Amadeus Altea Customer Management Manual



| NOR M005 | 05.12.2017 | 01 | With the flut | With the / Ruch | Oddbjøn Hansen |
|----------|------------|----------|---------------|-----------------|-----------------|
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| Doc. Ref | Date | Revision | Prepared | Controlled | Approved |

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Revision list

| Version: | Date released: | Modifications: |
|----------|----------------|---|
| Rev 1 | Dec 2017 | Added information regarding long haul flights. Force transfer |
| | | updated. |



Dear Colleagues,

This manual was designed in order to provide information to you about Norwegians Altea set up.

You can use it as a reference guide, to quickly find topics which you need to know more about or how to perform.

We also hope it will help your studies in theoretical and practical matters.

The manual will not describe all possible scenarios in Altea Customer Management, since some of them are not being used on Norwegian flights, but please use the Help Online (F1) in Altea which can be a great use to you if you want to know even more.

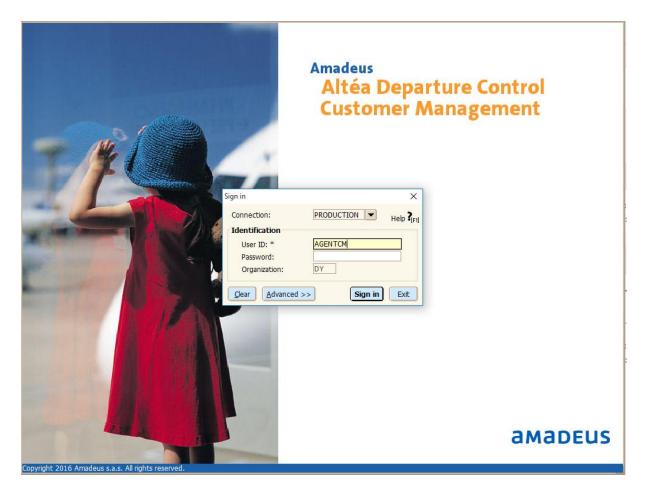
Good luck 😳

Linda Lodtz-Johannessen



Signing in

When you first launch Customer Management, the normal Sign in screen is displayed.



| Sign in | | × | To change the default connection, |
|--|----------------|---|---|
| Connection: | | | press Ctrl + down arrow in Connection field and select a new one: |
| Identification User ID: * Password: Organization: | AGENTCM DY | | Production – This is the live production software which is the version you will use while working. |
| <u>Clear</u> <u>A</u> dvanced > | > Sign in Exit | | Skilling – This is the version used for training. |
| | | | Connection: SKILLING |

- Type your User name
- Type your password



When you click the advanced button your screen expands to display the Advanced Login Parameters fields.

Here you can change your Duty Code, Specify a Remote Office or change your Password if necessary.

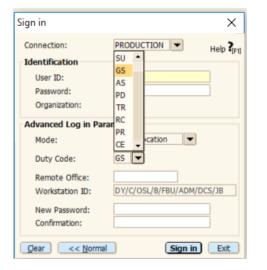
| Sign in | × |
|--------------------------------|---------------------------|
| Connection: | PRODUCTION Help |
| Identification | |
| User ID: * | AGENTCM |
| Password: | |
| Organization: | DY |
| Advanced Log in Par | ameters |
| Mode: | user + location |
| Duty Code: | GS 💌 |
| Remote Office: | |
| Workstation ID: | DY/C/OSL/B/FBU/ADM/DCS/JB |
| New Password: | |
| Confirmation: | |
| <u>C</u> lear << <u>N</u> orma | Sign in Exit |

| Button | Action when Selected |
|-------------|---|
| | 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. For an explanation of the Advanced Sign-in fields, see <i>How to Set Advanced Sign-in Parameters</i> . |
| < 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. |



Changing the Duty Code

In the Duty Code field, press Ctrl + arrow down to open the Duty Code list.



| 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) |

There is only one Duty code that you will be using, and that is GS. In Altea this Duty Code does not have anything to do with what kind of access you will have, this is controlled from the Office IDs that is set up for your station.

Changing your Password

If you need or want to change your password you can do that under the Advanced Log in Parameters The password can include both letters and numbers. It has to contain minimum 6 characters and maximum 40. The last 12 passwords are stored in the system and cannot be re-used.

| New Password: | |
|---------------|--|
| Confirmation: | |

Time Out of Session

If there is no activity for 15 minutes, you are automatically signed out of Customer Management and the Sign in screen is re-displayed. You have to Re-enter your password to sign in again. The system then displays exactly as it was when the system timed out.



Signing Out

To sign out or close the Customer management, do the following: Press Alt +L to access the Logoff menu and press Enter

OR

Press Ctrl +L from wherever you are in Customer Management and the system logs you off.

Introduction to Customer Management

The Altea Customer Management is run by accessing different application menus:

Application Menu (Alt + A)

You can open the different applications by using the up and down arrows and enter

OR

Press the key combination next to the menu option. Eks: Ctrl + H to enter the Customer application.

| | Applications Device | Navigation | Logoff | Help |
|------|-------------------------|------------|---------|---------|
| | Customer | Ctrl+ | н | |
| | Flight | Ctrl+ | F | |
| | Seatmap | Ctrl+ | s | |
| SF12 | Baggage | Ctrl+ | G | |
| | Boarding | Ctrl+ | в | |
| | Boarding Monitor | Ctrl+ | -D | |
| | Track | Ctrl+ | ĸ | |
| | Reservations | Ctrl+ | -R | |
| | Teletype (TTY) | Ctrl+ | Ctrl+T | |
| | Teletype Template Adr | min Ctrl+ | Y. | |
| | My User ID Details | Ctrl+ | • • | Flig |
| | My Preferences | Ctrl+ | P | |
| | Messenger | Ctrl+ | -M | ubscrit |
| | World Tracer | Ctrl+ | -W | |
| | Movement (MVT) | Ctrl+ | N | |
| | Set Default Carrier | Ctrl+ | F1 | |
| | DY Applications | | • | |
| | Departure Control Histo | ary Ctrl+ | Shift+H | |

The maximum number of applications you can have opened at one time is 10. When you reach the limit a message will tell you that you have reached the maximum number of occurrences allowed for the applications.

You can close an application, by doing the following_

```
Press Ctrl + E
```

Customer Management is an integrated component of the Amadeus Altea Departure Control System (DCS). It enables an airline to carry out all aspects of the management of customer and compromises the applications listed in the table below. All Customer Management applications can be accessed using the Customer Management Graphical user Interface (GUI).

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| Application | Tasks handled |
|-------------------------|---|
| Flight | 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. |
| Customer | 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. |
| Baggage | 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. |
| Seatmap | Tasks related to seat assignment and changing seat assignments. This includes swapping and shuffling seats. |
| Boarding | 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. |
| Boarding Monitor | Tasks related to the monitoring of boarding activity of multiple flights. |
| Track | Tasks related to the tracking of customers' locations. |
| Reservations | Access to Amadeus Altéa Reservations using a cryptic screen. You can also access other systems from Reservations, such as the IMS/OSG operational control system and other airlines' systems. |
| Teletype (TTY) | Tasks related to sending and receiving teletype messages using a cryptic screen. |
| Teletype Template Admin | A range of templates for sending teletype messages. |
| My User ID Details | Information about your user profile. |
| My Preferences | Your system preferences. |
| Messenger | Tasks related to receiving and sending messages using the Amadeus Messenger application. |
| World Tracer | Access to the World Tracer application using a cryptic screen. |
| Movement (MVT) | Create and send aircraft movement messages. |
| Set Default Carrier | Used in ground handling scenarios to set the default carrier for carrier-dependant |

Printing information from Altea

Most of the options listed in the Application 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 Device Menu (Alt + D)

| <u>Applications</u> | Device Navigation Logoff Help | , |
|----------------------|---|------|
| Messenger (| Print Cryptic <u>O</u> utput to Other | JF |
| Customer Ic | Print Cryptic Output To <u>D</u> efault | |
| | Copy Cryptic Output to Clipboard | |
| 🔵 Swipe a d | Copy Plain <u>T</u> ext to Clipboard | re o |
| _Identify <u>C</u> u | Print Screen | |
| Customer | Connected Devices Status | |
| Seat/Secu | rity Nbr: FQT | V N |

You can only have one Device application open at the time.

| 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. |
| Print Screen | Prints a snapshot of the currently displayed screen to a laser printer. |
| Connected Dev <mark>ices St</mark> atus | 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 |

From the Device menu you can also check the status on BTP and ATB.

| | A | pplications ! | <u>D</u> evice <u>N</u> avigation <u>L</u> ogoff | <u>H</u> elp | | | 13JUN12 14:40 💕 🛃 🗙 |
|--------------------------------------|-----|----------------------|--|----------------------------|----------------------|----------------------|-----------------------|
| | Ν | Aessenger (<u>0</u> |) Customer (<u>1</u>) Flight D' | Y320 (<u>2</u>) JFE Help | (<u>3</u>) Connect | ed Device | s Status (<u>4</u>) |
| | Lis | st Devices | | | | | |
| - Shortcuts Initialise PE F6 | Г | Name | Туре | Locally connected | TID | Status | Comment |
| Test B Pass F7 | 1 | ATB0 | ATB Device | Yes | DYD9E489 | | Device ready |
| Test Bag Tag F8 Test DGR/Swipe F9 | 2 | BTP0 | Bag Tag Printer | Yes | DYFC1FBE | $\mathbf{\boxtimes}$ | Device ready |
| Test PRT F10 | 3 | CRT0 | Notification Channel | Yes | DY58A817 | $\mathbf{\boxtimes}$ | Device ready |
| - Menus | 4 | DGR0 | Boarding Pass Reader | Yes | DY16D900 | $\mathbf{\boxtimes}$ | Device ready |
| Devices SF5 | 5 | MSR0 | Magnetic Stripe Reader | Yes | - | $\mathbf{\boxtimes}$ | Device ready |
| - System | 6 | OCR0 | Optical Character Reader | Yes | - | | Device ready |
| Restart SF12 | 7 | PRTO | Generic Printer | Yes | DY4F7A4C | \mathbf{N} | Device ready |
| | | Select Devi | ce: 1 | | | | Expand [SF2] |
| | 0 | Choose de | vice to View. Press enter to | o view detailed dev | vice status. | | |

Navigation Menu (Alt + N)

This menu helps you to navigate between application tabs and how to close them.

| Navigation Logoff Help | |
|----------------------------|--------------|
| Jump Left One Tab | Alt+Left |
| Jump <u>R</u> ight One Tab | Alt+Right |
| Toggle to Previous Tab | Alt+NumPad * |
| Close | Ctrl+E |
| Clo <u>s</u> e Files | Ctrl+Shift+E |

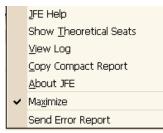
Logoff Menu (Alt + L)

Use Logoff menu to sign out or close Altea Customer Management completely.

| Logoff | <u>H</u> elp |
|--------------|--------------|
| Logoff | Ctrl+L |
| <u>E</u> xit | Alt+E |

The Help Menu (Alt + H, Alt + J))

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



Help online (F1)

| | Indicates that o <mark>nline help</mark> screens are available. Press F1 to access o <mark>nline help.</mark> |
|--|--|
|--|--|

The online help in Customer Management is always available and updated.



Pressing Alt + H, Alt + J – you will access the index for help menu. Use the arrow keys to select the topic you want.

| Messenger (0) Flight DY320 (1) JFE Help (2) Shortcuts Getting Started Shortcuts Security Restrictions Contents F3 Upslay Topic F3 What Xe the Prime Flight Details? What Is Customer Management? Search F4 What Is the Customer Product Record? What Is the Customer Product Table? Collapse Relow F10 Collapse Topic Expand Below Wo to Access Reservations Using a Cryptic Screen Expand Below Whot to Change User Profiles Whot to Change Vour Password Whot to Set an Application Whot to Set Advanced Sign-in Parameters Wo to Set the Default Carrier Whot Set the Parameters Whot Set the Carrier to Set the Parameters Whot Set the Default Carrier Whot Set the Default Carrier Whot Set the Parameters |
|--|
| Shortcuts Security Restrictions contents F3 isplay Topic F5 earch F4 what Is Customer Product Record? what Is the Customer Product Table? ollapse Below F10 what Is the Customer Product Table? whow to Access Reservations Using a Cryptic Screen wpand Below F9 wpand Topic F7 Wow to Close an Application whow to Open an Application whow to Set Advanced Sign-in Parameters |
| How to Set User Preferences How to Sign In to Customer Management How to Subscribe to Message Categories How to Use Online Help How to Use the Customer Management GUI: Menus How to Use the Customer Management GUI: Screen Features How to Use the Customer Management GUI: Screen Features How to Use the Customer Management GUI: Screen Messages How to Use the Customer Management GUI: Screen Message How to Use the Customer Management GUI: Screen Message |

You can search for related topics by clicking the (F4), write down keywords for what you are looking for and press the search button.

| | Applications Device Navigation Logoff Help | | 15JUN12 08:50 💕 🗗 🗙 |
|------------------------------|---|--|--|
| | Messenger (0) Flight DY320 (1) JFE Help (2) | | 2 |
| Display Topic F5 Print F6 | Type in the keyword to find: Gui icons Select Topic to display: | GUI Icons Quick Reference Table: General Icons | Explanation |
| | How to Use the Customer Management GU Reference Information GUI Seating Lons Quick Reference GUI Icons Quick Reference How to Use Neutral Seatmaps How to Use the Customer Management GU Getting Started What Is a Customer Seatmap? | | 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. |
| | How to Use Online Help How to Sign In to Customer Management Onload Recommendation Screen: Descriptio How to Use the Customer Management GU GUI Navigation Quick Reference | <select role=""></select> | 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. |
| | How to Use the Customer Management GU | 0 | Indicates help or advice text on the screen. |
| | Tracked Customers List Screen: Description How to Preview Boarding Information Preview Boarding Screen: Description How to Add Comments How to Use the Customer Management GU | 8 | Indicates that mandatory information is missing from a field or that data was incorrectly entered. The icon disappears when the required data is provided. |
| | Log Contents Screen | 0 | Indicates that your request is in progress. |
| | List Devices Screen | | Indicates that your request is in progress. |
| | Display | <i>e</i> . | Indicates that your request was processed |
| | | | Back |

You can display the content by pressing (F5). You can print it if you like or go back to the content list.

If you choose to open the online Help by pressing (F1) – it works in the same way.



Title bar and Resize Control

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 on the right of the bar.



There are three icons on the right-hand side of the title bar. If you are using a mouse to navigate, you can click on these icons. If you are using the keyboard see the description below in how to navigate.

| Icon | Explanation | Keyboard Shortcut |
|---------|--|---|
| | Minimises the Customer Management screen | Ctrl+F10, down-arrow, N |
| ÖR | OR | Ctrl+F10, down-arrow, X Ctrl+F10, down-arrow , R |
| × | Closes Customer Management | |



Messenger

The messenger application screen opens by default when you open CM.

| | Applications Device Navigation Logoff Help | 14JUN12 09:44 💕 🛃 🗙 |
|--------------|---|-------------------------------|
| | Messenger (0) Flight (1) | |
| | Subscribe | |
| - System | | |
| Restart SF12 | Subscription Parameters | |
| | Role: <select role=""></select> | |
| | Airline: DY | |
| | Departure Airport: OSL | |
| | Terminal: | |
| | Date: 14JUN 🔟 | |
| | Flight Numbers: Flight Group Name: | |
| | Select the categories of message to subscribe to. | ~ |
| | (¥) Advance | d Options [F2] Subscribe Done |
| | | |

To be able to proceed a message it is mandatory to define your:

Role

Airline

Departure Airport (except when specifying a flight group name)

| Field | Explanation |
|----------------------------------|--|
| Role | Type your role in this field, or select it from the list and press Enter. This field is mandatory. |
| Airline | Type the code for your organisation in this field, or select it from the list and press Enter. This field is mandatory. |
| Departure Airport | Type the departure airport code in this field, or select it from the list and press Enter. This field is mandatory except when specifying a fl <mark>ight</mark> group name. |
| Terminal | Type the terminal code in this field. The Terminal field is optional. |
| Date | Type the flight date in this field in the format <i>DDMMM</i> or press Ctrl+down-arrow to display the calendar. The current date appears in the Date field by default. |
| Flight Numbers | Type the flight numbers in this field, separating each with a comma, or select the organisation from the list, add the flight numbers and press Enter. The Flight Numbers field is optional. |
| Fl <mark>ight Group N</mark> ame | Type the name of the f <mark>light group t</mark> o which you want to subscribe. The flight group will contain a series of flight numbers specified in a business rule. The Fl <mark>ight Group N</mark> ame field is optional. |



When you have entered the mandatory subscriptions eks: Supervisor.

Click

Subscribe

This will generate all messages to be sent to Supervisors.

Viewing Messages

Whenever a high-priority message is published, a pop-up is displayed.

| | Applications Device Navigation Logoff Help Messenger (0) Flight (1) Boarding DY532 (2) | 14JUN12 13:34 🗗 📽 🗙 |
|--|---|---------------------|
| Very High | New Message List Publish Message | |
| Restart SF12 | Priority: Very High | |
| | Sender Sender Name: AGENTCM | |
| | Publish To Role: Warning Carrier: | |
| | Departure Al 14JUN12 13:34 - DY 14JUN12 OSL THIS IS A TEST :) | |
| | Pate: [Go to Message] Cancel | |
| Message Successfully sent Very High, AGENTCM, Super visor, DY, OSL, 14 | Message: Message: THIS IS A TEST :) | |
| JUN, THIS IS A TEST :) | The state of th | Publish Done |

You can choose between go to Message or Cancel it directly. If you don't cancel it will be stored in the incoming messages list.

| | | Applica | itions <u>D</u> evic | e <u>N</u> avigation | Logoff He | lp | | | 14JU | N12 13:38 💕 🛃 |
|-------------|------|---------|-------------------------------|-------------------------|------------|-----------|-------|-----------------|------------------|---------------|
| | | Messe | nger (<u>0</u>) 🛛 | Flight DY532 (<u>1</u> |) Boarding | DY532 (2) | | | | |
| Very High | | New M | essage List | | | | | | | |
| Shortcuts — | | | | | | | | | | |
| Publish | F4 | | Airline | Flight Nbr | Airport | Terminal | Date | Published | Priority | Status |
| Subscribe | F5 | 1 | DY | 410 | OSL | | 143UN | 14JUN2012 13:38 | Very High | Read |
| Menus | | 2 | DY | 410 | OSL | | 14JUN | 14JUN2012 13:37 | Very High | Read |
| lessenger» | SF3 | 3 | DY | 410 | OSL | | 143UN | 14JUN2012 13:36 | Very High | Unread |
| System | | 4 | DY | 410 | OSL | | 14JUN | 14JUN2012 13:35 | Very High | Read |
| estart | SF12 | 5 | DY | 410 | OSL | | 143UN | 14JUN2012 13:35 | Very High | Unread |
| cocure | | 6 | DY | | OSL | | 14JUN | 14JUN2012 13:34 | Very High | Read |
| | | | | | | | | | | |
| | | | | | | | | | | |
| | | | act Message: act a message | | | | | | 0 of 0 retrieved | 1 of 6 select |

To view a message and remove it.

| | 0 minitia nationa | | | | hen. | | | | |
|------------------------|--------------------|----------------|-----------------------|----------------|--------------------|-------------------|------------------------------|-----------------------|--------------------|
| | | | <u>N</u> avigation | | | | | | 14JUN12 13:41 🗗 📫 |
| | | | ight DY532 (<u>1</u> | | DY532 (<u>2</u>) | | | | |
| 🛃 Very High | New Mess | age List 🛛 | View Messa | ge | | | | | |
| Shortcuts | | | | | | | | | |
| Print to Default F8 | | Airline DY | Flight Nbr 410 | Airport OSL | Terminal | Date 14JUN | Published 14JUN2012 13:38 | Priority Very High | Status Read |
| Menus Printing SF10 | | DY | 410 | USL | | 14JUN | 14JUN2012 13:38 | very High | Kead |
| System | Message: | | | | | | | | |
| Restart SF12 | 14JUN12 Accepta | | | 12 OSL - Pe | erform Clean Up G | uaranteed Seats : | failed - Flight | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | Message | Status | | | | | | | |
| | Action: | | | | | | | | |
| | Action: | Leave Leave | ▼ ∳f the me | ssage. | | | | | |
| | Action: | Leave Leave | <u> </u> | ssage. | | | | | Update Back |

When publishing messages it will only be sent to those users subscribed to the categories one chooses.

| Messenger (0) Flight (1) | E |
|--|--------------|
| | |
| Very High New Message List Publish Message | |
| System SF12 Restart SF12 Priority: Very High | |
| Sender Sender Name: AGENTCM | |
| Publish To | |
| Role: All Roles | |
| Carrier: DY | |
| Departure Airport: OSL | |
| Terminal: | |
| Date: 14JUN Flight Numbers: | |
| Message: | |
| Message: HOLDING ON ARR AC DUE TO HEAVY FOG | |
| Denter details to publish a message. | Publish Done |

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.

| 📑 Very High | Indicates a very high priority message. |
|-------------|---|
| 📰 High | Indicates a high priority message. |
| 🖃 Medium | Indicates a medium priority message. |
| 📰 Low | Indicates a low priority message. |
| | |

Reservations

One can access Reservation from the Customer Management GUI using a cryptic screen. A single screen is displayed when cryptic commands are typed.

The reservation is only readable – there is no possibility to make any changes. But it is possible to use cryptic entries to display information.

| | Applications Device Navigation Logoff Help | 30MAY12 15:20 💕 🚰 🗙 |
|--|--|---------------------|
| | Messenger (<u>0</u>) Flight DY6004 (<u>1</u>) Boarding (<u>2</u>) Customer (<u>3</u>) Reservations (<u>4</u>) | ? |
| Shortcuts Clear Pause - System Restart SF12 | RLR RP/OSLDY0030/OSLDY0030 AA/GS 30MAY12/1317Z 5RN7GW 1. HANSEN/ODDBJOERN MR 2 DY1310 D 30MAY 3 OSLLGW HK1 1810 1930 *1A/E* 3 AP 48894868 4 TK OK30MAY/OSLDY0030 5 SSR CKIN DY LUGGAGE 1 PCS 6 SSR FOID DY HK1 CCVIXXXXXXXX7873 7 SSR DOCS DY HK1 P/NOR/27453658/NOR/31MAY78/M/01SEP19/HANSEN/ ODDBJOERN/ 8 SSR DOCS DY HK1 P/NOR/27453658/NOR/31MAY78/M/01SEP19/HANSEN/ ODDBJOERN/ 8 SSR DOCS DY HK1 P/NOR/27453658/NOR/31MAY78/M/01SEP19/HANSEN/ ODDBJOERN/ 9 FHM 328-7009834781 10 FP CASH | |
| | > | |

Useful cryptic entries:

| AN26SEPOSLLGW | = | Display availability (AN+"Date"+"DEPstation"+"ARRstation") |
|-----------------|---|--|
| LL/DY1310/26SEP | = | View Booking figures (LL/"Flightnr"/"Date") |
| RTABCDEF | = | View PNR ABCDEF (RT+"PNR") |
| IG | = | Ignore/Close the PNR |



Customer Application

The main function is to identify and accept Customers for flights which they have bookings.

Identifying Customers

Customers can be identified by using a document swipe or the Customer Identification Screen. If you are using the Customer Identification screen you will have to type at least the two first letters of the customer's last name. Remember to type in the flight number otherwise CM will search for passengers with these letters on <u>all the DY flights.</u>

| | Applications Device Navigation Logoff Help | 22JUN12 12:50 💕 🛃 🗙 |
|---------------------------------|---|--------------------------------|
| | Messenger (0) Customer (1) | |
| | Customer Identification | |
| - Shortcuts Create Record F8 | Swipe a document or enter details. All fields are optional. | |
| - Menus Customer > SF4 | Identify <u>C</u> ustomer by | 1 |
| - System | Customer Name(s): | |
| Restart SF12 | Seat/Security Nbr: FQTV Number: | |
| | Elight | |
| | Flight Number: DY 6001 Date: 22JUN 🔟 From: OSL | |
| | То: | |
| | | Advanced Options [F2] Identify |
| | | |

Advanced Options (F2) are displayed below the basic options and are used to search for other options such as ticket number or Booking reference (PNR).

| | Applications Device Navigation Logoff Help Messenger (0) Customer (1) | 22JUN12 12:49 🕊 📽 🗙 |
|---|--|-----------------------------|
| - Shortcuts Create Record F8 - Menus Customer> SF4 - System Restart SF12 | Customer Identification Swipe a document or enter details. All fields are optional. Identify Gustomer by Customer Name(s): Seat/Security Nbr: FQTV Number: | |
| | Flight DY6001 Date: 22JUN D From: OSL To: | |
| | Document Booking Details Ticket Number: Booking Class: Staff Number: Booking Class: Credit Card: Cabin: Passport Number: Booking Class: Driving Licence: Bag Iag Details National ID: Bag Tag Number: DY | |
| | Dates and Times Group Name: Date Range From: To: Group Name: Time Range From: To: Group Name: | |
| | | Basic Options [F2] Identify |



If the System finds one match it will be shown like this

| | Applications Device Navigation Logoff Help | | | 22JUN12 09:03 📲 🙀 🗙 |
|--|--|------------------|-------------------------|---|
| | Messenger (0) Customer (1) | | | |
| | | | | U |
| | Customer Identification Customer Acceptance | | | |
| - Shortcuts Add Bags F11 Add FQTV F4 | DY6001 22JUN OSL + TOS Tromso Langnes Acceptance Open | | | STD: 19:00 Gate: None Boarding: 18:35 |
| Add Itinerary F8 | Customer | Bkg Tkt Cabin S | eat Accept Baggage Info | |
| Add Service F5 | 1 TRESTAKK Kari Mrs | | | |
| Cancel Accept F6 | + DY6001 OSL-TOS | 📼 Y | CKIN | |
| Find Connection F9 | | | | |
| Find Customer F3 | | | | |
| View Customer F7 | | | | |
| - Menus | | | | |
| Baggage) SF3 | | | | |
| Cust. Details> F12 | | | | |
| Cust. Service> SF4 | | | | |
| Disruption SF1 ETAS F10 | Select Customer(s) for Acceptance: 1 | | | Expand [SF2] 1 of 1 Selected |
| Flight Info SF7 | | - | | Expand [SF2] 1 of 1 Selected |
| Printing SF10 | Enter bag details and seat preference (if required | | | |
| Seating SF11 | | Seating | | |
| Ticket) SF6 | Hold Baggage: | Seat Preference: | | |
| Transfer SF9 | | | | |
| View Links SF5 | | | | Advanced Options [F2] Accept Back |
| - System | | | | Advanced Options [F2] Accept Back |
| Restart SF12 | | | | |
| | | | | |

If there is no match you will receive this message





Accepting customers

When you type the letters for one person and press enter, the screen will show all persons in the same group when the customer acceptance screen is displayed. Here none of them are accepted.

| | Applications Device Navigation Logoff Help | | | | 22JUN12 | 09:06 💕 🚰 🗙 |
|--|--|---------------|------|---------------------|--------------------------------|------------------------------|
| | Messenger (0) Customer (1) | | | | | ?a |
| | Customer Identification Customer Acceptance | | | | | |
| - Shortcuts Add Bags F11 Add FQTV F4 | + DY6001 22JUN OSL + TOS Tromso Langnes Acceptance Open | | | | Gate: None B | STD: 19:00 oarding: 18:35 |
| Add Itinerary F8 Add Service F5 | Customer | Bkg Tkt Cabin | Seat | Accept Baggage Info | | |
| Cancel Accept F6 | 1 BIEBER Justin Mr DY6001 OSL-TOS | ΞY | 1A | CKIN | | |
| Find Connection F9 | 2 ^L . GOMEZ Selena Ms | | 10 | Citar | | |
| Find Customer F3 | ++ DY6001 OSL-TOS | 📼 Y | 1C | CKIN | | |
| View Customer F7 - Menus Baggage> SF3 Cust. Details> F12 Cust. Service> SF4 Disruption> SF1 ETAS> F10 Flight Info SF7 | Select Customer(s) for Acceptance: | | | | 😨 Expand [SF2] | 2 of 2 Selected |
| Printing) SF10 Seating) SF11 Ticket> SF6 Transfer> SF9 View Links SF5 - System | Selected customers have emergency exit seats allocated. Proceed to check s | uitability. | | | Advanced Options [F2] Proc | eed Back |

Press enter to accept the Customer or update the selected field and then press enter. Customers will be accepted and boarding card will be printed automatically.

| | Applications Device Navigation Logoff Help | | 25JUN12 08:45 💕 🗗 🗙 |
|--------------------------------------|--|--|----------------------------|
| | Messenger (0) Customer (1) Flight DY6001 (2) | | |
| 899999999999999999999999999999999999 | | | <u></u> |
| | Customer Identification Customer Acceptance Availabl | e Journey Selection Acceptance Information | |
| - Shortcuts | DY6001 25JUN OSL + TOS Tromso Langnes | | STD: 19:00 |
| Accept. Figures F9 Add Bags F11 | Acceptance Open | \frown | Gate: None Boarding: 18:35 |
| Add Comment F3 | Customer | Bkg Tkt Cabin Seat Accept Baggage Info | |
| Add Service F10 | 1 :" BIEBER Justin Mr | | |
| Print B Pass F4 | ++ DY6001 OSL-TOS | 🚍 Y 1A 🖌 🧹 CKIN | |
| Print Bag Tag F5 | 2 - GOMEZ Selena Ms | | |
| View Customer F6 | + DY6001 OSL-TOS | 🖾 Y 1C 🗸 CKIN | |
| - Menus | | | |
| Baggage⊁ SF3 Customer⊁ SF4 | | | |
| Flight SF7 | | | |
| Identification⊁ SF8 | | | |
| Linking SF5 | | | |
| Printing SF10 | | | Expand [SF2] 2 Customer(s) |
| Seating> SF11 Ticket> SF6 | | | |
| Transfer SF9 | | | |
| - System | Customer Information | | |
| Restart SF12 | | | |
| | Gate Number: Not Available | | |
| | Boarding Time: 18:35 | | |
| | | | |
| | Arrival at TOS Tromso Langnes: 21:00 | | |
| | | | |
| | | | |
| | | | |
| 2 Customer(s) | | | |
| Accepted | | | |
| 2 B. Passes sent | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| You can swipe: | | | |
| Bag Tag B Pass | | | |
| CC Flight CPN | | | |
| FQTV Nat ID | | | |
| PSPT | | | New Customer |
| 1 | | | |

When the customers are successfully checked in, you can press enter and the screen for checking in a **new customer** will appear.



| | Applications Device Navigation Logoff Help Messenger (0) Customer (1) Flight DY6001 (2) | 25JUN12 08:49 🗗 🗗 🗙 |
|---|---|----------------------------------|
| - Shortcuts Create Record F8 - Menus Customer> SF4 - System Restart SF12 | Customer Identification Swipe a document or enter details. All fields are optional. Identify Customer by Customer Name(s): Or Seat/Security Nor: FOTV Number: | |
| | Elight Flight Number: DY Date: 25JUN Date: OSL To: | |
| | | S Advanced Options [F2] Identify |

If you need to check in more than one customer, not belonging to a group, you can type the first two or three letters in their last name separated with a comma and press enter.

| Applications Device Navigation Logoff Help | 25JUN12 09:05 💕 🛃 🗙 |
|--|--------------------------------|
| Messenger (0) Customer (1) Flight DY6001 (2) | |
| Customer Identification | |
| Shortcuts G Create Record F8 Menus Identify Qustomer by Customer > SF4 System SF12 GRI,FLA,MUN FQTV Number: | |
| Flight Flight Number: DY 6001 Date: 25JUN To: | Advanced Options [F2] Identify |

They will show like this:

| | Applications Device Navigation L | ogoff <u>H</u> elp | | | | | | | 25JUN12 09:06 💕 🛃 |
|--|---|-------------------------|---------|--------|-----------|--------|------|-----|--|
| | Messenger (<u>0</u>) Customer (<u>1</u>) Fli | ght DY6001 (<u>2</u>) | | | | | | | ? |
| | Customer Identification Custom | er Selection 🔪 | | | | | | | |
| Shortcuts Create Record F6 Search Further F5 Show E-Tkts F3 | Searched for: Names: GRI,FLA,MUN DY6001 25JUN OSL + TOS T Acceptance Open | | Date: 2 | 5JUN12 | From: OSL | To: | | Ga | STD: 19:00 te: None Boarding: 18:35 |
| Menus | Customer | Bkg | Tkt | Cabin | Seat | Accept | Info | Off | Onward Connections |
| ustomer) SF4 | 1 FLAGSTAD Kirsten Mrs | | | Y | | | CKIN | TOS | |
| lentification SF8 | 2 GRIEG Edvard Mr | | | Y | | | CKIN | TOS | |
| vstem | 3 MUNCH Edvard Mr | | | Y | | | CKIN | TOS | |
| estart SF12 | | | | | | | | | |

If this is the correct customers, just press enter to select them and then enter to accept them.



If you want to accept more than one customer when they are not linked, you can use Find Customer (F3) to accept two separate Customers together; they will then automatically be linked and seated together.

| I | | Applications | Device Navigation Logoff Help | | | | 04JUN1 | 2 08:25 💕 🚰 🔀 |
|---|--|----------------------|---|----------------------|--------------------|---------------------|-------------------------|-------------------------------|
| | | Messenger (<u>0</u> |) Customer (1) Flight DY6002 (2) J | FE Help (<u>3</u>) | | | | ? a |
| | | Customer Ide | ntification Customer Acceptance | | | | | |
| | - Shortcuts Add Bags F11 Add FOTY F4 | DY6002 Acceptance | 04JUN OSL + TOS Tromso Langnes Open | | | | Gate: None | STD: 17:00 Boarding: 16:35 |
| | Add Itinerary F8 | Custo | | | Bkg Tkt Cabin Seat | Accept Baggage Info | | |
| | Add Service F5 | | BERG Johanludvig Mr | | | | | |
| | Cancel Accept F6 Find Connection F9 | | /6002 OSL-TOS | | T Y | CKIN | | |
| | Find Customer F3 | | | | | | | |
| | Menus | | | | | | | |
| | Cust. Details> F12 | | | | | | | |
| | Cust. Service> SF4 Disruption> SF1 | | | | | | | |
| | ETAS) F10 | Select Cust | omer(s) for Acceptance: 1 | | | | Expand [SF2] | 1 of 1 Selected |
| | Flight Info SF7 Printing SF10 | | details and seat preference (if required) | Destine | | | | |
| | Seating SF11 | Daggage | | Seating | | | | |
| | Ticket > SF6 Transfer > SF9 | Hold Bagga | ge: | Seat Preference: | | | | |
| | View Links SF5 | | | | | | S Advanced Options [F2] | ccept Back |
| | Restart SF12 | | | | | | | |

When pressing (F3) the Customer Identification screen will display and you can search for the next Customer.

| | Applications Device Navigation Logoff Help | | | 04JUN12 08:29 💕 🚰 🗙 |
|---|--|------------------------------|---------------------|--|
| | Messenger (0) Customer (1) Flight DY6002 (2) JFE Help (3 | D | | ્રિય |
| | Customer Identification Customer Acceptance | | | |
| - Shortcuts Add Bags F11 Add FOTY F4 | DY6002 04JUN OSL + TOS Tromso Langnes Acceptance Open | | | STD: 17:00 Gate: None Boarding: 16:35 |
| Add Itinerary F8 | Customer | Bkg Tkt Cabin Seat | Accept Baggage Info | |
| Add Service F5 Cancel Accept F6 | 1 JANSSON Tove Mrs DY6002 OSL-TOS | ΞY | CKIN | |
| Find Connection F9 Find Customer F3 | 2 RUNEBERG Johanludvig Mr | | | |
| View Customer F7 | ++ DY6002 OSL-TOS | 🚍 Y | CKIN | |
| - Menus Baggage⊁ SF3 Cust. Details⊁ F12 | | | | |
| Cust. Service> SF4 Disruption> SF1 | | | | |
| ETAS) F10 | Select Customer(s) for Acceptance: 1-2 | | | Expand [SF2] 2 of 2 Selected |
| Printing) SF10 | Select customer(s) to accept. Enter bag details and seat pr Baggage | eference (if required). a | | |
| Seating> SF11 Ticket> SF6 Transfer> SF9 | | t Preference: | | |
| View Links SF5 | | | | S Advanced Options [F2] Accept Back |

Choose the selected Customers and press enter, as you can see below both Customers are linked and seated together.

| | Applications Device Navigation Logoff Help | | 04JUN12 08:31 💒 🚰 🗙 |
|------------------------------------|--|------------------------------------|----------------------------|
| | Messenger (0) Customer (1) Flight DY6002 (2) JFE Help (3) | | |
| | Customer Identification Customer Acceptance Acceptance Information | | |
| - Shortcuts | + DY6002 04JUN OSL + TOS Tromso Langnes | | STD: 17:00 |
| Accept. Figures F9 Add Bags F11 | Acceptance Open | | Gate: None Boarding: 16:35 |
| Add Comment F3 | | Tkt Cabin Seat Accept Baggage Info | |
| Add Service F10 Print B Pass F4 | 1 - JANSSON Tove Mrs | CKIN | |
| Print Bag Tag F5 | 2 - RUNEBERG Johanludvig Mr | | |
| View Customer F6 | P DY6002 OSL-TOS | 🖾 Y 13F 🗸 CKIN | |
| - Menus Baggage> SF3 | | | |
| Customer> SF4 | | | |
| Flight> SF7 Identification> SF8 | | | |
| Linking SF5 | | | |
| Printing> SF10 | | | Expand [SF2] 2 Customer(s) |
| Seating> SF11 Ticket> SF6 | | | |
| Transfer> SF9 | -Customer Information | | |
| - System | | | |
| Restart SF12 | | | |



Cancel Acceptance

The way you initiate acceptance cancellation, depends on what screen you are currently using. Whichever method you use, Cancel Acceptance screen is displayed. After identifying the customers Cancel Acceptance will show as a shortcut from the menu.

| | | | Applications Dev | vice <u>N</u> | avigation <u>L</u> | ogoff <u>H</u> elp | | | | | | 30MAY: | 12 16:00 💕 🛃 🗙 |
|-----|---------------------------------------|------------|------------------------|---------------|---------------------|--------------------|---------|---------------------|----------|-----------------|--------------|----------------|-------------------------------|
| | | | Messenger (<u>0</u>) | Flight I | DY1310 (<u>1</u>) | Boarding (2) | Custo | mer (<u>3</u>) Re | servatio | ns (<u>4</u>) | | | (A |
| | | | Customer Identi | fication | Custom | er Display | | | | | | | |
| | - Shortcuts Acceptance Add Bags | F10 F11 | DY6006 Acceptance O | | OSL + TOS | Tromso Langnes | | | | | | Gate: None | STD: 17:00 Boarding: 16:35 |
| - 1 | Add Comment | | Custome | er | | | | Bkg Tkt Cabin | Seat | Accept | Baggage Info | | |
| - 1 | Add FQTV | F4 | 1 : ASBJOE | RNSEN | Peterchrist | er Mr | | | | | · | | |
| - 1 | Add Regrade | F8 | | 006 | OSL-TOS | | | Y | 24D | | CKIN | | |
| | Add Service | - 65 | 2 🏪 MOE Jo | | 4r | | | | | | | | |
| Ч | Cancel Accept | | n 🕂 🕹 🕈 | 006 | OSL-TOS | | | 📼 Y | 24E | | CKIN | | |
| - 1 | Find Connection View Custome | | | | | | | | | | | | |
| - 1 | | r r/ | | | | | | | | | | | |
| - 1 | - Menus | SF6 | | | | | | | | | | | |
| - 1 | Acceptance> Baggage> | SF3 | | | | | | | | | | | |
| - 1 | Customer | SF4 | | | | | | | | | | | |
| - 1 | Disruption | F12 | Select Custom | er(s): h | -2 | | | | | | | Expand [SF2] | 2 of 2 Selected |
| - 1 | ETAS) | SF8 | - | | | d. Drocood to r | add bag | s or coloct or | netion | on the | laft | C Expand [512] | 2 01 2 36160060 |
| - 1 | Flight | SF7 | | omers | are accepte | d. Proceed to a | auu bag | s or select ar | action | r on the | iert. | | |
| - 1 | Printing | SF10 | | | | | | | | | | Dec | ceed Back |
| - 1 | Seating | SF11 | | | | | | | | | | PIC | Dack |

If you have already accepted the customers you have to go through the Customer menu to find Cancel Acceptance.

| | Applications Device Navigation Lo | ogoff <u>H</u> elp | | | | | 30MAY1 | 2 16:03 💕 🛃 🗙 |
|---|---|--------------------|-------------------------|------------|------------------|-------------|--------------|-------------------------------|
| | Messenger (<u>0</u>) Flight DY1310 (<u>1</u>) | Boarding (2 |) Customer (<u>3</u>) | Reservatio | ons (<u>4</u>) | | | ? |
| | Customer Identification Custome | er Display 🔪 | | | | | | |
| - Shortcuts Acceptance F10 Add Bags F11 | + DY6006 30MAY OSL + TOS Acceptance Open | Tromso Langn | es Bkg Tkt Ca | hin Cost | Accopt | lagage Info | Gate: None | STD: 17:00 Boarding: 16:35 |
| Add Comment F3 Add FOTV F4 | 1 : ASBJOERNSEN Peterchrist | er Mr | BKG TKL Ca | bin Seat | Ассерсва | iggage into | | |
| Add Regrade F8 Add Service F5 | Add Comment | F3 - | <u> </u> | 24D | | CKIN | | |
| Cancel Accept F6 | Add FQTV | F4 | ΞY | 24E | <i>✓</i> | CKIN | | |
| Find Connection F9 View Customer F7 | Add Itinerary | SF3 | | | Ť | | | |
| - Menus | Add Manual Selectee | SF7 | | | | | | |
| Acceptance> SF6 | Add or Amend Travel Document | SF8 | | | | | | |
| Baggage> SE3 Customer> SF4 | Add Pos Crew | F9 | | | | | | |
| Disruption F12 | Add Regrade | F8 | | | | | Expand [SF2] | 2 of 2 Selected |
| ETAS⊁ SF8 Flight⊁ SF7 | Add Secondary Document | | o add bags or selec | t an actio | n on the le | ft. | | |
| Printing) SF10 | Add Service | F5 | | | | | Pro | ceed Back |
| Seating> SF11 Transfer> SF9 | Blacklist Override | SF10 | | | | | | |
| View Links SF5 | Cancel Acceptance Check APP | F6 F11 | | | | | | |
| - System | Check AQQ | SF5 | | | | | | |
| Restart SF12 | Check iAPP | F10 | | | | | | |
| 2 customers/tickets | Delete Manual Selectee | SF9 | | | | | | |
| found | Find Customer | F12 | | | | | | |
| | Override AQQ | SF2 | | | | | | |
| | Track Customer | SF4 | | | | | | |
| | Update Volunteer Status | SF1 | | | | | | |
| | View Customer | F7 | | | | | | |



| | Applications Device Navi | gation <u>L</u> ogoff <u>H</u> elp | | | | 30MAY | 12 16:05 💕 🛃 🗙 |
|---------------------------------|------------------------------------|---|-----------------|-----------------------|----------------------|--------------|-------------------------------|
| | Messenger (<u>0</u>) Flight DY | 1310 (<u>1</u>) Boarding (<u>2</u>) | Customer (3) Re | servations (<u>4</u> |) | | ? |
| | Customer Identification | Customer Display | el Acceptance | | | | |
| - Shortcuts View Customer F7 | DY6006 30MAY O Acceptance Open | SL + TOS Tromso Langnes | | | | Gate: None | STD: 17:00 Boarding: 16:35 |
| - Menus Baggage SF3 | Customer | | Bkg Tkt Cabin | Seat Acc | ept Baggage Info | | |
| Customer> SF4 View Links SF5 | 1 ** ASBJOERNSEN P ** DY6006 09 | eterchrister Mr SL-TOS | Ξ Υ | 24D | CKIN | | |
| - System | 2 - MOE Joergen Mr | SL-TOS | Ξ Y | 24E | CKIN | | |
| Restart SF12 | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | Select Customer(s): 1-2 | | | | | Expand [SF2] | 2 of 2 Selected |
| | Cancel Acceptance Detai | | ustomers | | | | |
| (| NG05011 | Accepted Fravelling | ether Reason: | | | | |
| | | | | (\$) | dvanced Options [F2] | Cancel Accep | tance Exit |

On Cancel Acceptance Details, you have three options concerning Update Status:

- Not Accepted Customer will be accepted later (Seat reservation and baggage remain)
- Not Travelling Customer will not travel on this flight (Seat reservation deleted/baggage remain)
- Standby- Updating Customers status to standby.

