

Amadeus Altea Customer Management Manual



| | | | | | |
|----------|------------|----------|---|--|---|
| NOR M005 | 05.12.2017 | 01 |  |  |  |
| | | | Linda Lodtz-Johannessen | Linda Lodtz-Johannessen | Oddbjørn Hansen |
| 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.

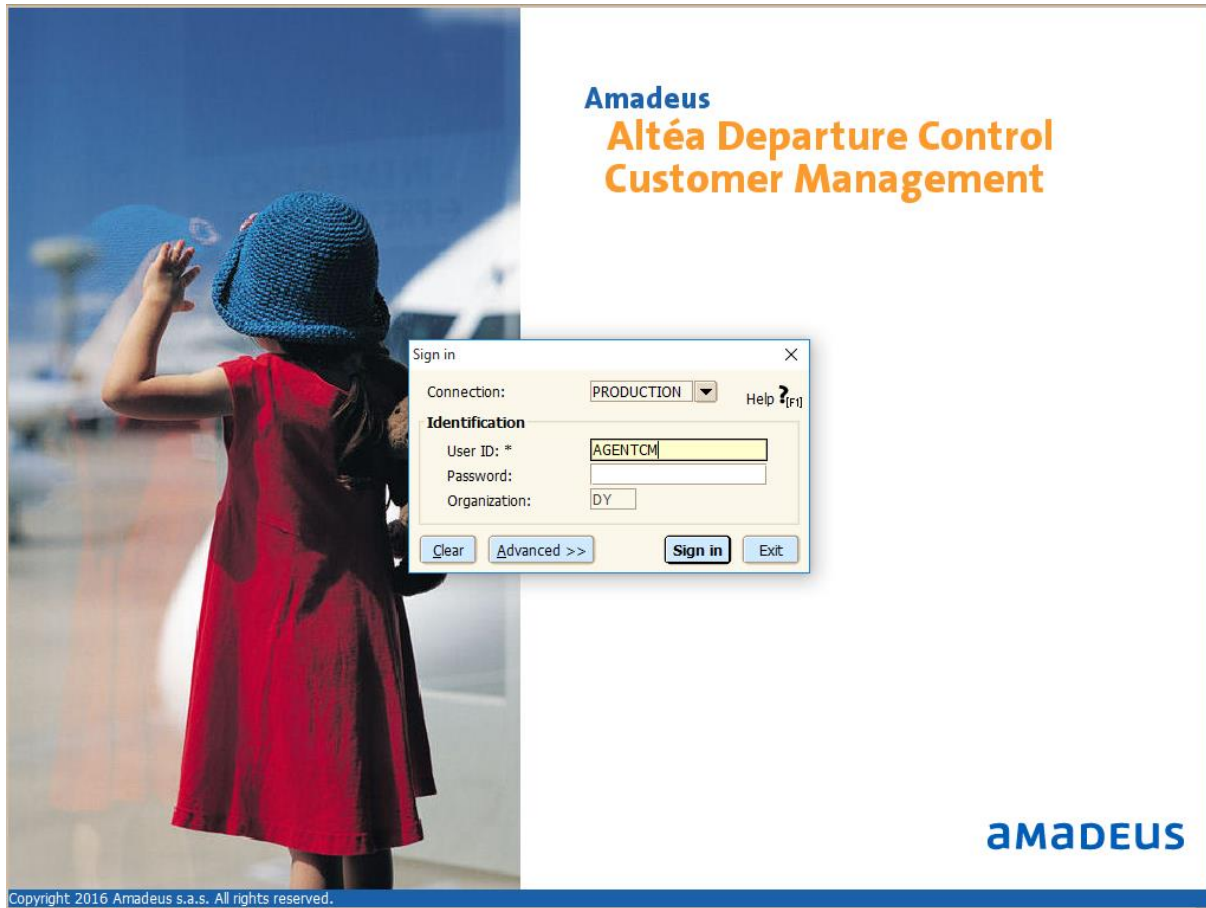
The manual will not describe all possible scenarios in Altea Customer Management, since some of them are not being used on Norwegian flights, but please use the Help Online (F1) in Altea which can be a great use to you if you want to know even more.

Good luck 😊

Linda Lodtz-Johannessen

Signing in

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



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To change the default connection, press Ctrl + down arrow in Connection field and select a new one:

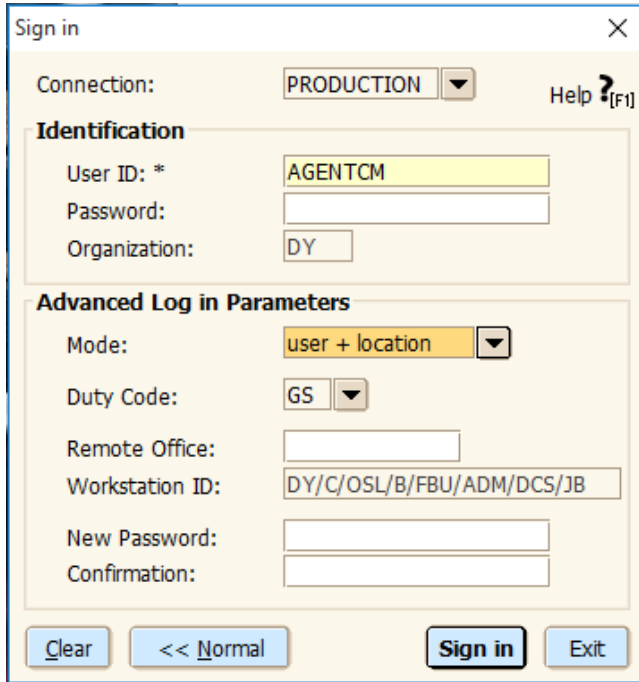
Production – This is the live production software which is the version you will use while working.


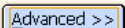



Skilling – This is the version used for training.

- Type your User name
- Type your password

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

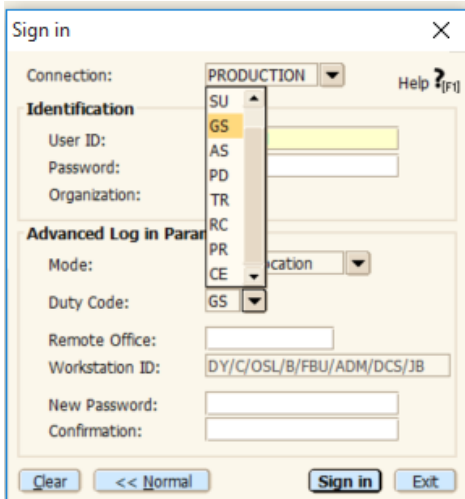
Here you can change your Duty Code, Specify a Remote Office or change your Password if necessary.



| Button | Action when Selected |
|---|--|
|  | Clears all text fields in the Sign-in screen. Drop-down lists revert to default settings. |
|  | 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 How to Set Advanced Sign-in Parameters . |
|  | The Sign-in screen minimises to hide the Advanced Sign-in fields. This button is displayed only in the Advanced screen. |
|  | Use this button when you have completed all fields on the Sign-in screen and are ready to sign into Customer Management. |
|  | 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:

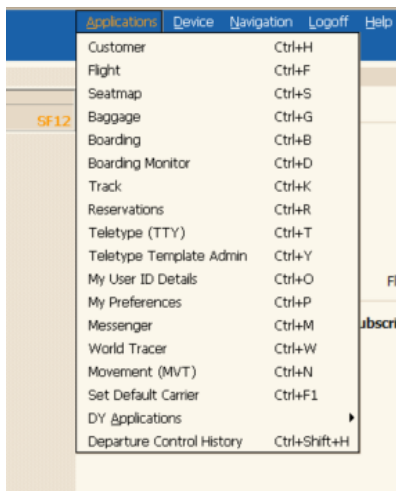
Application Menu (Alt + A)

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+H | |
| Flight | | | Ctrl+F | |
| Seatmap | | | Ctrl+S | |
| SF12 Baggage | | | Ctrl+G | |
| Boarding | | | Ctrl+B | |
| Boarding Monitor | | | Ctrl+D | |
| Track | | | Ctrl+K | |
| Reservations | | | Ctrl+R | |
| Teletype (TTY) | | | Ctrl+T | |
| Teletype Template Admin | | | Ctrl+Y | |
| My User ID Details | | | Ctrl+O | Flg |
| My Preferences | | | Ctrl+P | |
| Messenger | | | Ctrl+M | ubscrib |
| World Tracer | | | Ctrl+W | |
| Movement (MVT) | | | Ctrl+N | |
| Set Default Carrier | | | Ctrl+F1 | |
| DY Applications | | | | |
| Departure Control History | | | 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 comprises the applications listed in the table below. All Customer Management applications can be accessed using the Customer Management Graphical user Interface (GUI).

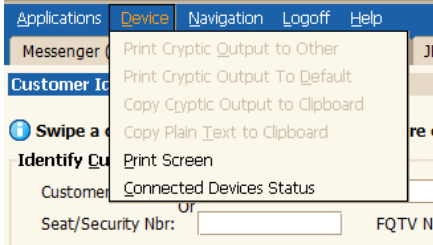
| Application | Tasks handled |
|-------------------------|--|
| Flight | Flight-level tasks that can be performed any time before or during customer acceptance and boarding. Flight-level tasks include viewing acceptance figures, catering and customer lists. Flight setup tasks include updating gate information 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

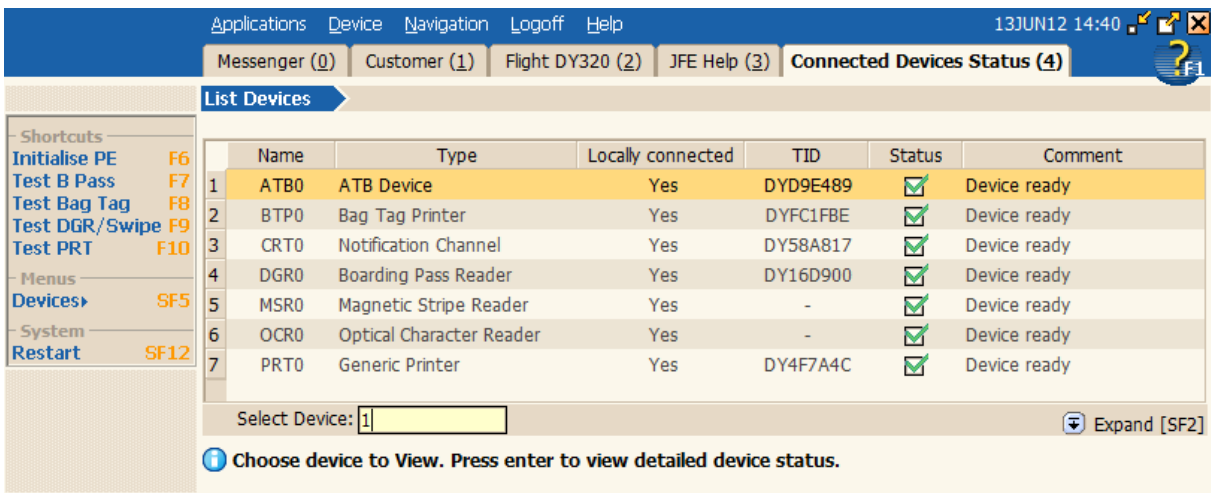
The Device Menu (Alt + D)



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 Devices Status | Check the status of printers and other devices currently connected to your terminal. The devices connected to your terminal are set up by your system administrator. The devices that may be connected are: <ul style="list-style-type: none"> •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.



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 Right One Tab | | Alt+Right |
| Toggle to Previous Tab | | Alt+NumPad * |
| Close | | Ctrl+E |
| Close Files | | Ctrl+Shift+E |

Logoff Menu (Alt + L)

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


| Logoff | Help |
|--------|--------|
| Logoff | Ctrl+L |
| Exit | Alt+E |

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

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

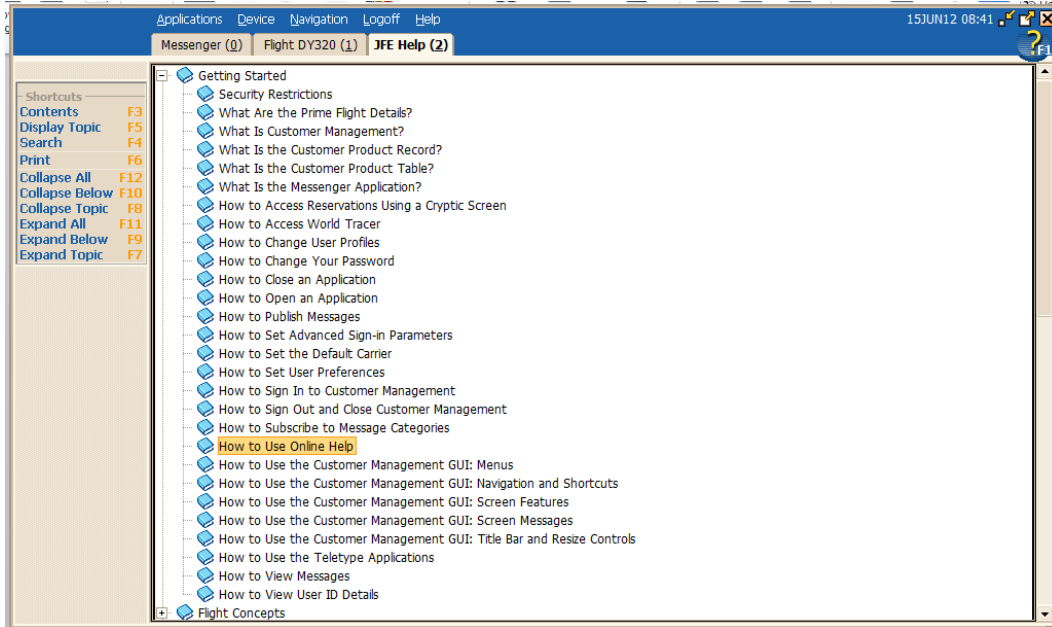
| |
|------------------------|
| JFE Help |
| Show Theoretical Seats |
| View Log |
| Copy Compact Report |
| About JFE |
| ✓ Maximize |
| Send Error Report |

Help online (F1)

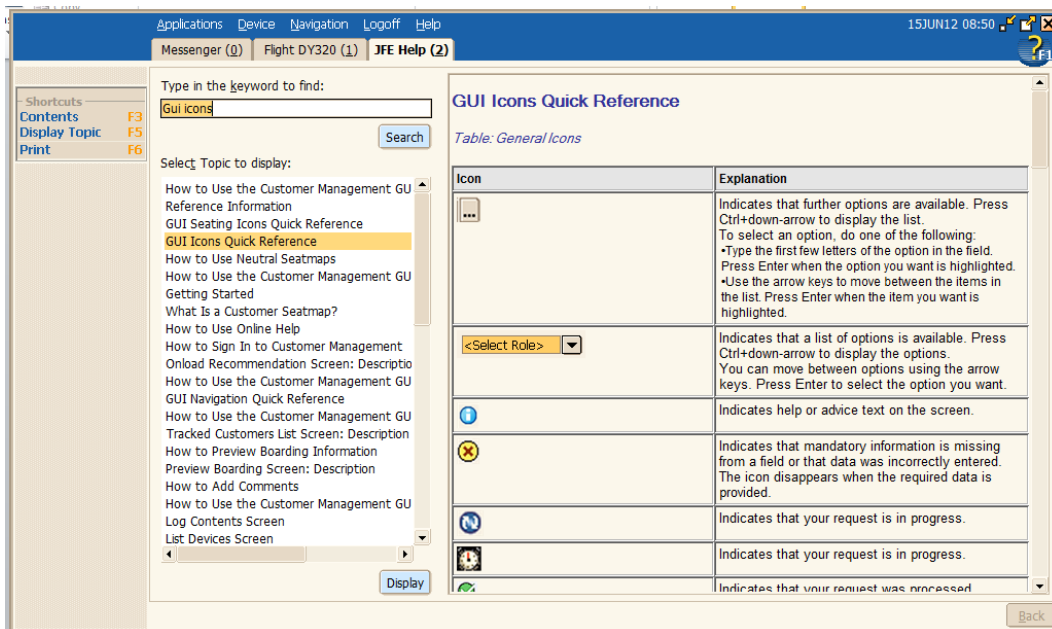
| | |
|---|---|
|  | Indicates that online help screens are available. Press F1 to access online help. |
|---|---|

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.



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



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.

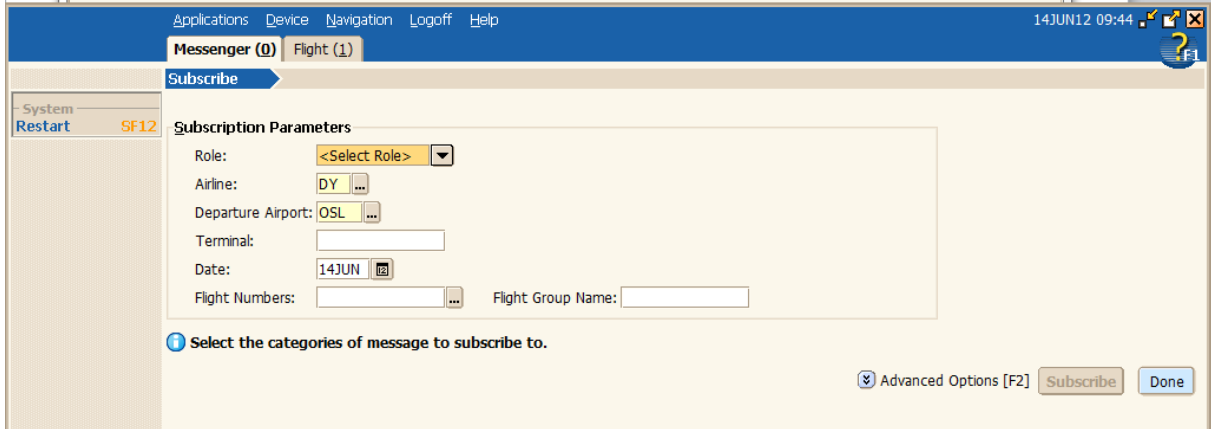


There are three icons on the right-hand side of the title bar. If you are using a mouse to navigate, you can click on these icons. If you are using the keyboard see the description below in how to navigate.

| Icon | Explanation | Keyboard Shortcut |
|--|--|--|
|  | Minimises the Customer Management screen | Ctrl+F10, down-arrow, N |
|  OR  | Maximises the Customer Management screen OR Returns the Customer Management screen to its original size (when it is already maximised) | Ctrl+F10, down-arrow, X Ctrl+F10, down-arrow, R |
|  | Closes Customer Management | |

Messenger

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



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 flight 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. |
| Flight Group Name | Type the name of the flight group to which you want to subscribe. The flight group will contain a series of flight numbers specified in a business rule. The Flight Group Name field is optional. |

When you have entered the mandatory subscriptions eks: Supervisor.

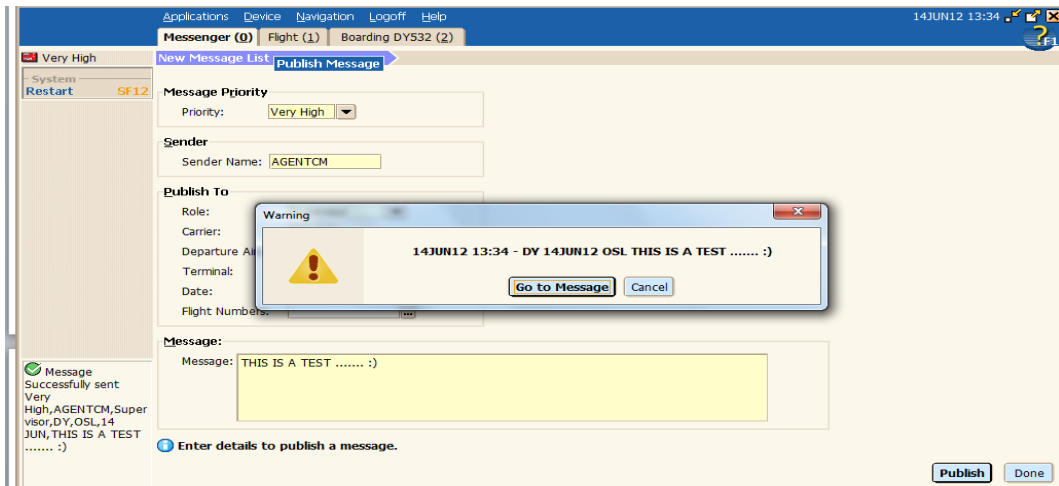
Click



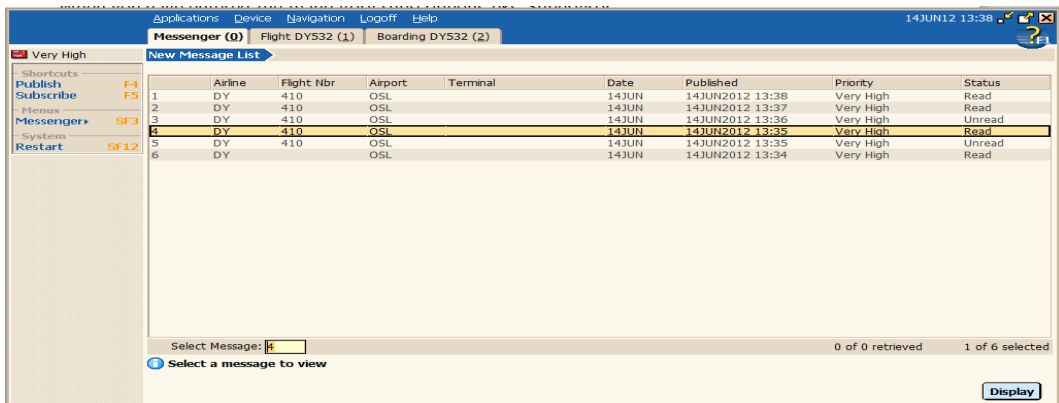
This will generate all messages to be sent to Supervisors.

Viewing Messages

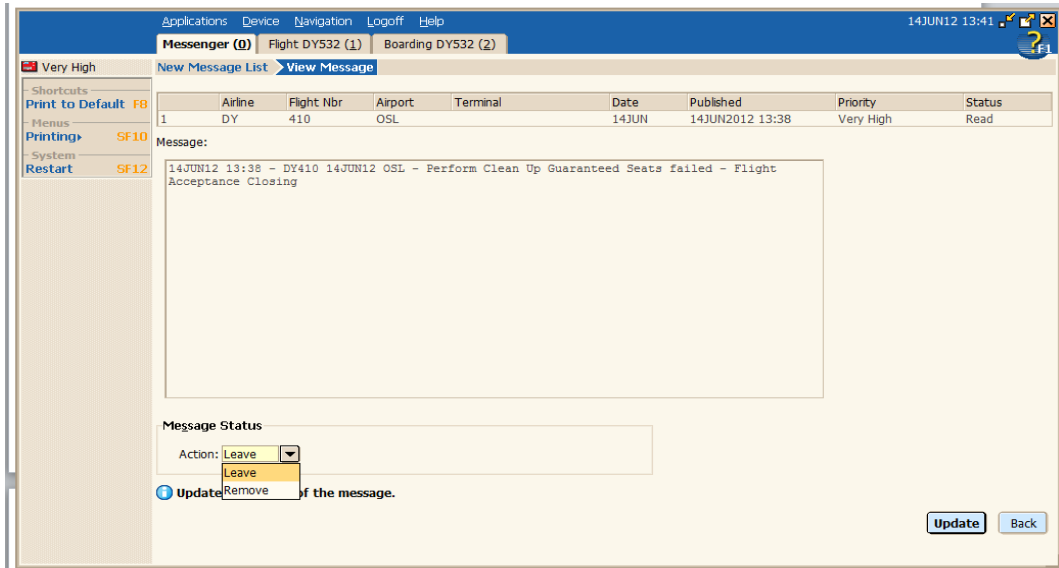
Whenever a high-priority message is published, a pop-up is displayed.



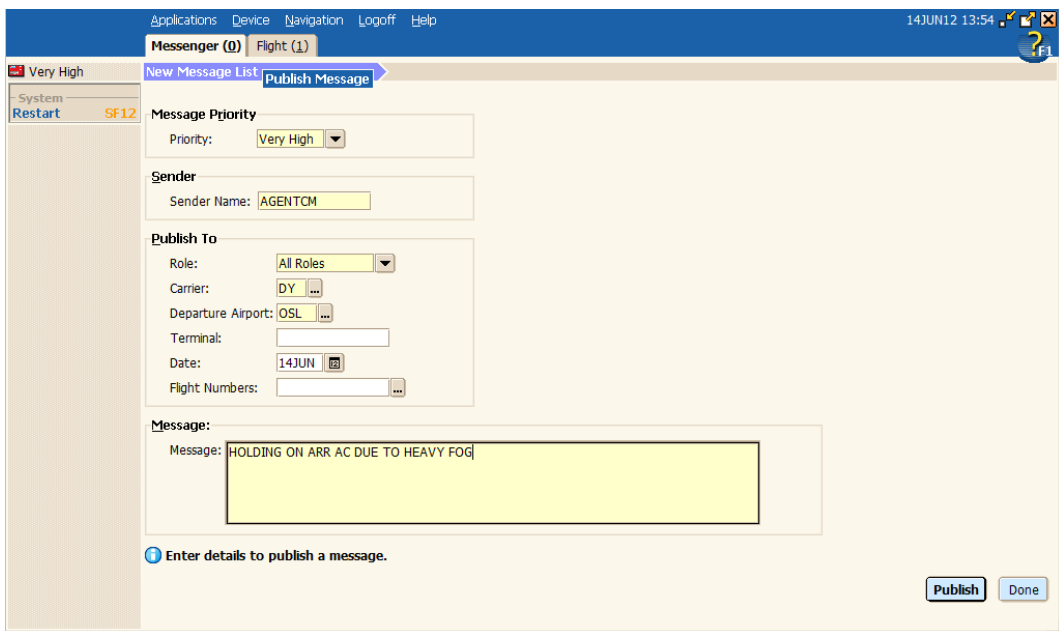
You can choose between go to Message or Cancel it directly. If you don't cancel it will be stored in the incoming messages list.







To view a message and remove it.



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



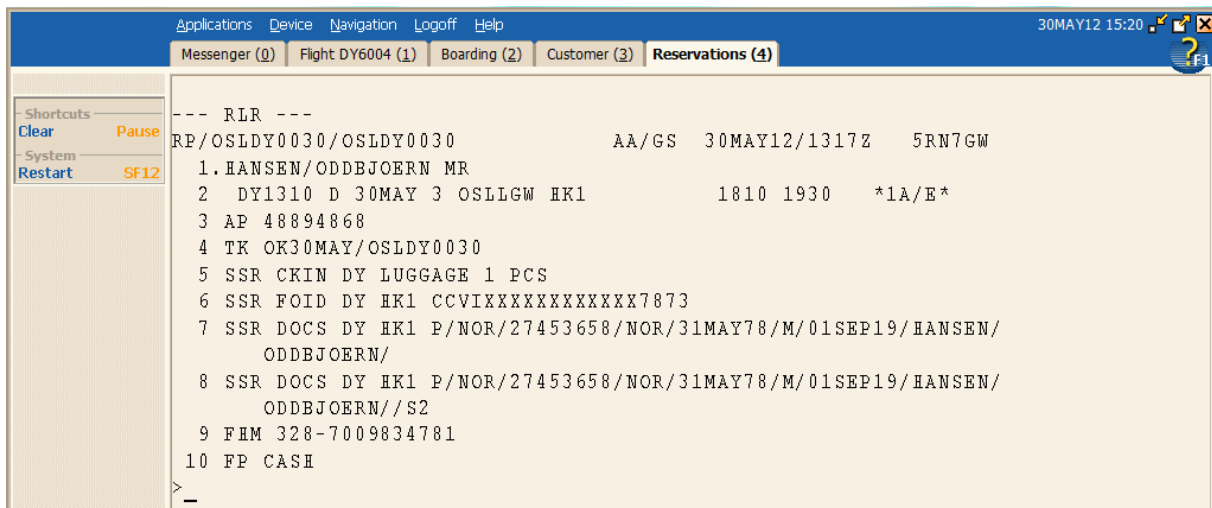
Once a new message has been received, an icon is displayed above the action list on the left hand side of the screen indicating the priority of the message.

