage is set to the same status as the HOP.

When you advance accept a group with baggage, the baggage status is set to standby.

To update a bag's acceptance status:

1. Identify the baggage record.

   The Baggage Display screen appears.
2. Press F12 to display the Baggage Acceptance Update screen.
3. In the Select Customer(s) field, type the line number of the customer or HOP.

   Note: Only one customer's bags can be selected at one time.
4. Select the applicable Baggage Group from the drop-down list.
5. In the Select Bags field, type the line number of the relevant bags.
6. Complete the Change Acceptance Status fields.

7. Press Enter to activate the Update button and save your changes.

   Note: Depending on how your carrier has set up the business rules for this flight, you may be prompted to pass certain checks or provide additional information before the transaction can be completed.

   If the flight acceptance status is closed, you may be given the option to force acceptance if you have permission to do so.

Amending Baggage Weight and Records

What are Baggage Records?

Baggage records are for example:

- Manual bag tag numbers
- Individual bag offpoint, unless the bag's status is accepted
- Individual bag owners in a pool (not applicable to Rush/Crew bags)
- Individual bag comment, except original bags converted to rush bags

These baggage details can be changed on the Baggage Display screen.

How to Amend Baggage Records

1. Identify the baggage record.

   The Baggage Display screen appears.
2. Press Shift+F4 to display the Bag Amendment screen.
3. In the Select Customer(s) field, type the line number of the customer you want to select.
4. Tab to the field you want to update, then type over the existing information or make a new selection.

   Note: You cannot amend tag numbers; you must cancel them and begin again.
5. Press Enter to activate the Amend button and save your changes.

How to Amend Baggage Weight

Note: You can change the weight entered for a customer's bags if the bag is not part of a baggage pool, or update the weight for the entire baggage pool.

1. Ensure that one of the following screens is displayed, showing the customers in the CP table:
   - Baggage Display
   - Customer Acceptance
   - Customer Display
2. Display the Amend Weight screen:
   - From the Baggage Display screen, press F4.
   - From the Customer Acceptance screen, press Shift+F3 and F4.
   - From the Customer Display screen, press Shift+F3 and F4.

3. In the Select Customer(s) field, type the line number of the relevant customer or HOP.
4. Select the applicable Baggage Group from the drop-down list.
5. In the Hold Baggage weight field, type the new weight for hold baggage or in the Cabin Baggage weight field, type the new weight for cabin baggage.

   Or

   Amend the individual bag weights.
6. Press Enter to activate the Amend Weight button and save your changes.

   Note: If the customer has exceeded the baggage allowances a pop-up appears. Follow the on-screen instructions.

Adding and Deleting Baggage Waivers

What Are Baggage Waivers?

Baggage waivers provide customers with an additional baggage allowance before acceptance. You can add baggage waivers as a form of customer recognition or service recovery.

Customer with a baggage waiver in their records may still incur excess baggage charges if their baggage exceeds the standard allowance plus any baggage waiver.

How to Add Baggage Waivers

1. Ensure the customer record is displayed.
2. Press Shift+F7 to display the Customer Recognition menu.
3. Press Shift+F1 to display the Baggage Waiver screen.
4. In the Select Customer(s) field, type the line numbers of the relevant customers.
5. In the Amount field, type the amount of the additional allowance, then press Tab and select Pieces or Weight from the drop down menu.
6. In the Authoriser field, type your authorisation details as free-flow text, up to 23 characters.

   Press F2 to select the flights to which the waiver applies from the Advanced Options, if necessary.
7. Press Enter to activate the Save Bag Waiver button.

   - An Baggage Allowance icon  appears in the Baggage column of the CP table, denoting additional baggage allowance for customer recognition.

Use Advanced Options

The select field in the Baggage Waiver Recap Group enables you to select the flight or flights to which the baggage waiver will apply.

1. If the Advanced Options section is collapsed, press F2 to expand it.

   The Baggage Waiver Recap Group field group appears.
2. In the Select field, type the list numbers of the relevant flights.

How to Delete Baggage Waivers

1. Ensure the customer record is displayed.
2. Press Shift+F7 to display the Customer Recognition menu.
3. Press F9 to display the Delete Baggage Waiver screen.
4. In the Select Customer(s) field, type the line numbers of the relevant customers.
5. In the Select field, type the line number of the baggage waiver you want to remove.
6. Press Enter to activate the Delete Bag Waiver button.

Accepting Baggage at the Gate

This functionality requires activation.

Why Accept Cabin Baggage at the Gate?

If cabin baggage is not allowed to be taken on board due to aircraft size or high volume of cabin baggage you can accept the cabin bags at the gate to be put into the hold. Since there are no scales at the gate, the weight of the bag is recorded as 0 kg.

You need to print the bag tags and tag the bags. The customer will receive a claim tag. At arrival the passenger can collect the bag either at aircraft or at the luggage delivery station.

How to Accept Baggage at the Gate

1. Select the customer if necessary.
2. Display the Add Bag screen.
   - From the Customer Acceptance screen, press F11.
   - From the Customer Display screen, press F11.
   - From the Customer Record screen, press Shift+F3 and then F3.
   - From the Baggage Record screen, press F3.
3. In the Additional Hold Baggage field, type the number 0 in the KG field.
4. Press Enter to activate the Add Bag button.

   The information GATE is added to the bag tag information.
5. Print the bag tag.

Accepting Crew and Rush Baggage

How to Accept Crew Baggage

- If a crew member has a customer record, for example, positioning crew, then add baggage in the normal manner. See *How to Add Bags* on page 233.
- If a crew member does not have a customer record, follow these steps:

1. Open the Baggage application by pressing CTRL+G.

   The Baggage Identification screen appears.
2. Press F8 to display the Rush and Crew Bags screen. The baggage type is set to Rush by default.
3. Change the Baggage Type to Crew in the drop down menu.
4. In the Responsible Customer field, type the crew member's name. Only one name is necessary, usually the surname.
5. In the Hold Baggage field, type the number of pieces and the combined weight or press CTRL+down-arrow to display the calculator.
6. Complete the fields on the Rush and Crew Bags screen.
7. Press Enter to activate the Accept button.
8. If a new tag number has not been entered you may be prompted to print crew bag tags or enter crew bag tag numbers.

   In the Select field, type 1 to print crew bag tags or type 2 to enter crew bag tag numbers.
9. Press Enter to activate the OK button.

   A baggage record is saved with the following details:

   - A Baggage icon appears in the Baggage column of the CP table.
   - The CREW BAG indicator appears in the Info column of the CP table and in the individual baggage details.
   - The baggage status is set to accepted, indicated by a green check mark in the Accept column of the individual baggage details.
   - If you added comments they appear in the Info column of the individual baggage details, before the CREW BAG indicator.

   Note: Depending on how your carrier has set up the business rules for this flight, you may be prompted to pass certain checks or provide additional information before the transaction can be completed.

How to Accept Rush Baggage

1. Open the Baggage application by pressing CTRL+G.

   The Baggage Identification screen appears.

2. Press F8 to display the Rush and Crew Bags screen. The baggage type is set to Rush by default.

3. In the Responsible Customer field, type the customer's name. Only one name is necessary, usually the surname.

4. In the Hold Baggage field, type the number of pieces and the combined weight or press CTRL+down-arrow to display the calculator.

5. Complete the Rush Bag fields.

6. Press Enter to activate the Accept button.

   If a new tag number has not been entered you may be prompted to print rush bag tags or enter rush bag tag numbers.

   In the Select field, type 1 to print rush bag tags or type 2 to enter rush bag tag numbers.

7. Press Enter to activate the OK button.

   A rush baggage record is saved with the following details:

   - A Baggage icon appears in the Baggage column of the CP table.
   - The RUSH BAG indicator appears in the Info column of the CP table.
   - The baggage status is set to accepted, indicated by a green check mark in the Accept column of the individual baggage details.

   Note: This only applies if the selected flight is hosted in Customer Management.

   - If you added comments, they appear in the Info column of the individual baggage details followed by the original tag details, where available.

   Note: Depending on how your carrier has set up the business rules for this flight, you may be prompted to pass certain checks or provide additional information before the transaction can be completed.

8. If necessary, send World Tracer messages from the Rush Bags screen.

   See *How to Send World Tracer Messages* on page 245.

How to Convert Baggage to Rush Baggage

This topic explains how to convert existing baggage to rush baggage, which is routed to the first available flight or combination of flights that will take it to the customer's destination. You can convert one baggage pool at a time and multiple bags from within the same pool can be converted to rush in one transaction.

The application automatically searches for upcoming flights that would allow the bags to reach their destination. If flights are found, you can choose from the list of flights or enter a manual itinerary.

If the application does not find any suitable flights, you can enter a manual itinerary.

1. Identify the baggage record.

   The Baggage Display screen appears.

2. Press Shift+F3 to display the Baggage menu.
3. Press F7 to display the Rush Bag screen.
4. In the Select Customer(s) field, type the line number of the relevant customer or baggage pool member.
5. In the Select Bags field, type the line numbers of the relevant bags.
6. In the Select field, type the line number of an alternative flight, if applicable.

   Note: The application automatically searches for suitable alternative flights.

7. Press F4 to display the Alternative Bag Journey Search screen, if you want to search for more alternative flights. See also *How to Find Alternative Routes for Rush Baggage* on page 245.

   Or

   Press F6 if you want to enter a manual itinerary instead of one of the alternate flights. If the application was not able to find alternative flights, the Manual Itinerary fields appear by default.

8. Enter the appropriate information in the Manual Itinerary fields.
9. Update the baggage comments, if necessary.
10. Press Enter to activate the Convert to Rush button.

    A prompt to print rush bag tags or enter rush bag tag numbers appears.

    In the Select field, type 1 to print rush bag tags or type 2 to enter rush bag tag numbers.

11. Press Enter to print automatic bag tags. To enter manual bag tag numbers, type the number two and press Enter to display the Bag Amendment screen.

    A rush baggage record is saved with the following details:

    - The RUSH BAG indicator appears in the Info column of the CP table.
    - A comment appears in the Info column of the individual baggage details.

    Note: Depending on how your carrier has set up the business rules for this flight, you may be prompted to pass certain checks or provide additional information before the transaction can be completed.

You can now identify this bag using the original bag tag number or the rush bag tag number. To switch between the two records from the Baggage Display screen, do the following:

- Press Shift+F3 to display the Baggage menu, then Shift+F5 to display the original baggage record.

  Or

- Press Shift+F3 to display the Baggage menu, then Shift+F6 to display the rush baggage record.

How to Find Alternative Routes for Rush Baggage

1. Ensure one of the following screens is displayed:
   - Rush Bag
   - Rush Bag Itinerary
2. Press F4 to display the Alternative Bag Journey Search screen.
3. Complete the fields in the Journey Search, Refine Journey with Criteria, and Refine By Minimum Connection field groups.
4. Press Enter.

   The Rush Bag screen appears with the alternative flights that the application found. If no alternative flights are found, you can enter a manual itinerary.

How to Send World Tracer Messages

This functionality needs activation.

1. From the Rush Bags screen, press SF7 or select World Tracer.

   See *How to Accept Rush Baggage* on page 243.
2. From the World Tracer menu, select one of the messages:
   - Send Forward Message (FWD)
   - Send Forward to L2 Message (FLZ)
   - Send Held Bag Message (FAH)
   - Send On Hand Message (FOH)
3. On the message screens, validate the data. If necessary add more baggage and customer information. If necessary, click on Next to see more message screens.
4. Click on Send.

Handling Excess Baggage

What Is the Excess Baggage Handling Process?

Excess baggage is automatically calculated for accepted customers when:

- Baggage is fully accepted or accepted to standby.
- The baggage acceptance status is changed from not accepted to accepted or from standby to accepted.
- Additional bags are added.
- The baggage weight is increased.
- Baggage is depooled and the customers are either standby or accepted.

  Note: Excess baggage is calculated and stored against the Head of Pool in the case of a baggage pool.

If the customer has excess baggage and then cancels bags or reduces the weight, the charges are recalculated for the remaining baggage.

If a customer has unpaid excess baggage, an Excess Baggage Indicator icon $ appears in the Baggage column, next to the Baggage icon.

If the application does not have the required information to check the baggage allowance or to calculate excess baggage charges, an error message appears.

The application will not calculate excess baggage charges if the agent location is not the same as the prime flight location. For example, if an agent is located in Manchester is accepting baggage on a flight from London to Chicago.

How to Accept Excess Baggage

- At the end of the customer acceptance process, if excess baggage charges are incurred.
- After adding or updating baggage, if excess baggage charges are incurred.

When excess baggage charges are incurred the Excess Baggage Display screen appears.

Note: The excess baggage indicator $ appears next to the baggage indicator .

At this point you can either complete the acceptance process or select an action from the shortcut list.

To complete the acceptance process:

1. Press Enter to activate the Proceed button.

   The Excess Baggage payment prompt appears.

   Note: Depending on how your carrier has set up the business rules for this flight, bag tag and boarding pass printing may be inhibited until the excess baggage charges have been paid or waived.

2. Press Enter to confirm that the customer has been sent to pay the excess baggage charges.

   The application will complete the acceptance process and display the Acceptance Information screen.

   Note: An excess baggage MCO (miscellaneous charges order) will be created in the customer's PNR with the amount to be paid. This information is used by the ticket desk agent or cashier.

   The excess baggage payment field shows UNPAID.

Instead of completing the acceptance process, you can select from the following actions:

- Change Currency - to recalculate the excess baggage charges based on a different currency.

  See also *How to Change Currency* on page 248.

  Note: This process can only be performed during the excess baggage acceptance process.

- Change to Pieces - to recalculate the excess baggage charges by piece.

  See also *How to Change to Pieces* on page 248.

  Note: This process can only be performed during the excess baggage acceptance process.

- Excess Calculator - to use the excess baggage calculator.

  See also *How to Calculate Excess Baggage Charges* on page 250.

- Pay Excess - to enter the payment details.

  See also *How to Record Payment for Excess Baggage Charges* on page 252.

- Waive Excess - to waive all or part of the excess baggage charges.

  See also *How to Waive Excess Baggage Charges* on page 253.

How to Change Currency

1. Press F4 to display the Currency Conversion screen.
2. In the Currency field, type the required currency code, for example, EUR (Euros). To select the currency code from a list, press CTRL+down-arrow.
3. Press Enter to activate the Convert Currency button.

   The application displays the Excess Baggage Display screen based on the selected currency.
4. To proceed with the acceptance process, press Enter.

   The application will display the Excess Baggage payment prompt.
5. Press Enter to confirm that the customer has been sent to pay the excess baggage charges.

   The application will complete the acceptance process and display the Acceptance Information screen.

   Note: Depending on how your carrier has set up the business rules for this flight, bag tag and boarding pass printing may be inhibited until the excess baggage charges have been paid or waived. The excess baggage payment field shows UNPAID.

How to Change to Pieces

The customer may have arrived on a flight where baggage acceptance was based on the piece system.

This topic explains how to re-calculate the excess baggage based on the piece system, which may mean that the excess baggage charges no longer apply.

1. Press F3 to display the Convert to Pieces screen.
2. In the Journey Details field group, do the following:
   - Enter the ticket number and the origin of the journey.

     Or
   - Enter the flight number, date and boardpoint (FROM) of the inbound connection flight.
3. Press Enter to activate the Convert button.

   The application displays the Excess Baggage Display screen based on pieces.

   Note: Excess baggage charges may no longer apply. In which case the application will complete the acceptance process and display the Acceptance Information screen.
4. To proceed with the acceptance process, press Enter.

   The application will display the Excess Baggage payment prompt.
5. Press Enter to confirm that the customer has been sent to pay the excess baggage charges.

   The application will complete the acceptance process and display the Acceptance Information screen.

   Note: Depending on how your carrier has set up the business rules for this flight, bag tag and boarding pass printing may be inhibited until the excess baggage charges have been paid or waived. The excess baggage payment field shows UNPAID.

Working with Excess Baggage Charges

How to Display Excess Baggage Charges

1. Identify the baggage record.

   The Baggage Display screen appears.

2. Press Shift+F3 to display the Baggage menu.
3. Press Shift+F9 to display the Excess Baggage Display screen:

   The Excess Baggage field group displays the charge, tax and total in a table with a payment column, which shows PAID or UNPAID.

4. Press F2 to display how the excess baggage has been calculated for the given journey.

   The Breakdown panel appears and includes the Allowance Calculation and Excess Calculation field groups.

   If there are no excess baggage rates stored, the screen displays only partial information and you must calculate the rate manually.

5. Press Enter to activate the Exit button.

How to Calculate Excess Baggage Charges

1. Ensure one of the following screens is displayed:
   - Baggage Identification
   - Baggage Display
   - Customer Display
   - Customer Acceptance
   - Acceptance Information
2. Follow the steps below for the screen that is currently displayed to display the Excess Baggage Calculator screen:

Table: Shortcuts to Display the Excess Baggage Calculator Screen

Screen	Shortcut
Baggage Identification Baggage Display	Press F9
Customer Display	Press Shift+F3, then F8
Customer Acceptance Acceptance Information	Press Shift+F3, then Shift+F9

3. Enter the parameters in the Excess Calculation Parameters field group.
4. Press Enter to activate the Calculate Excess button.

   The application displays the Excess Baggage Calculator screen with the excess calculation based on the parameters you entered.
5. To return to the originating screen, tab to the Exit button and press Enter.

How to Pay Excess Baggage Charges

There are two options to pay Excess Baggage Charges:

1. Send the customer to the ticket desk or cashier to pay the excess baggage charges.

   The customer will be issued with an invoice number as proof of payment and this number can be recorded in the Excess Baggage Payment screen.
2. Collect the payment at the check-in desk.

   The excess baggage charges can be collected by swiping the customer's credit card. You can also print a receipt on a blank ATB coupon.

To pay excess baggage charges:

1. Ensure that the Excess Baggage Display screen is displayed.

   This screen is displayed during the acceptance process if a customer incurs excess baggage charges.
2. Press Proceed to continue.

   The excess baggage payment option window is displayed.
3. Select 1 to Collect Payment Now.

   Or

   Select 2 to Send Customer to another desk for payment.

4. Click on OK to continue.

   If you select 1 the Payment screen is displayed.

   If you select 2 the Acceptance Information screen is displayed.

5. Swipe a credit card to make an immediate payment.

   The swiped card holder's name window is displayed.

   Ensure that the card holder is a member of the baggage pool.

6. If you wish to proceed with the payment enter Y then click on OK.

   The payment is collected and recorded and the excess baggage receipt is automatically printed.

7. If necessary, print the boarding passes and baggage tags.

How to Record Payment for Excess Baggage Charges

1. Ensure that one of the following screens is displayed:
   - Baggage Display
   - Excess Baggage Display
   - Customer Display
   - Customer Record
   - Customer Acceptance
   - Acceptance Confirmation
2. Follow the steps below for the screen that is currently displayed:

Table: Steps to Display the Excess Baggage Payment Screen

Screen	Steps
Customer Acceptance Customer Display Acceptance Confirmation Baggage Display Excess Baggage Display	1. Press Shift+F3 to display the Baggage menu. 2. Press F10 to display the Excess Baggage Payment screen.
Customer Record	1. Press F4 to display the Excess Baggage menu. 2. Press F10 to display the Excess Baggage Payment screen.

3. In the Invoice Document No. field, type the invoice document number. This field accepts a minimum of one character and a maximum of 16 characters.

   Note: Numbers with less than 13 digits will be padded with leading zeros. For example: 000123456789.
4. Press Enter to activate the Record Payment button.

   The Print Bagtags prompt appears.
5. Press Enter to activate the Print Bagtags button.

   The bag tags are printed and the application displays the originating screen.

   Note: The excess baggage indicator $ is removed and the excess baggage payment field shows PAID.

How to Waive Excess Baggage Charges

You can waive unpaid excess baggage charges partially or in full. Waiving excess baggage charges is discretionary and is done after the customer has been accepted with excess baggage.

1. Ensure that one of the following screens is displayed:
   - Baggage Display
   - Excess Baggage Display
   - Customer Display
   - Customer Record
   - Customer Acceptance
   - Acceptance Confirmation
2. Follow the steps below for the screen that is currently displayed:

Table: Steps to Display the Waive Excess Baggage Screen

Screen	Steps
Customer Display Or Baggage Display	1. Press Shift+F3 to display the Baggage menu. 2. Press F11 to display the Waive Excess Baggage screen.
Customer Acceptance Or Acceptance Confirmation Or Excess Baggage Display	1. Press Shift+F3 to display the Baggage menu. 2. Press F8 to display the Waive Excess Baggage screen.
Customer Record	1. Press F4 to display the Excess Baggage menu. 2. Press F8 to display the Waive Excess Baggage screen.

3. Select Full or Partial from the drop-down list in the Waive field.

   If you select Partial in the Waive field the Amount field is activated and you enter the amount, by weight or piece, to be waived in the first field. Select Weight or Pieces from the drop-down list in the second field, if necessary.
4. Enter the name of the authoriser and the reason for waiver.
5. Press Enter to activate the Waive Excess button.

   If you selected Full in the Waive field, the application displays the Print Bagtags prompt.
6. Press Enter to activate the Print Bagtags button.

   Note: The excess baggage indicator \$ is removed and the excess baggage payment field shows WAIVED.

   If you selected Partial in the Waive field, the application displays the excess baggage display with the updated excess baggage charge.
7. To proceed with the acceptance process, press Enter.
8. Press Enter to confirm that the customer has been sent to pay the excess baggage charges.

Note: Depending on how your carrier has set up the business rules for this flight, bag tag and boarding pass printing may be inhibited until the excess baggage charges have been paid or waived.

The excess baggage payment field shows UNPAID.