If you are cancelling acceptance for a multi-leg flight or if the Customers have more than one flight in their journey, cancellation applies to all flight legs and all flights in the journey default. If you want to cancel acceptance for a specific leg or flight, press (F2) to display Advanced Options. The common flights for all selected Customers list appears.

| 🚺 Enter th | e cancel acce | ptance detail | is for this | customer | | | | |
|-----------------------------------|---|---|-------------|----------|----|--|-----------------|--|
| Cancel Acc | ptance Deta | ails | | | | | | |
| Update : | tatus to: Not | Accepted | - | | nc | | | |
| Reason: | Cust | tomer Unwell | - | | | | | |
| | | | | | | | | |
| | | Selected Cus | | | | | | |
| Common E | ights For All | | stomers | | | | | |
| Common E | ights For All s on which se | Selected Cus | stomers | | | | | |
| Common E | ights For All s on which se 5 205EP C | Selected Cus elected custom DSL-CPH | stomers | | | | | |
| Common E I Al fligh 2 DY322 | ights For All s on which se 5 205EP C | Selected Cus elected custom DSL-CPH | stomers | | | | | |
| Common E | ights For All s on which se 5 205EP C | Selected Cus elected custom DSL-CPH | stomers | | | | 1 Cancel Accept | |



Linking

Links between Customers 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.
- Customers are members of the same baggage pool.
- An infant booking is created or added to a Customer.

Links can also be added, split and removed manually. Links between Customers and associated infants, EXST, and CBBG are created automatically. A link between a Customer and an infant cannot be removed. The link between 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 disruption.

Once Customers are linked (automatically or manually), all 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 have already published seats assignments. The system prompts you to include those Customers in seat shuffles so that more suitable seat assignments can be made.

Linking levels

Links can apply between Customers for all 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 The system automatically applies this link to customers who are booked in the same PNR or accepted together. You can add top-level links manually, if the Customers are not linked at this level.
 A top level link can only be removed manually.
- Sub-linking This link is applied when you add a link between Customers who have already linked at top level. Sub links are used to create a smaller collection of linked Customer within a larger group already linked. A sub-link can only be removed from Customers manually.
- Adjacency linking This link level is applied when adding a link between Customers who are already sub-linked. Adjacency links are used to indicate that sub-linked



Customers should sit next to each other. An adjacency link can only be removed manually for Customer acceptance before acceptance.

Adding Links

Top Level

Select the Customers you want to accept:

| | Applications Device Navigation Logoff Help Messenger (1) Customer (1) Flight DY6002 (2) JFE Help (3) | 043UN12 09:58 💒 🔀 |
|---|---|-----------------------------------|
| | Customer Identification | |
| - Shortcuts Create Record F8 - Menus Customer> SF4 - System Restart SF12 | Swipe a document or enter details. All fields are optional. Identify Customer by Customer Name(s): Or Seat/Security Nbr: FQTV Number: | |
| | Elight DY6002 Date: 043UN Prom: OSL To: | ③ Advanced Options [F2] 【Identify |

When you have identified them you see that they are booked in two different PNRs since they are not linked together, but have two separate links.

| | Applica | tions Device Navigation Logoff Help | | | 04JUN12 10:04 💕 🚰 🗙 |
|------------------------------------|---------|--|--|-----------------------|--|
| | Massa | nger (<u>0</u>) Customer (<u>1</u>) Flight DY6002 (<u>2</u>) | IEE Holp (2) | | 2 |
| | | | | | |
| | Custon | ner Identification Customer Selection Cu | stomer Acceptance > | | |
| - Shortcuts | | | | | |
| | + DY6 | 002 04JUN OSL + TOS Tromso Langnes eptance Open | | | STD: 17:00 Gate: None Boarding: 16:35 |
| Add FQTV F4 | ACC | | | | Gate, None Boarding, 10.55 |
| Add Itinerary F8 | | Customer | Bkg Tkt Cabin Sea | t Accept Baggage Info | |
| Add Service F5 Cancel Accept F6 | 1 | JENSSEN Frida Ms | | | |
| Find Connection F9 | | ++ DY6002 OSL-TOS | <u>е</u> ү | CKIN | |
| Find Customer F3 | 2 | JENSSEN Olejonny Mr DY6002 OSL-TOS | 🗇 Y | CKIN | |
| View Customer F7 | 2 | - JENSSEN Stine Ms | L 1 | CKIN | |
| - Menus | | + DY6002 OSL-TOS | Ξ Υ | CKIN | |
| Baggage> SF3 | 4 | JENSSEN Vigdis Mrs | | Gran | |
| Cust. Details> F12 | | + DY6002 OSL-TOS | 🚍 Y | CKIN | |
| Cust. Service> SF4 | 5 | ··· NILSEN Helene Ms | | | |
| Disruption) SF1 | | + DY6002 OSL-TOS | 🚍 Y | CKIN | |
| ETAS> F10 Flight Info SF7 | 6 | NILSEN Hilde Mrs | | | |
| Printina SF10 | | ++ DY6002 OSL-TOS | 📼 Y | CKIN | |
| Seating SF11 | 7 | NILSEN Kristine Ms | | | |
| Ticket) SF6 | | + DY6002 OSL-TOS | 🖼 Y | CKIN | |
| Transfer) SF9 | | NILSEN Rune Mr DY6002 OSL-TOS | ΞY | CKIN | |
| View Links SF5 | | | | CKIN | |
| - System | | ect Customer(s) for Acceptance: 1-8 | | | Expand [SF2] 8 of 8 Selected |
| Restart SF12 | Bagga | ct customer(s) to accept. Enter bag details a | nd seat preference (if required). Seating | | |
| | | | | | |
| | Hold | d Baggage: | Seat Preference: | | |
| | | | | | |
| | | | | | Advanced Options [F2] Accept Back |
| | | | | | |

Press Shift + (F5) to View Links

| | Applications Device Navigation Logoff He | lp | 04JUN12 10:06 💕 🚰 🗙 |
|--|--|--------------------------------|--|
| | Messenger (0) Customer (1) Flight DY600 | | |
| | Customer Identification Customer Selection | Dustomer Acceptance View Links | · · · · · · · · · · · · · · · · · · · |
| - Shortcuts Add Link F4 Change Link F5 | DY6002 04JUN OSL + TOS Tromso Lar Acceptance Open | | STD: 17:00 Gate: None Boarding: 16:35 |
| Find Customer F3 | A B C Customer Seat | Accept Onward Connections | Info |
| Remove Link F6 | 1 :" JENSSEN Frida Ms | CKIN | |
| Seat Shuffle SF3 | | CKIN | |
| Standby Split F7 | 3 JENSSEN Stine Ms | CKIN | |
| - Menus | 4 - JENSSEN Vigdis Mrs | CKIN | |
| Identification> SF8 | 5 m NILSEN Helene Ms | CKIN | |
| Linking) SF5 | | CKIN | |
| Seating SF11 | | CKIN | |
| - System | 8 I. NILSEN Rune Mr | CKIN | |
| Restart SF12 | | | |
| | Select Customer(s): 1-8 | | Expand [SF2] 8 of 8 Selected |
| | Select one of the actions on the left to a | ontinue or exit linking. | |
| | | | |
| | | | Advanced Options [F2] Ext |

Press (F4) to add link





You will now have a popup with two choices:

| | | ns <u>D</u> evice <u>N</u> avigation Logo | | | | | 04JUN: | 12 10:07 💕 🚰 🗙 |
|--------------|----------|--|--------------------|-----------------------------|--|----------|-----------------------|-------------------------------|
| | Messenge | er (<u>0</u>) Customer (<u>1</u>) Flight | DY6002 (2) JFE H | elp (<u>3</u>) | | | | ? |
| | Customer | Identification Customer S | Selection Custom | er Acceptance View Links | | | | |
| | | | | THE WEITING | Add Link | | | |
| Restart SF12 | * DY600 | 2 04JUN OSL + TOS Tror ance Open | nso Langnes | | | | Gate: None | STD: 17:00 Boarding: 16:35 |
| | ABC | | Seat Accept | Onward Connections | | Info | ouce. None | bourding: 10.55 |
| | | JENSSEN Frida Ms | Jour necept | Offward Confidections | CKIN | 100 | | |
| | | JENSSEN Olejonny Mr | | | CKIN | | | |
| | 3 - | JENSSEN Stine Ms | | | CKIN | | | |
| | | JENSSEN Vigdis Mrs | | | CKIN | | | |
| | | NILSEN Helene Ms | | | CKIN | | | |
| | | NILSEN Hilde Mrs | | | CKIN | | | |
| | | NILSEN Kristine Ms NILSEN Rune Mr | | | CKIN CKIN | | | |
| | 8 | NILSEN RUNE MI | | | CKIN | | | |
| | | | | | | | | |
| | | Customer(s): 1-8 | | | | | Expand [SF2] | 8 of 8 Selected |
| | 🚺 Select | the customers to be linked. | You can have up to | 3 levels of link for custon | iers. | | | |
| | | | | | | | Advanced Options [F2] | Link Exit |
| | | | | | | | | |
| | | | Question | | × | N | | |
| | | | | | | | | |
| | | | | One or more | of the selected customers are already in a link. | | | |
| | | | | | | | | |
| | | | | Do you wan | t to: | | | |
| | | | | 1 Merge t | he existing links into one larger link? | | | |
| | | | | 2 Put the | selected customers into their own link? | | | |
| | | | | | | | | |
| | | | | Select: | | | | |
| | | | | | | | | |
| | | | | | OK Cancel | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |

Do you want to Merge the existing link into one larger link or Put the selected customers into their own link.

Here we want to add all into one larger link:

| | Applicatio | 04JUN12 10:11 💕 🚰 🗙 | | | | | | | | |
|--|------------|---|----------------------|--------------------|------|------|--|--|--|--|
| | | Messenger (1) Customer (1) Flight DY6002 (2) JFE Help (3) | | | | | | | | |
| | Custome | <u></u> | | | | | | | | |
| - Shortcuts Add Link F4 Change Link F5 | ₩ DY60 | | | | | | STD: 17:00 Gate: None Boarding: 16:35 | | | |
| Find Customer F3 | AB | | Seat Accept | Onward Connections | | Info | | | | |
| Remove Link F6 | 1 r | JENSSEN Frida Ms | | | CKIN | | | | | |
| Seat Shuffle SF3 | 2 - | JENSSEN Olejonny Mr | | | CKIN | | | | | |
| Standby Split F7 | 3 - | JENSSEN Stine Ms | | | CKIN | | | | | |
| - Menus | 4 - | JENSSEN Vigdis Mrs | | | CKIN | | | | | |
| Identification SF8 | 5 - | NILSEN Helene Ms | | | CKIN | | | | | |
| Linking SF5 | | NILSEN Hilde Mrs | | | CKIN | | | | | |
| Seating SF11 | 7 🕂 | NILSEN Kristine Ms | | | CKIN | | | | | |
| - System | 8 . | NILSEN Rune Mr | | | CKIN | | | | | |
| Restart SF12 | | | | | | | | | | |
| | Select | t Customer(s): 1-8 |] | | | | Expand [SF2] 8 of 8 Selected | | | |
| | Select | t one of the actions on the le | eft to continue or e | xit linking. | | | | | | |
| | | | | | | | | | | |
| | | | | | | | Advanced Options [F2] Exit | | | |

If some of the Customers within the link need to be seated together you can add a sub-link. Press Add Link (F4).

| | Applications Device | Navigation Log | loff <u>H</u> elp | | | | 04JUN1 | 2 10:15 💕 🚰 🗙 |
|--------------|---------------------------------|-------------------------|------------------------|----------------------------------|----------|------|-----------------------|-------------------------------|
| | Messenger (<u>0</u>) Custo | omer (<u>1</u>) Fligh | it DY6002 (<u>2</u>) | IFE Help (<u>3</u>) | | | | ?a |
| | Customer Identificatio | on Customer | Selection Cus | tomer Acceptance View Link | | | | |
| - System | | | | | Add Link | | | |
| Restart SF12 | DY6002 04JUN Acceptance Open | I OSL + TOS Tro | omso Langnes | | | | Gate: None | STD: 17:00 Boarding: 16:35 |
| | A B C Cu | stomer | Seat Accep | ot Onward Connections | | Info | | |
| | 1 : JENSSEN Fri | da Ms | | | CKIN | | | |
| | 2 JENSSEN Ole | jonny Mr | | | CKIN | | | |
| | 3 JENSSEN St | ine Ms | | | CKIN | | | |
| | 4 JENSSEN Vig | dis Mrs | | | CKIN | | | |
| | 5 NILSEN Hele | ene Ms | | | CKIN | | | |
| | 6 NILSEN Hide | Mrs | | | CKIN | | | |
| | 7 NILSEN Kris | | | | CKIN | | | |
| | 8 in NILSEN Rune | e Mr | | | CKIN | | | |
| | | | | | | | | |
| | Select Customer(s): | | D | | | | Expand [SF2] | 4 of 8 Selected |
| | Select the custome | ers to be linked | . You can have u | ip to 3 levels of link for custo | mers. | | | |
| | | | | | | | Advanced Options [F2] | Link Exit |

Select the customers to include in the sub-link.



| | | Applicat | tions <u>D</u> evice <u>N</u> avigation Lo; | poff Help | | | | 04JUN12 10:16 💕 🚰 🗙 |
|-------------------------|----------|---------------|---|------------------|------------------------------|------|------|--|
| | | | nger (<u>0</u>) Customer (<u>1</u>) Fligh | | JFE Help (<u>3</u>) | | | |
| | | Custom | ner Identification Customer | Selection Cu | stomer Acceptance View Links | | | |
| - Shortcuts | | | | | | | | |
| Add Link Change Link | F4 F5 | H DY6 Acce | eptance Open | omso Langnes | | | | STD: 17:00 Gate: None Boarding: 16:35 |
| Find Customer | F3 [| AI | B C Customer | Seat Acce | pt Onward Connections | | Info | |
| Remove Link | | | : JENSSEN Frida Ms | | | CKIN | | |
| | SF3 | 2 - | | | | CKIN | | |
| Standby Split | F7 | 3 - | NILSEN Helene Ms | | | CKIN | | |
| - Menus | | 4 - | NILSEN Kristine Ms | | | CKIN | | |
| Identification | SF8 | 5 - | JENSSEN Olejonny Mr | | | CKIN | | |
| Linking | SF5 | 6 - | JENSSEN Vigdis Mrs | | | CKIN | | |
| Seating Seating | SF11 | 7 - | NILSEN Hilde Mrs | | | CKIN | | |
| - System | | 8 i. | NILSEN Rune Mr | | | CKIN | | |
| | 5F12 | | | | | | | |
| | 1 | Sele | ct Customer(s): <mark>1-8</mark> | | | | | Expand [SF2] 8 of 8 Selected |
| | (| 🔵 Sele | ct one of the actions on the | left to continue | or exit linking. | | | |
| | | | | | | | | |
| | | | | | | | | S Advanced Options [F2] |

As you can see a sub-link now exists between the main linked customers.

If two of the Customers within the sub-link want to be seated next to each other you can add an adjacency-link.

| | Applications Device Navigation Log | off Help | | 04JUN12 10:23 💕 🚰 🗙 |
|--------------|---|---|----------|--|
| | Messenger (0) Customer (1) Fligh | nt DY6002 (2) JFE Help (3) | | |
| | Customer Identification Customer | Selection Customer Acceptance View Links | | |
| - System | | | Add Link | |
| Restart SF12 | DY6002 04JUN OSL + TOS Tro Acceptance Open | omso Langnes | | STD: 17:00 Gate: None Boarding: 16:35 |
| | A B C Customer | Seat Accept Onward Connections | | Info |
| | 1 THE JENSSEN Frida Ms | | CKIN | |
| | 2 JENSSEN Stine Ms | | CKIN | |
| | 3 NILSEN Helene Ms | | CKIN | |
| | 4 NILSEN Kristine Ms | | CKIN | |
| | 5 JENSSEN Olejonny Mr | | CKIN | |
| | 6 JENSSEN Vigdis Mrs | | CKIN | |
| | 7 NILSEN Hilde Mrs | | CKIN | |
| | 8 - NILSEN Rune Mr | | CKIN | |
| | | | | |
| | Select Customer(s): 1,4 | | | Expand [SF2] 2 of 8 Selected |
| | Select the customers to be linked | I. You can have up to 3 levels of link for custom | ers. | |
| | | | | Advanced Options [F2] |

Press (F4) to add link and make your choice.

| | Applications Device Navigation Logoff Help | 04JUN12 10:25 ず 🚰 🔀 |
|--|---|--|
| | Messenger (0) Customer (1) Flight DY6002 (2) JFE Help (3) | |
| | Customer Identification Customer Selection Customer Acceptance View Links | |
| - Shortcuts Add Link F4 Change Link F5 | DY6002 04JUN OSL + TOS Tromso Langnes Acceptance Open | STD: 17:00 Gate: None Boarding: 16:35 |
| Find Customer F3 | A B C Customer Seat Accept Onward Connections | Info |
| Remove Link F6 | 1JENSSEN Frida Ms | CKIN |
| Seat Shuffle SF3 | 2 | CKIN |
| Standby Split F7 | 3 - JENSSEN Stine Ms | CKIN |
| - Menus | 4 NILSEN Helene Ms | CKIN |
| Identification> SF8 | 5 JENSSEN Olejonny Mr | CKIN |
| Linking) SF5 | | CKIN |
| Seating SF11 | | CKIN |
| - System | 8 - NILSEN Rune Mr | CKIN |
| Restart SF12 | | |
| | Select Customer(s): 1-8 | Expand [SF2] 8 of 8 Selected |
| | Select one of the actions on the left to continue or exit linking. | |
| | | |
| | | Advanced Options [F2] Ext |

You will now see that there are 3 levels of linking within the main link. A, B, C.

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.



Remove Links

Press (F6) to Remove Link.

| | Applications Device Navigation Lo | ogoff Help | | 04JUN12 | 10:38 💕 🚰 🗙 |
|--------------------------|---|--|-----------------------------|--------------------------------|------------------------------|
| | Messenger (0) Customer (1) Flig | ht DY6002 (<u>2</u>) JFE Help (<u>3</u>) | | | ? a_ |
| | Customer Identification Custome | r Selection Customer Accept | ance View Links Remove Link | | - |
| - System Restart SF12 | DY6002 04JUN OSL + TOS T Acceptance Open | | | Gate: None B | STD: 17:00 oarding: 16:35 |
| | A B C Customer | Seat Accept Onwar | d Connections | Info | |
| | 1 TIENSSEN Frida Ms | | CKIN | | |
| | 2 | | CKIN | | |
| | 3 JENSSEN Stine Ms | | CKIN | | |
| | 4 •••• NILSEN Helene Ms | | CKIN | | |
| | 5 JENSSEN Olejonny Mr | | CKIN | | |
| | 6 JENSSEN Vigdis Mrs | | CKIN | | |
| | 7 •• NILSEN Hilde Mrs | | CKIN | | |
| | 8 I. NILSEN Rune Mr | | CKIN | | |
| | | | | | |
| (| Select Customer(s): 1-2 | Select Link: C | | Expand [SF2] | 2 of 8 Selected |
| | Select customers to remove all t | heir displayed linking informati | on. | | |
| | | | | | |
| | | | | (3) Advanced Options [F2] Remo | ove Exit |

Select the Customers whose link you want to remove by typing the relevant line numbers in the Customer field.

If there is more than one level of linking between the selected Customers, select the link you want to remove by typing the relevant link identifier in the selected link field. If there are lower linking levels within the level you select, they will also be removed. You can only remove one link at the time.

Standby Split

This setting determines whether a Customer can be onloaded separately or must travel with the other Customer linked.

| | Applications Device Navigation | Logoff Help | | 04JUN12 11:45 💕 🛃 🗙 | | | | | | |
|--|--------------------------------|--|------|--|--|--|--|--|--|--|
| | | Messenger (1) Customer (1) Flight DY6002 (2) JFE Help (3) | | | | | | | | |
| | Customer Identification Custo | omer Display View Links | | | | | | | | |
| - Shortcuts Add Link F4 Change Link F5 | + - | DS Tromso Langnes | | STD: 17:00 Gate: None Boarding: 16:35 | | | | | | |
| Find Customer F3 | A B C Customer | Seat Accept Onward Connections | | Info | | | | | | |
| Remove Link F6 | 1 HOFSETH Anders Mr | SBY | CKIN | | | | | | | |
| Seat Shuffle SF3 | 2 MATHIESEN Lars Mr | SBY | CKIN | | | | | | | |
| Standby Split F7 | | | | | | | | | | |
| - Menus | | | | | | | | | | |
| Identification> SF8 | | | | | | | | | | |
| Linking SF5 Seating SF11 | | | | | | | | | | |
| | | | | | | | | | | |
| - System | - | | | | | | | | | |
| Restart SF12 | | | | | | | | | | |
| | Select Customer(s): 1-2 | | | Expand [SF2] 2 of 2 Selected | | | | | | |
| | Select one of the actions on | the left to continue or exit linking. | | | | | | | | |
| | - | | | | | | | | | |
| | | | | | | | | | | |
| | | | | Advanced Options [F2] Exit | | | | | | |
| | | | | | | | | | | |

Select (F7) Standby Split



| - | | | | | | | | |
|---|--------------|-------------------------------------|---|------------|--------------------|------|-----------------------|-------------------------------|
| | | Applications Device Naviga | ition Logoff Help | | | | 04JUN | 12 11:46 💕 🚰 🗙 |
| | | Messenger (<u>0</u>) Customer (| (1) Flight DY6002 (| 2) JFE H | elp (<u>3</u>) | | | <u></u> |
| I | | Customer Identification | Customer Display Vie | ew Links r | | | | |
| I | | | | | standby Split y | | | |
| I | Restart SF12 | DY6002 04JUN OSL Acceptance Open | TOS Tromso Langne | 35 | | | Gate: None | STD: 17:00 Boarding: 16:35 |
| I | | Split Custome | er Seat | Accept | Onward Connections | | Info | |
| I | | 1 : HOFSETH Anders | Mr | SBY | | CKIN | | |
| I | | 2 MATHIESEN Lars | Mr | SBY | | CKIN | | |
| I | | | | | | | | |
| I | | | | | | | | |
| I | | | | | | | | |
| I | | | | | | | | |
| I | | | | | | | | |
| I | | | | | | | | |
| I | | | | | | | | |
| I | | Select Customer(s): 1-2 | | | | | Expand [SF2] | 2 of 2 Selected |
| I | | Select customers and che | oose an option for s | standby s | plit | | | |
| I | | | | | | | | |
| I | | | | | | | | |
| I | | Standby Split Options | | | | | | |
| I | | Standby Split: Add (cus | stomers willing to split |) | | | | |
| I | | Add (cu | stomers willing to split) |) | | | | |
| I | | | istomers no longer will | | | | | |
| I | | belete (ea | in the second | | | | Advanced Options [F2] | onfirm Exit |
| I | | | | | | | | |

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. Standby Split only applies to top level links. A check box in the Split column shows the current standby split settings for each Customer. If the check box is selected, standby slit is ON. This means the Customer is willing to travel separately. If in the Standby Split Options appears "Deleted" (Customer no longer willing to split), that mans the Customer will only travel with the other Customer.

Seating

During customer acceptance, customers are allocated seats based on their customer value, their preferences and 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. 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 will be asked to verify that the customer meets certain conditions before a seat is allocated.

- In the Customer Application you can allocate seats
- De-allocate seats
- Change seats or the seat preference
- Display a Customer Seatmap

The seat maps are originally created in Altea 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 the customer.



Seat plan

| | Applications Device | Navigation Logoff Help | | | | 04JUN1 | 2 12:39 💕 🛃 🔀 |
|--|----------------------------|--------------------------------|--------------------------------------|------------|-----------------|-------------------------|-------------------------------|
| | Messenger (<u>0</u>) Cus | tomer (1) Flight DY6002 (2) | JFE Help (3) | | | | 2. |
| | Customer Identificat | ion Customer Acceptance | | | | | |
| - Shortcuts Add Bags F11 Add FQTV F4 | Accontance Open | IN OSL + TOS Tromso Langnes | | | | Gate: None | STD: 17:00 Boarding: 16:35 |
| Add Itinerary F8 | | | Bkg Tkt Cabin | Seat Accep | pt Baggage Info | | |
| Add Service F5 Cancel Accept F6 | | EN Peterchrister Mr | | | 0.71 | | |
| Find Connection F9 | | OSL-TOS | <u> </u> | | CKIN | | |
| Find Customer F3 | | OSI-TOS | 🚍 Y | | CKIN | | |
| View Customer F7 | | | | | | | |
| - Menus | - | | | | | | |
| Baggage⊧ SF3 Cust. Details⊧ F12 | | | | | | | |
| Cust. Service SF4 | | | | | | | |
| Disruption SF1 | | | | | | | |
| ETAS) F10 | | for Acceptance: 1-2 | | | | Expand [SF2] | 2 of 2 Selected |
| Flight Info SF7 Printing> SF10 | Select customer(s |) to accept. Enter bag details | s and seat preference (if required). | | | | |
| Seating SF11 | Ballitatie | 50 | Seating | | | | |
| Ticket) SF6 | Allocate Seat | F9 | Seat Preference: | | | | |
| Transfer> SF9 | - | F4 | | | | | |
| View Links SF5 | De-Allocate Seat | F8 | | | | 🖲 Advanced Options [F2] | ccept Back |
| - System | Seat Shuffle | SF3 | | | | | |
| Restart SF12 | Seatmap | F7 | | | | | |

Press Shift + (F11) to open the Seating menu and press (F7) to display the Seat map.

| Applications Device Navigation Logoff Help | 04JUN12 12:58 💕 🛃 |
|--|--|
| Messenger (1) Customer (1) Flight DY1496 (2) JFE Help (3) | ? |
| Customer Identification Customer Acceptance Seatmap | |
| -Shortcuts Amend Capacity F8 Blocked Seats F3 Blocked Seats F3 | STD: 17:25 Gate: None Boarding: 17:00 |
| Change Start Ei Y 1 2 3 4 5 6 7 8 10 11 13 15 16 15 10 20 12 22 24 5 7 Biplay Legend F12 F D ⇒ R ⇒ R R D ⇒ R ⇒ R R D ⇒ R ⊂ R R D ⇒ R ⊂ R R D ⇒ R ⊂ R R D ⇒ R ⊂ R R D ⇒ R ⊂ R ⊂ R ⊂ D ⇒ R D ⇒ R ⊂ R ⊂ R ⊂ D ⇒ C ∩ R ⊂ R R ⊂ D ⇒ C ∩ R ⊂ R ⊂ R ⊂ D ⇒ C ∩ R ⊂ R ⊂ R ⊂ D ⇒ C ∩ R ⊂ R ⊂ R ⊂ D ⇒ C ∩ R ⊂ R ⊂ D ⇒ C ∩ R ⊂ R ⊂ D ⇒ C ∩ R ⊂ R ⊂ D ⇒ C ∩ R ⊂ R ⊂ D ⇒ C ∩ R ⊂ R ⊂ D ⇒ C ∩ R ⊂ R ⊂ D ⇒ C ∩ R ⊂ R ⊂ R ⊂ D ⇒ C ∩ R ⊂ R ⊂ D ⇒ C ∩ R ⊂ R ⊂ D ⇒ C ∩ R ⊂ R ⊂ D ⇒ C ∩ R ⊂ R ⊂ R ⊂ D ⇒ C ∩ R ⊂ R ⊂ R ⊂ D ⇒ C ∩ R ⊂ R ⊂ R ⊂ D ⇒ C ∩ R ⊂ R ⊂ R ⊂ D ⇒ C ∩ R ⊂ R ⊂ R ⊂ D ⇒ C ∩ R ⊂ R ⊂ R ⊂ D ⇒ C ∩ R ⊂ R ⊂ R ⊂ D ⇒ C ∩ R ⊂ R ⊂ R ⊂ R ⊂ D ⇒ C ∩ R ⊂ R ⊂ R ⊂ D ⇒ C ∩ R ⊂ R ⊂ R ⊂ D ⇒ C ∩ R ⊂ R ⊂ R ⊂ D ⇒ C ∩ R ⊂ R ⊂ R ⊂ D ⇒ C ∩ R ⊂ R ⊂ R ⊂ D ⇒ C ∩ R ⊂ R ⊂ R ⊂ D ⇒ C ∩ R ⊂ R ⊂ R ⊂ R ⊂ D ⇒ C ∩ R ⊂ R ⊂ R ⊂ R ⊂ D ⇒ C ∩ R ⊂ R ⊂ R ⊂ R ⊂ R ⊂ D ⇒ C ∩ R ⊂ R ⊂ R ⊂ R ⊂ D ⇒ C ∩ R ⊂ R ⊂ R ⊂ R ⊂ R ⊂ R ⊂ D ⇒ C ∩ R ⊂ R ⊂ R ⊂ R ⊂ R ⊂ R ⊂ R ⊂ R ⊂ R ⊂ R | |
| Henus C <td></td> | |
| Refresh F5 Select Seats: Display Legs: 1 (OSL + ORY) | 💽 Pg-Up Pg-Down (|
| Restart SF12 ① Enter seat number(s) or select an action on the left. | |

When you are viewing a seat map you can press (F12) to display the seating icon legend. The legend displays icons and a brief description of each icon.

| | Applications Device Navigation Logoff Help | 04JUN1212:56 💕 🛃 |
|---|--|--|
| | Messenger (1) Customer (1) Flight DY1496 (2) JFE Help (3) | |
| | Customer Identification Customer Acceptance Seatman | |
| Shortcuts Amend Capacity F8 Blocked Seats F3 | + DY1496 04JUN OSL + ORY Paris Only (Only-Sud) Acceptance Open | STD: 17:25 Gate: None Boarding: 17:00 |
| Change Seat F4 Hide Legend F12 Light Seatmap F10 More Cust Info F6 More Seat Info F6 More Seat Options SF3 Menus Hight Info SF7 Jists> SF6 Seating> SF11 System | Y ↑ 1 2 3 4 5 6 7 8 9 10 11 4 13 14 15 16 10 90 2 23 24 25 ↑ F 0 | |
| Refresh F5 | Select Seats: Dsplay Legs: 1 (OSL1, ORY) | 💽 Pg-Up Pg-Down 🌘 |
| Restart SF12 | Seat Occupation Facilities Facilities Aircraft Seats Vacant Al Legs Galley Airbone Bulkhead Extra Legroom Occupation ILlegs Tolets Bar Emergency Extra Seat Vacant First Leg Stars General Facility Window Voerwing Extra Seat Occupied First Leg Coset Storage Space Window Voerwing First class bed seat Blocked Seat Movie screen Table No Window First class bed seat Occupation Differs Luggage Storage Extra Verse Extra Verse | |

Press (F12) again to hide the seating icon legend.



Allocating seats

During the normal Customer acceptance process, seat server allocates them a seat it has not already been allocated. Outside of the normal acceptance process, Customers can be allocated before acceptance as well as change their seat allocation.

Seats can be allocated if they are not occupied or blocked. Additionally, seats that are considered unsuitable for the Customer may be allocated if overriding the suitable rules.

| | Applications Device | | | | | | 04JUN12 13:53 🗗 🖬 🗙 |
|------------------------------|------------------------------|------------------------------|-------------------------|---------------|------|---------------------|-------------------------------------|
| | Messenger (0) Cus | stomer (1) Flight DY1310 (2 |) JFE Help (<u>3</u>) | | | | |
| | Customer Identificat | tion Customer Acceptance | | | | | |
| | 1 | | | | | | |
| - Shortcuts Add Bags F11 | → DY6002 04JI | UN OSL + TOS Tromso Langne | | | | | STD: 17:00 |
| Add FOTY F4 | Acceptance Open | | | | | | Gate: None Boarding: 16:35 |
| Add Itinerary F8 | Customer | | | Bkg Tkt Cabin | Seat | Accept Baggage Info | |
| Add Service F5 | | N Knud Mr | | | | | |
| Cancel Accept F6 | | OSL-TOS | | 🗂 Y | | CKIN | |
| Find Connection F9 | | | | | | | |
| Find Customer F3 | | | | | | | |
| View Customer F7 | | | | | | | |
| - Menus | | | | | | | |
| Baggage SF3 | | | | | | | |
| Cust. Details F12 | | | | | | | |
| Cust. Service> SF4 | | | | | | | |
| Disruption» SF1 ETAS» F10 | Coloct Customorfo |) for Accontances 1 | | | | | Thread (cro) 1 of 1 colorised |
| Flight Info SF7 | |) for Acceptance: 1 | | | | | Expand [SF2] 1 of 1 Selected |
| Printing SF10 | Enter bag details Baggage | and seat preference (if requ | | | | | |
| Seating SF11 | | F9 | Seating | | | | |
| Ticket⊁ SF6 | Allocate Seat | | Seat Preference: | | | | |
| Transfer > SF9 | Change Seat | F4 | | | | | |
| View Links SF5 | De-Allocate Seat | FB | | | | | S Advanced Options [F2] Accept Back |
| - System | Seat Shuffle | SF3 | | | | | |
| Restart SF12 | | | | | | | |
| A . | Seatmap | F7 | | | | | |

The Allocate Seat screen appears and the seat map for the cabin in which the customer without an allocated seat is travelling in.

| | Applications Device Navigation Logoff Help | 04JUN12 13:58 🗗 🛃 |
|--------------------------|--|--|
| | Messenger (1) Customer (1) Flight DY1310 (2) JFE Help (3) | |
| | Eustomer Identification > Eustomer Acceptance Allocate Seat | |
| - System Restart SF12 | the DY6002 04JUN OSL TOS Tromso Langnes Acceptance Open | STD: 17:00 Gate: None Boarding: 16:35 |
| | Y ↑ 1 2 3 4 5 6 7 8 9 10 11 12 13 14 ↑ 17 18 19 20 21 22 23 24 25 26 27 28 29 00 13 24 7 18 19 20 11 22 13 14 ↑ 17 18 19 20 21 22 23 24 25 27 28 29 00 11 21 14 ↑ 17 18 19 00 10 10 10 10 10 10 10 10 10 10 10 10 10 10 10 11 12 13 14 ↑ 17 18 19 10 | 84 |
| | Display Legis: 1 (OSL TOS) | 🕘 Pg-Up Pg-Down 💽 |
| | 🛈 Enter a seat number for Customers who require an allocated seat | |
| | Customer Leg Current Seat Seat Characteristics | |
| | RASMUSSEN Knud Mr OSL-TOS 24A | |
| | | |
| | (I) Advanced (| Options [F2] Allocate Exit |

Type the seat number in the Current Seat field and activate the Allocate button.