| | |
|---|---|
|  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 (0)  Flight DY6004 (1)  Boarding (2)  Customer (3)  Reservations (4)
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 CCVXXXXXXXXXXXX7873
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//S2
9 FHM 328-7009834781
10 FP CASH
>
  
```

Useful cryptic entries:

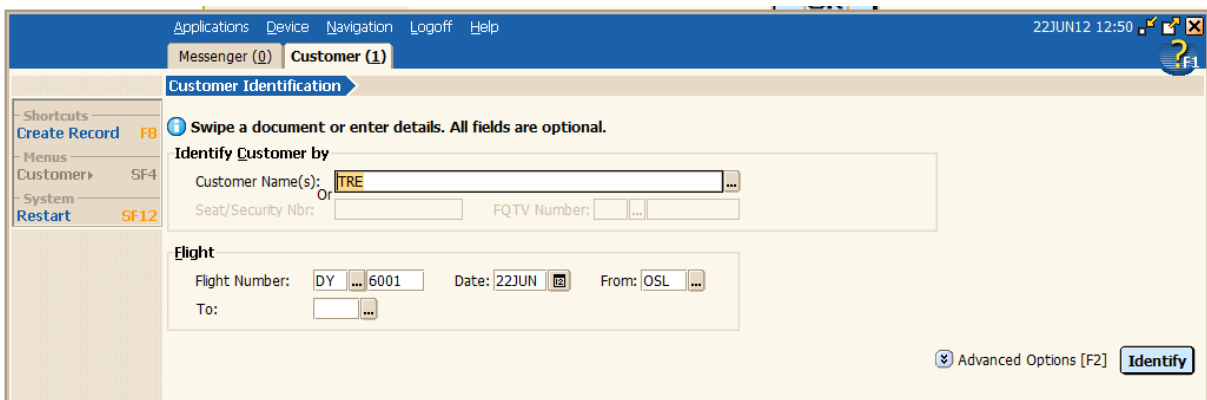
- AN26SEPOSLLGW = Display availability (AN+*Date*+*DEPstation*+*ARRstation*)
- LL/DY1310/26SEP = View Booking figures (LL/*Flightnr*/*Date*)
- RTABCDEDEF = View PNR ABCDEF (RT+*PNR*)
- IG = Ignore/Close the PNR

Customer Application

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

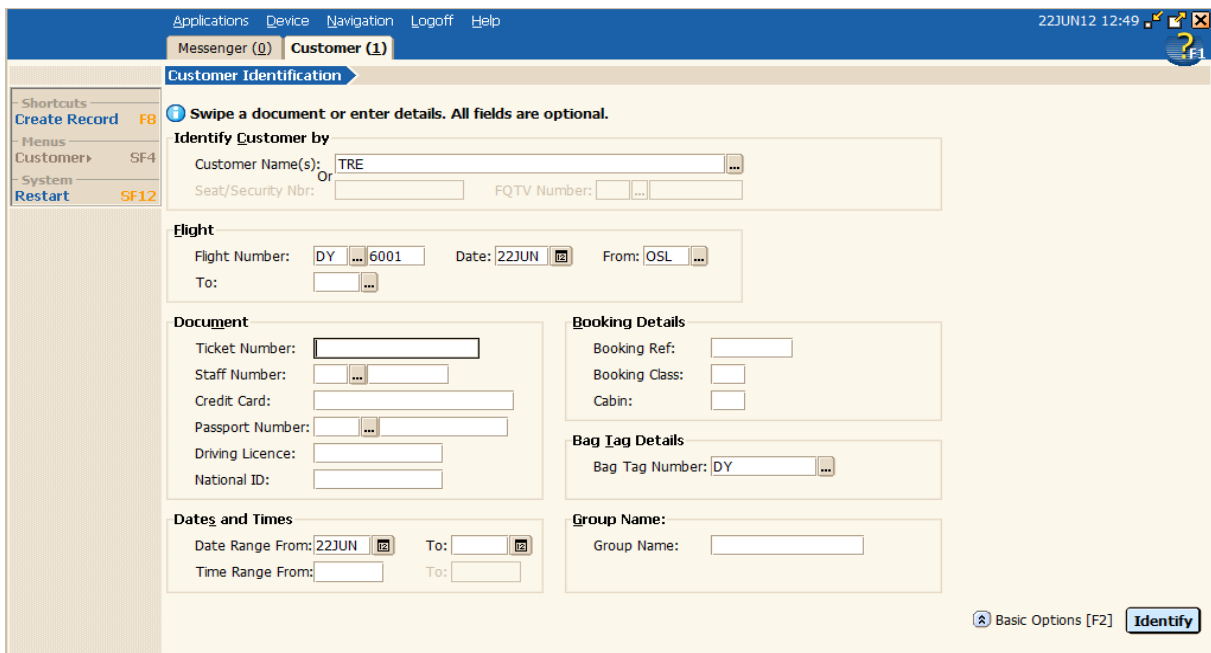
Identifying Customers

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 all the DY flights.



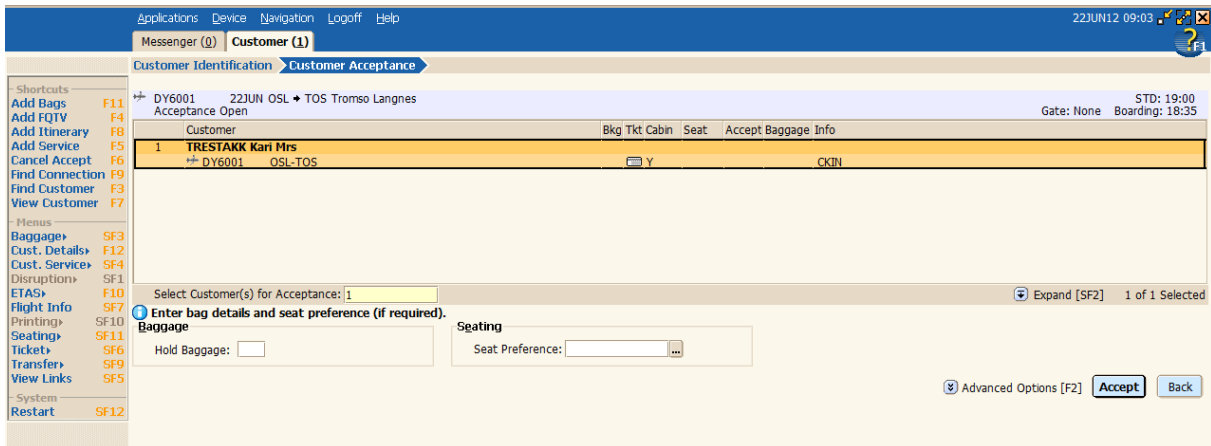
The screenshot shows the 'Customer Identification' screen. At the top, there are navigation tabs for 'Messenger (0)' and 'Customer (1)'. Below this, a blue bar contains the title 'Customer Identification' and a help icon. The main area has a heading 'Swipe a document or enter details. All fields are optional.' followed by 'Identify Customer by'. There are input fields for 'Customer Name(s):' (containing 'TRE'), 'Seat/Security Nbr:', and 'FQTV Number:'. Below this is the 'Flight' section with fields for 'Flight Number:' (DY 6001), 'Date:' (22JUN), 'From:' (OSL), and 'To:'. At the bottom right, there is a link for 'Advanced Options [F2]' and an 'Identify' button.

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).

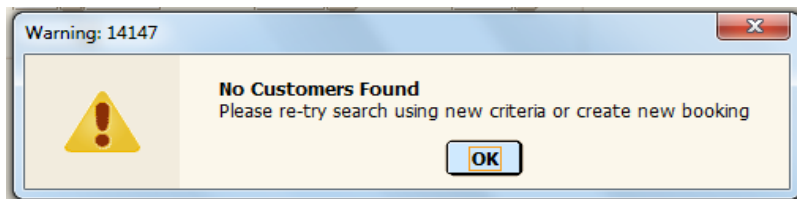


This screenshot shows the 'Advanced Options' section of the 'Customer Identification' screen. It includes several sub-sections: 'Document' with fields for 'Ticket Number:', 'Staff Number:', 'Credit Card:', 'Passport Number:', 'Driving Licence:', and 'National ID:'. 'Booking Details' with fields for 'Booking Ref:', 'Booking Class:', and 'Cabin:'. 'Bag Tag Details' with a field for 'Bag Tag Number:' (containing 'DY'). 'Dates and Times' with fields for 'Date Range From:' (22JUN), 'To:', 'Time Range From:', and 'To:'. 'Group Name' with a field for 'Group Name:'. At the bottom right, there is a link for 'Basic Options [F2]' and an 'Identify' button.

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

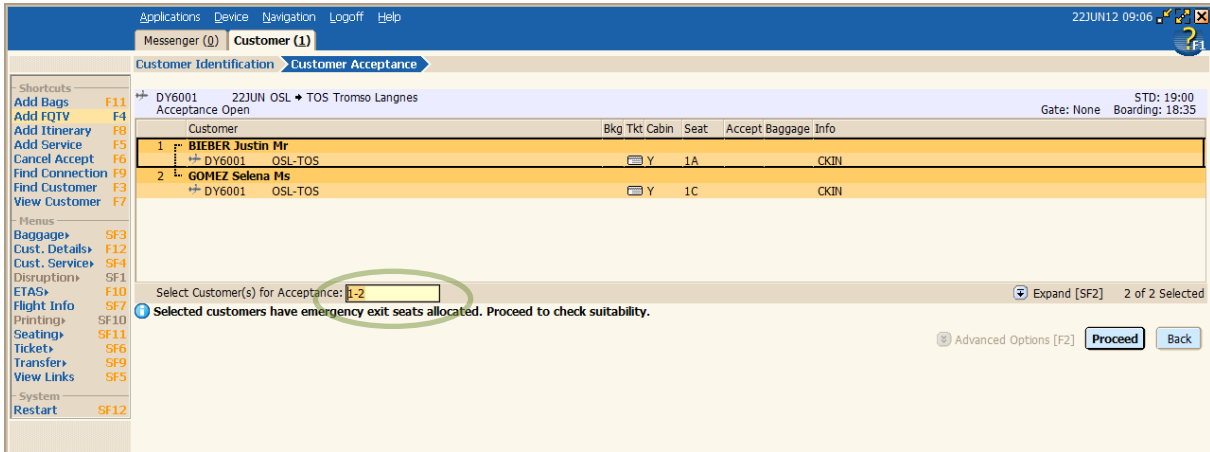


If there is no match you will receive this message

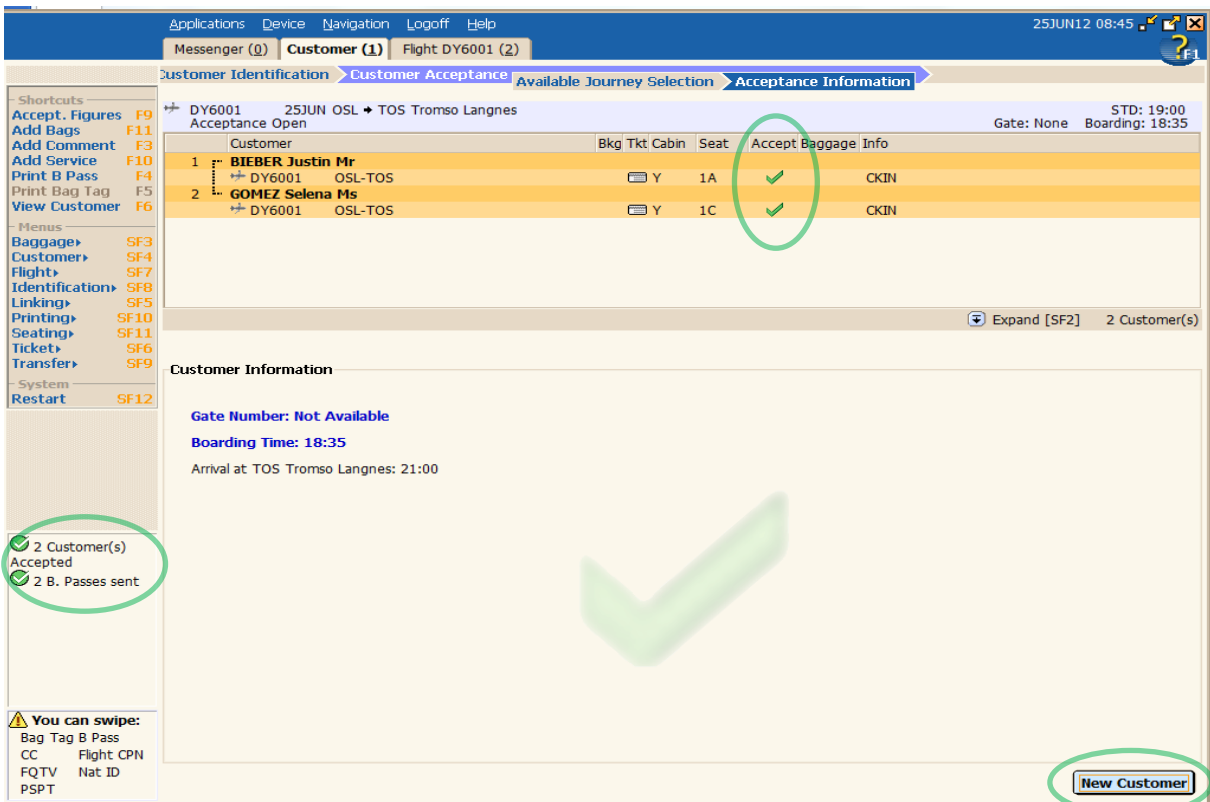


Accepting customers

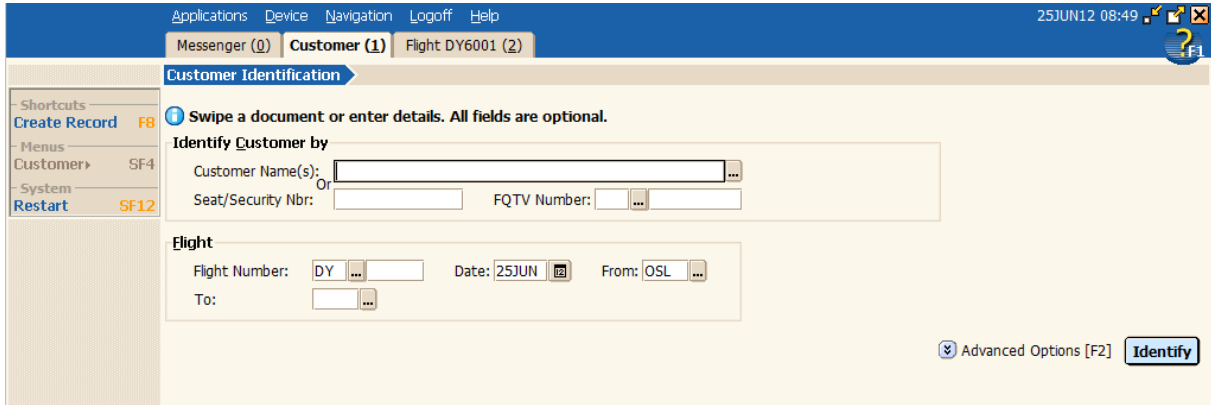
When you type the letters for one person and press enter, the screen will show all persons in the same group when the customer acceptance screen is displayed. Here none of them are accepted.



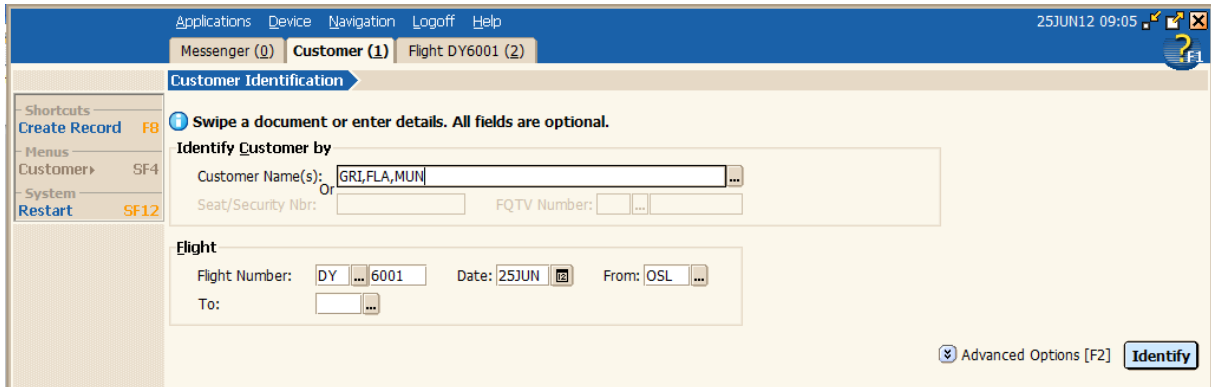
Press enter to accept the Customer or update the selected field and then press enter. Customers will be accepted and boarding card will be printed automatically.



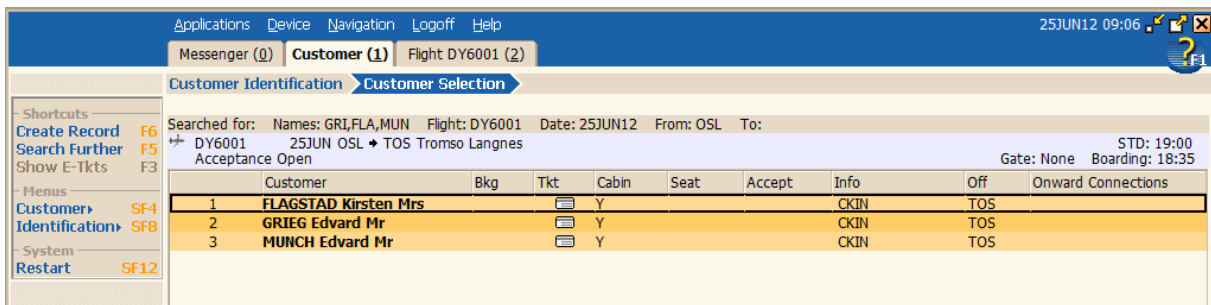
When the customers are successfully checked in, you can press enter and the screen for checking in a **new customer** will appear.



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.

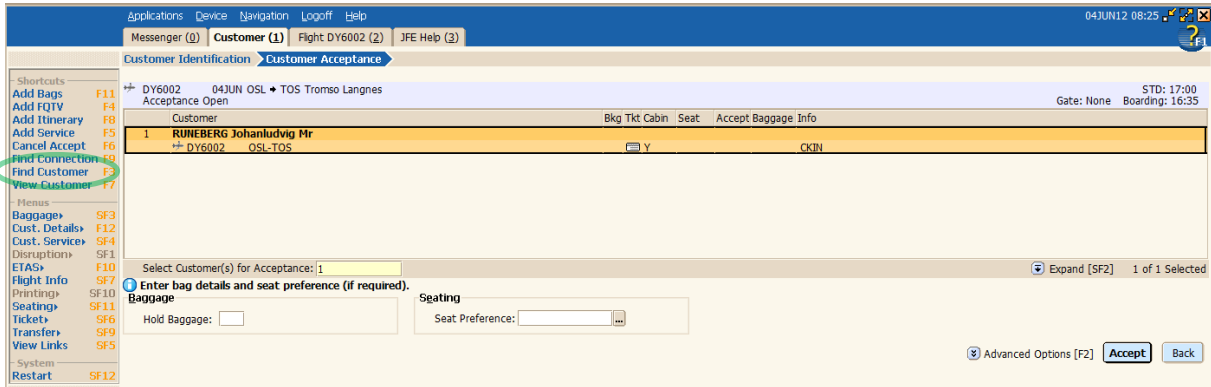


They will show like this:

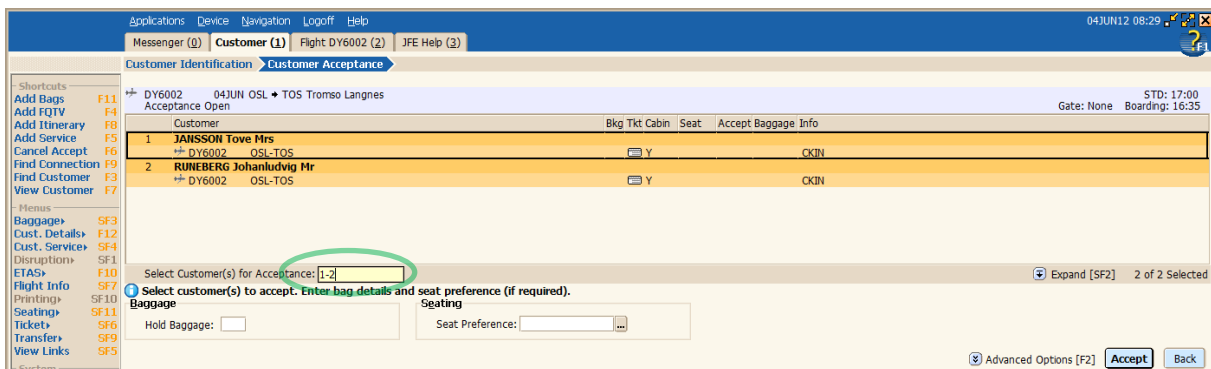


If this is the correct customers, just press enter to select them and then enter to accept them.

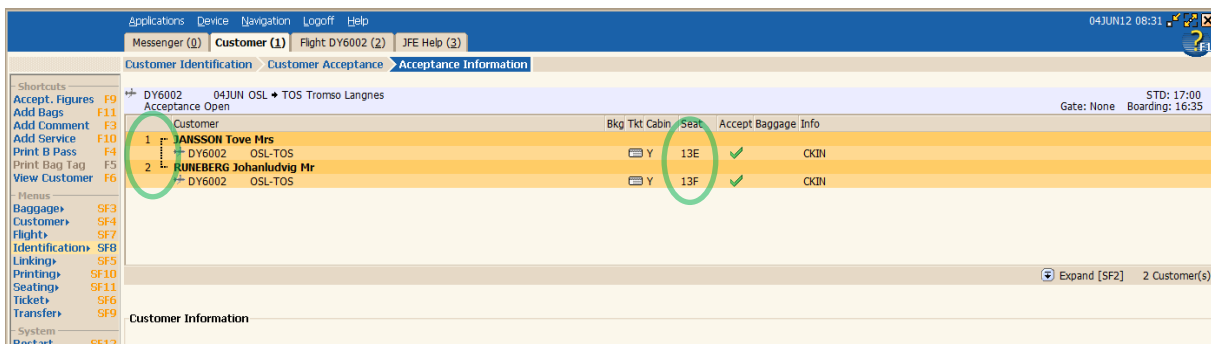
If you want to accept more than one customer when they are not linked, you can use Find Customer (F3) to accept two separate Customers together; they will then automatically be linked and seated together.



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

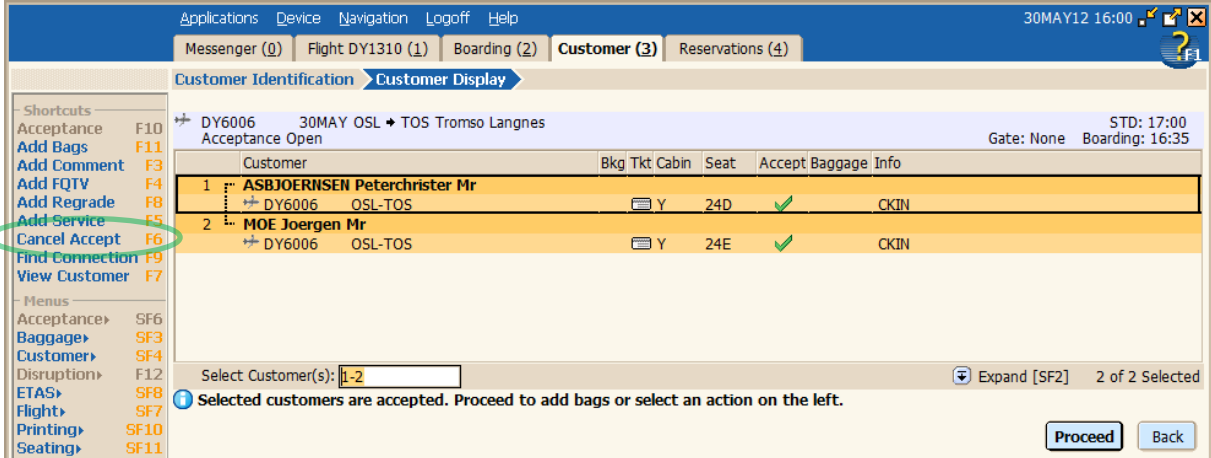


Choose the selected Customers and press enter, as you can see below both Customers are linked and seated together.

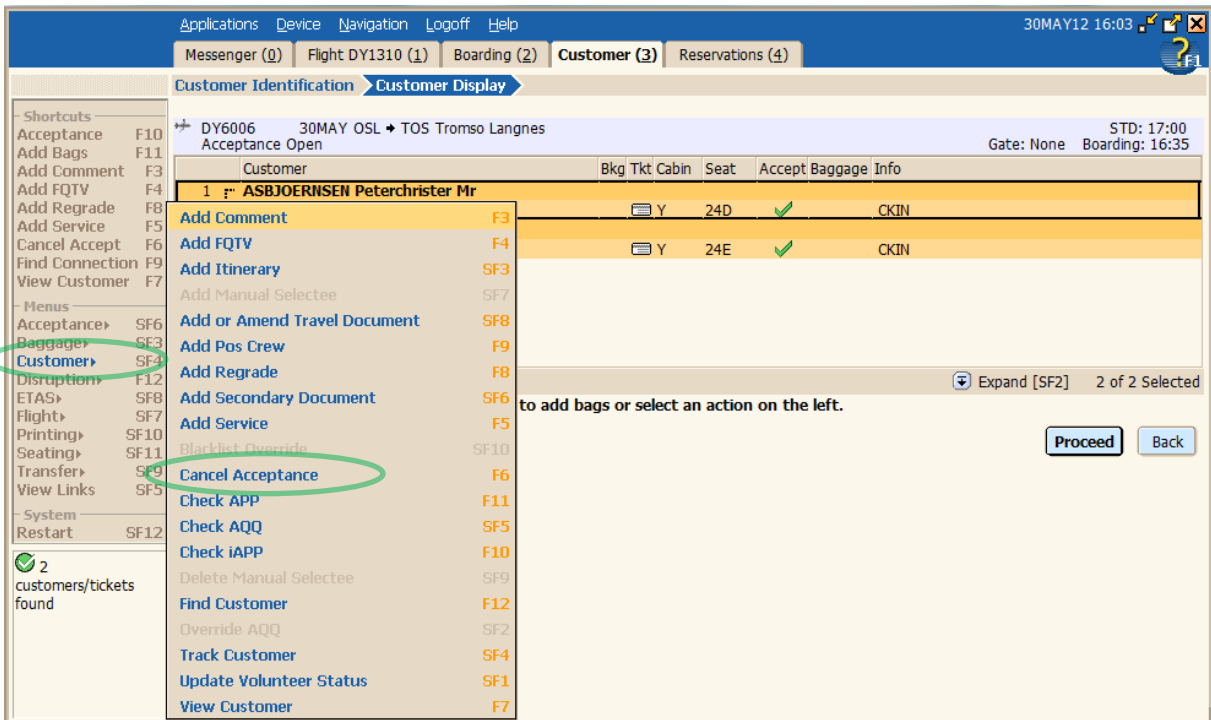


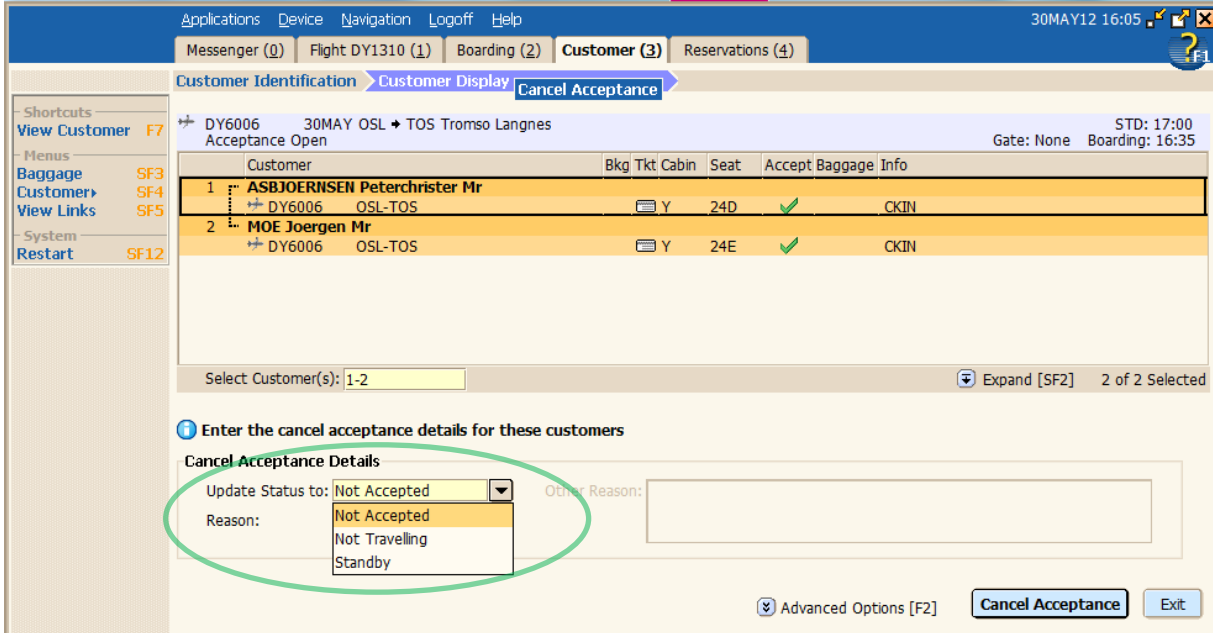
Cancel Acceptance

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.



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

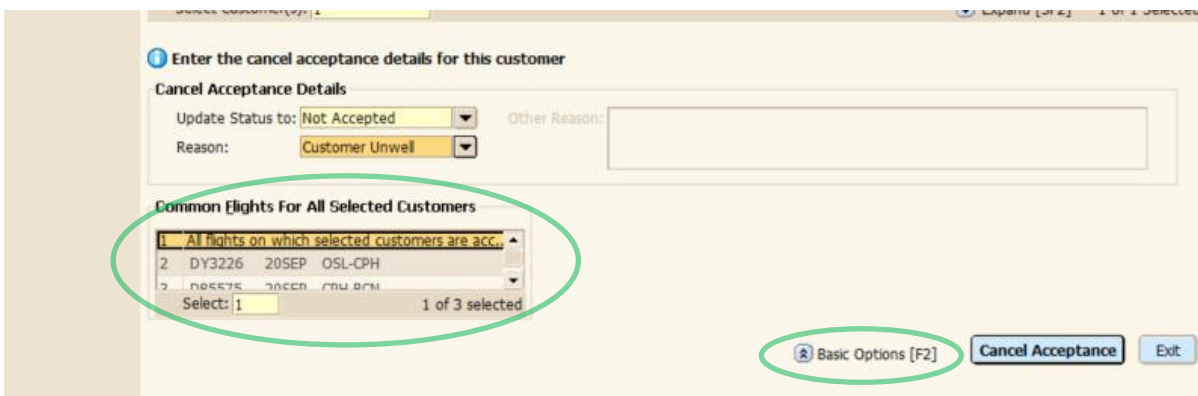




On Cancel Acceptance Details, you have three options concerning Update Status:

- 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.



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:

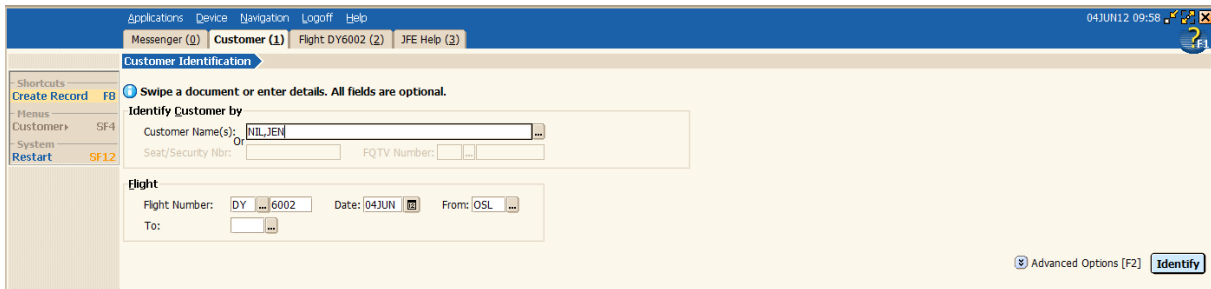
- Linking – The system automatically applies this link to customers who are booked in the same PNR or accepted together. You can add top-level links manually, if the Customers are not linked at this level.
A top level link can only be removed manually.
- Sub-linking – This link is applied when you add 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.

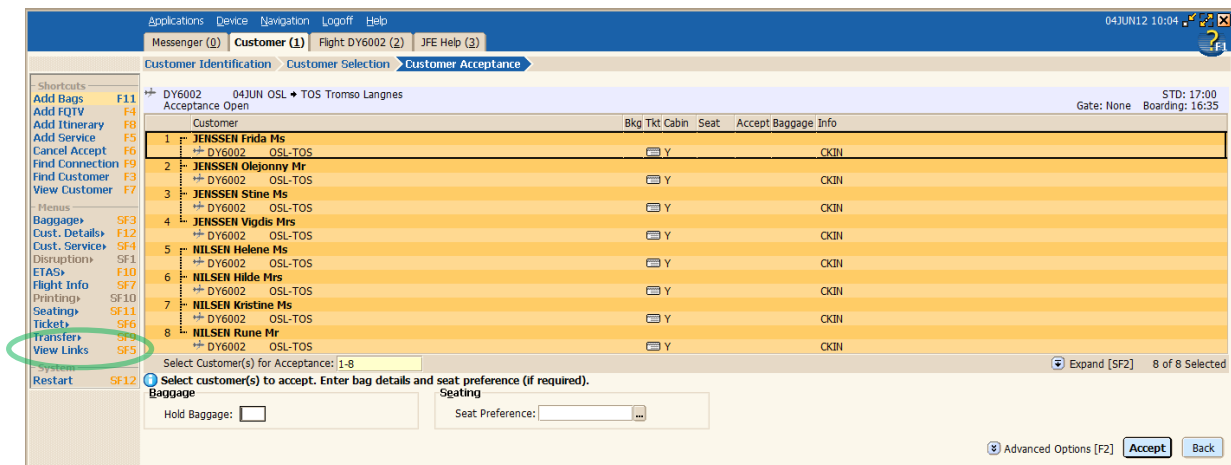
Adding Links

Top Level

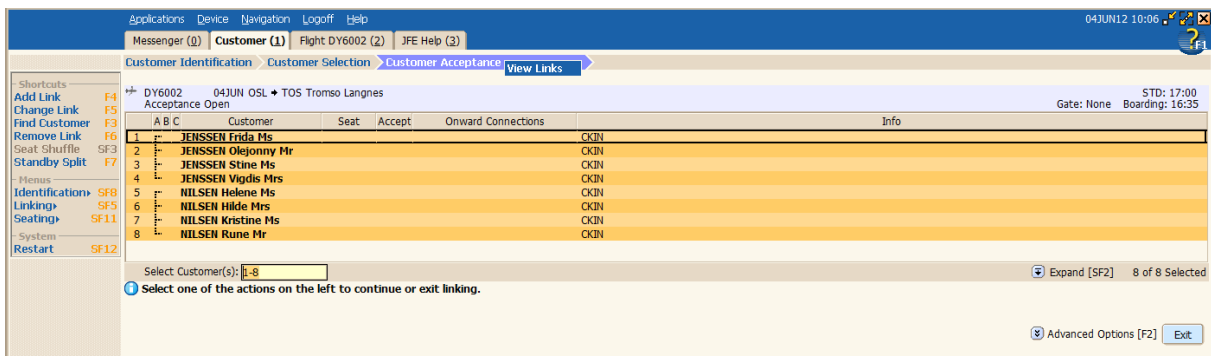
Select the Customers you want to accept:



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.



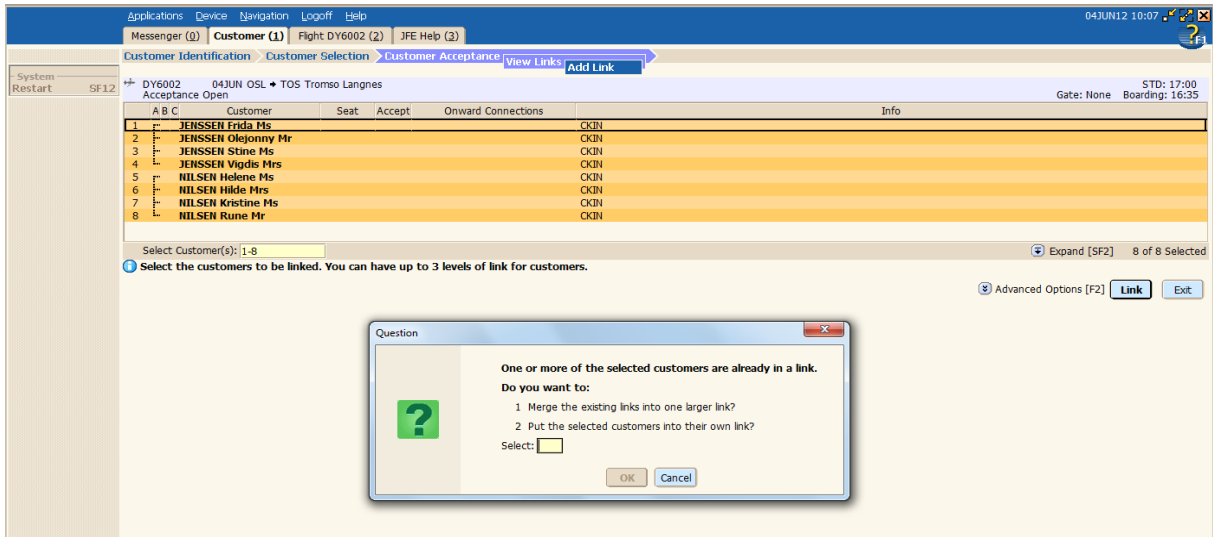
Press Shift + (F5) to View Links



Press (F4) to add link

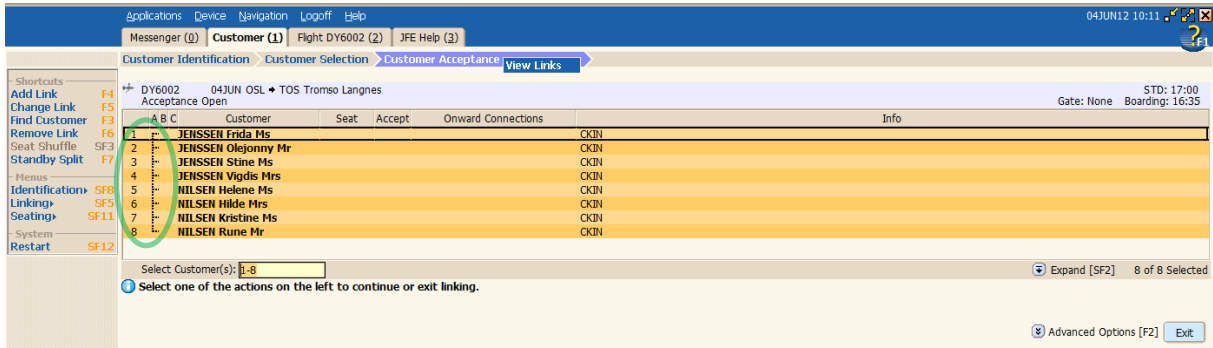


You will now have a popup with two choices:

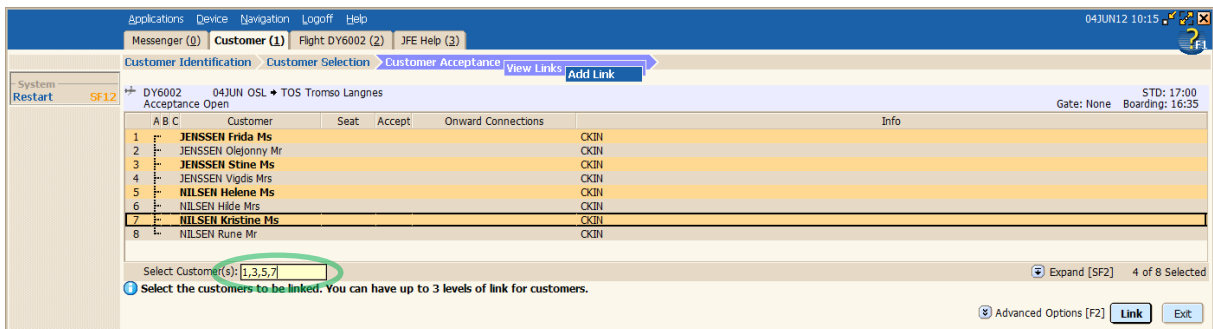


Do you want to Merge the existing link into one larger link or Put the selected customers into their own link.

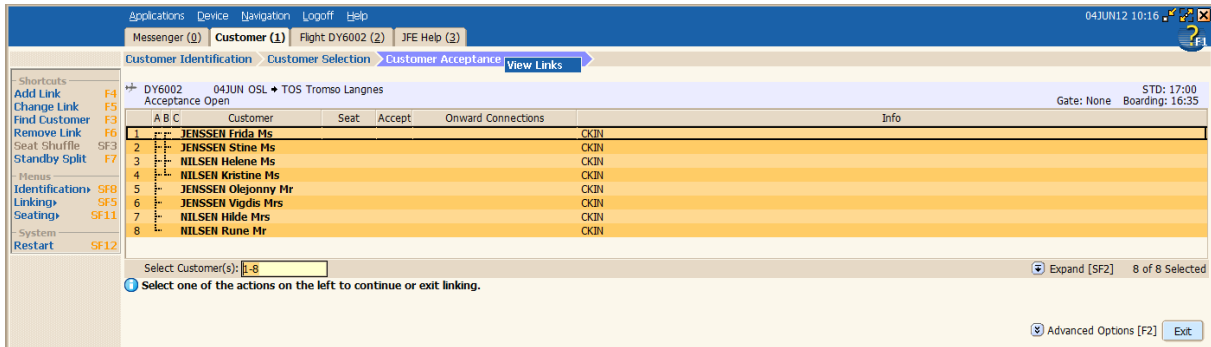
Here we want to add all into one larger link:



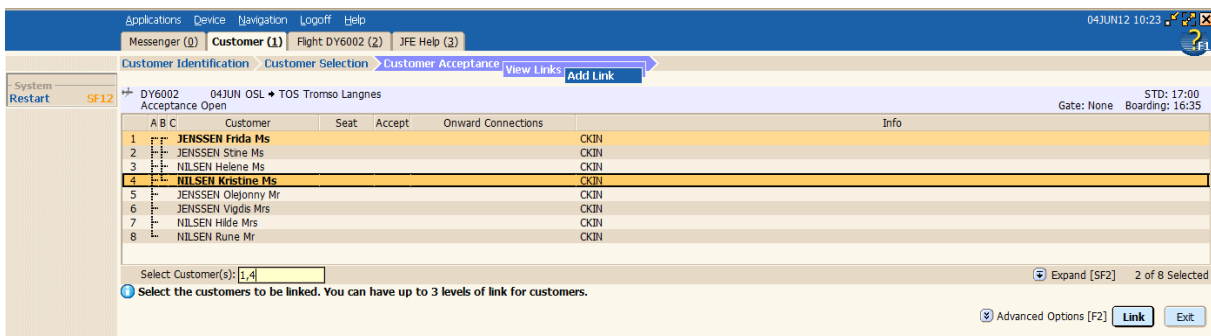
If some of the Customers within the link need to be seated together you can add a sub-link. Press Add Link (F4).



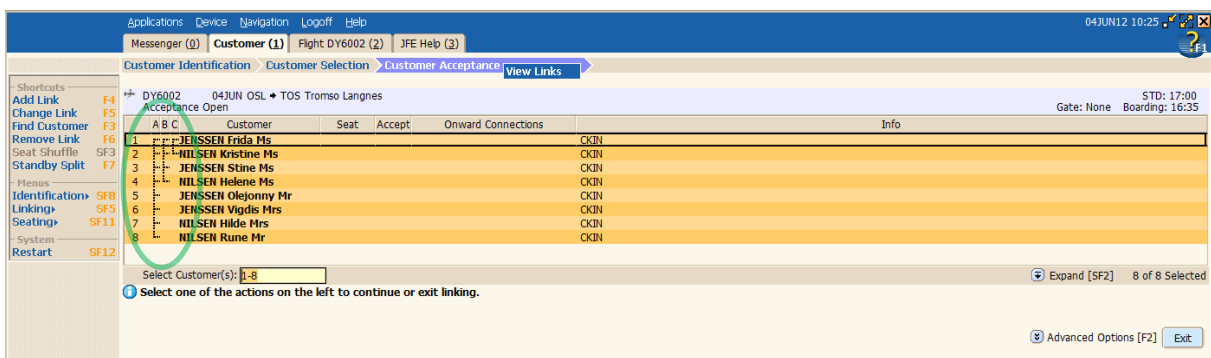
Select the customers to include in the sub-link.



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.



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

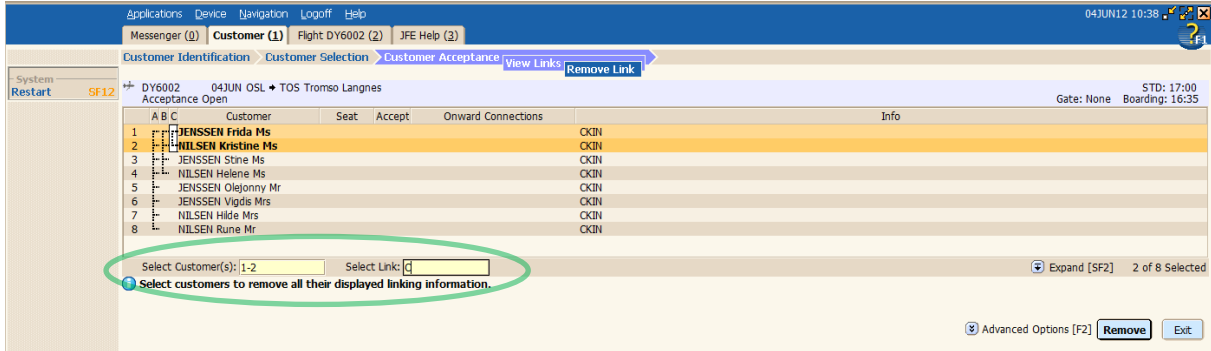


You will now see that there are 3 levels of linking within the main link. A, B, C.

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.

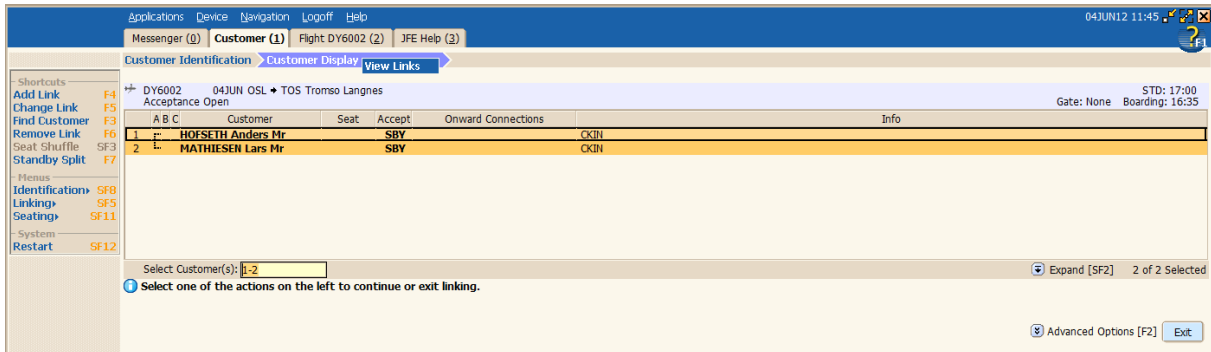


Select the Customers whose link you want to remove by typing the relevant line numbers in the Customer field.

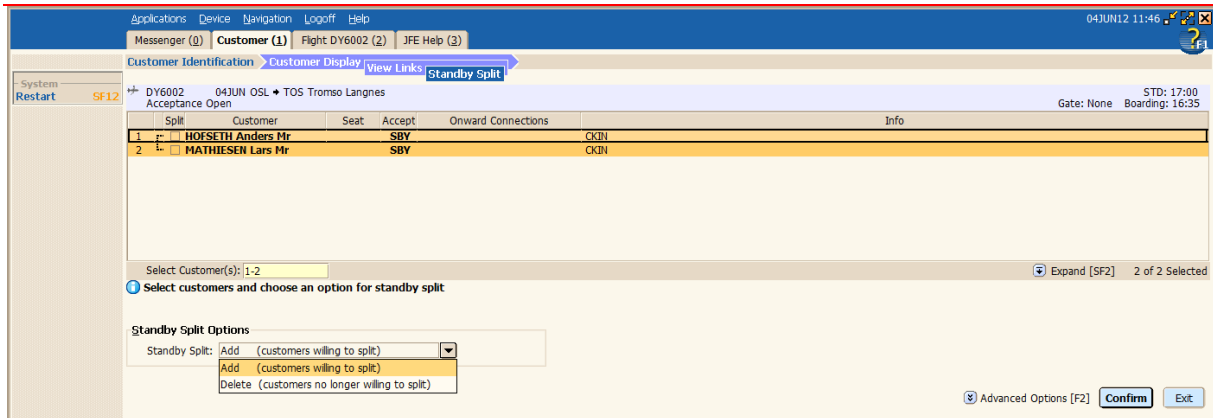