How to Revert Waived Excess Baggage Charges

Reverting a Waived Excess Baggage Charge to an unpaid status allows you to cancel previously waived excess baggage charges.

You can only cancel a Waived Excess Baggage Charge for the HOP or for an individual customer if they are not part of a baggage pool.

Once the waived excess baggage charge has been successfully changed to an unpaid status, the customer is again asked to pay for their excess baggage.

1. Ensure that one of the following screens is displayed:
   - Baggage Display
   - Excess Baggage Display
   - Customer Display
   - Customer Record
   - Customer Acceptance
   - Acceptance Confirmation
2. Follow the steps below for the screen that is currently displayed:

Table: Steps to Display the Revert Waived Excess Baggage Screen

Screen	Steps
Customer Display Customer Acceptance Acceptance Confirmation Baggage Display Excess Baggage Display	1. Press Shift+F3 to display the Baggage menu. 2. Press Shift+F8 to display the Revert Waived Excess Baggage screen.
Customer Record	1. Press F4 to display the Excess Baggage menu. 2. Press F4 to display the Waive Excess Baggage screen.

3. In the Select field, type the line number of the excess baggage waiver that you want to cancel.
4. Press Enter to activate the Revert to Unpaid button.

   The customer’s excess baggage is recalculated and the Excess Baggage Display screen appears.
5. Press Enter to proceed.

   Note: Depending on how your carrier has set up the business rules for this flight, bag tag and boarding pass printing may be inhibited until the excess baggage charges have been paid or waived.
6. Press Enter to confirm that the customer has been sent to pay for the excess baggage.

Using Baggage History

How to Display Baggage History

1. Identify the baggage record.

   The Baggage Display screen appears.

2. Press Shift+F3 to display the Baggage menu.
3. Press Shift+F3 to display the Baggage History screen.
4. In the Select field, type the line number of the relevant bag. By default, the first bag in the list is selected.

   The screen shows updates made to the selected bag with the following details:

   - Date and time of the transaction.
   - User name and office from which the transaction was made.
   - The type of transaction and the flight leg to which it applied.
   - List of events that were part of the transaction including type of event, affected fields and references to related customers, flights and bags.

5. The blue numbers in the history display are references to related information. In the Select Reference field, type the reference number to view the related information for a specific update, and press Enter.

   For example, typing reference number 1, which corresponds to the user name, displays the User Information screen.

How to Interpret Baggage History

The Baggage History screen allows you to view the full history of the activities performed with a bag or pool. The history display is organised by the date and time on which specific transactions have taken place during the life of the baggage record.

Each transaction lists one, or more, history items. Each history item has the category of Baggage and a subcategory. Categories and subcategories group similar types of actions that were performed on the Baggage Record.

For each history item within a transaction, baggage history shows the actual data fields that were updated by the process. The data fields are grouped by the type of update they represent in the Baggage Record: an addition, a deletion or a change.

Note: Transactions appear in reverse chronological order.

Certain baggage history records make reference to other areas in Customer Management, such as Customer Acceptance. You can retrieve and display these references by typing the blue reference number in the Select field.

For each transaction, the details common to the whole transaction are shown in the transaction header.

Example: Transaction Header on Baggage History

Below is a table that explains the fields that appear in the header in the order in which they appear. The header is highlighted in a darker shade than the rest of the transaction information. Field labels appear in normal type and the data itself appears in bold type.

Table: Transaction Header Fields

Field Label	Example Data	Explanation
none	**24JAN07**	The date of the transaction.
none	**16:05**	The time of the transaction.
User:	**FJORDAN**	The user ID of the agent who initiated the transaction. The User: label may be preceded by a reference number (shown in bold blue type).
Office:	**LON6X0NGD**	The office ID from which the transaction was initiated.
n. Transaction:	**Accept Baggage**	The transaction type preceded by a reference number (shown in bold blue type).

Each category/subcategory within the transaction appears below the header followed by the corresponding details.

Example: Category/Subcategory Details

Category: **Baggage** Subcategory: **Baggage Group**
3. Customer: **LEWIS Carla Mrs**
» **Added:** Hold Baggage Pieces: **3** Hold Baggage Weight: **120kg** Customer: **LEWIS Carla Mrs**

The following table explains the fields shown, in the order in which they appear.

Table: History Item Details

Field Label	Explanation
Category:	The category of the history item. For example: Category: **Baggage** The label appears in normal type. The category name appears in bold type.
Subcategory:	The sub-category of the history item. For example: Subcategory: **Baggage Group** The label appears in normal type. The subcategory name appears in bold type. If the subcategory has the same name as the category, the subcategory does not appear.
Customer:	The name of the customer who owns the baggage. If the reference is preceded by a number in bold blue type, you can follow it.

<table>
<tr><th>Field Label</th><th>Explanation</th></tr>
<tr><td>Added:</td><td>The data that was added to the Baggage Record.
For example:
Added: Hold Baggage Pieces: 3 Hold Baggage Weight: 120kg Customer: Lewis Carla Mrs
Only one set of added data fields is shown for each category/subcategory. When there are multiple data fields, they appear consecutively on the same line and are wrapped to additional lines if necessary.
The Added label and the actual data appear in bold type. The individual data field labels (if applicable) appear in normal type.</td></tr>
<tr><td>Changed:</td><td>The existing data that was changed in the Baggage Record.
For example:
Changed: Hold Baggage Pieces 3 -> 2
Only one set of changed data fields is shown for each category and subcategory combination.
For each data field, the old value is shown followed by the new value. Old and new values are separated by an arrow (->). The new value is shown in bold type.
The Changed label is shown in bold type but the individual field labels (if applicable) and the old data are shown in normal type.</td></tr>
<tr><td>Deleted</td><td>The existing data that was deleted in the Baggage Record.
For example:
Deleted: Hold Baggage Pieces 2
Only one set of deleted data fields is shown for each category and subcategory combination.
For each data field, the old value is shown in bold type.
The Deleted label is shown in bold type but the individual field labels (if applicable) are shown in normal type.</td></tr>
</table>

What Are Baggage References?

Some items in Baggage history have reference numbers shown in front of them. These reference numbers appear in bold blue type.

The presence of a reference number indicates that there is additional or related information that can be displayed. If a user ID has a reference number, for example, you can display the details of that user.

The following table lists the types of references you can select and shows an example of each one.

Table: Baggage History Reference Types

Reference Type	Example
Customer	3. Customer: **BROWN Simon Mr**
Transaction	2. Transaction: **Acceptance**
User	1. User: **725703** Office: **LON1A0JF1**

The following table explains what you see depending on the reference type.

Table: Baggage History Reference Results

Reference Type	Result
Customer	The Customer History screen appears showing the relevant Customer Product Record.
Transaction	The Customer History screen or the Baggage History screen is customised to include the information for the selected transaction only.
User	The User Profile Information screen appears showing the details of the relevant user.

Chapter 5
Seating

What Are the Seating Activities You Can Perform?

The following table lists the seating activities that can be performed from each Customer Management application:

Table: Seating Functions from Each Application

Application	Seating Function
Boarding	• Display a Neutral Seatmap
Customer	• Allocate seats • De-allocate seats • Change seats or the seat preference • Turn seat shuffle on or off • Display a Customer Seatmap
Flight	• Display a Neutral Seatmap • Block & unblock seats • Update cabin capacity
Seatmap	• Display a Neutral Seatmap and seatmap legend • Display additional customer and seat information • Change or swap seats • Block and unblock seats • Update the cabin capacity

Seatmaps are originally created in Altéa Inventory and stored on the Seat Server. The Seat Server also manages other aspects of seating, such as where customers are seated, and finding the most appropriate seat for a customer based on the customer's preference and their customer value.

The customer value is used to determine the value of a particular customer to the airline for a range of different activities within the application, such as acceptance, seat allocation and regrade. A customer’s value is based on a combination of different factors relating to that customer, which include:

- FQTV Tier
- Booking class and fare type
- Staff or commercial customer

Additionally, Amadeus Business Rules exist that help automate the process of finding the most appropriate seat for a customer based on their preferences and their value to the airline.

What Are Theoretical Seats?

Before a flight enters the operational window, customer seating is determined by whether a customer has an advanced seat request in their booking or not. If they do, the seat server holds a seat corresponding to the seat request and adds it to the customer’s booking. If the customer does not have an advanced seat request, the seat server reserves a theoretical seat for them. This seat is based on what the customer’s seat preference is, if known, and the customer’s value on that particular flight.

Theoretical seats are stored on the Seat Server, but not in the customer’s booking, and can be changed, or shuffled, by the Seat Server based on the customers' value. For example, the seat server may hold a window seat as a theoretical seat for a customer, but this seat can be shuffled around to another seat if a higher value customer is booked who has a seat preference of a window seat.

When the flight enters the operational window, any customers who have seat numbers in their bookings will show as already having these seats allocated. Customers who only hold theoretical seats are not allocated a seat until they are accepted or until you manually allocate the seat for them.

Theoretical seating allows for maximum flexibility in ensuring that customers are allocated the most appropriate seat according to their customer value and any seating restrictions that may be in place. For example, a customer who has requested a wheelchair will not be allocated an emergency exit row.

What Is the Seat Allocation Process?

During customer acceptance, customers are allocated seats based on:

- Their customer value
- Their preferences
- Whether or not they are linked to other customers. Customers can be linked so that their seat allocation is processed together. This is done automatically for customers booked in the same PNR or accepted together, or manually for customers that would like to sit together. If customers are linked, the seat server always tries to seat them together.

The airline-specific seating allocation and suitability rules govern whether a customer can sit in a certain seat, such as emergency exit row seats. These rules are taken into account when allocating seats, and you may be asked to verify that the customer meets certain conditions before a seat is allocated.

You can allocate seats that are not already occupied or blocked. Additionally, seats that are considered unsuitable for the customer can be allocated if you have the authority to override the suitability rules.

What is Standalone Seating?

The Standalone Seating mode lets you allocate seats to customers in case of an Seat Server outage, where the seatmap is not available.

If you set a flight to Standalone Seating, all legs of this flight will be also set to Standalone Seating.

What Are the Limitations of Standalone Seating?

Functionality	Description
Chargeable seats	You cannot allocate chargeable seats.
Customer Centric Seat map	You cannot display the Customer Centric Seat map. The Neutral Seatmap is displayed instead with theoretical seats marked as restricted.
Free Seating	If the target cabin is free seating, customers holding a guaranteed seat can be accepted as normal on a first come first serve basis until the cabin capacity is reached.
Mobile Curtain	You cannot move the mobile curtain.
NOREC	You need to allocate seats manually for NOREC and transferred customers.
Onload Recommendation List	You cannot display the Onload Recommendation List.
Regrade	You cannot regrade customers.
Seat Change	You cannot change seats via IATCI seat change request.
Seat Preference	All customer seat preferences which were added during Acceptance are ignored.
Seat Shuffle	You cannot activate Seat Shuffle.
Seat Swap	You cannot activate Seat Swap.
Waitlisted customers (WL) Space Available Staff (SA)	You can allocate seats for SA, WL customers. See Force Acceptance

How to Switch On Standalone Seating

1. Display the Flight Update screen.

   See also *How to Update Flight Information on page 198.*

2. In the field Standalone Seating, select Standalone Seating.
3. Press Enter to Activate the Update button.

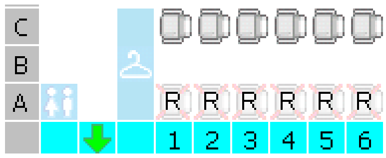
Using Seatmaps

Displaying Customer Seatmaps

What Is a Customer Seatmap?

The customer seatmap appears by default when working in the Customer application. This seatmap only shows the cabin that the customer is entitled to. Additionally, only seats which are appropriate for the customer, based on the customer’s value and other seating restrictions, are available. Seats which are not appropriate are shown as not available, indicated by the letter R.

Example: Customer Seatmap - with Restricted Seats



For flights that have multiple legs, you can choose to display only certain legs of the seatmap. To do this, type the leg number or numbers, separated by commas, that you want to display in the Display Legs field, and then press Tab.

Example: Displaying Legs for Change of Gauge Flights

The airport codes for legs that are currently displayed in the seatmap are shown in green next to the Display Legs field.

The following icons are used to describe scrolling functions in the seatmap:

The  icon and  icon indicate that you can view more of the seatmap by pressing Page Up to go left towards the front of the aircraft or by pressing Page Down to go right towards the rear of the aircraft.

The  and  icons display if the cabin is too wide to display all seat letters in a row on the screen at one time. Press CTRL+Page Up to view more seats at the top of the screen and CTRL+Page Down to view more seats at the bottom of the screen.

The customer seatmap appears by default when working in the Customer application. It shows the layout of the cabin the selected customers are to be seated in, and the seats that are available to those customers, based on the customer value.

How to Display Customer Seatmaps

1. Ensure that one of the following screens is displayed, with the customers displayed in the CP table.
   - Customer Acceptance
   - Acceptance Information
   - Customer Display
   - Customer Record
2. Press Shift+F11 to open the Seating menu.
3. Press F7 to display the Seatmap screen.
4. If the customers are booked on more than one flight, you are prompted to select the flight and legs for which you want to display the seatmap. In the Select field, type the line number of the relevant flight or legs, then press Enter to activate the Select button.

   The cabin that appears is the cabin to which the customer is currently allocated.

   Note: Certain seats may be restricted for a customer and appear with the letter R.
5. If required, you can display a neutral seatmap, by pressing F10.

Displaying Neutral Seatmaps

What Is a Neutral Seatmap?

Seatmaps display the cabin seating configuration, as well as the occupation status and characteristics of each seat.

Neutral seatmaps allow you to see the general seatmap for all cabins and are not tailored for particular customers.

How to Display From the Flight or Boarding Application

1. Ensure one of the following screens is displayed:
   - Flight Information
   - Acceptance Figures
   - Boarding
2. Follow the steps in the table below, depending on which screen is currently displayed:

Table: Steps to Display the Seatmap Screen

Screen	Steps
Flight Information or Acceptance Figures	Press F7 to display a neutral seatmap.
Boarding	Press Shift+F11 and then F7 to display a neutral seatmap.

How to Display Neutral Seatmaps From the Seatmap Application

By Flight Number

1. Open the Seatmap application by pressing CTRL+S.
2. Complete the fields on the Enter Flight screen.
3. Press Enter to activate the Display Seatmap button.

   The neutral seatmap for the default class appears.

By Searching for the Flight

1. Open the Seatmap application by pressing CTRL+S.
2. On the Enter Flight screen, press F4 to open the Search Flight screen.
3. Press Enter to activate the Search button.

   A list of flights that matches your search options appears on the Flight List screen.

   The search criterion appears at the top of the screen.
4. In the Select Flight field, type the line number of the flight for which you want to display the seatmap.
5. Press Enter to activate the Select button.

   The neutral seatmap for the default class appears.

How to Display From a Customer Seatmap

To display a neutral seatmap from a customer seatmap:

1. Ensure that a customer seatmap is displayed.
2. Press F10.

How to Use Neutral Seatmaps

When you display a neutral seatmap, the application displays the seatmap for the default class.

When you display a neutral seatmap, you can view more of the seatmap by pressing Page Up to go left towards the front of the aircraft or by pressing Page Down to go right towards the rear of the aircraft.

For multi-leg flights the application displays a merged view of the entire flight routing.

For multi-leg flights with a change of gauge, the screen displays the seatmap for one equipment type at a time. The seatmap that corresponds to the first equipment type appears first. You can move to the next equipment type by pressing Page Down or previous equipment types by pressing Page Up.

Note: For change of gauge flights, you may need to press Page Down until you reach the end of the display for one equipment type before you can view the next equipment type.

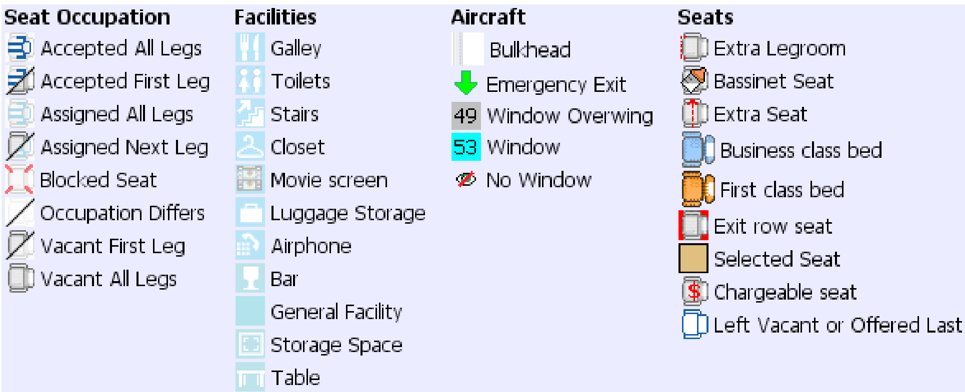
You can change the displayed legs by typing the leg numbers in the Display Legs field, separated by commas.

The following table explains the fields on the Seatmap screen:

Table: Seatmap Screen Fields

Field	Explanation
Select Seats	Select specific seats by typing the seat numbers, separated by commas. The seats you type in this field are highlighted in the seatmap display with the Selected Seat icon and more detailed information about the seat appears below this field.
Display Legs	To display only certain legs of the flight, type the leg numbers, separated by commas.

When you are viewing a seatmap, you press F12 to display the seating icon legend. The legend displays icons and a brief description of each icon.



For explanations of the icons not included in the seatmap legend but which indicate seating information and characteristics on the Seatmap screen and other screens. For more information, see *GUI Seating Icons Quick Reference* on page 347.

Note: The icons that actually appear on the seatmap are dependent on the aircraft type used on the flight and leg.

Press F12 to hide the seating icon legend.

Search for Seats

1. Display a seatmap.
2. Press Shift+F11 to display the Seating menu.
3. Press F11 to display the Seat Search screen.
4. Complete the fields on the Seat Search screen.
5. Press Enter to activate the Search button.

   The seats that match your search criteria are highlighted on the seatmap with a blue outline .

   To view other cabins or legs, press Page Up or Page Down.
6. To close this screen, tab to the Exit button and press Enter.

View More Customer Information

1. Display a seatmap.
2. Press F6 to display the Customers Lookup screen.
3. In the Select Seats field, type the seat numbers for which you want to display customer information. Separate non-consecutive seat numbers with commas and consecutive seat numbers with a dash. If the seats are in the same row, type the row number followed by the seat letters. For example for seats 49A, 49B and 49C, type 49ABC or 49A-C.

   The seats selected in the Select Seats field appear with a yellow outline .
4. Press Enter to activate the Refresh button and display the customer information.

   The lower part of the screen is updated with the customer information from the CP table. This includes the customers in the seats you selected as well as any linked customers.
5. To close this screen, tab to the Exit button and press Enter.

View More Seat Information

1. Display a seatmap.
2. In the Select Seats field, type the seat numbers for which you want to view seat information. Separate non-consecutive seat numbers with commas and consecutive seat numbers with a dash. If the seats are in the same row, type the row number followed by the seat letters. For example for seats 49A, 49B and 49C, type 49ABC or 49A-C.

   The bottom half of the seatmap is updated with the following information:

   - Customer names or Vacant Seat indicator
   - Selected legs of the journey

- Selected seat numbers
- Characteristics of each seat, indicated by icons
- Special service requests, if any

3. Press F9 to display additional information about the seat characteristics.
4. To close this screen, tab to the Exit button and press Enter.

Allocating and De-allocating Seats

How to Allocate Seats

1. Display the customers in the Customer Acceptance screen of the Customer Application.

   Or

2. Display the customers in the Customer Record screen of the Flight application. How to get there:

   Search Flight > Flight List > Flight Information > Customer List Selection > Customer List > Customer Selection > Customer Record.

3. Press Shift+F11 or click on Seating.
4. In the Seating menu, press F9 or click on Allocate Seat.

   The seatmap for the cabin in which the first customer without an allocated seat is travelling appears in the top part of the screen.

   Note: If the customer is travelling on multiple legs of a flight, the seatmap displayed is a combined view of the legs that the customer is travelling on. You cannot display a seatmap for each individual leg.

   Seats for identified customers with allocated seats are outlined in blue on the seatmap.

   If the flight is a multi-leg flight and has a change of gauge, the seatmap for the first leg is shown by default. Press Page Up to display upline legs and Page Down to display downline legs.

5. In the Current Seat field, type the number of a vacant and unblocked seat for each flight leg for those customers who require a seat.

   The Seat Characteristics column will be automatically populated.

   Note: The Current Seat field also displays seat numbers for customers who already have allocated seats. You cannot update these seats from this screen.

   For multi-leg flights, once you type a seat number in the Current Seat field for the first leg, the Current Seat fields for all the subsequent legs are automatically populated with the same seat number. You can then change it if necessary.

6. Use the Advanced Options if you are allocating a seat that is not suitable for the customer and you are authorised to override the customer suitability criteria.
7. Press Enter to activate the Allocate button.

Use Advanced Options

The field in the Override Reason field group enables you to add a reason if you are allocating a seat that is not suitable for the customer and you are authorised to override the customer suitability criteria. For example, this may be necessary when allocating an exit row seat for a customer that may not meet the suitability requirements.

1. If the Advance Options section is collapsed, press F2 to expand it.

   The Override Reason filed group appears.

2. In the Reason field, type your reason for overriding customer suitability as free-flow text, up to 70 characters.

How to De-allocate Seats Before Acceptance

1. Ensure that the Customer Acceptance screen is displayed, with the customers displayed in the CP table.
2. Press Shift+F11 to open the Seating menu.
3. Press F8 to display the De-allocate Seats screen.
4. In the Select Customer(s) field, type the line number of the customers whose seats you want to de-allocate. Separate consecutive line numbers with a dash and non-consecutive numbers with a comma.

   Seat de-allocation applies to the prime flight (shown at the top of the screen) by default.