De-allocating seats

This explains how to de-allocate seats before acceptance for Customers who have allocated seats.

| | Applications Device | <u>N</u> avigation Logoff <u>H</u> elp | | | | | 04JUN12 14:07 💕 | 4 X |
|--|---------------------------------|--|------------------|---------------|------|---------------------|---|-------------|
| | Messenger (<u>0</u>) Custo | omer (1) Flight DY1310 (2) | JFE Help (3) | | | | | ? FL |
| | Customer Identificatio | n Customer Acceptance > | | | | | | - |
| - Shortcuts Add Bags F11 Add FOTV F4 | DY6002 04JUN Acceptance Open | OSL + TOS Tromso Langnes | | | | | STD: 17 Gate: None Boarding: 16 | |
| Add Itinerary F8 | Customer | | | Bkg Tkt Cabin | Seat | Accept Baggage Info | | |
| Add Service F5 Cancel Accept F6 | 1 RASMUSSEN I | Knud Mr OSL-TOS | | ΠY | 24A | CKIN | | |
| Find Connection F9 | | 051-105 | | Y I | _24A | CKIN | | _ |
| Find Customer F3 | | | | | | | | |
| View Customer F7 | | | | | | | | |
| - Menus Baqqaqe≽ SF3 | | | | | | | | |
| Baggage SF3 Cust. Details F12 | | | | | | | | |
| Cust. Service> SF4 | | | | | | | | |
| Disruption SF1 | L | | | | | | 0 | |
| ETAS► F10 Flight Info SF7 | | | | | | | Expand [SF2] 1 of 1 Sel | ected |
| Printing SF10 | Enter bag details ar Baggage | nd seat preference (if required | 1). Seating | | | | | |
| Seating SF11 | Allocate Seat | F9 | | | | | | |
| Ticket > SF6 Transfer > SF9 | Change Seat | F4 | Seat Preference: | | | | | |
| View Links SF5 | De-Allocate Seat | FB | | | | | | |
| - System | Seat Shuffle | SF3 | | | | | Advanced Options [F2] Accept Ba | ack |
| Restart SF12 | | | | | | | | |
| C | Seatmap | F7 | | | | | | |

Activate the De-allocate button, and the seat is de-allocated.

| | Applications Device Navigation Logoff Help | | | | 04JUN12 | 2 14:09 💕 🛃 🗙 |
|--------------|---|---------------|------|---------------------|-----------------------------------|-------------------------------|
| | Messenger (0) Customer (1) Flight DY1310 (2) JFE Help (3) | | | | | <u></u> |
| | Customer Identification Customer Acceptance De-allocate Seats | | | | | |
| - System | | | | | | |
| Restart SF12 | DY6002 04JUN OSL TOS Tromso Langnes Acceptance Open | | | | Gate: None | STD: 17:00 Boarding: 16:35 |
| | Customer | Bkg Tkt Cabin | Seat | Accept Baggage Info | | |
| | 1 RASMUSSEN Knud Mr | | | | | |
| | + DY6002 OSL-TOS | <u> </u> | 24A | CKIN | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | Select Customer(s): 1 | | | | Expand [SF2] | 1 of 1 Selected |
| | Select Customer to De-allocate Seat | | | | | |
| | | | | | Advanced Options [F2] De-allo | cate Exit |

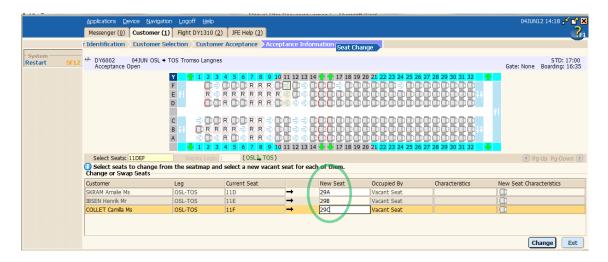
Changing seats

To change seats select the change seat from the Seating menu. You can then choose to view the seat plan or not.

| - | Applications Device Navig | ation Logoff <u>H</u> el; | | | | | | 04JUN | 12 14:15 💕 🛃 🗙 |
|--------------------------|--|---------------------------|---|--|--------------|-------------|-----------------|---------------|-------------------------------|
| | Messenger (<u>0</u>) Customer | | | | | | | | _ |
| | Customer Identification | Customer Accepta | nce Seat Change | | | | | | |
| - System Restart SF12 | | + TOS Tromso Lang | | | | | | Gate: None | STD: 17:00 Boarding: 16:35 |
| | | | R R R R R R R R R R R R R R R R R 3 4 5 6 7 8 9 | R R R 市 R R R 中 R R 中 中 | | | | ¥I | |
| | Select Seats: 24F | | | | | | | 💽 P | g-Up Pg-Down 🕟 |
| | Select seats to change Change or Swap Seats | from the seatmap | and select a new vac | ant seat for e | ach of them. | | | | |
| | Customer | Leg | Current Seat | | New Seat | Occupied By | Characteristics | New Seat Char | acteristics |
| | RASMUSSEN Knud Mr | OSL-TOS | 24F | → (| 250 | Vacant Seat | | | |
| | | | | | | | | | |
| | | | | | | | | C | hange Exit |



Type in the new seat number and activate the Change button.



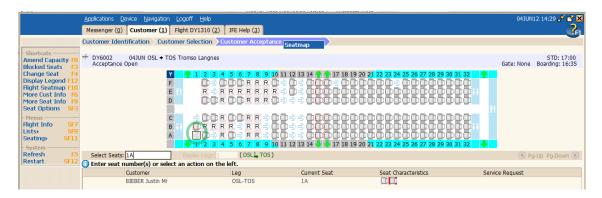
Changing seats for more than one customer, type in the new seat number for the customers.

Navigating in the seat plan without mouse

Display the seat plan on your screen. To move your cursor in to the seat map you press Ctrl + arrow up or down.

Your cursor will now display in the seat plan, you can move around by holding Ctrl and use the arrowbuttons in the direction that you want to move.

When the cursor has marked the seat you want to view, press the spacebar and information about this specific seat will be displayed.



Customer Product Record

The Customer Product Record (CPR) is a depot of all the information required by the DCS about a specific Customer and the products on which that a Customer has booked. The Customer Product Record contains a number of sections that can be updated during the Customer Acceptance process. It can be displayed in the Customer Application.

Customer Product Table

The Customer Product (CP) table shows customer and product details. The table appears in the top half of every screen in the Customer application once you have identified the Customer. It is updated automatically whenever Customer and details are changed. You cannot edit the CP table directly.

Over the CP table there is a heading. In front of the customer's name you will see a number which identifies the Customer and all details related to him/her. If the customer has multiple flights, the line number includes the details of all flights.

If the customer is linked to other Customers, this column also includes a graphical representation of links.

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 specific details

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

<u>Customer</u> headline shows the Customer name with the name elements in the following order:

- 1. Surname in uppercase
- 2. First name in lower case but capitalized
- 3. Title in lower case but capitalized

If the Customer name is EXST or CBBG, only the surname is shown followed by the words Extra Seat or Cabin Baggage.

In addition to the Customer name, this column may also include any of the following:

- Staff (for staff Customer)
- Infant (for Infant Customer)
- Child (for a child Customer)
- FQTV (for a Customer with FQTV information)
- EXST (for an extra seat)
- CBBG (for cabin baggage occupying a seat)



When the Customer has onward connection or a multi-leg flight, an additional line of information appears in the table for each flight.

| *7 | ⊢ DY32 Acce | 22 05JUN OSL → CPH Copenhagen Kastrup (2) stance Open | | | STD: 09:00 Gate: None Boarding: 08:35 |
|-----|----------------|--|--------------------|---------------------|--|
| | | Customer | Bkg Tkt Cabin Seat | Accept Baggage Info | |
| - 6 | 1 | KOFOED Catherine Ms | FQTV | | |
| - 1 | | + DY3222 OSL-CPH | 🗇 Y | Service, CKIN | |
| L | | + DY3239 CPH-OSL | <u>Г</u> Ү | Service, CKIN | |

The following details are shown, in the following order:

- Direct, multi-leg, or cancelled flight icon
- Marketing carrier code and flight number
- Board point
- Off point
- Customers FQTV

If a cancelled flight segment is shown in the table, the entire line is displayed in grey.

<u>Bkg</u> Heading shows the booking status for the flight:

- SA Space Available
- RQ Request
- WL Waitlist

<u>Tkt</u> shows the ticket status for the flight. The Column can show any of the following:

| Contents | Explanation |
|----------|--|
| | The customer has a paper ticket. |
| e | The customer has an e-ticket. |
| | Ticket information is required for the customer. |
| X | The customer's e-ticket needs to be correctly associated with the flight. |
| Blank | No ticket is required (EXST, for example). |

<u>Cabin</u> shows the cabin in which the Customer is travelling – on Norwegian this will be Y for economy and C for Premium Long haul.

Sec shows the customers three-digit security number. For example: 003

<u>Seat</u> shows the customers seat number for the flight. For example: 15D. If free seating applies to the flight, the word FREE appears instead of the seat number.

<u>Accept</u> heading shows the customers' acceptance status for the flight. This column can show any of the following:

| Contents | Explanation |
|----------|--|
| | The customer has hold baggage. |
| a | The customer has cabin baggage and baggage weight or number of pieces has been recorded. |
| 8 | A problem exists with the customer's baggage. |
| \$ | The customer has an excess baggage charge to be paid or waived. |
| Blank | The customer has no baggage or has unrecorded cabin baggage only. |

Info shows information about the customer and flight that is not indicating in any other columns. This column can contain one or more of the following:

| Contents | Explanation |
|----------------------------------|---|
| (ji) | A comment exists for the customer and flight. |
| Ø | A high-priority comment exists for the customer and flight. |
| S followed by REG | Regulatory data is required for the customer. |
| S followed by AQQ | AQQ clearance is required for the customer. AQQ checks have not been performed or they returned a data error. |
| S followed by STAFF | Staff information is required for the customer. |
| % | The customer is a volunteer for denied boarding for the flight. |
| i 9. | The customer is a volunteer for downgrade for the flight. |
| 9 | The customer is linked to other customers on an onward connection. |
| Qa | The customer has an associated infant on an onward connection. |
| Service codes | SSRs that apply to the customer and flight. These are shown in the following order: 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. This is indicated by an error icon S followed by the word Services. These service codes can only be seen when you display the complete Customer Product Record. |
| FROM followed by an airport code | This means that the customer has an inbound flight originating from the airport shown. |

GUI icons Quick Reference

In Altea CM you have a lot of symbols that shows you the status of the customer. If you do not remember what a specific symbol means, you can always use the Online Help by pressing (F1). You can search for GUI Icons and you can enter the GUI icons quick reference guide.

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| 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. |
| <select role=""></select> | 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. |
| 0 | Indicates help or advice text on the screen. |
| 8 | Indicates that mandatory information is missing from a field or that data was incorrectly entered. The icon disappears when the required data is provided. |
| ۵ | Indicates that your request is in progress. |
| 0 | Indicates that your request is in progress. |
| ø | Indicates that your request was processed successfully. |
| 8 | 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. |
| Advanced Options [F2] | Displayed when a screen has advanced options. Press F2 to display the advanced options fields. |
| 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 |
| | 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. |
| H | 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. |
| C AL | Indicates that online help screens are available. Press F1 to access 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. |
| | Indicates that your request has not been processed successfully. A message is displayed explaining what action to take to rectify this. |

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| | 2 |
|--|--|
| | Indicates that the customer is travelling on a paper ticket. Appears in the CP table. |
| e | Indicates that the customer is travelling on an electronic ticket. Appears in the CP table. |
| X | 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. |
| ţ | Indicates that the customer can be downgraded, for example, from a business class seat to an economy class seat. Appears in the CP table. |
| a | 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. |
| 8 | Indicates there is a 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. |
| Ø | Indicates that a customer has an associated infant on an oncarriage flight, but not the prime flight. |
| | 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. |
| ADVANCE | Indicates that the customer was accepted on the flight with the Advance Acceptance option. Appears in the CP table. |
| SBY | Indicates that the customer was accepted on standby on the flight with the Advance Acceptance option. Appears in the CP table. |
| ×6 | Indicates that the customer has been force accepted and that acceptance has been frozen. The customer cannot be offloaded but can be regraded. |
| VEO RROED | Indicates that the customer was boarded on the aircraft. Appears in the CP table. |
| 0 | 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. |
| Customer EAGLES John Mr +> QF127 SYD+HKG Gold +> CV251 HKG-LHR Emerald 2> =STORMONT Christine Ms +> QF127 SYD+HKG +> QF127 SYD+HKG +> QF127 +> CQF127 SYD+HKG +> QF127 +> CAGLES Daniel Mistr Infant +> QF127 SYD+HKG +> QF127 SYD+HKG +> QF127 SYD+HKG +> QF127 SYD+HKG | A dotted black line indicates that adult customers (or adult customers and CBBG) are linked. A solid blue line indicated a link between an adult customer and an associated infant or EXST. |
| 8 | 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. |

| <u>l</u> | Indicates when customer has volunteered for denied boarding. | | | |
|--------------|--|--|--|--|
| Q | Indicates when customer has volunteered for downgrade. | | | |
| next | Indicates the next activity to be performed. Appears in the Flight Activity List screen. | | | |
| 📑 Very High | Indicates a very high priority message. | | | |
| 📰 High | Indicates a high priority message. | | | |
| C Medium | Indicates a medium priority message. | | | |
| E Low | Indicates a low priority message. | | | |
| Device ready | Indicates that a device is ready. | | | |
| | Arrow used to separate ports in prime flight information. | | | |

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 lcons

| 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. |
| ٤ | 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. |
| £5 | 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. |
| 8 | Extra leg room. The red band at the front indicates the extra leg room. |
| 8008 | Economy class seats. |
| 20 | Jump seat, available for the crew only and used during take-off and landing. |
| 12 13 14 | 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 |



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| K | Column letter. Part of the seat number designation. For example, 12G. |
|--------|--|
| J H | 3 |
| G | |
| ø | Indicates that the seat located next to the icon does not have a view. If there is a screen, it is not directly in front of the seat and does not allow the customer to see anything. Even though the seat is a <i>window seat</i> , 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. |
| ⇒ | Overlaid on the seat to indicate that the seat is assigned. |
| | Seat is not suitable for an unaccompanied minor. |
| 3 | Indicates that the armrest lifts to accommodate an incapacitated or disabled person. |
| Ro. | Seat is suitable for a deportee. |
| × | Seat does not recline or does not recline back as far as other seats. |
| 🕅 or 📲 | Quiet zone. |
| 翅 | No view of the movie screen from this seat. |
| ★ | Preferential seat. |
| Ď | Seat with individual video screen. |
| | Seat with individual air phone. |
| ¥ | Seat with a connection for a laptop. |
| 8 | Smoking seat. |
| ii de | Toilets equipped for an incapacitated or disabled person. |
| | Seat suitable for deportee. |



View Customer

The View Customer (F7) will display the full information stored in the Customer Product Record CPR for a selected customer. Most of the updates you can make to the CPR are made from this screen.

Ensure that the customer whose record you want to display is identified and shown in the CP table or customer list.

| | | Applications Device Navigation Logoff Hel |) | | | | | 04JUN | 12 16:14 💕 🛃 🗙 |
|---------------------------------------|--------------|---|------------------------------------|------------------|-------|----------------|------|--------------|-------------------------------|
| | | Messenger (0) Customer (1) Flight DY322 | (<u>2</u>) JFE Help (<u>3</u>) | | | | | | 261 |
| | | Customer Identification Customer Display | | | | | | | |
| - Shortcuts Acceptance Add Bags | F10 F11 | DY6002 04JUN OSL + TOS Tromso Lang Acceptance Open | nes | | | | | Gate: None | STD: 17:00 Boarding: 16:35 |
| Add Commen | t F3 | Customer | | Bkg Tkt Cabin S | eat | Accept Baggage | Info | | |
| Add FQTV Add Regrade | F4 | 1 CELSIUS Anders Mr | | | | 1 🗅 | | | |
| Add Regrade | F8 F5 | H DY6002 OSL-TOS | | <u> </u> | 1F | <u> </u> | CKIN | | |
| Cancel Accept | | | | | | | | | |
| Find Connecti | | | | | | | | | |
| View Custome | | | | | | | | | |
| Menus | | | | | | | | | |
| Acceptance | SF6 | | | | | | | | |
| Baggage) | SF3 | | | | | | | | |
| Customer) | SF4 | | | | | | | | |
| Disruption | SF1 | Select Customer(s): 1 | | | | | | Expand [SF2] | 1 of 1 Selected |
| ETAS) | SF8 | Selected customers are accepted. Proceed | to display baggage or select | an action on the | left. | | | | |
| Flight | 5F7 | - · · | | | | | | _ | |
| Printing) Seating) | SF10 SF11 | | | | | | | Pr | oceed Back |
| Transfer) | SF9 | | | | | | | _ | |
| View Links | SE5 | | | | | | | | |
| - System | | | | | | | | | |
| Restart | SF12 | | | | | | | | |

Press (F7) and the CPR will be visible.

| | Applications Device Navigation Logoff Help | | 04JUN12 16:16 💕 🛃 🗙 |
|---|---|--|--|
| | Messenger (0) Customer (1) Flight DY3222 (2) JFE Help (3) | | ? a |
| | Customer Identification Customer Display Customer Record | | |
| - Menus Baggage SF3 Cust. Details> F6 | サ DY6002 04JUN OSL ◆ TOS Tromso Langnes Acceptance Open | | STD: 17:00 Gate: None Boarding: 16:35 |
| Cust. Service> SF4 Excess Baggage> F4 | Customer | Bkg Tkt Cabin Seat Accept Baggage Info | |
| Printing SF10 | 1 CELSIUS Anders Mr A + DY6002 04JUN OSL-TOS | 🖾 Y 21F 🖌 🗇 CKIN | |
| Recognition SF7 Regrade Info F12 | | | |
| Seating SF11 | Select Customer: 1 Select Flight(s): A | | Expand [SF2] 1 of 1 Selected |
| Ticket> SF6 Transfer> SF9 | O Select customer to view corresponding record. Refine the 'All Catego | ories' display with F2 function. | |
| - System | Boarding Pass Print Details | | |
| Restart SF12 | DY6002 04JUN OSL-TOS | Printed | |
| | Customer Details | | |
| | MR CELSIUS ANDERS Male | | |
| | Record Locator: CHB64N | | |
| | DY6002 04JUN OSL-TOS | Booking Class: Q Baggage Exists | |
| | DY6002 04JUN OSL-TOS | Channel: JFE | |
| | Passport and Travel Information | | |
| | Surname: CELSIUS Gender: Male | | |
| | Seat Information | | |
| | DY6002 04JUN OSL-TOS | Seat: 21F Preference: None Shuffle: OFF B. Pass: Printed Security Number: 020 | |
| | Special Services | | |
| | DY6002 04JUN OSL-TOS | CKIN CHECK-IN SERVICE REQUEST LUGGAGE 1 PCS | |
| | Ticket Details | | |
| | DY6002 04JUN OSL-TOS | Ticket Number: 3287412458637 Ticket Type: Paper Ticket | |
| | | | |
| | | | Advanced Options [F2] |



In the CPR you will also see the Baggage allowance. It's placed under Special Services. Pressing (F2) Advanced Options, you can select the categories you want to display.

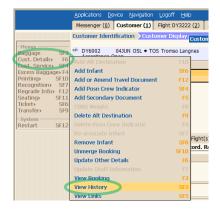
| | Applications Device Navigation Logoff Help | | 04JUN1216:22 💕 🚰 🔀 |
|------------------------------------|--|--|-----------------------|
| | Messenger (0) Customer (1) Flight DY3222 (2) JF | | <u></u> |
| | Customer Identification Customer Display Custome | | |
| - Menus | Customa | | |
| Baggage SF3 | + DY6002 04JUN OSL + TOS Tromso Langnes | | STD: 17:00 |
| Cust. Details⊁ F6 | Acceptance Open | | None Boarding: 16:35 |
| Cust. Service > SF4 | | Bkg Tkt Cabin Seat Accept Baggage Info | |
| Excess Baggage F4 Printing SF10 | | 🖼 Y 21F 🖌 🗂 CKIN | |
| Recognition SF7 | | CKIN | |
| Regrade Info> F12 | | | |
| Seating SF11 | | | |
| Ticket> SF6 Transfer> SF9 | | | |
| | | | |
| - System Restart SF12 | | Select Customer Record Category | |
| INCOLUTE OF 12 | 8 8 | | |
| | Select Customer: 1 Select Flight(s): | (¥) Expand | [SF2] 1 of 1 Selected |
| | Select customer to view corresponding record. Re | Select the categories you want to display. | |
| | Boarding Pass Print Details | Category | |
| | DY6002 04JUN OSL-TOS | 1 APP Check Details | |
| | | 2 AQQ Check Details | |
| | Customer Details | 3 APP Check Details | |
| | MR CELSIUS ANDERS | 4 Baggage Excess Details | |
| | | | |
| | Record Locator: Choo+H | 7 Boarding Pass Print Details | |
| | DY6002 04JUN OSL-TOS | 8 Compensation Information | |
| | | 9 Credit Card and FOID Details | |
| | DY6002 04JUN OSL-TOS | | |
| | Passport and Travel Information | | |
| | Surname: CELSIUS Gender: Male | | |
| | Cash Tafamatian | | |
| | | 15 Seat Information Int OFF D Date: | |
| | DY6002 04JUN OSL-TOS | 16 Special Services | |
| | | | |
| | | 10 Hold Hard Carbon | |
| | DY6002 04JUN OSL-TOS | BAGE 1 PCS | |
| | Ticket Details | Select: [1] | |
| | DY6002 04JUN OSI-TOS | et Type: Paper Ticket | |
| | | | |
| | | | |
| | | S Advance | d Options [F2] Exit |
| | Male Male Record locator: CHB64N DY6002_04JUN_OSL-TOS DY6002_04JUN_OSL-TOS Dysport and Travel Information Seart Information Seart Information DY6002_04JUN_OSL-TOS Dysport and Seart Information Seart Information Dysport and Seart Information Dysport and Seart Information Dysport Seart Information Dysport Benchmark Dysport Seart Information Dysport Benchmark Dysport Seart Information Dysport Benchmark Dysport Seart Information | 5 Baggape Prepad Excess Details 6 Baggape Versel Carls 7 Boarding Pass Print Details 8 Compensition Information 9 Credit Carls on Tomber State 10 Customer Details 12 Frequent Five Information 13 Passport and Travel Information 16 Special Services 17 Staff Details 18 Tricket Details 19 Volunteer Status Select: [1] Information | d Options [F2] Ext |

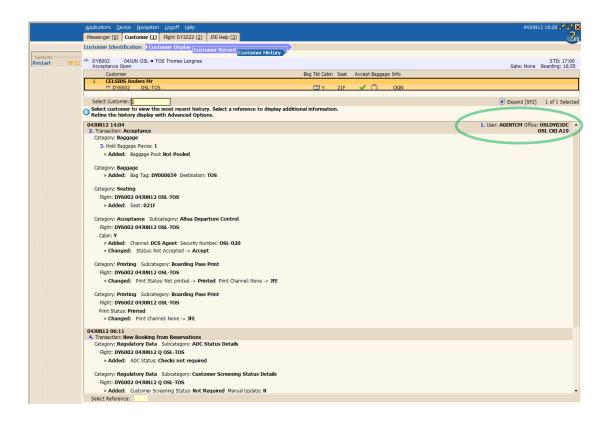
Type the line number of the category(s) that you want to be included in the CPR display. The prompt closes and Customer Record screen is updated to show only those categories.

| | Applications Device Navigation Logoff Help | | 04JUN12 16:23 💕 🚰 🗙 |
|---|---|--|--|
| | Messenger (0) Customer (1) Flight DY3222 (2) JFE Help (3) | | |
| | Customer Identification Customer Display Customer Record | | - |
| - Menus Baggage SF3 Cust, Details> F6 | DY6002 04JUN OSL + TOS Tromso Langnes Acceptance Open | | STD: 17:00 Gate: None Boarding: 16:35 |
| Cust. Service> SF4 | Customer | Bkg Tkt Cabin Seat Accept Baggage Info | |
| Excess Baggage> F4 Printing> SF10 | 1 CELSIUS Anders Mr A + DY6002 04JUN OSL-TOS | 🖾 Y 21F 🖌 🗍 OKIN | |
| Recognition> SF7 | | | |
| Regrade Info> F12 Seating> SF11 | | | |
| Ticket> SF6 Transfer> SF9 | | | |
| - System | | | |
| Restart SF12 | | | |
| | Select Customer: 1 Select Fight(s): A | | Expand [SF2] 1 of 1 Selected |
| | Select customer to view corresponding record. Refine the tailored category display with | 1 F2 function. | |
| | Customer Details | | |
| | MR CELSIUS ANDERS Male | | |
| | Record Locator: CHB64N | | |
| | DY6002 04JUN OSL-TOS | Booking Class: Q Baggage Exists | |
| | DY6002 04JUN OSL-TOS | Channel: JFE | |
| |] | | |
| | | | Advanced Options [F2] |

Display Customer History

You can display the full history of all the systems transactions that you have affected a specific CPR since it was created. After having Customer Record screen open, choose: Customer Details and: View History. The Customer History is displayed.





Customer history consists of a series of transactions. Each transaction represents a type of process that has taken place in the system affecting the Customer on one or more flights. The transaction has one or more categories.

Each category has subcategories.

For each category/subcategory within the transaction, Customer history shows the actual data field that is updated by the process.

Here you can also see which user preformed the transaction, and from which location (office)

Baggage

Under normal circumstances, the Customer baggage is added and accepted during Customer Acceptance.

| | Applications Dev | ice <u>N</u> avigation | Logoff | <u>H</u> elp | | | 12JUN | 12 17:39 💕 🛃 🗙 |
|--|--------------------------|------------------------|-----------|--------------------|-------------------------|-------------------|----------------|-------------------------------|
| | Messenger (<u>0</u>) | Customer (<u>1</u>) | Flight D1 | (6002 (<u>2</u>) | Flight DY6 | 5002 (<u>3</u>) | | ? |
| | Customer Identii | ication Cust | omer Acc | eptance 🔪 | | | | |
| - Shortcuts | | | | | | | | |
| Add Bags F11 Add FOTV F4 | DY6002 Acceptance Op | 12JUN OSL + TO Den | S Tromso | Langnes | | | Gate: None | STD: 17:00 Boarding: 16:35 |
| Add FQTV F4 Add Itinerary F8 | Custome | r | | Bkg Tkt Cal | oin Seat | Accept Bag | ggage Info | |
| Add Service F5 | 1 BULL O | | | | | | | |
| Cancel Accept F6 Find Connection F9 | <u>++ DY60</u> | 02 OSL-TOS | | <u> </u> | | | CKIN | |
| Find Customer F3 | | | | | | | | |
| View Customer F7 | | | | | | | | |
| - Menus | | | | | | | | |
| Baggage> SF3 Cust. Details> F12 | | | | | | | | |
| Cust. Service> SF4 | | | | | | | | |
| Disruption SF8 | | | | | | | | |
| ETAS> F10 Flight Info SF7 | - | er(s) for Accepta | _ | | | | Expand [SF2] | 1 of 1 Selected |
| Printing> SF10 | Enter bag det Baggage | ails and seat p | reference | e (if required | d). ES <u>e</u> atii | าต | | |
| Seating SF11 | | | | | | - | | |
| Ticket > SF6 Transfer > SF9 | Hold Baggage: | Щ | | | Sea | at Preference | e: | |
| View Links SF5 | | | | | | Advance | d Options [F2] | ccept Back |
| - System | | | | | | | | Lack |
| Restart SF12 | | | | | | | | |

Add Baggage

To add bags, type the number of pieces in the Hold Baggage field. When you enter Accept the bag tag and boarding pass will print automatically.

| | <u>A</u> pplicati | ions <u>D</u> evic | e <u>N</u> avigation | Logoff | Help | | | | 12JUN | 12 17:40 💕 🛃 🗙 |
|---|-------------------|----------------------|----------------------|-----------|--------------------|-------|---------|-------------------|------------|-------------------------------|
| | Messen | ger (<u>0</u>) C | ustomer (<u>1</u>) | Flight DY | ′6002 (<u>2</u>) | Flig | ght DY6 | 6002 (<u>3</u>) | | <u></u> ?a |
| | Custom | er Identific | ation Custo | omer Acc | eptance | Acc | eptano | e Information | | |
| - Shortcuts Accept. Figures F9 Add Bags F11 | DY60 |)02 12 ptance Ope | 2JUN OSL + TO n | S Tromso | Langnes | | | | Gate: None | STD: 17:00 Boarding: 16:35 |
| Add Comment F3 | | Customer | | | Bkg Tkt | Cabin | Seat | Accept Baggage | Info | |
| Add Service F10 | - | BULL Ole | | | | | | | | |
| Print B Pass F4 | | 🖖 DY6002 | 2 OSL-TOS | | | Y | 17B | | CKIN | |
| Print Bag Tag F5 View Customer F6 | | | | | | | | | | |

The baggage record is saved with the following information:



- Customer accepted
- A baggage icon appears

Pooled Baggage

When adding baggage for more than two Customers linked together, a baggage pool is created. The Head of Pool (HOP), usually the first Customer selected is assigned the responsibility for all baggage for the entire itinerary. The other Customers in the group are called Member of Pool (MOP).

| | Applications De | wice <u>N</u> avigation | Logoff <u>H</u> elp | | 12JUN | 12 17:49 🗗 🛃 🗙 |
|--|------------------------|------------------------------|----------------------------|------------------|---------------------|-------------------------------|
| | Messenger (<u>0</u>) | Customer (<u>1</u>) | Flight DY6002 (<u>2</u>) | Flight DY6002 (| <u>3)</u> | <u></u> |
| | Customer Ident | ification Custo | omer Acceptance 🔪 | | | |
| - Shortcuts Add Bags F11 Add FQTV F4 | DY6002 Acceptance C |)pen | S Tromso Langnes | | Gate: None | STD: 17:00 Boarding: 16:35 |
| Add Itinerary F8 Add Service F5 | Custom | | Bkg Tkt Cal | bin Seat Acce | pt Baggage Info | |
| Cancel Accept F6 | | I Helene Ms 002 OSL-TOS | <u> </u> | | CKIN | |
| Find Connection F9 | | I Hilde Mrs | | | | |
| Find Customer F3 View Customer F7 | 3 NTI SEN | | 🚍 Y | | CKIN | |
| - Menus | → DY6 | I Kristine Ms 002 OSL-TOS | 🚍 Y | | CKIN | |
| Baggage) SF3 | 4 . NILSEN | | | | | |
| Cust. Details> F12 Cust. Service> SF4 | * * DY6 | 002 OSL-TOS | 🚍 Y | | CKIN | |
| Disruption ► SF8 | | | | | | |
| ETAS> F10 | Select Custon | ner(s) for Accepta | nce: 1-4 | | Expand [SF2] | 4 of 4 Selected |
| Flight Info SF7 Printing> SF10 | | mer(s) to accept. | . Enter bag details a | | ence (if required). | |
| Seating SF11 | <u>B</u> aggage | | | S <u>e</u> ating | | |
| Ticket > SF6 Transfer > SF9 | Hold Baggage | | | Seat Pref | erence: | |
| View Links SF5 - System | | | | 😮 Ad | vanced Options [F2] | accept Back |
| Restart SF12 | | | | | | |

If we add 4 pieces of bags to multiple Customers it will show a bag icon on all the Customers linked together

| | Customer | | Bkg T | kt Cabin | Seat | Accept | Baggage | Info | |
|-----|-------------------------------------|---------|-------|----------|------|--|---------|--------------|---------------|
| 1 : | • NILSEN Helen | ne Ms | | | | | | | |
| | <table-cell-rows></table-cell-rows> | OSL-TOS | 6 | 🗐 Y | 12E | Image: A set of the set of the | | CKIN | |
| 2 | NILSEN Hilde | Mrs | | | | | _ | | |
| | 🖖 DY6002 | OSL-TOS | Ē | 🗐 Y | 12F | Image: A set of the set of the | | CKIN | |
| 3 | NILSEN Kristi | | | | | | _ | | |
| | 🖖 DY6002 | | C | 🗐 Y | 12D | Image: A second s | | CKIN | |
| 4 | ··· NILSEN Rune | Mr | | | | | _ | | |
| | 🕂 DY6002 | OSL-TOS | 6 | 🗐 Y | 12C | Image: A set of the set of the | | CKIN | |
| | | | | | | | | | |
| | | | | | | | 9 | E | 1.0.1 |
| | | | | | | | € | Expand [SF2] | 4 Customer(s) |



| | Applications Device | Navigation Logo | off Help | | | 121UN | 12 17:55 🗗 🗗 🗙 |
|----------------------|-----------------------------|---------------------------|---------------------------|---------|---|--------------|-----------------|
| | | | | 11.510 | | 125011. | |
| | Messenger (<u>0</u>) Cus | tomer (<u>1</u>) Flight | : DY6002 (<u>2</u>) Fli | gnt DYe | 5002 (<u>3</u>) | | fi |
| | Customer Identificat | ion Customer . | Acceptance Acc | eptan | ce Information | | |
| - Shortcuts | | | | | | | |
| Accept. Figures F9 | | N OSL + TOS Tro | mso Langnes | | | 6-1 | STD: 17:00 |
| Add Bags F11 | Acceptance Open | | | , | | Gate: None | Boarding: 16:35 |
| Add Comment F3 | Customer | | Bkg Tkt Cabin | Seat | Accept Baggag | e Info | |
| Add Service F10 | 1 : NILSEN Hele | ne Ms | | | | | |
| Print B Pass F4 | ++ DY6002 | OSL-TOS | 🗂 Y | 12E | V 🗅 | CKIN | |
| Print Bag Tag F5 | 2 NILSEN Hild | e Mrs | | | | | |
| View Customer F6 | ++ DY6002 | OSL-TOS | 🖂 Y | 12F | Image: A transformed and tr | CKIN | |
| Menus | 3 •• NILSEN Krist | tine Ms | | | | | |
| Baggage SF3 | Add Bags | E11 DS | 📼 Y | 12D | Image: A transformed and tr | CKIN | |
| Customer> SF4 | - | | | | | | |
| Flight > SF7 | Display Baggage | F9 DS | 📼 Y | 12C | Image: A marked block in the second secon | CKIN | |
| Identification > SF8 | Excess Calculator | SF9 | | | | | |
| Linking SF5 | Pay Excess | F10 | | | | | |
| Printing SF10 | 1 - C C C C C C C C | | | | | Expand [SF2] | 4 Customer(s) |
| Seating SF11 | Revert Waiver | SF8 | | | | | |
| Ticket) SF6 | Waive Excess | F8 | | | | | |
| Transfer⊁ SF9 | -Customer Informati | on | | | | | |

If you want to see more information of the baggage for these multiple customers you can press Baggage from the Menu Shift + (F3) and choose Display baggage (F9).

| | _ | | <u>D</u> evice <u>N</u> | | | off <u>H</u> elp | | | | _ | ." <u> </u> |
|---|----|-------------------------------|---|------------------|---|------------------------------|-----------|-------------------------------|----------------------------|-----------------|--------------------|
| | Μ | lessenger (<u>0</u>) | Custo | mer (<u>1</u>) | Fligh | t DY6002 (<u>2</u>) F | light DY6 | 5002 (<u>3</u>) M | y Preferences (<u>4</u>) | | fi |
| | Cu | stomer Idei | ntification | n > Cust | omer | Acceptance Ac | ceptan | te Informatio | on Baggage Dis | play | |
| - Shortcuts Add Bags F3 Amend Bags SF4 Amend Weight F4 | + | DY6002 Acceptance Custo | Open | OSL + TO |)S Tro | mso Langnes Bkg Tkt Cabin | Seat | Accept Bagg | Gate: None Jage Info | STD Boarding | : 17:00 : 16:35 |
| Cancel Bags F6 Depool Bags F8 Excess Calculator F9 | | ++ D1 | E <mark>N Helene</mark> '6002 'N Hilde Mr | OSL-TOS | | <u>т</u> ү | 12E | ✓ □ | CKIN | | |
| Pay Excess F10 Print Bag Tag F5 | | 3 NILSE | '6002 N Kristine | OSL-TOS | | 🗇 Y | 12F | | CKIN | | |
| Revert Waiver SF8 Update Bags F12 Waive Excess F11 | | 4 - NILSE | N Rune M | | | T Y | 12D | | CKIN | | |
| - Menus Baggage> SF3 | | ነታ | | OSL-TOS | | C Y | 12C | · _ | CKIN | | |
| Printing ► SF10 World Tracer ► SF7 | 0 | Select Custo Select the | | | bagg | age information. | | (| Expand [SF2] | 1 of 4 | Selected |
| - System Restart SF12 | B | aggage | 4 8 10 5 | | | | | Information stomers in Poo | -h 1 4 | | |
| | | Hold Baggai | je: 4 piec | es | | | | ad of Pool: | 1 | | |
| | 0 | Below are t | he indivi | dual bag | gage | details. | | | | _ | |
| | | Tag Numbe | r From | То | Acc | Class Owner | | Tag Type Info |) | Status | |
| | 1 | DY000872 | OSL | TOS | Image: A start of the start of | Υ | | Auto | | Active | |
| | 2 | DY000873 | OSL | TOS | ✓ | | | Auto | | Active | |
| | 3 | DV000874 | OSI | TOS | 1 | v | | Auto | | Active | · · · · · · |
| | | | | | | | | | | | 4 Bag(s) |
| | | | | | | | | | | | Exit |

In the column of Pool Information you will see how many customers in Pool and who the Head of Pool are. In this case its customer no 1.

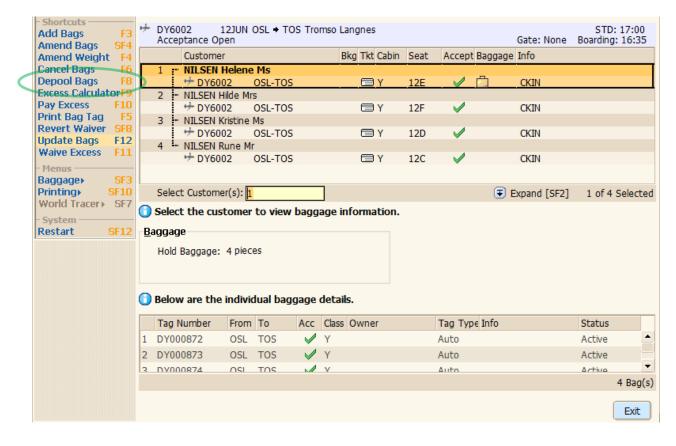
You will also see that the Shortcuts and Menu on the left changes when you access the Baggage menu.

From this side you can Add Bags, Amend Bags and Cancel Bags etc.



Depooling Bags

Press the Depool Baggage button. The baggage pool is dissolved and all baggage records are associated to the HOP. Once the Depool is done, it cannot be pooled again unless all bags are cancelled.





Cancel Baggage

| | Applica | itions <u>D</u> e | vice <u>N</u> a | vigation | Logo | ff <u>H</u> ∈ | .lp | | | | 12JUN: | 12 18:33 💕 🛃 🗙 |
|--------------|---------|----------------------|-----------------|-----------|-----------------------|---------------|-------------------|------------|---|-----------|------------------------|-------------------------------|
| | Messe | nger (<u>0</u>) | Custon | | | |)2 (<u>2</u>) F | light DY6 | 5002 (<u>3</u>) | | eferences (<u>4</u>) | |
| | er Iden | tification | Custo | mer Acc | eptan | ce 🔀 | | e Inforn | nation _F | Doggogo | Dioplau | gage Removal |
| | | | | | | | | | | bayyaye | Bag Bag | |
| Restart SF12 | | 5002 eptance O | 12JUN C | SL + TO | S Tron | nso Lar | ngnes | | | | Gate: None | STD: 17:00 Boarding: 16:35 |
| | | Custom | | | | Bk | g Tkt Cabin | n Seat | Accept | t Baggage | Info | |
| | 1 | NILSEN | | | | | | | 4 | <u> </u> | | |
| | L | DY60 NILSEN | | DSL-TOS | | | <u> </u> | <u>12E</u> | | | CKIN | |
| | 2 | | | DSL-TOS | | | | 12F | | | CKIN | |
| | 3 | NILSEN | | | | | | | the second se | | | |
| | | 🤟 DY60 | | OSL-TOS | | | 📼 Y | 12D | \checkmark | | CKIN | |
| | 4 | •• NILSEN •• DY60 | | OSL-TOS | | | T Y | 120 | | | CKIN | |
| | | 7 D 10 | JUZ (| JSL-105 | | | L Y | 12C | × | | CKIN | |
| | Col | ect Custom | | | | | | | | , | Survey of Corpol | 1 -6 4 Colombad |
| | - | | | | | | | | | | Expand [SF2] | 1 of 4 Selected |
| | 🖰 Ent | er the rov | w numbe | er(s) cor | respor | nding | to the ba | g(s) to r | emove. | | | |
| | Tag | Number | From | То | Acc | Class | Owner | | Tag T | ype Info | | |
| | 1 DY | 000872 | OSL | TOS | | Y | | | Auto | | | |
| | 2 DY | 000873 | OSL | TOS | ✓ | Y | | | Auto | | | |
| | 3 DY | 000874 | OSL | TOS | | Y | | | Auto | | | - |
| | Sele | ect Bags: 1 | -2 | | | | | | | | | 2 of 4 selected |
| | C Ent | er the nu | mber of | nieces o | f bag | age t | o be remo | oved. | | | | |
| | Baqqa | | | | 9 | | | | | | | |
| | | - | | | | | | | | | | |
| | Hol | d Baggage | : | | | | | | | | | |
| | | | | | | | | | | | | |
| | | | | | | | | | | | | |
| | | | | | | | | | | | Re | move Exit |

Identify the Customer(s), choose cancel bag option and type the line number of the bags to be removed. It can only remove baggage for one Customer or a pool at a time.

Activate Transfer Baggage

When you have a Customer(s) with inbound connection, it is possible that a bag may have a different acceptance status on each leg of a flight.

The baggage will be labeled to final destination, but it may not be active for the onward connection. The bag tag will be activated automatically when scanned at Bag Drop or Self Bag Drop. If this is not possible you can activate it manually.

If the Customer can declare baggage on final destination, the baggage will automatically be active on both legs.



Customers accepted in CPH travelling through OSL with onward to EVE – will have to declare their baggage in OSL.