If there is more than one level of linking between the selected Customers, select the link you want to remove by typing the relevant link identifier in the selected link field. If there are lower linking levels within the level you select, they will also be removed. You can only remove one link at the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

Standby Split

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



Select (F7) Standby Split



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 split 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 means the Customer will only travel with the other Customer.

Seating

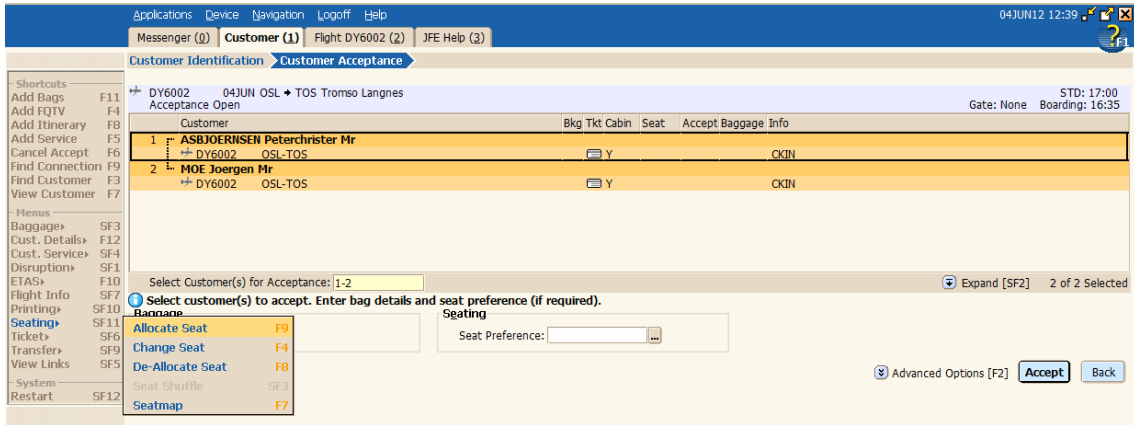
During customer split acceptance, customers are allocated seats based on their customer value, their preferences and whether or not they are linked to other customers. Customers can be linked so that their seat allocation is processed together. This is done automatically for customers booked in the same 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.

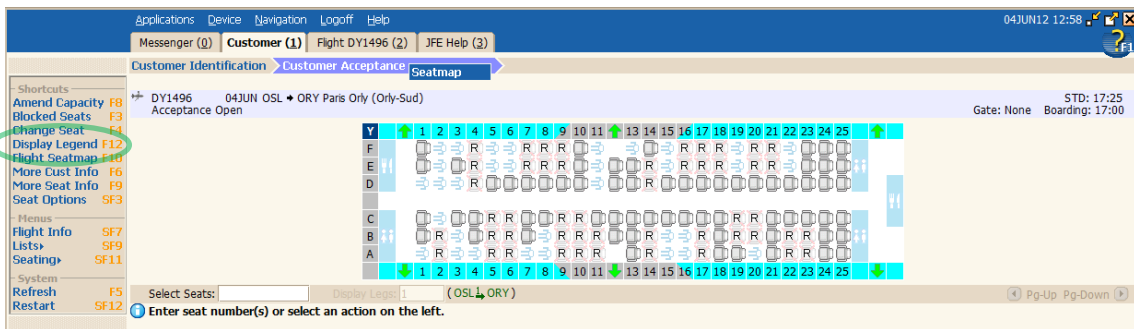
- In the Customer Application you can allocate seats
- De-allocate seats
- Change seats or the seat preference
- Display a Customer Seatmap

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.

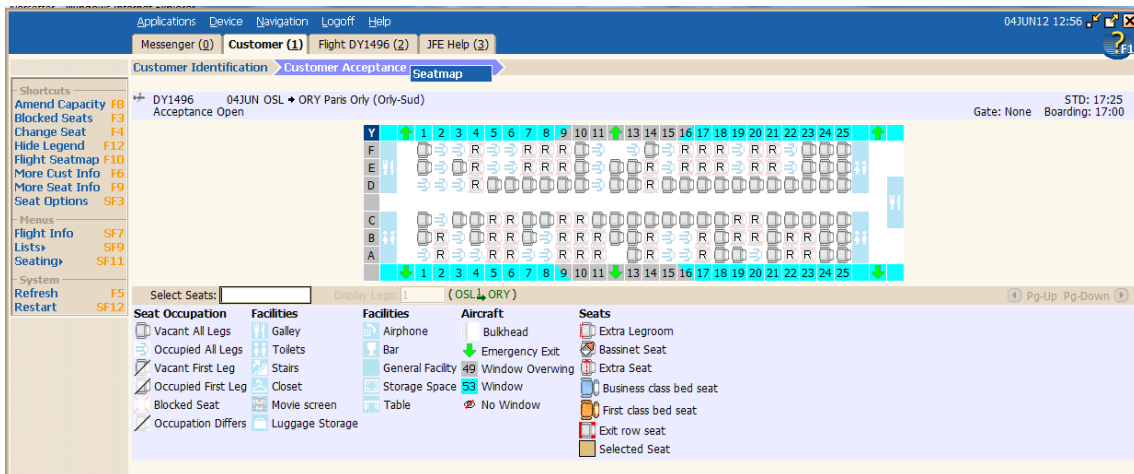
Seat plan



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



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.

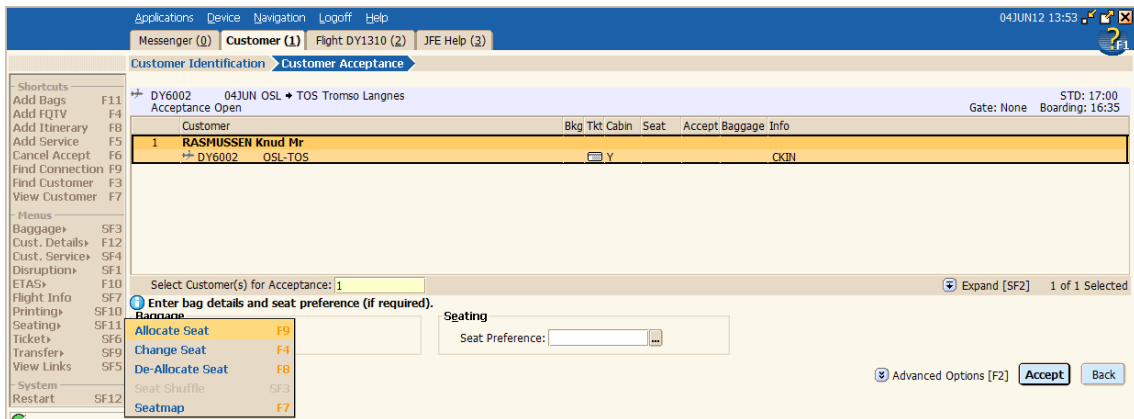


Press (F12) again to hide the seating icon legend.

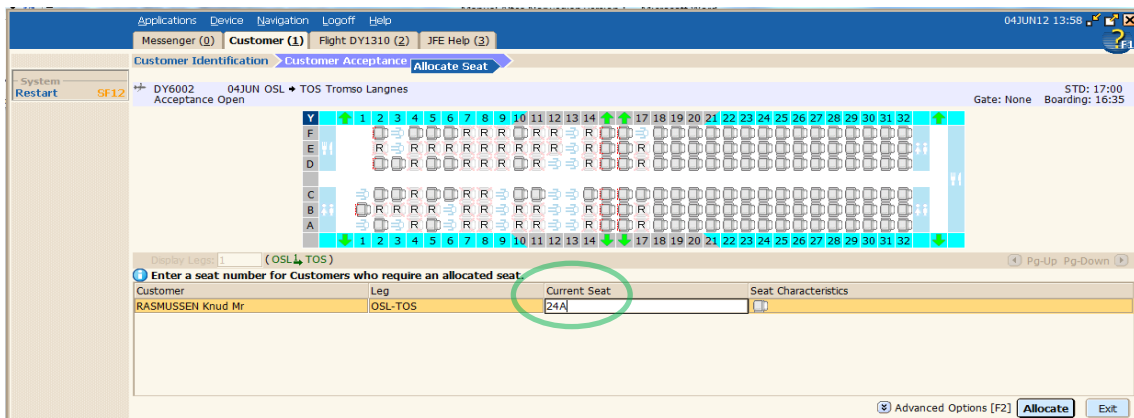
Allocating seats

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.



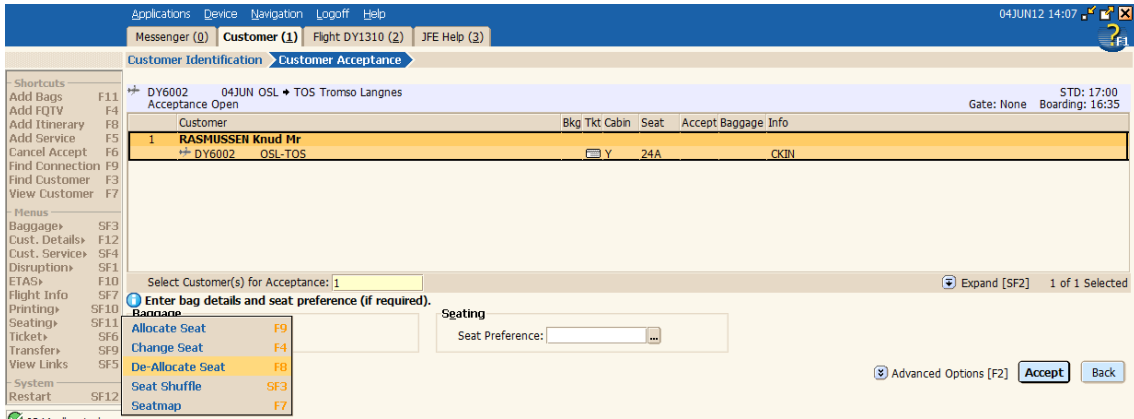
The Allocate Seat screen appears and the seat map for the cabin in which the customer without an allocated seat is travelling in.



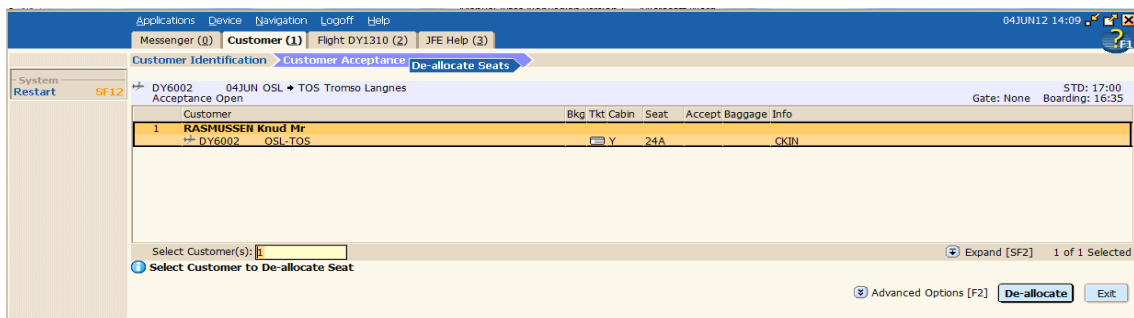
Type the seat number in the Current Seat field and activate the Allocate button.

De-allocating seats

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

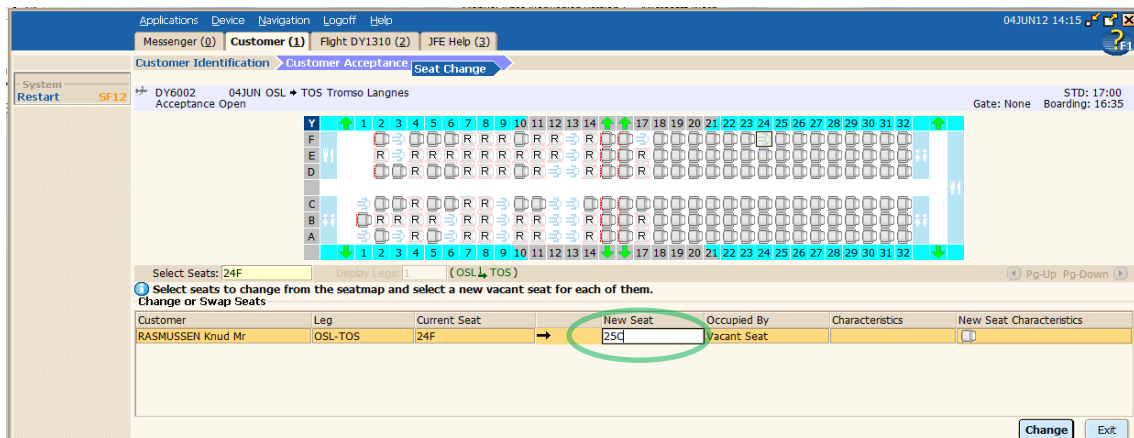


Activate the De-allocate button, and the seat is de-allocated.

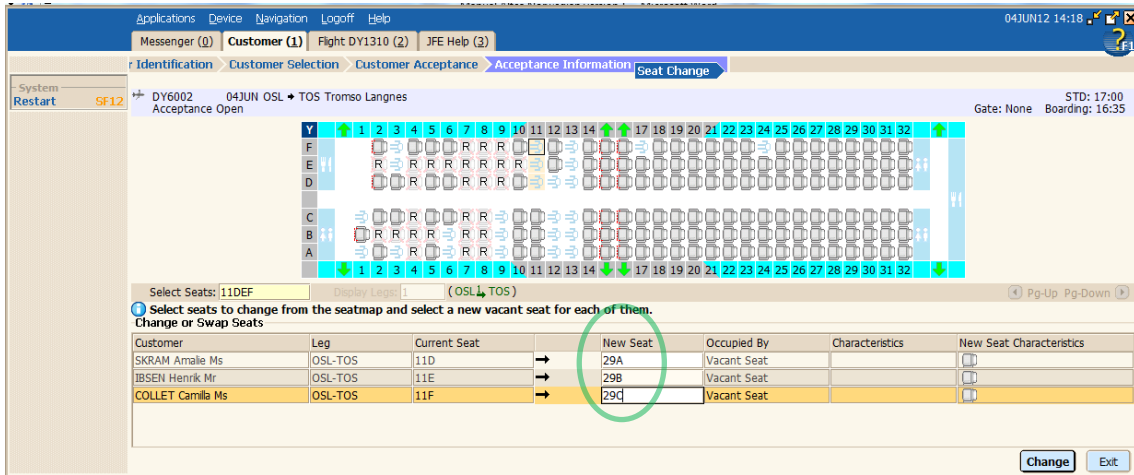


Changing seats

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



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



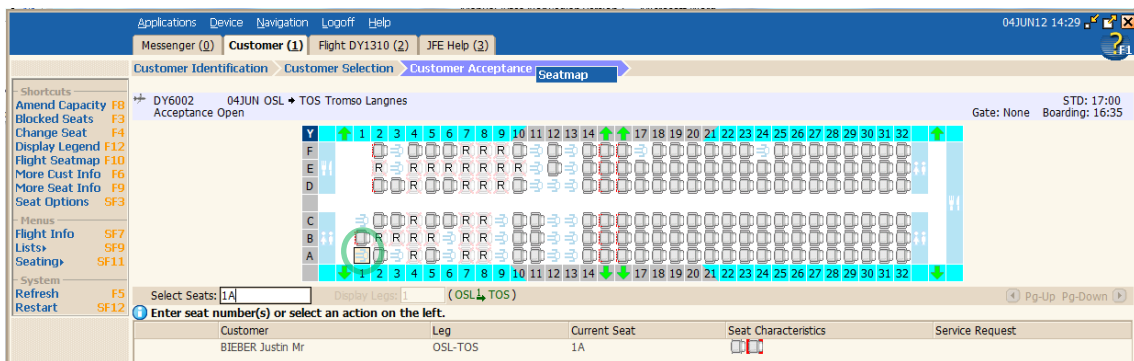
Changing seats for more than one customer, type in the new seat number for the customers.

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 arrow-buttons 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.

Customer 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.

| Customer | | Bkg | Tkt | Cabin | Seat | Accept | Baggage | Info |
|----------|---------------------|-----|-----|-------|------|--------|---------|---------------|
| 1 | KOFOED Catherine Ms | | | FQTV | | | | |
| | ++ DY3222 OSL-CPH | | | | Y | | | Service, CKIN |
| | ++ DY3239 CPH-OSL | | | | Y | | | 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.

Bkg Heading shows the booking status for the flight:

- SA Space Available
- RQ Request
- WL Waitlist

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




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

Cabin 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

Seat 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.

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








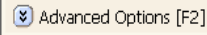
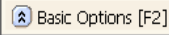









| Contents | Explanation |
|---|--|
|  | The customer has hold baggage. |
|  | The customer has cabin baggage and baggage weight or number of pieces has been recorded. |
|  | A problem exists with the customer's baggage. |
| \$ | The customer has an excess baggage charge to be paid or waived. |
| Blank | 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 |
|---|---|
|  | A comment exists for the customer and flight. |
|  | A high-priority comment exists for the customer and flight. |
|  followed by REG | Regulatory data is required for the customer. |
|  followed by AQQ | AQQ clearance is required for the customer. AQQ checks have not been performed or they returned a data error. |
|  followed by STAFF | Staff information is required for the customer. |
|  | The customer is a volunteer for denied boarding for the flight. |
|  | The customer is a volunteer for downgrade for the flight. |
|  | The customer is linked to other customers on an onward connection. |
|  | 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, UMRN, 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  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.

| Icon | Explanation |
|---|--|
|  | Indicates that further options are available. Press Ctrl+down-arrow to display the list. To select an option, do one of the following: •Type the first few letters of the option in the field. Press Enter when the option you want is highlighted. •Use the arrow keys to move between the items in the list. Press Enter when the item you want is highlighted. |
|  | Indicates that a list of options is available. Press Ctrl+down-arrow to display the options. You can move between options using the arrow keys. Press Enter to select the option you want. |
|  | Indicates help or advice text on the screen. |
|  | Indicates that mandatory information is missing from a field or that data was incorrectly entered. The icon disappears when the required data is provided. |
|  | Indicates that your request is in progress. |
|  | Indicates that your request is in progress. |
|  | Indicates that your request was processed successfully. |
|  | Indicates that your request cannot be processed successfully. For example, when followed by DOCS it indicates that information is required from the customer before acceptance can be completed. |
|  | Displayed when a screen has advanced options. Press F2 to display the advanced options fields. |
|  | 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. |
|  | Appears in the top right-hand corner of the Customer Management title bar. Click on this icon to minimise the Customer Management screen if you are using the mouse. |