5. Use the Advanced Options if you want to de-allocate seats for other flights or specific flight legs.
6. Press Enter to activate the De-allocate button.

   The seats previously allocated to the selected customers are de-allocated.

   The application displays the Customer Acceptance screen and the Seat column in the CP table is now blank for each selected customer and flight.

   You can now allocate new seats to the same customers, if necessary.

Use Advanced Options

The Select field in the Common Flights For All Selected Customers field group enables you to select other flights or specific flight legs to de-allocate seats.

1. If the Advanced Options section is collapsed, press F2 to expand it.

   The Common Flights For All Customers field group appears.

2. In the Select field, type the line numbers of the flight legs for which you want to de-allocate seats. If you select multiple legs, they must all belong to the same flight. Separate consecutive numbers with a dash and non-consecutive numbers with a comma.

Why De-allocate Seats if Acceptance is Closed or Finalised?

If there are No Show customers with allocated seats, you can make these seats available for customers on Standby.

Note: You need permission to perform this action the Customer Management application.

How to De-allocate Seats if Acceptance is Closed or Finalised

1. Display the Seatmap screen. See *How to Display Customer Seatmaps* on page 263.
2. Press Shift+F11 to open the Seating menu.
3. To de-allocate the seats:
   - Press Shift+F10.

   Or
   - Press Enter to activate the Guaranteed Seats button.

How to Force Accept a Staff Customer into a Jump Seat

1. Display the Seatmap screen. See *How to Display Customer Seatmaps* on page 263.
2. Do the following:
   - Select the jump seat.
   - In the Select Seats field you can see the jump seat number, for example JP-JR1. Take note of this number.
3. In the Onload Recommendation screen, select the staff customer.
4. Press Enter to activate the Force Accept button.
5. In the Customer Acceptance screen, enter the jump seat number in the Seat Preference field, for example JP-JR1.
6. Press Enter to activate the Accept button.

Displaying Seating Information

How to Display Customer Seating Information

After a seat preference becomes an allocated seat, the seat allocation is visible in the Seat column and the Seat Information area in the CP table. Until a seat is allocated, the Customer Record screen displays the seat preference, as well as the status of seat shuffle and whether the boarding passes have been printed.

1. Ensure that one of the following screens is displayed, with the customers displayed in the CP table.
    - Customer Acceptance
    - Customer Display
    - Customer List
2. Press F7 to display the Customer Record screen.

    Seating information appears in the CP area and the Seat Information section.

How to Display a List of Blocked Seats

In the Seatmap Application

1. Display a seatmap.
2. Press F3 to display the Blocked Seats screen.

    Blocked seats are marked on the Seatmap with a red X and a letter indicating the reason for the block. For example, the Crew icon appears if the seat is blocked for crew. Additionally, information about the blocked seats appears in the Blocked Seats field group below the seatmap for each leg.

Note: If there are no blocked seats, the Blocked Seats field group contains the message No Seats Blocked on this Flight.

In the Flight Application

1. Press CTRL+F to open the Flight application.

    The Enter Flight screen appears.
2. Type the flight information, and then press Enter to activate the Display button.

    The Flight Information screen appears.
3. Press Shift+F9 to display the Lists menu.
4. Press F10 to display the Blocked Seats screen.

    Information about the blocked seats appears in the Blocked Seats field group for each leg.

    Note: If there are no blocked seats, the Blocked Seats field group contains the message No Seats Blocked on this Flight.

Updating Seating Information

Using Seat Shuffle

What Is Seat Shuffle?

The seat shuffle process allows the application to move seats around for customers prior to acceptance. This ensures that the customer is allocated the best seat available based on their customer value at the time of acceptance. Once a customer is accepted or has a seat allocated manually, the seat shuffle process stops.

However, if a customer would like a better seat than the one allocated to them, you can turn seat shuffle on for that customer so that the seat server includes the customer in the seat shuffle process in case a better seat becomes available.

At any time, you can check to see if seat shuffle has been successful for that customer. If it has, a new seat is allocated for the customer and you can either *turn seat shuffle off and print out a new boarding pass, or leave seat shuffle on to* let the application continue to look for a better seat.

In order for the customer to board, seat shuffle must be off so that the seat allocation can be finalised. This can be done in the following ways:

- You can turn seat shuffle off manually.
- You can attempt to board the customer:
  - If the customer’s seat has not been changed, seat shuffle is turned off automatically and the customer is boarded.
  - If the customer’s seat has changed, seat shuffle is turned off. You are prompted to print a new boarding pass and board the customer.

If at any time there are changes to the aircraft, seatmap or customer ranking, all customers’ seats are shuffled to accommodate the change.

Note: When seat shuffle process finds a different seat for the customer, it automatically changes the customer’s seat. There is no confirmation displayed and there is no guarantee that you can offer the customer their original seat. Depending on how the Business Rules have been set up for your airline, there may be a limit to the number of customer’s seats that are able to be shuffled at the same time.

Depending on the settings of your airline, Seatshuffle can also take into account chargeable seats.

How to Use Seat Shuffle

Seat Shuffle can be used when a customer requests a more desirable seat than the one currently allocated by the application. By turning seat shuffle on, the customer's existing seat is retained until such time as a better seat becomes available.

If you update the customer preferences and no new seat matches the customer's request, the application takes you to the Set Seat Shuffle screen, which allows you to turn seat shuffle on.

Note: You cannot make changes to preferences or seat numbers for a customer while seat shuffle is turned on. Before you turn seat shuffle on, verify that the desired preference has been entered in the Change Seat screen so that the seat shuffle process takes this into account.

To turn on, turn off or refresh seat shuffle:

1. Ensure that one of the following screens is displayed, with the customers displayed in the CP table.
   - Customer Acceptance
   - Customer Display
   - Customer List.
2. Press Shift+F11 to open the Seating menu.
3. Press Shift+F3 to display the Seat Shuffle screen.
4. In the Seat Shuffle field, select one of the options from the drop down menu.
5. Press Enter to activate the Seat Shuffle button.

   The originating screen appears and a message appears in the message area below the action list indicating that seat shuffle has been turned on or turned off, or in the case of a refresh, whether the seat has been changed.

   Note: If the shuffle limit is reached, an error message appears.

Changing Seats

Change Seats or Swap Seats?

When a customer with an allocated seat requests a different seat, the request can be handled by:

- Turning seat shuffle on.
- Changing the customer’s seat by moving him to an unoccupied seat.
- Swapping with another customer’s seat.

You can change or swap seats that are occupied in the following circumstances:

- Customers are allocated seat numbers.
- The seats not held by an air marshal.
- The manual seat shuffle indicator is turned off.
- The seats are not marked as blocked.

The difference between swapping seats and changing seats is that changing seats frees the previously occupied seat and then locks the new seat. Therefore, it is possible that when the seat is unoccupied, it might be taken by another customer. Changing seats does not always guaranty that the customer gets the preferred seat.

Swapping seats locks both seats before they are swapped. The seats cannot be taken by another customer. It guarantees that the seats are swapped between two customers only.

Suitability and Entitlement of Seats

When there is a suitability problem between the requested seats and the customer characteristics, or there is an entitlement problem between the requested seats and the customer value, additional screens may appear to allow you to override the change.

A suitability problem occurs when the customer is not appropriate for a particular seat. For example, a disabled customer sitting in an emergency exit row seat.

An entitlement problem occurs when the customer value is not high enough for the customer to be eligible for a particular seat.

What Are Seat Restrictions?

When you try to allocate a seat to a customer who is either not entitled to or not suitable for a selected seat, the Override screen or the Override Reason field group may appear, depending on your roles and permissions. This screen allows you to override the restriction and allocate the seat for that customer.

Note: Restricted seats are displayed with a letter R.

How to Change or Swap Seats

1. Ensure that the Customer Acceptance or Customer Record screen is displayed, with the customer displayed in the CP table.
2. From the Customer Acceptance or Customer Record screen,
   - Press Shift+F11 to display the Seating menu.
   - Press F4 to display the Seat Change screen.

   Or

   From the Seatmap screen, press F4 display the Seat Change screen.
3. In the Select Seats field, type the seat number of the customer whose seats you want to change.

   As soon as you type a valid seat number, the information about the customer allocated to the seat appears.
4. In the Display Legs field, type the number of the leg for which you want to change the seat.
5. In the New Seat field, type the new seat number.
6. Click on Change.

   If the new seat is occupied, the seat is swapped with the other customer.

   If you need to re-print the boarding pass, a boarding pass re-print prompt appears.
7. In the Select field, type 1 to re-print the boarding passes or type 2 for other options, and then press OK.

   If the new seat is a restricted seat, enter an override reason in the Reason field: See *How to Override Seat Restrictions* below.

How to Override Seat Restrictions

1. In the Reason field of the Override screen, type the override reason and click on Proceed.
2. If you do not want to continue with the override, press Enter.

   If the new seat is occupied, the seat is swapped with the other customer.

   If you need to re-print the boarding pass, a boarding pass re-print prompt appears.
3. In the Select field, type 1 to re-print the boarding pass or type 2 for other options, and then press OK.

Blocking and Unblocking Seats

Why Block Seats?

You can block seats for various reasons, such as protecting a seat for an upline or downline leg, reserving it for crew or blocking it because it is unserviceable or for deadload.

How to Block Seats in the Seatmap Application

1. From the Seatmap, press F3 to display the Block Seats screen.
2. Select Seats field, type the seat numbers that you want to block. Separate non-consecutive seat numbers with commas and consecutive seat numbers with a dash. If the seats are in the same row, type the row number followed by the seat letters. For example for seats 49A, 49B and 49C, type 49ABC or 49A-C.
3. In the Display Legs field, type the legs for which you want to block the seats, if applicable.
4. Tab to the Block Type field and select the block type from the dropdown menu.

   Note: If you select a block type of Transit, and the flight has a previous leg that is not handled in Customer Management, then the transit seat block may be overridden if a Seats Occupied Message (SOM) is received from the upline departure airport.
5. Press Enter to activate the Block Seats button.

   The updated Blocked Seats screen appears.

   A message appears in the message area below the action list indicating which seats are now blocked and the seatmap and blocked seats list are updated.

   Blocked seats contain the letter that identifies the reason they are blocked and are marked with a red X.
6. You can continue to block other seats or tab to the Exit button and press Enter to return to the seatmap.

How to Unblock Seats in the Seatmap Application

1. From the Seatmap, press F3 to display the Block Seats screen.
2. From the Blocked Seats screen, press Shift+F5 to display the Unblock Seats screen.
3. In the Select Seats field, type the seat numbers that you want to unblock. Separate non-consecutive seat numbers with commas and consecutive seat numbers with a dash. If the seats are in the same row, type the row number followed by the seat letters. For example for seats 49A, 49B and 49C, type 49ABC or 49A-C.
4. In the Display Legs field, type the legs for which you want to unblock the seats, if applicable.
5. Press Enter to activate the Unblock button.

   The updated Blocked Seats screen appears.

A message appears in the message area below the action list showing the seats that are no longer blocked and the seatmap and blocked seats list is updated.

6. You can continue to unblock other seats or tab to the Exit button and press Enter to return to the seatmap.

How to Block Seats in the Flight Application

1. From the Seatmap, press F3 to display the Block Seats screen.
2. In the Select Seats field, type the seat numbers that you want to block. Separate non-consecutive seat numbers with commas. If the seats are in the same row, type the row number followed by the seat letters. For example for seats 49A, 49B and 49C, type 49ABC.
3. In the Display Legs field, type the legs for which you want to block the seats.
4. Tab to the Block Type field and select the block type from the drop down menu.

   Note: If you select a block type of Transit, and the flight has a previous leg that is not handled in Customer Management, then the transit seat block may be overridden if a Seats Occupied Message (SOM) is received from the upline departure airport.

5. Press Enter to activate the Block Seats button.

   The updated Blocked Seats screen appears.

   A message appears in the message area below the action list indicating which seats are now blocked and the blocked seats list is updated.

6. Tab to the Exit button and press Enter to return to the Flight Information screen.

How to Unblock Seats in the Flight Application

1. From the Seatmap, press Shift+F5 to display the Unblock Seats screen.
2. In the Select Seats field, type the seat numbers that you want to block. Separate non-consecutive seat numbers with commas. If the seats are in the same row, type the row number followed by the seat letters. For example for seats 49A, 49B and 49C, type 49ABC.
3. In the Display Legs field, type the legs for which you want to block the seats.
4. Press Enter to activate the Unblock button.

   The updated Blocked Seats screen appears.

   A message appears in the message area below the action list showing the seats that are no longer blocked and the blocked seats list is updated.

5. Tab to the Exit button and press Enter to return to the Flight Information screen.

How to Lock and Unlock Seats in the Customer Application

Note: A lock seat is also automatically applied to Air Marshals if the SK (MSHL) keyword is added to a PNR).

1. Select the customer in the Customer Acceptance screen.
2. Press Shift+F11 to display the Seating menu.
3. Select Lock Seat to display the Lock Seat screen.

   The customer must have a published/guaranteed seat in order to select this option.
4. In the Select Customer(s) field, type the line numbers of the customers whose seat you want to lock.
5. Press Enter to activate the Lock Seat button.

   A Lock Seat icon is displayed on the Customer Seat Map display and in the Customer CPR.

Note: The Lock Seat icon will only be visible to authorised users. The icon is also shown for Air Marshal (MSHL) customers.

Once an allocated seat has been locked, any action which would result in a seat change (such as swapping or deallocating seats or doing a seat shuffle) will either return an error response (for unauthorised users), or trigger a notification sent via messenger to authorised users (for example, security).

Notes on locked seats

- Users with permission to force transfer can force a transfer of a lock seat customer but a message will be sent to the authorised users (e.g. security).
- All seats types/characteristics can be locked, except for jump seats.
- Staff cannot receive a lock seat.
- A customer who is `locked´ into a seat is inhibited from the following actions:
  - Flow Forward, Available Transfer and Standby Transfer.
  - Regrade-Manual (upgrade or downgrade) and Add Regrade.
  - Onload Regrade processing.
- When cancelling acceptance to Not Accepted, the customer’s seat will remain locked. When cancelling acceptance to either Standby or Not Travelling the seat will be unlocked and released.

Unlock Seat

1. Select the customer in the Customer Acceptance screen.
2. Press Shift+F11 to display the Seating menu.
3. Select Lock Seat to display the Lock Seat screen.
4. In the Select Customer(s) field, type the line numbers of the customers whose seat you want to unlock.
5. Press Enter to activate the Unlock Seat button.

Note: Unlocking a seat will NOT remove a guaranteed seat from the customer.

Note: If you wish to unlock a seat allocated to an Air Marshal (MSHL) you must first remove the SK (MSHL) keyword from the PNR.

How to Update Cabin Capacity

1. Ensure that one of the following screens is displayed
   - Seatmap
   - Flight Information
2. From the Seatmap, press F8 display the Cabin Capacity screen.

   Or
3. From the Flight Information screen,
   - press Shift-F11 to display the Seating menu.
   - press F6 to display the Cabin Capacity screen.
4. In the Amend Cabin Capacity fields, type the amended capacity for the flight legs and cabins in which you want to reduce capacity.
5. Press Enter to activate the Update button.

   The originating screen appears.

   A message appears in the message area below the action list indicating the updated capacity for the cabin.

   Note: This is also known as blocking a number of seats without specifying seat numbers.

If a reduction in capacity is no longer valid you can update the capacity with the original values.

How to Release Codeshare Seat Blocks

1. Ensure that the Seatmap screen is displayed.

   These seats are displayed on the seatmap with a letter S - Seats Blocked for Codeshare.
2. Press Shift+F11 to open the Seating menu.
3. Press Shift+F9 to release the codeshare seat block.

   A confirmation message is displayed at the bottom left of the screen.

Note: Releasing Codeshare Seat Blocks is normally a Time Initiated Action (TIA) trigged from Altéa Inventory.

How to Update the Seating Status

1. Ensure that the Seatmap screen is displayed.
2. Press Shift+F11 to open the Seating menu.
3. Press Shift+F8 to display the Update Free Seating screen.
4. Change the seating for each class and flight leg, as required.

   Select Yes for free seating or No for seat allocation.
5. Press Update to save the changes.

Note: The free seating option can be selected, by class and flight leg using the Update Free Seating screen.

How to Rebuild the Seatmap

It may be necessary to initiate a seatmap rebuild if discrepancies exist when switching between seating and free seating. See *How to Update the Seating Status* on page 278.

1. Ensure that the Seatmap screen is displayed.
2. Press Shift+F11 to open the Seating menu.
3. Press Shift+F4 to rebuild the flight date seatmap.

   A warning pop-up is displayed.
4. Press Yes to proceed.

Changing the Seatmap Configuration

How Can You Change the Seatmap Configuration?

You can change the configuration of the seatmap, for example increase, or decrease the capacity of the cabin by moving the mobile curtain.

You can move the mobile curtain for any leg on a multi-leg flight.

If there are any other configuration changes required (other than moving the curtain), they have to be made in the Inventory system.

How to Move the Mobile Curtain

1. On the Seatmap screen, click on Move Curtain or press Shift+F5 to display the Move Mobile Curtain Screen.

   The current Seatmap configuration appears in the Current Saleable Configuration table.
2. If the flight has more than one leg, select the segment in the Flight Segment Selection table.
3. Select the new configuration in the Available Saleable Configuration table.

   Or
4. Type the number of the new configuration in the Select Line field.
5. Press Update to move the mobile curtain.

   It will a few seconds to update the configuration. Refresh the screen until you see the changes.

Note: The Acceptance status of accepted customers that are affected by the configuration change, changes to Standby (SBY).

Chapter 6

Boarding

What Is the Boarding Application?

The Boarding application within Altéa Departure Control – Customer Management system handles various aspects of boarding, which is the process that controls the embarkation of customers onto an aircraft.

In addition to the boarding of individual customers who are eligible to board, the boarding process may include:

- Fixing acceptance or boarding eligibility problems such as missing regulatory data.
- Allocating seats to customers who have not previously been allocated a seat.
- Boarding and deboarding of individual customers.
- Mass boarding and deboarding.

From the Boarding application, you can also view various lists such as customers who require special assistance or onboard services, customers who are ineligible to board, and customers who have already boarded.

In order for the boarding process to begin, the flight for which you want to perform boarding activities must be handled within Altéa Departure Control – Customer Management and must be within the operational window.

Unless business rules have been set up to allow customer identification and acceptance at the boarding gate, customers with bookings on the flight must already be identified and accepted for the flight by the Customer application.

How to Identify Flights for Boarding

1. Open the Boarding application by pressing CTRL+B.

   The Enter Flight screen appears.
2. Complete the mandatory fields on the Enter Flight screen.
3. Press Enter to activate the Display button.

   If boarding is already open, the Boarding screen appears. If boarding is not yet open, the Preview Boarding screen appears.

How to Search for a Flight

1. Open the Boarding application by pressing CTRL+B.

   The Enter Flight screen is displayed.

2. Press F4 to open the Search Flight screen.

   Update the parameters in the Search panel and the Dates and Times panel, if necessary.

3. Press Enter to activate the Search button.

   A list of flights that matches your search options appears on the Flight List screen.

   The search criterion appears at the top of the screen.

4. In the Select Flight field, type the line number of the flight for which you want to perform boarding activities.
5. Press Enter to activate the Select button.

   If boarding is already open, the Boarding screen appears. If boarding is not yet open, the Preview Boarding screen appears.

How to Open Boarding

You can only open boarding when the General Flight Status is set to Open.

For codeshare flights, you can only board using the operating flight number.

To open boarding from the Preview Boarding screen:

1. Press Enter to activate the Open Boarding button.

   The name of the Preview Boarding screen changes to Boarding and a message appears in the message area below the action list confirming that boarding has been opened. Additionally, the boarding status in the Flight Header Line changes to Now Boarding.

2. If you entered a codeshare flight number on the Enter Flight screen, a message appears asking you to confirm that boarding is to be opened for the operating flight, as you may be viewing marketing information on the Preview Boarding screen.
3. If a boarding gate has not been assigned for the flight, you must assign the gate at this point.

   Note: If the Full Location of the workstation you are using to Open Boarding does not match the boarding gate, an Open Boarding confirmation message is displayed.

4. If customers have been accepted for the flight, you can now begin boarding them.

How to Revert Open Boarding

Note: You can only revert open boarding after boarding is open but before any customers have been boarded.

1. Press Shift+F8 to open the Boarding menu.
2. Press Shift+F7 to select Revert Open Boarding.

How to Assign or Change Gates

If a gate number has not been assigned for a flight, you must assign the number manually before you can open boarding.

You can also change the gate number that is currently assigned to a flight from the Preview Boarding screen, if boarding is not yet open, or the Boarding screen if boarding is open. To do so:

1. Ensure one of the following screens is displayed.
   - Preview Boarding
   - Boarding
2. Press Shift+F8 to open the Boarding menu.
3. Press F4 to display the Assign Gate screen.
4. In the Gate(s) field, type a new gate number or replace the existing gate number.

   For certain types of aircraft, you may need to assign more than one boarding gate. In this case, separate the gate numbers with a comma. For example: 9A, 9B.
5. Press Enter to activate the Confirm button.

   A message appears in the message area below the action list confirming that the gate number has been updated.

How to Board Multiple Flights

His topic explains how to board multiple flights. You can board up to four flights from the same computer terminal. Boarding information for each flight appears simultaneously on the screen, with a different colour for each flight. However, when the Boarding application is in multi-flight boarding mode, boarding can only be done by swiping a document or by using an attached boarding gate reader (BGR).

From the Multi-flight Boarding screen, if you need to perform specific boarding activities for a flight, you can switch to that flight by pressing the corresponding function key under Shortcuts on the left-hand side of the screen.