When they are accepted in CPH it will look like this:

| | Applications De | vice <u>N</u> avigation | <u>L</u> ogoff <u>H</u> elp | | | 31MAY | 12 10:03 🗗 🛃 🗙 |
|---|-------------------------|------------------------------|-----------------------------|------------|----------------|--------------|-------------------------------|
| | Messenger (<u>0</u>) | Customer (<u>1</u>) | Flight DY941 (<u>2</u>) | | | | <u></u> |
| | Customer Ident | ification Custo | omer Acceptance | Acceptant | e Information | | |
| - Shortcuts Accept. Figures F9 Add Bags F11 | + DY941 Acceptance (| | OSL Oslo Gardern | noen | | Gate: None | STD: 15:40 Boarding: 15:20 |
| Add Comment F3 | Custom | ier | Bkg Tkt | Cabin Seat | Accept Baggage | e Info | |
| Add Service F10 | | Johannessen Li | | | | | |
| Print B Pass F4 Print Bag Tag F5 | + DY9 | | | | | CKIN | |
| View Customer F6 | 2 - HANSE | 64 OSL-EVE N Oddbjoern Mr | | Y 5B | | CKIN | |
| - Menus | * † DY9 | | | Y 3A | | CKIN | |
| Baggage) SF3 | 🤟 DY3 | 64 OSL-EVE | | Y 5C | | CKIN | |
| Customer> SF4 | | | | | | | |
| Flight SF7 | | | | | | | |
| Linking SF5 | | | | | | | |
| Printing> SF10 Seating> SF11 | | | | | € | Expand [SF2] | 2 Customer(s) |

On the onward connection there will be a symbol showing that there is an issue with their baggage in OSL.

| | A | pplications | <u>D</u> evice | <u>N</u> avi | gation | Logo | ff <u>H</u> | elp | | | | 31MAY | 12 10:05 🗗 🛃 🗙 |
|---|----|--------------------------------|---|-----------------------------------|--------|-----------------------|-------------|------------------------------------|------------------------------|-----------|----------|--------------|-------------------------------|
| | 1 | Aessenger (<u>0</u> |) Cu | stome | er (1) | Flight | DY94 | 1 (<u>2</u>) | | | | | <u></u> ?a |
| | Cu | istomer Ide | entifica | tion | Cust | omer A | Accep | tance 🔀 Ac | ceptan | ice Info | rmation | Baggage Dis | play |
| - Shortcuts Add Bags F3 Amend Bags SF4 Amend Weight F4 Cancel Bags F6 Depool Bags F8 Excess Calculator F9 Pay Excess F10 Print Bag Tag F5 Revert Waiver SF8 Update Bags F12 Waive Excess F11 - Menus Baggage SF3 | ++ | ++ D ++ D 2 HANS ++ D | e Open omer TZJOH/ Y941 Y364 | ANNES CP OS dbjoer CP | SEN LI | inda M | B | Tkt Cabin Y Y Y Y Y | Seat 3B 5B 3A 5C | Accep | t Baggag | Gate: None | STD: 15:40 Boarding: 15:20 |
| Printing SF10 | | Select Cust | tomer(s |): 1 | | | | | | | € | Expand [SF2] | 1 of 2 Selected |
| World Tracer⊁ SF7 | G | Select the | custor | ner to | o view | bagga | ge in | formation. | | | | | |
| - System Restart SF12 | гB | aggage | | | | | | | Pool Information | | | | |
| | | Hold Bagga | age: 21 | pieces | | | | | Cu | istomers | in Pool: | 1-2 | |
| | | | | | | | | | He | ead of Po | ool: | 1 | |
| | | | | | | | | | | | | | |
| | C | Below are | the inc | dividu | al bag | gage d | letails | | | | | | \frown |
| | | Tag Numb | er F | rom | То | Acc | Class | Owner | | Tag T | ype Info |) | Status |
| | 1 | DY001246 | | | OSL | ✓ | Y | | | Auto | | | Active |
| | | | | DSL I | | ✓ | | | | | | | Inactive |
| | 2 | DY001247 | | | OSL | | Y | | | Auto | | | Active |
| | | | 0 | DSL I | EVE | ✓ | | | | | | | Inactive |
| | | | | | | | | | | | | | 2 Bag(s) |

When you enter the Baggage Menu, Shift + (F9) and choses Display baggage (F3). You will see that the baggage is active from CPH to OSL, but inactive on the onward connection.



When the Customer arrives in OSL, their CPR will look like this:

| | Applications Device Navigation Logoff Help | 31MAY12 10:12 💕 🛃 🗙 |
|--|---|--|
| | Messenger (0) Customer (1) | |
| | Customer Identification Customer Display | |
| - Shortcuts Acceptance F10 Add Bags F11 | → DY364 31MAY OSL → EVE Harstad-narvik Evenes Apt Acceptance Open | STD: 17:50 Gate: None Boarding: 17:25 |
| Add Comment F3 | Customer Bkg Tkt Cabin Seat Accept | Baggage Info |
| Add FQTV F4 Add Regrade F8 | 1 ··· LODTZJOHANNESSEN Linda Mrs → DY364 OSL-EVE □ Y 5B | CKIN, From CPH |
| Add Service F5 Cancel Accept F6 | 2 En HANSEN Oddbjoern Mr | |
| Find Connection F9 | ++ DY364 OSL-EVE 🖾 Y 5C 🖌 | CKIN, From CPH |
| View Customer F7 | | |
| - Menus Acceptance> SF6 | | |
| Baggage) SF3 | | |
| Customer> SF4 | | |
| Disruption F12 | | Expand [SF2] 2 of 2 Selected |
| Flight) SFZ | Selected customers are accepted. Baggage not ready to be loaded Proceed to complete Baggage information. | a. |
| Printing> SF10 Seating> SF11 Transfer> SF9 | ······································ | Proceed Back |

A manually activation of the bag tag, this can be done from both check in or at the gate. When the customer is identified, you will see that the info icon is displayed, and an explanation below that says that you must complete Baggage information.

When you press enter to proceed, the system will ask you to choose the bags that are going to be activated.

| | Applicat | tions <u>D</u> evi | ce <u>N</u> a | vigation | Fodo. | ff <u>H</u> ∈ | ip. | | | | 31MAY: | 12 10:20 🗗 🛃 🗙 |
|--------------|---------------|---------------------|---------------|------------------|---|---|-------------|-----------|--|----------|--------------|-------------------------------|
| | Messer | nger (<u>0</u>) 🚺 | Custon | 1er (<u>1</u>) | | | | | | | | ? a_ |
| | Custom | er Identifi | ication | Custo | omer D | isplay | Bag Drop | | | | | |
| - System | | | | | | | | | | | | |
| Restart SF12 | + DY3 Acce | 64 3 eptance Op | | OSL ♦ E\ | /E Hars | tad-na | rvik Evenes | Apt | | | Gate: None | STD: 17:50 Boarding: 17:25 |
| | | Customer | | | | 1 A A A A A A A A A A A A A A A A A A A | g Tkt Cabin | Seat | Accep | t Baggag | je Info | |
| | 1 | LODTZJO | | | nda M | rs | | | | | | |
| | | HANSEN | | OSL-EVE | | | <u> </u> | <u>58</u> | | | CKIN, From (| СРН |
| | 2 | + DY364 | | DSL-EVE | | | 📼 Y | 5C | Image: A second s | | CKIN, From (| СРН |
| | | | | | | | | | | | | |
| | | | | | | | | | | | | |
| | | | | | | | | | | | | |
| | | | | | | | | | | | | |
| | 1 | | | | | | | | | € | Expand [SF2] | 1 of 2 Selected |
| | | | | | | | | | | | | |
| | | Number | From | | | | Owner | | Tag T | ype Info |) | Status |
| | 1 DY0 | 01246 | CPH | OSL | | Y | | | Auto | | | Active |
| | | | OSL | | ✓ | | | | | | | Inactive |
| | 2 DY0 | 01247 | | OSL | · · · · | Y | | | Auto | | | Active |
| | | | | EVE | Image: A start of the start of | | | | | | | Inactive |
| | Sele | ct Bags: 1-2 | 2 | | | | | | | | | 2 of 2 selected |
| | 🔵 Som | e selected | bags a | are not a | active. | Upda | te to activ | ate bag | js. | | | |
| | Baggag | ge | | | | | | | | | | |
| | Hold | - Baggage: | 2 | | | | | | | | | |
| | | | | | | | | | | | | |
| | | | | | | | | | | | U | odate Exit |



When pressing enter to Update, the two bags will be active to EVE. When scanning the bag tags at check in, it will display the Customers and you will have to press Update to activate the tags.

Add Transfer Baggage

Sometimes when customers with onward connection travel with baggage, you will have to add their transfer bag.

Identify the customer and press Add Bag (F11).

| | <u>Applications</u> | | | f <u>H</u> elp | | | 14JUN | 12 12:37 🗗 🗹 🗙 |
|------------------------------------|----------------------|-----------------------------|---------------|---------------------|---|---------------|----------------|-------------------------------|
| | Messenger (| | | DY6002 (<u>2</u>) | | | | |
| | Customer Id | entification > | Customer A | cceptance | Add Bag | | | |
| - Shortcuts Excess CalculatorF9 | DY6002 Acceptance | 14JUN OSL | + TOS Trom | | Huu bug | _ | Gate: None | STD: 17:00 Boarding: 16:35 |
| Menus | | | | | | | | Boarding: 16:35 |
| Baggage⊧ SF3 | | tomer | | BKg IKt | Cabin Seat | Accept Baggag | le Into | |
| - System | | ELAND Gustav | L-TOS | | ~ | | CKIN | |
| Restart SF12 | - <u></u> | 710002 031 | L-103 | | | | CKIN | |
| | | tomer(s): 1 gage pieces. | | | | ۲ | Expand [SF2] | 1 of 1 Selected |
| | Additional | Hold Baggage: | 1 | | | | | |
| | Audicional | noid bayyaye: | 1 | | | | | |
| | If applical | ole, enter deta | ails for each | bag. | | | | |
| | Tag Numbe | er From | То | Acc Clas | s Owner | Та | g Type 🛛 Inf | fo |
| | 1 DY123456 | OSL | TOS 👻 | | <select< th=""><th>Custom 💌 Ma</th><th>nual 🔽</th><th></th></select<> | Custom 💌 Ma | nual 🔽 | |
| | | | | | | | nual ansfer | |
| | | | | | | | | 1 Bag |
| | | | | | | | Ad | d Bag Exit |

Enter Additional Hold Baggage. Fill in the Tag Number(s) and select Tag Type. You can choose between Transfer or Manual, none of the options will print the tag.

| | Application | s <u>D</u> evic | e <u>N</u> avigation | Logo | ff <u>H</u> elp | | | 14JUN | 12 12:55 💕 🛃 | | |
|--|-----------------------|------------------|----------------------|--|-----------------|------------------------------|---------------|------------|-------------------------------|--|--|
| | Messenge | r (0) C | ustomer (1) | Flight | DY6002 (2) | | | | | | |
| | | | | | Acceptance >Ac | ceptance Inf | ormation Ba | ggage Dis | play | | |
| Shortcuts Add Bags F3 Amend Bags SF4 | + DY6002 Accept | 2 14 ance Ope | 4JUN OSL → T | OS Tron | nso Langnes | | G | ate: None | STD: 17:00 Boarding: 16:35 | | |
| Amend Weight F4 | C | ustomer | | | Bkg Tkt Cabin | Seat Acce | pt Baggage Ir | nfo | | | |
| Cancel Bags F6 | 1 VIGELAND Gustav Mr | | | | | | | | | | |
| Depool Bags F8 Excess Calculator F9 | * | DY600: | 2 OSL-TO | 5 | <u> </u> | <u>18C 🗸 🗸 🗸 🗸 🗸 🗸 🗸 🗸 🗸</u> | | CKIN | | | |
| av Excess F10 | | | | | | | | | | | |
| rint Bag Tag F5 | | | | | | | | | | | |
| evert Waiver SF8 | | | | | | | | | | | |
| pdate Bags F12 | | | | | | | | | | | |
| Vaive Excess F11 | | | | | | | | | | | |
| Menus | | | | | | | | | | | |
| aggage> SF3 rinting> SF10 | Coloct | Customor | (a) It | | | | | and formal | 1 -61 Colored | | |
| Vorld Tracer ► SF7 | Select Customer(s): 1 | | | | | | | | | | |
| System | Select 1 | the cust | omer to view | bagga | ge information. | | | | | | |
| estart SF12 | Baggage | | | | | | | | | | |
| | Lield Da | ggage: | 2 pieces | | | | | | | | |
| | HOID Ba | iggage: . | 3 pieces | | | | | | | | |
| | | | | | | | | | | | |
| | - | | | | | | | | | | |
| Error processing | Below a | are the i | ndividual bag | igage d | letails. | | | | | | |
| light acceptance | Tag Nu | mber | From To | Acc | Class Owner | Tag | Type Info | | Status | | |
| tatus timings usiness rule. | 1 DY1234 | 456 | OSL TOS | V | Y | Tran | sfer | | Active | | |
| 1 bag accepted. | 2 DY234 | 567 | OSL TOS | Image: A start of the start | Y | Man | ual | | Active | | |
| 1 bag tag sent. | 3 DY000 | 923 | OSL TOS | Image: A start of the start | Y | Auto | | | Active | | |
| | | | | | | | | | 3 Bag | | |
| | | | | | | | | | Exit | | |
| | | | | | | | | | | | |



As you can see, this customer has three different Tag Types.

Accept baggage to first destination

The Customer may ask you to label their baggage to first destination:

| | Applications De | evice <u>N</u> avigation | Logoff <u>H</u> e | p | | 31 | MAY12 09:56 💕 🚰 🏼 | | | | | |
|---|---|--------------------------|-------------------|-------------|------------------|-----------------------|-----------------------------------|--|--|--|--|--|
| | Messenger (<u>0</u>) | Customer (<u>1</u>) | Flight DY940 | (2) | | | ? | | | | | |
| | Customer Ident | tification Cust | omer Accepta | ance | | | | | | | | |
| Add Bags F11 Add FOTY F4 | DY940 Acceptance (| 31MAY OSL + C | PH Copenhage | n Kastrup (| 2) | Gate: N | STD: 14:00 one Boarding: 13:35 | | | | | |
| Add FQTV F4 Add Itinerary F8 | Custom | her | Bkg | Tkt Cabin | Seat | Accept Baggage Info | | | | | | |
| Add Service F5 | | JOHANNESSEN L | | | | | | | | | | |
| Cancel Accept F6 Find Connection F9 | 😁 DY9 | | | 📥 Y | ЗF | CKIN | | | | | | |
| Find Connection F9 Find Customer F3 | <u>++ DY3</u> | 092 CPH-AAL | | <u> </u> | _12F | CKIN | | | | | | |
| View Customer F7 | 2 HANSE | | | ΠY | 3E | CKIN | | | | | | |
| Menus | + DY3 | | | ΞÝ. | 12E | CKIN | | | | | | |
| Baggage> SF3 Cust. Details> F12 Cust. Service> SF4 Disruption> SF8 | | | | | | | | | | | | |
| ETAS> F10 | Select Custor | mer(s) for Accepta | ance: 1-2 | | | Expand [| SF21 2 of 2 Selecte | | | | | |
| Flight Info SF7 | | | | letails and | seat r | | 5123 2012 566000 | | | | | |
| Printing SF10 | Select customer(s) to accept. Enter bag details and seat preference (if required). Baggage | | | | | | | | | | | |
| Seating SF11 Ticket SF6 | Hold Baggage | . 1 | | | Seat Preference: | | | | | | | |
| Transfer> SF9 | noid baggage | . 1 | | | | | | | | | | |
| View Links SF5 | | | | | | Advanced Options [F2] | Accept Back | | | | | |
| - System Restart SF12 | Question | | | | | | × | | | | | |
| | Question X You have selected advanced options. Select one or more of the following Advanced Option(s): 1 Enter short tag, manual tag 2 Enter bags for each individual customer 3 Enter seat preference for each customer 4 Use advanced acceptance options (e.g. Standby, Through Check-in) 5 Accept customers on specific flights Select: Image: | | | | | | | | | | | |

When adding the baggage, use (F2) to display Advanced Options. Choose option 1.



| | Applications | Dovico | Navigation | Logoff | Holp | | | | 21MAV | 12 09:58 💕 🛃 |
|---|-----------------------|-------------------|-----------------------|-----------|----------|--|------------------------------|----------------|--------------|-------------------------------|
| | Messenger (| _ | omer (1) | | Y940 (2) | | | | STMAT | |
| | | | | - | | | | | | |
| | Customer Id | lentificati | on Custo | omer Acc | ceptance | <u>> </u> | | | | |
| Add Bags F11 Add FOTY F4 | DY940 Acceptan | | | PH Copen | hagen Ka | trup | (2) | | Gate: None | STD: 14:00 Boarding: 13:35 |
| Add Itinerary F8 | Cus | tomer | | | Bkg Tkt | Cabin | Seat | Accept Baggag | ge Info | |
| Add Service F5 | | | NNESSEN Li | inda Mrs | | | | | | |
| Cancel Accept F6 | | DY940 | OSL-CPH | | | | ЗF | | CKIN | |
| Find Connection F9 Find Customer F3 | | DY3092 | CPH-AAL | | | Y | _12F | | CKIN | |
| View Customer F7 | | NSEN Odd DY940 | Ibjoern Mr OSL-CPH | | | ~ | 3E | | CKIN | |
| - Menus | | DY3092 | CPH-AAI | | | | 3E 12E | | CKIN | |
| Baggage> SF3 Cust. Details> F12 Cust. Service> SF4 Disruption> SF8 | | | | | | | | | | |
| ETAS F10 | Select Cu | stomer(s) | for Accepta | nce: 1-2 | | | | | Expand [SF2] | 2 of 2 Selecter |
| Flight Info SF7 Printing⊁ SF10 Seating⊁ SF11 | Select cu: Baggage | stomer(s) |) to accept | . Enter b | ag detai | ls and | d seat pr S <u>e</u> atin | eference (if r | equired). | |
| Ticket⊁ SF6 Transfer⊁ SF9 View Links SF5 | Hold Bagg | gage: 1 | | \frown | | | Sea | t Preference: | | |
| | Tag Numb | er | From To | D | Acc C | ass | Owner | ٦ | Fag Type | Info |
| - System Restart SF12 | | | OSL A | AL 🔽 | | | | A | Auto | |
| | | | | PH AL | | | | | | |
| | | | | | | | | 🕱 Basic O | ptions [F2] | 0 Back |

Choose the first destination, CPH in this case.



Tickets

Norwegians customers will have a ticketless booking or an e-ticket.

Most of the customers will have a ticketless booking, which means that they have booked their journey through Norwegians website. All these booking will have the symbol of a paper ticket in the CPR.

Electronic Tickets (E-ticket) are booked through travel agencies around the world. The E-ticket is stored electronically in the airline system and when you check in a customer with E-ticket the system will search to find an E-ticket association.

Here you can see the symbol of an associated E-ticket.

e

Unassociated E-tickets will show like this.

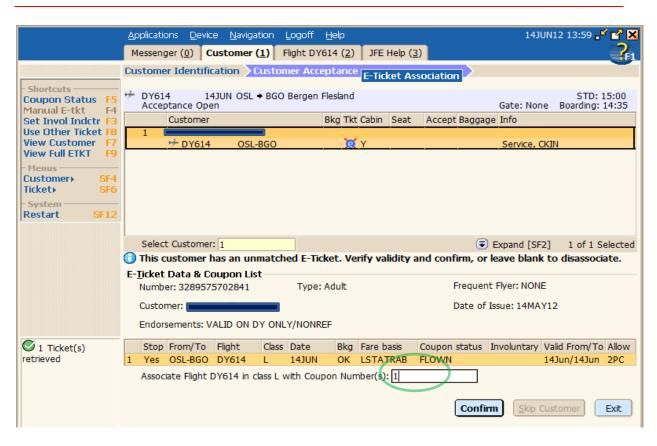


| | Applications | <u>D</u> evice <u>N</u> avigation | Logoff | Help | | | | 14JUN | 12 13:57 💕 🛃 🗙 |
|--|------------------------|---|-----------|-------------------|--------|-------------------|----------------|-----------------|-------------------------------|
| | Messenger (<u>0</u>) | Customer (<u>1</u>) | Flight D1 | Y614 (<u>2</u>) | JFE H | Help (<u>3</u>) | | | 2 |
| | Customer Ider | ntification Cust | omer Acc | eptance | | | | | |
| - Shortcuts Add Bags F11 Add FQTV F4 | DY614 Acceptance | 14JUN OSL + BO | GO Bergen | Flesland | | | | Gate: None | STD: 15:00 Boarding: 14:35 |
| Add Itinerary F8 | Custo | mer | | Bkg Tkt (| Cabin | Seat | Accept Baggage | Info | |
| Add Service F5 Cancel Accept F6 | 1 ++ DY | '614 OSL-BGC |) | ্র ব | v | | | Service, CKI | M |
| Find Connection F9 | | 014 052-000 | , | | | | | _ Jervice, Cita | |
| Find Customer F3 View Customer F7 | | | | | | | | | |
| - Menus | | | | | | | | | |
| Baggage) SF3 | | | | | | | | | |
| Cust. Details> F12 Cust. Service> SF4 | | | | | | | | | |
| Disruption) SF8 | | | | | | | _ | | |
| ETAS► F10 Flight Info SE | | omer(s) for Accept | | | | | | Expand [SF2] | 1 of 1 Selected |
| Printing) SF10 | | ociation is requir associate, overri | | | auirer | ment. | | | |
| Seating> SF11 Ticket> SF6 | | eting Requiremen | | | | | | | |
| Transfer> SF9 | Override: N | | | | | | | | |
| View Links SF5 | oranide. In | | | | | | | | |
| - System | | | | | | 8 | Advanced Optio | ns [F2] Pro | bceed Back |
| | | | | | | 0 | | | |

Associating Electronic Tickets

If the e-ticket is not associated you will have a warning that tells you to proceed to associate.





The system will ask for selecting the right coupon. In this case there is only one, and it matches the itinerary. Type the line number of the coupon and enter to confirm. It's mandatory to have a ticket for the customer; otherwise you will not be able to accept them.

Ticketless

If the customer is a ticketless booking, and the ticket number is missing it will look like this. In most cases the booking has been made by an agency that never issued the ticket.



| | Applications De | vice <u>N</u> avigation | Logoff | Help | | | 14JUN | 12 18:14 🗗 🛃 🗙 |
|--|------------------------------------|--------------------------|-----------|----------------------|-----------|-----------------|--------------|-------------------------------|
| | Messenger (<u>0</u>) | Customer (<u>1</u>) | Flight DY | ′6002 (<u>2</u>) J | FE Help (| 3) | | ? |
| | Customer Ident | ification >Cust | omer Sele | ection Cus | tomer A | cceptance | | |
| - Shortcuts Add Bags F11 Add FOTV F4 | + DY6002 Acceptance C | 14JUN OSL → TO losing | OS Tromso | Langnes | | | Gate: None | STD: 17:00 Boarding: 16:35 |
| Add Itinerary F8 | Custom | er | | Bkg Tkt Cabir | n Seat | Accept Baggage | Info | |
| Add Service F5 | | N Kaare Mr | | | | | | |
| Cancel Accept F6 | | 02 OSL-TOS | | <u> </u> | | | CKIN | |
| Find Connection F9 Find Customer F3 | | | | | | | | |
| Find Customer F3 View Customer F7 | | | | | | | | |
| | | | | | | | | |
| - Menus Baqqaqe> SF3 | | | | | | | | |
| Baggage ► SF3 Cust. Details ► F12 | | | | | | | | |
| Cust. Service> SF4 | | | | | | | | |
| Disruption ► SF8 | | | | | | | | |
| ETAS F10 | Select Custon | ner(s) for Accepta | ince: 1 | | | Ŧ E | Expand [SF2] | 1 of 1 Selected |
| Flight Info SF7 | Ticket details | are required fo | r custom | er: HANSEN | Caare Mi | | | |
| Printing SF10 | | | | | | et requirement. | | |
| Seating SF11 | -Override Ticketi | na Roquiromon | + | | | | | |
| Ticket⊁ SF6 Transfer⊁ SF9 | Ovenue nickeu | ng Kequiremen | L | | | | | |
| View Links SF5 | Override: No | | | | | | | |
| - System | | | | | | | | |
| Restart SF12 | | | | | 0 | Advanced Optio | ons [F2] Pro | bceed Back |
| | | | | | | | | |

Override

In some cases we have to override the ticket. But this **<u>must always</u>** be confirmed by the travel agency otherwise the customer can be travelling for free.

| | Applications Devic | e <u>N</u> avigation | Logoff | Help | | | 14JUN | 12 14:11 🗗 🛃 🗙 |
|--|----------------------------|----------------------|------------|-------------------|------------|-----------|--------------|-------------------------------|
| | Messenger (<u>0</u>) C | ustomer (<u>1</u>) | Flight D1 | (614 (<u>2</u>) | JFE Help (| 3) | | ? |
| | Customer Identific | ation Cust | omer Acc | eptance | > | | | |
| Add Bags F11 Add FQTV F4 | DY614 14 Acceptance Ope | JUN OSL + BG | O Bergen | | abin Seat | Accout Bo | Gate: None | STD: 15:00 Boarding: 14:35 |
| Add Itinerary F8 | Customer | | | BKG TKU | abin Seac | Ассерт ва | iggage into | |
| Add Service F5 Cancel Accept F6 | 1 *** DY614 | OSL-BGO | | 1 | (| | Service, CKI | N |
| Find Connection F9 | | | | | | | | |
| Find Customer F3 View Customer F7 | | | | | | | | |
| | | | | | | | | |
| - Menus Baqqaqe SF3 | | | | | | | | |
| Cust. Details F12 | | | | | | | | |
| Cust. Service> SF4 | | | | | | | | |
| Disruption SF8 | | | | | | | | |
| ETAS> F10 | Select Customer | (s) for Accepta | nce: 1 | | | | Expand [SF2] | 1 of 1 Selected |
| Flight Info SF7 | E-Ticket associa | | | | | | | |
| Printing SF10 Seating SF11 | Proceed to asso | ciate, overric | le the tic | keting re | quirement. | | | |
| Ticket > SF11 | -Override Ticketing | Requiremen | t | | | | | |
| Transfer► SF9 | Override: No | | | | | | | |
| View Links SF5 - System Restart SF12 | No Yes |) | | | (| Advanced | Options [F2] | bceed Back |
| | | | | | | | | |



Services (SSR)

Services are specific requests from a customer. The services you add to a customer are stored in the PNR.

Some of the services that can be added will trigger an extra cost for the customer. Therefore you are <u>not allowed</u> to add certain types of SSRs:

AVIH PETC UMNR WEAP

All these SSRs should already be in the customers PNR when they approaches check-in, but if there of some reason is not, you have to contact Norwegians Service desk to have them add it to the booking system.

SSRs that you can add yourselves are:

WCHR WCHC WCHS BLND DEAF MEDA

Add services

Identify the customer and press (F5) to Add Service

| | Applications De | evice <u>N</u> avigation | Logoff | <u>H</u> elp | | 15JUN | 12 09:35 🗗 🛃 🗙 |
|---|----------------------------------|--------------------------|-----------|--------------------|------------|--------------------------------|-------------------------------|
| | Messenger (<u>0</u>) | Customer (<u>1</u>) | - | Y6002 (<u>2</u>) | | | <u></u> ?a |
| | Customer Ident | tification Cust | omer Acc | eptance Servi | ice Info | ormation | |
| - Shortcuts Delete Service F9 Update Service F8 View Customer F7 | DY6002 Acceptance (Custom | 15JUN OSL + TO Open | | | | Gate: None Accept Baggage Info | STD: 17:00 Boarding: 16:35 |
| - Menus | | Henrik Mr | | | | | |
| Customer> SF4 | <u>++ DY6</u> | 002 OSL-TOS | | <u> </u> | | CKIN | |
| - System Restart SF12 | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | Select Custor | ner(s): 1 | | | | Expand [SF2] | 1 of 1 Selected |
| | Enter service | s. | | | | | |
| | <u>Special</u> Service | s | | | | | |
| | Service | Service Descrip | tion | | | Additional Description | |
| | 1 WCHR | WHEELCHAIR | TO AIRCR/ | AFT DOOR REQU | JEST | | |
| | | | | | | | |
| | | | | | S A | dvanced Options [F2] Add Se | ervice Exit |

Type the SSR code.



| | Applications De | evice <u>N</u> avigation | Logoff <u>F</u> | <u>l</u> elp | | | 15JUN | 12 09:37 🗗 🛃 🗙 |
|--|--------------------------|--------------------------|-----------------|------------------|------------------|----------------|--------------|-------------------------------|
| | Messenger (<u>0</u>) | Customer (<u>1</u>) | Flight DY60 |)02 (<u>2</u>) | | | | |
| | Customer Ident | ification Custo | omer Accep | tance | | | | |
| - Shortcuts Add Bags F11 Add FQTV F4 | + DY6002 Acceptance C | | | | - | | Gate: None | STD: 17:00 Boarding: 16:35 |
| Add Itinerary F8 Add Service F5 | Custom | ier Henrik Mr | В | kg Tkt Cabin | Seat | Accept Baggage | Info | |
| Cancel Accept F6 | DY6 | | | T Y | | | WCHR, CKIN | |
| Find Connection F9 | | 002 002 100 | | | | | Werny end | |
| Find Customer F3 | | | | | | | | |
| View Customer F7 | | | | | | | | |
| - Menus | | | | | | | | |
| Baggage> SF3 Cust. Details> F12 | | | | | | | | |
| Cust. Service> SF4 | | | | | | | | |
| Disruption SF8 | | | | | | | | |
| ETAS> F10 | Select Custon | ner(s) for Accepta | nce: 1 | | | 😨 E | Expand [SF2] | 1 of 1 Selected |
| Flight Info SF7 Printing> SF10 | Enter bag de Baggage | etails and seat pr | reference (i | f required). | -S <u>e</u> atir | ng | | |
| Seating> SF11 Ticket> SF6 | Hold Baggage | | | | Sea | at Preference: | | |
| Transfer > SF9 | Holu baggage | · [] | | | 566 | ic Preference. | | |
| View Links SF5 | | | | | | | | ccept Back |
| - System | | | | | , | Advanced Opt | | ccept Back |
| Restart SF12 | | | | | | | | |
| Service added to IBSEN Henrik Mr | | | | | | | | |

The service has been added.

| | Applications De | vice <u>N</u> avigation | Logott Help | <u> </u> | 15JUN1 | .2 09:40 💕 🛃 |
|--------------------------------------|------------------------|-------------------------|------------------|--|--|-------------------------------|
| | Messenger (<u>0</u>) | Customer (<u>1</u>) | Flight DY6002 (2 |) | | |
| | Customer Ident | ification Cust | omer Acceptanc | Customer Record | | |
| lenus | | | | Customer Record | | |
| iggage SF3 | DY6002 Acceptance C | | OS Tromso Langne | 5 | Gate: None | STD: 17:00 Boarding: 16:35 |
| ist. Details) F6 | Custom | | | Bkg Tkt Cabin Seat | | Boarding: 10:33 |
| st. Service> SF4 cess Baqqaqe> F4 | | er Henrik Mr | | DKy TKL CADITI Seat | Accept baggage into | |
| inting SF10 | | 002 15JUN (| SL-TOS | Ξ Y | wa | HR, CKIN |
| cognition) SF7 | | | | | | |
| egrade Infox F12 eating SF11 | Select Custom | ner: <mark>1</mark> | Select Fli | ht(s): A | Expand [SF2] | 1 of 1 Select |
| ket⊁ SF6 | | | responding reco | d. Refine the 'All Ca | ategories' display with | F2 function. |
| ansfer) SF9 | MR IBSEN H Male | IENRIK | | | | ļ |
| ystem | Record Locat | or: CHIVG3 | | | | |
| estart SF12 | | | Book | ng Class: O | | |
| | DY6002 15 | JUN OSL-TOS | Man | ual Selectee: No | | |
| | DY6002 15 | JUN OSL-TOS | Acce | ptance Status: Custo | mer not accepted | |
| | Decenort and | Travel Informat | ion | | | |
| | | SEN Gender: Mal | | | | |
| | Juname. 10 | SEN Gender. Mar | 6 | | | |
| | A Seat Inform | mation | | | | |
| | DY6002 15 | JUN OSL-TOS | | None Preference: ed Security Number | None Shuffle: OFF er: None | B. Pass: Not |
| | Special Ser | vices | | | | |
| | DY6002 15 | JUN OSL-TOS | | | IRCRAFT DOOR REQUEST EQUEST LUGGAGE 1 PCS | |
| | Ticket Details | | | | | |
| | DV6002 15 | JUN OSL-TOS | Tri-Les | h Number 2207412 | 458628 Ticket Type: Pa | T |



Choose View Customer (F7) to open the whole CP-Table, you will see that the Special Service is added.

Delete Services

Identify the Customer; choose Add Services, and then Delete Services

| | | | · · · · · · | | | |
|------------------------------------|------------------------------|------------------------|-----------------------|---------------|----------------------|-------------------------------|
| | Applications Device | <u>Navigation</u> Logo | ott Help | | 15JUN | 12 09:49 🗗 🚰 🔀 |
| | | | : DY6002 (<u>2</u>) | | | <u></u> |
| | Customer Identifica | ition Customer / | Acceptance Delet | e Service | | |
| - Shortcuts | | | | | | |
| Add Service F5 View Customer F7 | DY6002 15 Acceptance Open | IUN OSL + TOS Tror | nso Langnes | | Gate: None | STD: 17:00 Boarding: 16:35 |
| View Customer F7 | Customer | | Bkg Tkt Cabin | Seat Acce | ot Baggage Info | |
| Customer SF4 | 1 IBSEN Hen | rik Mr | | | | |
| - System | <u>++ DY6002</u> | OSL-TOS | <u> </u> | | WCHR, CKIN | |
| Restart SF12 | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | Select Customer(| 5): 1 | 1 | | Expand [SF2] | 1 of 1 Selected |
| | Select service(s) | to delete. | | | | |
| | Special Services In | formation Recap— | | | | |
| | 1 DY6002 15JU | N OSL-TOS | CKIN CHECK | -IN SERVICE F | EQUEST LUGGAGE 1 PC | S |
| | 2 DY6002 15JU | N OSL-TOS | WCHR WHE | ELCHAIR TO A | AIRCRAFT DOOR REQUES | ST |
| | | | | | | |
| | Select : 2 | | | | | 1 of 2 selected |
| | | | | | Delete 0 | |
| | | | | | Delete S | ervice Exit |

Type the line number of the Service to delete and confirm.

| | | | Applicatio | ns D | evice | <u>N</u> avigation | Logoff | Hel | р | | | | | 15JUN | 12 09:52 💕 🛃 🗙 |
|-------------------------------------|-----|-----|-----------------|----------------|---------|---------------------|-----------|-------|--------------|-------|------|--------|---------|------------|-------------------------------|
| | | | Messeng | er <u>(0</u>) | Cus | stomer (<u>1</u>) | Flight D | (600) | 2 (<u>2</u> | | | | | | ? |
| | | 0 | Custome | r Iden | tificat | tion Cust | tomer Acc | epta | ince | | | | | | |
| - Shortcuts Add Bags Add FOTV | F1: | | + DY60 Accep |)2 tance | | JN OSL + T | OS Tromso | Lang | gnes | 5 | | | | Gate: None | STD: 17:00 Boarding: 16:35 |
| Add Itine | | 3 | | Custor | ner | | | Bkg | Tkt | Cabin | Seat | Accept | Baggage | Info | |
| Add Servi | | | 1 | IBSEN | Henr | ik Mr | | | | | | | | | |
| Cancel Ac | | i I | | 🖖 DY(| 5002 | OSL-TOS | 5 | _ | | Y | | | | CKIN | |
| Find Conn | | 2 | | | | | | | | | | | | | |

The service is removed.



Comments

A specific message or text that can be associated to, and triggered by certain events such as acceptance. Comments have a priority attached to them. All high priority comments inhibit the completion of the process that triggered it. This forces the Agent to deliver or delete the message before continuing.

There are two types of comments:

- Pre-defined flight comments comments that appear in the list depending on how businessrules have been set up.
- Free text comment You can type maximum of 70 characters of text.

Adding Comments

To add comments press Shift + (F4) and then (F3).

| - Shortcuts Add Bags F11 Add FQTV F4 Add Itinerary F8 | DY6002 16JUN Acceptance Open Qustomer | I OSL + TOS Tromso | Bkg Tkt Cabin | Seat A | ccept Baggage | Gate: None | STD: Boarding: |
|--|--|--------------------|------------------|-------------------|----------------|-------------|-------------------|
| Add Service F5 | 1 GRANVIKEN F | Petter Mr FQT | - | Scac 7 | lecept baggage | 1110 | |
| Cancel Accept F6 | + DY6002 | OSL-TOS | Υ | | | CKIN | |
| Find Connection F9 | 010002 | 056-105 | | | | CIGIN | |
| Find Customer F3 | | | | | | | |
| View Customer F7 | | | | | | | |
| Menus ——— | | | | | | | |
| Baggage⊧ SF3 | | | | | | | |
| Cust. Details⊁ F12 | | | | | | | |
| Cust. Service SF | Add Comment | F3 | | | | | |
| Disruption⊁ SF8 ETAS⊁ F10 | Add FOTV | F4 | 1 | | | ward [ccol | 1 - 6 1 |
| Flight Info SF7 | Add Itinerary | | | | 💌 E | xpand [SF2] | 1 of 1 |
| Printing SF10 | | | e (if required). | Cesting | | | |
| Seating ► SF11 | Add Service | F5 | | -S <u>e</u> ating | | | |
| Ticket) SF6 | Amend Itinerary | SF5 | | Seat I | Preference: | | |
| Transfer) SF9 | Cancel Acceptance | F6 | | | | | |
| View Links SF5 | Cancel Itinerary | SF4 | | (*) | Advanced Opti | ons [E2] | cept |
| System | | | | • | navaneca oper | | |
| Restart SF12 | Manual Regrade | SF6 | | | | | |
| \bigotimes_1 | Update Volunteer Sta | ntus SF1 | | | | | |
| · · · · | | | | | | | |



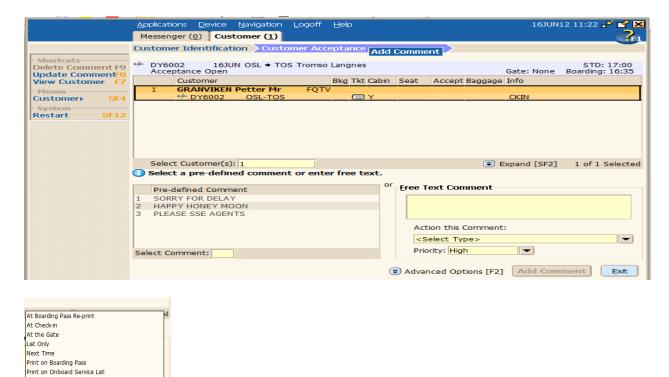
Print on Onboard Service List & Bi

For most comments it will be At the Gate.

<Select Type>

Priority: High

You can choose if you would like to add a pre-defined comment or write your own. You then need to choose where this comment needs to be shown and assign priority.