|  | When the Customer Management screen is maximised, this icon appears in the top right-hand corner of the title bar. Click on the icon to restore the Customer Management screen to its original size if you are using the mouse. |
|  | Indicates that online help screens are available. Press F1 to access 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. |












| | |
|---|--|
|  | Indicates that the customer is travelling on a paper ticket. Appears in the CP table. |
|  | Indicates that the customer is travelling on an electronic ticket. Appears in the CP table. |
|  | Indicates that the customer is travelling on an electronic ticket but the ticket does not match the customer's journey. Appears in the CP table. |
|  | Indicates that the customer is entitled to an upgrade, for example from an economy class seat to a business class seat. Appears in the CP table. |
|  | Indicates that the customer can be downgraded, for example, from a business class seat to an economy class seat. Appears in the CP table. |
|  | Indicates that the customer has cabin baggage. Appears in the CP table. |
|  | Indicates that the customer has checked in at least one piece of hold baggage. Appears in the CP table. |
|  | Indicates that the customer has unpaid excess baggage. |
|  | Indicates that there is a comment for the customer. Appears alongside the customer data in the CP table. |
|  | Indicates there is 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. |
|  | 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. |
|  | Indicates that the customer was accepted on the flight with the Advance Acceptance option. Appears in the CP table. |
|  | Indicates that the customer was accepted on standby on the flight with the Advance Acceptance option. Appears in the CP table. |
|  | Indicates that the customer has been force accepted and that acceptance has been frozen. The customer cannot be offloaded but can be regraded. |
|  | Indicates that the customer was boarded on the aircraft. Appears in the CP table. |
|  | Indicates that the customer 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. |
|  | <p>A dotted black line indicates that adult customers (or adult customers and CBBG) are linked.</p> <p>A solid blue line indicated a link between an adult customer and an associated infant or EXST.</p> |
|  | Indicates that a customer is linked on an onward flight, but not on the prime flight. |
|  | Used for customer recognition purposes. For example, if a service recovery element has been added for a customer to compensate for a service problem, the star symbol appears next to the customer's name. |
|  | Indicates that a customer has been regraded to their entitled cabin, where the regrade is not for service recovery reasons. |



















| | |
|--|--|
|  | Indicates when customer has volunteered for denied boarding. |
|  | Indicates when customer has volunteered for downgrade. |
|  | Indicates the next activity to be performed. Appears in the Flight Activity List screen. |
|  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. |
|  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 Icons

| Icon | Explanation |
|---|---|
|  | Indicates that the seatmap may be moved to display a higher cabin by pressing Page Up. For example, if the seatmap displayed is economy, pressing Page Up moves the display to the business cabin. |
|  | Indicates that the seatmap may be moved to display a lower cabin by pressing Page Down. For example, if the seatmap displayed is business, pressing Page Down moves the display to the economy cabin. |
|  | Indicates that not all of the seatmap appears on the screen. Press Shift+F2 to expand the seatmap. |
|  | Indicates that the whole seatmap appears on the screen. Press Shift+F2 to collapse the seatmap. |
|  | Indicates that the seat to which you want to move the customer is vacant and that this action will result in a seat change. |
|  | Indicates that the seat shuffle process was activated. |
|  | Indicates that the seat to which you want to move the customer is occupied and that this action will result in a seat swap. |
|  | Extra leg room. The red band at the front indicates the extra leg room. |
|  | Economy class seats. |
|  | Jump seat, available for the crew only and used during take-off and landing. |
|  | Row number. Part of the seat number designation. For example 12 G. This row number background is: Blue if not over a screen Grey if over a screen Partly grey and partly blue if partly over a screen |

| | |
|--|--|
|  | <p>Column letter. Part of the seat number designation. For example, 12G.</p> |
|  | <p>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.</p> |
|  | <p>Indicates an additional seat booked by a customer. The customer is paying more money to get this extra seat.</p> |
|  | <p>Overlaid on the seat to indicate that the seat is assigned.</p> |
|  | <p>Seat is not suitable for an unaccompanied minor.</p> |
|  | <p>Indicates that the armrest lifts to accommodate an incapacitated or disabled person.</p> |
|  | <p>Seat is suitable for a deportee.</p> |
|  | <p>Seat does not recline or does not recline back as far as other seats.</p> |
|  or  | <p>Quiet zone.</p> |
|  | <p>No view of the movie screen from this seat.</p> |
|  | <p>Preferential seat.</p> |
|  | <p>Seat with individual video screen.</p> |
|  | <p>Seat with individual air phone.</p> |
|  | <p>Seat with a connection for a laptop.</p> |
|  | <p>Smoking seat.</p> |
|  | <p>Toilets equipped for an incapacitated or disabled person.</p> |
|  | <p>Seat suitable for deportee.</p> |

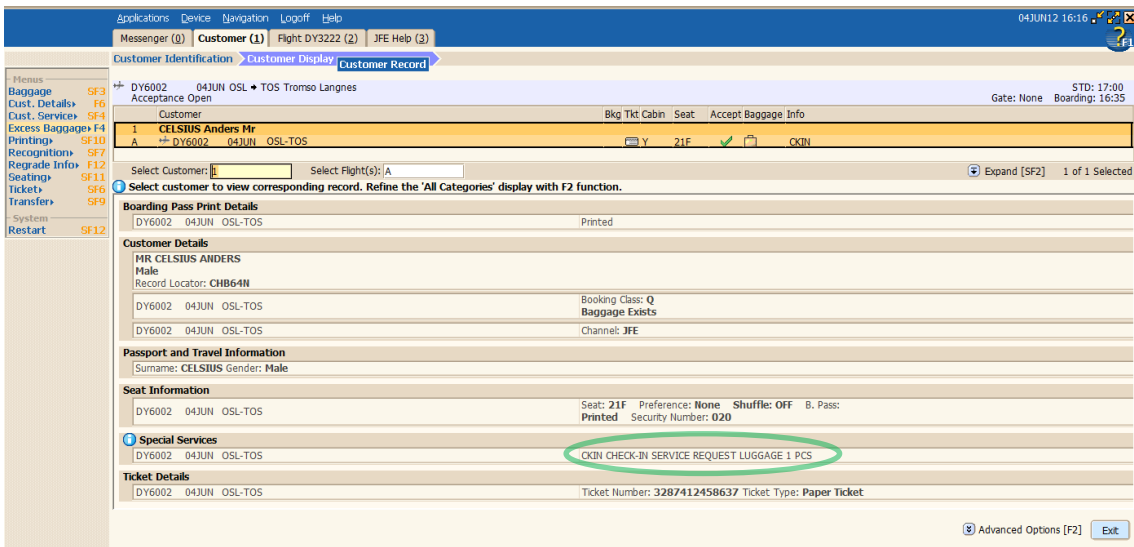
View Customer

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.

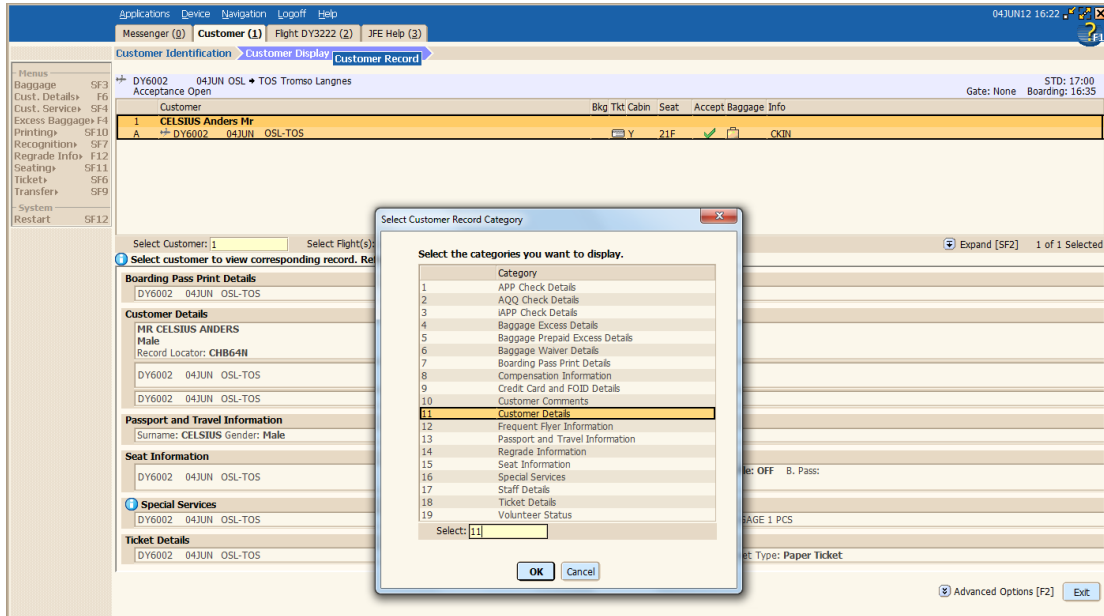
Ensure that the customer whose record you want to display is identified and shown in the CP table or customer list.



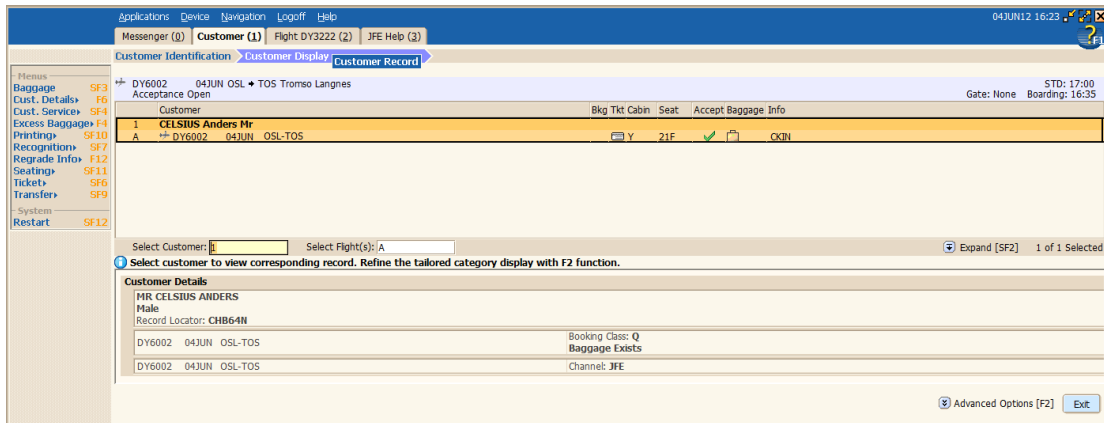
Press (F7) and the CPR will be visible.



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.