To activate multi-flight boarding mode:

1. Press CTRL+B to open the Boarding application and identify the first flight.
2. Open boarding for the first flight.
3. Press Shift+F8 to open the Boarding menu.
4. Press F9 to display the Enter Flight screen.
5. Identify the flight to add. If the flight is ready for boarding, the Multi-flight Boarding screen appears. Otherwise you are prompted to assign a gate and open the flight for boarding.
6. To add another flight from the Multi-flight Boarding Screen, press F9.

   The Enter Flight screen appears.
7. Identify the flight to add. You can board up to four flights at a time.

   Note: Each flight is assigned a function key in the shortcuts menu. The first flight gets F4, the second flight gets F6, the third flight gets F8, and the fourth flight gets F10.
8. To remove the last flight you added, press Shift+F8 to display the Boarding menu.
9. Press F8 to activate the Remove Last Flight option.
10. You can board customers on one of the flights displayed on this screen by swiping a boarding pass.

    The Multi-flight Boarding screen shows a list of the customers most recently boarded from your terminal. The list is empty until you board a customer.

    Once at least one customer has been boarded, the list contains information for each customer you board or attempt to board, colour-coded to match the colour of the flight.

    Note: The text in the line for the most recently boarded customer appears in bold.

    This screen is refreshed automatically every 30 seconds. You can also refresh the screen manually by pressing F5.
11. To perform other activities for a specific flight, press the corresponding function key. For example, the function key corresponding with flight 6X185 is listed as F4 under Shortcuts in the upper left-hand corner of the screen. This displays the individual Boarding screen for the flight you selected.

    To return to the Multi-flight Boarding screen after performing another activity for a specific flight, tab to the Exit button and press Enter.
12. To close the Multi-flight Boarding screen, press Enter to activate the Back button.

Displaying Boarding Information

Previewing Boarding Information

If you have identified a flight for which boarding is not yet open, boarding information appears automatically on the Preview Boarding screen. You can view lists of customers who have been accepted for the flight but you cannot select or board them.

This screen is refreshed automatically every 30 seconds. You can also refresh the screen manually by pressing F5.

The sections that follow describe the groups on this screen.

Flight Information

Information about the flight appears at the top of the Preview Boarding screen.

For a detailed explanation of this information, see *What Are the Prime Flight Details?* on page 30.

Codeshare Information

If the flight is a codeshare flight, codeshare information appears below the flight information on the Preview Boarding screen.

The table on the left (Freesale Codeshare) shows the type of codeshare agreement that applies, such as Freesale or Blockspace as well as the marketing airline code and flight number.

Note: Both Freesale and Blockspace can exist for the same flight.

The field on the right (Show) allows you to select the type of information that you want to display in the summary tables that follow on the screen. If you identified the operating flight, the default is to show combined operating and marketing figures; however, you can choose to display each set of figures individually.

To select the type of figures you want to view:

1. Tab to the Show field.
2. Press CTRL+down-arrow to select the flight for which you want to view the figures from a list and press Enter.

The Preview Boarding screen is updated automatically to show the type of figures you selected.

Acceptance and Boarding Figures

Below the flight and codeshare information (if applicable), the Preview Boarding screen contains two tables of figures: one for all customers accepted, boarded and not boarded and one for customers who are ineligible to board, require special assistance customers or have a jump seat assigned to them.

	Accepted	Boarded	Not Boarded
Joining	4+0inf	0+0inf	4+0inf
Transfer	0+0inf	0+0inf	0+0inf
Transit	0+0inf	0+0inf	0+0inf
Totals	4+0inf	0+0inf	4+0inf

	Accepted	
Ineligible To Board	4	F9 to see the list
Special Assistance	0	
Jump Seats	0	

Note: The information icons will only be displayed if there are customers on the relevant list.

Not Boarded Customers List

The lower part of the Preview Boarding screen shows a list of all customers who are not yet boarded, including details for each customer.

Note: Unless business rules have been set up to allow customer identification and acceptance at the boarding gate, the Note Boarded Customers list only shows customers who have already been accepted for the flight.

How to Display the Boarding Screen

1. Display the Boarding application by pressing CTRL+B.

   The Enter Flight screen appears.

2. Complete the mandatory fields on this screen.
3. Press Enter to activate the Display button.

   If boarding is already open, the Boarding screen appears.

   Boarding information appears automatically on this screen.

   The screen is refreshed automatically every 30 seconds. You can also refresh the screen manually by pressing F5.

   If boarding is not yet open, the Preview Boarding screen appears.

The main part of the boarding screen is identical to the Preview Boarding Screen, except for the addition of the selection fields and the Customer Boarding Status List in the lower part of the screen.

The Customer Boarding Status List shows the customers most recently boarded from your terminal. The list is empty until you board a customer.

Once boarding for the flight is open and at least one customer has been boarded, the list contains information for each customer you board or attempt to board.

Note: The text in the line for the most recently boarded customer appears in bold.

How to Display the Boarding Figures Screen

Note: Currently, this screen is not available to all carriers.

1. Open the Boarding application by pressing CTRL+B.

   The Enter Flight screen appears.

2. Complete the mandatory fields on this screen.

3. Press Enter to activate the Display button.

   If boarding is already open, the Boarding screen appears.

   Boarding information appears automatically on this screen.

   The screen is refreshed automatically every 30 seconds. You can also refresh the screen manually by pressing F5.

   If boarding is not yet open, the Preview Boarding screen appears.

   The main part of the boarding screen is identical to the Preview Boarding Screen, except for the addition of the selection fields and the Customer Boarding Status List in the lower part of the screen.

4. Press Shift+F6 to display the Boarding Figures screen.

How to Display the Special Assistance List

The special assistance requests on this screen include:

- Infants
- Meet and assist (MAAS)
- Unaccompanied minor (UMNR)
- Young passenger (YNGP)
- Wheelchair requests including:
  - All the way to seat (WCHC)
  - Dry cell battery (WCBD)
  - For ramp (WCHR)
  - Manual power (WCMP)
  - On board (WCOB)
  - Up and down steps (WCHS)
  - Wet cell battery (WCBW)

To display the Special Assistance List screen:

1. Ensure that one of the following screens is displayed:
   - Preview Boarding
   - Boarding
2. Press F7 to display the Special Assistance List screen.

   Below the flight information, the Special Assistance List screen contains two tables of figures. The table on the left shows the numbers of accepted and not boarded customers who require wheelchairs. The table on the right shows the numbers of accepted and not boarded customers, who are infants, meet and assist customers, unaccompanied minors, and young passengers.

   The lower part of the Special Assistance List screen shows the total of all special assistance customers not yet boarded followed by the details for each customer.
3. You can display detailed information about the customers in this list by pressing F7.
4. Tab to the Exit button and press Enter to return to the originating screen.

How to Display the Ineligible to Board List and Fix Ineligibilities

You can then resolve the ineligibility issue in the area that is causing the problem prior to customer boarding. For example, if the customer is ineligible to board because of a baggage issue, you are directed to the Baggage application to resolve the issue.

To display the Ineligible to Board list:

1. Ensure that one of the following screens is displayed:
   - Preview Boarding
   - Boarding
2. Press F9 to display the Ineligible to Board screen.

   Below the flight information, the Ineligible to Board screen contains a table of the current counts for each ineligibility category.

   A customer may have more than one category of ineligibility. Therefore, the total category counts may be higher than the number of ineligible customers.

   The lower part of the Ineligible to Board screen shows the total number of customers who are currently ineligible to board followed by the details for each customer.

   The Ineligible field contains information about the type of ineligibility for this customer.
3. Tab to the Exit button and press Enter to return to the originating screen.

How to Fix Ineligibilities

1. Ensure the Ineligible to Board screen is displayed.
2. In the Select Customer field, type line number of the relevant customer.
3. Press Enter to activate the Proceed button.

The application in which the problem can be resolved appears, or in the case of a comment, the system asks you if the message has been delivered.

If a customer has more than one category of ineligibility, the application prompts you to resolve the category with the highest priority first. The customer remains in the Ineligible to Board list until all ineligibilities are fixed.

See *What Are the Boarding Ineligibility Categories?* on page 298.

Once the customer has no ineligibilities, they are removed from the Ineligible to Board list and a message appears confirming that the customer is now eligible to board.

How to Display Onboard Service Lists

Onboard Service lists are for example:

- Seating Pictorial
- Basic Seat Plan
- Generic Refined Seat Plan
- Extended Seat Plan
- Specific Refined Seat Plan
- Extended Seat Plan with All Names
- Seat Plan List for Connections
- Cabin Services Manager Specific
- ICAO Passenger Manifest
- Electronic Version

The lists appear in a cryptic window. You can also send an electronic version of all the lists to the aircraft.

To display, print or send Onboard Service lists:

1. Ensure that one of the following screens is displayed:
   - Preview Boarding
   - Boarding
2. Press Shift+F7 to open the Flight menu.
3. Press F10 to display the Select Onboard Service Lists screen.

   The Select Onboard Service Lists screen contains a description of each available list.

   The table below explains the steps depending on whether you want to print a list, display a list, or send all lists to the aircraft electronically.

Table: Steps to Print, Display or Send Onboard Service Lists

Action	Steps
Print a list	1. In the Select List field, type the number of the list you want to select. 2. Press Enter to activate the Print button.
Display a list	1. In the Select List field, type the number of the list you want to select. 2. Tab to the Display button and press Enter.
Send all lists to the aircraft electronically	1. In the Select List field, type the number 10. The Print and Display buttons are replaced with a Send button. 2. Press Enter.

How to Display the Boarded List

1. Ensure the Boarding screen is displayed:
2. Press F3 to display the Boarded List screen.

The Boarded List screen contains a table showing information about each boarded customer. The Boarded icon appears in the Accept column, indicating that the customer has been boarded.

Note: You can also display the Boarded List from the Flight application.

How to Display Customer Records During Boarding

1. Ensure that one of the following screens is displayed:
   - Special Assistance List
   - Boarded List
   - Boarding

To display the customer record for the customers listed in one of the above screens:

2. Follow the steps below for the screen that is currently displayed:

Table: Originating Screens to Display the Customer Record Screen

Screen	Steps
Special Assistance List Or Boarded List	1. Press F7. 2. In the Select Customer(s) field, type the list number of the relevant customer. 3. Press Enter
Boarding	1. Press Shift+F4 and then press F7. 2. In the Select Customer(s) field, type the list number of the relevant customer. 3. Press Enter

3. In Customer Record screen, type the list number of one of the customers in the Select Customer(s) field.
4. If the customer record includes details for more than one flight, a letter appears before each flight in the customer list. You can choose the specific flight for which you want to display details by typing the corresponding letter in the Select Flight(s) field. The flight that you are currently boarding is selected by default.
5. Tab to the Exit button and press Enter to return to the originating screen.

How to Display Boarding History

The Open/Close Boarding Flight History screen displays the following boarding activities performed on a specific flight:

- Boarding Application Opened
- Boarding Opened
- Boarding Closed

1. Ensure the Boarding screen is displayed.
2. Press Shift+F8 to display the Boarding menu.
3. To display the Open/Close Boarding Flight History screen, do the following:
   - Press F5 if boarding is open.

     Or
   - Press F3 if boarding is closed.

   The Open/Close Boarding History screen appears.
4. The blue numbers in the history display are references to related User Profile information.

   In the Select Reference field type the reference number to view the related User Profile information for a specific update.
5. Press Enter to activate the Display Reference button.
6. In the User Information screen, press Enter to activate the Back button to return to the Open/Close Boarding History screen.

How to Print the Final Boarding Figures

This functionality needs activation.

1. From the Boarding application, display one of the following screens:

- Boarding
- Preview Boarding
- Boarding Closed

  See *How to Display the Boarding Screen* on page 286.

2. Press SF8 or select Boarding from the action list.
3. From the Boarding menu press SF11 or select Display Boarding Summary.
4. On the Boarding Summary screen:
   - Press F5 or select Print to Default

     Or
   - Press F9 or select Print with Options.

Using the Boarding Monitor

What Is the Boarding Monitor?

The Boarding Monitor allows you to display a list of flights that have a Boarding Status of Open. Each flight is listed in a row and remains on the screen as long as the boarding status for the flight remains Open. Additionally, flights whose General Flight Status is set to Departed but whose Boarding Status is set to open are highlighted in red.

From the Boarding Monitor List screen, you can select a specific flight to then display the Boarding screen for that flight.

You can also display the Flight List, which displays all the flights that match the search criteria for the current date, regardless of the Boarding Status.

How to Display the Boarding Monitor List

1. Open the Boarding Monitor application by pressing CTRL+D.

   The Boarding Monitor Search Flight screen appears.

2. Complete the fields on the Boarding Monitor Search Flight screen.
3. Press Enter to Activate the Search button.

   The Boarding Monitor List screen appears.

   The screen contains details of flights grouped in ascending date order. For each date, the flights are ordered by the departure time. This screen is refreshed automatically every 30 seconds. You can also refresh the screen manually by pressing F5.

4. To display the Boarding screen for a flight, type the row number in the Select Flight field and then press Enter to activate the Select button.

How to Display the Flight List

The Flight List screen displays all departing flights for the current date that match the search criteria, regardless of the boarding status. All flights departing in the next three hours appear.

1. Open the Boarding Monitor application by pressing CTRL+D.

   The Boarding Monitor Search Flight screen appears.

2. Complete the fields on the Boarding Monitor Search Flight screen.
3. Press Shift+F7 to open the Flight menu.
4. Press F3 to display the Flight List screen.
5. To display the Boarding screen for flights with a boarding status of Open or the Preview Boarding screen for flights with a boarding status of Not Opened, type the line number of the flight in the Select Flight field, and then press Enter to activate the Select button.

Boarding Customers

How to Board Individual Customers

Before customers can be boarded, certain checks are performed by the application to make sure the customer is eligible to board. For an explanation of which situations can cause the customer to be ineligible to board, see *What Are the Boarding Ineligibility Categories?* on page 298.

To board individual customers:

1. Ensure the Boarding screen is displayed:

   The Not Boarded Customers table in the middle of the screen shows the total of all customers who are yet to board followed by the details for each customer.

2. To board a customer with a boarding document, pass each boarding pass through a Boarding Gate Reader (BGR) or Magnetic Stripe Reader (MSR).

3. To board a customer manually, use one of the following options:

   - In the Select Seats field, type the customer’s seat number. Separate multiple seat numbers with commas. If the seats are in the same row you can type the row numbers followed by the seat letters. For example for seats 2A and 2B, type 2AB.
   - In the Line Numbers field, type the customer’s line number. Separate consecutive numbers with a dash and non-consecutive numbers with a comma.
   - Type the customer's security number. If at a transit port, you must also specify the boardpoint city code.

4. Press Enter to activate the Board Customer button.

   The following occurs as each customer or group of customers is boarded:

   - A message appears confirming the number of customers who were successfully boarded.
   - The boarded customers are removed from the Not Boarded Customers list.
   - The Customer Boarding Status list is updated with information for each boarded customer.

   Note: The text in the line for the most recently boarded customer appears in bold.

   This screen is refreshed automatically every 30 seconds. You can also refresh the screen manually by pressing F5.

   - The totals in the summary tables, which indicate how many customers are accepted, boarded and not boarded, are updated.

   If you try to board a customer who is currently ineligible to board, the application displays a message and guides you to fix the problem.

   When a message appears alerting you to the problem, you can choose to fix it immediately or choose to not board the customer at this time.

5. Do the following:
   - Press Enter to activate the Resolve button.

     Or
   - Tab to the Cancel button and press Enter.

   If the customer has more than one category of ineligibility, the system prompts you to resolve each category in turn.

   For more information, see *Fixing Boarding Ineligibilities* on page 298.

   Once all existing problems are resolved, the system prompts you to confirm that you want to board the customer immediately.
6. Do the following:
   - Press Enter to activate the Yes button and board the customer.

     Or
   - Tab to the No button and press Enter if you do not want to board the customer.
7. If you want to deboard the last boarded customer, press Shift+F8 to display the Boarding menu.
8. Press F7 to activate the Deboard Last Boarded Customers option.

When the Not Boarded Customers list is empty and all customers have been boarded successfully, the Board Customer button is replaced by the Close Boarding button.

How to Accept and Board Customers at the Same Time

Note: Business rules for the flight must be set up to allow customer identification and acceptance at the gate.

1. Ensure the Boarding screen is displayed.

   The table in the middle of the screen shows the totals of all customers who are yet to board and yet to be accepted followed by the details of each customer.
2. To accept and board a non-accepted customer, use one of the following options:
   - In the Select Seats field, type the customer's seat number. Separate multiple seat numbers with commas. If the seats are in the same row you can type the row numbers followed by the seat letters. For example: for seats 2A and 2B, type 2AB.
   - In the Line Numbers field, type the customer's line number. Separate consecutive numbers with a dash and non-consecutive numbers with a comma.
   - Type the customer's security number. If at a transit port, you must also specify the boardpoint city code.
3. Press Enter to activate the Board Customer button.

   Each customer you selected for boarding is identified and accepted for the flight automatically.

   If additional information is required for the identification or acceptance of a customer, or if one or more boarding passes need to be printed, you are prompted by the system automatically.

The following occurs as each customer is successfully boarded:

- A message appears below the action list confirming the number of customers who were boarded.
- The Customer Boarding Status list is updated with the information for each boarded customer.
- The totals in the summary tables, which indicate how many customers are accepted, boarded, and not boarded, are updated.

When the list of not boarded/not accepted customers is empty and all customers have been accepted and boarded successfully, the Board Customer button is replaced by the Close Boarding button.

Using Self-Boarding

This functionality requires activation.

What is Self-Boarding?

Self-Boarding allows customers to board themselves using Quick Boarding devices (QBG) or Self-Boarding Devices (SBD). These devices are attached on the workstation at the gate.

Self-Boarding is not possible when:

- The passenger does not have an electronic ticket.
- The passenger is an infant or is associated with an infant.
- The QBG receipt printer fails to print the seat slip.
- The passenger was downgraded after their boarding pass was printed.
- The passenger does not collect his/her seat slip.

How to Activate Self-Boarding

1. Display the Boarding screen. See *How to Display the Boarding Screen* on page 286.
2. In the Boarding screen, press SF8 or select Boarding.
3. In the Boarding menu, press SF9 or select Activate SBD.

How to De-activate Self-Boarding

1. Display the Boarding screen. See *How to Display the Boarding Screen* on page 286.
2. In the Boarding screen, press SF8 or select Boarding from the action list.
3. In the Boarding menu, press SF10 or select De-Activate SBD from the action list.

How to Find the Reason for Self-Boarding Rejection

1. Display the Boarding screen. See *How to Display the Boarding Screen* on page 286.
2. In the Boarding screen, press SF8 or select Boarding from the action list.
3. In the Boarding menu, press F2 or select Display Non Standard Events.

   The Non Standard Events screen displays boarding anomalies that occurred during boarding.

   For example: Manual Boarded or Rejected - Pax did not pass SBD.

Fixing Boarding Ineligibilities

What Are the Boarding Ineligibility Categories?

Boarding eligibility checks are performed automatically when a customer is identified and accepted for a flight. Problems that result in the customer being ineligible to board the flight appear at multiple points in the Boarding application, before and after boarding opens for the flight.

The following table explains the different categories of boarding ineligibility that can apply to a customer.

Table: Categories of Boarding Ineligibility

Category	Explanation
Comment	A high-priority comment exists and must be delivered to the customer.
Travel Information	• Regulatory data is missing for the customer and must be collected. • AQQ/APP checks need to be performed for the customer. • The current AQQ/APP/ESTA/TSA status for the customer does not allow boarding. • The customer is an AQQ, TSA or manual selectee. • The customer is blacklist.
Baggage	• The number of bag tags printed for the customer does not match the number of bags accepted for the same customer. • The customer's baggage has not been accepted or is on standby. • There is an unpaid excess baggage charge to be collected from the customer.
Seating	• The customer does not have a seat. • The customer has an emergency exit row seat but suitability has not been verified. • The customer's boarding pass needs reprinting. • The seat number on the boarding pass does not match the customer's seat. • The customer regrade has not been finalised. • The customer has unpaid charges that need to be collected. • The customer has been downgraded.
Gender	The customer's gender is required.
Credit Card	Credit card verification is required for the customer.
Payment	The customer has unpaid charges that need to be collected.

When you choose to fix boarding eligibility problems, the application guides you through the process and displays the screens required to resolve the problem and board the customer.

See also *How to Display the Ineligible to Board List and Fix Ineligibilities* on page 289.

How to Fix Undelivered Comments

If a customer is currently ineligible to board the flight because of an undelivered high priority gate comment, the problem is indicated on the Preview Boarding screen, Boarding screen and Ineligible to Board screen.

1. In the Select Customer field, type the line number of the relevant customer and press Enter to activate the Proceed button.

   The application displays a prompt asking if the comment has been delivered to the customer.

2. Tab to the Delivered button and press Enter once you have delivered the comment to the customer.

   If the customer has no other ineligibilities, they are removed from the Ineligible to Board list and a message appears confirming that the comment has been delivered.

3. If you choose not to deliver the comment press Enter to activate the Not Delivered button. If you do not deliver the comment, the customer remains ineligible to board the flight.

How to Fix Missing Travel Information

If a customer is currently ineligible to board the flight because of missing gender, nationality or other regulatory data, the problem is indicated on the Preview Boarding screen, Boarding screen and Ineligible to Board screen.

This is most likely a result of an Inter Airline Through Check-in (IATCI) acceptance, as any acceptance performed in Customer Management would have prompted you for the data prior to acceptance.

Note: If a customer has more than one category of ineligibility, the Travel Information category in the Ineligible column may be hidden.

1. In the Select Customer field, type the line number of the relevant customer and press Enter to activate the Proceed button.