When using ctrl + arrow down it will display the menu for where the comments can be delivered

| | | | 1010 | |
|--|--|-------------------------|------------------------------|-------------------------------|
| | Applications Device Navigatio | _ | 10.01 | 112 11:28 🗗 🗹 🔀 |
| | Messenger (<u>0</u>) Customer (<u>1</u>) | | | _ |
| | Customer Identification >Cu | stomer Acceptance Add | Comment 之 | |
| - Shortcuts Delete Comment F9 Update CommentF8 | Acceptance Open | TOS Tromso Langnes | Gate: None | STD: 17:00 Boarding: 16:35 |
| View Customer F7 | Customer | Bkg Tkt Cabin | Seat Accept Baggage Info | |
| - Menus Customer > SF4 | 1 GRANVIKEN Petter M + DY6002 OSL-TO | | CKIN | |
| - System | | | · · · · · | |
| Restart SF12 | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | Select Customer(s): 1 | | Expand [SF2] | 1 of 1 Selected |
| | Select a pre-defined comm | ent or enter free text. | | |
| | Pre-defined Comment | 0 | Free Text Comment | |
| | 1 SORRY FOR DELAY | | Customer is afraid of flying | |
| | 2 HAPPY HONEY MOON 3 PLEASE SSE AGENTS | | | |
| | 5 PLEASE SSE AGENTS | | | |
| | | | Action this Comment: | |
| | | | At the Gate | ~ |
| | Select Comment: | | Priority: High | |
| | | | High | |
| | | 1 | Advanced Normal Con | nment Exit |
| | | | | |
| | | | | |
| | | | | |



The comment will have Priority High as default, but you can also choose Normal.

| | | | | | | | | | | | | STD: 17:00 Boarding: 16:35 | |
|--|---|----------|-------|----------|------|-----|-----|-------|------|---|---------|-------------------------------|--|
| | | Customer | | | | Bkg | Tkt | Cabin | Seat | Accept | Baggage | Info | |
| | 1 | GRANVIK | (EN P | etter Mr | FQTV | | | | | | | | |
| | | 📌 DY600 | 2 | OSL-TOS | | | | Y | 14C | Image: A set of the set of the | (| 😥, CKIN 👘 | |
| | | | | | | | | | | | | | |

Customer with a High priority comment

| DY6002 16JUN OSL + TOS Tromso Langnes Acceptance Open Gate: 40 I | | | | | | | | | | | STD: 17:00 Now Boarding | |
|--|---|-----------|-----------|------|-----|-----|-------|------|-----------------------|---------|----------------------------|--|
| | | Customer | | | Bkg | Tkt | Cabin | Seat | Accept | Baggage | Info | |
| | 1 | GRANVIKEN | Petter Mr | FQTV | | | | | | (| | |
| | | ++ DY6002 | OSL-TOS | | | | Y | 14C | V | | 🗩, CKIN | |

Customer with a Normal priority

The difference is that a High Priority comment will prevent the customer from being boarded until the comment is delivered. A normal comment will not.

| | <u>A</u> pplicati | ions <u>D</u> evice | <u>N</u> avigation | Logoff | Help | | 1 | 16JUN12 11:33 🗗 🛃 🔀 |
|--|------------------------------|-------------------------|--------------------|-----------|----------------|-------------------|-------|------------------------------------|
| | Messen | iger (<u>0</u>) 🕴 Cus | tomer (<u>1</u>) | Boarding |) DY6002 (| (<u>2</u>) | | |
| | Enter Fli | ight Boar | ding | > | | | | |
| - Shortcuts Boarded List F3 Cancel Accept F6 | + DY60 Acce | 002 16JU ptance Open | IN OSL + TO | OS Tromso | Langnes | | Ga | STD: 17:00 ate: 40 Now Boarding |
| Deboard F8 Ineligible List F9 | | Accepted | Boarded | Not E | Boarded | | epted | |
| SpcI Assist List F7 Menus | Joining Transit Totals | Question | | | - 10 | × | | F9 to see the list |
| Baggage⊁ SF3 Boarding⊁ SF8 | TOLAIS | | | High pi | riority Com | ment exists for: | | |
| Customer > SF4 | Not Boa | • | | GRANV | IKEN Pette | er Mr | | Order Ascending |
| Flight⊁ SF7 Lists⊁ SF9 | Cust | | | On Flig | ht: DY6002 | 2 16JUN12 OSL-TOS | leen | Info |
| Printing► SF10 Seating► SF11 | 1 GRA | | | | | | | Q |
| - System | | 2 | | Comme | nt: | | | |
| Refresh F5 Restart SF12 | | | | Custom | er is afraid o | f flying | | |
| | | | | | | | | |
| | Selec | t | | Has the | e comment | been delivered? | S: | 0 of 1 selected |
| | 🔵 Ente | - | | | | | ·s. | |
| | Custome | r | | De | livered | ot Delivered | | |
| | | | _ | _ | _ | | | |



Deleting Comments

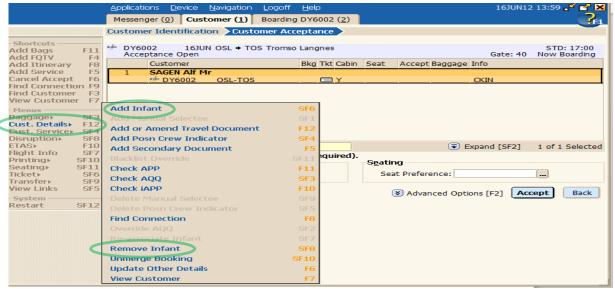
Ensure that the Customer you want to update is identified and display the Delete Comment screen.

| | Applications | <u>D</u> evice | <u>N</u> avigation | Logoff | Help | | | 16JUN12 | : 11:57 🗗 🛃 🗙 |
|------------------|----------------------|----------------|--------------------|----------|---------------------------|--------|-------------|-------------------------|----------------------------|
| | Messenger (O | | tomer (<u>1</u>) | | DY6002 (<u>2</u>) | | | | <u></u> ?a |
| - Shortcuts | Customer Ide | entificat | ion Custo | omer Acc | eptance Ac | ceptan | ce Informat | tion Delete Comme | nt |
| Add Comment F3 | DY6002 Acceptance | | IN OSL + TO | S Tromso | Langnes | | | Gate: 40 | STD: 17:00 Now Boarding |
| View Customer F7 | | omer | | | Bkg Tkt Cabin | Seat | Accept Bag | ggage Info | |
| - Menus | | | Petter Mr | FQT | | | | | |
| Customer> SF4 | <u>+++ D</u> | Y6002 | OSL-TOS | | <u> </u> | _14C | BOARDED | CKIN | |
| - System | | | | | | | | | |
| Restart SF12 | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| | Select Cust | tomer(s) | : 1 | | | | | Expand [SF2] | 1 of 1 Selected |
| | Select con | nment(s |) to delete. | | | | | | |
| | <u>C</u> omment De | etails Re | ecap | | | | | | |
| | 1 DY6002 | 16JUN | OSL-TOS | | At the Gat Delivery: D | | | aid of flying Priority: | High |
| | | | | | | | | | |
| | Select: 1 | | | | | | | | 1 of 1 selected |
| | | | | | | | | Delete Comm | ent Exit |

The system deletes the comment from the customer.



Add and Remove Infant



Choose (F12) Customer Details and Shift + (F6) to Add Infant

| | Applications | Device | <u>N</u> avigation | Logoff | Help | | 16JUN1 | 2 14:02 💕 🛃 🗙 |
|--------------|-----------------------|------------------|----------------------|----------|---------------------|---------|-----------------------------|----------------------------|
| | Messenger (| | omer (<u>1</u>) | | DY6002 (<u>2</u>) | | | <u></u> |
| | Customer Id | entificatio | on > Custo | omer Acc | eptance Add | Infant | | |
| - System | | | | | | Innorre | - | |
| Restart SF12 | DY6002 Acceptance | 16JUN ce Open | I OSL + TO | S Tromso | Langnes | | Gate: 40 | STD: 17:00 Now Boarding |
| | Cust | tomer | | | Bkg Tkt Cabin | Seat | Accept Baggage Info | |
| | | GEN Alf M | | | · · · · · | | | |
| | <u>+++ (</u> | DY6002 | OSL-TOS | | Y | | CKIN | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | Select Cus | tomor: | | _ | | | Expand [SF2] | 1 of 1 Selected |
| | | | d enter th | | fant details t | t bbs o | | 1 OF 1 Selected |
| | Customer D | | | | | 0 000 0 | | |
| | | etalis | - | | | | | |
| | Title: | | Surname | SAGEN | | | First Name: | |
| | Type: Infa | ant 💌 | Gender: | | Age: | | Ionths Date of Birth: ddmmy | YYY |
| | -I <u>n</u> fant Deta | ils Recap | | | | | | |
| | 1 DY6002 | 2 16JUN | OSL-TOS | | | | | |
| | | | | | | | | |
| | Select: 1 | | | | | | | 1 of 1 selected |
| | | | | | | | Add In | fant Exit |

To be able to add an infant you have to enter First Name

To remove an infant you choose Shift + (F8) on the Customer Detail menu.

NB: You can only add/remove infant to customer which is not accepted.



Update Customer Details

Customer details include title, gender, age and date of birth. It can only be updated on one Customer at a time.

| | Applications Device Navigation | Logoff <u>H</u> elp | 16JUN12 14:12 💕 🛃 🗙 |
|--|--|---------------------------------|--|
| | Messenger (0) Customer (1) E | Boarding DY6002 (<u>2</u>) | (41 |
| | Customer Identification Custon | ner Acceptance 🔪 👘 | |
| - Shortcuts Add Bags F11 Add FQTV F4 Add Itinerary F8 Add Service F5 | DY6002 16JUN OSL TOS Acceptance Open Customer SAGEN Alf Mr | Tromso Langnes Bkg Tkt Cabin | Gate: 40 STD: 17:00 Gate: 40 Now Boarding Seat Accept Baggage Info |
| Cancel Accept F6 Find Connection F9 | H DY6002 OSL-TOS | <u>т</u> ү | CKIN |
| Find Customer F3 View Customer F7 | | | |
| - Menus | Add Infant | SF6 | |
| Baggage⊁ SF3 Cust. Details⊁ F12 | | SF1 | |
| Cust. Service SF4 | Add or Amend Travel Document | F12 | |
| Disruption> SF8 | Add Posn Crew Indicator | SF4 | |
| ETAS⊁ F10 Flight Info SF7 | Add Secondary Document | F5 | Expand [SF2] 1 of 1 Selected |
| Printing> SF10 | | SF11 quired). | Seating |
| Seating⊁ SF11 Ticket⊁ SF6 | Check APP | F11 | Seat Preference: |
| Transfer SF9 | Check AQQ | SF3 | |
| View Links SF5 | Check iAPP | F10 | Advanced Options [F2] Accept Back |
| - System Restart SF12 | | SF9 | |
| Restart 0F12 | | SF5 | |
| | Find Connection | F8 | |
| | | SF2 | |
| | | SF7 | |
| | Remove Infant | SF8 | |
| | Unmerge Booking | SF10 | |
| 4 | Update Other Details | F6 | |
| | View Customer | F7 | |

| | Customer | | Bkg T | kt Cabin | Seat | Accept | Baggage | Info | | |
|------------------|------------------|----------------|-------|----------|------|--------|-----------|---------------|--------|----------|
| 1 | SAGEN Alf Mr | | · · · | i. | • | | | | | |
| | <u>++</u> DY6002 | OSL-TOS | | Y | | | | CKIN | | |
| | | | | | | | | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |
| Selec | t Customer(s): 1 | | | | | | 😨 E | xpand [SF2] | 1 of 1 | Selected |
| 🚺 Enter | details to upd | ate. | | | | | | | | |
| - <u>C</u> ustom | ner Details | | | | | | | | | |
| Title: | MR | Surname: SAGEN | | | | | First Nam | e: ALF | | |
| Туре | : Adult 💌 | Gender: Male | | Age: | Ye | ears | Date of B | irth: ddmmyyy | у | |
| | | | | | | | Save | Customer De | taile | Exit |
| | | | | | | | Jave | cuscoller De | | |

The fields are pre-filled with the existing details from the CPR. Certain fields are not able to update.



Timatic

The Travel Information Manual provides information for nearly 200 countries and contains passport and visa requirements and health documentation. It's a Publication of IATA.

| | | evice <u>N</u> avigation | | | | • | 17JUN | 12 10:48 🗗 🛃 🗙 |
|------------------------------------|------------------------|--------------------------|-----------|-------------------|------------------|----------------|--------------|-----------------|
| | Messenger (<u>0</u>) | Customer (<u>1</u>) | Flight DY | 6002 (<u>2</u>) | | | | |
| | Customer Iden | ntification Cust | omer Acc | eptance | | | | |
| - Shortcuts | | | | | | | | |
| Add Bags F11 | + DY6002 | 17JUN OSL + TO | OS Tromso | Langnes | | | Catal Name | STD: 17:00 |
| Add FQTV F4 | Acceptance | | | | . . | | Gate: None | Boarding: 16:35 |
| Add Itinerary F8 | Custor | | - | Bkg Tkt Cabin | Seat | Accept Baggage | Info | |
| Add Service F5 Cancel Accept F6 | | NBERG Hanserik N | | v | | | 0.00 | |
| Find Connection F9 | <u>++ DY</u> | 6002 OSL-TOS | 1 | Y | | | CKIN | |
| Find Customer F3 | | | | | | | | |
| View Customer F7 | | | | | | | | |
| - Menus | | | | | | | | |
| Baggage⊁ SF3 | | | | | | | | |
| Cust. Details⊁ F12 | | | | | | | | |
| Cust. Service⊁ SF4 | | | | | | | | |
| Disruption SF8 | | | | | | | | |
| ETAS) F10 | Timatic | F10 Accepta | | | | 💽 E | Expand [SF2] | 1 of 1 Selected |
| Flight Info SF7 Printing SF10 | Timatic ETA | SF9 seat p | reference | (if required). | | | | |
| Seating SF11 | 2-99-9- | | | | -S <u>e</u> atir | ng | | |
| Ticket → SF6 | Hold Baggag | Je: | | | Sea | at Preference: | | |
| Transfer > SF9 | | | | | | · | | |
| View Links SF5 | | | | | ſ | Advanced Opti | | ccept Back |
| - System | | | | | , | Auvanced Opti | | Dack |
| Restart SF12 | | | | | | | | |

| | Applications Device Navigation Logoff Help | 17JUN12 10:52 💕 🛃 🗙 | | | | | | |
|---------------------------------------|--|-------------------------------|--|--|--|--|--|--|
| | Messenger (<u>0</u>) Customer (<u>1</u>) Flight DY6002 (<u>2</u>) | | | | | | | |
| | Customer Identification Customer Acceptance Timatic | | | | | | | |
| - Shortcuts | | | | | | | | |
| Timatic ETA SF9 | Request: Visa/Passport Nationality: Norway Destination: LONDON GATWICK Transit: | | | | | | | |
| ETAS> F10 - System Restart SF12 | TIMATIC-3 / 163EP12 / 0952 UTC NATIONAL NORWAY (NO) / FHBARKATION NORWAY (NO) DESTINATION UNITED KINGDOM (GB) | | | | | | | |
| - | VISA DESTINATION UNITED KINGDOM (GB) | | | | | | | |
| | NORMAL PASSPORTS ONLY PASSPORT REQUIRED. ******THIS IS TIMATIC TESTING ENVIRONMENT****** - PASSPORT AND/OR PASSPORT REPLACING DOCUMENTS MUST BE VALID FOR THE PERIOD OF INTENDED STAY. | | | | | | | |
| | VISA NOT REQUIRED. | | | | | | | |
| | MINORS: - WHEN THEIR NAMES ARE REGISTERED IN THE PASSPORT OF (ONE OF) THEIR PARENTS OR GUARDIANS, >TIDFT/GB/PA/MI/ID17270 ADDITIONAL INFORMATION: - FLIGHTS BETWEEN THE UNITED KINGDOM AND THE CHANNEL ISLANDS, IRELAND (REP. OF) AND ISLE OF MAN ARE TREATED AS DOMESTIC FLIGHTS, THEREFORE ARE NOT SUBJECT TO UK IMMIGRATION CONTROL. | | | | | | | |
| | SIMPLIFY YOUR REQUEST USE TIFA, TIFV AND TIFH | | | | | | | |
| | Enter details to query Timatic. Timatic ETA Enquiry | | | | | | | |
| | Request: Visa/Passport Nationality: NOR Origin: OSL Transits: | Destination: LGW Resident: | | | | | | |
| | Countries Visited Within 6 Days Prior to Embarkation: | | | | | | | |
| | | end Request Exit | | | | | | |



APIS – Advanced Passenger Information System

To API destination it's mandatory to enter the information. It will not be possible to accept a Customer without.

The system prompts you to provide or confirm it during acceptance. You can enter APIS information manually or swipe the customer's passport.

| | Applications Device Navigation Logoff Help 30MAY12 15:37 💕 😭 🗙 |
|--|---|
| | Messenger (0) Flight DY1310 (1) Boarding (2) Customer (3) Reservations (4) |
| | Customer Identification Customer Acceptance |
| - Shortcuts Add Bags F11 Add FQTV F4 Add Itinerary F8 | |
| Add Itinerary F8 Add Service F5 | |
| Cancel Accept F6 | |
| Find Connection F9 | |
| Find Customer F3 View Customer F7 | |
| - Menus | |
| Baggage) SF3 | |
| Cust. Details> F12 | |
| Cust. Service> SF4 | |
| Disruption ► SF8 ETAS ► F10 | |
| Flight Info SF7 | |
| Printing) SF10 | Passport or other Travel Information is required for customer: LODTZJOHANNESSEN Linda Mrs. Proceed to enter missing information or change the flight/leg selection. |
| Seating SF11 | |
| Ticket) SF6 | |
| Transfer > SF9 View Links SF5 | |
| | |
| - System Restart SF12 | |

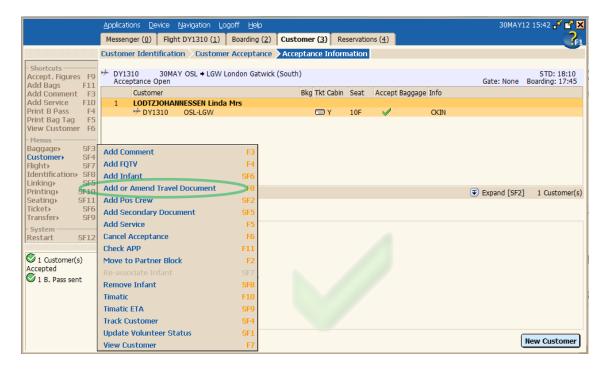
You will see that there is a high priority message for these customers and the explanation DOCS next to it. When you enter to proceed, the system will ask for Passport information.

| Applications Device Navigation Log | off <u>H</u> elp | 30MAY12 15:39 💕 🛃 🗙 |
|---|---|--|
| Messenger (<u>0</u>) Flight DY1310 (<u>1</u>) | Boarding (2) Customer (3) Reservation | ns (<u>4</u>) |
| Customer Identification Customer | Acceptance Travel Information | |
| + DV1310 30MAY OSL + LGW LO | | STD: 18:10 |
| Acceptance Open | | Gate: None Boarding: 17:45 |
| | - | at Accept Baggage Info |
| | | ODCS, CKIN |
| | | |
| | | |
| | | |
| | | |
| | | |
| | - | |
| | | Expand [SF2] 1 of 1 Selected |
| The following information is requi | red for this customer. Swipe document | or enter details below. |
| <u>C</u> ustomer Details | Passport (NOR) | |
| Nationality: NOR | Number: 1 | 2345678 |
| Gender: Female | | ODTZJOHANNESSEN |
| Date of Birth: 03JAN1966 | Given Hume(s). | inda |
| | | IOR |
| | | 250CT2016 |
| | Carried: | /es 📃 |
| | | |
| | | Advanced Options [F2] Confirm Skip Customer Back |
| | | |
| | | |
| | | |
| | Messenger (0) Flight DY1310 (1) Customer Identification Customer DY1310 30MAY OSL + LGW Lo Acceptance Open Customer 1 LODTZJOHANNESSEN Linda I +DY1310 OSL-LGW Select Customer(s): 1 The following information is requi Customer Details Nationality: NOR Gender: Female | Customer Identification Customer Acceptance Travel Information ** DY1310 30MAY OSL + LGW London Gatwick (South) Acceptance Open Bkg Tkt Cabin Sec Customer Bkg Tkt Cabin Sec I 1 LODTZJOHANNESSEN Linda Mrs Y ** DY1310 OSL-LGW Y Select Customer(s): 1 Y Y The following information is required for this customer. Swipe document Qustomer Details Passport (NOR) Nationality: NOR Wimber: Date of Birth: 03JAN1966 Surame: |



Complete the missing information and confirm. When the API information is entered it will update the customers PNR and be stored there until his/hers return.

It is not possible to delete APIS, but it can be changed by pressing Shift + (F4) for Customer and then choose Shift + (F8) for Add or Amend Travel Document.



Transferring Customers

For transferring Customers the following conditions must be meet:

- All flights has to be in the Amadeus Altea DCS
- Customer cannot have acceptance status
 - o Boarded
 - Not travelling
- If the Flight Status is
 - Suspended
 - o Locked
 - Departed
- If the Acceptance Status is
 - Closed
 - o Finalised

| 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 board point and off point must remain the same.
- Infants, cabin baggage and extra seats must be transferred with their associated customers.
 If you need to cancel cabin baggage or extra seat, you can do so separately from the transfer process.
- 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 have to depool their baggage separately from the transfer process.
- You cannot transfer from one carrier to another, so the system will not propose other carriers flights.

Transferring Customers during the acceptance Process

The system automatically offer available transfer during Customer acceptance based on Customer Value.

All customers with selling class A, C, D, E or S (Full flexibility) will be offered to Flow Forward.

| | Applications <u>D</u> evice <u>N</u> avigation | on Logoff <u>H</u> elp | 18JUN | 12 06:55 💕 🛃 🗙 |
|--------------------------|---|----------------------------------|------------------|-------------------------------|
| | Messenger (0) Customer (1 | | | |
| | Customer Identification Cu | stomer Acceptance Available J | ourney Selection | |
| - System Restart SF12 | | TOS Tromso Langnes | Gate: None | STD: 17:00 Boarding: 16:35 |
| | Customer | Bkg Tkt Cabin Seat | | |
| | 1 KVERNBERG Hanseri | | | |
| | | OS 🖂 Y | CKIN | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| | Offer Available Journey Be or press accept to continue | low. Select an alternative journ | ney | |
| | | | | |
| | OSL-TOS From: 18JUN12 Car | | | |
| | Flight | STD ETD | STA ETA | |
| | 1 DY376 18JUN12 2 DY382 18JUN12 | OSL-TOS 08:30 OSL-TOS 14:10 | 10:15 16:00 | |
| | 2 01302 1000012 | 032-103 14.10 | 10.00 | |
| | | | | |
| | Select Journey: | | | |
| | | | | |
| | | | _ | Accept Exit |

If the customers accept this offer you can type the selected journey and then accept him on an earlier flight.

The PNR will be updated and his seat on the originally flights will be available for sale.

| | Applicati | ons <u>D</u> e | vice <u>N</u> a | avigation | Logoff | <u>H</u> elp | | | | 18JUN | 12 06:56 🗗 🛃 🗙 |
|---|-----------------|------------------|-----------------|------------------|-----------|--------------------|---------|---------|----------------|------------|-------------------------------|
| | Messen | jer (<u>0</u>) | Custon | ner (<u>1</u>) | Flight DY | (3222 (<u>2</u>) | | | | | <u></u> ?a |
| | Customer | Identif | ication | Custor | ner Acce | ptance | Availat | ole Jou | rney Selection | Acceptance | e Information |
| - Shortcuts Accept. Figures F9 Add Bags F11 | + DY37 Accer | 6)tance O | | DSL + TO | S Tromso | Langnes | | | | Gate: None | STD: 08:30 Boarding: 08:05 |
| Add Comment F3 | | Custom | er | | | Bkg Tkt | Cabin | Seat | Accept Baggage | Info | |
| Add Service F10 | 1 | KVERN | BERG Ha | inserik M | lr MRC | 3 | | | | | |
| Print B Pass F4 | | 📌 DY3 | 76 (| OSL-TOS | | | Y | 3F | | CKIN | |
| Print Bag Tag F5 View Customer F6 | | | | | | | | | | | |

As you can see the customer has been transferred. There has been added info in his CPR-table MRG which means that the customer has been Merged.



Transferring Customers to Standby journey options

A standby transfer can be used if Customer would like to travel on an earlier flight, but only if available. The customer will then be on Wait List (WL) until space is available – No shows.

| | Applications Device Navigation Logoff Help | | | 18JUN12 07:51 💒 🛃 🗙 |
|--|--|-----------------------|--------------------------|--|
| | Messenger (0) Customer (1) Flight DY754 (2) | JFE Help (<u>3</u>) | | |
| | Customer Identification Customer Acceptance | | | |
| - Shortcuts Add Bags F11 Add FQTV F4 | + DY6002 18JUN OSL + TOS Tromso Langnes Acceptance Open | | | STD: 17:00 Gate: None Boarding: 16:35 |
| Add Itinerary F8 | Customer | Bkg Tkt Cabir | Seat Accept Baggage Info | |
| Add Service F5 Cancel Accept F6 | 1 HANSEN Oddbjoern Mr DY6002 OSL-TOS | ΞY | 3A CKIN | |
| Find Connection F9 | HANSEN Iselin Ms | Infant | Clar | |
| Find Customer F3 View Customer F7 | + DY6002 OSL-TOS | Y | | |
| Menus | | | | |
| Baggage> SF3 | | | | |
| Cust. Details> F12 | | | | |
| Cust. Service> SF4 Disruption> SF8 | | | | |
| ETAS) F10 | Select Customer(s) for Acceptance: 1-2 | | | Expand [SF2] 2 of 2 Selected |
| Flight Info SF7 | Enter bag details and seat preference (if requ | | | |
| Printing> SF10 Seating> SF11 | Baggage | Seating | | |
| Ticket) SF6 | Hold Baggage: | Seat Preference: | | |
| Transfer> SF9 View Links SF5 | Avail. Journey Options F4 | | | |
| | Force Transfer F6 | | | S Advanced Options [F2] Accept Back |
| - System Restart SF12 | Move to Partner Block F2 | | | |
| | Standby Journey Options F5. | | | |
| | | | | |

If you choose the Transfer Menu you will see the options. After a transfer, once the Customer is fully accepted on the new flight all information is transferred automatically.

Forcing Transfer

This type of transfer is mainly used in the event of Disruption.

| | Applications Device Navigation Logoff Help | | 18JUN12 0 |)7:58 💕 🚰 🗙 |
|--|---|-----------------------------------|--------------------------|------------------------------|
| | Messenger (0) Customer (1) Flight DY754 (2) | JFE Help (3) | | |
| | Customer Identification Customer Acceptance | | | |
| - Shortcuts Add Bags F11 Add FQTV F4 | DY6002 18JUN OSL + TOS Tromso Langnes Acceptance Open | | Gate: None Box | STD: 17:00 parding: 16:35 |
| Add Itinerary F8 Add Service F5 | Customer 1 LORENTZEN Thomas Mr | Bkg Tkt Cabin S | Seat Accept Baggage Info | |
| Cancel Accept F6 | DY6002 OSL-TOS | 🗖 Y | CKIN | |
| Find Connection F9 Find Customer F3 View Customer F7 Menus Baggage≽ SF3 Cust. Details≽ F12 Cust. Service≽ SF4 Disruption≻ SF8 | | | | |
| ETAS) F10 | Select Customer(s) for Acceptance: 1 | | Expand [SF2] 1 | 1 of 1 Selected |
| Flight Info SF7 Printing, SF10 Seating, SF11 Ticket, SF6 Transfer, SF9 View Links SF5 - System Restart SF12 | Or Enter bag details and seat preference (if reque Baggage: Hold Baggage: Avail.Journey Options Force Transfer Mover to Partner Block F2 Standby Journey Options F5 | red). Seating Seat Preference: | Advanced Options [F2] | pt Back |

Choose Force Transfer from the menu. You will then be shown all the alternative journeys.



| Alt | ernative Flights | for:OSL - TOS | From: 18JUN 08:00 | Carrier: DY (Prime On | ıly) (Direct | : Only) | | | | |
|-----|------------------|---------------|-------------------|-----------------------|--------------|---------|-----|------|-------|---|
| | | | | | | | | Avai | abil | |
| | Flight | | | STD | ETD S | TA | ETA | Y | Total | |
| 1 | DY376 | 18JUN12 | OSL-TOS | 08:30 | 1 | 0:15 | | 92 | 92 | |
| 2 | DY382 | 18JUN12 | OSL-TOS | 14:10 | 1 | 6:00 | | 93 | 93 | |
| 3 | DY386 | 18JUN12 | OSL-TOS | 17:45 | 1 | 9:30 | | 86 | 86 | |
| 4 | 🔥 DY6004 | 18JUN12 | OSL-TOS | 18:00 | 2 | 0:00 | | 188 | 188 | |
| 5 | DY6006 | 18JUN12 | OSL-TOS | 19:00 | 2 | 1:00 | | 188 | 188 | |
| 6 | DV006 | 101UM110 | OCL TOC | 10.50 | 2 | 1.05 | | 20 | 20 | • |
| | Select Journey | : 1 | | | | | | | | |

A Caution: some flights are not in the system. Cannot transfer customers to those flights.

Searching for alternative flights

This process can be used to search for alternative flights to transfer Customers when the system does not find suitable alternatives automatically.



| | Applications Device Navigation Logoff Help | 18JUN12 08:03 💕 🚰 🗙 |
|--------------------------|--|--|
| | Messenger (0) Customer (1) Flight DY754 (2) JFE Help (2) | 2 |
| Curbon | ration Customer Acceptance Alternative Journey Selection Alternative Journey Search Parameters | |
| - System Restart SF12 | DY6002 18JUN OSL TOS Tromso Langnes Acceptance Open | STD: 17:00 Gate: None Boarding: 16:35 |
| | Change the journey search parameters | |
| | Main <u>P</u> arameters | |
| | Carrier Code: DY Type of Flight: Operating Only | |
| | Start Date: 18JUN 🔲 Time: 08:00 | |
| | From: OSL To: TOS | |
| | | |
| | | X Advanced Options [F2] Find Flights Ext |

Use "Restrict Journey" to only change one leg. It is vital that you use this option when customer has a connection, otherwise you may rebook passenger's final destination.





Accepting Staff

Most staff travelling on Norwegian flights will have a booking.

If more than 10 seats available on the flight they will automatically be given a seat. If there is less than 10 seats available they will have SBY.

Priority of Staff

| 80C | C rew travelling on Duty | (S2PA) |
|-----|------------------------------------|--------|
| 60E | Employee on holiday | (R2A) |
| 40F | F amily of staff on holiday | (R2B) |
| 20X | Other /External | (N2PT) |

| | Applications | <u>D</u> evice <u>N</u> avi | gation <u>L</u> ogo | ff <u>H</u> elp | | 29MAY | '12 13:59 💕 🛃 🗙 |
|---------------------------------|------------------------|-----------------------------|---------------------|---------------------|-----------------------|-------------------|-------------------------------|
| | Messenger (<u>0</u>) | | | DY6002 (<u>2</u>) | | | 261 |
| | Customer Ider | ntification | Customer 4 | cceptance Stat | f Information | | |
| - Shortcuts View Customer F7 | DY6002 Acceptance | 29MAY OS | 5L + TOS Tro | | | Gate: None | STD: 15:00 Boarding: 14:35 |
| - Menus Customer> SF4 | Custo | mer | | Bkg Tkt Cabin | Seat Accept | Baggage Info | |
| - System - SF12 | 1 FAMI | LYOFSTAFF : 6002 09 | John Mr S SL-TOS | taff SA 📼 Y | | CKIN | |
| Restart or 12 | | | | | | | |
| | | | | | | | |
| | Select Custo | omer: 1 | | | | Expand [SF2] | 1 of 1 Selected |
| | 🚺 Enter staff | details. | | | | | |
| | _ <u>O</u> nload/Regra | ade Details- | | | Staff <u>D</u> etails | | |
| | Onload Prior | ity: 40 | Entitle | d Cabin: F | Staff Numb | er: DY | |
| | Regrade Price | ority: 10 | Entitle | d Cabin: Y | Date of Joir | ning: 15MAR2004 | |
| | Resulting Ca | tegory: 40F/ | Y10 | | Date of Ret | irement: ddmmyyyy | |
| | | | | | | | |

When accepting staff you will be asked to type the entitled cabin which is either C, E, F or X. Depending on which priority the staff has.

Creating records for Staff

When staff is travelling (only S2PA), and do not have a booking, you will have to create one.

| | Applications Device Navigation Logoff Help Messenger (0) Customer (1) | 085EP16 12:01 💕 🗳 🗙 |
|-------------|--|--------------------------------|
| - Shortcuts | Customer Identification Swipe a document or enter details. All fields are optional. Identify Customer by Customer Name(s): Seat/Security Nbr: FQTV Number: | |
| | Elight Flight Number: DY Date: 08SEP D From: OSL To: | Advanced Options [F2] Identify |



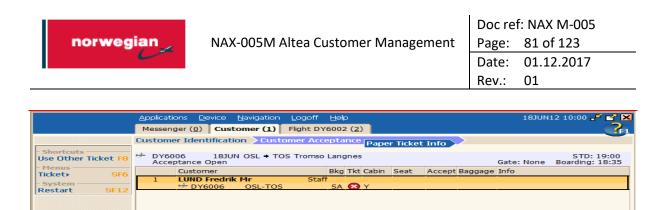
Press (F9) Book Staff

| | Applications Device Navigation Logoff Help | 18JUN12 09:53 💕 🛃 🗙 |
|---|---|------------------------------------|
| | Messenger (<u>0</u>) Customer (<u>1</u>) Flight DY6002 (<u>2</u>) | |
| | Customer Identification Create Staff Booking | |
| - Shortcuts Book Commercial F8 Search Flight F4 | Enter customer details below. Customer | |
| - Menus Customer> SF4 Flight> SF7 | Title: MR Surname: LUND First N | Name: Fredrik More Customer: No |
| - System | Enter itinerary below. Press F4 on a row to search for a flight | |
| | Only same staff format flights can be entered. | |
| | I <u>t</u> inerary: | Staff <u>D</u> etails |
| | Flight Class Date From To Priority | Staff Number: DY |
| | 1 DY 6002 Y 18JUN 🖾 OSL TOS 80C/Y10 | Date of Joining: ddmmyyyy |
| | DY 18JUN 🔟 | Date of Retirement: ddmmyyyy |
| | | Staff Type: Rebate |
| | Other Options | |
| | Reason for Change: No Record Found | |
| | Ignore Traffic Restriction: No | |
| | | Create |

Type the staffs name and itinerary details in each field and press Create. The Priority will be either 80C, 60E, 40F or 20X – After the priority you will have to type the regrade priority which always is Y10.

| | Applications | Device [| <u>N</u> avigation | Logoff | Help | | | 18JUN | 12 09:57 💕 🚰 |
|--|---------------------------------|------------|--------------------|----------|--------------------|----------|-----------------|--------------------|------------------------------|
| | Messenger (0 |) Custo | omer (<u>1</u>) | Flight D | Y6002 (<u>2</u>) | | | | |
| | Customer Ide | ntificatio | n Cust | omer Acc | eptance 🔪 | | | | |
| - Shortcuts Add Bags F11 Add FQTV F4 Add Itinerary F8 | + DY6006 Acceptance Custo | e Open | OSL → TC | S Tromso | Bkg Tkt Cabin | Seat | Accept Baggage | Gate: None Info | STD: 19:00 Boarding: 18:3 |
| Add Service F5 | |) Fredrik | Mr | Sta | | | | | |
| Cancel Accept F6 Find Connection F9 | ים 🕂 🔰 | Y6006 | OSL-TOS | | SA 😢 Y | | | | |
| Find Connection F9 | | | | | | | | | |
| View Customer F7 | | | | | | | | | |
| - Menus | | | | | | | | | |
| Baggage> SF3 | | | | | | | | | |
| Cust. Details⊁ F12 | | | | | | | | | |
| Cust. Service⊁ SF4 | | | | | | | | | |
| Disruption SF8 | | | | | | | | | |
| ETAS► F10 | Select Cust | omer(s) fo | or Accepta | nce: 1 | | | 💌 E | Expand [SF2] | 1 of 1 Select |
| Flight Info SF7 Printina SF10 | | | | | er: LUND Fred | | | | |
| Seating SF11 | Proceed to | enter m | issing info | ormation | or override t | he ticke | et requirement. | | |
| Ticket > SF6 | Edit E-ticket | lec | quirement | t | | | | | |
| Transfer⊁ SF9 | Override: N | F3 | | | | | | | |
| View Links SE5 | overnue. In | | | | | | | | |
| - System | | | | | | | - | _ | |
| Restart SF12 | | | | | | (| Advanced Optio | ns [F2] Pr | oceed Back |
| | | | | | | | | | |

The system will ask you for ticket details. To add a paper ticket number choose Ticket and Edit Eticket. Choose Paper ticket and type in the ticket number, enter Replace the Ticket.



Enter the paper ticket number or leave blank to delete paper ticket.
Paper Ticket Details

| Creating records for | · Commercial | Customers |
|-----------------------------|--------------|------------------|
|-----------------------------|--------------|------------------|

Flight Ticket Number
DY6006 in class Y 3286598654112

Select Customer(s): 1

To create bookings for commercial customers, one must ensure that a booking does not exist. It can **<u>only</u>** be created when the Airline Company or your Supervisor tells you that it is allowed due to disruptions.

If the Customer is booked on another flight try to do a force transfer from the originally flight instead of creating a new record.

Choose Create Record from the Menu.

| | Applications Device Navigation Logoff Help | 18JUN12 10:14 💕 🛃 🔀 | | | | | | | | |
|--|--|---|--|--|--|--|--|--|--|--|
| | Messenger (<u>0</u>) Customer (<u>1</u>) Flight DY6002 (<u>2</u>) | | | | | | | | | |
| | Customer Identification Create Commercial Booking | | | | | | | | | |
| - Shortcuts Book Staff F8 Search Flight F4 | Enter customer details below. <u>C</u> ustomer | | | | | | | | | |
| - Menus Customer≻ SF4 Flight≻ SF7 | Title: MRS Surname: FEYLING Type: Female With Infant: No | First Name: Cathrine With More Customer: No | | | | | | | | |
| - System Restart 8F12 | SF12 Enter itinerary below. Press F4 on a row to search for a flight. Only same staff format flights can be entered. Itinerary: | | | | | | | | | |
| | | | | | | | | | | |
| | Other Options Reason for Change: Ignore Traffic Restriction: | | | | | | | | | |
| | | Create | | | | | | | | |

You will have to add the Paper ticket number.

Expand [SF2] 1 of 1 Selected

Replace Ticket Exit



Printing Documents

A default printer is defined as a part of the device setup at your location.

Printing Boarding Passes

Boarding passes are printed or reprinted automatically during the acceptance process. When Boarding Passes are printed manually, the system prompts to print or reprint them whenever necessary.



Boarding passes are printed or reprinted for all selected Customers.

| \bigcap | BOARDING PASS: | | norweglan.com |
|--------------------|--|--------------------------|---|
| AL-Whenner of 3.5 | FLIGHT NO: BOARDING TIME: DY6002 14:35 | GATE: SEAT: 18C | CLASS: SEAT: Y Q 18C |
| Default ATB Coupon | NAME: WERGELAND/HENRIK FROM: OSLO/OSL TO: TROMSO/TOS | CLASS: YQ DATE: 31MAY | WERGELAND/HENRIK DY 6002 31MAY FROM: OSLO/OSL TO: TROMSO/TOS DEPARTURE TIME:15:00 |
| Default | 000000000000 | SEQUENCE NO: 0001 | SEQUENCE NO: 0001 |



Printing Bag Tags

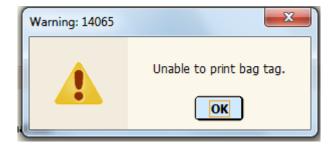
Bag Tags are printed automatically or manually during acceptance process. If they are written manually, the system prompts to print whenever necessary.

Ensure that the Customer whose bag tags you want to print is displayed. It is not possible to reprint a Bag tag. If it has been printed once, you will have to cancel it and add a new bag.

When trying to reprint Bag Tags this question will pop up. You can print remaining tags if there are tags that are not printed.

| Question | X |
|----------|--|
| | 1 selected bag tag(s) already printed |
| ? | Do you want to: 1 Print remaining bag tags? 2 Print all (including re-prints)? |
| | Select: 2 OK Cancel |

When trying to print all (including re-prints) you will have this warning:





Flight Application

The Flight Application can perform or display flight-levels and flight setup tasks before, during and after acceptance. Flight level tasks include displaying Acceptance figures and Customer Lists. Flight setup tasks include updating gate information, adding flight comments, onload customers from SBY etc.

Entering and Searching for Flights

Use the Flight Information screen to display details of a flight. The system displays by default your airline carrier code, the current date and the three character airport code associated with your terminal

| | Applications Device Navigation Logoff Help | 18JUN12 11:28 💕 🛃 🗙 |
|-------------------------------------|--|---------------------|
| | Messenger (0) Customer (1) Flight (2) Connected Devices Status (3) | ?_ |
| | Enter Flight | |
| - Shortcuts Search Flight F4 | C Enter flight details | |
| - Menus Flight > SF7 - System | Flight Number: DY 6002 Date: 18JUN From: OSL | |
| Restart SF12 | | Display |

You can access directly in to a flight by typing the flight number, or you can search for flights by pressing (F4).

| | Applications <u>Device</u> <u>Navigation</u> <u>Logoff</u> <u>Help</u> Messenger (<u>0</u>) <u>Customer (1</u>) Flight (2) | 18JUN12 11:59 🕊 🖬 🗙 |
|--|--|-----------------------------|
| - Shortcuts Enter Flight F4 - Menus Flight > SF7 - System RestartSF12 | Search Flight Enter search criteria Search Carrier: Show Flights: Departing From To: | Port: OSL Terminal Code(s): |
| | Dates and Times Date Range From: 18JUN To: Date Range From: To: To: Date Range From: To: | Search |

If you don't specify any criteria's, the flight range of the current date will display.