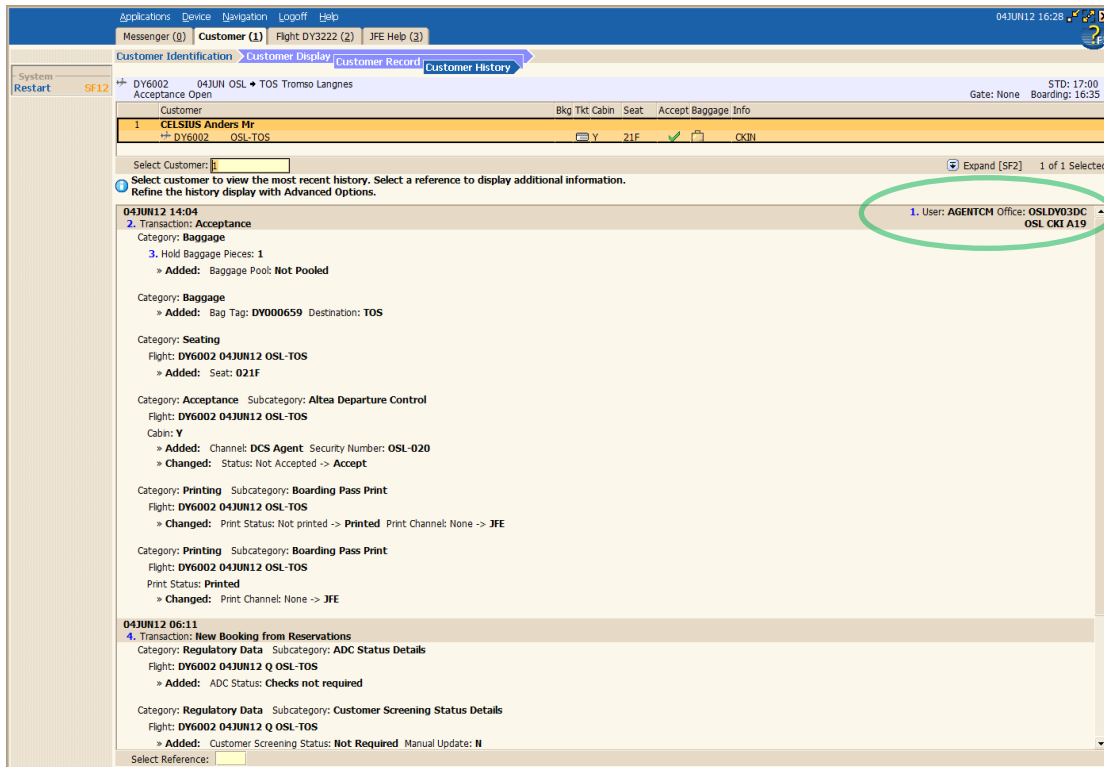
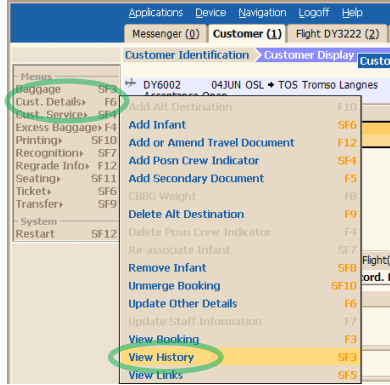


Type the line number of the category(s) that you want to be included in the CPR display. The prompt closes and Customer Record screen is updated to show only those categories.



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.

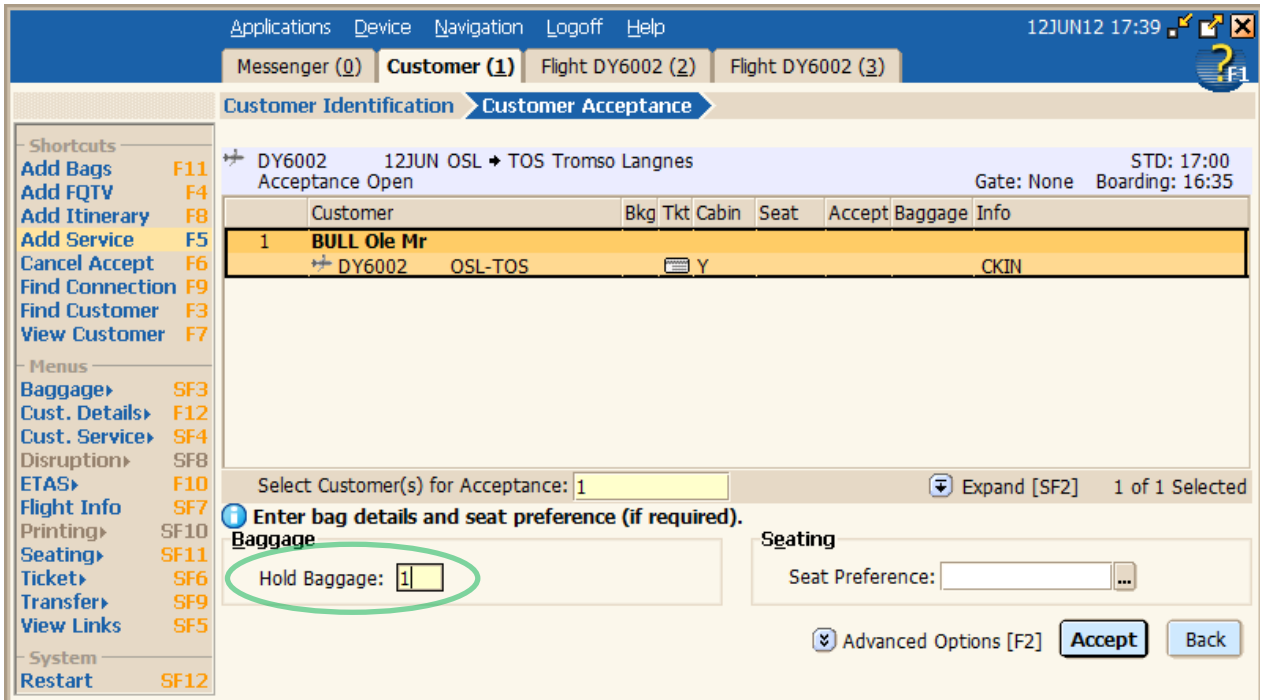
Each category has subcategories.

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 performed the transaction, and from which location (office)

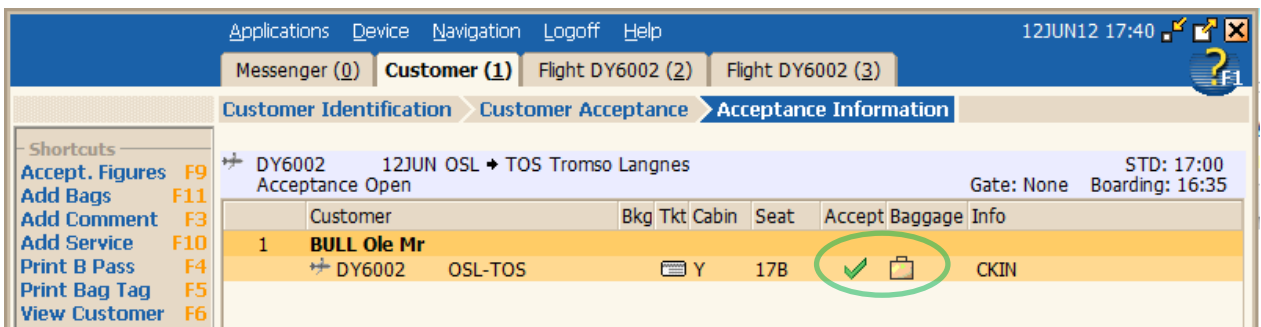
Baggage

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



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.

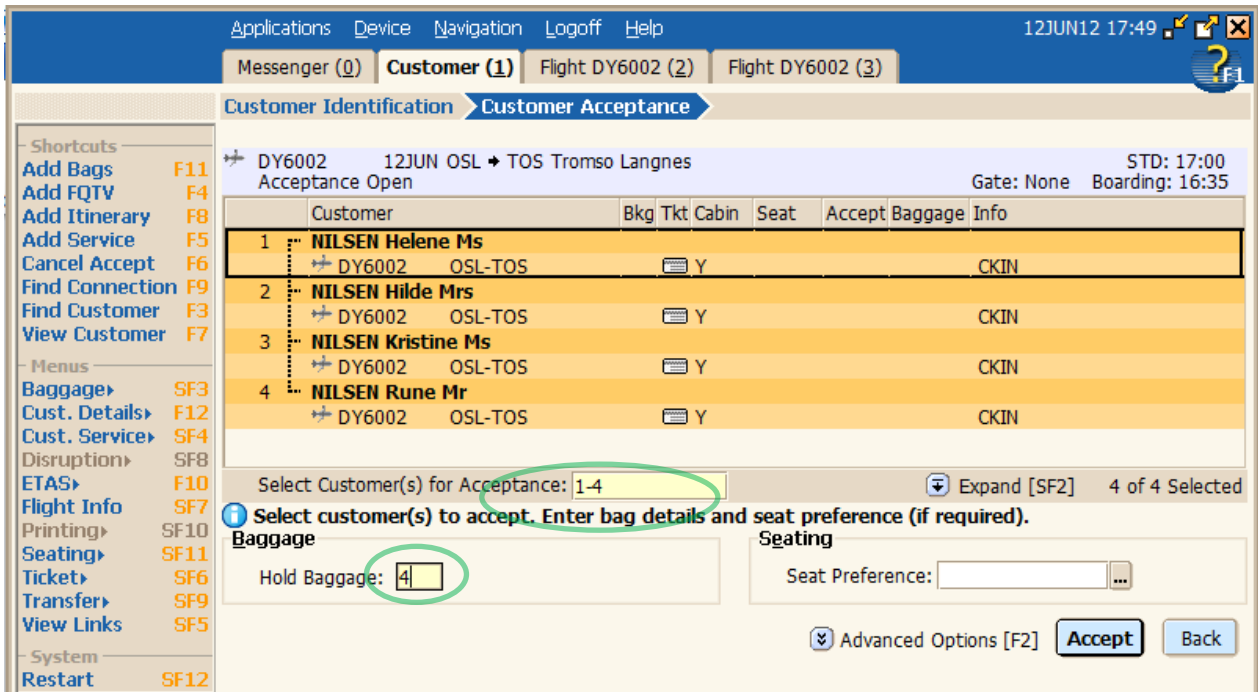


The baggage record is saved with the following information:

- 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).







The screenshot shows the 'Customer Acceptance' screen for flight DY6002. The table below lists the selected customers:

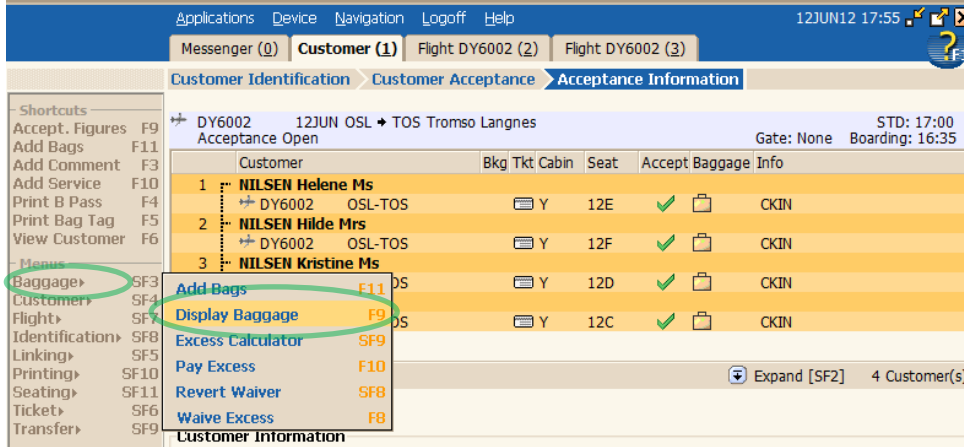
| Customer | Bkg | Tkt | Cabin | Seat | Accept | Baggage | Info |
|---|-----|-----|-------|------|--------|---------|------|
| 1. NILSEN Helene Ms DY6002 OSL-TOS | | | Y | | | | CKIN |
| 2. NILSEN Hilde Mrs DY6002 OSL-TOS | | | Y | | | | CKIN |
| 3. NILSEN Kristine Ms DY6002 OSL-TOS | | | Y | | | | CKIN |
| 4. NILSEN Rune Mr DY6002 OSL-TOS | | | Y | | | | CKIN |

Below the table, the 'Select Customer(s) for Acceptance' field shows '1-4' selected. The 'Hold Baggage' field is set to '4'. The 'Seating' section is also visible.

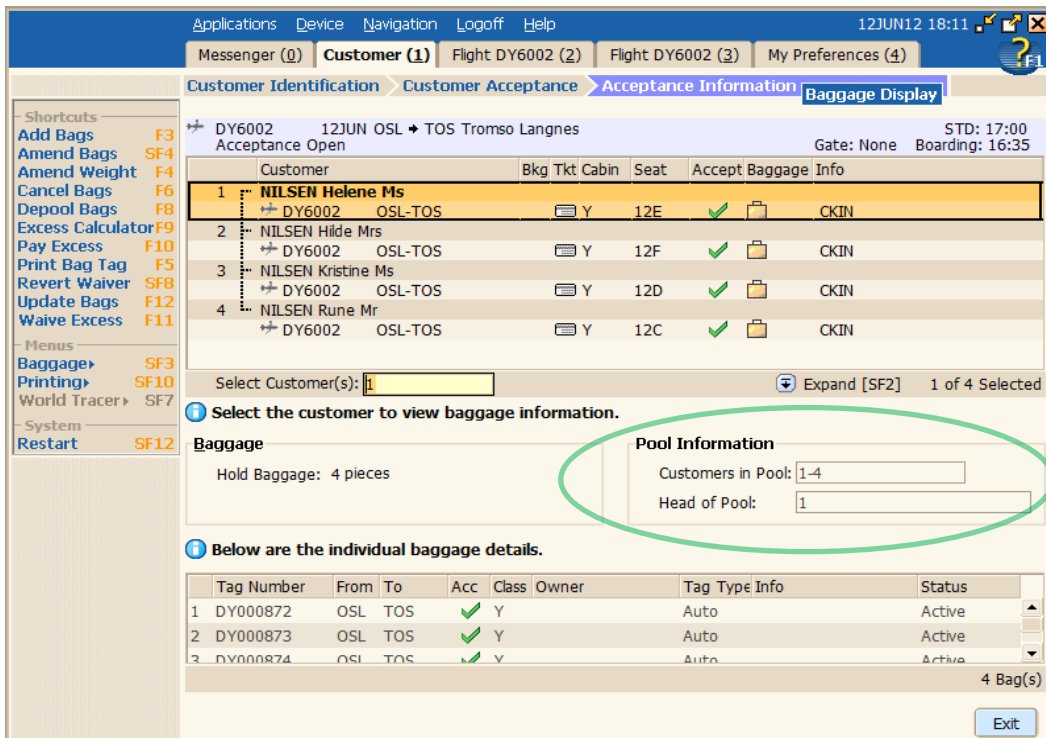
If we add 4 pieces of bags to multiple Customers it will show a bag icon on all the Customers linked together

| Customer | Bkg | Tkt | Cabin | Seat | Accept | Baggage | Info |
|---|-----|-----|-------|------|--------|---|------|
| 1. NILSEN Helene Ms DY6002 OSL-TOS | | | Y | 12E | ✓ |  | CKIN |
| 2. NILSEN Hilde Mrs DY6002 OSL-TOS | | | Y | 12F | ✓ |  | CKIN |
| 3. NILSEN Kristine Ms DY6002 OSL-TOS | | | Y | 12D | ✓ |  | CKIN |
| 4. NILSEN Rune Mr DY6002 OSL-TOS | | | Y | 12C | ✓ |  | CKIN |

Expand [SF2] 4 Customer(s)



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).



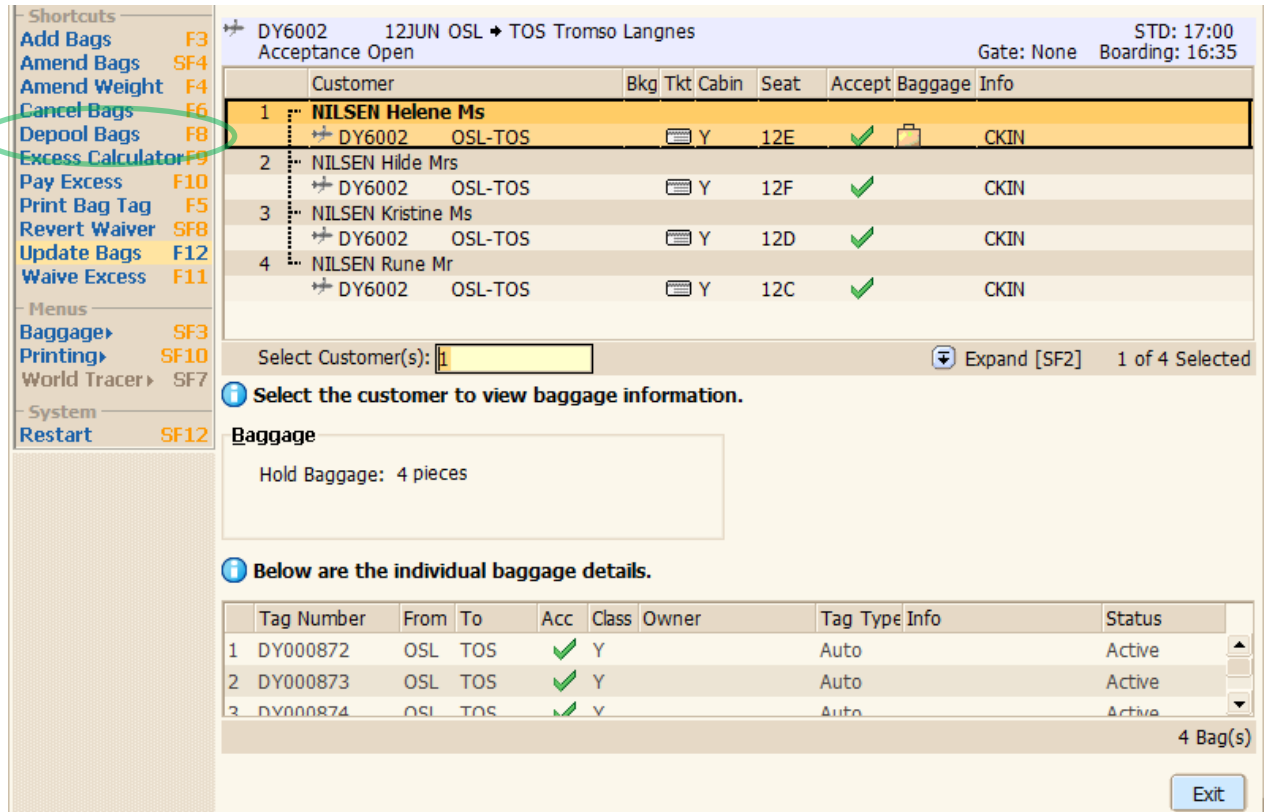
In the column of Pool Information you will see how many customers in Pool and who the Head of Pool are. In this case its customer no 1.

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.



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
- Printing SF10
- World Tracer SF7

System

- Restart SF12

DY6002 12JUN OSL → TOS Tromso Langnes
Acceptance Open
Gate: None Boarding: 16:35
STD: 17:00

| | Customer | Bkg Tkt | Cabin | Seat | Accept | Baggage | Info |
|---|-------------------------|---------|---------|------|--------|---------|------|
| 1 | NILSEN Helene Ms | DY6002 | OSL-TOS | Y | 12E | ✓ | CKIN |
| 2 | NILSEN Hilde Mrs | DY6002 | OSL-TOS | Y | 12F | ✓ | CKIN |
| 3 | NILSEN Kristine Ms | DY6002 | OSL-TOS | Y | 12D | ✓ | CKIN |
| 4 | NILSEN Rune Mr | DY6002 | OSL-TOS | Y | 12C | ✓ | CKIN |

Select Customer(s): 1 Expand [SF2] 1 of 4 Selected

Select the customer to view baggage information.

Baggage

Hold Baggage: 4 pieces

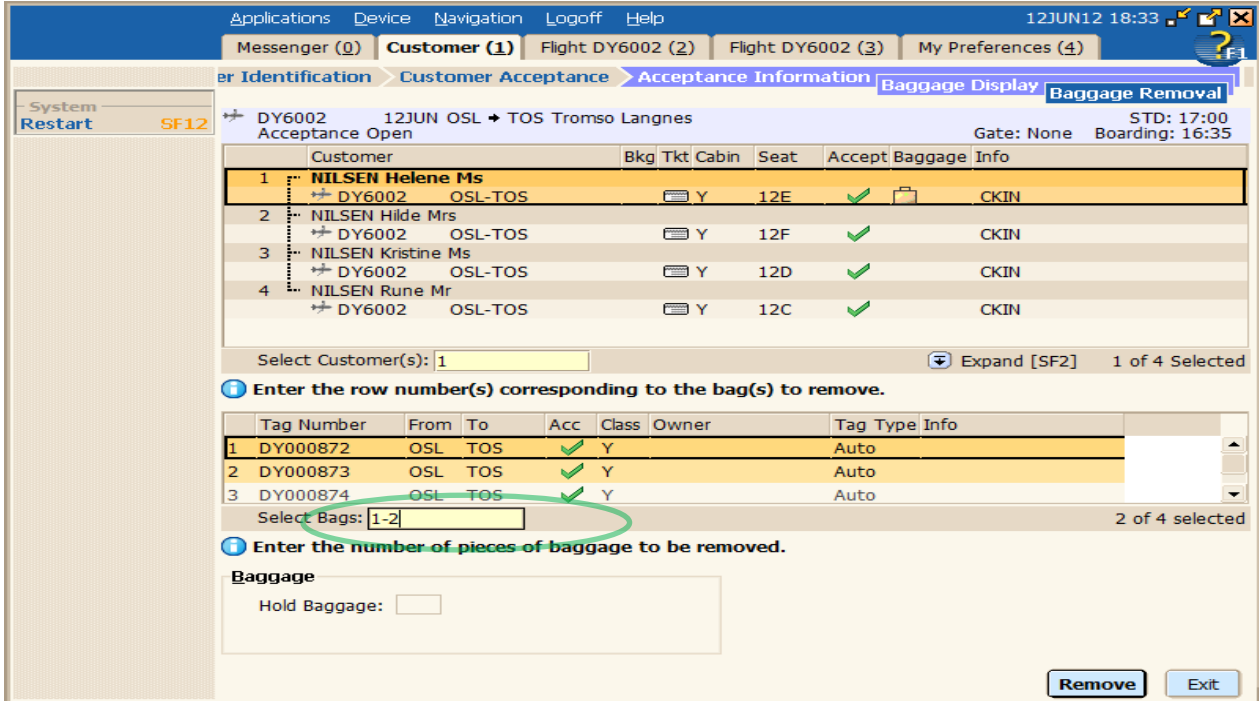
Below are the individual baggage details.

| Tag Number | From | To | Acc | Class | Owner | Tag Type | Info | Status |
|------------|----------|-----|-----|-------|-------|----------|------|--------|
| 1 | DY000872 | OSL | TOS | ✓ | Y | Auto | | Active |
| 2 | DY000873 | OSL | TOS | ✓ | Y | Auto | | Active |
| 3 | DY000874 | OSL | TOS | ✓ | Y | Auto | | Active |

4 Bag(s)

Exit

Cancel Baggage



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

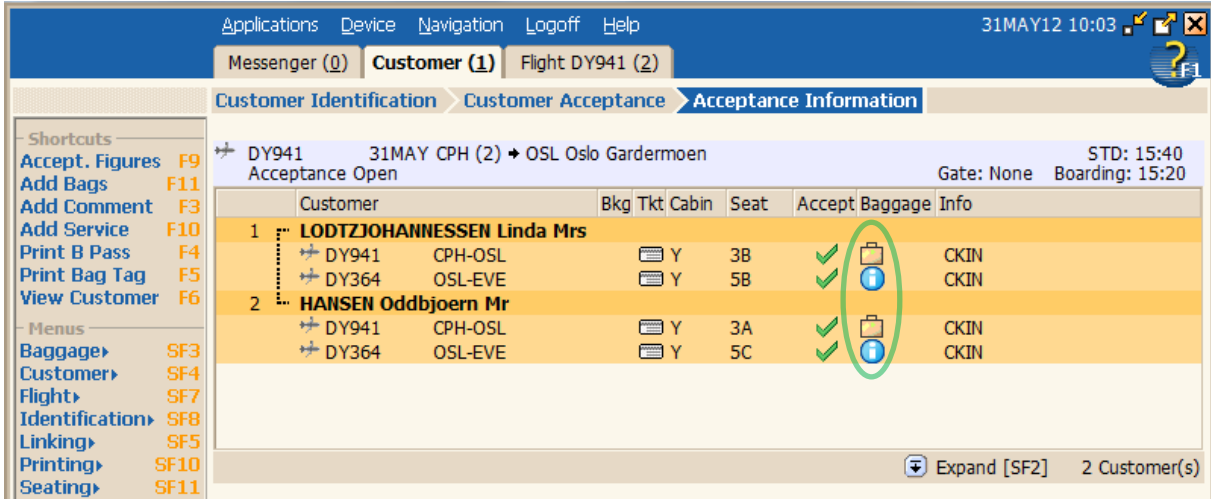
When you have a Customer(s) with inbound connection, it is possible that a bag may have a different acceptance status on each leg of a flight.

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.

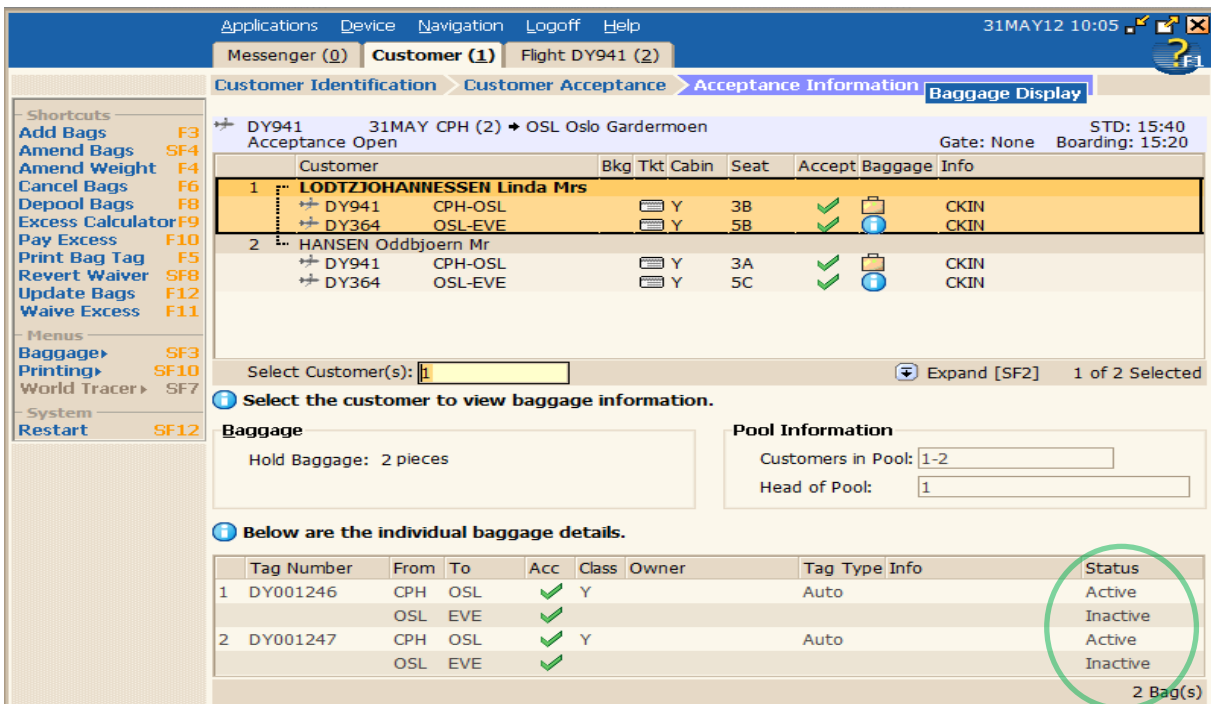
If the Customer can declare baggage on final destination, the baggage will automatically be active on both legs.

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:

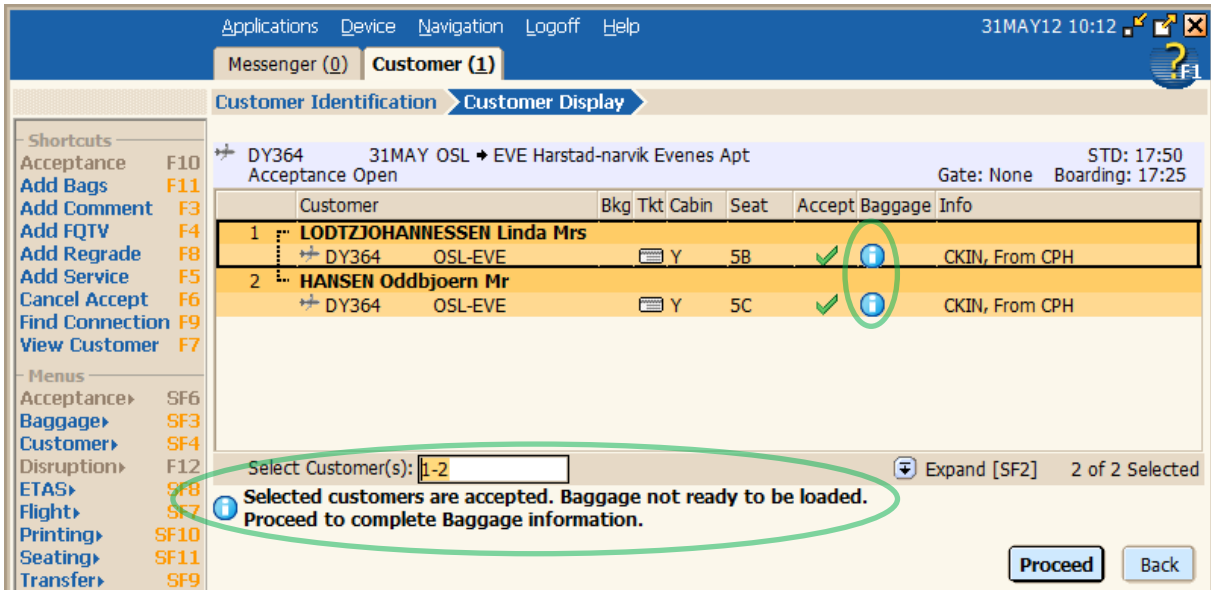


On the onward connection there will be a symbol showing that there is an issue with their baggage in OSL.



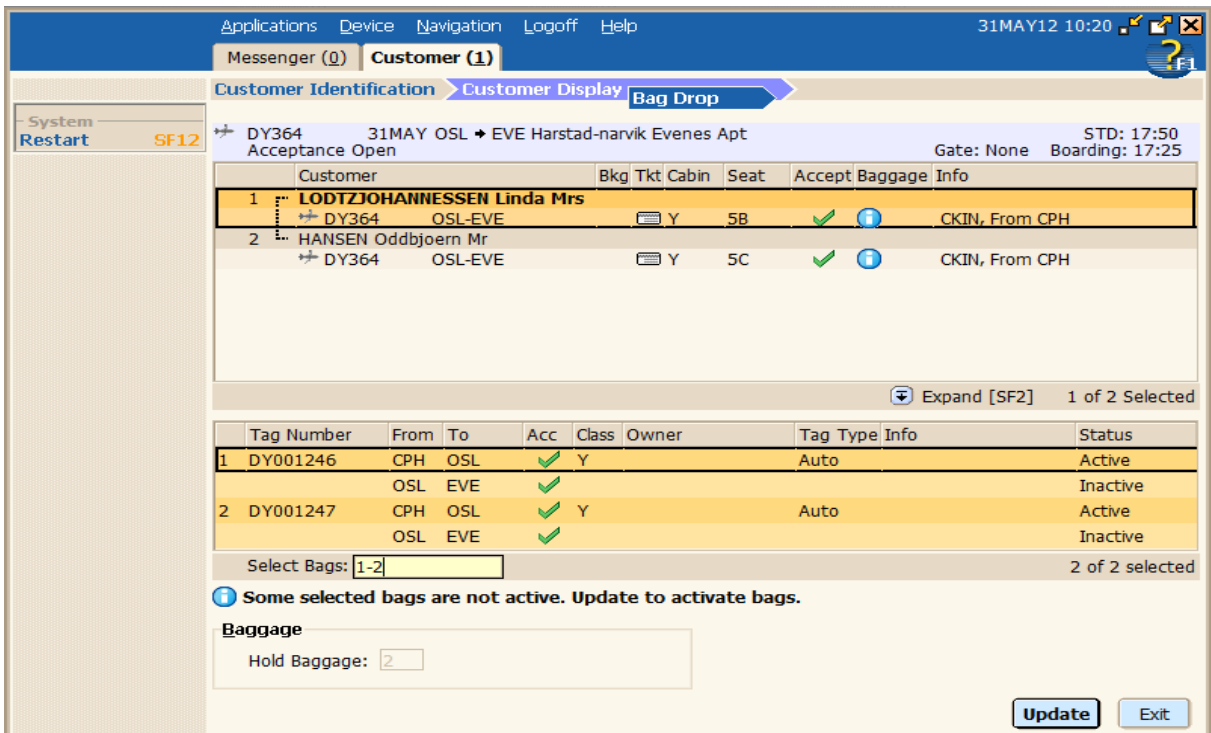
When you enter the Baggage Menu, Shift + (F9) and chooses Display baggage (F3). You will see that the baggage is active from CPH to OSL, but inactive on the onward connection.

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



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.

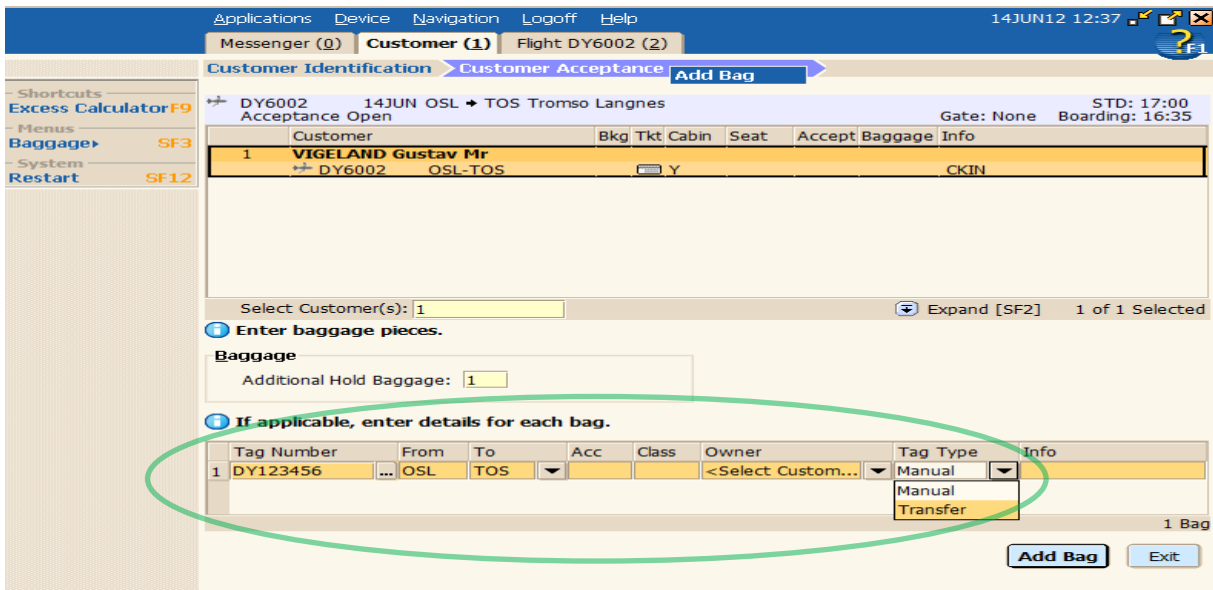


When pressing enter to Update, the two bags will be active to EVE. When scanning the bag tags at check in, it will display the Customers and you will have to press Update to activate the tags.

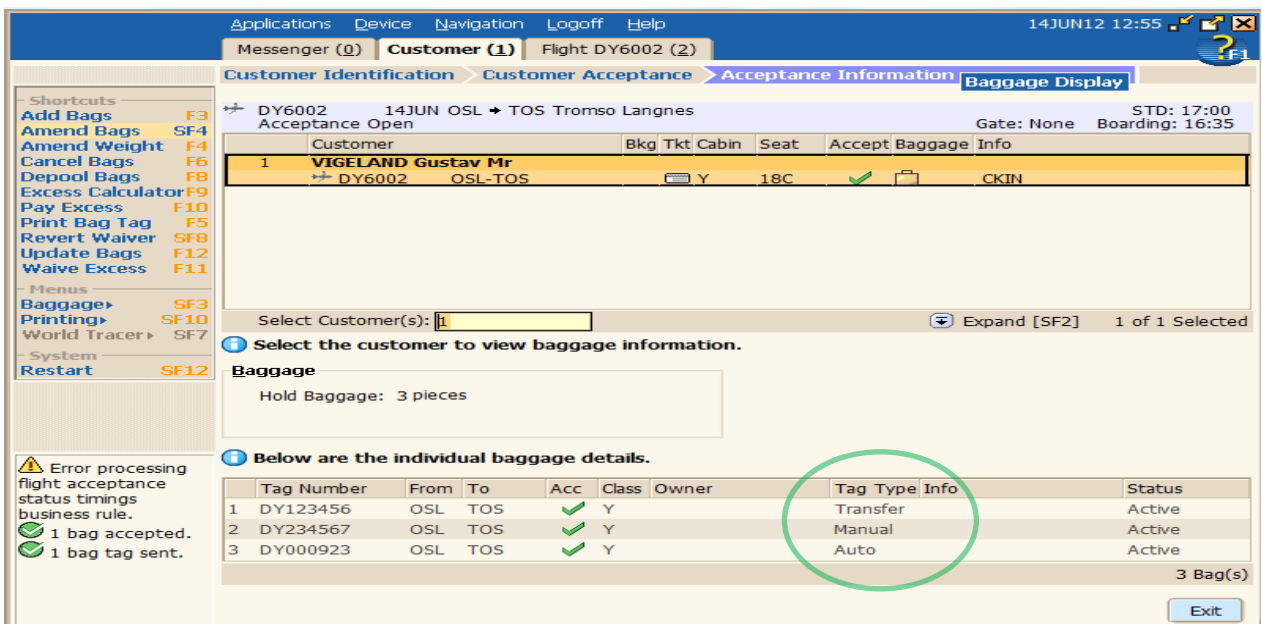
Add Transfer Baggage

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).



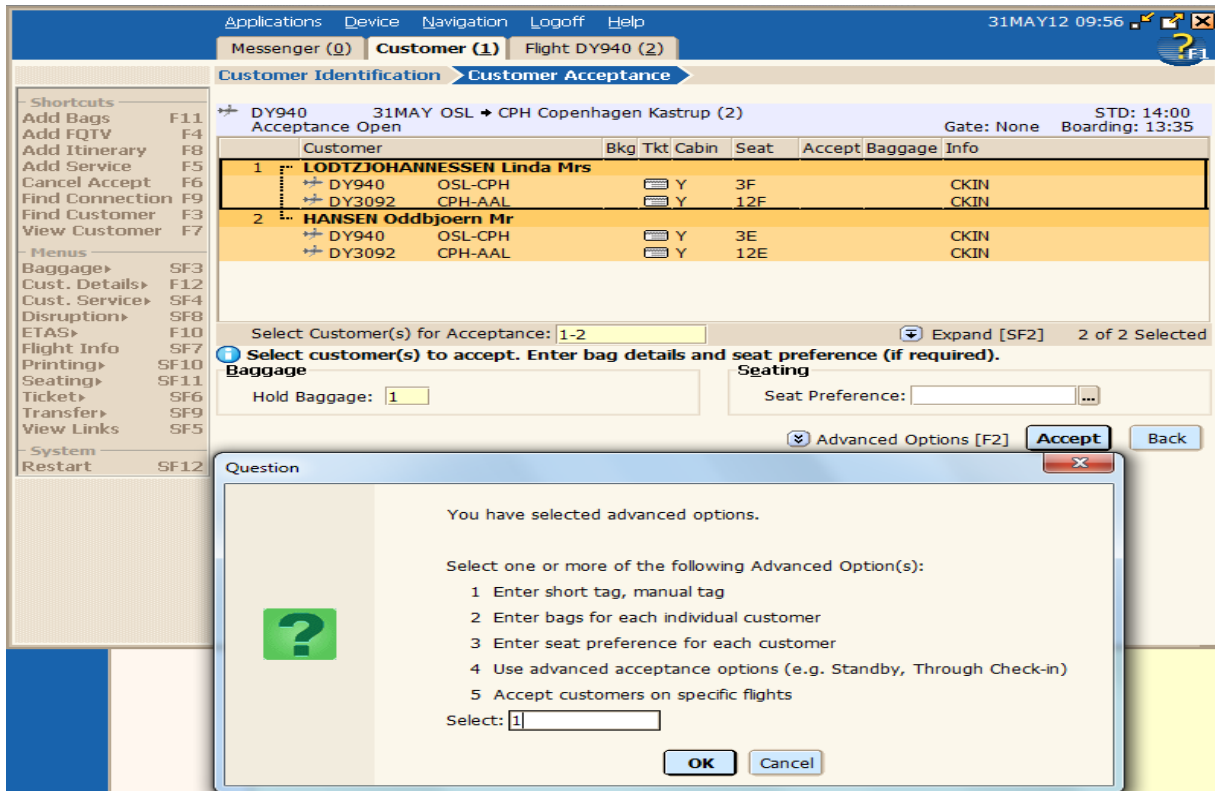
Enter Additional Hold Baggage. Fill in the Tag Number(s) and select Tag Type. You can choose between Transfer or Manual, none of the options will print the tag.



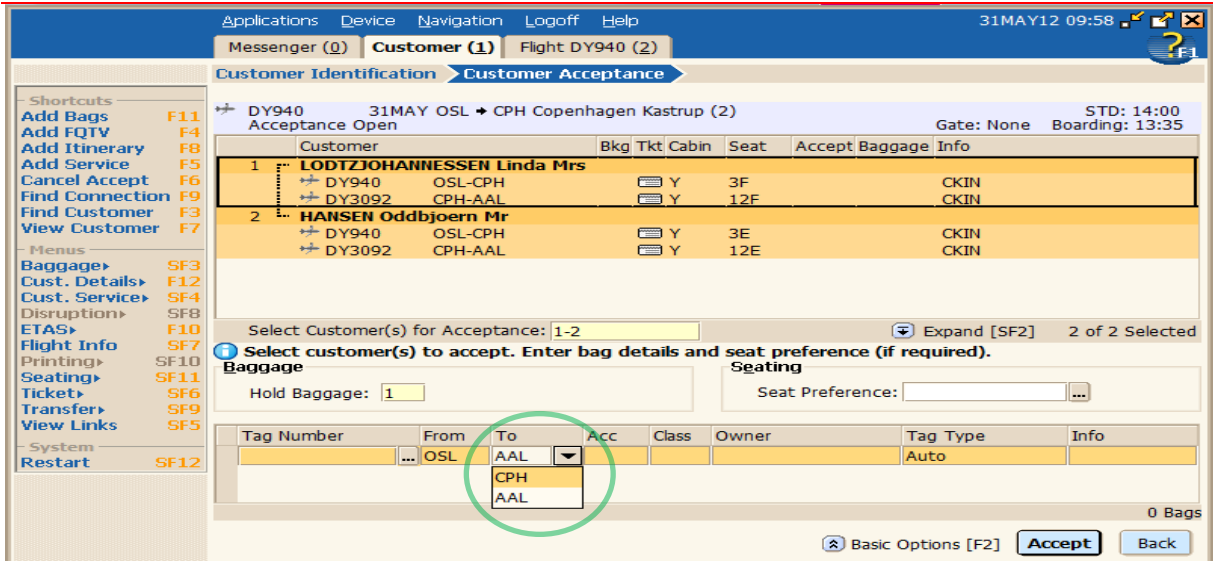
As you can see, this customer has three different Tag Types.

Accept baggage to first destination

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



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



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.

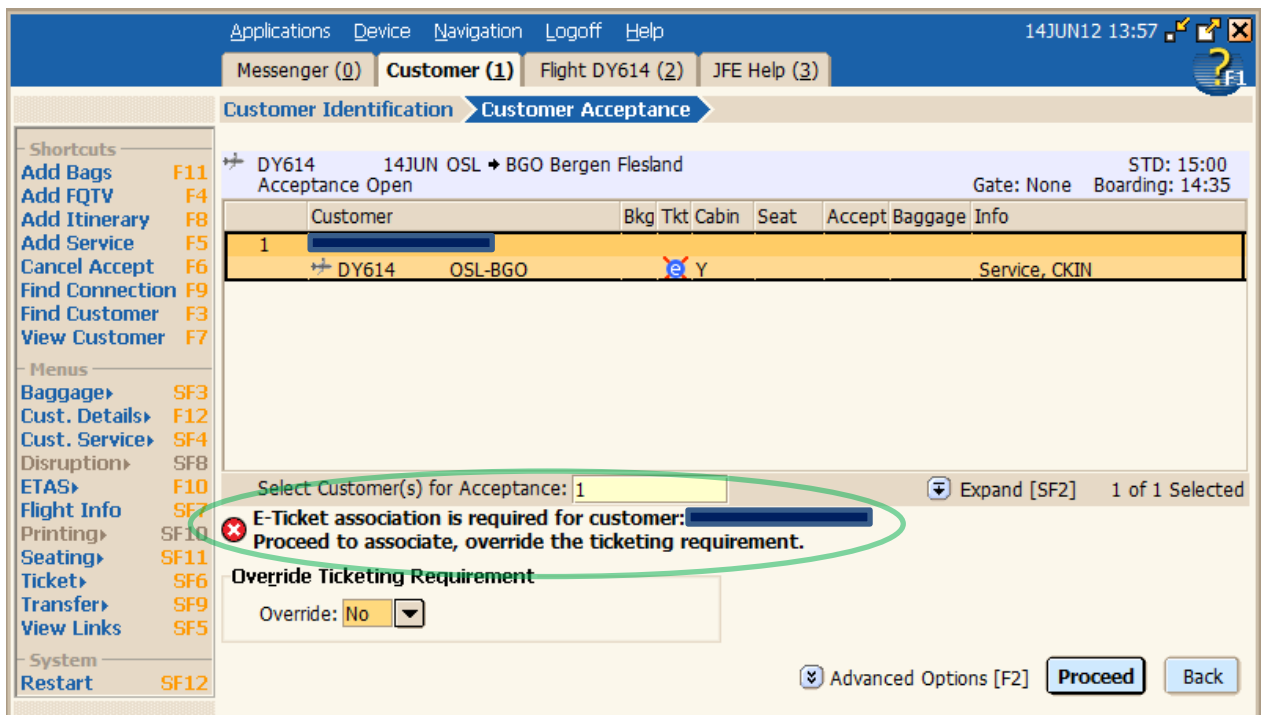
Here you can see the symbol of an associated E-ticket.



Unassociated E-tickets will show like this.



Associating Electronic Tickets



The screenshot shows the 'Customer Acceptance' screen for flight DY614. A table lists customer data, with a red 'e' icon in the 'Tkt' column for customer 1. A warning message is displayed: 'E-Ticket association is required for customer: [redacted]. Proceed to associate, override the ticketing requirement.' Below the message is an 'Override Ticketing Requirement' section with a dropdown menu set to 'No'.