   The application displays a prompt asking if you want to collect the missing data.

2. To collect the missing data, press Enter to activate the Collect button.
3. Type the required information in the resulting screen.

   Note: The screen that appears depends on the information required.

4. Press Enter to activate the Confirm button.

   If the customer has no other ineligibilities, they are removed from the Ineligible to Board list and a message appears confirming that the missing information has been collected.

5. If you choose not to collect the missing data, tab to the Cancel button and press Enter. If you do not collect this data the customer remains ineligible to board the flight.

Fixing Seating Problems

If a customer is currently ineligible to board the flight because of a seating problem, the problem is indicated on the Preview Boarding, Boarding and Ineligible to Board screens.

Note: If a customer has more than one category of ineligibility, the Seating category in the Ineligible column may be hidden.

In the Select Customer field, type the line number of the relevant customer and press Enter to activate the Proceed button.

The application displays a prompt. The prompt that appears depends on the type of seating problem that is causing the boarding ineligibility. These problems are described in the following topics:

No Seat

If the customer does not have an allocated seat number, you are prompted to allocate a seat or cancel boarding.

To allocate a seat:

1. Press Enter to activate the Assign seat button.
2. In the New Seat/Preference(s) field, type a seat for the customer and press Enter to activate the Change button.

   A prompt appears to re-print the boarding pass.
3. Do the following:
   - To print the customer's boarding pass, press Enter to activate the OK button.

     The boarding pass is printed and the customer becomes eligible to board, unless other boarding ineligibilities exist.

     Or
   - To specify options for the boarding pass print, type the number 2 in the Select field and press Enter.

     The Boarding Pass Options screen appears.

     Once you specify options on this screen and print the boarding pass, the customer becomes eligible to board unless other boarding ineligibilities exist.
4. If you do not wish to print new boarding passes, tab to the Cancel button and press Enter. If you do not re-print the boarding pass, the customer remains ineligible to board the flight.
5. If you choose not to allocate a seat for the customer, tab to the Cancel button and press Enter. If you do not allocate a seat for the customer, the customer remains ineligible to board the flight.

Changed Seat

If a customer's seat has changed since acceptance it may be necessary to print a new boarding pass before the customer can be boarded.

Note: Depending on your security permissions you may be given the option of writing the new seat number on the existing boarding pass.

If a new boarding pass needs to be printed, a prompt appears.

1. Do the following:
   - To print the customer's boarding pass, press Enter to activate the OK button.

     The boarding pass is printed and the customer becomes eligible to board, unless other boarding ineligibilities exist.

     Or
   - To specify options for the boarding pass print, type the number 2 in the Select field and press Enter.

     The Boarding Pass Options screen appears.

     Once you specify options on this screen and print the boarding pass, the customer becomes eligible to board unless other boarding ineligibilities exist.
2. If you do not wish to print new boarding passes, tab to the Cancel button and press Enter. If you do not re-print the boarding pass, the customer remains ineligible to board the flight.

Unsuitable Seat

If the suitability of a customer for an emergency exit seat has not been verified, a prompt appears. The prompt you see depends on the business rules defined by your airline.

This situation can occur if the customer's seat allocation has changed to an emergency exit seat and suitability could not be verified when the change took place. The situation can also occur if the customer's seat was allocated via IATCI.

1. Do the following:
   - If the customer is suitable for the seat, according to the criteria described in the prompt, type the number 1 in the Select field and press Enter.

     The customer becomes eligible to board, unless other boarding ineligibilities exist.

     Or
   - If the customer is not suitable for an emergency exit row seat, type the number 2 in the Select field and press Enter.

     The Seat Change screen appears.
2. In the New Seat/Preference(s) field, type a seat for the customer and press Enter to activate the Change button.

   A prompt appears to print the boarding pass.

3. Do the following:
   - To print the customer’s boarding pass, press Enter to activate the OK button.

     The boarding pass is printed and the customer becomes eligible to board, unless other boarding ineligibilities exist.

     Or
   - To specify options for the boarding pass print, type the number 2 in the Select field and press Enter.

     The Boarding Pass Options screen appears.

     Once you specify options on this screen and print the boarding pass, the customer becomes eligible to board unless other boarding ineligibilities exist.
4. If you do not wish to print new boarding passes, tab to the Cancel button and press Enter. If you do not re-print the boarding pass, the customer remains ineligible to board the flight.

Ineligible Seat

If the customer is ineligible for an emergency exit seat, you are prompted to reassign the seat or cancel boarding. The prompt you see depends on the business rules defined by your airline.

This situation can occur if the customer’s seat allocation has changed to an emergency exit seat. The situation can also occur if the customer’s seat was allocated via IATCI.

1. Press Enter to activate the Change Seat button.

   The Seat Change screen appears.
2. In the New Seat/Preference(s) field, type a seat for the customer and press Enter to activate the Change button.

   A prompt appears to print the boarding pass.
3. Do the following:
   - To print the customer’s boarding pass, press Enter to activate the OK button.

     The boarding pass is printed and the customer becomes eligible to board, unless other boarding ineligibilities exist.

     Or
   - To specify options for the boarding pass print, type the number 2 in the Select field and press Enter.

     The Boarding Pass Options screen appears.

     Once you specify options on this screen and print the boarding pass, the customer becomes eligible to board unless other boarding ineligibilities exist.
4. If you do not wish to print new boarding passes, tab to the Cancel button and press Enter. If you do not re-print the boarding pass, the customer remains ineligible to board the flight.

How to Fix Baggage Problems

If a customer is currently ineligible to board the flight because of a baggage problem, the problem is indicated on the Preview Boarding screen, Boarding screen and Ineligible to Board screen.

The types of baggage ineligibilities are:

- Number of bag tags does not match the number of bags.
- Unpaid excess baggage.
- Bags not accepted.

Note: If a customer has more than one category of ineligibility, the Baggage category in the Ineligible column may be hidden.

1. In the Select Customer field, type the line number of the relevant customer and press Enter to activate the Proceed button.

   The application prompts you to resolve the problem or cancel boarding.

   The exact text of the prompt depends on the type of baggage problem that is causing the boarding ineligibility.

2. To fix the problem, press Enter to activate the Resolve button.

   The Baggage Display or the Excess Baggage Display screen showing the details of the customer's baggage appears.

   When the problem is fixed the customer is removed from the Ineligible to Board list.

How to Override Boarding Eligibility Checks

When boarding customers on to a flight, you can move between the following two boarding modes:

- **Normal Boarding mode** - The application prompts you when you try to board a customer who is currently ineligible to board.
- **Override Eligibility Checks mode** - You can board any customer regardless of boarding eligibility status. In this mode, you will not be prompted to fix any problems and they will be ignored.

Note: Boarding eligibility does not apply to boarding by BGR.

1. Ensure the Boarding screen is displayed:
2. Press Shift+F8 to display the Boarding menu.
3. Press F10 to switch to the Override Eligibility Checks mode:

   The name of the screen changes from Boarding to Boarding Override Eligibility Checks.
4. Start or continue boarding customers.

Note: You cannot override APP, AQQ, iAPP and ADC ineligibilities. Use the appropriate override functionality. See *How to Override APP Checks* on page 90 and *How to Override AQQ Checks* on page 93.

To return to normal boarding mode at any time:

1. Press Shift+F8 to display the Boarding menu.
2. Press F10 to return to normal boarding mode.

How to Mass Board Customers

1. Ensure the Boarding screen is displayed:
2. Press Shift+F8 to display the Boarding menu.
3. Press F11 to perform Mass Boarding.

   A prompt appears asking which customers you want to board.
4. In the Select field, type 1 to mass board transit customers only or type 2 to mass board all customers.
5. Press Enter to activate the Mass Board button.

   Whether you board all customers or transit customers only, the application prompts you automatically when a boarding eligibility problem exists, unless you are in Override Boarding Eligibility Checks mode.

   Once the mass boarding is complete, a message confirming that all customers have been boarded appears in the lower left-hand side of the screen.

   When the Not Boarded Customers list is empty and all customers have been boarded successfully, the Board Customer button is replaced by the Close Boarding button.

Suspending Boarding

What Is Suspended Boarding?

Once boarding is open and you have started to board customers, you can temporarily suspend boarding. In suspended boarding mode, you can no longer board customers, although you can still deboard them.

How to Suspend Boarding

1. Ensure that boarding for the flight is open.

   See also *How to Open Boarding* on page 282.

2. Press Shift+F8 to open the Boarding menu, then press Shift+F6 to select Suspend Boarding.
3. When prompted, confirm that you want to suspend boarding.

   Boarding is suspended and the Preview Boarding screen appears.

4. When you want to re-open boarding for the flight, press Enter.

Deboarding Customers

How to Deboard Individual Customers

You can deboard specific customers when viewing the list of customers already boarded on the Boarded List screen or when boarding customers on the Boarding screen.

From the Boarded List Screen

1. Ensure the Boarding screen is displayed:
2. Press F3 to display the Boarded List screen.
3. In the Select Customer(s) field, type the line numbers of the customers you want to deboard.
4. Press Enter to activate the Deboard button.

   The Boarding screen appears and the customers you deboarded are included in the Not Boarded Customers list.

From the Boarding Screen

You can deboard the last boarded customer by pressing Shift+F8 and then F7 from the Boarding screen.

1. Press F8 to display the Customer Identification screen.
2. Do the following:
   - In the Select Seats/Sec Nbrs field, type the seat or security numbers of the customers you want to deboard. If you want to deboard multiple customers, separate each number with a comma.

     Or
   - In the Customer Name(s) type at least the first two letters of the name of the customer you want to deboard.

     Press CTRL+down-arrow to identify multiple customers.

     In the Surname(s) fields, type at least the first two letters of the customer surnames. If there is more than one customer on the flight with the same surname, type the first two letters of the first names in the First Name fields.

     If you need to specify more than two customers, press the Tab key when you have typed information for the second customer, to display more fields.

     When you have finished typing the customer information, press Enter to activate the OK button.
3. Press Enter to activate the Identify button.

   The Deboard screen appears.
4. In the Select Customer(s) field, type the line numbers of the customers you want to deboard.
5. Press Enter to activate the Deboard button.

   The Boarding screen appears and the deboarded customers appear in the Not Boarded Customers list.

How to Mass Deboard Customers

1. Ensure the Boarding screen is displayed:
2. Press Shift+F8 to display the Boarding menu.
3. Press F6 to initiate mass deboarding.

   A prompt appears, asking you to specify the type of customers you want to deboard.
4. Select 1 to mass deboard transit customers only, or select 2 to deboard all customers.

   Caution: Ensure that you make the correct selection. Making the wrong selection will result in significant disruption to the boarding process.
5. Press Enter to activate the Mass Deboard button.

   The Boarding screen appears and all the selected customers are now included in the Not Boarded Customers list.

Mass Cancelling Customer Acceptance

What is Mass Cancel Acceptance of Customers?

Mass Cancel Acceptance allows you to quickly offload "Yet to Board" customers. By default all "Yet to Board" customers will be selected. You can change the selection on the Cancel Acceptance screen.

Note: The Update Status and Reason fields on the Cancel Acceptance screen are non-editable.

How to Mass Cancel Acceptance of Customers

1. On the Boarding screen, press F10 or select Mass Cancel. See *How to Display the Boarding Screen* on page 286.
2. On the Cancel Acceptance screen, select the customer(s).
3. Press Enter to activate the Cancel Acceptance button.

Sending Boarding Notifications

What Are Boarding Notifications?

Boarding notifications are messages that you can send to a passenger or a group of customers. The messages are either pre-defined or you can create each message individually. You can send them to the passenger's email address, to the passenger's mobile phone or to both.

Note: The email address and mobile number of the customers must exist in their PNR.

How to Send Boarding Notifications

1. In the Boarding screen, click on Publish Updates or press F4.

   The Boarding Notification screen lists all customers with the status Accepted and Not Boarded (NB).

2. Select the passenger or group of customers you want to notify.
3. Select either a pre-defined message from the Message Type drop-down menu.

   Or

   Select Agent Defined Message and type your own message in the Message field.

4. Press Publish to send the message to the customers.

Closing and Finalising Boarding

What Is Finalising Boarding?

This functionality needs activation.

Finalising Boarding starts the baggage finalisation process before boarding is closed .The Baggage status changes to Finalised or Closed. Customers will not be able to board a flight with this status.

You can at finalise boarding at any time during the Boarding process, regardless of the:

- Customer's acceptance status
- Customer's boarding status
- Flight acceptance status

If you want to board customers again you can always change back the Baggage status to Open.

How to Finalise Boarding

1. On the Boarding screen, press SF8 or select Boarding.
2. From the Boarding menu, press SF9 or select Finish Boarding.

   The Boarding Status changes to Finalised.

How to Re-open Boarding

1. On the Boarding screen, press SF8 or select Boarding.
2. From the Boarding menu, press SF10 or select Revert Finish Boarding.

   The Boarding Status and the Baggage Status change to Open.

How to Close Boarding

To close boarding, all the customers in the Not Boarded Customers list must be successfully boarded. Additionally, customer acceptance must be closed. This may require you to override boarding eligibility checks or to cancel acceptance for certain customers.

Once all customers are boarded the Close Boarding button is enabled.

1. Ensure the Boarding screen is displayed:
2. Press Enter to activate the Close Boarding button.

   Note: Once boarding for a flight is complete, you must close boarding before the gate can be used to board another flight.

   The Boarding Closed screen appears with a watermark confirming that boarding is closed.
3. Press F12 to re-open boarding for the flight from this screen.
4. If you want to perform boarding activities for another flight immediately, press Enter to activate the New Flight button.

Chapter 7

Disruptions

What Are the Disruption Events?

Disruption events handled in the Customer and Flight applications in Altéa Departure Control – Customer Management include:

- Non-operational flights due to routing and equipment changes and flight cancellations.
- Misconnections due to routing and timing changes.
- Seat reallocation due to routing and equipment changes.

Disruptions may be initiated in the Altéa Departure Control Flight Management or Altéa Inventory applications.

Flight Cancellations

When a flight is cancelled in Amadeus Altéa Inventory, customers on the affected flight legs are identified as non-operational.

Note: Although you can update a flight status in the Customer Management Flight application to show that a flight is cancelled, customer records will not be flagged as non-operational unless the cancellation comes from Amadeus Altéa Inventory.

A question mark icon appears in the Info column of the Customer Product (CP) table for customers with non-operational flights or flight legs.

The Customer Management Flight application enables you to display a list of customers with non-operational flights or flight legs, making it easy to identify them and take the appropriate action.

Routing Changes

Certain changes to a flight's routing (for example: adding a middle leg) can result in the need to re-accommodate customer seating. Routing changes are usually initiated in Amadeus Altéa Inventory. When this occurs, the system automatically reallocates customers' seats based on the original seat allocation.

Customers may be impacted as follows:

- When allocated seats for accepted customers change, their boarding passes must be reprinted.
- If new seats cannot be allocated for fully accepted customers, their acceptance status is downgraded to Standby.

  You may need to transfer standby customers to alternative flights.

  Customers who cannot be fully accepted or transferred remain on standby and are taken into account during onload.

When seats are automatically reallocated, the system sends a Seat Re-accommodation Report as a high-priority message to those subscribed via the Amadeus Altéa Messenger application.

Other types of routing changes will cause customers on the affected flight legs to be identified as non-operational.

Routing changes such as adding a first or last stop have no impact on currently booked customers.

Equipment Changes

Equipment changes, such as changes to fitted or saleable configuration, can result in the need to re-accommodate customer seating. Equipment changes are usually initiated in Amadeus Altéa Inventory. When this occurs, the system automatically reallocates customers' seats based on the original seat allocation.

Customers may be impacted as follows:

- When allocated seats for accepted customers change, their boarding passes must be reprinted.
- If new seats cannot be allocated for fully accepted customers, their acceptance status is downgraded to Standby.

  You may need to transfer standby customers to alternative flights.

  Customers who cannot be fully accepted or transferred remain on standby and are taken into account during onload.
- If an equipment change involves removal of an entire cabin, bookings for the customers in that cabin are identified as non-operational. In this case, you can transfer the customers to a different cabin.

  Alternatively, you may need to transfer customers to new flights.

Flight Time Changes

The Customer Management Flight application enables you to update flight information including:

- Estimated Time of Departure (ETD)
- Advice time (ADV)
- Actual Time of Departure (ATD)
- Estimated Time of Arrival (ETA)
- Boarding Time

Flight information updates may also come directly from Altéa Inventory or Altéa Departure Control – Flight Management.

When flight times are updated, customers may be impacted as follows:

- Their flights may misconnect.
- Bookings for the affected flights may be flagged as non-operational.

What Is the Seat Re-accommodation Report?

When seats are automatically reallocated as the result of a disruption event, the system sends a Seat Re-accommodation Report as a high-priority message to those subscribed via the Amadeus Altéa Messenger application. The report is formatted as follows:

- One report is generated per flight leg.
- The message header contains a description of the reasons for the reallocation, which can include:
  - Changes to a fitted or saleable configuration.
  - Changes to a flight routing.
  - Cabins that are changed to free seating.
  - Other updates to the seatmap.
- Affected customers are divided into two lists: customers who are in transit and customers who are joining at the current boardpoint.
- The customer lists are ordered alphabetically by cabin.
- Each customer list contains the following columns:
  - Names of all affected customers. The letter A after the customer name indicates that the customer is fully accepted.
  - Original seat number.
  - New seat number, if reallocation was possible. Otherwise, the new seat number column is blank.
  - Yes or No indicator to show whether the new seat number adheres to the customer's preference.
  - If applicable and if the seating cut-off has not yet occurred, a column indicating the marketing carrier block to which the seat belongs is shown.
- If any of the following types of seats are lost, the affected seat numbers are shown at the end of the report:
  - Up- and down-line protected.
  - Transit.
  - Non-commercial PNR.

Displaying Disrupted Customers

Displaying Non-operational Customers

What Are Non-operational Customers?

When a flight is updated in Amadeus Altéa Inventory, customers on the affected flight legs may be identified as non-operational for any the following reasons:

- One or some of the legs on a multi-leg flight is cancelled.
- The flight is required to arrive at a different airport.
- A cabin is removed as a result of an aircraft configuration change.

  This type of change may generate a Seat Re-accommodation Report.
- A change in the time of departure causes the flight to depart on a different date. For example, a flight that departs at 23:00 is delayed by two hours, causing it to depart at 01:00 the following day.

  Other types of time changes are not flagged as non-operational.
- The flight is cancelled.

A question mark icon appears in the Info column of the Customer Product (CP) table for customers with non-operational flights.

The Customer Management Flight application enables you to display a list of customers with non-operational flights or flight legs, making it easy to identify them and take appropriate action.

How to Display a Non-operational Customer List

1. Ensure that the Flight Information screen in the Flight application is displayed.
2. From the Flight Information screen, press Shift+F4 to display the Disruptions menu.

   Note: If the middle leg of a flight has been cancelled, flight information for this leg no longer exists. When you attempt to display flight information for this leg, the Non-operational Customer List screen appears instead. The middle leg of a flight can be any leg that does not include the first boardpoint or the last offpoint.
3. Press F6 to select Non-operational Customers.

   The Customer List screen appears.

   The first lines on the screen show the prime flight information, the type of list you are viewing (Non-operational Customers) and the number of customers in the list.

   The following table explains each column in the list.

Table: Non-operational Customer List Columns

Column	Explanation
Blank	Customer line number
Customer	Surname, first name, title and customer type, if identified (for example: staff, child)
From	Boardpoint
To	Offpoint
Bkg	Booking status (for example: HK)
Cabin	Cabin code
Class	Class of service
Seat	Seat number, if assigned
Accept	Acceptance status
Onward Flight	The onward flight number, if applicable.
Depart	The departure time of the onward flight.

From this list you can transfer customers to different flights or a different cabin, if necessary.

Displaying Misconnected Customers

What Are Misconnected Customers?

During a disruption, a customer's flights may misconnect for the following reasons:

- Changes in departure or arrival times that cause negative connecting time or not enough connecting time based on the required minimum connecting time (MCT).
- Non-operational inbound or outbound connecting flights.

The Customer Management Flight application enables you to display a list of customers that have misconnecting flights, making it easy to identify them and take appropriate action.

How to Display a Missed Connection Summary

1. Ensure that the Flight Information screen in the Flight application is displayed.
2. From the Flight Information screen, press Shift+F4 to open the Disruption menu.
3. Do the following:
   - For Inbound Missed Connections, press F9.

     Or
   - For Outbound Missed Connections, press F10.

   The Missed Connection Summary screen you selected appears, showing connecting flights with the number of customers booked on each, together with the time they have available to connect.

   The table below explains each column in the Missed Connection Summary.

Table: Missed Connection Summary Columns

Column	Explanation
Blank	Line number of misconnecting journey.
Journey	The first row in light blue indicates the customers' routing on the prime flight. An inbound indicator icon ➜ appears before the boardpoint if the misconnecting flights below the light blue row are inbound.
	Numbered rows show the airline code, flight number and city pair of each misconnecting flight.
Final Dest.	Customers' final destination, if different from the offpoint of the onward connecting flight shown in the Journey column.
ETA or ETD	The estimated time of arrival of the inbound flight. The estimated time of departure of the outbound flight.