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Rev.: 01

| | App | olications | <u>D</u> evice | Navigation Logof | f <u>H</u> elp | | | | 18JUN1 | 2 12:01 | - <u> </u> |
|-------------|------|--------------------|----------------|---------------------------|------------------------|-------|------|--------|---------------|-----------|------------|
| | Me | ssenger (<u>0</u> |) Cust | tomer (<u>1</u>) Flight | (2) | | | | | | |
| | Sea | rch Flight | Fligh | t List | | | | | | | |
| iystem — | | | | | | | | | | | |
| efresh F5 | Sear | ched for: | DY De | eparting From: OSL | Dates and Times: 18 | али | | | | | |
| estart SF12 | | | | | Sort | t By | Time | | <u>O</u> rder | Ascendi | ng |
| | | Flight | To/From | n Time Gate | Location Flight Status | Aircr | | Rookad | Avoil Die | ombark | Trancit |
| | 38 | DY1550 | To BUD | 11:05 STD | CLOSING | 733 | 148 | 86 | 62 | CITIDATIC | manipic |
| | 39 | DY1502 | To PRG | 11:10 STD | CLOSING | 733 | 148 | 83 | 65 | | |
| | 40 | DY1816 | To LPA | 11:15 STD | CLOSING | 73H | | 114 | 72 | | |
| | 41 | DY1072 | TO RIX | 11:20 STD | CLOSING | 73H | | 84 | 102 | | |
| | 42 | DY1804 | To AGP | 11:25 STD | CLOSING | 73H | | 127 | 59 | | |
| | | DY1306 | To LGW | | CLOSING | 73H | | 104 | 82 | | |
| | 44 | DY1866 | To PSA | 12:45 STD | OPEN | 733 | 148 | 83 | 65 | | |
| | | DY346 | To BOO | | OPEN | 733 | 148 | 65 | 83 | | |
| | 46 | DY532 | To SVG | 13:15 STD | OPEN | 73H | | 56 | 130 | | |
| | 47 | DY362 | TO EVE | 13:20 STD | OPEN | 73H | | 97 | 89 | | |
| | 48 | DY754 | To TRD | 13:20 STD | OPEN | 73H | | 88 | 98 | | |
| | 49 | DY1632 | TO VIE | 13:35 STD | OPEN | 733 | 148 | 111 | 37 | | |
| | 50 | DY410 | TO AES | 13:50 STD | OPEN | 733 | 148 | 32 | 116 | | |
| | 51 | DY940 | To CPH | 14:00 STD | OPEN | 73H | | 69 | 117 | | |
| | 52 | DY382 | To TOS | 14:10 STD | OPEN | 733 | 148 | 55 | 93 | | |
| | 53 | DY334 | To BDU | 14:30 STD | OPEN | 733 | 148 | 58 | 90 | | |
| | 54 | DY756 | To TRD | 14:50 STD | OPEN | 73H | | 56 | 130 | | |
| | | DY424 | To MOL | | OPEN | 733 | 148 | 70 | 78 | | |
| | 56 | DY4499 | To KRS | 15:00 STD | OPEN | 733 | 148 | ,0 | /0 | | |
| | 57 | DY614 | To BGO | 15:00 STD | OPEN | 73H | | 44 | 142 | | |
| | 58 | DY536 | To SVG | 15:15 STD | OPEN | 73H | | 49 | 137 | | |
| | 59 | DY1156 | To MUC | | OPEN | 733 | 148 | 98 | 50 | | |
| | 60 | DY618 | To BGO | 15:40 STD | OPEN | 73H | | 55 | 131 | | |
| | | DY184 | To HAU | | OPEN | 73H | | 42 | 144 | | |
| | 62 | DY538 | To SVG | 16:15 STD | OPEN | 73H | | 12 | 174 | | |
| | | DY620 | To BGO | | OPEN | 73H | | 4 | 182 | | |
| | 64 | DY760 | To TRD | 16:20 STD | OPEN | 73H | | 48 | 138 | | |
| | | DY414 | TO AES | 16:50 STD | OPEN | 733 | 148 | 31 | 117 | | |
| | 66 | DY622 | To BGO | 16:55 STD | OPEN | 733 | 148 | 15 | 133 | | |
| | 67 | DY6002 | To TOS | | OPEN | 738 | 188 | 138 | 50 | | |
| | | DY540 | To SVG | 17:15 STD | OPEN | 73H | | 21 | 165 | | |
| | | DY350 | To BOO | | OPEN | 733 | 148 | 75 | 73 | | |
| | 70 | DY948 | To CPH | 17:20 STD | OPEN | 73H | | 18 | 168 | | |
| | | DY1496 | To ORY | | OPEN | 733 | 148 | 123 | 25 | | |
| | 72 | DY276 | To KRS | 17:30 STD | OPEN | 733 | 148 | 28 | 120 | | |
| | | DY624 | To BGO | | OPEN | 73H | | 16 | 170 | | |
| | 74 | DY764 | To TRD | 17:40 STD | OPEN | 73H | | 22 | 164 | | |
| | | DY386 | To TOS | | OPEN | 733 | 148 | 62 | 86 | | |
| | - | Select Fligh | | 17.43 510 | OFEN | 755 | 140 | 52 | 00 | 0.06104 | |
| | _ | | | the share the state | | | | | | 0 of 106 | select |
| | 05 | select a fli | gnt to d | lisplay detailed fli | gnt information | | | | _ | | |
| | | | | | | | | | S | elect | Back |

Chooses a flight from the list by typing line number. The Flight Information screen is displayed.



Displaying Flight Information

| | | <u>D</u> evice <u>N</u> a | | ogoff H | | _ | 183 | UN12 12:04 💕 🛃 🗙 |
|--|-------------------------------|---------------------------|------------------------|------------|----------------|---------------------|------------|----------------------------------|
| | Messenger (<u>0</u> |) Custon | ner (<u>1</u>) Fli | ght DY16 | 532 (2 | 2) | | 1 |
| | Search Flight | > Flight L | ist 🛛 🗲 Fl | ight Info | rmati | on | | |
| - Shortcuts Accept Group F3 Catering Figures F9 Customer List F4 | DY1632 Acceptance | | OSL → VIE V | ienna Inte | ernatio | nal | Gate: No | STD: 13:35 ne Boarding: 13:10 |
| Flight Contacts SF8 | Fillerure | | | Confi | - | Cabia Casa situ | 1 | |
| Flight Update SF2 Onload List SF6 | | Aircraft | Reg | Y | g | Cabin Capacity Y | | |
| Proactive Figures F8 | OSL-VIE | 733 | Reg | Y | 148 | r 148 | | |
| Regrade List F6 | USE-VIE | 733 | | | 140 | 140 | 1 | |
| Seatmap F7 | -Flight Status | | | | | | | |
| Set Comments F12 | | Acceptanc | e Boardir | ng | | | | |
| - Menus Acceptance SF3 | OSL-VIE | Open | Not Op | ben | | | | |
| Attentante SF3 Disruption SF4 Flight SF7 Lists SF9 Seating SF1 - System | Schedule Airp Elapsed T | | 2h20 | | | | | |
| Refresh F5 | Schedu | ulode 12 | 3:35 | 15:55 | | | | |
| Restart SF12 | Total Elapsed T | | h20 | 15.55 | | | | |
| | - | | .1120 | | | | | |
| | -Comments ou | it of OSL- | | | | | | |
| | | | | | | | | - |
| | | | | | | | | |
| | | | | | | | Acceptance | e Figures Back |

This screen is useful for preplanning flights activities and obtaining further flight information.

Displaying Acceptance Figures

To display the number of booked, rebate and accepted customers, press enter to the Acceptance Figures and the Flight Info will expand to show you the data.

| | Applicatio | ns <u>D</u> evi | ice <u>N</u> av | rigation | Logo | ff <u>H</u> el | р | | | | | 18JUN | 12 12:05 🖬 | * 🛃 🗵 |
|---|------------|-----------------|-----------------|----------|----------|----------------|----------|----------|------|------|---------|-----------|------------|----------------|
| | Messeng | er (<u>0</u>) | Custome | er (1) | Flight | DY163 | 2 (2) | | | | | | | |
| | Search Fli | ght $>$ F | light Lis | it 🔰 | Accep | otance | Figure | s | | | | | | |
| - Shortcuts Accept Group F3 Catering Figures F9 | | 2 1 tance Op | 18JUN O | SL 🕈 VI | E Vienn | a Interr | nationa | I | | | G | ate: None | | 13:35 13:10 |
| Customer List F4 Flight Contacts SF8 | Aircraft | Aircraft | | | | | | | | | | | | |
| Flight Update SF2 | | | | Cor | nfig | Cabin C | Capacity | / Infant | | | | | | |
| Onload List SF6 | | | craft | Y | | | ۲ (| Quota | | | | | | |
| Proactive Figures F8 Regrade List F6 | OSL-VIE | 733 | 3 | | 148 | | 148 | 3 20 | 1 | | | | | |
| Seatmap F7 Set Comments F12 | Availabili | | | | | | | | | | | | | |
| - Menus | | | Availability | y Est | . Availa | bility | | | | | | | | |
| Acceptance SF3 | | | Y | | Y | | | | | | | | | |
| Flight> SF7 Lists> SF9 | OSL-VIE | | | 37 | | 37 | | | | | | | | |
| Seating SF11 | -Total Acc | eptance | e Figures | • | | | | | | | | | | |
| - System | | | | Bo | oked | | | Acce | pted | | Standby | r | | |
| Refresh F5 | | | Y | Infant | CBBG | EXST | Y | Infant | CBBG | EXST | Y | | | |
| Restart SF12 | Joining | To VIE | 111 | | | | | | | | | 0 | | |
| | OSL | Total | 111 | 2 | 2 0 | | | | | | | 0 | | |
| | -Subject 1 | to Load | (Rebate | staff) |) Figure | es | | | | | | | | |
| | | | | Listed | | | | Accepted | | | Standby | r | | |
| | | | Y | Infant | CBBG | EXST | Y | Infant | CBBG | EXST | Y | | | |
| | Joining | To VIE | 0 | | | | | | | | | 0 | | |
| | OSL | Total | 0 | | | | | | | | | 0 | | |
| | -Bookable | Staff F | igures — | | | | | | | | | | | |
| | | | | Bo | oked | | | Acce | pted | | Standby | r | | |
| | | | Y | Infant | CBBG | EXST | Y | Infant | CBBG | EXST | Y | | | |
| | Joining | To VIE | 0 | | | | | | | | | 0 | | |
| | OSL | Total | 0 | | | | | | | | | 0 | | |
| | -Non Com | mercial | | | | | | | | | | | | |
| | | | | Booked | | | | | | | | | | |
| | Joining | To VIE | | | 0 | | | | | | | | | |
| | OSL | Total | | | 0 | | | | | | | | | |
| | | | | | | | | | | | | | | |
| | | | | | | | | | | | | Elight | t Info | Back |
| | | | | | | | | | | | | (Ingin | | ouck |
| | 14 | | | | | | | | | | | | - | |

To close the Acceptance Figures screen, activate Flight Info button.

Customer Lists (F4)

For a specific flight, the system allows you to display several types of Customer Lists.

A list of all Customers is always available. There are also Pre-defined lists created by the Altea Administration Business Rules application. When press (F4) button Shortcut Menu the Customer selection Lists will display.

| | Applications Device Navigation Logoff H | jelp 10SEP12 15:00 💕 🛃 🔀 |
|----------|--|--|
| | Messenger (0) Customer (1) Flight DY3 | 36 (2) Flight DY386 (<u>3</u>) |
| TRAINING | Search Flight Flight List Flight Info | rmation Customer List Selection |
| - System | DY386 10SEP OSL + TOS Tromso La Acceptance Open | |
| | List Type | Additional Information |
| | 1 All Customers(ALL) | All Customers Display List |
| | 2 ACC CUSTOMER LIST(ACCEPTED) | ACCEPTED CUSTOMER LIST |
| | | list of passengers checked in but not boarded and their baggage info |
| | 4 Passengers with animals(ANIMALS) | List of passengers with AVIH or PETC |
| | 5 Comments(COMMENTS) | Passengers with eventbased or adhoc comments |
| | 6 List for flight editing(EDITINGLIST) | List for editing. Includes INF, CHD, UMNR, WCHx, PETC, DEPA, DEPU |
| | 7 List of noshow passengers(NOSHOWS) | List of noshow passengers |
| | Select List: 1 | |
| | 🚺 Select a customer list. | |
| | <u>R</u> estrict Customer List | |
| | To: Customer Filter: Joinin | g and Transit |
| | Cabin: | |
| | | (3) Advanced Options [F2] Display Exit |

Press enter to Display the list over All Customers.



| | Applications Device Navigation | Logoff | Help |) | | 18JUN12 12:49 💕 🛾 | <u> 7</u> 🔀 |
|---|--|-------------|------------|----------------|-------------------|----------------------------|-------------|
| | Messenger (<u>0</u>) Customer (<u>1</u>) | Flight D | Y6002 | 2 (<u>2</u>) | | | ? F1 |
| | Enter Flight Flight Informat | tion Cust | tomer | List Selectio | n Customer List | | - |
| Shortcuts | | | | | | STD: 17: | 00 |
| Identify Cust F6 Print to Default F8 | Acceptance Open | 0.5 1101115 | U Lang | lies | | Gate: None Boarding: 16 | |
| View Customer F7 | Selected List: All Customers | | | | | Number in List: | Y14 |
| View Links F3 | Selected Filters: None | | | | | | |
| Menus | | | | | | | |
| Acceptance SF3 | | | | | Sort By Custome | er <u>O</u> rder Ascending | - |
| Customer > SF4 Disruption > SF1 | Customer | From | То | Bkg Cabin | Class Seat Accept | | |
| Linking) SF5 | 1 AAS Frank Mr | OSL | TOS | Y | М | | |
| Printina) SF10 | 2 AKHTAR Samra Mrs | | TOS | Y | V | | |
| Ficket) SF6 | 3 AMUNDSEN Roald Mr | | TOS | Y | Q | | |
| Fransfer SF9 | 4 ANDERSEN Hanschristian Mr | | TOS | Y | Q | | |
| System | 5 ANDERSSON Chris | | TOS | Y | W | | |
| Refresh F5 | 6 ASBJOERNSEN P. Mr 7 AUSTRHEIM Gro Mrs | | TOS | Y Y | Q W | | |
| Restart SF12 | 8 BENGTZON Annika Ms | | TOS | Y | v | | |
| | 9 BERGH Helge Mr | | TOS | Ý | ŵ | | |
| | 10 BESKOW Elsa Mrs | | TOS | Ý | Q | | |
| | 11 BHATTI Khurrum Mr | | TOS | Ŷ | v | | |
| | 12 BIRKELAND Kristian Mr | OSL | TOS | Y | Q | | |
| | 13 BJERKE Andre Mr | | TOS | Y | Q | | |
| | 14 BJOERNSON Bjoernstjerne Mr | | TOS | Y | Q | | |
| | 15 BLIXEN Karen Ms | | TOS | Y | Q | | |
| | 16 BRAHE Tycho Mr | | TOS | Y | Q | | |
| | 17 BRANDES Georg Mr 18 BRENDEN Karina Mrs | | TOS TOS | Y Y | Q V | | |
| | 19 BRUEM Per Mr | | TOS | Y | w | | |
| | 20 BULL Ole Mr | | TOS | Ý | Q | | |
| | 21 BUNES Svenkaare Mr | | TOS | Ý | v | | |
| | 22 BYE Erik Mr | | TOS | Ý | ç. | | |
| | 23 CELSTUS Anders Mr | | TOS | Ý | ò | | |
| | | | | | | 😨 Expand [| SF2 |
| | Choose one of the actions of | on the lef | t to c | ontinue. | | | |
| | | | | | | Done Ba | ck |

Customer Lists with Filters

To display a list of specific types of Customers, Advanced Options has to be selected (F2). You can choose if you would like to include or exclude the customers filtered by the chosen filter.

| List Type Additional Information 1 All Customers(ALL) All Customers Display List 2 ACC CUSTOMER LIST(ACCEPTED) ACCEPTED CUSTOMER LIST 3 Bags of pax accepted but not boarded(AC list with passengers checked in but not boarded and their baggage information 4 list for flight editing(EDITINGLIST) List of passengers for flight editing. Includes Infants, children and groups of 5 No-show passengers(NOSHOWS) Passengers not vet checked in for the flight 6 Special Assistance(SPECIALPAX) Passengers with weelchairs, UMNRs, PETs Select List: 1 Customer list. Restrict Customer List To: Customer Filter: Joining and Transit Value | Applications Device Navigation Logoff Help | 18JUN12 12:54 💕 🛃 | | | | | | | | | |
|--|---|--|--|--|--|--|--|--|--|--|--|
| System SF12 ** DY6002 18JUN OSL + TOS Tromso Langnes Gate: None Boarding: 16:35 List Type Additional Information Gate: None Boarding: 16:35 List Type Additional Information Boarding: 16:35 List Type Additional Information Boarding: 16:35 List Type Additional Information Boarding: 16:35 List Statemers/ALL All Customers Display List Boarding: 16:35 2. ACC CUSTOMER LIST(ACCEPTED) ACCEPTED CUSTOMER LIST Bags of pax accepted but not boarded(Acc list with passengers for Hight editing, Includes Infants, children and groups of No-show passengers(NOSHOWS) Passengers not yet checked in for the flight 3. No-show passengers(NOSHOWS) Passengers with weekchairs, UMINRs, PETS Select List: 1 Select List: 1 Customer Filter: Joining and Transit Cabin: Cabin: Cabin: Customer Kitomer Ki | Messenger (<u>0</u>) Customer (<u>1</u>) Flight DY6002 (<u>2</u>) | | | | | | | | | | |
| SF12 * DY6002 18JUN OSL + TOS Tromso Langnes Acceptance Open STD: 17:00 Gate: None Gate: None STD: 17:00 Gate: None Bags of pax accepted but not boarded (AcL) All Customers Display List AcC CUSTOMER LIST(ACCEPTED) ACCEPTED CUSTOMER LIST Bags of pax accepted but not boarded (AcL) List twith passengers checked in but not boarded and their baggage information Ist for flight editing(EDITINGLIST) List of passengers not yet checked in for the flight 0 Sheet List: 1 Select List: 1 Select Acustomer List Select List: 1 Customer Filter: Joining and Transit Cabin: C Refine Customer Lists with Criteria And Include Fliter And Include Fliter Display Ext Extract (ETK) Display Extract (ETK) Extract (ETK) Extract (ETK) Extract (ETK) Extract (ETK) Extract (ETK) | Enter Flight Flight Information Customer List Selection | | | | | | | | | | |
| 1 All Customers (ALL) All Customers Display List 2 ACC CUSTOMER LIST(ACCEP TED) CCCPTED CUSTOMER LIST 3 Bags of pax accepted but not boarded(AC Ist with passengers checked in but not boarded and their baggage information of the flight editing(EDITINGLIST) 4 Ist for flight editing(EDITINGLIST) List of passengers for flight editing. Includes Infants, children and groups of Social Assistance(SPECIALPAX) 6 Special Assistance(SPECIALPAX) Passengers with weekchairs, UMNRs, PETs 5 Select List: 1 Select a customer list. Restrict Customer List To: Customer Filter: Joining and Transit Cabin: Customer Nationality (NAT) Customer Nationality (NAT) Customers with offpoint (OFF) Disrupted Customers (DIS) Duplicate Passports (PDU) E-ticket (ETK) sic Options [F2] Display Exit | DY6002 18JUN OSL + TOS Tromso Langnes | STD: 17:00 Gate: None Boarding: 16:35 | | | | | | | | | |
| ACC CUSTOMER LIST(ACCEPTED) ACCEPTED CUSTOMER LIST Bags of pax accepted but not boarded(AC list with passengers checked in but not boarded and their baggage informate list fing(EDITINGLIST) List of passengers for flight editing. Includes Infants, children and groups or Passengers not yet checked in for the flight Select List: 1 Select a customer list. Refine Customer Lists with Criteria And Include Fliter Joining and Transit Customer Riter: Joining and Transit Customer Riter: Joining and Transit Customer Riter: Joining and Transit Select List: 1 Customer Lists with Criteria And Include E-ticket (ETK) Disrupted Customers (DIS) Duplicate Passports (PDU) E-ticket (ETK) ESTA (EST) Emergency Contact Details (ECD) Sic Options [F2] Display Ext | List Type Additional Information | | | | | | | | | | |
| Bags of pax accepted but not boarded(AC list with passengers for flight editing. Includes infants, children and groups of No-Show passengers(NOS) Passengers not yet checked in for the flight Special Assistance(SPECIALPAX) Passengers with weekhairs, UMNRs, PETs Select List: 1 Select a customer list. Restrict Customer List Customer Filter: Joining and Transit Cabin: Customer Lists with Criteria And/or Include/Exclude Filter Customer Nationality (NAT) Customer swith offpoint (OFF) Disrupted Customers (DIS) Duplicate Passports (PDU) E-ticket (ETK) ESTA (EST) Emergency Contact Details (ECD) Sic Options [F2] Display Ext | | | | | | | | | | | |
| 4 list for flight editing(EDITINGLIST) List of passengers for flight editing. Includes Infants, children and groups o 5 No-show passengers(NOSHOWS) Passengers not yet checked in for the flight 6 Special Assistance(SPECIALPAX) Passengers with weekhairs, UMNRs, PETS Select List: 1 6 Select a customer list. Restrict Customer List To: Customer Filter: Joining and Transit Cabin: Customer Lists with Criteria And Include Filter And Include Filter Customers with offpoint (OFF) Disrupted Customers (DIS) Duplicate Passports (PDU) E-ticket (ETK) EstT (EST) Emergency Contact Details (ECD) Sic Options [F2] Display Ext | | | | | | | | | | | |
| 5 No-show passengers (NOSHOWS) Passengers not yet checked in for the flight 6 Special Assistance(SPECIALPAX) Passengers with weelchairs, UMNRs, PETs Select List: 1 Select a customer list. Restrict Customer List Customer Filter: Joining and Transit Cabin: Customer Filter: Value And/or Include E-ticket (ETK) Value Disrupted Customers (DIS) Duplicate Passports (PDU) E-ticket (ETK) ESTA (EST) Emergency Contact Details (ECD) sic Options [F2] | | | | | | | | | | | |
| 6 Special Assistance(SPECIALPAX) Passengers with weekhairs, UMNRs, PETS Select List: 1 • Select a customer list. Restrict Customer List To: • Customer Filter: Joining and Transit Cabin: • Refine Lustomer Lists with Criteria And/Or Include/Exclude And • Customer Nationality (NAT) Customers with offpoint (OFF) Disrupted Customers (DIS) Duplicate Passports (PDU) E-ticket (ETK) ESTA (EST) Emergency Contact Details (ECD) | | | | | | | | | | | |
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| Select a customer list. Restrict Customer List To: Customer Filter: Joining and Transit Cabin: Cabin: Cabin: Customer Lists with Criteria And/Or Include/Exclude Filter Value And Include Eticket (ETK) Customers with offpoint (OFF) Disrupted Customers (DIS) Duplicate Passports (PDU) E-ticket (ETK) ESTA (EST) Emergency Contact Details (ECD) Sic Options [F2] Display Ext | | | | | | | | | | | |
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| Cabin: Cabin: | Restrict Customer List | | | | | | | | | | |
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| Refine Customer Lists with Criteria And/or Include/Exclude Filter Value And Include E-ticket (ETK) • Customer Nationality (NAT) • • • Disrupted Customers (DIS) • • • Duplicate Passports (PDU) • • • E-ticket (ETK) • • • EsTA (EST) • • • Emergency Contact Details (ECD) • • • | Cohine | | | | | | | | | | |
| And/or Include/Exclude Filter Value And Include E-ticket (ETK) Customers with offpoint (OFF) Disrupted Customers (DIS) Duplicate Passports (PDU) E-ticket (ETK) ESTA (EST) Esta (EST) sic Options [F2] Display Exit | | | | | | | | | | | |
| And Include E-ticket (ETK) Customer Nationality (NAT) Customers with offpoint (OFF) Disrupted Customers (DIS) Duplicate Passports (PDU) E-ticket (ETK) ESTA (EST) Emergency Contact Details (ECD) sic Options [F2] Display Exit | Refine <u>Customer Lists</u> with Criteria | | | | | | | | | | |
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| Customer Nationality (NAT) Customers with offpoint (OFF) Disrupted Customers (DIS) Duplicate Passports (PDU) E-ticket (ETK) ESTA (EST) Emergency Contact Details (ECD) sic Options [F2] Display Exit | And Include E-ticket (ETK) | | | | | | | | | | |
| Customers with offpoint (OFF) Disrupted Customers (DIS) Duplicate Passports (PDU) E-ticket (ETK) ESTA (EST) Emergency Contact Details (ECD) sic Options [F2] Display Exit | | | | | | | | | | | |
| Disrupted Customers (DIS) Duplicate Passports (PDU) E-ticket (ETK) ESTA (EST) Emergency Contact Details (ECD) sic Options [F2] Display Exit | | | | | | | | | | | |
| Duplicate Passports (PDU) E-ticket (ETK) ESTA (EST) Emergency Contact Details (ECD) sic Options [F2] Display Exit | | | | | | | | | | | |
| E-ticket (ETK) ESTA (EST) Emergency Contact Details (ECD) sic Options [F2] Display Exit | | | | | | | | | | | |
| ESTA (EST) Emergency Contact Details (ECD) sic Options [F2] Display Exit | | | | | | | | | | | |
| Emergency Contact Details (ECD) Sic Options [F2] Display Exit | | | | | | | | | | | |
| Emergency Contact Details (ECD) | | sic Options [F2] Display Exit | | | | | | | | | |
| Emergency Exit (NOX) | | | | | | | | | | | |
| | Emergency Exit (NOX) | • | | | | | | | | | |
| | | | | | | | | | | | |

Display a list over all Customers that has an E-ticket.



| | Applications Device Navig | ation <u>L</u> ogoff <u>H</u> elp | | 18JUN12 12:57 💕 🚰 | | | | | | | |
|-----------------------|--|---|-------------------------|------------------------------------|--|--|--|--|--|--|--|
| | Messenger (<u>0</u>) Customer | (<u>1</u>) Flight DY6002 (<u>2</u>) | | | | | | | | | |
| | Enter Flight Flight Info | rmation Customer List Selection | | | | | | | | | |
| system estart SF12 | + DY6002 18JUN OSL Acceptance Open | → TOS Tromso Langnes | - | STD: 17:00 None Boarding: 16:35 | | | | | | | |
| | List Type | Additional Inform | ation | | | | | | | | |
| | 1 All Customers(ALL) | All Customers Dis | | | | | | | | | |
| | 2 ACC CUSTOMER LIST(ACC | | | | | | | | | | |
| | | not boarded(AC list with passeng | | | | | | | | | |
| | 4 list for flight editing(EDITINGLIST) List of passengers for flight editing. Includes Infants, children and groups 5 No-show passengers(NOSHOWS) Passengers not yet checked in for the flight | | | | | | | | | | |
| | 6 Special Assistance(SPECIA | | weelchairs, UMNRs, PETs | | | | | | | | |
| | | | | | | | | | | | |
| | L | | | | | | | | | | |
| | Select List: 1 | | | | | | | | | | |
| | 🕤 Select a customer list. | | | | | | | | | | |
| | Restrict Customer List | | | | | | | | | | |
| | To: Customer Filter: Joining and Transit | | | | | | | | | | |
| | Cabin: | | | | | | | | | | |
| | -Refine <u>C</u> ustomer Lists with | n Criteria | | | | | | | | | |
| | And/Or Include/Exclude | Filter | Value | | | | | | | | |
| | 1 And 🔽 Exclude | Linked Customers (LNK) | - | | | | | | | | |
| | And 🔪 Include 🛹 | Linked Customers (LNK) | ▲ | | | | | | | | |
| | | Manual Selectee (MSE) | | | | | | | | | |
| | | Medical (MED) | | | | | | | | | |
| | (not Linked Customers) | Misconnections (MCT) | | | | | | | | | |
| | | Move to Blockspace Partner (TMB) | | | | | | | | | |
| | | NOREC Customers (NR) | sic Options [F | F21 Display Exit | | | | | | | |
| | | Name (NME) | sic Options [P | ZJ DISPIAY EXIT | | | | | | | |
| | | Non Operational (NOP) | | | | | | | | | |

Display a list over all Customers that are not linked.

Combinations of all kind of lists are also possible:

| R | Refine <u>C</u> ustomer Lists with Criteria | | | | | | | | | | |
|---|---|---|---------|---|------------------------|-------|---|---|--|--|--|
| | And/Or Include/Exclude | | | | Filter | Value | | | | | |
| 1 | And | - | Include | ▼ | E-ticket (ETK) | • | | • | | | |
| 2 | And | • | Exclude | • | Linked Customers (LNK) | • | | • | | | |
| | And | • | Include | - | | • | | - | | | |
| | | | p | | | | 1 | | | | |

Display list over all Customers with an E-ticket that are not linked.

Display list with value

| - | Refine <u>C</u> ustomer Lists with Criteria | | | | | | | | | | |
|---|---|---|---------|----|--------------------|---|-------|---|--|--|--|
| | And/Or Include/Exclude | | | de | Filter | 1 | Value | | | | |
| : | And | • | Include | ▼ | Selling Class (SC) | - | d | • | | | |
| | And | • | Include | • | | - | | - | | | |

Setting a value for the filter is sometimes possible or mandatory. Display list of customers with D-class booking.

Display the Baggage List (Shift + F9)

| | . I. I | | | <i></i> | | | | | | | | |
|---|----------------|--|------------------------|-------------|---------------------|--|--|--|--|--|--|--|
| | Applications ! | | | | | | | | | | | |
| | Messenger (0) |) Custor | mer (<u>1</u>) Fli | ght DY6002 | (<u>2</u>) | | | | | | | |
| | Enter Flight | Flight I | nformatior | 1 | | | | | | | | |
| - Shortcuts Accept Group F3 Catering Figures F9 Customer List F4 | | Acceptance Open Gate: None Boarding: 16:35 | | | | | | | | | | |
| Flight Contacts SF8 | Aircraft | | | 00- | Cable Case at a | | | | | | | |
| Flight Update SF2 Onload List SF6 | | Aircraft | Reg | Config Y | Cabin Capacity Y | | | | | | | |
| Proactive FiguresF8 | OSL-TOS | 738 | Reg | 18 | | | | | | | | |
| Regrade List F6 Seatmap F7 | -Flight Status | | | | | | | | | | | |
| Set Comments F12 | | Acceptan | ce Boardi | ng | | | | | | | | |
| - Menus Acceptance > SF3 | OSL-TOS | Open | Not O | pen | | | | | | | | |
| Disruption> SF4 Flight> SF7 | Schedule | | | TOC | | | | | | | | |
| Lists SF9 | All Connectio | | F3 | TOS | | | | | | | | |
| Seating SF11 | Bag List | > | F8 | \sim | | | | | | | | |
| Refresh F5 | Blocked Seats | s | F10 | 19:00 | | | | | | | | |
| Restart SF12 | Cancelled Bag | j Tag List | F6 | 19:00 | | | | | | | | |
| | Customer List | t | F4 | | | | | | | | | |
| | Failed Links | | F5 | | | | | | | | | |
| l | Tracked Cust | omers | F11 | | | | | | | | | |

Through the List Menu there is also possible to display lists. Choose the Bag List (F8).

You can choose to display a list over all bags on the flight included onward baggage or just local bags.

| | Applications De | evice <u>N</u> avigation | Logoff | <u>H</u> elp | | 150CT1 | 2 11:28 💕 🛃 🔀 |
|--------------------------|------------------------|--------------------------|------------|--------------------|------------------------------|----------------------------------|----------------------------|
| | Messenger (<u>0</u>) | Customer (<u>1</u>) | Flight DY | /6670 (<u>2</u>) | Boarding DY6670 (<u>3</u>) | | <u></u> |
| TRAINING | Search Flight | Flight List | Flight In | formation | Baggage List Selection | | |
| - System Restart SF12 | - | al restrictions b | | - | quired. Press Enter to d | Gate: DY lisplay bags. | STD: 20:00 Now Boarding |
| | Restrict Bagga | - | dard: | Yes 💌 | | | |
| | тоѕ | Rush Crew | : [| No 💌 | | | |
| | | Inbo | und BTM: [| No | | | |
| | | | | | 3 | Advanced Options [F2] | splay Exit |

| | | Applic | ations <u>D</u> evice | e <u>N</u> avigation | Logoff | Hel | o | | | 18JUN1 | 2 13:20 | -" 🛃 🗵 |
|--|----------|--------|------------------------|----------------------|----------|--------------|----------------|----------------|---------------------|--------|---------|--|
| | | Mess | enger (<u>0</u>) 🕇 C | ustomer (<u>1</u>) | Flight C | Y600 | 2 (<u>2</u>) | | | | | ? |
| | | Enter | Flight Fli | ght Informat | ion Bag | igage | List Selecti | on Bagg | age List | | | |
| - Shortcuts Print to Default View Customer | F8 F7 | Ac | | JUN OSL + TO |)S Troms | | | | | None | | : 17:00): 16:35 |
| | FЗ | | | | | | | <u>S</u> ort I | By Tag Number 💌 | Order | Ascendi | ng 💌 |
| Customer> S Printing> SF | F4 | | Tag Number | From | То | Acc | Transfer | Bag Class | Owner | From | То | Acc |
| - | 10 | 1 | DY000943 | OSL | TOS | \checkmark | Local | Y | WERGELAND Henrik Mr | OSL | TOS | Image: A start of the start |
| - System Refresh | F5 | 2 | DY000944 | OSL | TOS | \checkmark | Local | Y | SKRAM Amalie Ms | OSL | TOS | |
| Restart SF: | | 3 | DY000945 | OSL | TOS | \checkmark | Local | Y | UNDSET Sigrid Mrs | OSL | TOS | \checkmark |

The list can be sorted By Tag number, Owner, From, To etc.



Inactive Bag Tags

From the Bag List you can choose Advanced Options to display a list over inactive bag tags. Choose the Filter and Value below.

| Applications Device Navigation Logoff Help 19NOV1210 | .as 🗹 📈 🔽 | | | | |
|--|--------------------------|--|--|--|--|
| | | | | | |
| Messenger (0) Customer (1) Flight DY275 (2) Boarding Monitor (3) Seatmap DY275 (4) | | | | | |
| Search Flight List Flight Information Baggage List Selection | | | | | |
| Restart SE12 * DY275 19NOV KRS + OSL Oslo Gardermoen STD: 09:40 | ETD: 10:20 w Boarding | | | | |
| Enter optional restrictions below and refine if required. Press Enter to display bags. | - | | | | |
| Restrict Baggage List to | | | | | |
| To: 🗨 Standard: Yes 💌 | | | | | |
| Rush: No 💌 | | | | | |
| Crew: No 💌 | | | | | |
| Inbound BTM: No 💌 | | | | | |
| | | | | | |
| Refine Baggage Lists with <u>C</u> riteria | | | | | |
| And/Or Include/Exclude Filter Value | | | | | |
| 1 And Include Baggage Activation Status (BAC) Inactive (INA) | - | | | | |
| And Include | - | | | | |
| | | | | | |
| (Baggage Activation Status=INA) | | | | | |
| (baggage Activation Status-INA) | | | | | |
| Basic Options [F2] | Exit | | | | |

If you have any Tag numbers that is not been scanned it will look like this.

| | Applications Device Navigation Logoff Help | 19NOV12 10:27 🗗 🛃 🔀 |
|--|---|--|
| | Messenger (0) Customer (1) Flight DY275 (2) | Boarding Monitor (<u>3</u>) Seatmap DY275 (<u>4</u>) |
| Chardenda | Search Flight >Flight List >Flight Informat | Baggage List Selection Baggage List |
| - Shortcuts Print to Default F8 View Customer F7 | DY275 19NOV KRS 	OSL Oslo Gardermoe Acceptance Closing | n STD: 09:40 ETD: 10:20 Gate: 005 Now Boarding |
| - Menus | Selected Filters: (Baggage Activation Status=INA) | |
| Baggage SF3 Customer≻ SF4 | | Sort By Tag Number Order Ascending |
| Printing SF10 | Tag Number From To Acc Transf | er Bag Class Status Owner To Acc |
| - System Restart SF12 | 1 DY513357 KRS GDN 🖌 Local | Y Inactive OSL VEGARDEC |



Displaying Inbound Connection Summary List

| | Applications | Device N | avigation | Logoff | Help | | | 18JUN | 12 13:27 💒 🚅 🔀 |
|---|----------------------|--------------------|-----------|-----------|-----------|--------------|-------|---------------|-------------------------------|
| | Messenger (0 |) Custon | ner (1) 🚺 | Flight DY | 6002 🕻 | 0 | | | |
| | Enter Flight | > Flight I | nformati | on i | | | | | |
| - Shortcuts Accept Group F3 Catering Figures F9 Customer List F4 | DY6002 Acceptance | 18JUN (e Open | OSL + TO | S Tromso | Langnes | | | Gate: None | STD: 17:00 Boarding: 16:35 |
| Flight Contacts SF8 | Aircraft | | | Cor | 6 | Cabin Capac | | | |
| Flight Update SF2 Onload List SF6 | | Aircraft Reg | | | ntig V | Cabin Capaci | ICY . | | |
| Proactive FiguresF8 | OSL-TOS | 738 | Reg | | 189 | | 88 | | |
| Regrade List F6 Seatmap F7 | -Flight Status | | | | | | | | |
| Set Comments F12 | ingre ordered | Acceptance Boardin | | dina | | | | | |
| - Menus | OSL-TOS | Open | | Open | | | | | |
| Acceptance⊢ SF3 Disruption⊢ SF4 | Schedule | | | | | | | | |
| Flight> SF7 | Accept, Figu | res | | | | F2 | | | |
| Lists⊁ SF9 Seating⊁ SF11 | Catering Figu | ares | | | | F9 | | | |
| System | Customer W | eight and I | | | | | | | |
| Refresh F5 | Departure Pl | lan | | | | | | | |
| Restart SF12 | Flight Conta | cts | | | S | FB | | | |
| | Flight Histor | Y | | | SF | 12 | | | |
| | Flight Update | e | | | S | F2 | | | |
| | GenDec Info | | | | | L. (L.) | | | |
| | Inbound Cor | nnections s | Summary | | | F4 | | | |
| | Enload List | | | | | FG | | | |
| | Outbound C | | s Summa | · • | | F4 | | | |
| | Proactive Fig | | | | | FB | | | |
| | Regrade List | | | | | F6 | | | - |
| | Regulatory L | | | | | F.5 | | | |
| | Set Commen | its | | | F | 12 | | | |
| | | | | | | | | Acceptance Fi | gures Back |

Under the Flight Menu, you find the Inbound Connection Summary List.

| | <u>Applications</u> | Device N | lavigation | Logoff | <u>H</u> elp | | | | 18JUN: | 12 13:39 🗗 🗹 📕 |
|---|----------------------|-----------------|--------------------|-------------------------------|------------------|---------------|---------|------------|----------------|-----------------|
| | Messenger (|) Custor | mer (<u>1</u>) 🚺 | Flight DY3 | 886 (<u>2</u>) | | | | | <u></u> |
| | Search Flight | 🔷 Flight I | _ist 💦 🔪 | Flight Inf | ormatior | Inbound | Conne | ction Summ | ary | |
| - Menus Disruption> SF4 Flight> SF7 | + DY386 Acceptanc | 18JUN e Open | Gate: None | STD: 17:45 Boarding: 17:20 | | | | | | |
| - System | Codeshare | Display: Al | Customers | 5 💌 | | | | | | |
| Refresh F5 Restart SF12 | | | | Actual | Custome | er Categories | | | | |
| Restart or12 | | | | | Booked | Accepted | Final | | | |
| | Connection | | ETA STA | Time | Y Total | Y Total Bags | s Dest. | Term. Gate | | |
| | Connectio | n OK | | | | | | | | |
| | 1 DY623 | BGO-OSL | 17:10 | 0 0h35 | 2 2 | 00 | D TOS | | | |
| | 2 DY4117 | ARN-OSL | 15:30 | 0 2h15 | 1 1 | 00 | D TOS | | | |
| List Refreshed At: 13:39 | 3 DY933 | CPH-OSL | 10:20 | 0 7h25 | 2 2 | 0 0 0 | DTOS | | | |
| | Select Cor | nection: | | | | | | | Collapse [SF2] | 0 of 4 selected |
| | O Select a f | ight to vie | | Diaslas Curla | | | | | | |
| | | | | | | | | | Display Custo | Cancel |

Outbound Connection Summary List

From the Flight Menu it is also possible to access an Outbound Connection Summary List.

| | <u>Applications</u> | <u>D</u> evice <u>N</u> | Javigation | <u>L</u> ogoff | Help | | | | | 18JUN | 12 13:43 💕 🛃 🗙 |
|---|-----------------------|-------------------------|----------------------|----------------|------------------------------|--------|----------|---------------|--------------|----------------|-------------------------------|
| | Messenger | (<u>0</u>) Custo | mer (<u>1</u>) F | light DY9 | 3 32 (<u>2</u>) | | | | | | 2 |
| | Search Fligh | nt Flight | List 🗾 | light In | formatio | n Ou | itbound | l Coni | nection Sun | nmary | |
| - Menus Disruption> SF4 Flight> SF7 - System Refresh F5 Restart SF12 | | ice Closing Airport: | OSL → CPH OSL | Copenha CPH | gen Kastr | rup (2 | ?) | | | Gate: None | STD: 07:30 Boarding: 07:05 |
| Restart or 12 | Sche Total Elapsed | | 17:30 1h10 | 08:40 | | | | | | | |
| | Codeshare | | I Customers | | 1 | | | | | | |
| | | | | Actual | | | tegories | | | | |
| | Connection | ı | ETD STD | Time | Booked | | | Final Dest | Term. Gate | | |
| S List Refreshed At: | Connecti | | 210 010 | | , iocui | | cui bugi | | - China Baco | | |
| List Refreshed At: 13:43 | 1 DY3550 | CPH-BUD | | 1h55 | | 0 | | D | 2 | | |
| 13.45 | 2 DY3086 | CPH-AAL | | 2h05 | | 0 | - | D | 1 | | |
| | 3 DY3284 4 DY3678 | CPH-ZAG CPH-BCN | | 5h30 | | 0 | | 0 | 2 | | |
| | 4 D130/8 | CPH-BUN | 17:10 | 8h30 | 2 2 | 0 | 0 (| D | 2 | | |
| | Select Co | onnection: | | | | | | | | Collapse [SF2] | 0 of 5 selected |
| | 🔾 Select a | flight to vie | ew a list of | the cus | tomers o | on th | at jour | ney. | | | |
| | | | | | | | | | | Display Custo | omers Cancel |

From both the inbound and outbound summary list, the connecting time will show. If flights are delayed the connection time will change.