| Customer | Bkg | Tkt | Cabin | Seat | Accept | Baggage | Info |
|----------|-----|-----|-------|------|--------|---------|---------------|
| 1 | | e | | | | | Service, CKIN |

Select Customer(s) for Acceptance: 1

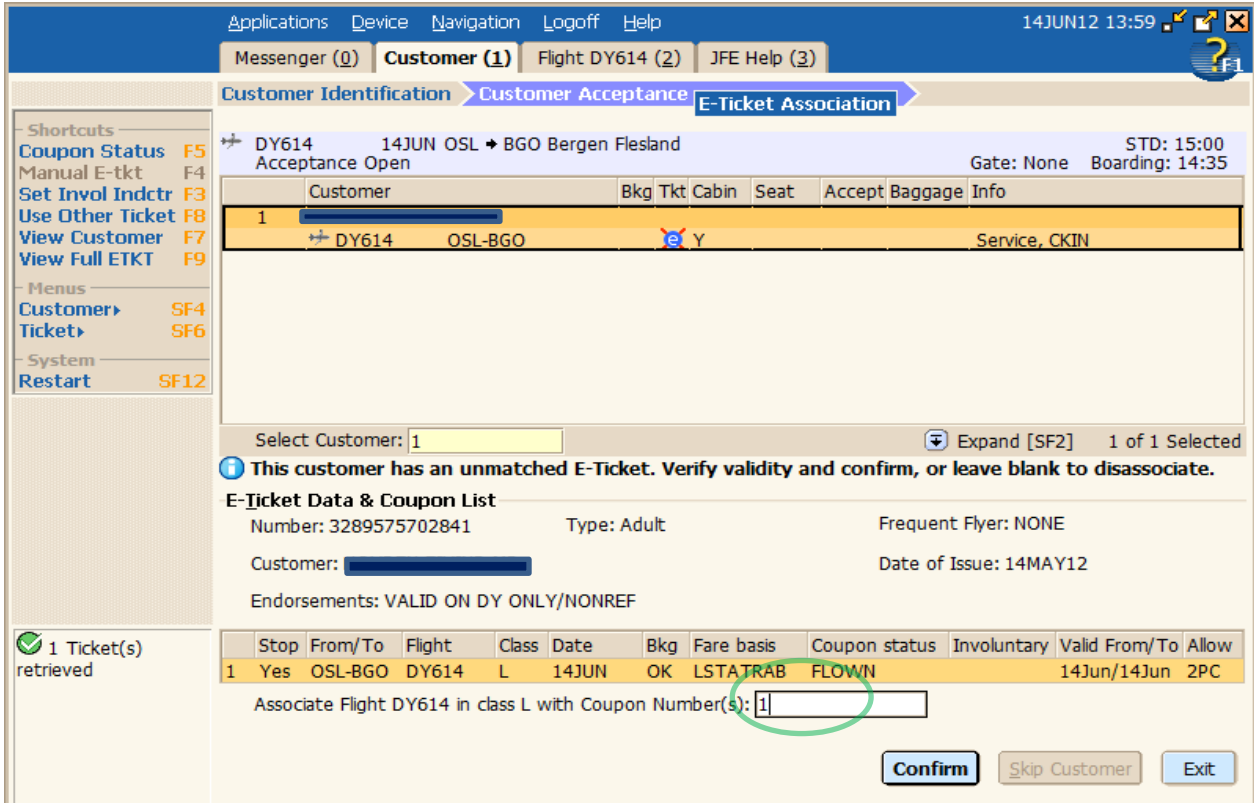
E-Ticket association is required for customer: [redacted].
Proceed to associate, override the ticketing requirement.

Override Ticketing Requirement

Override: No

Advanced Options [F2] Proceed Back

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



The screenshot shows the 'E-Ticket Association' window in the Altea system. At the top, it displays flight details: DY614, 14JUN OSL → BGO Bergen Flesland, with a standard time of 15:00 and boarding at 14:35. The window is divided into several sections:

- Customer Identification:** Shows a table with one customer entry:

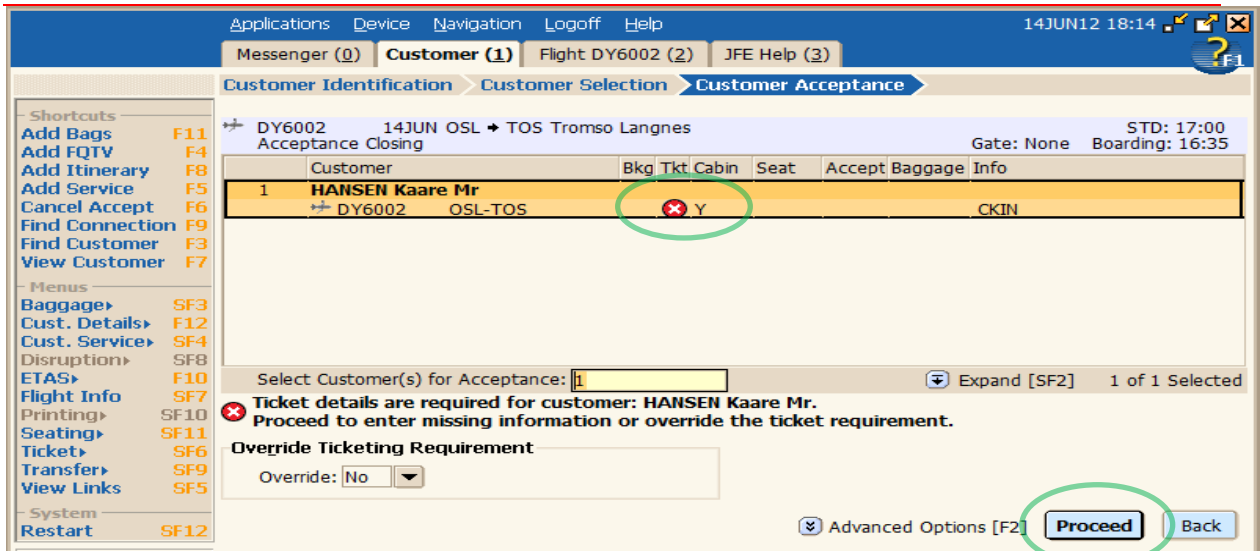
| Customer | Bkg | Tkt | Cabin | Seat | Accept | Baggage | Info |
|----------|---------|---------|-------|------|--------|---------|---------------|
| 1 | → DY614 | OSL-BGO | | | Y | | Service, CKIN |
- E-Ticket Data & Coupon List:**
 - Number: 3289575702841, Type: Adult, Frequent Flyer: NONE
 - Customer: [Redacted], Date of Issue: 14MAY12
 - Endorsements: VALID ON DY ONLY/NONREF
- Coupon List Table:**

| Stop | From/To | Flight | Class | Date | Bkg | Fare basis | Coupon status | Involuntary | Valid From/To | Allow |
|------|---------|---------|-------|------|-------|------------|---------------|-------------|---------------|-------|
| 1 | Yes | OSL-BGO | DY614 | L | 14JUN | OK | LSTATRAB | FLOWN | 14Jun/14Jun | 2PC |
- Association Prompt:** A text box asks to 'Associate Flight DY614 in class L with Coupon Number(s):' with the value '1' entered and circled in green.
- Buttons:** 'Confirm', 'Skip Customer', and 'Exit' are located at the bottom right.

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.

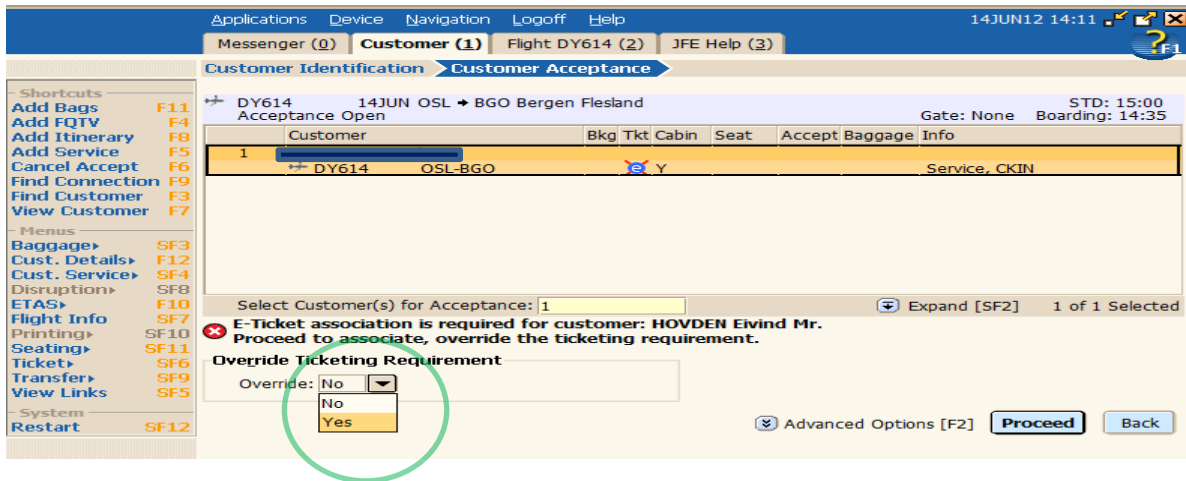
Ticketless

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.



Override

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



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 not allowed to add certain types of SSRs:

AVIH
 PETC
 UMNR
 WEAP

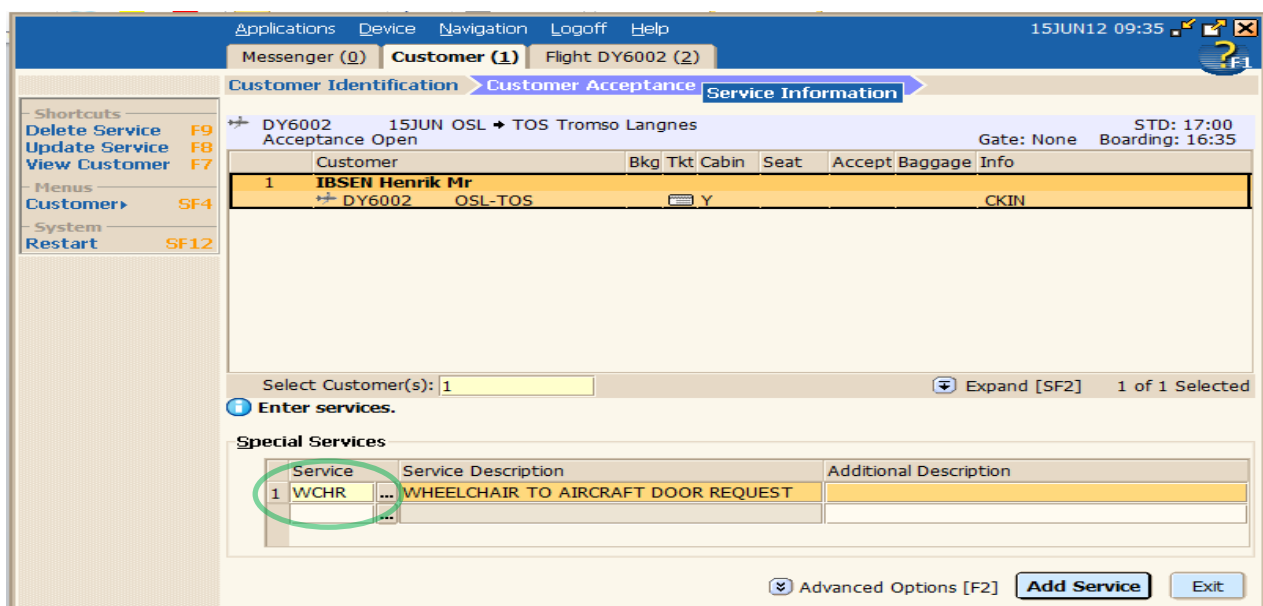
All these SSRs should already be in the customers PNR when they approaches check-in, but if there of some reason is not, you have to contact Norwegians Service desk to have them add it to the booking system.

SSRs that you can add yourselves are:

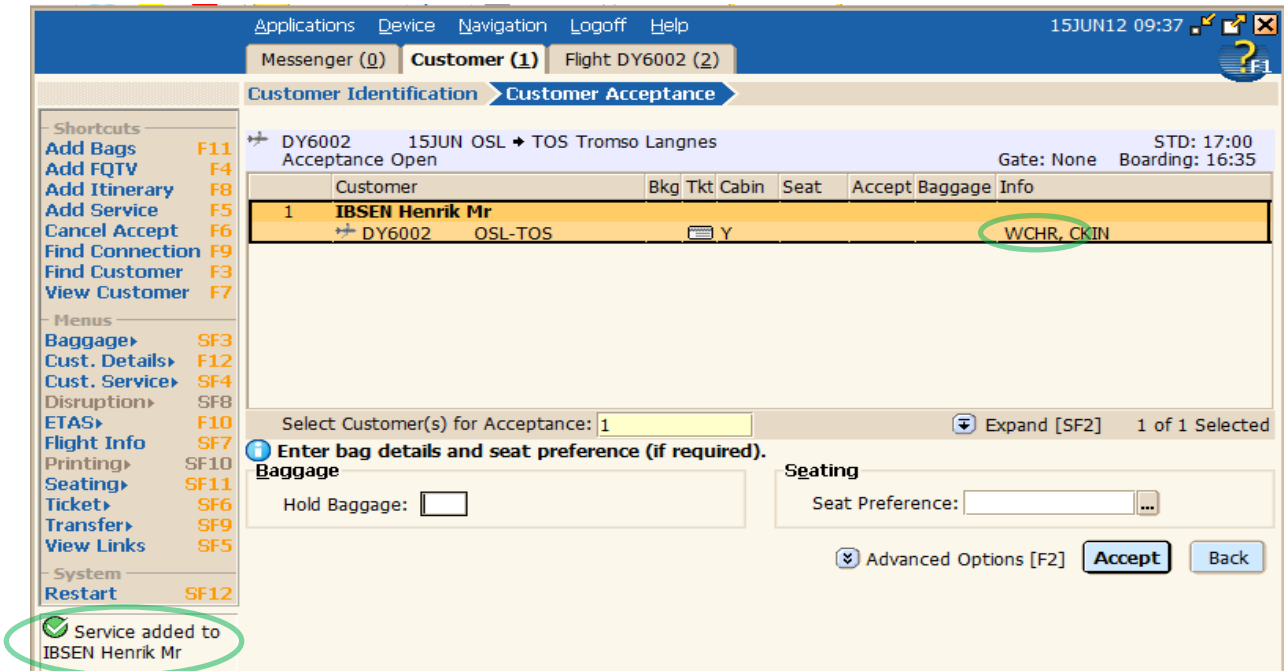
WCHR
 WCHC
 WCHS
 BLND
 DEAF
 MEDA

Add services

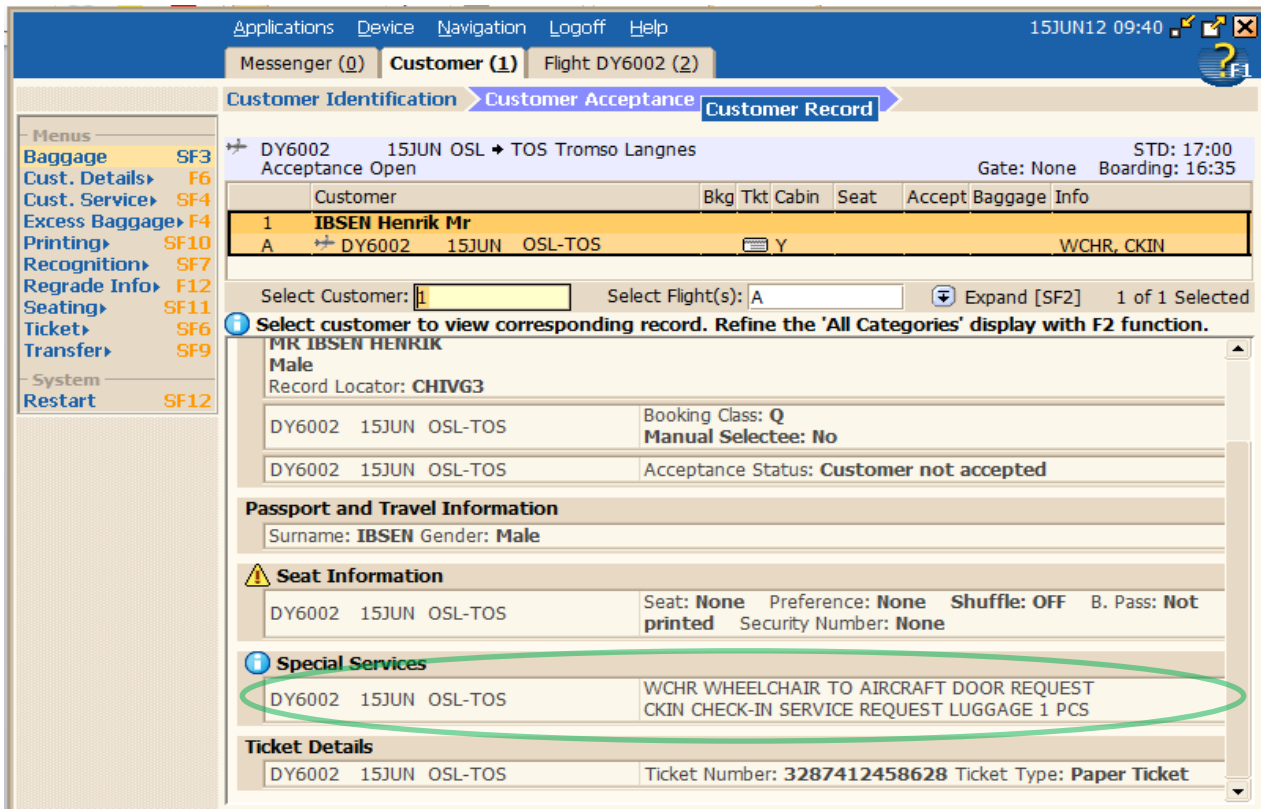
Identify the customer and press (F5) to Add Service



Type the SSR code.



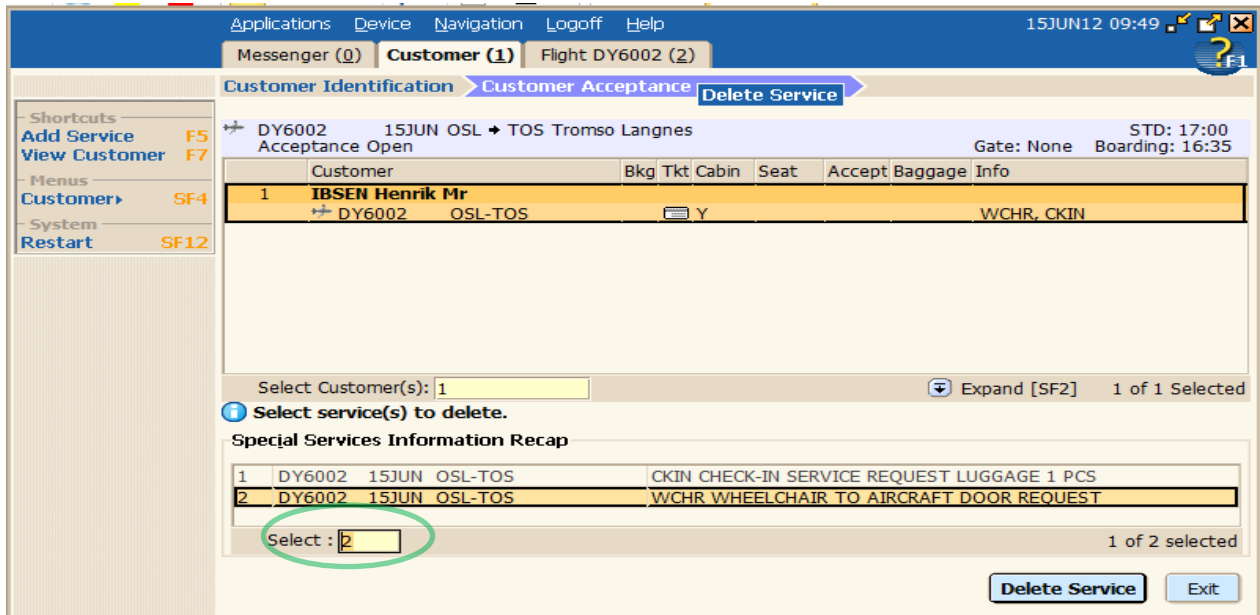
The service has been added.



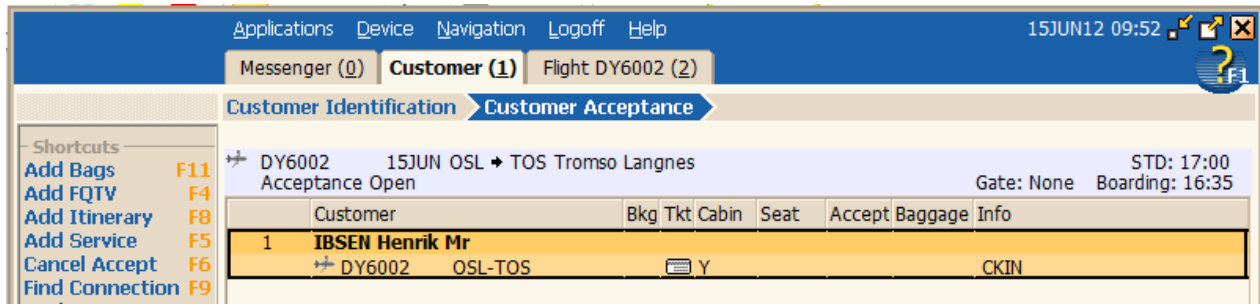
Choose View Customer (F7) to open the whole CP-Table, you will see that the Special Service is added.

Delete Services

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



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



The service is removed.

Comments

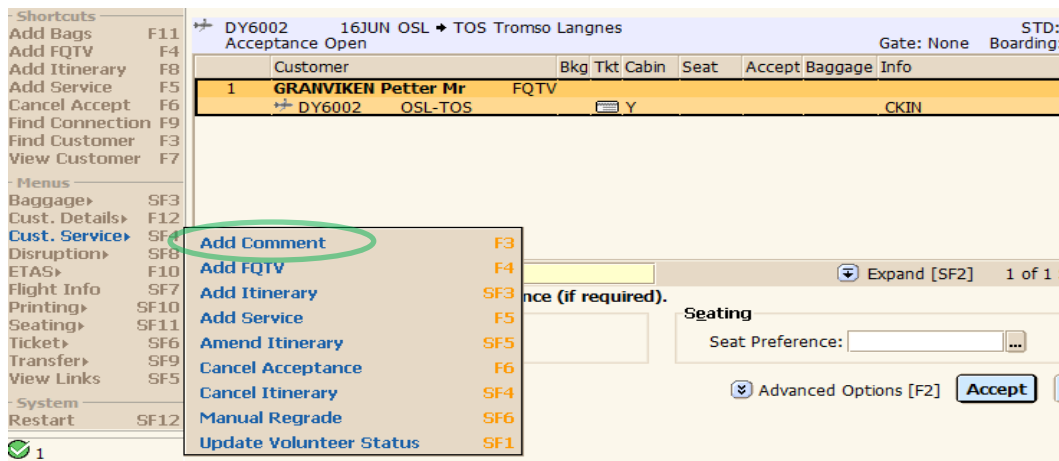
A specific message or text that can be associated to, and triggered by certain events such as acceptance. Comments have a priority attached to them. All high priority comments inhibit the completion of the process that triggered it. This forces the Agent to deliver or delete the message before continuing.

There are two types of comments:

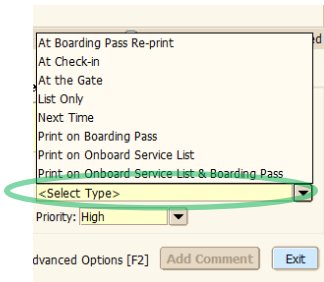
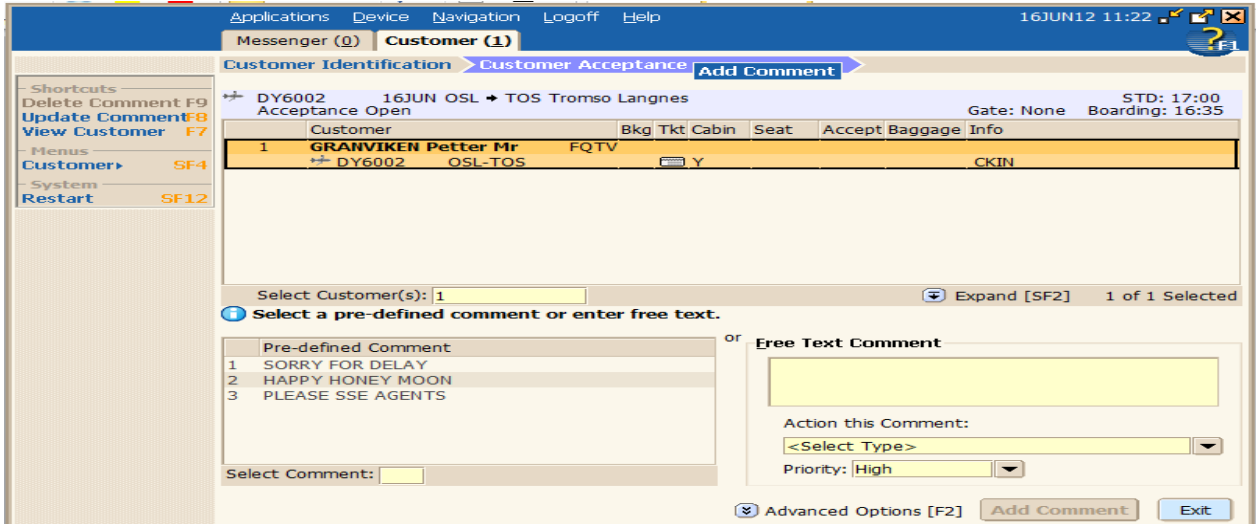
- Pre-defined flight comments – comments that appear in the list depending on how business-rules have been set up.
- Free text comment – You can type maximum of 70 characters of text.

Adding Comments

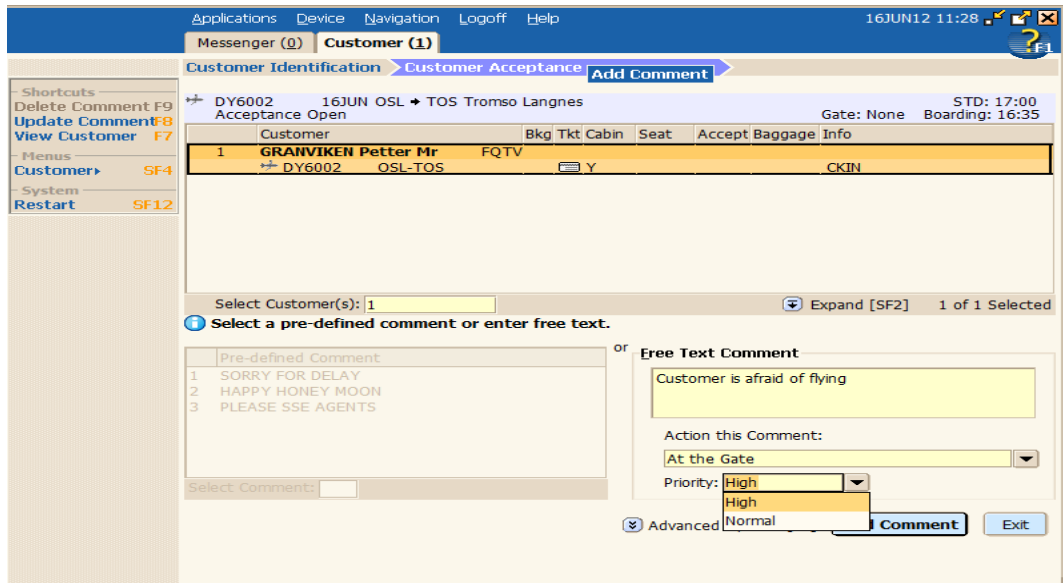
To add comments press Shift + (F4) and then (F3).




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 For most comments it will be At the Gate.



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

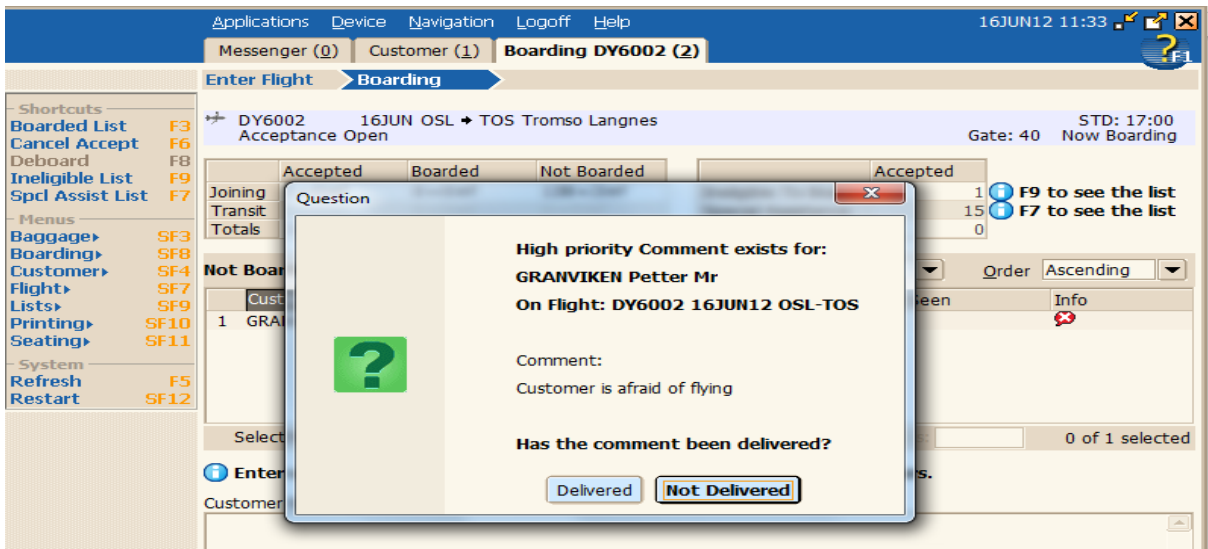
| Customer | | Bkg | Tkt | Cabin | Seat | Accept | Baggage | Info |
|----------|----------------------------|-----|------|-------|------|--------|---------|--|
| 1 | GRANVIKEN Petter Mr | | FQTV | | | | | |
| | DY6002 OSL-TOS | | | Y | 14C | ✓ | |  , CKIN |

Customer with a High priority comment

| Customer | | Bkg | Tkt | Cabin | Seat | Accept | Baggage | Info |
|----------|----------------------------|-----|------|-------|------|--------|---------|--|
| 1 | GRANVIKEN Petter Mr | | FQTV | | | | | |
| | DY6002 OSL-TOS | | | Y | 14C | ✓ | |  , CKIN |

Customer with a Normal priority

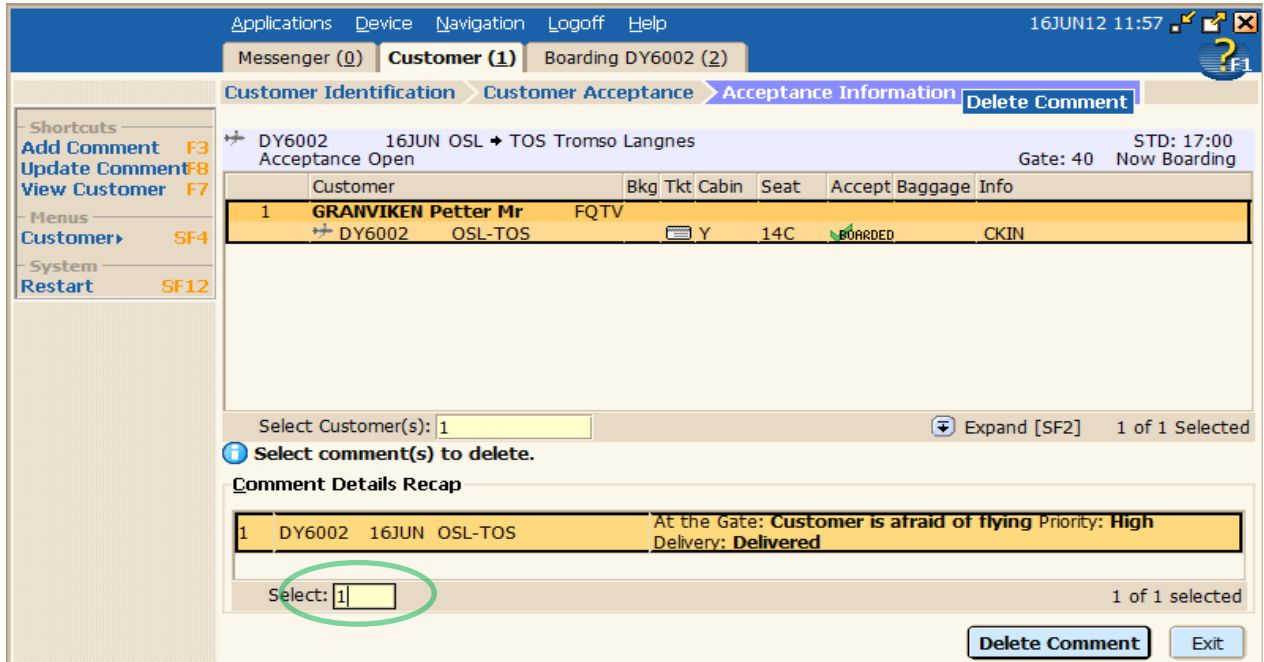
The difference is that a High Priority comment will prevent the customer from being boarded until the comment is delivered. A normal comment will not.



The screenshot shows the Altea Customer Management interface. At the top, there are menu items: Applications, Device, Navigation, Logoff, Help. The main window title is 'Boarding DY6002 (2)'. Below the title, there is a flight summary: DY6002 16JUN OSL → TOS Tromso Langnes, Gate: 40, STD: 17:00, Now Boarding. A table shows boarding status for customer GRANVIKEN Petter Mr. A modal dialog box is open, displaying a question mark icon and the following text: 'High priority Comment exists for: GRANVIKEN Petter Mr On Flight: DY6002 16JUN12 OSL-TOS'. Below this, it says 'Comment: Customer is afraid of flying'. At the bottom of the dialog, it asks 'Has the comment been delivered?' with two buttons: 'Delivered' and 'Not Delivered'.

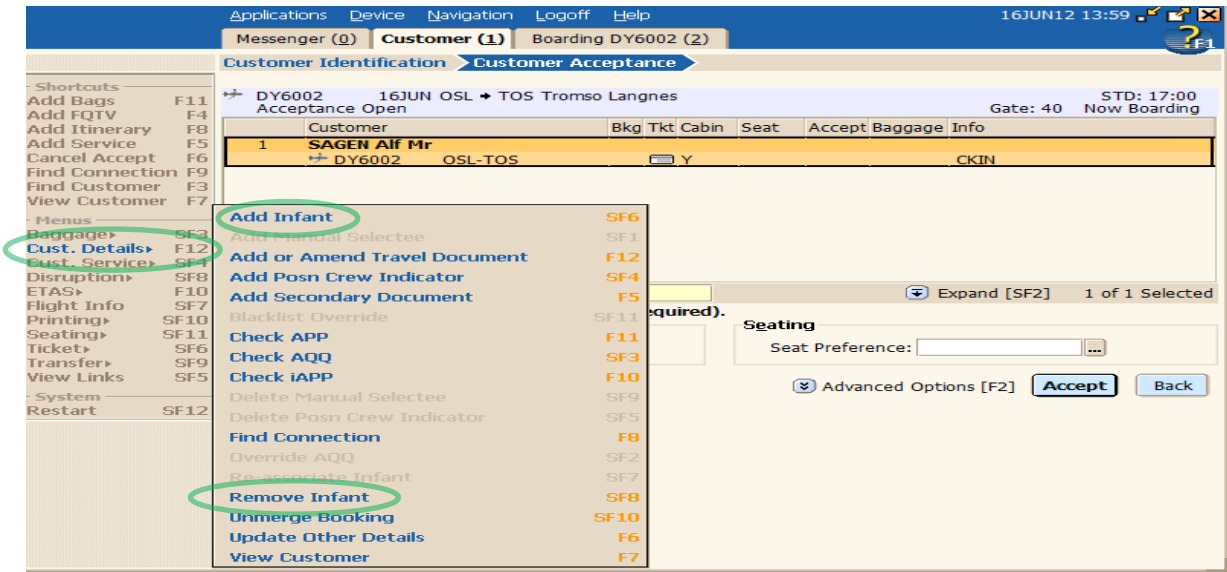
Deleting Comments

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

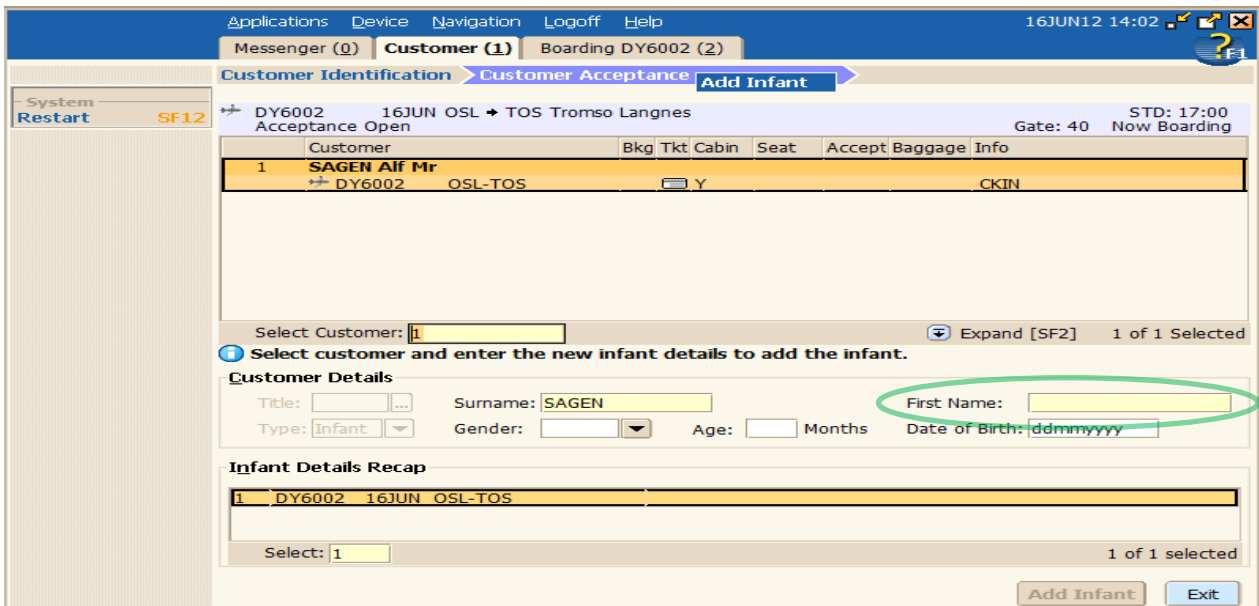


The system deletes the comment from the customer.

Add and Remove Infant



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



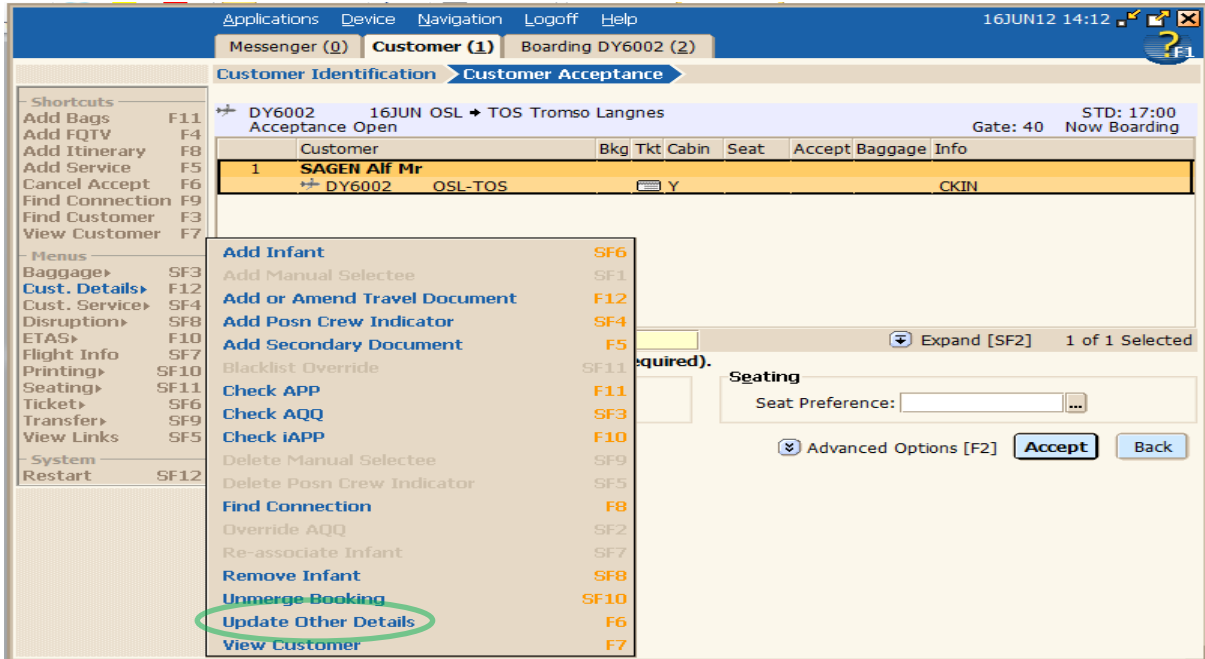
To be able to add an infant you have to enter First Name

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

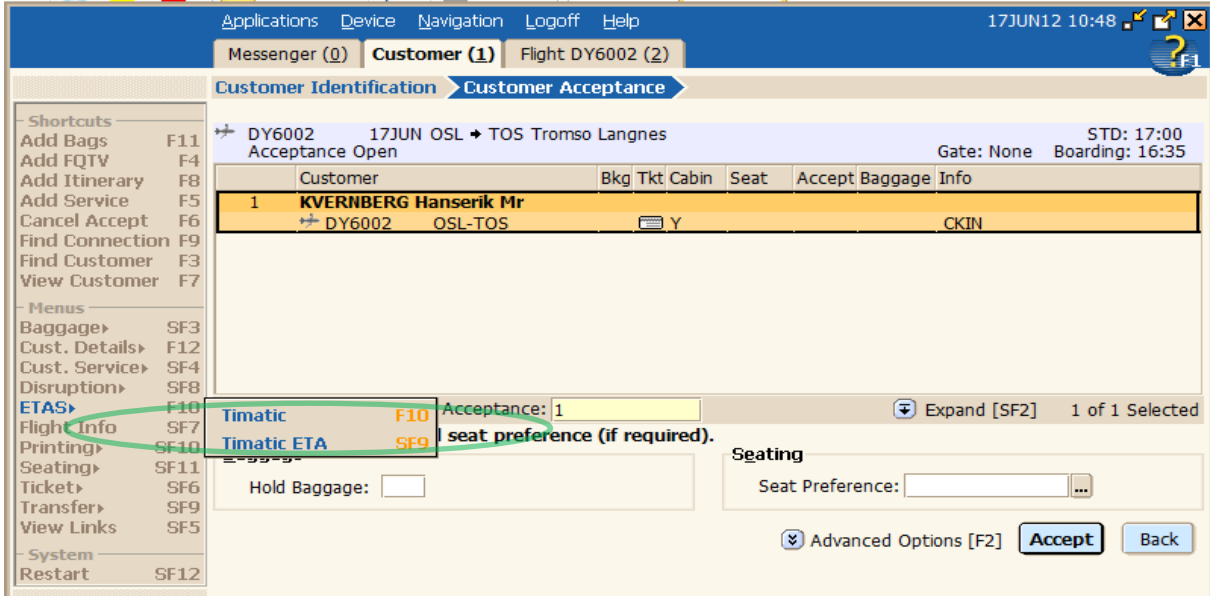