<table>
<tr><th colspan="2">Column</th><th>Explanation</th></tr>
<tr><td colspan="2">STA
or
STD</td><td>The scheduled time of arrival of the inbound flight.
The scheduled time of departure of the outbound flight.</td></tr>
<tr><td colspan="2">Actual Connect Time</td><td>Time available to connect. For example: 1h15 is one hour and 15 minutes. A minus sign (-) indicates negative time. For example: -1h00 indicates that the first flight is arriving an hour after the second flight departs.</td></tr>
<tr><td colspan="3">Customer Categories</td></tr>
<tr><td rowspan="3">Booked</td><td>F,J,Y (cabin code)</td><td>Number of customers in each cabin. For example: 2 in the F column indicates that there are two customers booked in cabin F.</td></tr>
<tr><td>Total</td><td>Total number of customers booked.</td></tr>
<tr><td>Special Needs</td><td>Number of customers that have Special Service Requests (SSRs) such as:
• Wheelchairs
• Medical cases
• Infants and children, including unaccompanied minors and young people travelling alone
• Extra seats
• Cabin baggage
• Commercial couriers
• Deportees</td></tr>
<tr><td rowspan="2">Accepted</td><td>Without Bags</td><td>Number of accepted customers with no checked baggage. Customers without baggage to claim may be able to deal with shorter connecting times when needed.</td></tr>
<tr><td>Total</td><td>Total customers accepted, with and without baggage.</td></tr>
</table>

4. If the flight is a codeshare, press CTRL+down-arrow in the Codeshare Display field to restrict the display to one of the following types of customers:

   - **All Customers** includes all customers booked on both the marketing and operating carriers. This is the default selection.
   - **All Codeshare Customers** includes all customers booked on the marketing carriers.
   - **XX Customers Only** includes all customers booked on a specific carrier (XX is the carrier code).

   The fields at the bottom of this screen enable you to view and subsequently transfer each set of misconnecting customers simultaneously.

   The Advanced Options on this screen enable you to select a common part of the journey for the transfer.

How To Display Disrupted Customers

How To Display Disrupted Customers From the Flight Application

Ensure that the Flight Information screen in the Flight application displays the disrupted flight.

1. From the Flight Information screen, select the disrupted flight.
2. Press Shift+F4 or select Disruption.
3. From the Disruption menu, select Disrupted Customers or press SF8.

   The Customer List displays the disrupted customers.

How To Display Disrupted Customers From the Disruption Application

Ensure that the Disrupted Flight List screen in the Disruption application is displayed.

See *How To Display Disrupted Flights in the Disruption Application* on page 335.

See *How To Display the Disruption Connection Summary* on page 336.

See *How To Display Disrupted Customers in the Disruption Application* on page 336.

1. From the Disrupted Flight List screen select the flight with the flight status Disrupted.
2. Press Enter to activate the Select button.
3. From the Disruption Connection Summary screen select the disrupted flight.
4. Press Enter to activate the Display Customers button.

   The Outbound/Inbound Connection Customer List displays the disrupted customers.

Transferring Disrupted Customers

What Are the Disruption Transfer Conditions?

Before transferring customers to different flights, the following conditions must be met:

- You can transfer customers from a journey consisting of a maximum of three flights to a journey consisting of a maximum of five flights. Each flight may have multiple legs.
- All flights must be handled in Altéa Departure Control (Altéa DC).
- Whether you are authorised to transfer customers to a different airline depends on how your airline has set up the business rules.
- Infants, cabin baggage and extra seats must be transferred with their associated customers. If you need to cancel cabin baggage or extra seats, you can do so separately from the transfer process.

- You cannot transfer non-commercial PNRs, air marshals or no-name Customer Product Records.
- The table below explains whether transferring a customer from a flight is permitted based on:
  - The customer acceptance status on the original flight
  - The original flight status

  Some flight statuses will cause the system to display a warning message which you must acknowledge before proceeding with the transfer.

Table: Original Flight Status for Transfers

Customer's Current Acceptance Status	Original Flight Status	Transfer Allowed?
Accepted	• General Departed • General Locked • Acceptance Finalised • Load Sheet Finalised	No
	• Boarding Closed • Load Sheet Ignored	Yes, with warning
• Not Accepted • Rejected • Standby	• General Departed • General Locked • Acceptance Finalised • Load Sheet Finalised • Load Sheet Ignored	Yes, with warning
	• Load Control Finalised • General Locked	No

  If a flight status is not mentioned in the table, this indicates that you are able to transfer customers from flights with that status.

- Transferring customers to flights that have any of the following statuses is not allowed:
  - General Suspended, Locked, Departed or Cancelled
  - Acceptance Finalised or Suspended
  - Load Control/Sheet Finalised
  - Boarding Closed

  Transferring customers to flights with an Acceptance status of Gated or Closed will cause the system to display a warning message which you must acknowledge before proceeding.

How To Change the Disruption Status Of Customers

1. Identify the disrupted customers.

   See *How To Display Disrupted Customers* on page 319.

2. On the Customer Display, Customer Acceptance, Customer Selection or Outbound/Inbound Connection Customer List screen, select the Disruption menu.

   - You might have to select More to open the More menu to see the Disruption menu.

3. From the Disruption menu, select Update Disruption Status.
4. On the Update Disruption Status screen, select the customer.
5. From the Disruption Status field, select the status. For example: Disrupted, Not Disrupted, Was Disrupted.
6. Press Enter to activate the Update button.

How to Transfer Disrupted Customers

You can transfer customers at any time before boarding.

1. Ensure one of the following screens is displayed showing the customers you want to transfer in the CP table or customer list.

   - Customer Record
   - Customer Display
   - Customer Acceptance
   - Acceptance Information
   - Customer List
   - Non-Operational Customer List
   - Standby Customer List for Transfer

2. Follow the steps below, depending on which screen is currently displayed:

Table: Steps to Initiate Transfer

Screens	Steps
• Customer Record • Customer Display • Customer Acceptance • Acceptance Information • Customer List	1. Press Shift+F9 to display the Transfer menu. 2. Press F6 to select Force Transfer.
• Non-Operational Customer List • Standby Customer List for Transfer	Press Enter to activate the Find Flights button.

If you are transferring more than one customer, the customers you transfer together must have the same journey. If the CP table or customer list contains customers with different journeys, one of the following actions occurs:

Table: Actions Depending on Customer Scenario

Scenario	System Action
Customers have different routings.	The Select Destination screen appears, enabling you to select customers with a common routing.
Customers are booked on different marketing and operating carriers.	The Select Marketing Flight screen appears, enabling you to select customers with a common codeshare carrier.
Customers have multiple flights booked in different cabins.	You are prompted to specify a single class for the new flights. To transfer the customers to a single cabin: • Type the class code in the Select Class field and press Enter to activate the Find Flights button. Or • Press Esc or tab to the Cancel button and press Enter to return to the previous screen and select a different set of customers.

Note: If a customer fits multiple scenarios, you are prompted to resolve them in the order shown in the table above.

Once the CP table or customer list contains a single customer or a set of customers with the same journey and the same marketing carrier, the Alternative Journey Selection screen appears, displaying up to 10 alternative journeys for the current date and time with the carrier of the original flights.

The first lines on the screen show the prime flight information. If you accessed this screen from one of the customer lists, it will also show the type of list you are viewing and the number of customers in the list. The customer list is arranged based on Customer Value.

The following table explains each column in the Alternative Flights table.

Table: Alternative Flights Columns

Column	Explanation
Blank	Line number of the journey.
Flight	Carrier code and flight number, followed by the date and city pair. If the date of the new flight differs from the original or the flight is not created in Altéa Departure Control a warning icon ⚠ appears.
STD	Scheduled time of departure.
ETD	Estimated time of departure.
STA	Scheduled time of arrival.
ETA	Estimated time of arrival.
Availability	
X	Seats available in each cabin (X is the cabin code).
Total	Total seats available.

Note: If you searched for flights manually, the availability information is not displayed.

3. If the alternative flights the system finds are unsuitable, you can:
    - Restrict the transfer to a portion of the journey.
    - Search for alternative flights or input the flight information manually.
4. Type the line numbers of the customers you want to transfer in the Select Customer(s) field. All customers are selected by default.
5. In the Select Journey field, type the line number of the journey to which you want to transfer the customers.
6. Use the Advanced Options if you need to prevent boarding pass printing or set the customer's acceptance status to Standby.
7. Press Enter to activate the Transfer button. The Transfer Result screen appears. This screen shows a summary of the transfer information.

    The first lines on the screen show the new prime flight information, the type of list you are viewing (Transferred Customers) and the number of customers in the list.

    The following table explains each column in the Transfer Information group.

Table: Transfer Information Columns

Column	Explanation
From/To	From flights are the customer's original flights, sometimes referred to as "FROM flights". To flights are the ones to which you are transferring the customer, sometimes referred to as "TO flights".
Flight	Carrier code and flight number, followed by the date and city pair. If the date of the new flight differs from the original or the flight is not created in Altéa Departure Control, a warning icon appears.
STD	Scheduled time of departure.
ETD	Estimated time of departure.
STA	Scheduled time of arrival.
ETA	Estimated time of arrival.
Availability	
X	Seats available in each cabin (X is the cabin code).
Total	Total seats available.

8. Press Enter to activate the Continue button.

    The Transfer Result screen is updated with a confirmation showing the customers were successfully transferred.

    The confirmation shows travel information for both the original journey and the new journey, including:
    - Flight number, date and routing
    - Departure, arrival and boarding times
    - Gate number and connection information, if any

    Note: Depending on how your carrier has set up the business rules for this flight, you may be prompted to print boarding passes or boarding passes may be printed automatically.

How to Select a Common Destination

Customers that you attempt to transfer simultaneously must share a common journey. If the CP table or customer list contains customers with different journeys when you attempt a transfer, the Select Destination screen appears automatically.

The Select Destination screen enables you to select an individual customer or a set of customers with the same destination to transfer. Once the transfer for the first set of customers is complete, you are returned to this screen so you can select the next customer or set of customers to transfer.

The list of customers is shown with the first set of customers that have a common destination selected. The With Destination Of field contains the destinations for each set of customers in the list. A destination specified via either one or two specific flight numbers indicates a set of customers with connections. The connecting flight information appears in the Onward Flight column in the customer list.

You can use the Select Destination screen in different ways, depending on the situation. The following table explains the possible scenarios.

Table: Using the Select Destination Screen

Scenario	Steps
Transfer a set of customers with the same destination.	1. Do the following: - In the Select Customer(s) field, type the line numbers of the customers you want to select. Or - In the With Destination Of field, press CTRL+down-arrow to select a different destination from the list. The system automatically selects the customers with that destination. 2. Press Enter to activate the Find Flights button. The Alternative Journey Selection screen shows alternative journeys for the customers and routing you selected.
Transfer a set of customers with the same destination on only some of their flights.	1. Do the following: - In the Select Customer(s) field, type the line numbers of the customers you want to select. Or - In the With Destination Of field, press CTRL+down-arrow to select a different destination from the list. The system automatically selects the customers with that destination. 2. Press F2 to display the Advanced Options. 3. In the Select field, type the line numbers of the flights from which you want to transfer the customers. This enables you to restrict the transfer to a portion of the journey. The default selection is for the entire journey. 4. Press Enter to activate the Find Flights button. The Alternative Journey Selection screen shows alternative journeys for the customers and routing you selected.

Scenario	Steps
Transfer a set of customers with different destinations only on the flights they have in common.	1. In the Select Customer(s) field, type the line numbers of the customers you want to select. 2. Leave the With Destination Of field blank. 3. Press F2 to display the Advanced Options. 4. In the Select field, type the line numbers of the flights from which you want to transfer the customers. Only the flights the selected customers have in common are available to select and they are all selected by default. 5. Press Enter to activate the Find Flights button. The Alternative Journey Selection screen shows alternative journeys for the customers and routing you selected.

How to Select a Common Marketing Flight

Customers that you attempt to transfer simultaneously must share a common journey, booked on the same marketing carrier. If your prime flight is a codeshare and the CP table or customer list contains customers booked on both the operating and the marketing carriers when you attempt a transfer, the Select Marketing Flight screen appears automatically.

The Select Marketing Flight screen shows the full list of customers with the first set of customers that have a common marketing flight selected.

You must select one set of customers with the same marketing flight to transfer. Once the transfer for the first set of customers is complete, you are returned to this screen so you can select the next customer or set of customers to transfer.

1. To select a different set of customers:
   - In the Select Customer(s) field, type the customer line numbers.

     Or
   - In the On Marketing Flight field, press CTRL+down-arrow to select the marketing flight number from the list. The system automatically selects the customers with that flight number.
2. Press Enter to activate the Find Flights button.

   The Alternative Journey Selection screen shows alternative journeys for the customers with the marketing flight you selected.

How to Find Alternative Flights

This topic explains how to search for alternative flights to transfer customers to when the system does not find suitable alternatives automatically. You can change the search parameters to search for other flights, or if you know the flight information (flight number, date and city pair), you can enter the details manually.

1. Ensure the Alternative Journey Selection screen is displayed showing the customers in the CP table or customer list.
2. Press F4 to display the Alternative Journey Search Parameters screen.
3. Complete the Main Parameters field group to search for flights by:
   - Carrier code and type of flight
   - Start date and time
   - Routing

The following table explains the fields in the Main Parameters field group and how to use them.

Table: Main Parameters Field Group

Field	Explanation
Carrier Code	Type your carrier code. To select the carrier code from a list, press CTRL+down-arrow. Depending on how your agent defaults are set, this field may contain your carrier code by default. To search for flights handled by a marketing/operating carrier partnership, leave this field blank and complete the fields in the Eligible Airlines Partnership field group (Advanced Options).
Type of Flight	Press CTRL+down-arrow to select Operating and Marketing or Operating Only from the drop-down list. The default selection corresponds to the current prime flight details.
Start Date	Type the first date to search in the format *DDMMM*. For example: 21APR. To select the date from the calendar, press CTRL+down-arrow. The date field contains today's date by default.
Time	Type the first time to search in the format *hhmm*. For example: 1730. The time field contains the current time by default.
From	Type the 3-character airport code for the boardpoint. To select the code from a list, press CTRL+down-arrow. The From field contains the current boardpoint by default.
To	Type the 3-character airport code for the offpoint. To select the code from a list, press CTRL+down-arrow. The To field contains the current offpoint by default.

4. Use the Advanced Options if you need to search by:
   - A specific marketing/operating carrier partnership
   - Excluding certain flights or flight ranges
   - Specifying eligible connections

   Using Advanced Options, you can also enter the flight details manually.
5. Press Enter to activate the Find Flights button.

   The Alternative Journey Selection screen appears, showing the results of your search or the manual flight details you entered.

Refining the Alternative Journey Search

The advanced options in this screen enable you to narrow down your search by entering more specific flight information. If you know the flight details, you can also enter them manually instead.

1. If the Advanced Options section is collapsed, press F2 to expand it.
2. Complete the fields in each group as applicable. The following table explains each field and how to use it.

Table: Advanced Options Field Groups

Field Group	Field	Explanation
Eligible Airlines Partnership	Marketing/ Operating Carriers	Type the carrier codes of a marketing/operating carrier partnership, if applicable. To select the codes from a list, press CTRL+down-arrow. If using this group, you must complete both fields. If the Carrier Code field in the Main Parameters field group contains a carrier code, these fields are disabled. To enable them, leave the Carrier Code field blank.
Eligible Flights	Excluded Flights Numbers	Type up to six flight numbers, separated by commas.
	Eligible Flight Ranges	Type a flight range separated by a dash. You can type up to 99 flight ranges separated by commas. This field is only enabled if you select Direct Flights Only in the Eligible Connections field.
Other Search Options	Eligible Connections	Press CTRL+down-arrow to select Direct and Connecting Flights or Direct Flights Only from the drop-down list. The default selection is Direct and Connecting Flights. If you select Direct Flights Only, the Eligible Flight Ranges field is enabled.
Or Manual Journey Input	Blank	Line number of the flight, which appears when you add more than one flight. To add more than one flight, complete the first row of fields in this group and press Tab in the To field to add a new row.
	Flight	Type the carrier code and flight number. To select the carrier code from a list, press CTRL+down-arrow.
	Date	Type the date in the format *DDMMM*. For example: 21APR. To select the date from a calendar, press CTRL+down-arrow. The date field contains today's date by default.
	From	Type the 3-character airport code for the boardpoint. To select the code from a list, press CTRL+down-arrow.
	To	Type the 3-character airport code for the offpoint. To select the code from a list, press CTRL+down-arrow.

Note: If you are entering the flight details manually, all of the fields in the Manual Journey Input group are mandatory. Once you complete the first Flight and Date fields in this group, all other field groups are disabled.

Restricting the Alternative Journey Search

1. Ensure the Alternative Journey Selection screen is displayed showing the customers in the CP table or customer list.
2. Press F7 to display the Select Destination screen.

   Note: If the customers in the CP table have different journeys, the With Destination Of field appears.

3. Type the line numbers of the customers you want to transfer in the Select Customer(s) field. All customers are selected by default.
4. In the Select field of the Only Transfer From group, type the line numbers of the flights that you want to use for the transfer. The default selection is for the entire journey.
5. Press Enter to activate the Find Flights button.

   The Alternative Journey Selection screen shows alternative journeys for the routing you selected.

How to Transfer Customers to a Different Cabin

1. Ensure the Non-Operational Customer List screen or the Customer List screen is displayed showing the customers in the customer list.
2. Follow the steps below, depending on which screen is currently displayed.

Table: Steps to Select the Cabin Change Screen

Screens	Steps
Non-Operational Customer List	Press F4 to select Cabin Change.
Customer List	1. Press Shift+F1 to display the Disruption menu. 2. Press F4 to select Cabin Change.

   The Cabin Change screen appears.

3. In the Select Customer(s) field, type the line numbers of the customers you want to select.
4. In the New Cabin field, type the cabin code to which you want to transfer the customers.
5. Press Enter to activate the Change Cabin button.

   The Cabin Change Result screen appears displaying the list of customers transferred to the new cabin on the same flight.

   The first lines on the screen show the prime flight information, the type of list you are viewing (Transferred Customers) and the number of customers in the list per cabin.

   The following table explains each column in the list.

Table: Transferred Customers Columns

Column	Explanation
Blank	Customer line number.
Customer	Surname, first name, title and customer type (for example: staff, child).
To	Final destination.
Cabin	The new cabin. Or The original cabin and new cabin separated by the upgrade or downgrade symbol.
Seat	Seat number, if assigned.
Accept	Acceptance status.

Column	Explanation
Onward Flight	Outbound connecting flight, if any.

How to Transfer Customers from a Missed Connection Summary

This topic explains how to transfer customers to alternative flights using a Missed Connection Summary screen. This type of transfer enables you to provide misconnected customers with a suitable connecting time in the event of a disruption.

1. Display an Inbound or Outbound Missed Connection Summary screen.
2. In the Select Journeys field, type the line number of the customer journeys you want to select for transfer.
3. In the Select Customer Category field, select one of the following types of customer:

Table: Select Customer Category Field Options

Option	Explanation	Corresponding Column
All Accepted Customers	All customers accepted, with and without baggage. This is the default selection.	Accepted Total
Accepted Customers Without Bags	Accepted customers with no checked baggage. Customers without baggage to claim may be able to deal with shorter connecting times when needed.	Accepted Without Bags
Booked Customers with Special Needs	Customers that have SSRs such as: • Wheelchairs • Medical cases • Infants and children, including unaccompanied minors and young people travelling alone • Extra seats • Cabin baggage • Commercial couriers • Deportees	Booked Special Needs
All Booked Customers	Customers in all cabins, with any acceptance status.	Booked Total
X Cabin Booked Customers	Customers in each cabin, where X indicates the cabin code. For example: 2 in the M column indicates that there are two customers booked in cabin M.	X

4. Use the Advanced Options if you need to restrict the transfer to only part of the journey.
5. Press Enter to activate the Find Flights button.

The Alternative Journey Selection screen appears showing up to 10 alternative journeys for the current date and time with the carrier of the original flights.

The first lines on the screen show the prime flight information, the type of list you are viewing and the number of customers in the list per cabin. Below the customer list is the Customer Selection group which enables you to select the customers for transfer. The customer list is arranged based on Customer Value.

The table below explains each column in the Alternative Flights table.

Table: Alternative Flights Columns

Column	Explanation
Blank	Line number of the journey.
Flights	Carrier code and flight number, followed by the date and city pair. If the date of the new flight differs from the original or the flight is not created in Altéa Departure Control, a warning icon appears.
STD	Scheduled time of departure.
ETD	Estimated time of departure.
STA	Scheduled time of arrival.
ETA	Estimated time of arrival.
Availability	
X	Seats available in each cabin (X is the cabin code).
Total	Total seats available.

Note: If you searched for flights manually, the availability information is not displayed.

6. If the alternative flights that the system finds are unsuitable, you can:
   - Restrict the transfer to a portion of the journey, if you did not do so previously.
   - Search for alternative flights or enter the flight information manually.

   The table below explains the methods available for selecting customers to transfer using the Customer Selection group.

Table: Steps to Select Customers for Transfer

Scenario	Steps
Transfer all customers.	By default, all customers are selected and the Number of Customers to Transfer field contains the total number of customers in the list.
Transfer a subset of the customers in the list based on their priority.	Type the amount of customers to transfer in the Number of Customers to Transfer field. The customers at the top of the list – the ones with the highest priority – are selected.

Scenario	Steps
Select individual customers to transfer.	1. Press F2 to display the Advanced Options. The Or Select Customers field appears. If any customers are currently selected, this field is shown disabled. 2. To enable the Or Select Customers field, leave the Number of Customers to Transfer field blank. 3. Type the line numbers of the customers you want to transfer in the Or Select Customers field. The Number of Customers to Transfer field is disabled.

7. In the Select Journey field, type the line number of the journey to which you want to transfer the customers.
8. Use the Advanced Options if you need to prevent boarding pass printing or set the customer's acceptance status to Standby.
9. Press Enter to activate the Transfer button.

   The Transfer Result screen appears. This screen shows a summary of the transfer information.

   The first lines on the screen show the new prime flight information, the type of list you are viewing (Transferred Customers) and the number of customers in the list.

   The following table explains each column in the Transfer Information table.