Flight Comments

This topic explains how to add pre-defined flight-level comments, free-flow text comments and flight banner comments for a flight. Type (F12) from the Shortcut Menu to enter the Flight Comment Summary screen.



Add Pre-defined Flight-Level Comments

Ensure that the Flight Comment Summary screen is displayed. Press (F4) to display the Flight Level Comments screen.

The screen shows the pre-defined flight-level comments that have been created for the operating airline.

| | Applications Device Navigation Logoff Help | 18JUN12 14:16 💕 🛃 🗙 |
|--|---|-------------------------------------|
| | Messenger (0) Customer (1) Flight DY6002 (2) Boarding DY6002 (3) | |
| | Enter Flight Flight Information Flight Comments Summary Flight Level Comment | |
| - Shortcuts Del Flt Created F4 - Menus | | STD: 17:00 Gate: 40 Now Boarding |
| Flight SF7 | Predefined Comment | |
| - System | SORRY FOR DELAY 2 HAPPY HONEY MOON | |
| Restart SF12 | 3 PLEASE SSE AGENTS | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | Select Comment: 1 | |
| | Select a flight level comment. Updating with no comment selected will delete any ex | isting comment. |
| | | Update Back |

Type the line number in Selected Comment field and enter to Update. The pre-defined comments on Flight Level will be shown on the Flight Info screen. You can only add one pre-defined flight comment.



NB: If you add a Flight Level you cannot remove it, only change it to another pre-defined Flight Level.

Add Free-flow Text Comments

Display the Flight Comment Summary screen. Press Enter to activate the Add Comment button. The Add Comment screen appears. Existing comments appears in the Comment table at the top of the screen.

| | Applications Device Navigation Logoff Help | 18JUN12 14:33 🗗 🛃 🗙 |
|---|---|--|
| | Messenger (<u>0</u>) Customer (<u>1</u>) Flight DY6002 (<u>2</u>) | |
| | Enter Flight Flight Information Flight Comments Summary Add Comment | |
| - Shortcuts Delete Comment F6 Edit Comment F7 | DY6002 18JUN OSL + TOS Tromso Langnes Acceptance Open | STD: 17:00 Gate: 40 Now Boarding |
| - Menus Flight> SF7 | Comment I INFORM CUSTOMER ABOUT WIFI ONBOARD CREW ARRIVING LATE FROM BGO DY623 - GATE 13 | |
| - System Restart SF12 | | |
| | C - Check-in, G - Gate, L - Load Control, E | Service Desk, S - Supervisor |
| | Enter a new comment and its categories below. | |
| | Comment: | |
| | THIS IS A TEST | |
| | Category 1 Check-in 2 Gate 3 Load Control 4 Service Desk 5 Supervisor | |
| | Set Categories: 1 | |
| | | Add Exit |

Type the required text. You can type maximum 70 characters in this field. In the set category field, type the number of category or categories for which you want to send the message. If you want to send message to category 1-2, 4, the message will go to Check-in, Gate and Service Desk.

Press Enter to activate the Add button.

You can add more comments, if necessary or exit.

Deleting Flight Level comments – choose delete comment, select the line you wish to delete and then enter.



Add Flight Banner Comment

Ensure the Flight Comment Summary screen is displayed. Press (F5) to display the Flight Banner Comment screen.

| | Applications Device Naviga | tion Logoff <u>H</u> elp | 18JUN12 14:05 🗗 😭 🗙 |
|--------------|-----------------------------------|--|--|
| | Messenger (<u>0</u>) Customer (| | |
| - System | Enter Flight Flight Infor | mation Flight Comments Summary Fli | ight Banner Comment |
| Restart SF12 | | TOS Tromso Langnes | STD: 17:00 Gate: None Boarding: 16:35 |
| | Acceptance Banner Comment: | | |
| | DUE TO BAD WEATHER IN TO | S PLS ACCEPT CUSTOMERS ON EARLIER F | LIGHTS |
| | Enter an Acceptance Ban | ner comment. Updating with no comr | nent will delete any existing comment. |

Type the required text.

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 new information.

The Flight Banner Comment will show in red in the Flight information screen:



All comments will be visible in the Flight Info screen:

A Flight Banner Comment will also be visible on the top of the Customers CPR-table during acceptance on this specific flight.

| | Applications Devic | e <u>N</u> avigation | Logoff <u>H</u> elp | | | | 18JUN | 12 14:08 🗗 🛃 🗙 |
|--|--------------------------|----------------------|-------------------------------------|-----------|---------|----------------|------------|-------------------------------|
| | Messenger (<u>0</u>) C | ustomer (<u>1</u>) | Flight DY6002 (<u>2</u>) | | | | | ? |
| | Customer Identific | ation Custo | mer Acceptance | | | | | |
| - Shortcuts Add Bags F11 Add FQTV F4 Add Itinerary F8 | Acceptance Ope | n | 5 Tromso Langnes 5 PLS ACCEPT CU | | S ON EA | ARLIER FLIGHTS | Gate: None | STD: 17:00 Boarding: 16:35 |
| Add Service F5 | Customer | | Bkg ' | Tkt Cabin | Seat | Accept Baggage | e Info | |
| Cancel Accept F6 Find Connection F9 Find Customer F3 View Customer F7 | 1 SAGEN AI → DY6002 | | | Υ | | · · · · | CKIN | |



Boarding Application (Ctrl + B)

Before performing any boarding activities, a flight must be identified. To identify the flight, the flight number must be known.

| | Applications Device Navigation Logoff Help | 19JUN12 10:02 💕 🛃 🗙 |
|-------------------------------------|--|---------------------|
| | Messenger (0) Customer (1) Flight DY6002 (2) JFE Help (3) Boarding (4) | ~ |
| | Enter Flight | |
| - Shortcuts Search Flight F4 | 🚺 Enter flight details Flight | |
| - Menus Flight > SF7 - System | Flight Number: DY 6002 Date: 19JUN Date: OSL | |
| Restart SF12 | | Display |

If boarding is not yet open, the Preview Boarding screen is displayed.

The Flight Information appears on the top of the Preview Boarding screen.

The flight is still open for acceptance and the Boarding time is estimated to 16:35 but Open Boarding can be activated any time.

| | Applicat | ions Dev | rice Navigatio | n Loc | qoff | Help | | | | | 101HN1 | 2 10:45 💕 | 2 🔽 |
|---|----------|-------------------|-----------------|---------|---------|--------|---------------|-----------------------|--------|-----------|----------------|-------------|----------|
| | | | | _ | - - | | - 1 | | - | | | 2 10.15 | <u> </u> |
| | Messer | iger (<u>0</u>) | Customer (1) | Fligh | nt DY | 6002 (| <u>2)</u> . | JFE Help (<u>3</u>) | Board | ling DY60 | 02 (<u>4)</u> | | (fil |
| | Enter Fl | ight 🔰 | Preview Boar | ding > | | | | | | | | | |
| - Shortcuts | | | | | | | | | | | | | |
| Boarded List F3 | | | 19JUN OSL + | TOS Tro | omso | Langne | es | | | | Caba, 40 | STD: 17 | |
| Cancel Accept F6 | ACCE | eptance Op | ben | | | | | | | | Gate: 40 | Boarding: 1 | 0:35 |
| Deboard F8 Ineligible List F9 | | Accepted | Boarded | | Not B | oarded | | | | Accepted | | | |
| Ineligible List F9 Spcl Assist List F7 | Joining | 54 + 3 inf | 0 + 0 inf | | 142 + | 3 inf | | Ineligible To | Board | | | to see the | list |
| | Transit | 0 + 0 inf | 0 + 0 inf | | 0 + 0 i | nf | | Special Assist | | | | to see the | |
| - Menus Baggage> SF3 | Totals | 54 + 3 inf | 0 + 0 inf | | 142 + | 3 inf | | Jump Seats | | | 0 | | |
| Boarding) SF8 | | | | | | | | | | | | | |
| | Not Boa | rded Cus | tomers: 145 | Not Ao | cepte | ed: 88 | | <u>S</u> ort By | Custo | mer 💌 | <u>O</u> rder | Ascending | - |
| Flight) SF7 | Cus | tomer | _ | | Seat | Cabin | Acnt | Bag Incarriag | 10 | Last Seen | | Info | |
| Lists> SF9 Printina> SF10 | | Frank Mr | _ | | 6E | Y | | | 10 | Last Seen | | WCHR | |
| Seating SF11 | | TAR Sam | a Mrs | FQTV | 02 | Ý | × . | | | | | Werny | |
| - System | 3 AMI | JNDSEN R | oald Mr | | | Y | | | | | | | |
| Refresh F5 | 4 AND | DERSEN Ha | anschristian Mr | | | Y | | _ | | | | | |
| Restart SF12 | | DERSSON | | | 12E | Y | × | | | | | | |
| | | | N Peterchrister | Mr | 12B | Y | V | | | | | | |
| | - 7 | TOTIC IM 7 | Teo Mrs | | | v | | | | | | | |
| | | | | | | | | | | | | | _ |
| | 🚺 Oper | n boardin | g or choose o | one of | the a | ctions | s on t | he left to co | ntinue | | | | |
| Soarding status | | | | | | | | | | | | | |
| reverted to 'Not | | | | | | | | | | | | | |
| Open' | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
| | | | | | | | | | | 6 | Open Boa | rding | ack |
| | | | | | | | | | | | уреп воа | | |

Activate Open Boarding by press Enter.



When boarding is open, the Boarding screen is displayed. You will see that the Boarding is activated.

| | Applications De | evice <u>N</u> avigation | Logoff <u>H</u> elp | | 19JUN12 10:40 🗗 🛃 🔰 |
|--|------------------------|-------------------------------|----------------------------|---------------------------------------|------------------------|
| | Messenger (<u>0</u>) | Customer (<u>1</u>) | Flight DY6002 (<u>2</u>) | JFE Help (3) Boarding DY6 | 002 (<u>4</u>) |
| | Enter Flight | Boarding | ` | | |
| - Shortcuts | | | | | |
| Boarded List F3 | + DY6002 | | OS Tromso Langnes | | STD: 17:00 |
| Cancel Accept F6 | Acceptance (| Open | | | Gate: 40 Now Boarding |
| Deboard F8 | Accepte | d Boarded | Not Boarded | Accepte | d |
| neligible List F9 Spcl Assist List F7 | Joining 54+3 in | | 142 + 3 inf | Ineligible To Board | 1 1 F9 to see the list |
| Menus ——— | Transit 0+0 inf | | 0 + 0 inf | Special Assistance | 15 F7 to see the list |
| Baggage) SF3 | Totals 54 + 3 in | if 0+0 inf | 142 + 3 inf | Jump Seats | 0 |
| Boarding) SF8 | | | | | |
| Customer > SF4 | Not Boarded Cu | stomers: 145 No | ot Accepted: 88 | Sort By Customer 💌 | Order Ascending - |
| light) SF7 ists) SF9 | Customer | | Seat Cabin A | cpt Bag Incarriage Last See | n Info |
| Printing SF10 | 1 AAS Frank M | Ir | 6E Y 🖌 | | WCHR |
| Seating SF11 | 2 AKHTAR Sar | nra Mrs F | QTV Y | | |
| System | 3 AMUNDSEN | | Y | | |
| Refresh F5 | | Hanschristian Mr | 12F Y M | / 🗇 | |
| Restart SF12 | | i Chris FN Peterchrister M | | | |
| | | | V | · · · · · · · · · · · · · · · · · · · | · |
| | Select Name: | | Or Line Numb | ers: Or Select Seats: | 0 of 145 selecte |
| | | umbore cocurita | unumbors or line r | numbers to board customers. | |
| | - | | riumbers of line i | fumbers to board customers. | |
| | Customer Boardin | g Status: | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | |
| | | | | | Board Customer Back |
| | | | | | Back |

Acceptance and Boarding Figures

Below the flight information, the boarding screen contains two tables of figures; One for Customers accepted, boarded and not boarded, and one for Customers that are ineligible to board, require special assistance or have jump seats assigned to them.

| + DY6 | 002 19JUI ptance Open | N OSL + TOS T | romso Langnes | | Gate: 40 | STD: 17:00 Now Boarding |
|---------|--------------------------|---------------|---------------|---------------------|----------|----------------------------|
| | Accepted | Boarded | Not Boarded | | Accepted | |
| Joining | 54 + 3 inf | 0 + 0 inf | 142 + 3 inf | Ineligible To Board | 1 🚺 F9 | to see the list |
| Transit | 0 + 0 inf | 0 + 0 inf | 0 + 0 inf | Special Assistance | 15 🚺 F7 | to see the list |
| Totals | 54 + 3 inf | 0 + 0 inf | 142 + 3 inf | Jump Seats | 0 | |

The information Icon will only be displayed if there are Customers on the relevant list.



Ineligible to Board (F9)

For a specific flight, currently Ineligible to Board List can be displayed before or after opening boarding. Press (F9) to open the list.

| | Applications De | evice <u>N</u> avigation | Logoff į | <u>-l</u> elp | | | 19JUN | 12 11:04 💕 🛃 🗙 | | | | |
|---|--|---|---------------------------|------------------|--------------|--------------|------------------|-----------------|--|--|--|--|
| | Messenger (<u>0</u>) | Customer (<u>1</u>) | Flight DY6 | 002 (<u>2</u>) | JFE Help (3) | Boarding DY6 | 002 (<u>4</u>) | ? a | | | | |
| - Shortcuts | Enter Flight | Preview Boardi | n <mark>g</mark> Ineligib | le to Bo | ard | | | | | | | |
| Cancel Accept F6 Manual Regrade F3 | DY6002 Acceptance 0 | DY6002 19JUN OSL → TOS Tromso Langnes STD: 17 Acceptance Open Gate: 40 Boarding: 16 | | | | | | | | | | |
| Proactive FiguresF8 View Customer F7 | Category Baggage | Count | | | | | | | | | | |
| - Menus Customer> SF4 Flight> SF7 | Comment Credit Card | 2 | | | | | | | | | | |
| - System Refresh F5 | Gender Seating Travel Informatio | 0 0 n 0 | | | | | | | | | | |
| Restart SF12 | Not Accepted | 88 | | | | | | | | | | |
| | Ineligible To Boa | ard Customers: 2 | 2 | | | | | | | | | |
| | Customer | | Seat | Cabin | Incarriage | Bag Last Se | | | | | | |
| | 1 BRUEM Per M | | 23F | Y | | | | ent 🧭, WCHR | | | | |
| | 2 TOESTIE JO | nas Mr 🛛 FQTV, | Child 3B | Y | | | Comm | ent 😡 | | | | |
| | | | | | | | | | | | | |
| | Select Custor | ner: 2 | | | | | | 1 of 2 selected | | | | |
| | 🚺 Select a cust | omer to resolve | issues prio | r to bo | arding | | | | | | | |
| | | | | | | | Pro | Exit | | | | |

You can resolve the ineligibility issues in the area that is causing the problem prior to Customer boarding.

If you select the customer which issue you want to solve. The high priority comment will show

| Question | |
|----------|---|
| | High priority Comment exists for: |
| | BRUEM Per Mr |
| | On Flight: DY6002 19JUN12 OSL-TOS |
| 2 | Comment: |
| | Customer seat has changed - inform customer of new seat number. |
| | |
| | Has the comment been delivered? |
| | Delivered Not Delivered |

If the Customer is in front of you at this time you can inform him about the new seat and properly give him his new boarding pass with the correct seat. You can assign the issue as delivered – the customer will now be removed from the ineligible list.



Special Assistance List (F7)

The special assistance list includes:

- Infants
- Children
- Unaccompanied Minors
- Wheelchairs
- Deportees
- Deaf
- Blind
- Medical Case

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 required wheelchairs. The table on the left shows numbers of accepted and not boarded Customers who are Infants, unaccompanied minors, children, blind etc. If there is non-booked the category will not show in the display.

| | Applications Device Na | vigation <u>L</u> ogoff | Help | | 191 | JUN12 12:0 |)5 💒 🛃 🗙 |
|--|---------------------------------------|-------------------------------|-------------------|-------------------------------------|----------------------|------------------------|-------------------------|
| | Messenger (<u>0</u>) Custom | ier (<u>1</u>) 🕴 Flight DY6 | 5002 (<u>2</u>) | JFE Help (<u>3</u>) Boardi | ng DY6002 (<u>4</u> |) | |
| | Enter Flight Preview | Boarding Special | Assistance | List | | | |
| - Shortcuts View Customer F7 - Menus | DY6002 19JUN C Acceptance Open | OSL → TOS Tromso I | Langnes | | Gate: | | TD: 17:00 ing: 16:35 |
| Customer> SF4 | Code Wheelchair | Booked Not | Boarded | Code Other Spec | cial Assistance | Booked I | Not Boarded |
| - System | WCHR For Ramp | 2 | 2 | Infant | | 3 | 3 |
| Refresh F5 | Total | 2 | 2 | UMNR Unaccompa | anied Minor | 3 | 3 |
| Restart SF12 | rocar | - | 2 | CHD Child | | 10 | 10 |
| | | | | Total | | 16 | 16 |
| | Not Boarded: 15 Not Acc | cepted: 3 | | DEPU, TRSO, PICA | | r SVAN on der Ascer | |
| | Customer | Seat | Cabin Acpt | Bag Incarriage | Last Seen | Info | |
| | 1 AAS Frank Mr | 6E | Y 🗸 | | | WC | HR 🔺 |
| | 2 BRUEM Per Mr | 23F | Y 🖌 | | | , ب🤪 | NCHR |
| | 3 DAHLE Marte Ms | Child | Y | | | UMN | |
| | 4 DAHLE Martine Ms | Child | Y | | | UMU | |
| | 5 GROENLIEN Daniel Mr | Child | Y | | | UMN | IR |
| | 6 HANSEN Iselin Ms | Infant 006 | Y V | A | | | |
| | · · · · · · · · · · · · · · · · · · · | | | | | | |
| | | | | | | | Exit |

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.



Boarding Customers

Before Customers can board, certain checks are performed by the system to make sure the Customer is eligible to board.

The list over not boarded customers is by default displayed by the customer's name in alphabetic order. This can be changed:

| | Applicat | tions <u>D</u> e | vice <u>N</u> a | avigation | Logoff | Help | | | | | | 19JUN | 12 12:16 🗗 | Č 🛃 🗵 |
|--|----------------|-----------------------------------|-----------------|------------------|-----------|----------|-----------------|--------------|--------|----------|---------|------------------|---------------------|-------------|
| | Messen | nger (<u>0</u>) | Custom | ner (<u>1</u>) | Flight D | Y6002 | (<u>2</u>) [] | JFE Help (| 3) | Boardi | ng DY6 | 002 (<u>4</u>) | | ? F1 |
| | Enter Fl | ight 🔰 | Boardin | ig 🔰 | > | | | | | | | | | |
| Shortcuts Boarded List F3 Cancel Accept F6 | + DY60 Acce | 002 eptance O | | DSL → TO | OS Tromso |) Langr | es | | | | | Gate: 4 | STD: 1 0 Now Boa | |
| Deboard F8 Ineligible List F9 | | Accepte | d Bo | oarded | Not | Boarde | d | | | | Accepte | ed | | |
| Spel Assist List F7 | Joining | 54 + 3 inf | f O | + 0 inf | 142 | +3inf | | Ineligible | To B | loard | | 2 🗋 F | 9 to see th | e list |
| Menus — | Transit | 0 + 0 inf | | + 0 inf | 0 + 0 | | | Special A | ssista | ince | | 15 🚺 F | 7 to see th | e list |
| Baggage SF3 | Totals | 54 + 3 inf | f 0 | +0 inf | 142 | +3inf | | Jump Se | ats | | | 0 | | |
| Boarding⊁ SF8 Customer⊁ SF4 Flight⊁ SF7 | Not Boa | arded Cus | stomers | : 145 No | ot Accept | ted: 88 | 3 | <u>S</u> ort | | Custom | ner 💌 | <u>O</u> rder | Ascending | - |
| light⊧ SF7 _ists⊧ SF9 | Cus | tomer | | | Seat | t Cabir | Acpt | Bag Inca | mage | Acpt | | n I | Info | |
| Printing SF10 | 1 AA5 | 5 Frank Mr | r | | 6E | Y | V | | | Bag | | | WCHR | - |
| Seating SF11 | | HTAR Sam | | F | QTV | Y | | | | Cabin | | | | |
| System | | UNDSEN R | | | | Y | | | | Custon | her | | | |
| Refresh F5 | | DERSEN H | | ian Mr | 12E | Y | <i>✓</i> | | | Incarria | ge | | | |
| Restart SF12 | | DERSSON BJOERNSE | | brictor M | | Ý | ~ | | | Info | | | | |
| | | TDUCTM | | inscer M | 120 | | | | | Last Se | en | | | |
| | Selec | t Name: | | | Or | Line Nu | mbers: | | Or | Select | Seats: | | 0 of 145 se | elected |
| | - | e r seat nu er Boarding | | | number | s or lir | ie num | ibers to l | boar | d custo | omers. | | | |
| Slight Open for Boarding | | | | | | | | | | | | | | |

The Not yet boarded Customer table in the middle of the screen shows total of all Customers who are not yet boarded followed by the details for each Customer.

| | <u>A</u> pplicati | ions <u>D</u> ev | ice <u>N</u> avigation | Logoff | Help | | | | | 19JUN1 | 2 12:23 💕 🖪 | 7 ⊠ |
|--|-------------------|-----------------------|------------------------|-----------------|----------|--------------|----------------|----------|-----------|--------------|-------------------------|-------------|
| | Messen | ger (<u>0</u>) | Boarding DY60 | 02 (<u>1</u>) | | | | | | | | ? F1 |
| | Enter Fli | ight 📃 | 3oarding 💦 🔪 | | | | | | | | | |
| - Shortcuts Boarded List F3 Cancel Accept F6 | + DY60 Acce | 002 ptance Oj | 19JUN OSL + TO Den | S Tromso | Langn | es | | | | Gate: 40 | STD: 17:0 Now Boardi | |
| Deboard F8 Ineligible List F9 | | Accepted | Boarded | Not E | Boarded | ł | | | Accepted | | | |
| Spcl Assist List F7 | Joining | 55 + 3 inf | 4 + 0 inf | 134 - | +3 inf | | Ineligible To | Board | | 2 🚺 F9 t | o see the lis | t |
| - Menus | Transit | 0 + 0 inf | 0 + 0 inf | 0+0 | | | Special Assist | tance | | 14 🚺 F7 t | o see the lis | t |
| Baggage⊁ SF3 | Totals | 55 + 3 inf | 4 + 0 inf | 134 - | +3 inf | | Jump Seats | | | 0 | | |
| Boarding) SF8 | | | | | | | | _ | | r | | |
| | Not Boa | rded Cus | tomers: 141 No | t Accept | ed: 86 | | Sort By | Custo | omer 💌 | <u>Order</u> | Ascending | |
| Flight SF7 Lists SF9 | Cus | tomer | | Seat | Cabin | Acpt | Bag Incarriag | je – | Last Seen | | Info | |
| Printina SF10 | 1 AKH | ITAR Sam | a Mrs FC | 2TV | Y | | | | | | | |
| Seating SF11 | 2 AMU | JNDSEN R | oald Mr | | Y | | | | | | | |
| - System | | | inschristian Mr | | Y | | _ | | | | | |
| Refresh F5 | | DERSSON | | 12E | Y | 1 | | | | | | |
| Restart SF12 | | JOERNSEI STRHEIM G | I Peterchrister M | r 12B | Y | \checkmark | | | | | | |
| | | | | | T V | | | | | | | |
| | Selec | t Name: | | Or l | Line Nu | mbers: | · 0 | r Select | : Seats: | | 0 of 141 selec | cted |
| | - | | | | | | | | | | | |
| | 🕕 Ente | r seat nu | mbers, security | numbers | s or lin | e num | ibers to boa | rd cust | omers. | | | |
| Customer has | Custome | r Boarding | Status: | | | | | | | | | |
| paper ticket | DY600 | 2 TOS | LARSSON Gu | invald M | Ir | 22E | Boa | arded | | | | |
| S 1 customer | DY6002 | TOS | SOERLIE Kenatle | e Mr | | 10A | Boar | rded | | | | |
| boarded. | DY6002 | TOS | HENIE Sonja Mrs | ; | | 29E | Boar | rded | | | | |
| | | | | | | | | | | | | |
| | | | | | | | | | | | | |
| | | | | | | | | | | | | |
| | | | | | | | | | | | | |
| | | | | | | | | | В | oard Custo | mer Bac | ck . |
| 1 | | | | | | | | | | | | |



On all Norwegians flights the Not Boarded Customers table will show all passengers booked on the flight and you will easily see who has been accepted or not. This makes it easy for you to accept customers Straight to Gate.

You can board customers by scanning their boarding pass, travel document, Electronic Boarding Card on phone or tablet. You can swipe their credit-card, passport or national identity card.

To board Customers manually, use the following options.

Type the first letters of the Customers Last name, type the Customers Line number or the Customers selected seat and enter to Board Customer.

How to filter customers in the Not Boarded Customers screen:

| ot | ot Boarded Customers: 141 Not Accepted: 86 Sort By Customer | | | | | | | | | | Ascending | - |
|----|---|------|-------|--------|--------------|-----|------------|--|-----------|--|-----------|-------|
| | Customer | | Seat | Cabin | Acpt | Bag | Incarriage | | Last Seen | | Info | |
| 1 | EDELMANN Laurenz Mr | FQTV | | Y | | | | | | | | |
| 2 | EGNER Thorbjoern Mr | | | Y | | | | | | | | |
| 3 | ELIASSEN Kenneth Mr | | 12F | Y | \checkmark | | | | | | | |
| 4 | ELLINGSEN Annegrete Mrs | | 7C | Y | V | | | | | | | |
| 5 | EYDE Sam Mr | | | Y | | | | | | | | |
| | | | | | | | | | | | | |
| 9 | Select Name: E | | Or Li | ne Nur | nbers: | | Or | | t Seats: | | 0 of 5 se | lecte |

As soon as you are starting to type the first letter of the Customers name the system will filter all the Customers on your flight starting with that specific letter. As you continue to type the next letter the system will shorten the list, looking for customers with these letters.

| Not | Boarded Customers: 141 Not A | Accepte | ed: 86 | Sort By | Customer 💌 | <u>O</u> rder | Ascending | • | | |
|-----|------------------------------|---------|---------|--------------|------------|---------------|--------------|---|------------|-------|
| | Customer | Seat | Cabin | Acpt | Bag | Incarriage | Last Seen | | Info | |
| 1 | ELIASSEN Kenneth Mr | 12F | Y | \checkmark | | | | | | |
| 2 | ELLINGSEN Annegrete Mrs | 7C | Y | \checkmark | | | | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |
| | Select Name: EL | Or L | ine Nur | nbers: | | Dr S | elect Seats: | | 0 of 2 sel | ected |

If you want to board Mr. Eliassen Kenneth the system also requires that you type the line number for the customer as you have two customers' names starting with the same letters.



DY6002

DY6002

TOS

TOS

SOERLIE Kenatle Mr

HENIE Sonja Mrs

| Not Boarded Customers: 140 Not A | Accepted | : 86 | | Sort By | Customer 💌 | <u>O</u> rder | Ascending | • |
|---|----------|-----------|-------|------------|------------|---------------|--------------|-----|
| Customer | Seat C | abin Acp | t Bag | Incarriage | Last Seen | | Info | |
| 1 ELLINGSEN Annegrete Mrs | 7C | Y 🖌 | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| | | | | | | | | |
| Select Name: EL | Or Line | e Number | rs: | Or S | | | 0 of 1 seled | te |
| | | | | | | | 0 of 1 seled | te |
| Enter seat numbers, security numbers, securit | | | | | | | 0 of 1 seled | te |
| | | | | | | | 0 of 1 selec | te |
| Enter seat numbers, security nu | imbers o | r line nu | mbers | | customers. | | 0 of 1 seled | cte |

When boarding Customers manually or by swiping documents you can always see that the Customer Boarding Status list is updated with information for each boarded Customer and that boarded customers are removed from the Not Boarded list.

Boarded

Boarded

10A

29E

| Shortcuts Boarded List F3 Cancel Accept F6 Deboard F8 Ineligible List F9 Spcl Assist List F7 Menus | A oining | ht 1 | | | | Reservations (<u>3</u>) | | | |
|--|-------------------------|-----------------------------|-----------------------------|-------------|-------|---------------------------|-----------|------------------|----------------------------|
| Shortcuts Boarded List F3 Cancel Accept F6 Deboard F8 Ineligible List F9 Spcl Assist List F7 Menus Baggage> SF3 | DY600 Accep Accep |)2 tance Cli Accepted | 19JUN OSL + TOS Tr psing | omso Langne | s | | | | |
| Boarded List F3 Cancel Accept F6 Deboard F8 Ineligible List F9 Spcl Assist List F7 Menus Baggage≽ SF3 | Accep A oining 1 | tance Cl | osing | omso Langne | s | | | | |
| Ineligible List F9 SpcI Assist List F7 Jα Menus T1 Baggage≽ SF3 | oining 1 | | | | | | | Gate: 40 | STD: 17:00 Now Boarding |
| SpcI Assist List F7 Jo Menus Baggage⊧ SF3 | ound g | /11 1 2 in | Boarded | Not Boarded | | | Accepted | | |
| Baggage) SF3 | ransit 🛛 | | | 0 + 0 inf | | Ineligible To Board | | 0 | |
| Baggage⊁ SF3 ⊡ | |) + 0 inf | | 0 + 0 inf | | Special Assistance | | 0 | |
| Poardings CEO | otals 1 | l 41 + 3 in | f 142 + 3 inf | 0 + 0 inf | | Jump Seats | | 0 | |
| | | | | | | | | F | |
| | ot Board | ded Cus | tomers: 0 Not Acce | pted: 0 | | Sort By Cust | omer 💌 | <u>O</u> rder [/ | Ascending |
| light) SF7 _ists) SF9 | Custo | omer | | Seat Cabin | Acpt | Bag Incarriage | Last Seen | I | info |
| Printing) SF10 | | | | | | | | | |
| Seating SF11 | | | | | | | | | |
| System — | | | | | | | | | |
| Refresh F5 | | | | | | | | | |
| Restart SF12 | | | | | | | | | |
| | | | | | | | | | |
| | | | | | | | | | |
| G | | tomers | are boarded. Press | enter to do | se bo | arding. | | | |
| | | | | | | urung. | | | |
| Δ | ustomer | | | | 215 | Boarded | | | |
| an an bislash | | | TRESTAKK Kari | MIS | 21F | Douided | | | |
| | Y6002 | TOS | MANUS Max Mr | | 24D | Boarded | | | |
| poarded. | Y6002 | TOS | LAGERLOEF Selma M | rs | 6F | Boarded | | | |
| - | Y6002 | TOS | KROGH Christian Mr | | 20E | Boarded | | | |
| - | Y6002 | TOS | KROHG Oda Mrs | | 19F | Boarded | | | |
| D | Y6002 | TOS | MUNCH Edvard Mr | | 20A | Boarded | | | |
| D | Y6002 | TOS | WERGELAND Henrik | Mr | 18B | Boarded | | | |
| | | | | | | | | | |

When the Not Boarded Customer list is empty and all Customers have been boarded successfully, the Board Customer button is replaced by the Close Boarding button.

In most cases you will have some customers on the no show list. The Close Boarding button will not be available. You have to Close Boarding by using the Boarding Menu on the left side and the flight status has to be set to Acceptance Closed.



Flight Update

As a Gate Manager you will be in control over the flights status.

On Norwegian flights some of the Flight statuses will be set automatically from the system. This is controlled by monitors in the Departure plan related to STD or ETD.

Short Haul

- 24 hours The flight will open for acceptance
- 30 minutes The flight will close for acceptance at check-in

Long Haul

- 24 hours The flight will open for acceptance
- 45 minutes The flight will close for acceptance at check-in

The rest of the statuses will be set manually from the Gate Manager responsible for the Departure.

To access the Flight Update screen you have to access the Flight Menu. You can do this either from the Flight Application or Boarding Application.

| | Applications Device Navigation Logoff Help 19JUN12 15:22 🗗 🔀 🗙 |
|--|--|
| | Messenger (0) Boarding DY6002 (1) Customer (2) Flight DY6002 (3) |
| | Enter Flight Boarding |
| - Shortcuts Boarded List F3 Cancel Accept F6 | Image: Py6002 19JUN OSL + TOS Tromso Langnes STD: 17:00 Acceptance Closing Gate: 40 Now Boarding |
| Deboard F8 Ineligible List F9 | Accepted Boarded Not Boarded Accepted |
| Spcl Assist List F7 | Joining 140+3 inf 140+3 inf 2+0 inf Ineligible To Board 0 |
| - Menus | Transit 0 + 0 inf 0 + 0 inf Special Assistance 0 Totals 140 + 3 inf 140 + 3 inf 2 + 0 inf Jump Seats 0 |
| Baggage⊁ SF3 Boarding⊁ SF8 | Julip Sears |
| Customer> SF4 | Not Boarded Customers: 2 Not Accepted: 2 Sort By Customer Order Ascending |
| Flight ► SF7 Lists ► SF9 | Accept. Figures F8 pt Bag Incarriage Last Seen Info |
| Printing SF10 | Customer Weight and Balance Details F7 |
| Seating) SF11 | Display Hajj Manifest SF3 |
| - System E5 | Display Onboard Service List F9 |
| Refresh F5 Restart SF12 | Flight Info F2 |
| C | Flight Update SF2 |
| | Inbound Connections Summary F4 rs: Or Select Seats: 0 of 2 selected |
| | Onload List SF6 umbers to board customers. |
| | Outbound Connections Summary SF4 |

Here it is done from the Boarding Application, but it will be the exact same shortcuts through the Flight Application to Shift + (F7) and then Shift + (F2).



| | Applications Device | Navigation Logof | f <u>H</u> elp | | 19JUN12 15:26 💕 🚰 🔀 |
|--------------|-----------------------------------|---------------------------|----------------|----------------------------|-------------------------------------|
| | Messenger (<u>0</u>) Boa | rding DY6002 (<u>1</u>) | Customer (2) | Flight DY6002 (<u>3</u>) | ? A |
| | Enter Flight Boar | ding Flight Updat | e | | |
| - System | | | | | |
| Restart SF12 | DY6002 19JU Acceptance Closing | N OSL + TOS Trom | so Langnes | | STD: 17:00 Gate: 40 Now Boarding |
| | 🔵 Update flight info | rmation | | | |
| | Gate Number | Aircra <u>f</u> t Re | gistration | | |
| | Gate(s): 40 | Aircraft r | registration: | | |
| | Timings | | | | |
| | ETD: +0 | ADV: | | +0 🔽 ATD: | +0 |
| | ETA: +0 | Boarding | Time: 16:35 | +0 | |
| | Flight <u>S</u> tatus | | | | |
| | Acceptance Status | CLOSING 🔽 | | Boarding Status: OPE | N |
| | Load Control: | NOT OPEN | | General Flight Status: OPE | NED 💌 |
| | | OPEN | | | |
| | Baggage Lateral | SUSPENDED | | | |
| | Baggage Lateral: | CLOSED | | | |
| | | FINALISED | | | |
| | | | | | Update Exit |

To set the Flight Status to Closed – go to Acceptance Status and choose Closed. Then enter to Update. When the Flight Status is set to Closed you cannot accept customer Straight to Gate, but Customers that are already accepted can still board.

| | Applications Device Navigation Logoff Help 19JUN12 15:29 🗗 | r 🗵 |
|----------------------------------|--|------|
| | Messenger (0) Boarding DY6002 (1) Customer (2) Flight DY6002 (3) | 2. |
| | Enter Flight Boarding | - |
| - Shortcuts | | |
| Boarded List F3 | DY6002 19JUN OSL + TOS Tromso Langnes STD: 17:0 Acceptance Closed Gate: 40 Now Boardii | |
| Cancel Accept F6 | | ng |
| Deboard F8 Ineligible List F9 | | |
| Spcl Assist List F7 | Joining 140 + 3 inf 140 + 3 inf 2 + 0 inf Ineligible To Board 0 | |
| - Menus | Transit 0 + 0 inf 0 + 0 inf Special Assistance 0 Totals 140 + 3 inf 140 + 3 inf 2 + 0 inf Jump Seats 0 | |
| Baggage⊁ SF3 | | |
| Boarding ► SF8 Customer ► SF4 | | |
| Flight → SF7 | Board - Override Checks F10 | - |
| Lists> SF9 | | |
| Printing> SF10 Seating> SF11 | | |
| - System | Change Gate F4 | |
| Refresh F5 | | |
| Restart SF12 | Deboard F8 | |
| | Deboard Last Boarded Customers F7 mbers: Or Select Seats: 0 of 2 select | tod |
| | Mass Board F11 | .ceu |
| | Mass Deboard F6 he numbers to board customers. | |
| | Open Boarding F12 | |
| S Acceptance | Revert Open Boarding SF7 | |
| Status has been | | |
| changed to CLOSED | | |

Access the Boarding Menu Shift + (F8) and then Close Boarding Shift + (F5), and the Boarding will be closed.



| | Applicati | ions <u>D</u> evice | Navigation Lo | ogoff <u>H</u> elp | | 19JUN | 12 15:35 💕 🛃 🗙 |
|---|------------------------------|---|--|--|----------------------------|----------|-------------------------------|
| | Messen | ger (<u>0</u>) Boa | rding DY6002 | (<u>1</u>) Customer (<u>2</u>) | Flight DY6002 (<u>3</u>) | | ? |
| | Enter Fli | ight Boa | rding Closed | | | | |
| - Shortcuts Flight Info F2 Open Boarding F12 | + DY60 Acce |)02 19JL ptance Closed | JN OSL → TOS T | romso Langnes | | Gate: 40 | STD: 17:00 Boarding Closed |
| - Menus Boarding► SF8 Flight► SF7 Lists► SF9 | Joining Transit Totals | Accepted 140 + 3 inf 0 + 0 inf 140 + 3 inf | Boarded 140 + 3 inf 0 + 0 inf 140 + 3 inf | Not Boarded 2+0 inf 0+0 inf 2+0 inf | | | |
| - System Restart SF12 | | | | rding | g Close | | |
| | | | | | | | New Flight |

Finalize Flights

It is important that the flight is set to Acceptance Finalized before leaving the gate.

Access the Flight Update screen and set the Acceptance status to Finalized.

If this is not done – no messages from Altea regarding customer information will be sent.

The flight will attend the General Flight Status Departed automatically when the ATD has been sent.

| Flight Status | |
|------------------------------|-------------------------------|
| Acceptance Status: FINALISED | Boarding Status: CLOSED |
| Load Control: IGNORED | General Flight Status: OPENED |
| Load Condion. | |

IT IS YOUR RESPONSIBILITY AS A GATE MANAGER TO BE SURE YOUR FLIGHT HAS THE RIGHT STATUS WHEN YOU LEAVE THE GATE.

NB: You can also set the flight straight in to Status Finalized and skip Acceptance Closed.

