Amadeus Altea Customer Management Manual



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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.

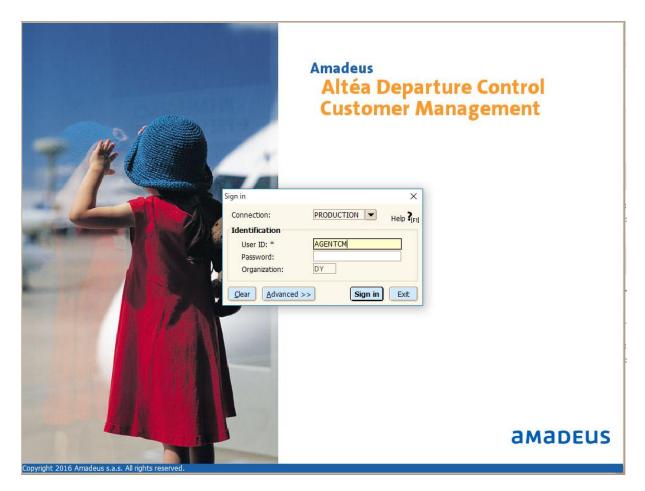
Good luck 😳

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.

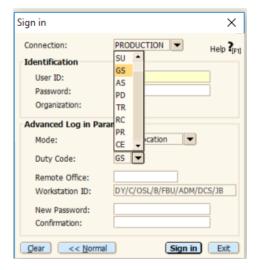
Sign in	×
Connection:	PRODUCTION Help
Identification	
User ID: *	AGENTCM
Password:	
Organization:	DY
Advanced Log in Par	ameters
Mode:	user + location
Duty Code:	GS 💌
Remote Office:	
Workstation ID:	DY/C/OSL/B/FBU/ADM/DCS/JB
New Password:	
Confirmation:	
<u>C</u> lear << <u>N</u> orma	Sign in Exit

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

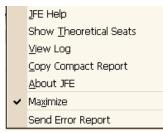
Logoff Menu (Alt + L)

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

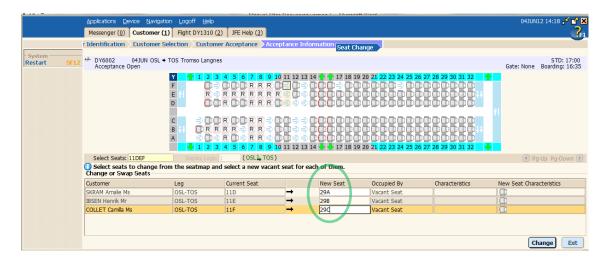
Changing seats

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.



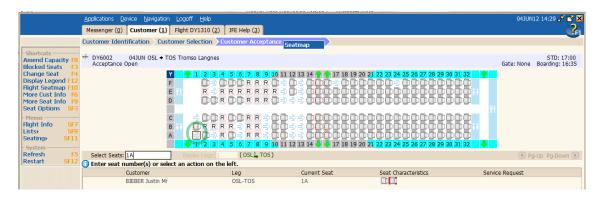
Changing seats for more than one customer, type in the new seat number for the customers.

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.

NAX-005M Altea Customer Management

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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.

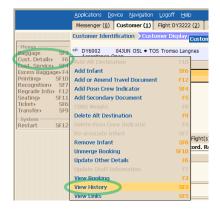
	Applications Device Navigation Logoff Help		04JUN1216:22 💕 🚰 🔀
	Messenger (0) Customer (1) Flight DY3222 (2) JF		<u></u>
	Customer Identification Customer Display Custome		
- Menus	Customa		
Baggage SF3	+ DY6002 04JUN OSL + TOS Tromso Langnes		STD: 17:00
Cust. Details⊁ F6	Acceptance Open		None Boarding: 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