Table: Transfer Information Columns

Column	Explanation
From/To	From flights are the customer's original flights, sometimes referred to as "FROM flights". To flights are the ones to which you are transferring the customer, sometimes referred to as "TO flights".
Flight	Carrier code and flight number, followed by the date and city pair. If the date of the new flight differs from the original, a warning icon appears.
STD	Scheduled time of departure.
ETD	Estimated time of departure.
STA	Scheduled time of arrival.
ETA	Estimated time of arrival.

10. Press Enter to activate the Continue button. The Transfer Result screen is updated with a confirmation that the customers were successfully transferred.

    The confirmation shows travel information for both the original journey and the new journey, including:

    - Flight number, date and routing
    - Departure, arrival and boarding times
    - Gate number and connection information, if any

Note: Depending on how your carrier has set up the business rules for this flight, you may be prompted to print boarding passes or boarding passes may be printed automatically.

How to Restrict the Transfer to Common Flights

The Flight Routing field group enables you to select a common part of the customers' journey so you can transfer customers only from those flights or flight legs.

1. Display an Inbound or Outbound Missed Connection Summary screen.
2. If the Advanced Options section is collapsed, press F2 to expand it.
3. Press CTRL+down-arrow in the Search Alternatives For field and select the part of the route to restrict the transfer. The default selection is for the entire journey.

Setting the E-ticket Involuntary Indicator

What Is the E-ticket Involuntary Indicator?

The e-ticket involuntary indicator is used when a customer with an e-ticket cannot travel due to a disruption. The status of the flight coupon becomes Open For Use so that the customer can travel on another flight. The customer cannot have a status of Accepted.

How to Set the E-ticket Involuntary Indicator

1. Select a flight and ensure the Flight Information screen is displayed.
2. Press F4 to display the Customer List Selection screen.
3. In the Select List field, type the list number of the relevant list and press Enter to activate the Display button.

   The Customer List appears.
4. Press Shift+F6 to open the Ticket menu then press F3 to display the Set Involuntary Indicator screen.
5. In the Select Customers field, type the line number of the customer or customers.
6. Select a reason from the drop-down list in the Involuntary Indicator Reason field. The reasons are:
   - No Reason Given
   - Schedule Change
   - Strike/Labour
7. Press Enter to activate the Set button.

   The involuntary indicator is set for the selected customers and the Customer List screen is redisplayed.

Transferring Customers using Ground Transportation (GTP)

This functionality needs activation.

How Does Compensation Using GTP Work?

You can offer disrupted customers Ground Transportation (GTP) vouchers to continue their journey to their destination using means of ground transportation such as trains, airport buses, taxis or rental cars. It is possible to completely replace or partially replace a flight with a GTP voucher.

You can also cancel or void a GTP voucher because it is no longer needed or because it was issued in error.

What Is a Voucher?

A voucher is a document that can be exchanged for a ticket or service. This is no guarantee that the service will be available.

What Is an Entitlement?

An entitlement is a right to receive compensation, in this case Ground Transportation for disrupted customers. The entitlement is based on business rules set up by your airline. For train and rental car, multiple classes of service can be offered.

Different customers may have different entitlements. A voucher only offers replacement services that match every customer being offered the voucher.

For example: Customer 1 and Customer 2 are travelling together. If customer 1 is entitled to bus and car, and customer 2 only to bus, then you can offer both customers only bus vouchers.

When Can You Issue GTP?

Before you can issue GTP vouchers to disrupted customers, the following conditions must be met:

- Customers must have an e-ticket.
- Customers need to be marked as Disrupted.

  See *How To Change the Disruption Status Of Customers* on page 321.
- The flight must be authorised for GTP by a supervisor. The same person cannot authorise GTP and issue GTP.

  See *How to Authorise Compensation and Assistance* on page 157.

How to Issue GTP Compensation Vouchers

1. Identify the disrupted customers.

   See *How To Display Disrupted Customers* on page 319.
2. On the Customer Display, Customer Acceptance, Customer Selection or Outbound/Inbound Connection Customer List screen, select the Disruption menu.
   - You might have to select More to open the More menu to see the Disruption menu.

3. From the Disruption menu, select Issue GTP.
4. On the Ground Transportation Routing screen, select the customer. Press SF2 to Expand.
5. From the Common Flight Selection field, select the authorised flight.
6. From the Ground Transport Voucher Information field, select the route.
7. Press Enter to activate the Find Ground Transport button.
8. On the Issue Ground Transportation Voucher screen, select a voucher from the Ground Transport Selection field. For example: Rental Car
9. Press Enter to activate the Issue Voucher button.

   The vouchers are printed. The Info column of Customer Product table displays the corresponding icon ().

Note: If the printing of the vouchers fails, the Info column of Customer Product table displays the corresponding icon ().

How to Cancel/Void GTP Compensation Vouchers

1. Identify the disrupted customer.

   See *Displaying Disrupted Customers* on page 315.
2. On the Customer Record screen, press SF1 or select More.
3. From the More menu, press SF4 or select Disruption.
4. From the Disruption menu, press SF or select Cancel GTP.
5. On the Cancel Ground Transportation Voucher screen, select a voucher from the Ground Transport Selection field. For example: Rental Car
6. Press Enter to activate the Void Voucher button.

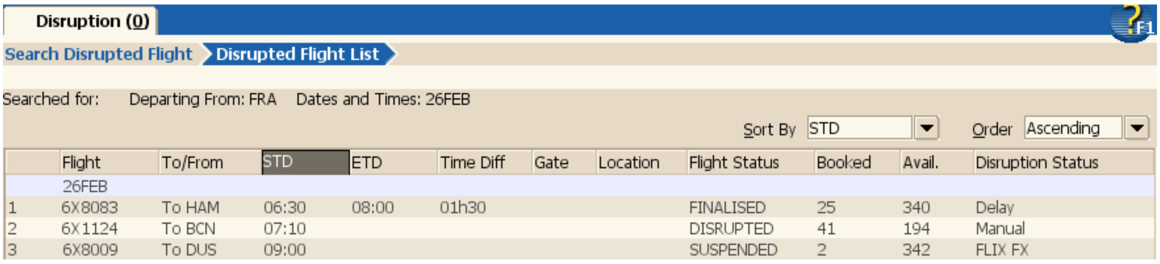
   The vouchers are cancelled. The Info column of Customer Product table displays the corresponding icon ().

Disruption Application

This functionality needs activation.

What Is the Disruption Application?

The Disruption Application allows you to search for disrupted flights. You can display a list of all disrupted, suspended, cancelled, delayed flights. You can search for specific flights, and you can display a list of customers with disrupted and misconnected flights.



How To Display Disrupted Flights in the Disruption Application

1. On the Search Disrupted Flight screen, do the following:
   - To see all disrupted flights, press Enter to activate the Search button.

     Or
   - To see specific flights, enter the necessary information in the search fields and press Enter to activate the Search button.

   The Disrupted Flight List screen displays disrupted flights and their status.

Disruption Status

Disruption Status	Description
CNL	The flight is cancelled.
Delay	The flight is delayed.
FLIX FX	The flight is suspended.
FLIX LX	One leg of the flight is suspended.
DIV	Flight is diverted.
Manual	Flight is marked disrupted by supervisor.
NDI	Flight is not disrupted.

How To Display the Disruption Connection Summary

1. Display the Disrupted Flight List.

   See *How To Display Disrupted Flights in the Disruption Application* on page 335.

2. From the Disrupted Flight List screen select the flight with the flight status Disrupted.
3. Press Enter to activate the Select button.

   The Disruption Connection Summary screen displays the disrupted Inbound and Outbound Connections.

How To Display Disrupted Customers in the Disruption Application

1. Display the Disrupted Flight List.

   See *How To Display Disrupted Flights in the Disruption Application* on page 335.

2. From the Disrupted Flight List screen select the flight with the flight status Disrupted.
3. Press Enter to activate the Select button.
4. From the Disruption Connection Summary screen select the disrupted flight.
5. Press Enter to activate the Display Customers button.

   The Outbound/Inbound Connection Customer List displays the disrupted customers.

How To Transfer Disrupted Customers in the Disruption Application

1. Display the disrupted customers in the Disruption application:

   See *How To Display Disrupted Customers in the Disruption Application* above

   See *How To Display Disrupted Flights in the Disruption Application* on page 335.

   See *How To Display the Disruption Connection Summary* above

2. On the Outbound Connection Customer List screen, select the customers.
3. Press Enter to activate the Find Flights button.
4. On the Alternative Journey Selection screen, select the customers and the journey.
   - If necessary, select one or more of the Transfer Options.
5. Press Enter to activate the Transfer button.
   - If you want to find alternative flights:

     See *How To Find Alternative Flights* on page 337.
   - If you want to restrict the journey:

     See *How To Restrict the Journey* on page 337.

How To Find Alternative Flights

1. On the Alternative Journey Selection screen, select the customers.
2. Select Find Other Flights or press F4.
3. On the Alternative Journey Search Parameters screen, use the following Search parameters:
   - Main Parameters
   - Direct or Connecting Flights
   - Eligible Airline Partnership
   - Manual Journey Input
4. Press Enter to activate the Find Flights button.
5. On the Alternative Journey Selection screen, select the customers and the journey.
   - If necessary, select one or more of the Transfer Options.
6. Press Enter to activate the Transfer button.

How To Restrict the Journey

1. On the Alternative Journey Selection screen, select the customers.
2. Select Restrict Journey or press F7.
3. On the Select Destination screen, select the customers.
   - If necessary, select a route from the Only Transfer From field.
4. Press Enter to activate the Find Flights button.
5. On the Alternative Journey Selection screen, select the customers and the journey.
   - If necessary, select one or more of the Transfer Options.
6. Press Enter to activate the Transfer button.

Chapter 8

Reference Information

GUI Navigation Quick Reference

This section provides a quick reference for navigation within the Customer Management GUI.

Open Menus

Table: Menu Shortcuts

Shortcut	Menu
ALT+A	Applications
ALT+D	Device
ALT+N	Navigation
ALT+L	Logoff
ALT+H	Help

Open Applications

Depending on your setup, some items might not be available.

Table: Application Shortcuts

Shortcut	Application
CTRL+H	Customer
CTRL+F	Flight
CTRL+S	Seatmap
CTRL+G	Baggage
CTRL+B	Boarding
CTRL+D	Boarding Monitor
CTRL+K	Track
CTRL+R	Reservations

Shortcut	Application
CTRL+T	Teletype (TTY)
CTRL+Y	Teletype Template Admin
CTRL+O	My User ID Details
CTRL+P	My Preferences
CTRL+M	Messenger
CTRL+W	World Tracer
CTRL+J	Voucher Management
CTRL+N	Movement (MVT)
CTRL+I	Operational Flight Updates (OFDM)
CTRL+Q	Flight Monitor
CTRL+ALT+M	Messenger Viewer
CTRL+U	Hotel
CTRL+X	Disruption
CTRL+Shift+A	Airline Settings

Navigate Between Screens

Table: Shortcuts for Navigating Between Screens

Shortcut	Action
ALT+left-arrow	Move to the application tab immediately to the left.
ALT+right-arrow	Move to the application tab immediately to the right.
ALT+NumPad* (the asterisk on the numeric keypad)	Toggle between the current application tab and the last application tab accessed.
ALT+number keys	Move to the application tab number pressed. For example, if Seatmap is tab number 1, press ALT+1 to return to the Seatmap tab.
CTRL+E	Close the current application tab.
CTRL+F4	Close the current application tab.
CTRL+Shift+E	Close files (application tabs currently open).

Navigate Within Screens

Table: Shortcuts for Navigating Within Screens

Shortcut	Action
Tab	Move to the next selectable component (for example, a field or a button).
Shift+Tab	Move to the previous selectable component.
Left-arrow	Move to the closest left component of the currently selectable component (for example, move left one character space in a field).
Right-arrow	Move to the closest right component of the currently selectable component (for example, move right one character space in a field).
Down-arrow	Move to the closest component below in the currently selectable component (for example, move down one row in a list or table).
Up-arrow	Move to the closest component above in the currently selectable component (for example, move up one row in a list or table).
CTRL+down-arrow	Displays a drop-down list from a combination (combo) box or a field with an expand button.
CTRL+Page Down	In screens with a scroll bar, scrolls down.
CTRL+Page Up	In screens with a scroll bar, scrolls up.
Space bar	Selects the highlighted option (for example, an item in a drop-down list or a row in a table).
Enter	Selects an option or confirms the action you wish to take (for example, press the tab key to move to the OK button and press Enter to move to the next step in the process).
Esc	Closes a drop-down list or a screen.
CTRL+E	Closes the application you are working in.
CTRL+F4	Closes the application you are working in.
CTRL+L	Signs you out of Customer Management. The Sign-in screen appears after you sign out.
ALT+E	Exits from Customer Management. The system displays a message asking you to confirm that you want to exit. Press Enter to exit. Customer Management closes.
ALT+F4	Exits from Customer Management. The system displays a message asking you to confirm that you want to exit. Press Enter to exit. Customer Management closes.

Use Function Keys

Table: Function Key Shortcuts

Shortcut	Action
F1	Access online help
F2	Toggle between standard and full display
Shift+F1	Show more options
Shift+F2	Expand
F5	Refresh the screen

GUI Icons Quick Reference

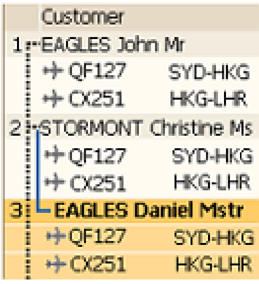
The table below lists icons that are used in the Customer Management application.

Table: General Icons

Icon	Explanation
	Indicates that further options are available. Press CTRL+down-arrow to display the list. To select an option, do one of the following: • Type the first few letters of the option in the field. Press Enter when the option you want is highlighted. • Use the arrow keys to move between the items in the list. Press Enter when the item you want is highlighted.
	Indicates that a list of options is available. Press CTRL+down-arrow to display the options. You can move between options using the arrow keys. Press Enter to select the option you want.
	Indicates help or advice text on the screen.
	Indicates that mandatory information is missing from a field or that data was incorrectly entered. The icon disappears when the required data is provided.
	Indicates that your request is in progress.
	Indicates that your request is in progress.
	Indicates that your request was processed successfully.
	Indicates that your request cannot be processed successfully. For example, when followed by DOCS it indicates that information is required from the customer before acceptance can be completed.
	Highlights customers with the status Boarding On-going if Self Boarding was activated.
	Displayed when a screen has advanced options. Press F2 to display the advanced options fields.

Icon	Explanation
 Basic Options [F2]	Press F2 to return to the basic options fields.
	Indicates that a table can be expanded to display more data.
	Indicates that an expanded table can be collapsed.
	Appears in the top right-hand corner of the Customer Management title bar. Click on this icon to close Customer Management if you are using the mouse.
	Appears in the top right-hand corner of the Customer Management title bar. Click on this icon to maximise the Customer Management screen if you are using the mouse.
	Appears in the top right-hand corner of the Customer Management title bar. Click on this icon to minimise the Customer Management screen if you are using the mouse.
	When the Customer Management screen is maximised, this icon appears in the top right-hand corner of the title bar. Click on the icon to restore the Customer Management screen to its original size if you are using the mouse.
	Indicates that online help screens are available. Press F1 to access the Online help.
	Indicates that flight information follows. If the flight has only one leg, the flight icon appears on its own. If the flight is multi-leg, the icon has two arrows beneath it. If the flight is cancelled, the icon has a cross through it. All three icons appear in the flight table.
	Displayed in the customer and product table to indicate a direct flight. If the flight has only one leg, the flight icon appears on its own. If the flight is multi-leg, the icon has two arrows beneath it.
	Indicates that train journey information follows. If the train journey has only one leg, the train icon appears on its own. If the train journey is multi-leg, the icon has two arrows beneath it. If the train journey is cancelled, the icon has a cross through it. All three icons appear in the flight table.
	Displayed in the customer and product table to indicate a direct train journey. If the train journey has only one leg, the train icon appears on its own. If the train journey is multi-leg, the icon has two arrows beneath it.
	Indicates that your request has not been processed successfully. A message is displayed explaining what action to take to rectify this.
	Represents a city.
	Represents an airport.
	Indicates that the customer is travelling on a paper ticket. Appears in the CP table.

Icon	Explanation
	Indicates that the customer is travelling on an electronic ticket. Appears in the CP table.
	Indicates that the customer is travelling on an electronic ticket and that an electronic miscellaneous document (EMD) exists for at least one of the associated coupons. Appears in the CP table.
	Indicates that the customer is travelling on a ticketless product. This is a carrier-specific solution that does not conform to industry e-ticketing standards.
	Indicates that the customer is travelling on an electronic ticket but the ticket does not match the customer's journey. Appears in the CP table.
	Indicates that the customer is entitled to an upgrade, for example from an economy class seat to a business class seat. Appears in the CP table.
	Indicates that the customer can be downgraded, for example, from a business class seat to an economy class seat. Appears in the CP table.
	Indicates that the customer has cabin baggage. Appears in the CP table.
	Indicates that the customer has checked in at least one piece of hold baggage. Appears in the CP table.
	Indicates that the customer has unpaid excess baggage.
	Indicates that there is a comment for the customer. Appears alongside the customer data in the CP table.
	Indicates there is an undelivered high priority comment for the customer. Appears alongside the customer data in the CP table.
	Indicates that there is more information than displayed. You need to display the full customer record to access all of the information. Appears in the CP table.
	Indicates that information is missing or invalid for a customer or that a customer request is unfulfilled. You can go to that customer's records and complete the missing information. After the information is complete, the indicator disappears. Appears in the CP table.
	Indicates that the seat is suitable for a passenger travelling with an infant.
	Indicates that the customer was accepted (checked-in) on the flight (for example, a seat has been assigned to the customer). Appears in the CP table.
	Indicates that the customer was accepted on the flight with the Advance Acceptance option. Appears in the CP table.
	Indicates that the customer was accepted on standby on the flight with the Advance Acceptance option. Appears in the CP table.

Icon	Explanation
	Indicates that the customer has been force accepted and that acceptance has been frozen. The customer cannot be offloaded but can be regraded.
	Indicates that the customer was boarded on the aircraft. Appears in the CP table.
	Indicates that the customer has been accepted and has a self printed boarding pass.
	Indicates that the customer has been accepted to standby on the flight and has been accepted with the Advance Acceptance option.
	Indicates that the customer has been accepted to standby and has a self printed boarding pass.
	Indicates that the customer is on a flight that was disrupted and that the customer is non-accommodated. Appears in the CP table.
	Indicates that the customer was previously accepted and has now been rejected (offloaded). A passenger with this status will not be travelling. Appears in the CP table.
	A dotted black line indicates that adult customers (or adult customers and CBBG) are linked. A solid blue line indicates a link between an adult customer and an associated infant or EXST.
	Indicates that a customer is linked on an onward flight, but not on the prime flight.
	Used for customer recognition purposes. For example, if a service recovery element has been added for a customer to compensate for a service problem, the star symbol appears next to the customer's name.
	Indicates that a customer has been regraded to their entitled cabin, where the regrade is not for service recovery reasons.
	Indicates when customer has volunteered for denied boarding.
	Indicates when customer has volunteered for downgrade.
	Indicates the next activity to be performed. Appears in the Flight Activity List screen.
	Indicates a very high priority message.
	Indicates a high priority message.
	Indicates a medium priority message.

Icon	Explanation
	Indicates a low priority message.
	Indicates for example that a device is ready.
	Arrow used to separate ports in prime flight information.
	Indicates that compensation vouchers have been issued and printed.
	Indicates that compensation vouchers have been issued but not printed.
	Indicates that compensation vouchers have been authorised but not issued.
	Indicates that the customer will remain in their current cabin.
	Indicates that the standby split indicator is present.
	Indicates an unpaid chargeable seat.
	Indicates that a chargeable seat has been lost.
	Indicates an unpaid chargeable service.
	Indicates a chargeable service has been lost.
	Indicates that there is at least one pending or rejected SSR amongst the ones displayed in the CP table. The icon is not displayed in front of each impacted SSR but only once.
	Indicates that a ground transportation (GTP) voucher has been issued and printed.
	Indicates that a ground transportation voucher (GTP) has been issued but not printed.
	Indicates that a ground transportation voucher (GTP) has been authorised but not issued.
	Indicates that the flight or product is marked as disrupted.

GUI Seating Icons Quick Reference

The table below lists icons not included in the seatmap legend that indicate seating information and characteristics in the Seatmap screen and other screens.

Table: Seating Icons

Icon	Explanation
	Indicates that the seatmap may be moved to display a higher cabin by pressing Page Up. For example, if the seatmap displayed is economy, pressing Page Up moves the display to the business cabin.
	Indicates that the seatmap may be moved to display a lower cabin by pressing Page Down. For example, if the seatmap displayed is business, pressing Page Down moves the display to the economy cabin.
	Indicates that not all of the seatmap appears on the screen. Press Shift+F2 to expand the seatmap.
	Indicates that the whole seatmap appears on the screen. Press Shift+F2 to collapse the seatmap.
	Indicates that the seat to which you want to move the customer is vacant and that this action will result in a seat change.
	Indicates that the seat shuffle process was activated.
	Indicates that the seat to which you want to move the customer is occupied and that this action will result in a seat swap.
	Extra legroom. The red band at the front indicates the extra legroom.
	Economy class seat.
	Economy plus class seat.
	Business class seat.
	Business class bed seat.
	First class bed seat.
	Jump seat, available for the crew only and used during take-off and landing.
	Row number. Part of the seat number designation. For example 12 G. This row number background is: • Blue if not over a screen. • Grey if over a screen. • Partly grey and partly blue if partly over a screen.
	Column letter. Part of the seat number designation. For example, 12G.