Customer details include title, gender, age and date of birth. It can only be updated on one Customer at a time.



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.



Applications Device Navigation Logoff Help 17JUN12 10:48

Messenger (0) Customer (1) Flight DY6002 (2)

Customer Identification Customer Acceptance

DY6002 17JUN OSL → TOS Tromso Langnes STD: 17:00
Acceptance Open Gate: None Boarding: 16:35

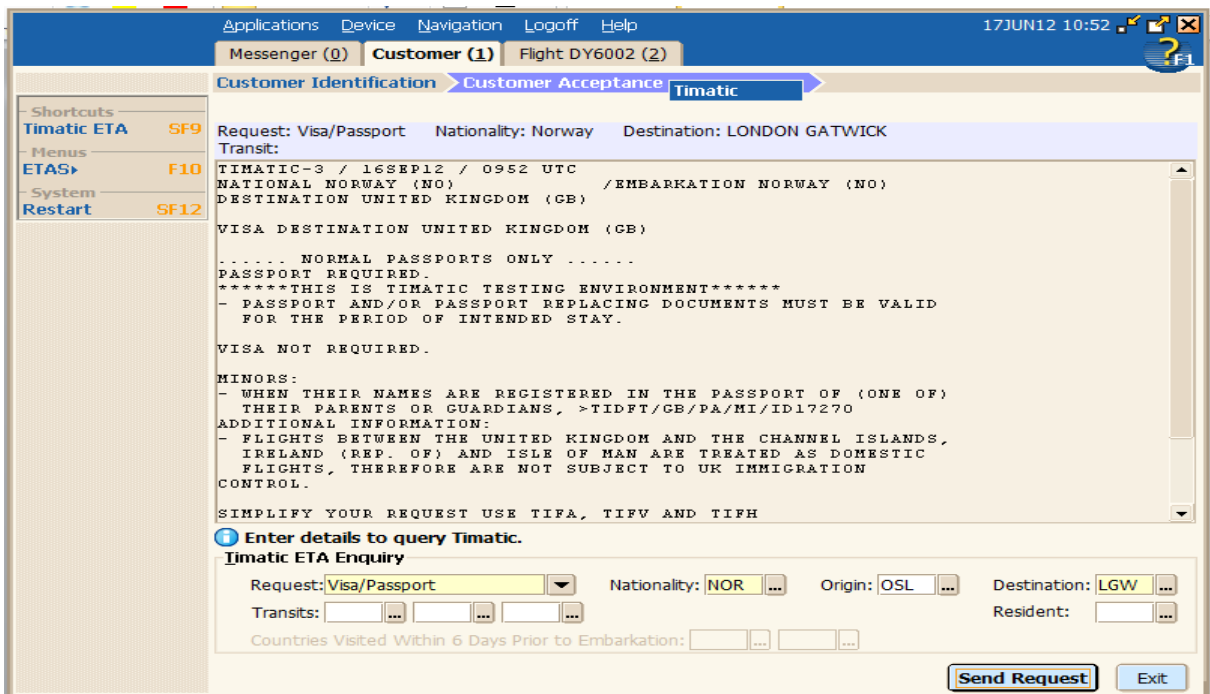
| Customer | Bkg Tkt | Cabin | Seat | Accept | Baggage | Info |
|-------------------------|----------|---------|------|--------|---------|------|
| 1 KVERNBERG Hanserik Mr | → DY6002 | OSL-TOS | Y | | CKIN | |

Timatic F10 Acceptance: 1
Timatic ETA SF9 seat preference (if required).

Hold Baggage:

Seating
Seat Preference:

Advanced Options [F2] Accept Back



Applications Device Navigation Logoff Help 17JUN12 10:52

Messenger (0) Customer (1) Flight DY6002 (2)

Customer Identification Customer Acceptance Timatic

Request: Visa/Passport Nationality: Norway Destination: LONDON GATWICK
Transit:
TIMATIC-3 / 16SEP12 / 0952 UTC
NATIONAL NORWAY (NO) / EMBARKATION 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/CB/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

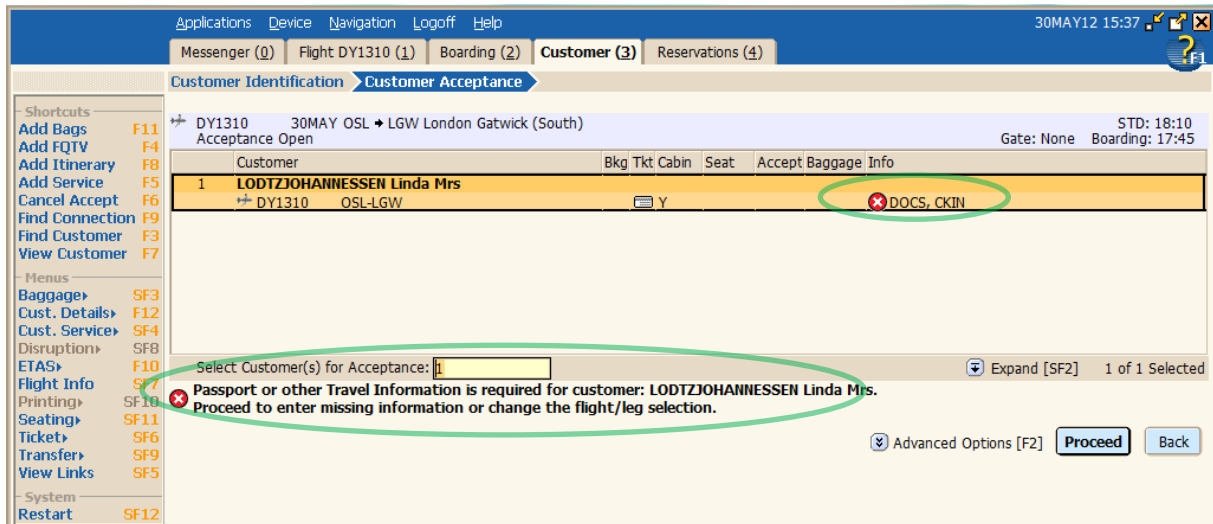
Request: Visa/Passport Nationality: NOR Origin: OSL Destination: LGW
Transits: Resident:
Countries Visited Within 6 Days Prior to Embarkation:

Send Request Exit

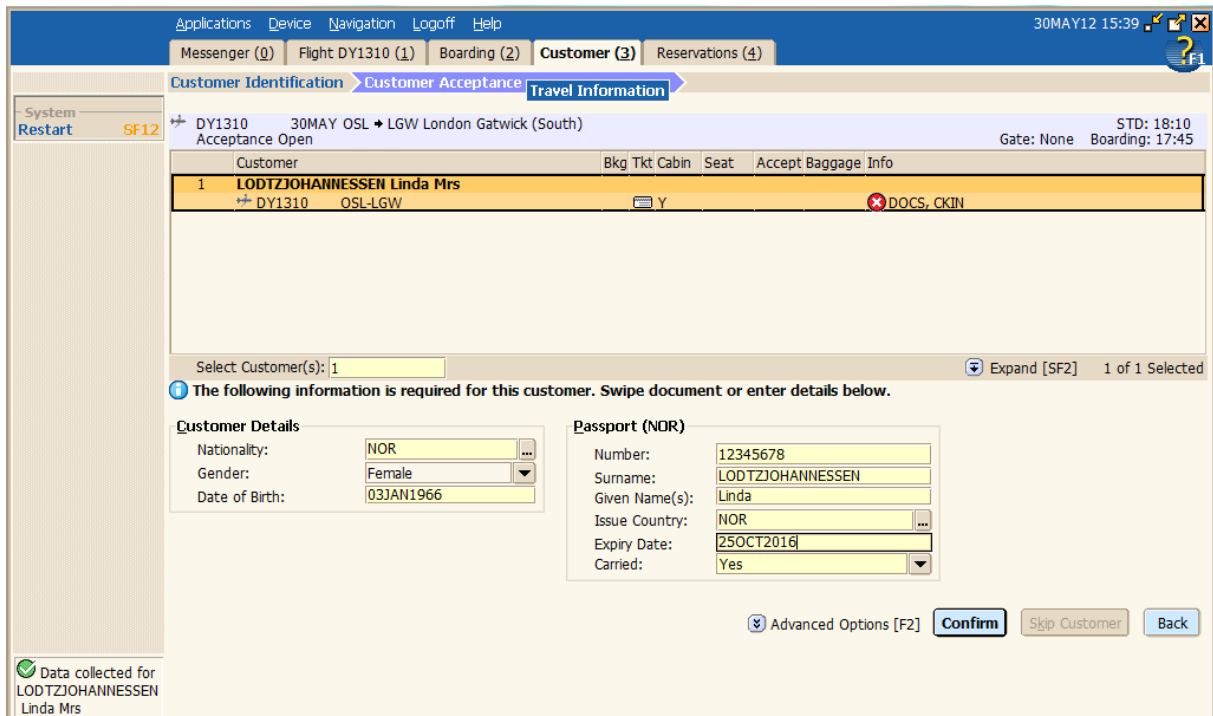
APIS – Advanced Passenger Information System

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.

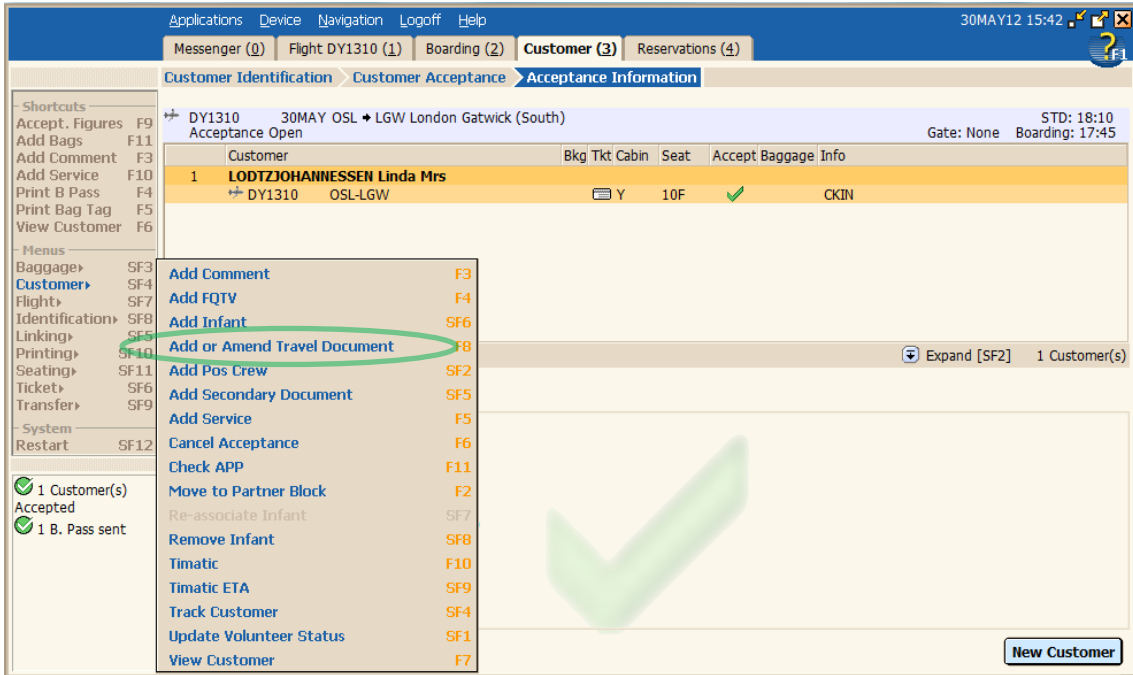


You will see that there is a high priority message for these customers and the explanation DOCS next to it. When you enter to proceed, the system will ask for Passport information.



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 met:

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

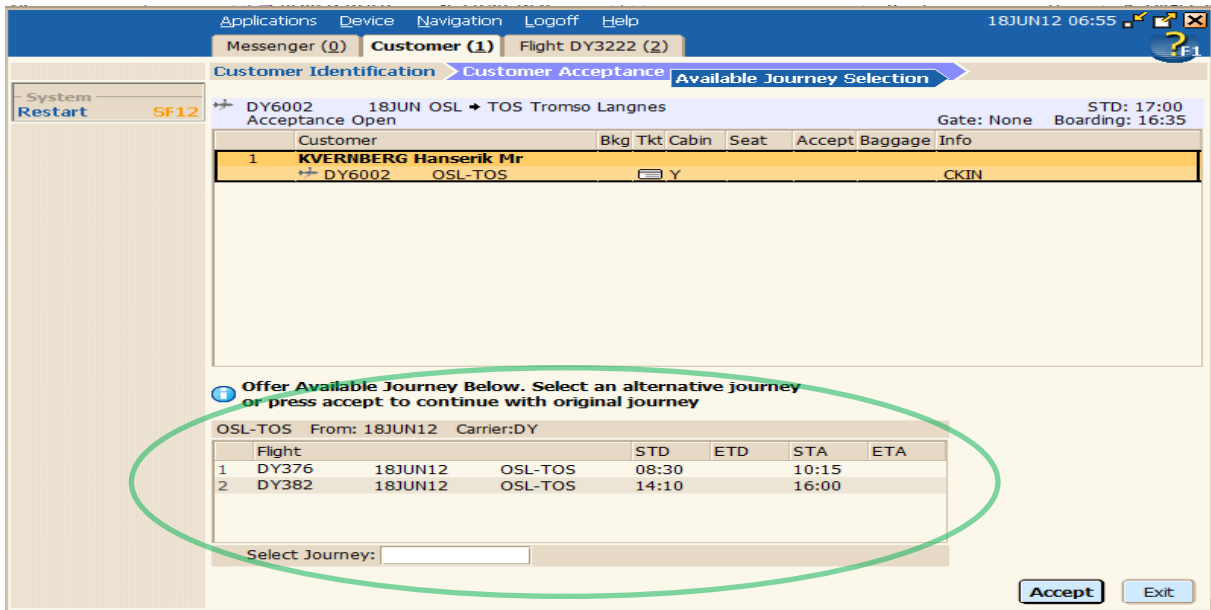
| Status Type | Original Flights | New Flights |
|--------------------|------------------------------------|--|
| General | •Suspended •Locked •Departed | •Suspended •Locked •Cancelled •Departed |
| Acceptance | •Closed •Finalised | •Not Opened •Gated •Suspended •Closed •Finalised |
| Load Control/Sheet | 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

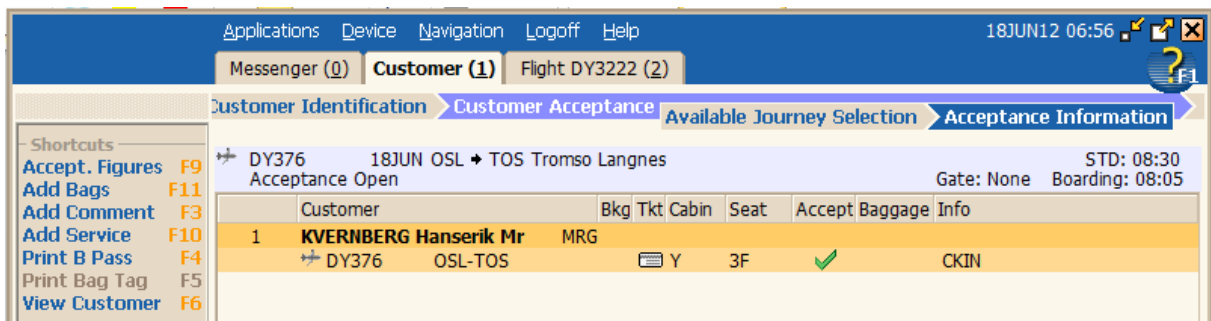
The system automatically offer available transfer during Customer acceptance based on Customer Value.

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



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

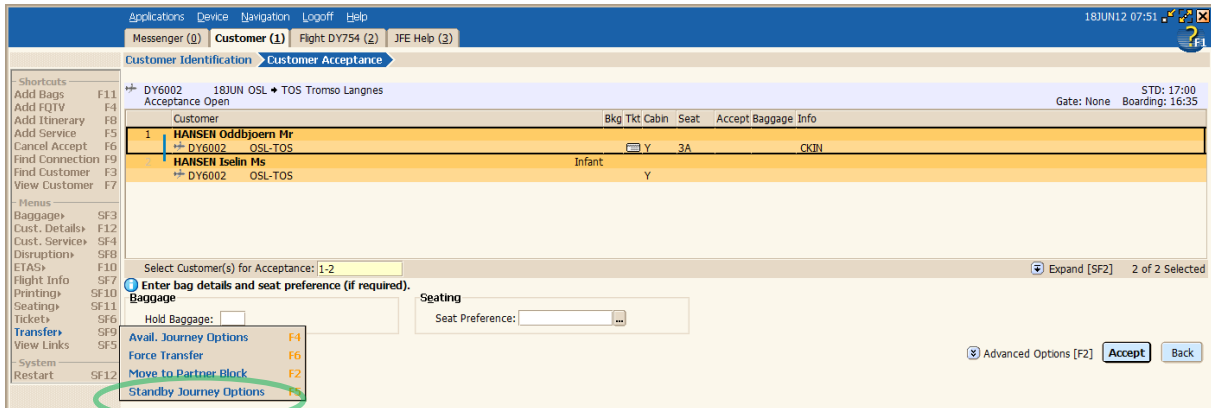
The PNR will be updated and his seat on the originally flights will be available for sale.



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

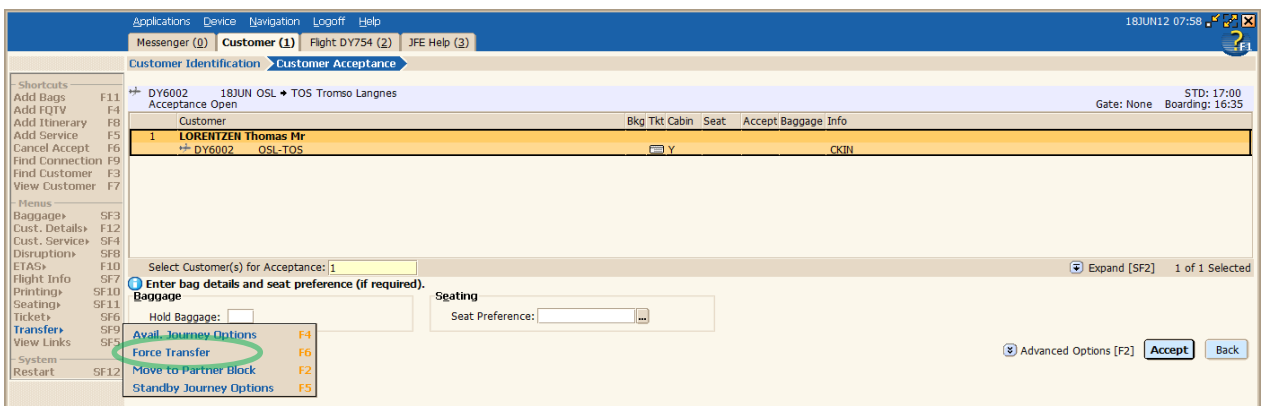
A standby transfer can be used if Customer would like to travel on an earlier flight, but only if available. The customer will then be on Wait List (WL) until space is available – No shows.



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.



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

Alternative Flights for:OSL - TOS From: 18JUN 08:00 Carrier: DY (Prime Only) (Direct Only)

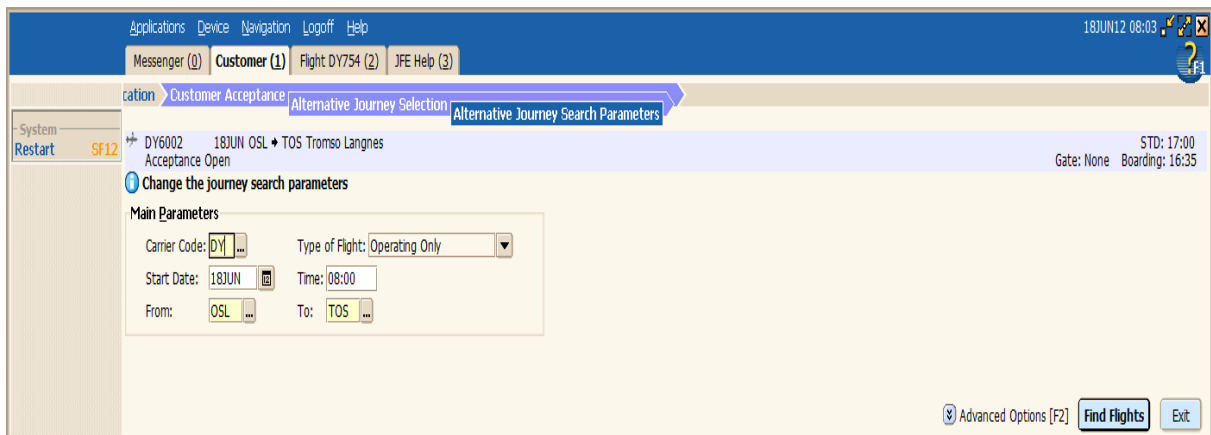
| Flight | STD | ETD | STA | ETA | Y Total | Availabil... |
|----------------------------|-------|-----|-------|-----|---------|--------------|
| 1 DY376 18JUN12 OSL-TOS | 08:30 | | 10:15 | | 92 | 92 |
| 2 DY382 18JUN12 OSL-TOS | 14:10 | | 16:00 | | 93 | 93 |
| 3 DY386 18JUN12 OSL-TOS | 17:45 | | 19:30 | | 86 | 86 |
| 4 ⚠ DY6004 18JUN12 OSL-TOS | 18:00 | | 20:00 | | 188 | 188 |
| 5 DY6006 18JUN12 OSL-TOS | 19:00 | | 21:00 | | 188 | 188 |
| 6 DY226 18JUN12 OSL-TOS | 10:50 | | 21:25 | | 28 | 28 |

Select Journey:

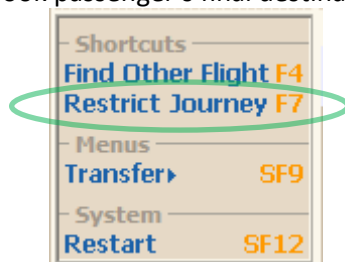
⚠ Caution: some flights are not in the system. Cannot transfer customers to those flights.

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.



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.

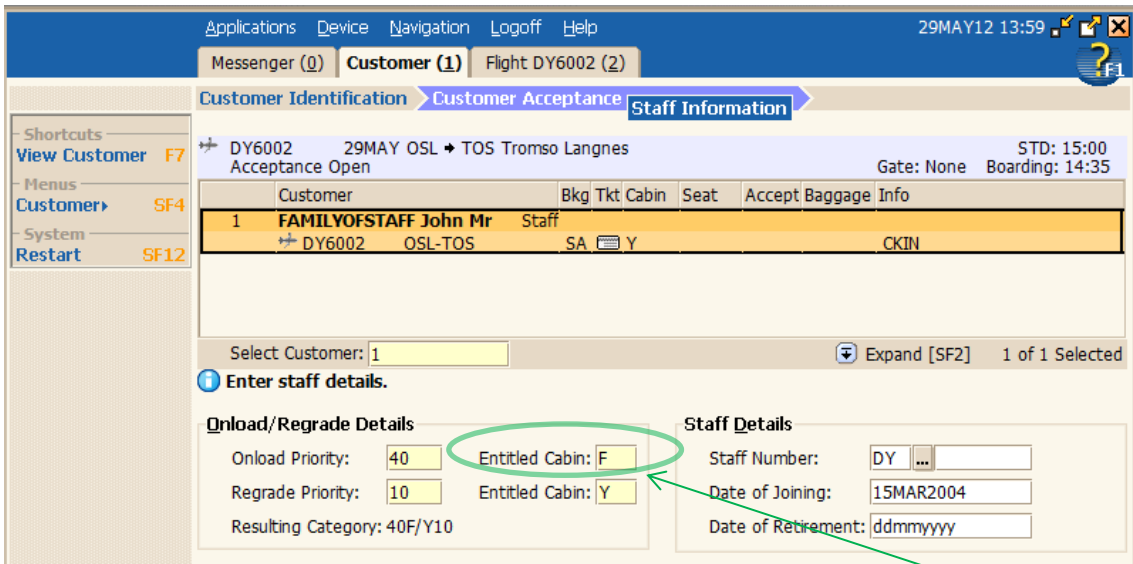


Accepting Staff

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

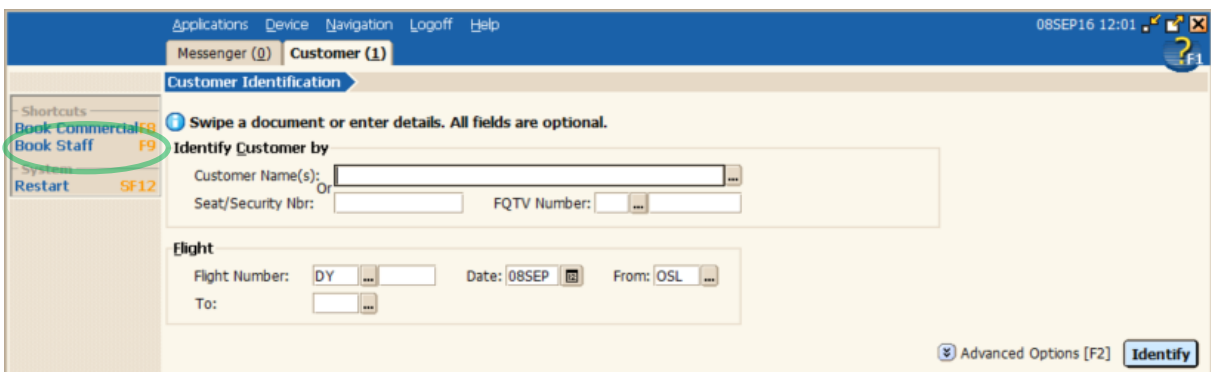
| | | |
|-----|----------------------------|--------|
| 80C | Crew travelling on Duty | (S2PA) |
| 60E | Employee on holiday | (R2A) |
| 40F | Family of staff on holiday | (R2B) |
| 20X | Other /External | (N2PT) |



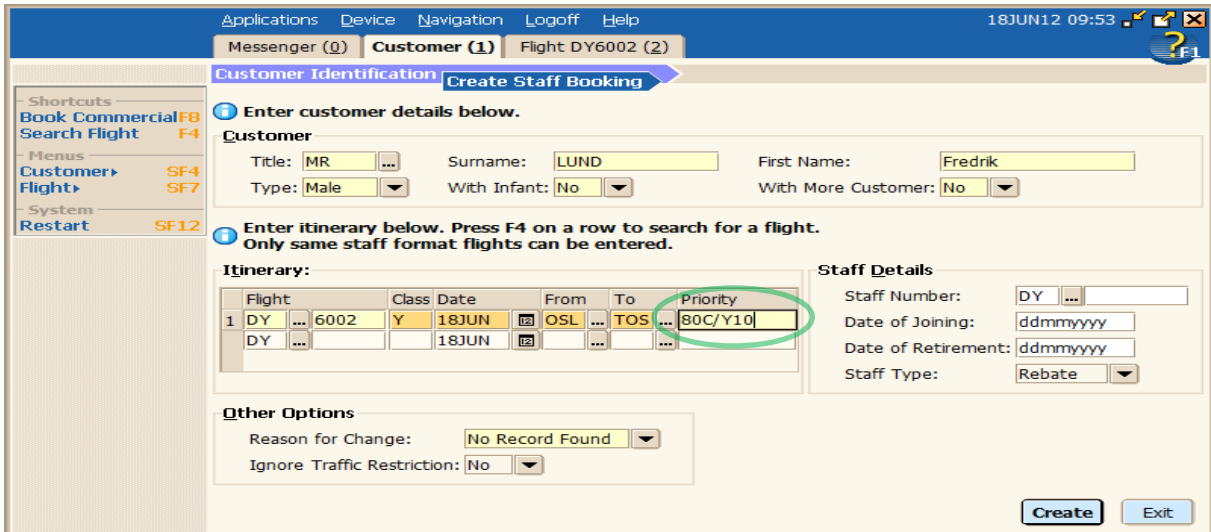
When accepting staff you will be asked to type the entitled cabin which is either C, E, F or X. Depending on which priority the staff has.

Creating records for Staff

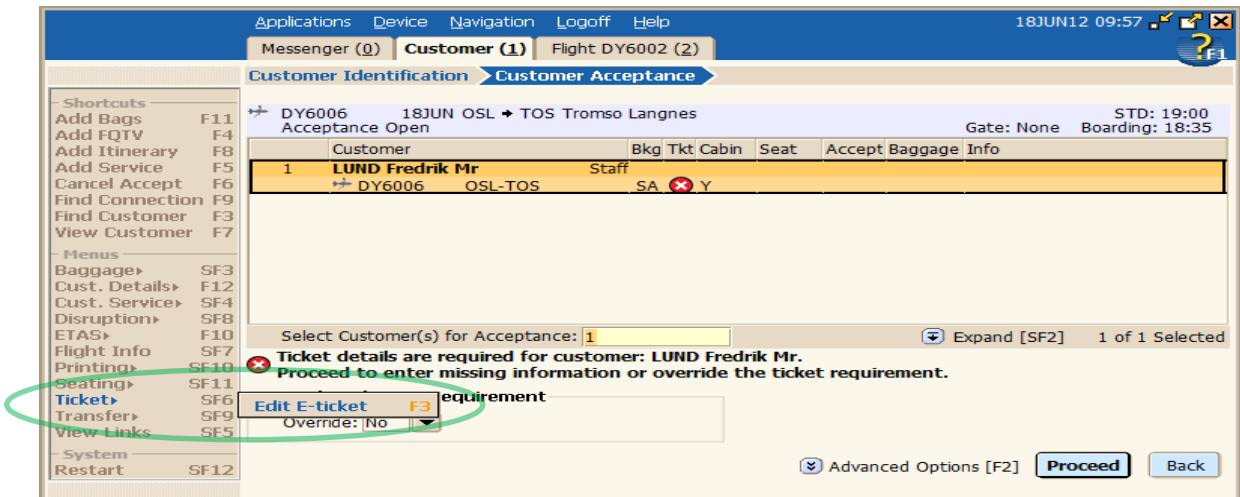
When staff is travelling (only S2PA), and do not have a booking, you will have to create one.



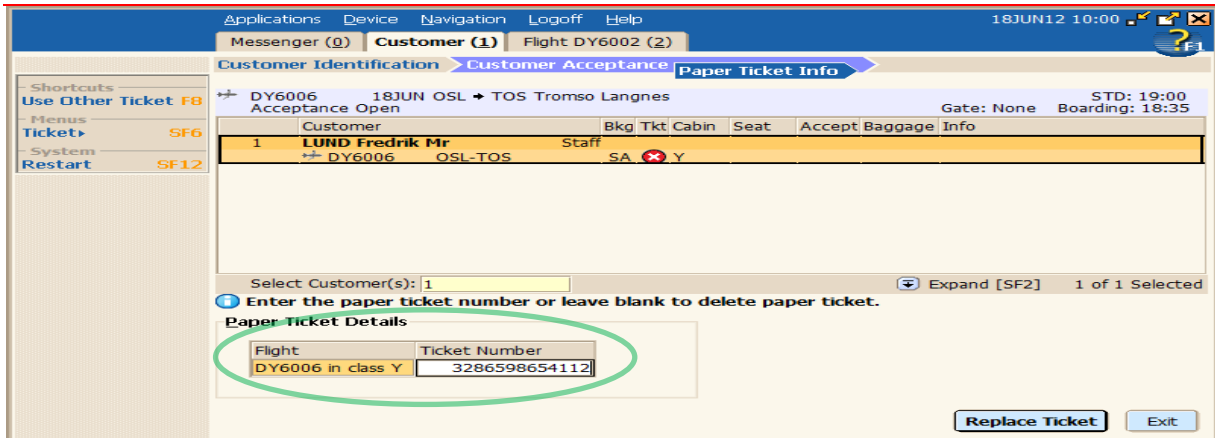
Press (F9) Book Staff



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.



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

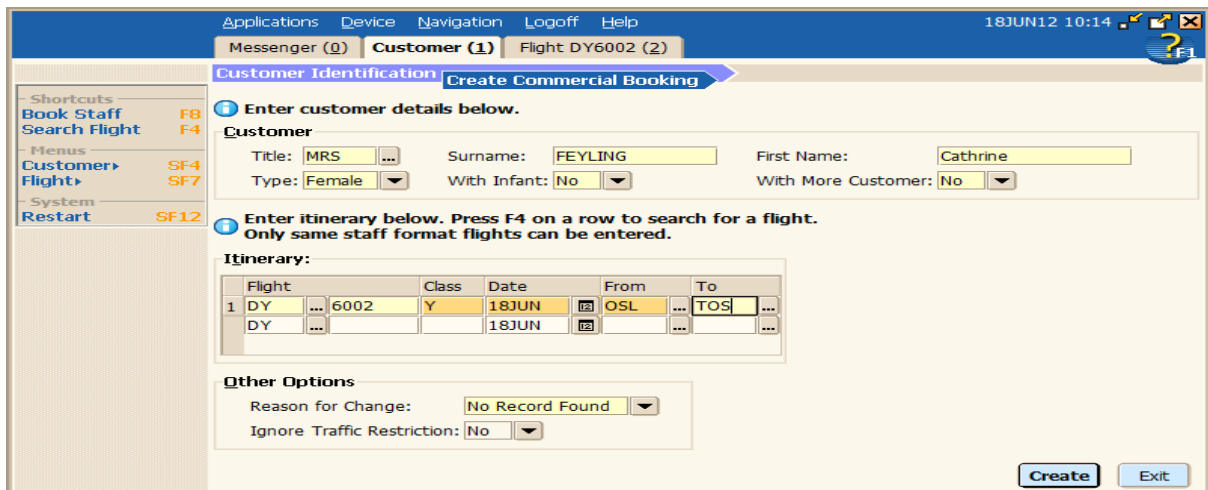


Creating records for Commercial Customers

To create bookings for commercial customers, one must ensure that a booking does not exist. It can **only** 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.



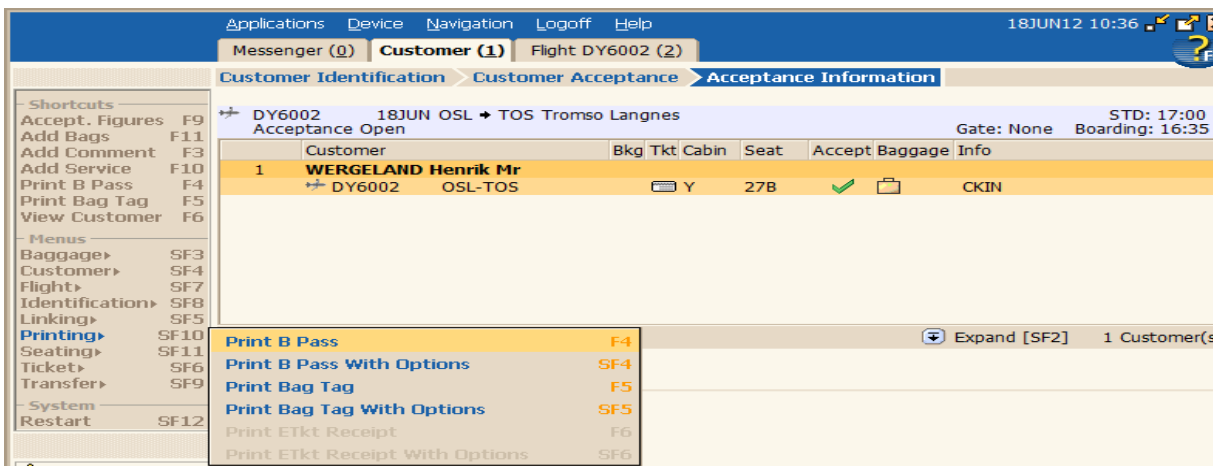
You will have to add the Paper ticket number.

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.

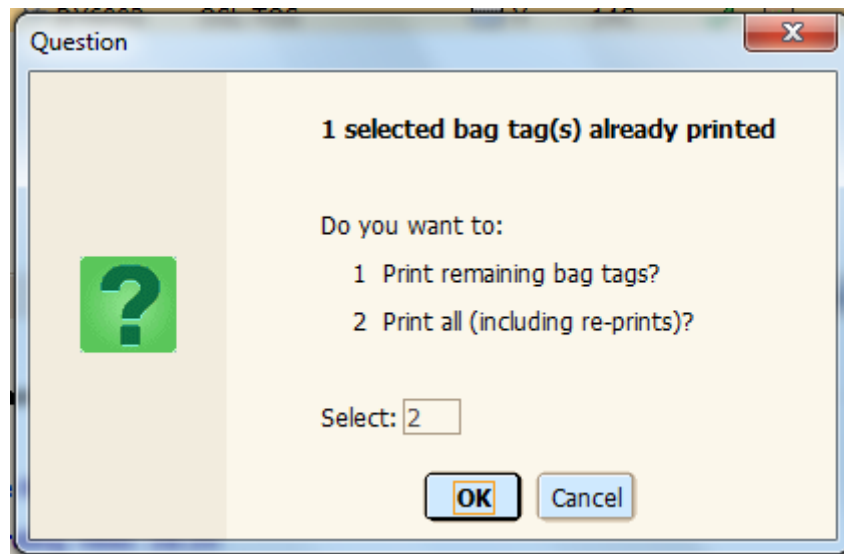


Printing Bag Tags

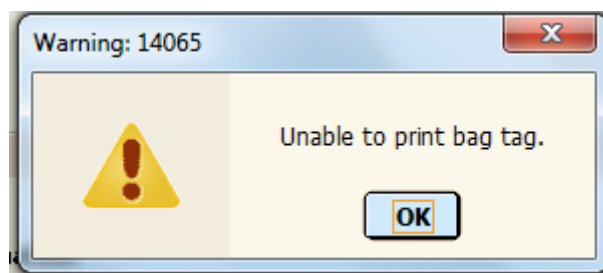
Bag Tags are printed automatically or manually during acceptance process. If they are written manually, the system prompts to print whenever necessary.

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.



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

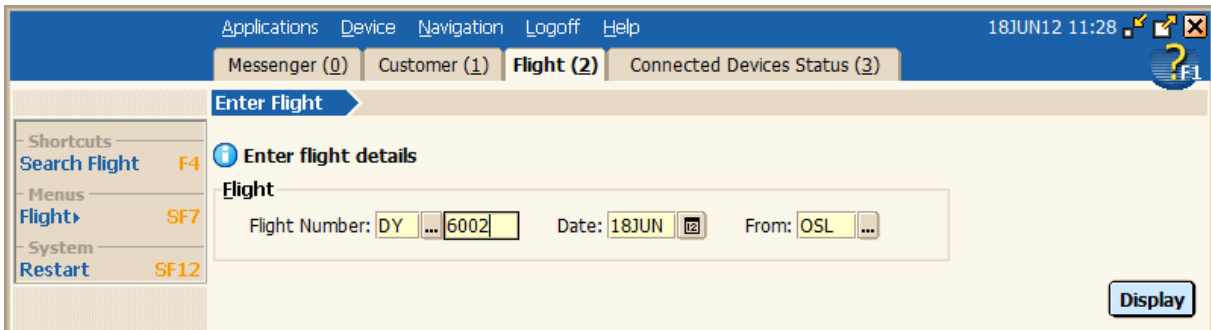


Flight Application

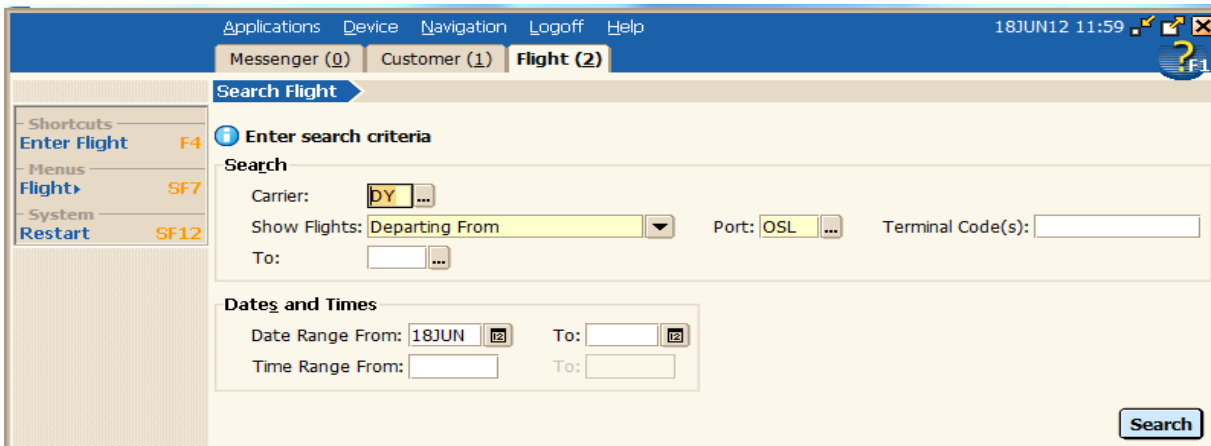
The Flight Application can perform or display flight-levels and flight setup tasks before, during and after acceptance. Flight level tasks include displaying Acceptance figures and Customer Lists. Flight setup tasks include updating gate information, adding flight comments, onload customers from SBY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