Flight Departed

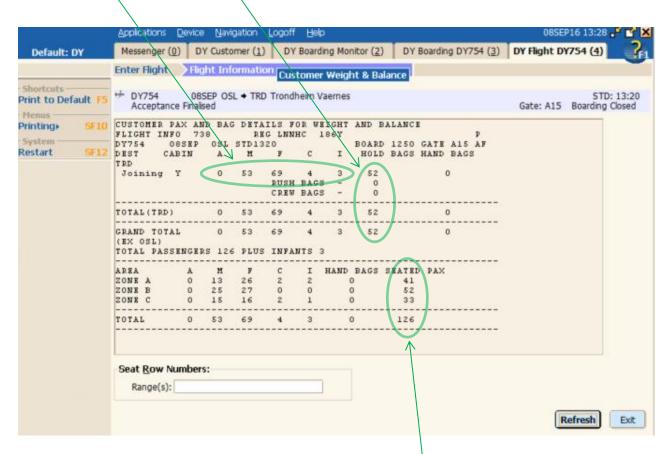
If you have to set the ATD manually, open the Flight Update and type the ATD time. Enter Update and the flight will have the status Departed.

| | Applications Device Navigation Logoff Help | 19JUN12 16:26 💕 🛃 🗙 |
|--------------------------|--|--|
| | Messenger (0) Boarding DY6002 (1) Customer (2) Flight DY6002 (3) | |
| Gustam | Enter Flight Boarding Closed Flight Information Flight Update | |
| - System Restart SF12 | DY6002 19JUN OSL + TOS Tromso Langnes Acceptance Finalised | STD: 17:00 ATD: 16:25 Gate: 40 Departed |
| | () Update flight information | |
| | Gate Number Aircraft Registration | |
| | Gate(s): 40 Aircraft registration: | |
| | Timings | |
| | ETD: +0 V ADV: +0 V ATD: 16:25 + | -0 🔻 |
| | ETA: +0 Boarding Time: 16:35 +0 | |
| | Flight <u>S</u> tatus | |
| | Acceptance Status: FINALISED 💌 Boarding Status: CLOSED | |
| | Load Control: IGNORED General Flight Status: DEPARTE | D |
| | Baggage Lateral | |
| | Baggage Lateral: | |
| | | Update Exit |



Customer Weight and Balance

The Customer Weight and Balance screen displays a summary of the Customers accepted on the flight, by class and gender, and their baggage.

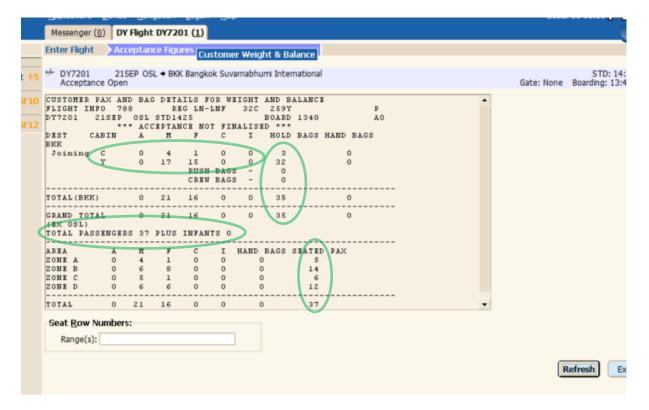


The total number of customers seated in the different sections of the cabin, (Adult), Male, Female and Children in each section (Zone A, B and C) is shown in the lower right corner.

| | | Doc re | f: NAX M-005 |
|-----------|------------------------------------|--------|--------------|
| norwegian | NAX-005M Altea Customer Management | Page: | 110 of 123 |
| C | | Date: | 01.12.2017 |
| | | Rev.: | 01 |
| | | | |

On Long Haul flights the Customer Weight and Balance is a bit different since Norwegian have two cabins on these aircrafts, Premium and Economy. Altea will separate gender and bags on each class. In this example you will see that 5 customers are accepted in cabin C (Premium) with 3 bags, and 32 customers with 32 bags in cabin Y (Economy). The total amount of bags will add up to 35 and the total accepted customers to 37.

You will also see that the Long Haul flights have one more section in the cabin (Zone A, B, C and D) Altea will always show all accepted customers in the section seating field, independet of which cabin the customers is sitting in.



Onload Standby Customers

Onload tasks are typically performed close to departure time.

You can access onload list from the Flight Application or Boarding Application.

| | | Applications [| | | | 276 (2) | unter (2) | 28MAY12 | 2 13:03 💕 💕 🗙 |
|---|--|--|------------|---------------------------------|--------------|---------------------|----------------------|----------|----------------------------|
| | | Messenger (<u>0</u>) Enter Flight | Flight In |) DY376 (<u>;</u> formation | | 376 (<u>2</u>) Cu | ustomer (<u>3</u>) | | <u>f</u> a |
| | - Shortcuts Accept Group F3 Catering Figures F9 | + DY376 Acceptance | 30MAY O | | Tromso Langn | es | | Gate: 40 | STD: 08:20 Now Boarding |
| | Customer List F4 Flight Contacts SF8 Flight Update SF2 | Aircraft | | | Config | Cabin Capaci | itv | | |
| d | Onload List SF6 | | Aircraft I | Reg | Y | Y | | | |
| | Proactive FiguresF8 Regrade List F6 | OSL-TOS | 733 | | 148 | 3 14 | .48 | | |
| | Seatmap F7 | -Flight Status- | | | | | | | |
| | Set Comments F12 | | Acceptance | Boardi | ng | | | | |
| | - Menus Acceptance > SF3 | OSL-TOS | Closing | Open | | | | | |
| | Disruption SF4 | Schedule | | | | | | | |
| | Flight ► SF7 Lists ► SF9 | Airp | ort: OS | L | TOS | | | | |
| | Seating) SF11 - System | Elapsed Ti | me: | 1h50 | | | | | |
| | Refresh F5 Restart SF12 | Schedu Total Elapsed Ti | | | 10:10 | | | | |

| | Applications Device Navigation Logoff He | р | 28MAY12 13:05 💕 🛃 🗙 |
|--|---|--|-------------------------------------|
| | Messenger (0) Boarding DY376 (1) Flight | DY376 (<u>2</u>) Customer (<u>3</u>) | <u></u> |
| | Enter Flight Boarding | | |
| - Shortcuts Boarded List F3 Cancel Accept F6 | DY376 30MAY OSL + TOS Tromso Lar Acceptance Closing | ignes | STD: 08:20 Gate: 40 Now Boarding |
| Deboard F8 Ineligible List F9 | Accepted Boarded Not Board | led Accepted | |
| Spcl Assist List F7 | Joining 120 + 0 inf 12 + 0 inf 110 + 0 in | . Incligible to bound | 2 💽 F9 to see the list |
| - Menus | Transit 0 + 0 inf 0 + 0 inf 0 + 0 inf Totals 120 + 0 inf 12 + 0 inf 110 + 0 inf | f Jump Seats | 2 F7 to see the list |
| Baggage⊁ SF3 | 10tais 120+0111 12+0111 110+011 | Jump Seats | U |
| Boarding► SF8 Customer► SF4 | Not Boarded Customers: 110 Not Accepted: | 2 Sort By Customer 💌 | Order Ascending 💌 |
| Flight> SF7 Lists> SF9 | Accept. Figures | F8 pt Bag Incarriage Last Seen | Info |
| Lists> SF9 Printina> SF10 | Customer Weight and Balance Details | F7 | |
| Seating SF11 | Display Hajj Manifest | SF3 | |
| - System | Display Onboard Service List | F9 | O FOTV |
| Refresh F5 Restart SF12 | Flight Info | F2 | |
| Restarc STIL | Flight Update | SF2 | • |
| | Inbound Connections Summary | F4 rs: Or Select Seats: | 0 of 110 selected |
| (| Onload List | SF6 | 0 07 110 5000000 |
| | Outbound Connections Summary | SF4 umbers to board customers. | |
| L | Customer Boarding Status: | | |



The onload list will be shown in the order of their customer value. The higher customer value, the higher on the list.

| | | Applicatio | ons <u>D</u> e | vice <u>N</u> a | vigatior | n Log | ;off <u>H</u> elp | | | | | | 150CT12 | 2 11:04 🗗 | í 🛃 💌 |
|-----|---|--------------|------------------|-----------------|-----------------|--------|-------------------|--------|----------|-----------------|-----------------|-------|-------------|-------------------|---------|
| | | Messeng | ger (<u>0</u>) | Custom | er (<u>1</u>) | Fligh | nt DY6670 | (2) | Boarding | DY66 | 70 (<u>3</u>) | | | | |
| | TRAINING | Enter Flig | ght > | Boardin | Onlo | ad Re | commend | ation | | | | | | | |
| | - Shortcuts Add Regrade F8 Cancel Accept F6 | | 70 otance O | 150CT 0 | DSL 🕈 T | OS Tr | omso Langi | | Cater | ing Fiq | gures | | Gate: DY | STD: 2 Now Boa | |
| Ч | Force Accept F4 Manual Regrade F3 | Availability | : OSL-T | OS E | stimate | d Figu | res | - | | | | Y | | | |
| | Standby Split F5 View Customer F7 | | Be | fore Onlo | ad | A | fter Onload | I | | ibin Ca eals | pacity | 0 | | | |
| | - Menus | 0.01 700 | | Y | 48 | | Y | 45 | | | | | | | |
| - 1 | Baggage⊧ SF3 | OSL-TOS | • | | 40 | | | 40 | | | | | | | |
| | Customer > SF4 Flight > SF7 | Custome | r Onloa | d Recom | menda | tion | | | | | | | | | |
| | Linking SF5 | Cus | stomer | | | | Recommer | dation | Leg | Ca | bin Seat | Accep | t Bag Info. | | |
| | Lists> SF9 Printing> SF10 | 1 NO | RWEGIA | NSTAFF S | enior M | Ir | Onload | Y | OSL-TOS | Y | 001 | SBY | 🕤 Sta | aff, 80C/ Y1 | 0,SA |
| | Seating SF11 Transfer SF8 | 2 NEV | VHIRED | Cabincrev | v Ms | | Onload | Y | OSL-TOS | Y | 002 | SBY | _ | 10,SA | |
| | - System | 3 FAN | ILYOFS | TAFF Joh | n Mr | Staff | Onload | Y | OSL-TOS | Y | 003 | SBY | ៉ 40F/Y | 10,SA | |
| | Restart SF12 | | | | | | | | | | | | | | |
| | | | | | | | | | | | | | | | |
| | Cabin sequence business rule not set up or in error | | | | | | | | | | | | | | |
| | | Select | t "Comn | nit" to a | ccept t | the Or | nload Reco | ommer | ndation. | | | | | Expansion | d [SF2] |
| | | | | | | | | | | | | | Con | nmit | Exit |

When you have opened the onload list you can Force Acceptance by pressing Force Accept (F4).

| | Applications [| <u>D</u> evice <u>N</u> aviga | ation <u>L</u> ogot | if <u>H</u> elj | | | | | 150CT1 | 2 11:08 💕 | 🛃 🔀 |
|--------------|-------------------------|-------------------------------|------------------------------|-----------------|----------------|-------|---------|-------------------|---------------|---------------------|-------------|
| | Messenger (<u>0</u>) | Customer | (<u>1</u>) Flight | DY6670 |) (<u>2</u>) | Board | ling DY | 6670 (<u>3</u>) | | | ? F1 |
| TRAINING | Enter Flight | Boarding | Onload Reco | nmen | datio | n | | | | | |
| | | | | | | Cust | omer S | election Cust | tomer Acce | - | |
| - System | DY6670 Acceptance | | TOS Tron | nso Lan | gnes | | | | Gate: DV | STD: 20 Now Boar | |
| Restart SF12 | Selected List: Al | | | | | | | | | Number in L | |
| | Selected Filters: | None | | | | | | | | | |
| | | | | | | | | | | | |
| | | | | | | | Sort By | Customer - | <u>O</u> rder | Ascending | |
| | Customer | | From | То | Bkg | Cabin | Class | Seat Accept | | | |
| | | ANSTAF. S. M | | TOS | SA | | N | SBY | | | |
| | 2 NEWHIRE 3 FAMILYOF | D C. Ms STAFF J. Mr | Staff OSL Staff OSL | TOS TOS | SA SA | | N N | SBY SBY | | | |
| | 5 FAMILIUF | STAFF J. PIF | Stall USE | 105 | SA | T | IN | 361 | | | |
| | | | | | | | | | | | |
| | | | | | | | | | | | |
| | | | | | | | | | | | |
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| | | | | | | | | | | | |
| | | | | | | | | | | | |
| | Calast Custo | | | | | | | | | 9- 1 | [050] |
| | Select custo | omer(s): 1-3 | | | | | | | | Expand | [SF2] |
| | - | omers to pro | ceeu | | | | | | | | |
| | Link | | | | | | | | | | |
| | Include Link | ed Customer: | Yes 💌 | | | | | | | | |
| | | | | | | | | | | | |
| | | | | | | | | | S | elect | ixit |

You can accept all the staff at the same time, or just one/some of them if there is not seats available for all.

| | Applications De | vice <u>N</u> avigation | Logoff | <u>H</u> elp | | | 150CT12 | 2 11:10 💕 🛃 🔀 |
|--|------------------------|-------------------------------|----------------|-----------------------------|-----------------|---------------------|----------------|-----------------|
| | Messenger (<u>0</u>) | Customer (<u>1</u>) | Flight D1 | (6670 (<u>2</u>) B | oarding | DY6670 (<u>3</u>) | | <u></u> |
| TRAINING | Enter Flight | Boarding Onloa | d Recon | mendation | Custome | er Selection | Customer Accep | otance |
| - Shortcuts | DY6670 Acceptance C | 150CT OSL + TO | | | | | Gate: DY | STD: 20:00 |
| Add Bags F11 Add FQTV F4 | Custom | | | Bkg Tkt Cabi | n Seat | Accept Bagg | jage Info | |
| Add Itinerary F8 Add Service F5 | 1 FAMILY | OFSTAFF John 1 670 OSL-TOS | 1r Staf | f SA 📼 Y | 003 | SBY | CKIN | |
| Cancel Accept F6 | 2 NEWHI | RED Cabincrew | Ms Staf | Ť | | | | |
| Find Connection F9 Find Customer F3 | 3 NORW | 670 OSL-TOS GIANSTAFF Sen | ior Mr | SA 📼 Y | 002 | SBY | CKIN CKIN | |
| View Customer F7 | ++ DY6 | | | SA 📼 Y | 001 | SBY | CKIN | |
| - Menus Baggage> SF3 | | | | | | | | |
| Cust. Details F12 | | | | | | | | |
| Cust. Service> SF4 Disruption> SF8 | Select Custon | ner(s) for Accepta | nce: 1-3 | | | [| Expand [SF2] | 3 of 3 Selected |
| ETAS F10 | 🚺 Baggage det | ails already exist | . Procee | d to accept. | | | | |
| Flight Info SF7 Printing> SF10 | <u>B</u> aggage | | | | -S <u>e</u> ati | - | | |
| Seating> SF11 Ticket> SF6 | Hold Baggage | | | | Se | at Preference | : | |
| Transfer> SF9 | <u>O</u> ther Acceptar | nce Options | | | | | | |
| View Links SF5 | Update Statu | s to: Accept | • | Force 9 | Status: Y | es 💌 | | |
| Restart SF12 | Through Che | ckin Only: No | - | Freeze | N | • | | |
| ✓ 3 | | | | Reason | : 🗖 | | | |
| customers/tickets | | | | | | | | |
| found | | | | | | Q | | |
| | | | | | | Advanced | Options [F2] | ept Exit |
| | | | | | | | | |
| | | | | | | | | |

Remember to put in a Reason. You must also remember to board the customers.

Commit Onload

You can also use the Commit onload to accept staff on SBY. When using Commit onload your flight status has to be Acceptance Closed.



| | Annie Deuter Manie I 4 Hale | 150CT12 11:13 🗗 💕 🔀 |
|---|---|-------------------------------------|
| | Applications Device Navigation Logoff Help Messenger (0) Customer (1) Flight DY6670 (2) Boarding DY6670 (3) | |
| | | |
| TRAINING | Enter Flight Preview Boarding Onload Recommendation | |
| - Shortcuts Add Regrade F8 | DY6670 15OCT OSL + TOS Tromso Langnes Acceptance Closed | STD: 20:00 Gate: DY Now Boarding |
| Cancel Accept F6 | Availability Before and After Onload Catering Figures | |
| Force Accept F4 Manual Regrade F3 | Availability: OSL-TOS Acceptance Figures V | |
| Standby Split F5 | Before Onload After Onload | 0 |
| View Customer F7 | Y Y Meals | 0 |
| - Menus Baqqaqe⊁ SF3 | OSL-TOS 186 183 | |
| Customer> SF4 Flight> SF7 | Customer Onload Recommendation | |
| Linking > SF5 Lists > SF9 | Customer Recommendation Leg Cabin Seat Acce | pt Bag Info. |
| Printing SF10 | 1 NORWEGIANSTAFF Senior Mr Onload Y OSL-TOS Y 001 SB | Y ① Staff, 80C/Y10, SA |
| Seating SF11 | 2 NEWHIRED Cabincrew Ms Staff Onload Y OSL-TOS Y 002 SB | Y 60E/Y10,SA |
| Transfer ► SF8 - System | 3 FAMILYOFSTAFF John Mr Staff Onload Y OSL-TOS Y 003 SBY | Y ៉ 40F/Y10,SA |
| Restart SF12 | | |
| | | |
| | | |
| 🗥 Cabin sequence | | |
| business rule not set up or in error | | |
| | | |
| | Select "Commit" to accept the Onload Recommendation. | Expand [SF2] |
| | | Coparto [3F2] |
| | | |
| | | Commit Exit |
| | | |

Remember to board the customers.

NB: When using the commit onload it will result in releasing all pre-assigned seats and set all Noshow customers to not travelling. **Do not use** this button if you still expect a lot of customers to board straight to gate.



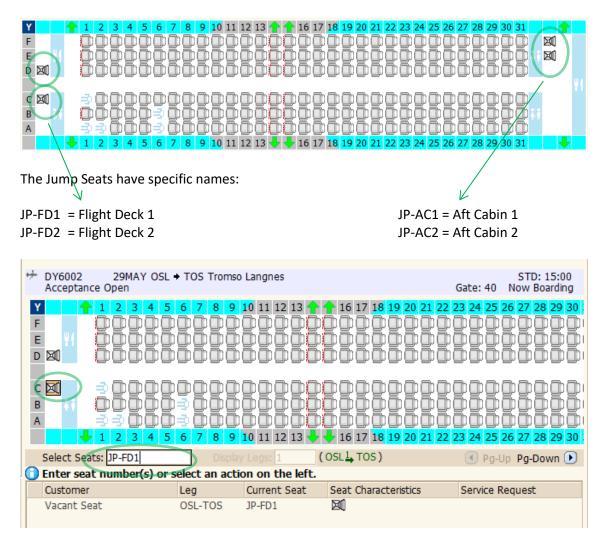
| | Applications De | evice <u>N</u> avigation | Logoff | : <u>H</u> elp | 1 | | | | 15 | OCT12 1 | l 1:17 🗗 🖌 | 22 |
|---|--|---|----------|-----------------|----------------|-------|-----------------|---|-------|----------|--------------------------------------|------------|
| | Messenger (<u>0</u>) | Customer (<u>1</u>) | Flight (| Y667 |) (<u>2</u>) | Board | ling DY6 | 670 (<u>3</u>) | | | | ? F |
| TRAINING | Search Flight | Flight List | Flight : | Inform | ation | Custo | nmer Lis | t Selection | Custo | mer List | | |
| Shortcuts Print to Default F8 View Customer F7 View Links F3 Menus Acceptance≻ SF3 Customer≻ SF4 Disruption≻ SF1 Linking≻ SF5 Printing≻ SF10 Ticket≻ SF6 Transfer≻ SF9 System Restart SF12 | DY6670 Acceptance (Selected List: All Selected Filters: N Customer AAS Frank M AAS Frank M AKHTAR Sar AMUNDSEN ANDERSEN ANDERSEN ANDERSEN ANDERSEN ANDERSEN BENGTZON BERGH Helg BESKOW Els BHATTI Khu BIEBER Justi BIBKELAND H BJERKE And | 15OCT OSL → T Josed Customers Ione Ir mra Mrs Roald Mr Hanschristian Mr I Chris Mr EN P. Mr Gro Mrs Annika Ms e Mr Gro Mrs Annika Ms e Mr mrum Mr n Mr Kristian Mr re Mr Bjoernstjerne Mr n Ms o Mr aorg Mr urina Mrs | | so Lan <u>ç</u> | jnes | Custo | <u>S</u> ort By | Customer Seat Accep X X X X X X X X X X X X X X X X X X X | Gat | e: DY I | STD: 20 Now Board per in List: | ding |
| | 0 | | | | | | | | | € | Expand | [SF2 |
| | Choose one | of the actions o | n the le | ft to c | ontin | ue. | | | | Ē | | |
| | | | | | | | | | | Doi | ne Ba | ack |



Jump Seat

Onload staff or commercial customers to Jump Seat,

To find the Jump seats you have to open the seat plan on the flight.



To display the names of the Jump Seats, mark the jump seat either with your mouse or using Ctrl + arrow and spacebar.

Decide which Jump Seat you will on load the staff or customer to and identify the name from customer list in the Flight or Boarding Application.

When they are on SBY you will the system will automatically display Other Acceptance Options and you will be able to Force Acceptance.



| | Applications Device Navigation Logoff Help 29MAY12 16:14 💕 🚽 | × |
|--|--|----|
| | Messenger (0) Customer (1) Flight DY6002 (2) Boarding DY6002 (3) Seatmap (4) | F1 |
| | oht Information Customer List Selection Customer List Customer Selection Customer Acceptance | |
| Add Bags F11 | DY5002 29MAY OSL + TOS Tromso Langnes STD: 15:00 Cate: 40 Paradiary 15:00 | |
| Add FQTV F4 Add Itinerary F8 | | |
| Add Service F5 Cancel Accept F6 | | |
| Cancel Accept F6 Find Connection F9 | | _ |
| Find Customer F3 View Customer F7 | | |
| Menus | | |
| Baggage⊧ SF3 | | |
| Cust. Details F12 Cust. Service SF4 | | |
| Disruption SF8 | | |
| ETAS) F10 | Select Customer(s) for Acceptance: 1 | ed |
| Flight Info SF7 Printing SF10 | D Enter bag details and seat preference (if required). | |
| Seating SF11 | Baggage Seating | |
| Ticket⊁ SF6 Transfer⊁ SF9 | | |
| View Links SF5 | | |
| - System | Update Status to: Accept Force Status: Yes | |
| | Through Checkin Only: No V Freeze No V | |
| customers/tickets | Reason: Jump Seat | |
| found | | |
| You can swipe: | | |
| ATB2 Bag Tag B Pass CC | Advanced Options [F2] | |
| FQTV Nat ID | | |
| PSPT | | |

Enter the Jump Seat in the Seat Preference, Force Status to Yes and write down the reason. When you enter Accept button, the staff or customer will be given a Jump Seat.

| ÷ | DY6002 29MAY OSL + TOS Tromso Langnes Acceptance Open Gate: 40 | | | | | | | | | | |
|---|---|-----------|-------------|---------|-------|------|--------|---------|------|--|--|
| | | Customer | | Bkg Tkt | Cabin | Seat | Accept | Baggage | Info | | |
| | 1 | FAMILYOFS | AFF John Mr | Staff | | | | | | | |
| | | 🕂 DY6002 | OSL-TOS | SA 📼 | Y | FD1 | | | CKIN | | |
| | | | | | | | | | | | |

On the Flight Info screen and Acceptance Figures, the Jump Seat customer will show:

| Total Acceptance Figures | | | | | | | | | | | | |
|--------------------------|------------|------------|--------|----------------|----------------|---|--------------------|---------------|-----------|-------------|----|--------------|
| | | | Во | oked | | | Acc | epted | | Standb | y/ | Jump |
| | | Y | Infant | CBBG | EXST | Y | Infant | CBBG | EXST | Y | / | Seat |
| Joining | To TOS | 136 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | | 0 | 1 |
| 0.01 | Total | 136 | 4 | | | | | | | | | 1 |
| OSL | Total | 100 | | | 0 | 0 | | 0 | 0 | | | - |
| | to Load (R | | Staff) | Figure | - | | | ented | | Stand | | lump |
| | | | Staff) | | s | Y | Acc | epted CBBG | | Standb Y | | Jump Seat |
| | | ebate | Staff) | Figure sted | s | | Acc | - | | | | |
| Subject (| to Load (R | ebate Y | Staff) | Figure sted | s EXST 0 | | Acc Infant 0 | - | EXST 0 | | | |



It will also display in the Customer Weight and Balance:

| CUSTOMER PAX | K AND B | AG DET | AILS FO | OR WE | IGHT | AND B. | ALANCI | E | | |
|--------------|---------|--------|---------|-------|-------|--------|--------|------|-------|----|
| FLIGHT INFO | 738 | R | EG 180 | 5Y | | | | | | Р |
| DY6002 291 | MAY OS | L STD1 | 500 | | | BOARD | 1435 | GATE | 40 | AO |
| | *** A | CCEPTA | NCE NO: | r fin | ALISH | 3D *** | | | | |
| DEST CAB: | IN A | . м | F | С | I | HOLD | BAGS | HAND | BAG: | S |
| TOS | | | | | | | | | | |
| Joining Y | 0 | 1 | 0 | | | | | | D | |
| | | | RUSH | BAGS | - | 0 | | | | |
| | | | CREW | BAGS | - | 0 | | | | |
| | | | | | | | | | | |
| TOTAL (TOS) | U | · · · | 0 | U | U | U | | | D | |
| GRAND TOTAL | | 1 | 0 | | | 0 | | | n | |
| (EX OSL) | | ' | 0 | 0 | 0 | 0 | | | , | |
| TOTAL PASSE | | DLUS | TMRAMT | × 0 | | | | | | |
| TOTAL FADDE | NOPEO I | . FB05 | | | | | | | | |
| JUMP SEATS - | - FD1 | > | | | | | | | | |
| AREA | | म | С | I | HAND | BAGS | | | | |
| ZONE A | | | | | | | | | | |
| | | | | | | | | | | |
| TOTAL | 0 1 | . 0 | 0 | 0 | 0 |) | | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |
| | | | | | | | | | | |

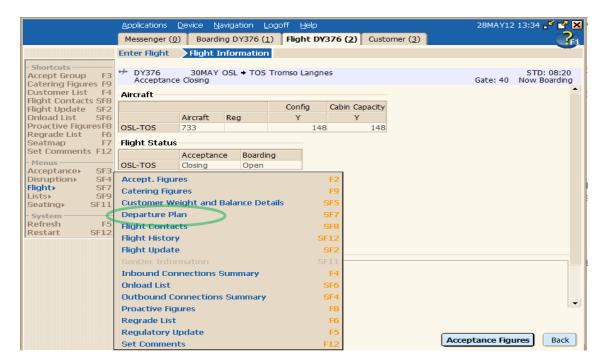
On this flight there is only the staff on Jump Seat that is accepted. And as you can see he will be calculated in to the total amount of customers. As well as the information that there is a customer on Jump Seat FD1.



Departure Plan

The Flight Departure plan is set when the flight is created. This plan includes information about the flight leg and flight-related activities that are planned to run at a predetermined time. The activities in the Departure plan are set in the Business Rules from the airline company.

The Departure Plan can only be accessed through the Flight Application:



| | Messenger (0) | evice <u>N</u> avigation Logoff <u>H</u> elp Customer (1) Flight DY362 (2) | | 20 | MAY12 14:15 💕 🚰 |
|--|-------------------------|---|-------------------------|-----------|-----------------------------------|
| 000000000000000000000000000000000000000 | | | | | |
| | Search Flight | Flight List Flight Information Flight Ac | tivity List | | |
| Shortcuts Add Activity F4 Delete Activity F8 | + DY362 Acceptance (| 30MAY OSL → EVE Harstad-narvik Evenes Apt | | Gate: N | STD: 13:20 one Boarding: 12:55 |
| edirect Activity F6 | | Activity Name | Activity Time | Reference | Status |
| pdate Activity F7 | 1 | Trigger Customer Product Record Feed (CPR) | -1d 23h 58m 13:22 28MAY | STD | Completed |
| Menus — — — — — — — — — — — — — — — — — — — | 2 | Trigger Get Mass Airport Control | -1d 23h 20m 14:00 28MAY | ETD | Completed |
| liaht) SF7 | 3 Text | Trigger Get Mass Airport Control | -1d 0h 0m 13:20 29MAY | ETD | Not Completed |
| System | 4 | Open Acceptance | -23h 0m 14:20 29MAY | ETD | Not Completed |
| efresh F5 | 5 | Trigger Get Mass Airport Control | -12h 0m 01:20 30MAY | ETD | Not Completed |
| estart SF12 | 6 | Trigger Get Mass Airport Control | -8h 0m 05:20 30MAY | ETD | Not Completed |
| | 7 | Trigger Get Mass Airport Control | -6h 0m 07:20 30MAY | ETD | Not Completed |
| | 8 | Trigger Get Mass Airport Control | -2h 0m 11:20 30MAY | ETD | Not Completed |
| | 9 | Trigger Get Mass Airport Control | -1h 0m 12:20 30MAY | ETD | Not Completed |
| | 10 | Gate Acceptance | -30m 12:50 30MAY | ETD | Not Completed |
| | 11 | Trigger Get Mass Airport Control | -30m 12:50 30MAY | ETD | Not Completed |
| | 12 | Trigger Prompt To Open Boarding | -30m 12:50 30MAY | ETD | Not Completed |
| | 13 | Process Special Baggage List To Messenger | -30m 12:50 30MAY | ETD | Not Completed |
| | 14 | Print CSM Onboard List | -12m 13:08 30MAY | ETD | Not Completed |
| | 15 | Close Acceptance | -5m 13:15 30MAY | ETD | Not Completed |
| | 16 | Clean up guaranteed seats (CGS) | -4m 13:16 30MAY | ETD | Not Completed |
| | 17 | Finalise Acceptance | 0m 13:20 30MAY | ETD | Not Completed |
| | 18 | Send Passenger Service Message (PSM) | 1m 13:21 30MAY | ATD | Not Completed |
| | 19 | Send Passenger Transfer Message (PTM) | 1m 13:21 30MAY | ATD | Not Completed |
| | 20 | Send Teletype Passenger Manifest (TPM) | 1m 13:21 30MAY | ATD | Not Completed |
| | 21 | Clean up guaranteed seats (CGS) | 55m 14:15 30MAY | ATD | Not Completed |
| | 22 | Send Customer Close-out Messages (CCM) | 1h 0m 14:20 30MAY | ATD | Not Completed |
| | 23 | Create Airline Warehouse Feed | 1h 55m 15:15 30MAY | ATD | Not Completed |
| | 24 | Batura Final E Tickat Caupan Status | 2h 0m 15:20 20MAV | ATD | Not Completed |
| | | | | | 26 Activit |
| | | | | | |
| | | | | | Done |

| norwegian | NAX-005M Altea Customer Management | Doc ref: NAX M-005 Page: 120 of 123 | | |
|---------------|------------------------------------|--|------------|--|
| \mathcal{L} | | Date: | 01.12.2017 | |
| | | Rev.: | 01 | |
| | | | | |

Updating the Departure Plan

The system allows you to update an activity in the Flight Activity List for a specific flight. It can only update one activity at a time.

One of the activities that you might want to update when needed is Clean up guaranteed seats. This activity will de-allocate all pre-assigned seats and set the no-show customers to not travelling.

To update an activity choose (F7) Update Activity.

| | Applications De | evice <u>N</u> avigation | Logoff <u>H</u> elp | | | | | 28MAY12 14:16 | <u>د ک</u> ک |
|----------------------|------------------------|-----------------------------|---------------------------|--------------|---------------|-------------|-----------|------------------------|---------------|
| | Messenger (<u>0</u>) | Customer (<u>1</u>) | Flight DY362 (<u>2</u>) | | | | | | _ ? a_ |
| | Search Flight | Flight List | Flight Information | Flight Activ | ity List | | | | |
| - Shortcuts | | | | | Update Ac | tivity | | | |
| Delete Activity F8 | DY362 Acceptance (| | VE Harstad-narvik Ever | nes Apt | | | Gate | STD: None Boarding: | |
| Redirect Activity F6 | · · | Activity Name | | | Activity Time | | Reference | Status | |
| Flight SF7 | 7 | Trigger Get Mass | Airport Control | | -6h 0m | 07:20 30MA) | ETD | Not Completed | |
| - System | 8 | Trigger Get Mass | Airport Control | | -2h 0m | 11:20 30MAY | ETD | Not Completed | |
| Restart SF12 | 9 | Trigger Get Mass | Airport Control | | -1h 0m | 12:20 30MAY | ETD | Not Completed | |
| | 10 | Gate Acceptance | 9 | | -30m | 12:50 30MA) | ETD | Not Completed | |
| | 11 | Trigger Get Mass | | | | 12:50 30MA) | | Not Completed | |
| | 12 | | Fo Open Boarding | | | 12:50 30MA) | | Not Completed | |
| | 13 | | aggage List To Messer | nger | | 12:50 30MA) | | Not Completed | |
| | 14 | Print CSM Onboa | | | | 13:08 30MAY | | Not Completed | |
| | 15 | Close Acceptance | | | | 13:15 30MA) | | Not Completed | |
| | 16 | Clean up quarant | | | | 13:16 30MAY | | Not Completed | |
| | Select Activit | | | | 00 | 13:30 30003 | | | ctivities |
| | Select the action | tivity to modify | | | | | | | |
| | Activity Time | | | | | | | | |
| | New Actual 1 | Time: 13:10 | New Actual Date: | 28MAY 🛛 😰 | | | | | |
| | Or | | | | | | | | |
| | Activity Start | s: <mark>2 days 0 </mark> ł | ours 10 minutes | oefore 💌 | ETD 💌 | | | | |
| | <u>S</u> tatus | | | | | | | | |
| | Status: Re-so | heduled 💌 | | | | | | | |
| | | | | | | | | Update | Exit |

The activity that has been updated will display in the sequence where you have set it to occur.



Print Onboard List

Onboard Service list is used by Cabin Chief during flight to access info regarding SSRs, total joining passengers, vacant seats etc. Onboard Service List will only show information for accepted passengers. Onboard Service List shall be handed over to Cabin Chief after boarding is finished.

Onboard Service List can be printed anytime during boarding, but will <u>not</u> be valid if a "Straight-togate" passenger boards <u>after</u> list is printed, since this passengers is not checked in prior to boarding.

| Default: DY | Messenger (<u>0</u>) D | Y Customer (<u>1</u>) | DY Boarding M | 4onitor DY378 (<u>2</u>) | | | | 2 |
|--|---|--|--|--|---|-------------------|---------------|----------------------------|
| | Boarding Monitor | Search Flight > | Boarding Monit | tor List Boarding | | | | |
| - Shortcuts Boarded List F3 Cancel Accept F6 Deboard F8 Inbound Con SF5 Ineligible List F9 Mass Cancel F10 Spcl Assist List F7 | DY378 08 Acceptance Closi Accepted Joining 128 + 0 inf Transit 0 + 0 mf Totals 128 + 0 inf | ISEP OSL → TOS Boarded 87 + 0 inf 0 + 0 inf 87 + 0 inf | Not Boarded 44 + 0 inf 0 + 0 inf 44 + 0 inf | Inelgible To Board Special Assistance Jump Seats | Accepted | ' to see the list | Gate: A4 | STD: 14:30 Now Boarding |
| - Menus Bag Handling> SF1 Baggage> SF3 | Not Boarded Custo | mers: 44 Not A | ccepted: 3 | Cabin Acpt Bag Incarriage | Last | Seen Customer | <u>O</u> rder | Ascending 💌 |
| Boarding> SF8 Customer> SF4 | 1 ASMYHR Laila M | | 17A | Y | Last. | been | 1110 | |
| Flight SF7 Lists> SF9 Printing> SF10 Seating> SF11 - System Sestart Refresh F52 Restart SF12 | Accept. Figures Customer Weight Display Hajj Manif Display Onboard S Flight Info | est | SF3 | DY1103 S | KSK KSK SXF A11:24 JFE SXF A11:24 JFE JFE t Seats: | | F QTV | 0 of 44 selected |
| Restart 0112 | Flight Update Inbound Connecti Onload List | ions Summary | SF2 F4 SF6 | umbers to board cust | tomers. | | | |
| Refreshed At: 14:19 | Outbound Connec | tions Summary | SF4 | | | | | |

Choose list number 2 and print.

| | Applications Device Navigation Logoff Help | 085EP16 14:21 🗗 💕 🗙 |
|---|--|---|
| Default: DY | Messenger (0) DY Customer (1) DY Boarding Monitor DY | |
| | Boarding Monitor Search Flight Boarding Monitor List | Boarding Select Onboard Service Lists |
| - Shortcuts Display F4 Send to ACARS F5 | DY378 08SEP OSL + TOS Tromso Langnes Acceptance Closing | STD: 14:30 Gate: A4 Now Boarding |
| - System | List Type | Description |
| Restart SF12 | 1 Basic Seat Plan | Details for all seats on a flight. |
| | 2 Cabin Services Manager Specific | Used by Cabin Services Manager, plus summary sections. |
| | 3 Seat Plan list for Connections | Displays seat number and customers name with connections. |
| | 4 Seating Pictorial | This is a 'picture' of the seats in a cabin. |
| | Select List: 2 | |
| | Select list to print | Print Ext |



Onboard List

| DY378 | THOSSE | P 0: | SL CS | MPRE | | | | | | | |
|-----------|--------|------|-------|--|-----------|--------|----------|-------|--------|----|--|
| FLIGHT IN | FO | - | 738 | | REG | LNNGU | | | | | |
| CONFIGURA | TION B | X - | OSL | 1 | 86Y | | | | | | |
| -705 -122 | / 64/ | 64/ | 2/ | OPAX | 8 | | PAD | 1 | | | |
| OSL/TOS 1 | 430/16 | 25 | 738 | | 130 | | | | | | |
| STATUS AG | E | TD | | | | | | | | | |
| ******** | ***** | *** | ***** | ***** | ***** | ****** | ******* | ***** | ****** | ** | |
| | LD CS | PRT | NAME | in second | | COMM | ENT | | | | |
| | ****** | *** | | ***** | ***** | ****** | ******** | ***** | ****** | ** | |
| Y CABIN | | | | TO | TAL P. | AX 130 | | | | | |
| 002C/TOS | | - | | | | | | | | | |
| | | | MCHI | La construction de la construcción de la construcci | | | | | | | |
| 003D/TOS | P | £3 | | | | | acone ne | | | | |
| 015C/TOS | | | omit | | | | | | | | |
| | | | AVIE | 1 | | | | | | | |
| 015D/T05 | | 1 | | | | | | | | | |
| | | | AVIE | I | | | | | | | |
| 015E/TOS | | | | | | | | | | | |
| | | | AVIE | I | | | | | | | |
| 0160/105 | | | | ***** | | | | | | | |
| 0264/103 | | 1 | | | | | | 244 C | | | |
| 026B/T0S | | | WARE | BANDS | No BH / I | | | | | | |
| 0300/TOS | | | | | | | | | | | |
| | | | AVIE | I | | | | | | | |

Onboard List Long haul

Norwegian Long Haul flights uses multiple Onboard Service Lists. These lists can be printed as soon as acceptance is closed.

List nr.1: 1 copy, List nr.2: 2 copies

| | Applications De | vice <u>N</u> avigation <u>Logo</u> | ff <u>H</u> elp | | 14SEP1 | 16 14:58 🗗 🛃 🗙 |
|--------------|------------------------|-------------------------------------|----------------------------|--|--------|----------------|
| Default: DY | Messenger (<u>0</u>) | | DY Boarding Monitor DY7 | | | <u></u> |
| | Boarding Monit | or Search Flight 📏 Boa | rding Monitor List >Board | Select Onboard Service Lists | | |
| - Shortcute | DY7083 Acceptance 0 | Gate: F18 | STD: 15:45 Now Boarding | | | |
| -System | | List Type | | Description | | |
| Restart SF12 | 1 | Cabin Services Manage | r Specific | Used by Cabin Services Manager, plus summary section | ns. | |
| | 2 | Seating Pictorial | | This is a 'picture' of the seats in a cabin. | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | Select List: 1 | | | | | |
| | Select list to | display | | | | |
| | | | | | Di | splay Exit |
| | | | | | | |



Example of list nr. 1



Example of list nr. 2

| | , | | | | | | | |
|-----------|--------|---|-------|------------------|------|-----------|----------------|--------|
| DY. 05 | 7201 2 | J | P 0SL | C CABIN MEA G | LMAP | | - | 05 |
| | | | | SPML | | | | |
| 04 | SPHL | • | | SPML | | SPML | p [*] | 04 |
| 03 | | J | | G | | | F | 03 |
| | SPHL | | | SPML | | | | |
| 02 | | J | | G | | | ¥ | 02 |
| | SPHL | J | | SPML | | SPML | y | |
| 01 | | | | | | 202141111 | | 01 |