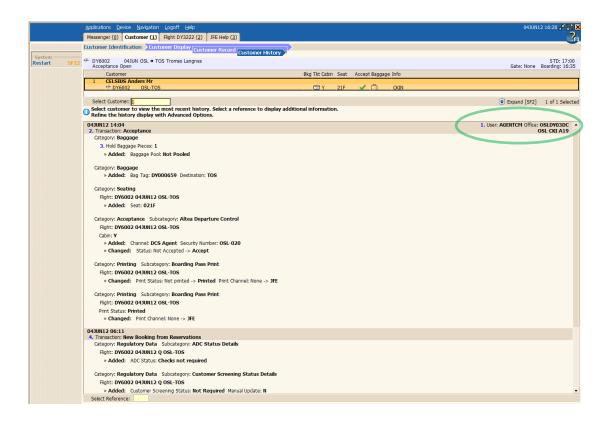
Type the line number of the category(s) that you want to be included in the CPR display. The prompt closes and Customer Record screen is updated to show only those categories.

	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.

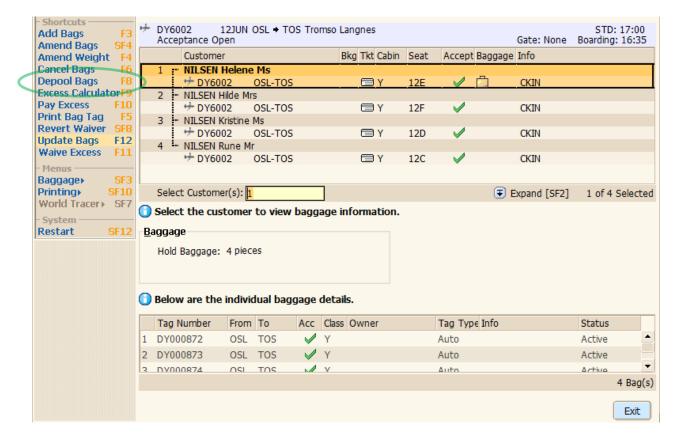
You will also see that the Shortcuts and Menu on the left changes when you access the Baggage menu.

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.

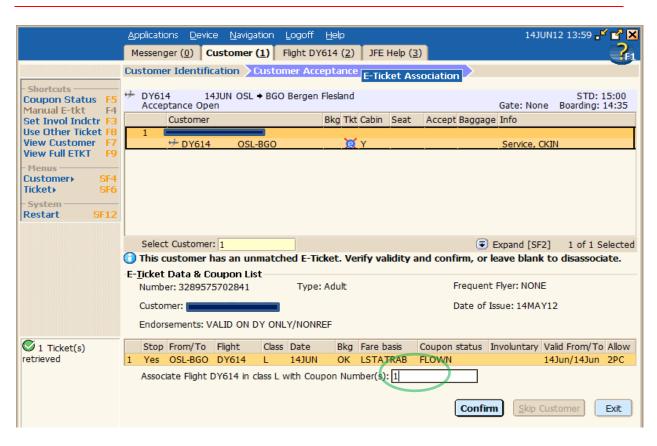


	Applications	<u>D</u> evice <u>N</u> avigation	Logoff	Help				14JUN	12 13:57 💕 🛃 🗙
	Messenger (<u>0</u>)	Customer (<u>1</u>)	Flight D1	Y614 (<u>2</u>)	JFE H	Help (<u>3</u>)			2
	Customer Ider	ntification Cust	omer Acc	eptance					
- Shortcuts Add Bags F11 Add FQTV F4	DY614 Acceptance	14JUN OSL + BO	GO 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					
· · · ·							