Icon	Explanation
	Indicates that the seat located next to the icon does not have a view. Even though the seat is designated as a *window seat*, it does not have a view. Such seats are the exception on an aircraft.
	Indicates an additional seat booked by a customer. The customer is paying more money to get this extra seat.
	Accepted All Legs - Indicates that the seat has been assigned to an accepted customer.
	Assigned All Legs - Indicates that the seat has been assigned to a customer who has not yet been accepted.
	Assigned First Leg - Indicates that the seat is • occupied by a customer who is not accepted or is blocked for the first leg. • vacant for the next leg.
	Assigned Next Leg - Indicates that the seat is • vacant for the first leg. • occupied by a customer who is not accepted or blocked for the next leg.
	Accepted First Leg - Indicates that the seat is • occupied by an accepted customer on the first leg. • vacant for the next leg.
	Accepted Next Leg - Indicates that the seat is • vacant for the first leg. • occupied by an accepted customer for the next leg.
	Accepted Then Assigned - Indicates that the seat is • occupied by an accepted customer for the first leg. • occupied by customer who is not accepted for the second leg or the seat is blocked for the next leg.
	Assigned Then Accepted - Indicates that the seat is • occupied by a customer who is not accepted or blocked for the first leg. • occupied by an accepted customer for the next leg.
	Indicates that the seat occupation is not vacant on any of the legs and not the same on all the selected legs.
	Bassinet seat.
	Seat is not suitable for an unaccompanied minor.
	Indicates that the armrest lifts to accommodate an incapacitated or disabled person.
	Seat is suitable for a deportee.
	Seat does not recline or does not recline back as far as other seats.
or	Quiet zone.
	No view of the movie screen from this seat.
	Preferential seat.

Icon	Explanation
	Seat with individual video screen.
	Seat with individual air phone.
	Seat with a connection for a laptop.
	Smoking seat.
	Toilets equipped for an incapacitated or disabled person.
	Blocked seat. Displayed with an alphabetic character to indicate the type of seat block. • D - Deadload • H - Courtesy • K - Unserviceable • P - Protected • S - Codeshare • T - Transit • U - Upline protected • V - Downline protected • W - Crew • Z - Equipment
	Locked seat.
	Seat for other modes of transport, e.g. trains. The virtual seat number is overlaid on the icon.
	Indicates that the customer has paid for a chargeable seat.
	Economy/Econ Plus seat to be left vacant or offered last.
	First/Business Class seat to be left vacant or offered last.
	Economy/Econ Plus seat with extra legroom to be left vacant or offered last.
	First/Business Class seat with extra legroom to be left vacant or offered last.

Customer List Refinement Combinations

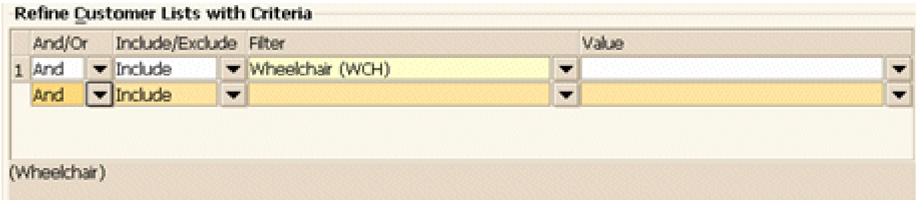
This section explains the combinations of the And/Or Include/Exclude refinement options and the types of lists that are created.

The examples illustrate that different combinations can result in the same outcome.

All Customers List

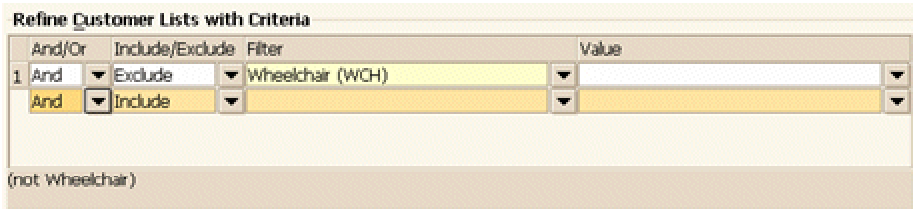
1. All customers with wheelchairs.

List Type	And	Or	Include	Exclude
All Customers	X		WCH	



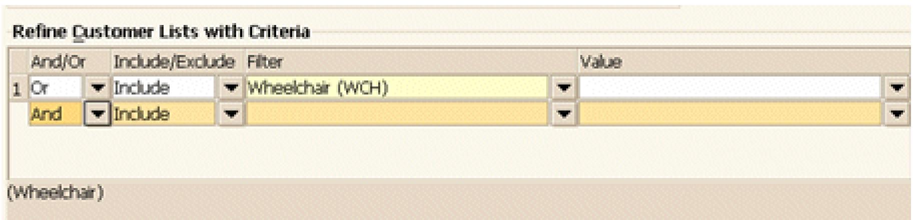
2. All customers without wheelchairs.

List Type	And	Or	Include	Exclude
All Customers	X			WCH



3. All customers with wheelchairs.

List Type	And	Or	Include	Exclude
All Customers		X	WCH	

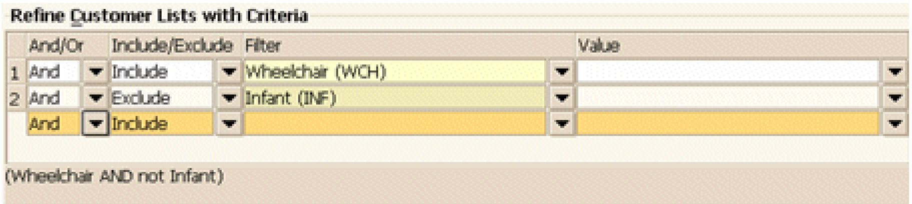


4. All customers without wheelchairs.

List Type	And	Or	Include	Exclude
All Customers		X		WCH

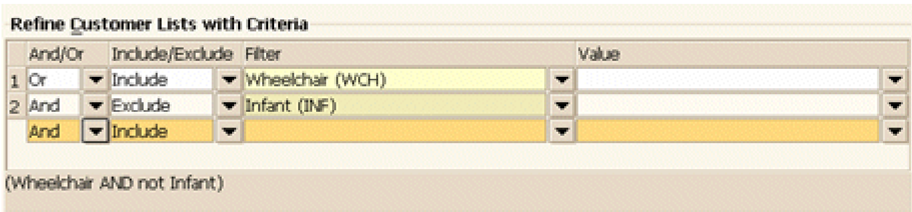
5. All customers with wheelchairs and without infants.

List Type	And	Or	Include	Exclude
All Customers	X X		WCH	 INF



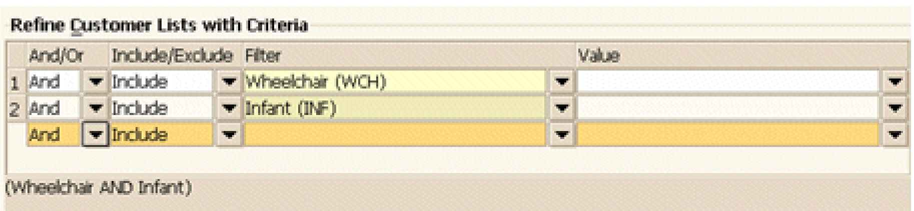
6. All customers with wheelchairs and without infants.

List Type	And	Or	Include	Exclude
All Customers	 X	X	WCH	 INF



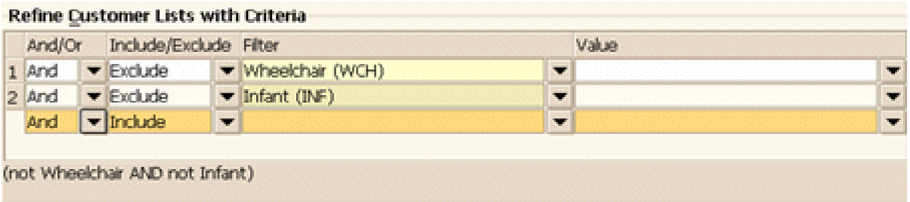
7. All customers with both wheelchairs and infants.

List Type	And	Or	Include	Exclude
All Customers	X X		WCH INF	



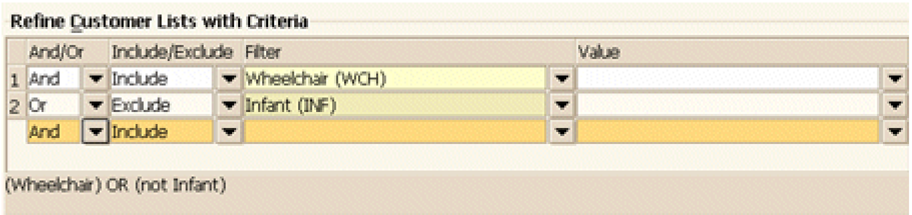
8. All customers without wheelchairs and all customers without infants.

List Type	And	Or	Include	Exclude
All Customers	X X			WCH INF



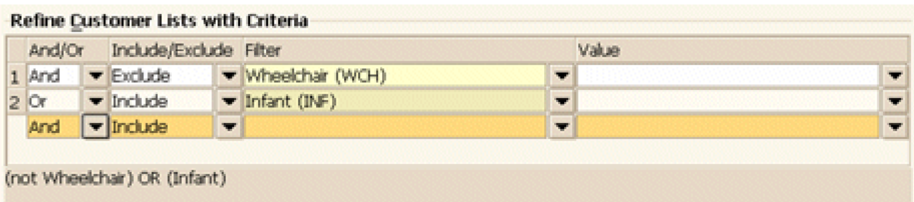
9. All customers with wheelchairs and all customers without infants.

List Type	And	Or	Include	Exclude
All Customers	X	 X	WCH	 INF



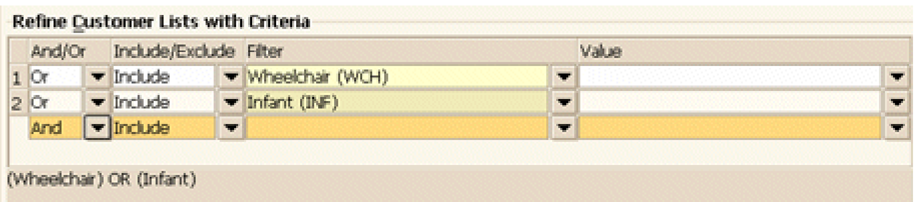
10. All customers without wheelchairs and all customers with infants.

List Type	And	Or	Include	Exclude
All Customers	X	 X	 INF	WCH



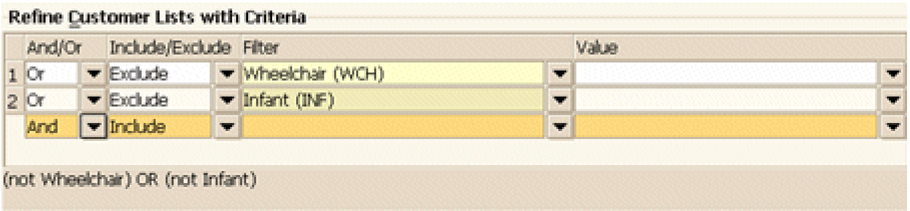
11. All customers with wheelchairs and all customers with infants.

List Type	And	Or	Include	Exclude
All Customers		X X	WCH INF	



12. All customers without both wheelchairs and infants.

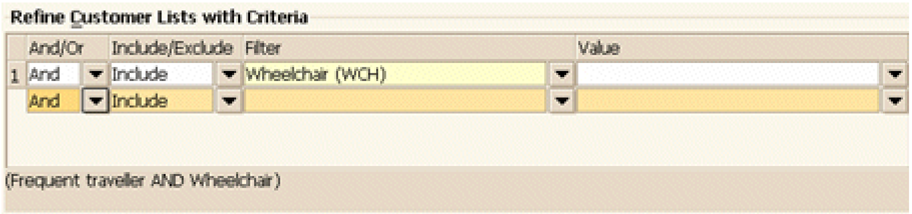
List Type	And	Or	Include	Exclude
All Customers		X X		WCH INF



Pre-defined Customer Lists

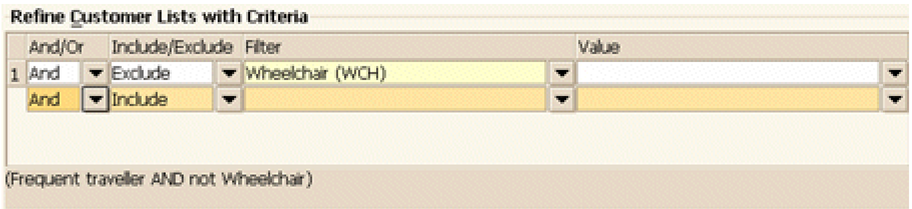
1. FQTV customers with wheelchairs.

List Type	And	Or	Include	Exclude
Frequent Traveller	X		WCH	



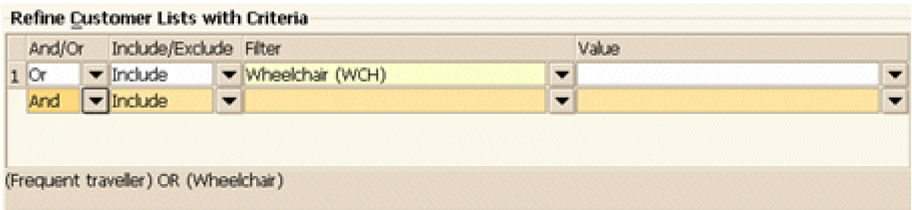
2. FQTV customers without wheelchairs.

List Type	And	Or	Include	Exclude
Frequent Traveller	X			WCH



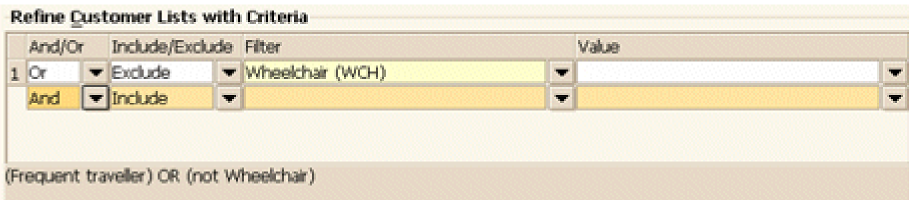
3. FQTV customers with wheelchairs.

List Type	And	Or	Include	Exclude
Frequent Traveller		X	WCH	



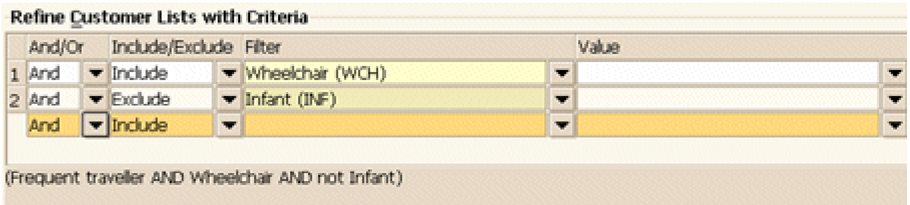
4. FQTV customers without wheelchairs.

List Type	And	Or	Include	Exclude
Frequent Traveller		X		WCH



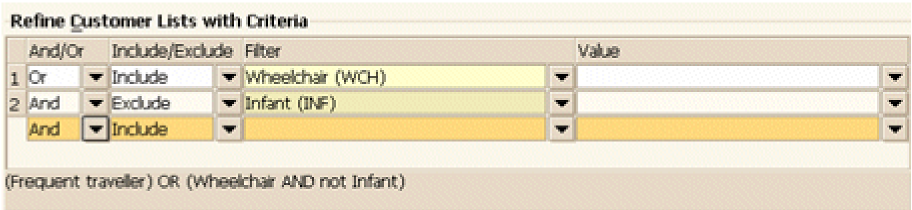
5. FQTV customers with wheelchairs and without infants.

List Type	And	Or	Include	Exclude
Frequent Traveller	X X		WCH	 INF



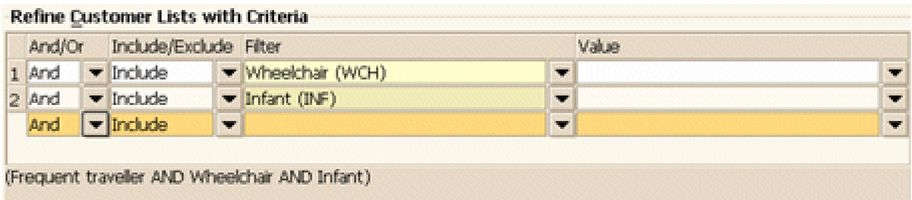
6. FQTV customers with wheelchairs and without infants.

List Type	And	Or	Include	Exclude
Frequent Traveller	 X	X	WCH	 INF



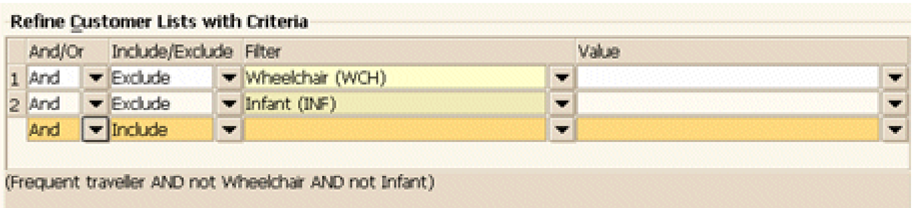
7. FQTV customers with both wheelchairs and infants.

List Type	And	Or	Include	Exclude
Frequent Traveller	X X		WCH INF	



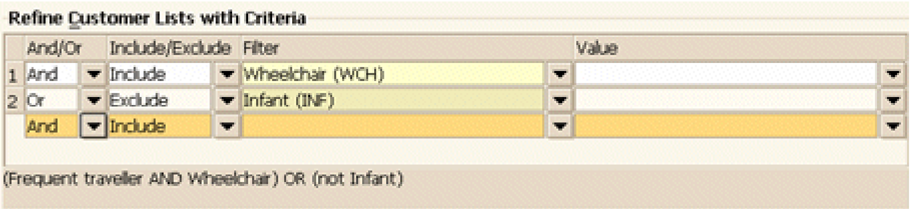
8. FQTV customers without wheelchairs and FQTV customers without infants.

List Type	And	Or	Include	Exclude
Frequent Traveller	X X			WCH INF



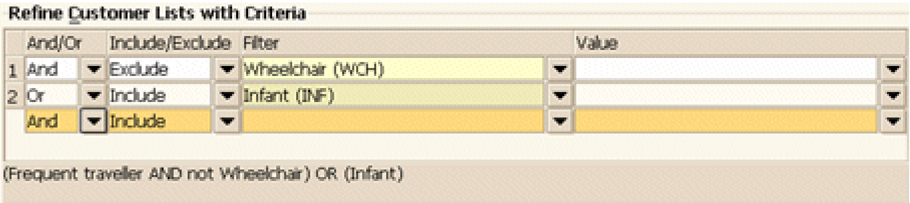
9. FQTV customers with wheelchairs and FQTV customers without infants.

List Type	And	Or	Include	Exclude
Frequent Traveller	X 	 X	WCH 	 INF



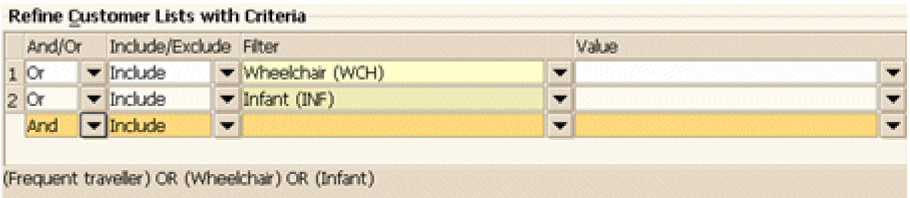
10. FQTV customers without wheelchairs and FQTV customers with infants.

List Type	And	Or	Include	Exclude
Frequent Traveller	X 	 X	 INF	WCH



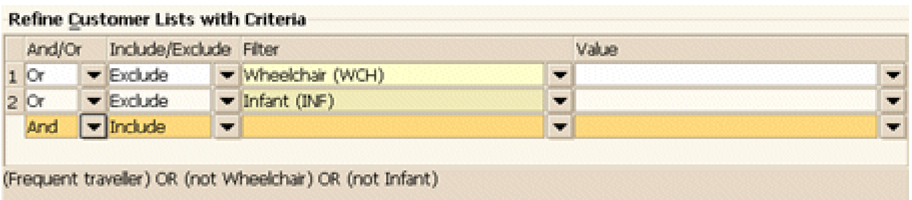
11. FQTV customers with wheelchairs as well as FQTV customers with infants.

List Type	And	Or	Include	Exclude
Frequent Traveller		X X	WCH INF	



12. FQTV customers without both wheelchairs and infants.

List Type	And	Or	Include	Exclude
Frequent Traveller		X X		WCH INF



Standby Reason Codes

The table below lists Standby Reason codes that are displayed in the Info column on several screens if the customers were accepted to Standby.

Table: Standby Reason Codes

Code	Explanation
CSAX	Codeshare allocation exceeded.
CAPX	Capacity exceeded – Check-in capacity is not available or Acceptance has reached its limits.
EXSX	No adjacent seat for EXST – It was not possible to allocate a seat for the customer with EXST.
EQCX	Equipment change – Due to a change of aircraft, a previously fully accepted customer is placed on standby.
OFLX	Offload by onload process – The Customer has been de-boarded via the onload process.
PETX	PETC quota exceeded.
MANX	Manual Offload – There are three possible options for manual offload: • Passenger accepted manually to standby. • Passenger offloaded manually to standby. • Passenger transferred with a target acceptance status of standby.
UNSX	Unsuitable seat.
OTHX	Others – Used for all other scenarios where is not possible for the system to deduce the Standby reason automatically.

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