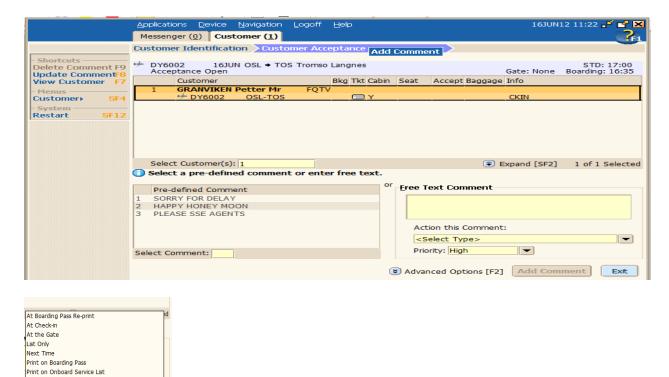
Print on Onboard Service List & Bi

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

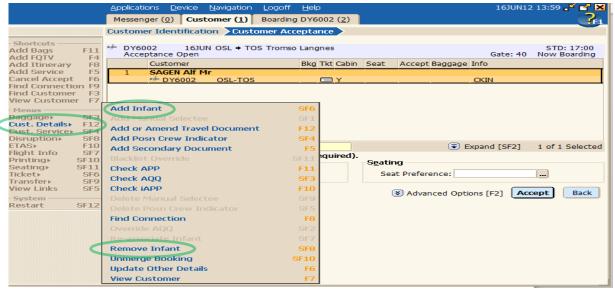
Ensure that the Customer you want to update is identified and display the Delete Comment screen.

	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	

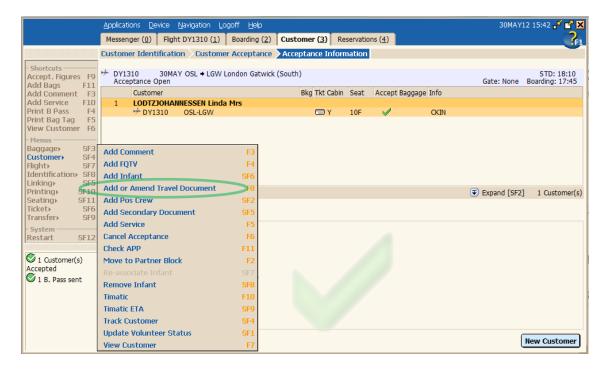
You will see that there is a high priority message for these customers and the explanation DOCS next to it. When you enter to proceed, the system will ask for Passport information.

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



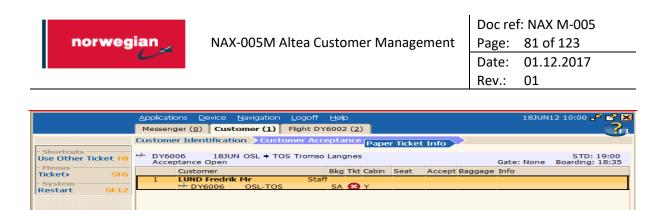
Press (F9) Book Staff

	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

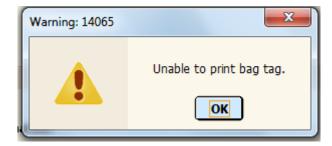
Bag Tags are printed automatically or manually during acceptance process. If they are written manually, the system prompts to print whenever necessary.

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.



Page:85 of 123Date:01.12.2017

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										
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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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To: Customer Filter: Joining and Transit Cabin: Refine Lustomer Lists with Criteria And/Or Include/Exclude Filter Value And Include E-ticket (ETK) Customer Nationality (NAT) Customers with offpoint (OFF) Disrupted Customers (DIS) Duplicate Passports (PDU) ESTA (EST) Emergency Contact Details (ECD)	-										
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											
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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

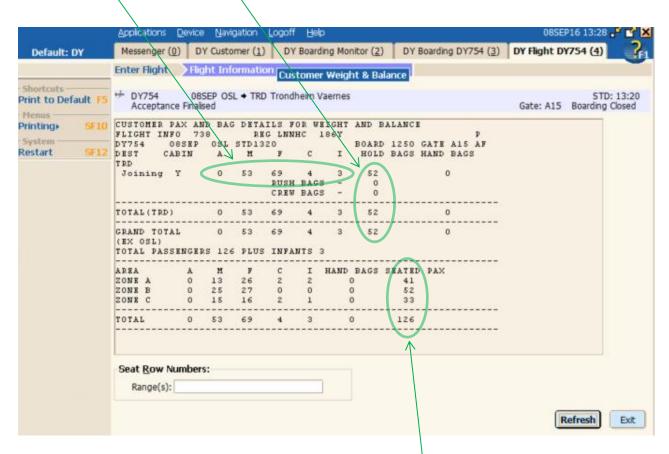
If you have to set the ATD manually, open the Flight Update and type the ATD time. Enter Update and the flight will have the status Departed.

	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.

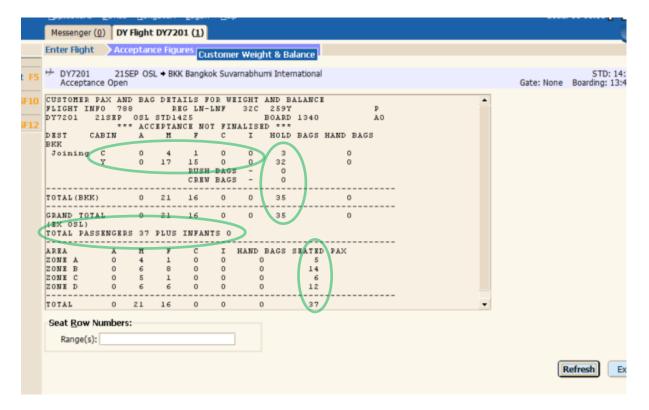


The total number of customers seated in the different sections of the cabin, (Adult), Male, Female and Children in each section (Zone A, B and C) is shown in the lower right corner.

		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			
	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.



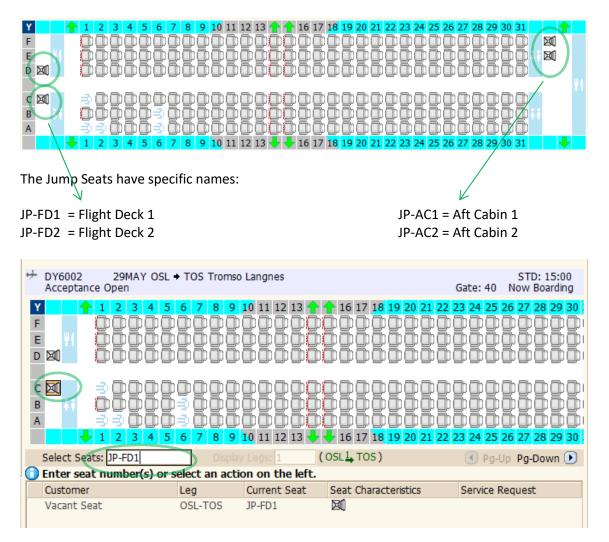
	Applications De	evice <u>N</u> avigation	Logoff	: <u>H</u> elp	1				15	OCT12 1	l 1:17 🗗 🖌	22
	Messenger (<u>0</u>)	Customer (<u>1</u>)	Flight (Y667) (<u>2</u>)	Board	ling DY6	670 (<u>3</u>)				? F
TRAINING	Search Flight	Flight List	Flight :	Inform	ation	Custo	nmer Lis	t Selection	Custo	mer List		
Shortcuts 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)				

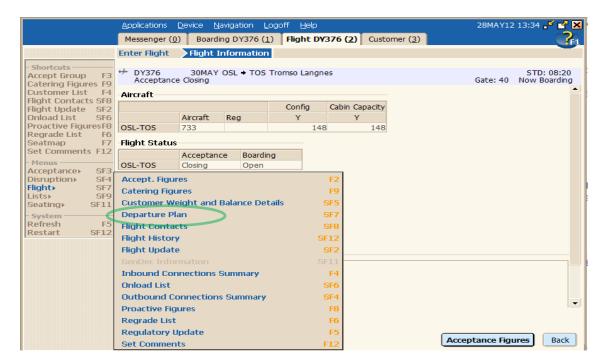
On this flight there is only the staff on Jump Seat that is accepted. And as you can see he will be calculated in to the total amount of customers. As well as the information that there is a customer on Jump Seat FD1.



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

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\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