Entering and Searching for Flights

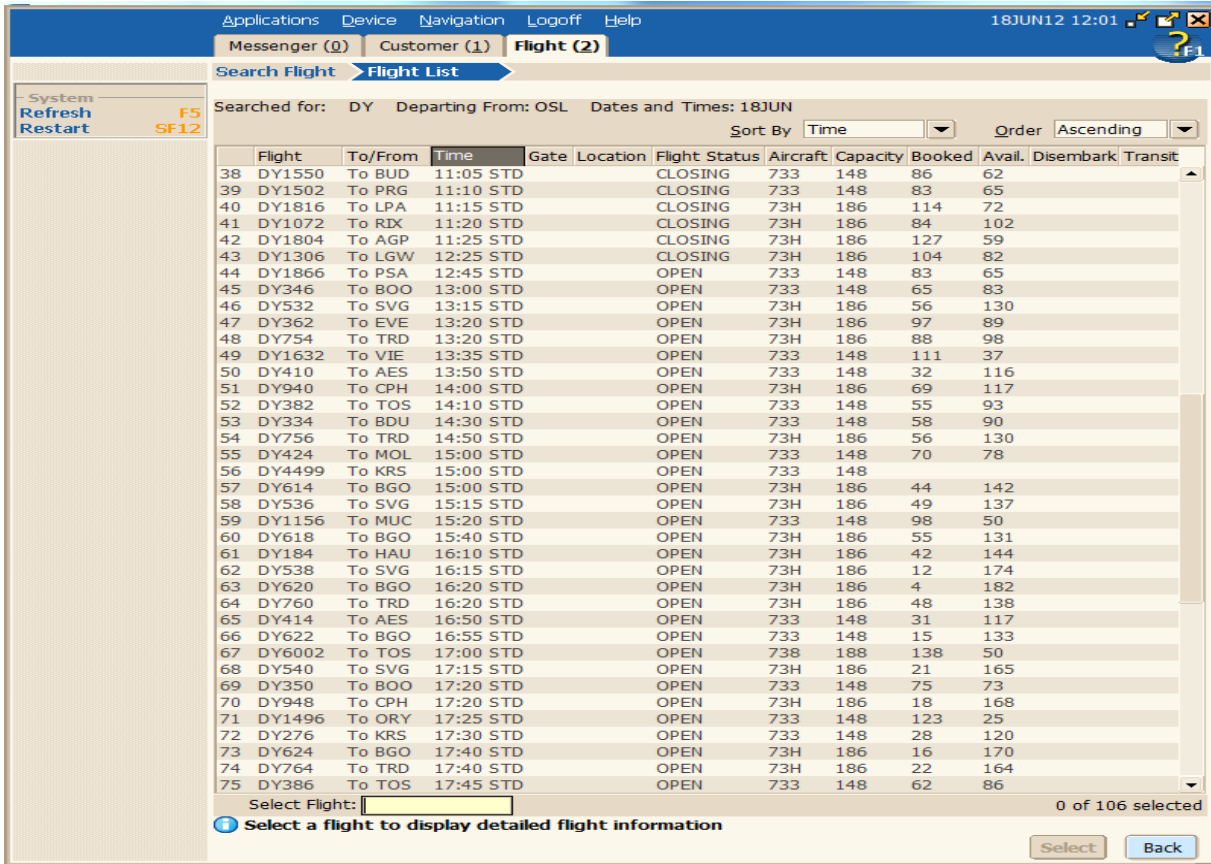
Use the Flight Information screen to display details of a flight. The system displays by default your airline carrier code, the current date and the three character airport code associated with your terminal



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

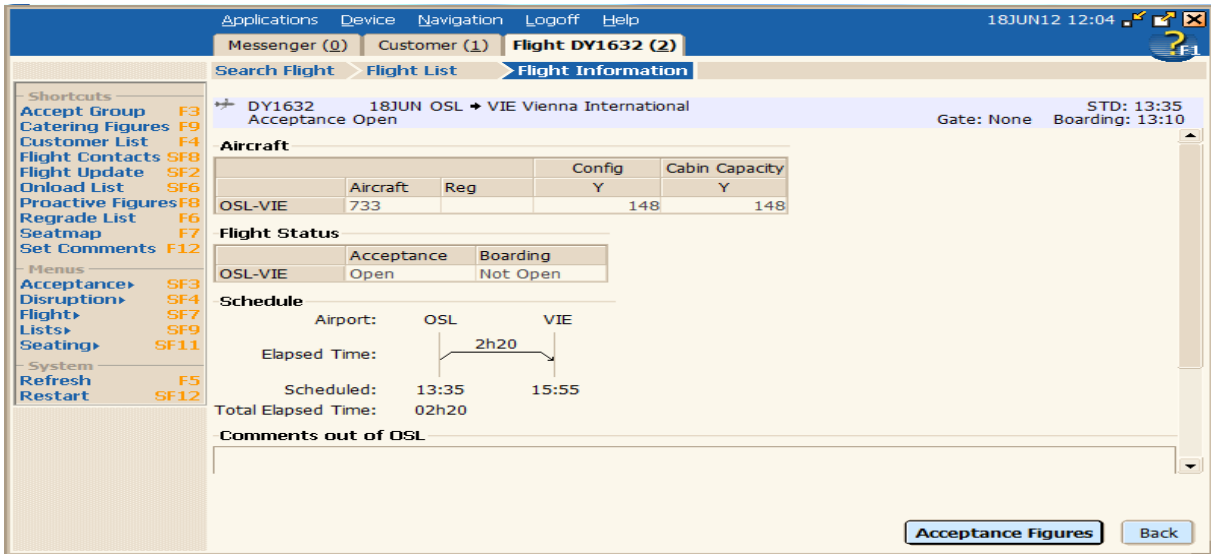


If you don't specify any criteria's, the flight range of the current date will display.



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

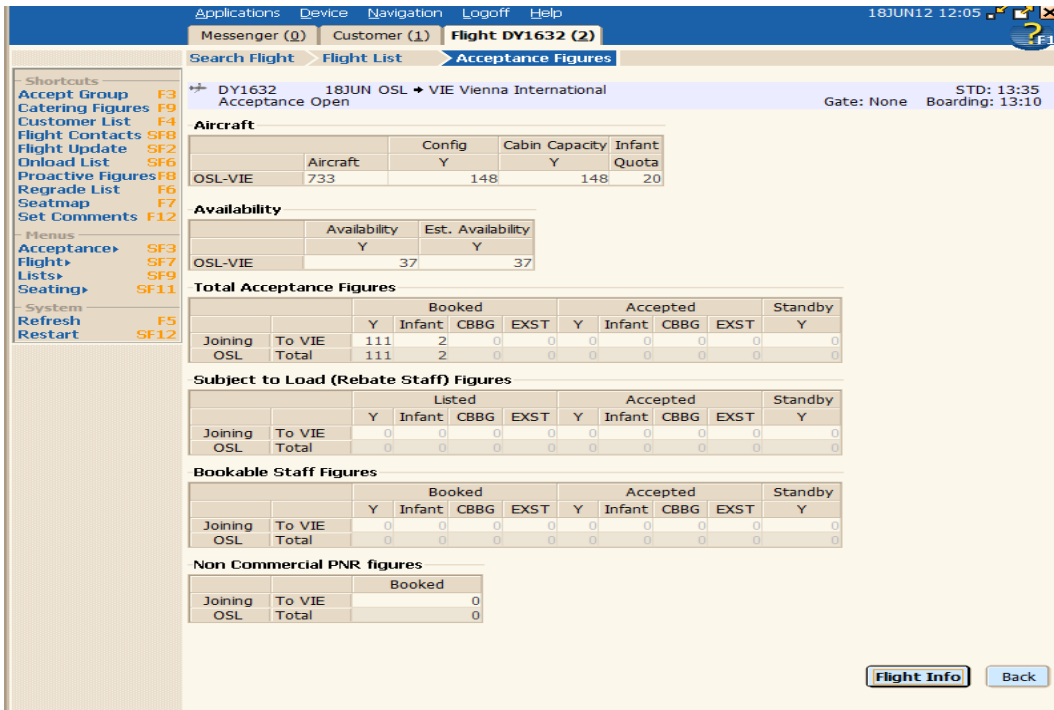
Displaying Flight Information



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.

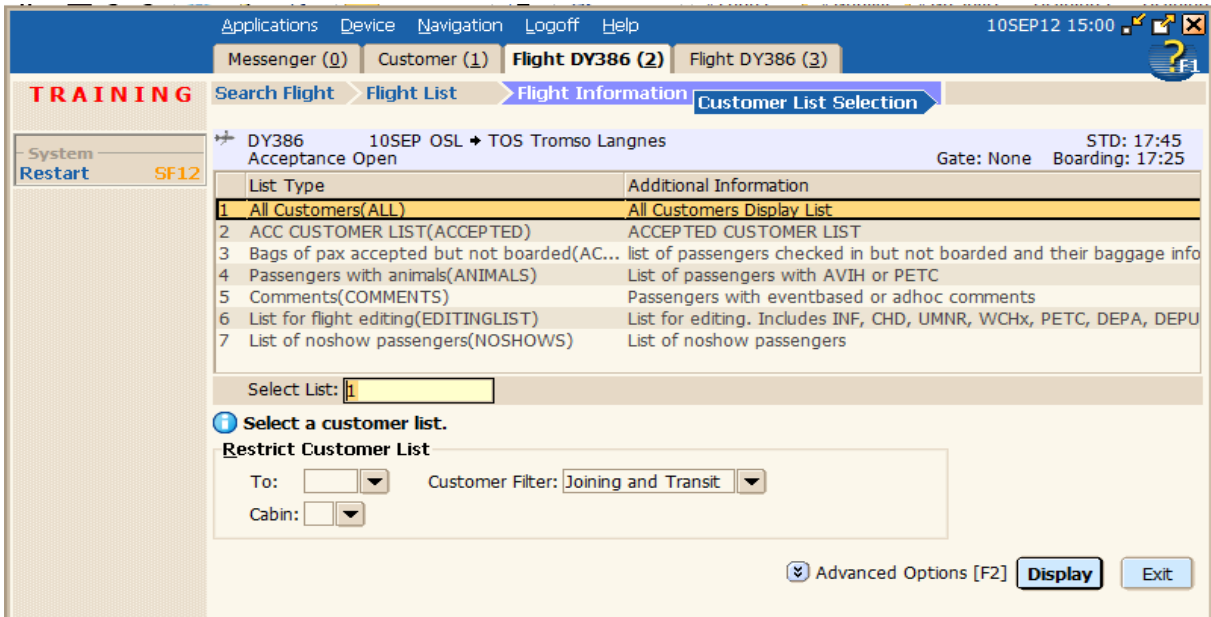


To close the Acceptance Figures screen, activate Flight Info button.

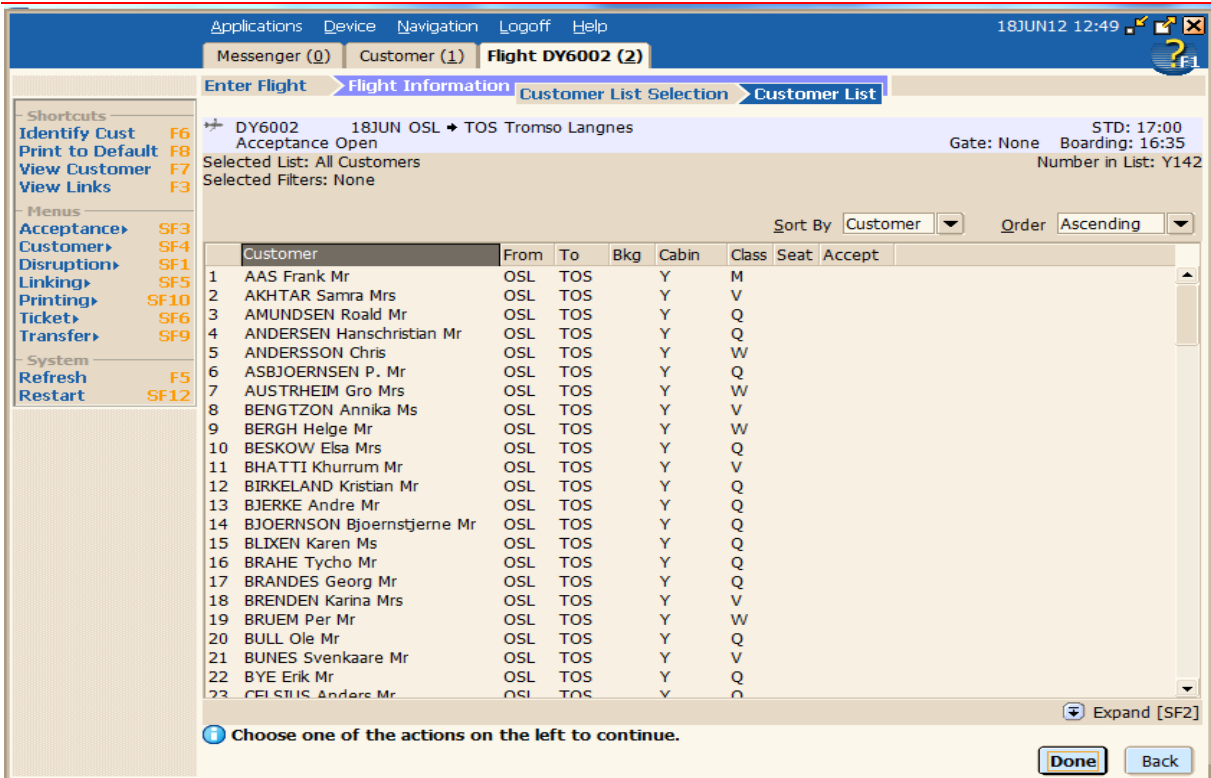
Customer Lists (F4)

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.

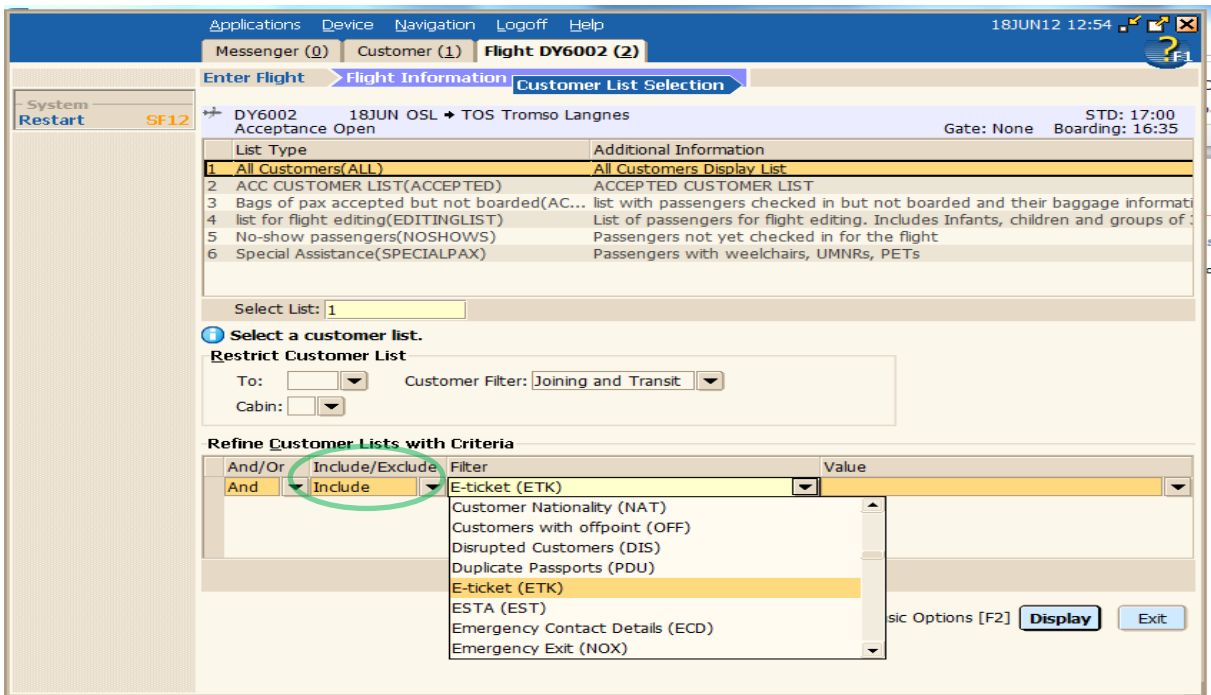


Press enter to Display the list over All Customers.

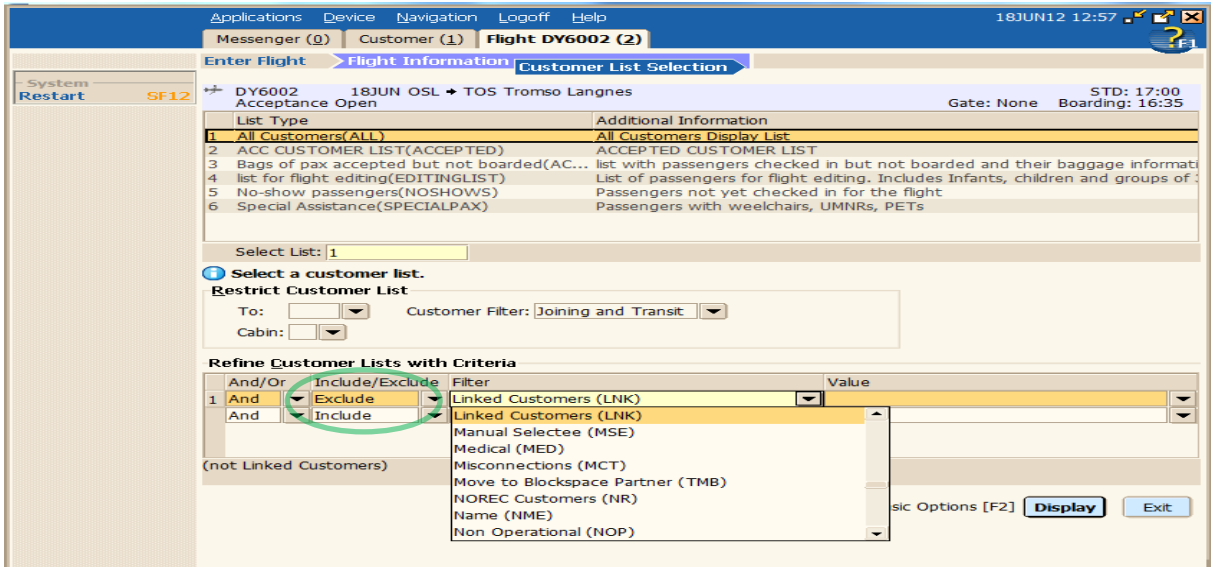


Customer Lists with Filters

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.



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



Display a list over all Customers that are not linked.

Combinations of all kind of lists are also possible:

| Refine Customer Lists with Criteria | | | | |
|-------------------------------------|--------|-----------------|------------------------|-------|
| | And/Or | Include/Exclude | Filter | Value |
| 1 | And | Include | E-ticket (ETK) | |
| 2 | And | Exclude | Linked Customers (LNK) | |
| | And | Include | | |

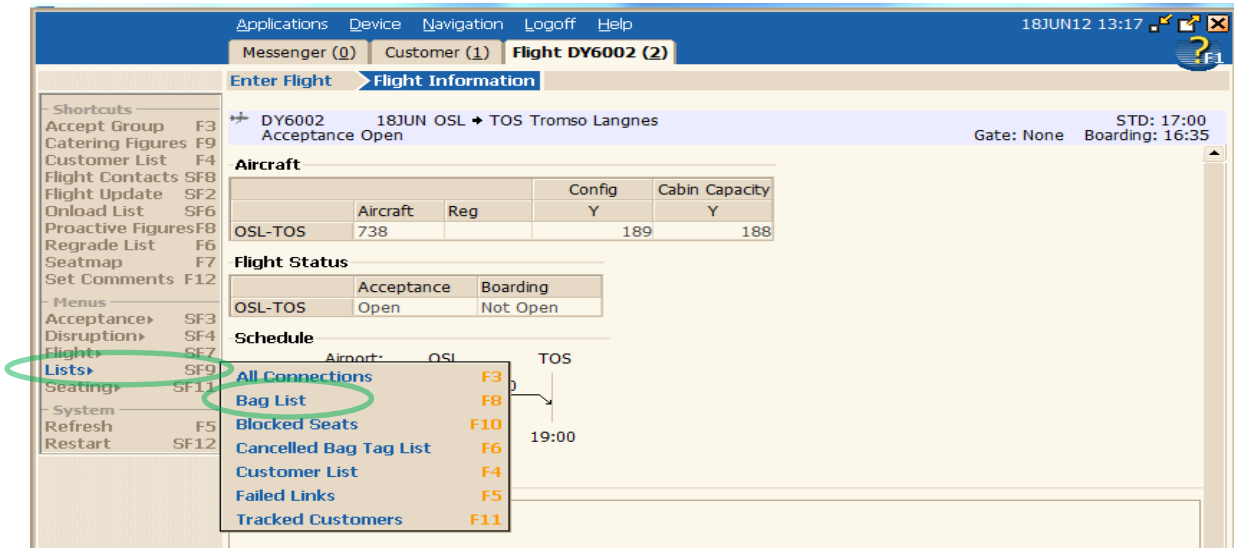
Display list over all Customers with an E-ticket that are not linked.

Display list with value

| Refine Customer Lists with Criteria | | | | |
|-------------------------------------|--------|-----------------|--------------------|-------|
| | And/Or | Include/Exclude | Filter | Value |
| 1 | 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.

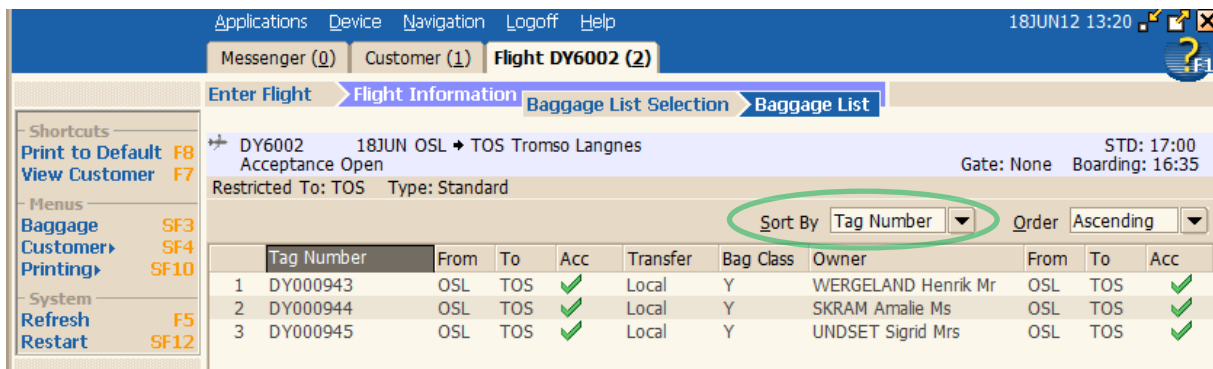
Display the Baggage List (Shift + F9)



The screenshot shows the flight information system interface for flight DY6002 (OSL to TOS Tromso Langnes). The 'Lists' menu is open, and 'Bag List' (F8) is highlighted. Other options in the menu include 'All Connections' (F3), 'Blocked Seats' (F10), 'Cancelled Bag Tag List' (F6), 'Customer List' (F4), 'Failed Links' (F5), and 'Tracked Customers' (F11). The background shows flight details such as aircraft type (738), configuration (Y), and cabin capacity (189).

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

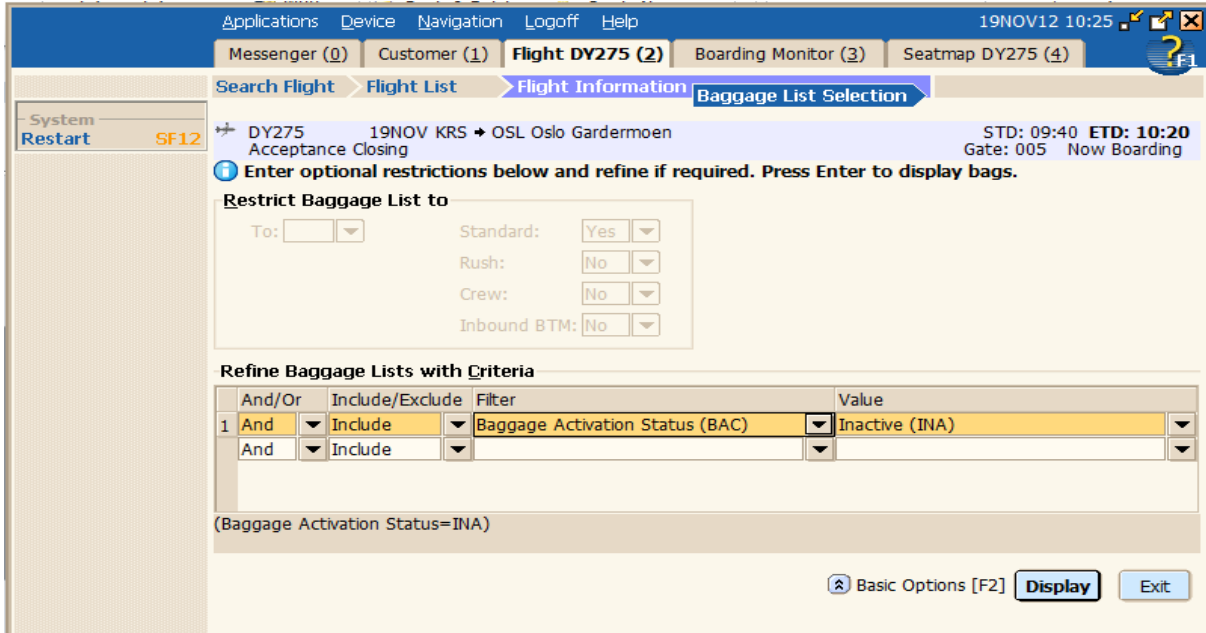
You can choose to display a list over all bags on the flight included onward baggage or just local bags.



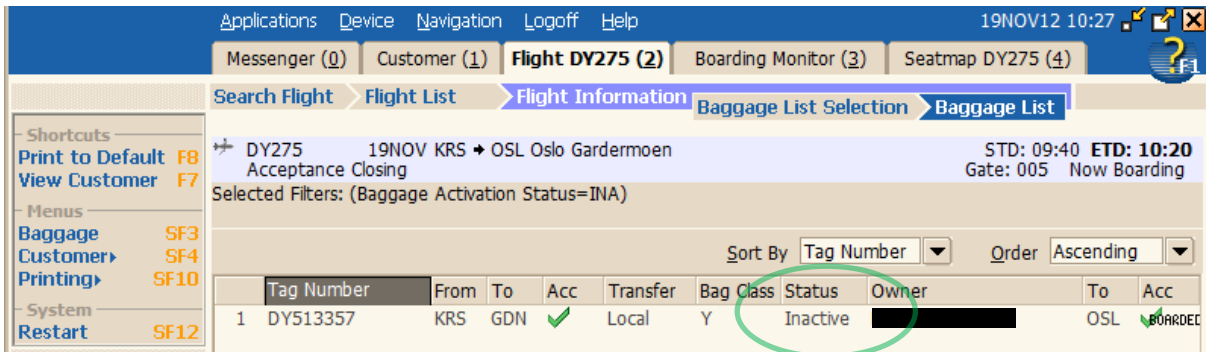
The list can be sorted By Tag number, Owner, From, To etc.

Inactive Bag Tags

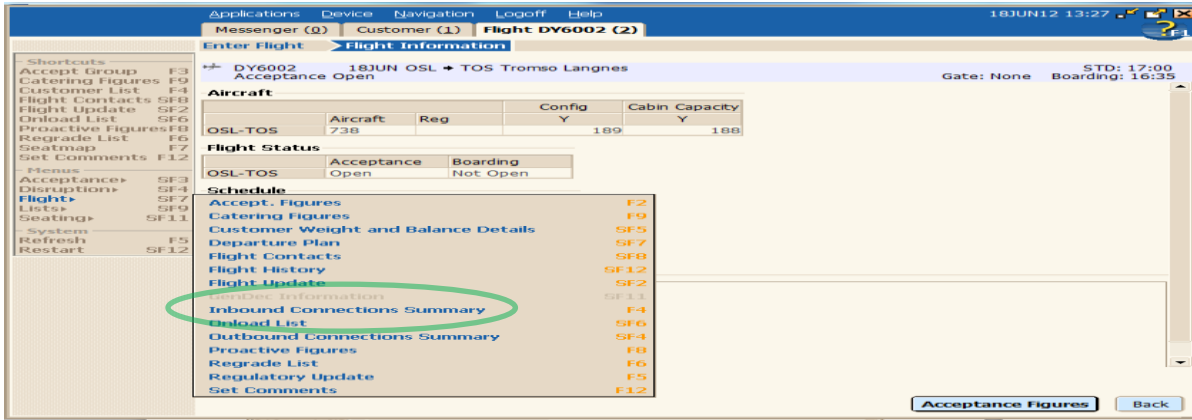
From the Bag List you can choose Advanced Options to display a list over inactive bag tags. Choose the Filter and Value below.



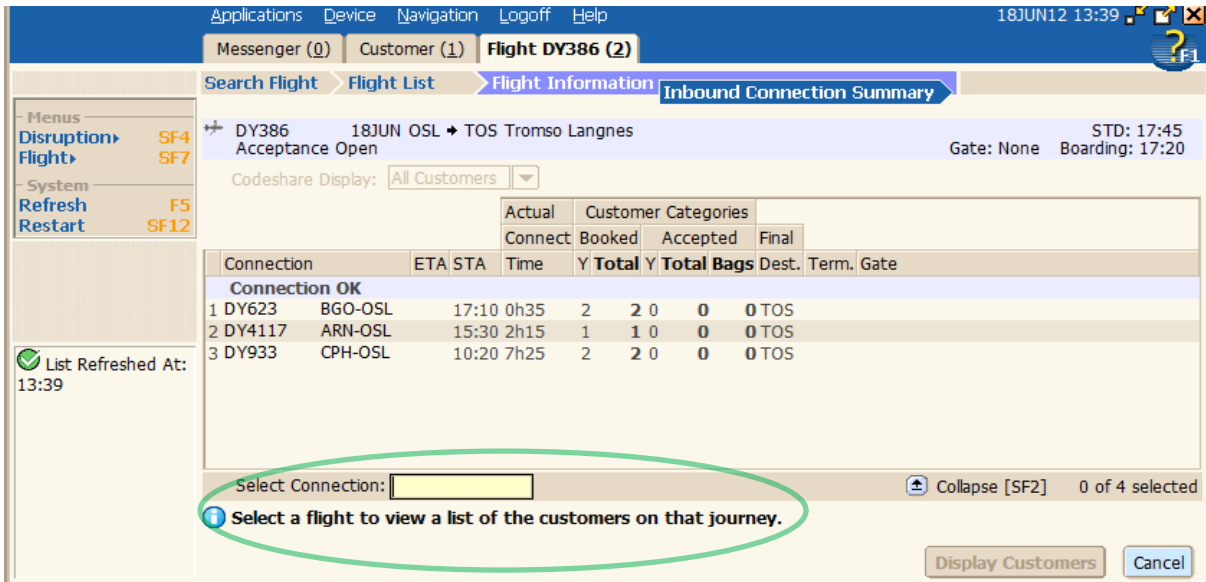
If you have any Tag numbers that is not been scanned it will look like this.



Displaying Inbound Connection Summary List

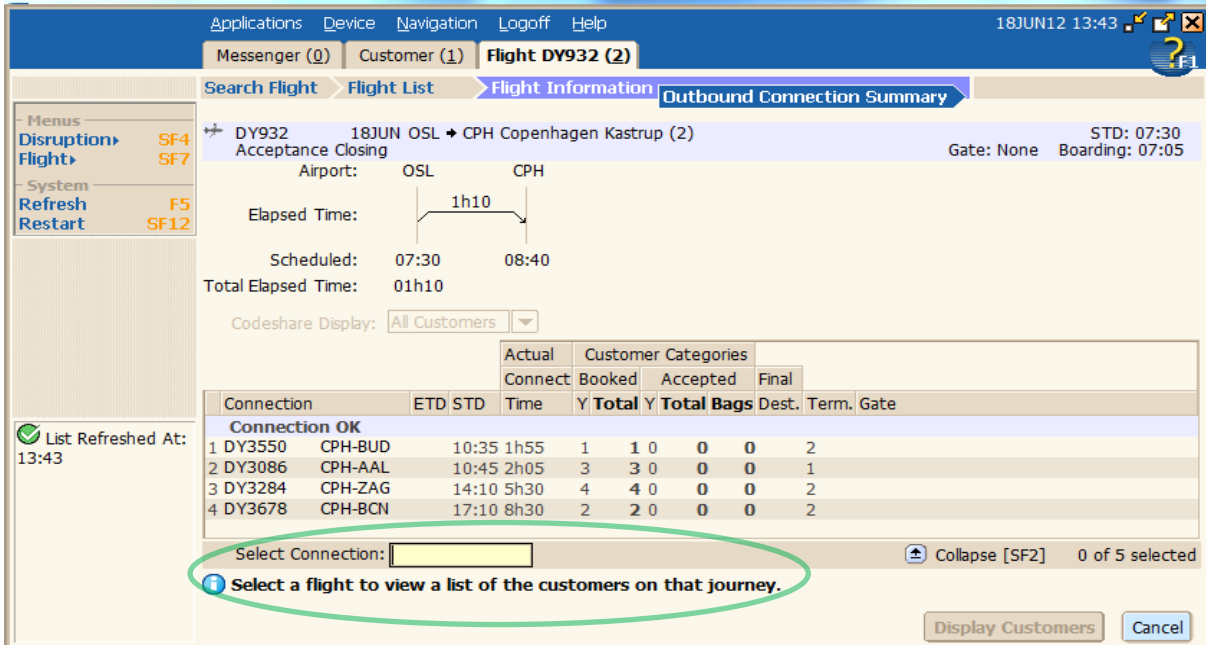


Under the Flight Menu, you find the Inbound Connection Summary List.



Outbound Connection Summary List

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



The screenshot shows the 'Outbound Connection Summary' window for flight DY932 on 18JUN. The flight route is OSL to CPH. The scheduled departure is 07:30 and arrival is 08:40, with an elapsed time of 1h10. A table below shows the connection summary for 4 flights:

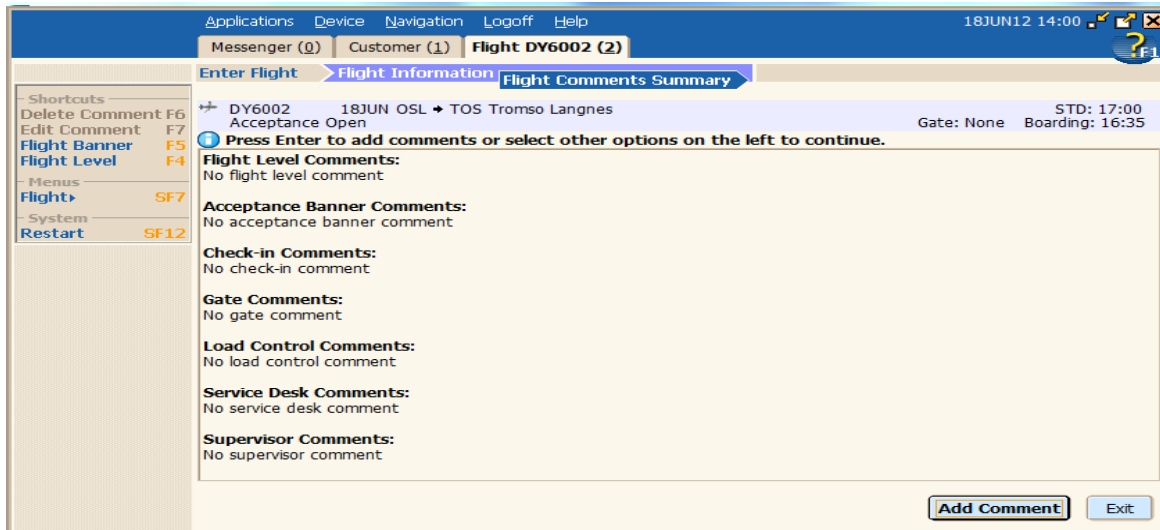
| Connection | ETD | STD | Time | Y | Total | Y | Total | Bags | Dest. | Term. | Gate |
|----------------------|--------|---------|-------|------|-------|---|-------|------|-------|-------|------|
| Connection OK | | | | | | | | | | | |
| 1 | DY3550 | CPH-BUD | 10:35 | 1h55 | 1 | 1 | 0 | 0 | 0 | 2 | |
| 2 | DY3086 | CPH-AAL | 10:45 | 2h05 | 3 | 3 | 0 | 0 | 0 | 1 | |
| 3 | DY3284 | CPH-ZAG | 14:10 | 5h30 | 4 | 4 | 0 | 0 | 0 | 2 | |
| 4 | DY3678 | CPH-BCN | 17:10 | 8h30 | 2 | 2 | 0 | 0 | 0 | 2 | |

At the bottom of the window, there is a 'Select Connection:' dropdown menu and a message: 'Select a flight to view a list of the customers on that journey.' A green circle highlights this message and the dropdown menu.

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

Flight Comments

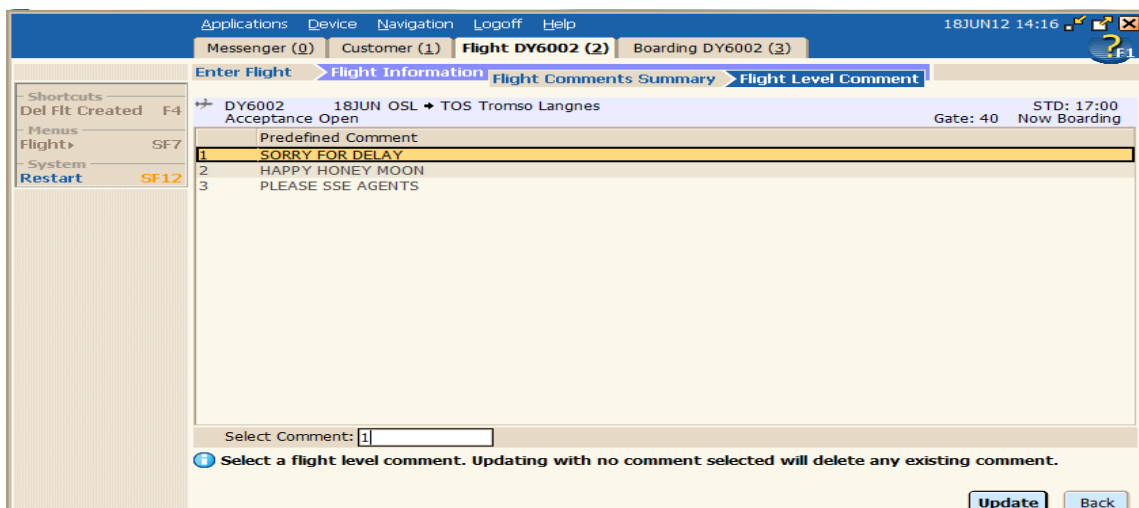
This topic explains how to add pre-defined flight-level comments, free-flow text comments and flight banner comments for a flight. Type (F12) from the Shortcut Menu to enter the Flight Comment Summary screen.



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.

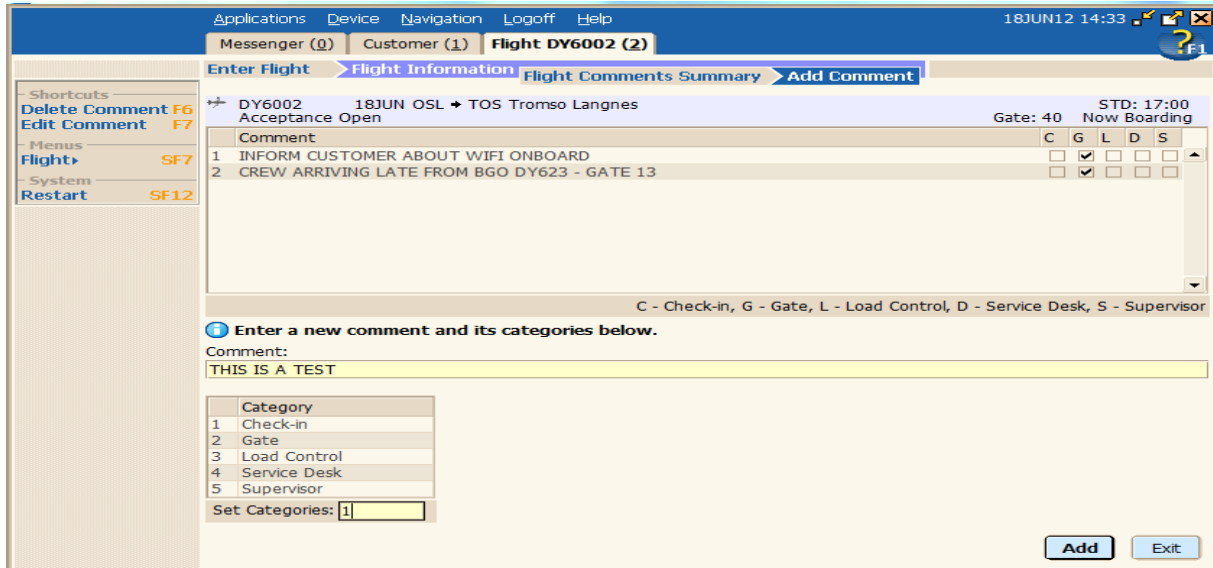


Type the line number in Selected Comment field and enter to Update. The pre-defined comments on Flight Level will be shown on the Flight Info screen. You can only add one pre-defined flight comment.

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.



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.

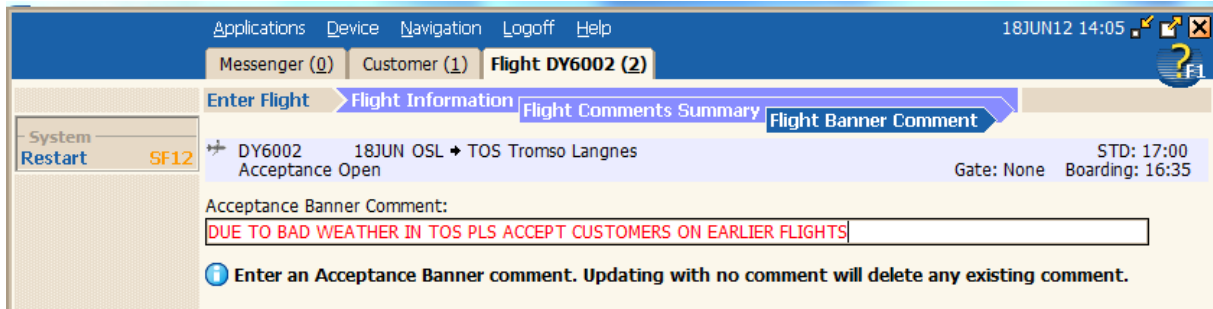
Press Enter to activate the Add button.

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

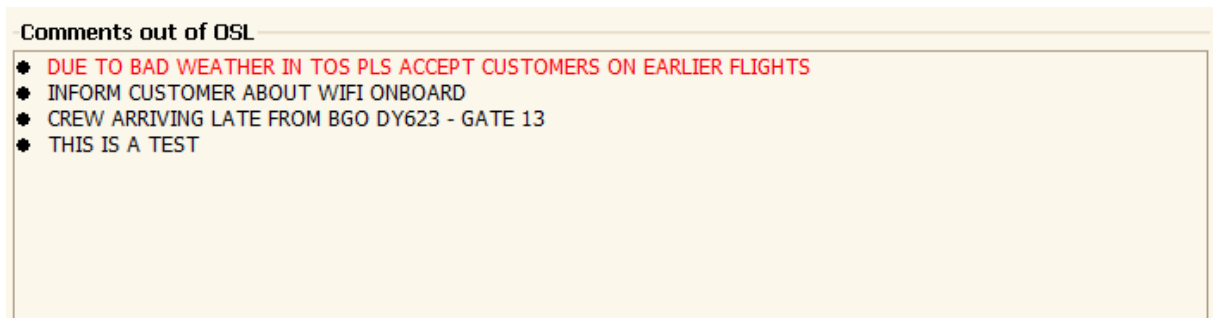
Ensure the Flight Comment Summary screen is displayed. Press (F5) to display the Flight Banner Comment screen.



Type the required text.

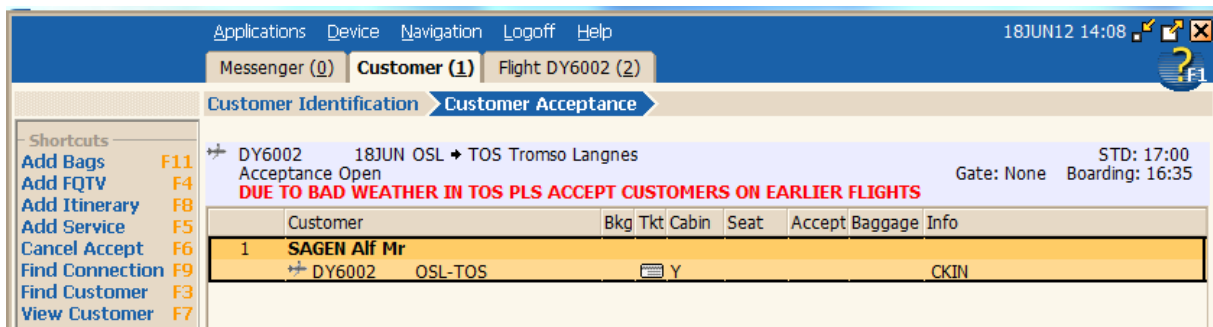
You can only add one flight banner comment. When you add a different flight banner comment, the application replaces the existing flight banner comment with new information.

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



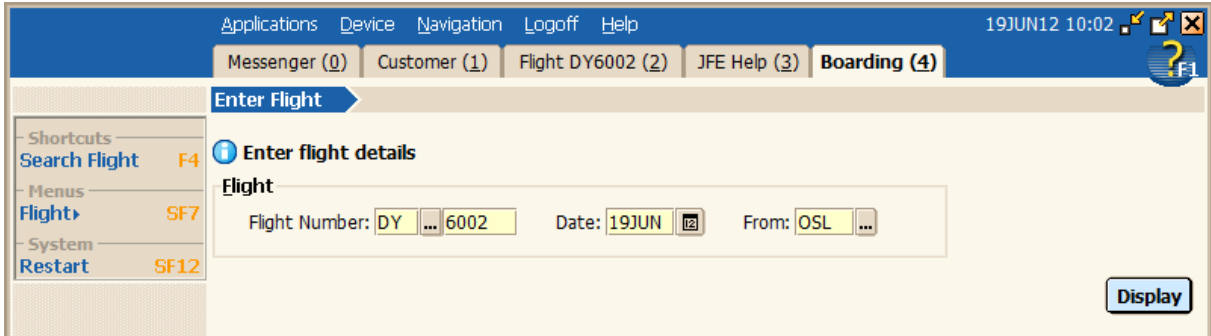
All comments will be visible in the Flight Info screen:

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



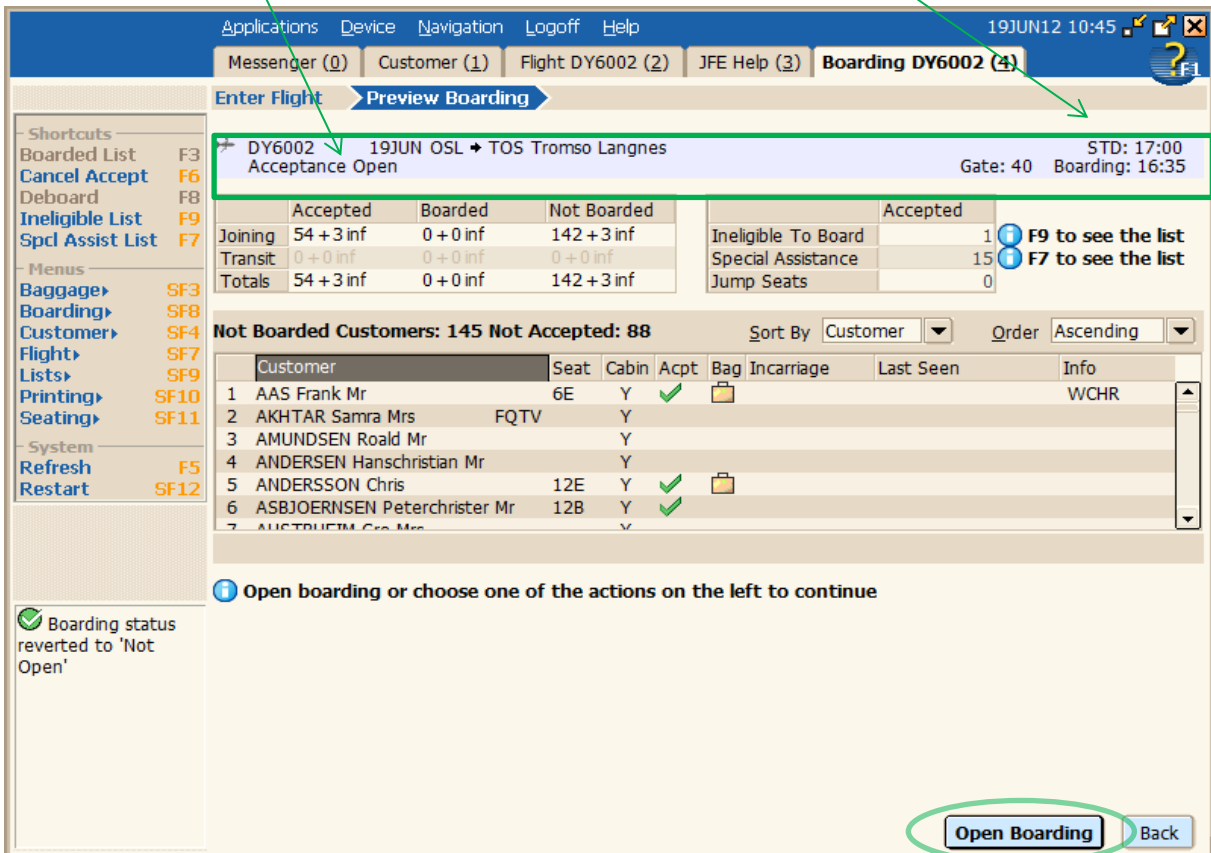
Boarding Application (Ctrl + B)

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



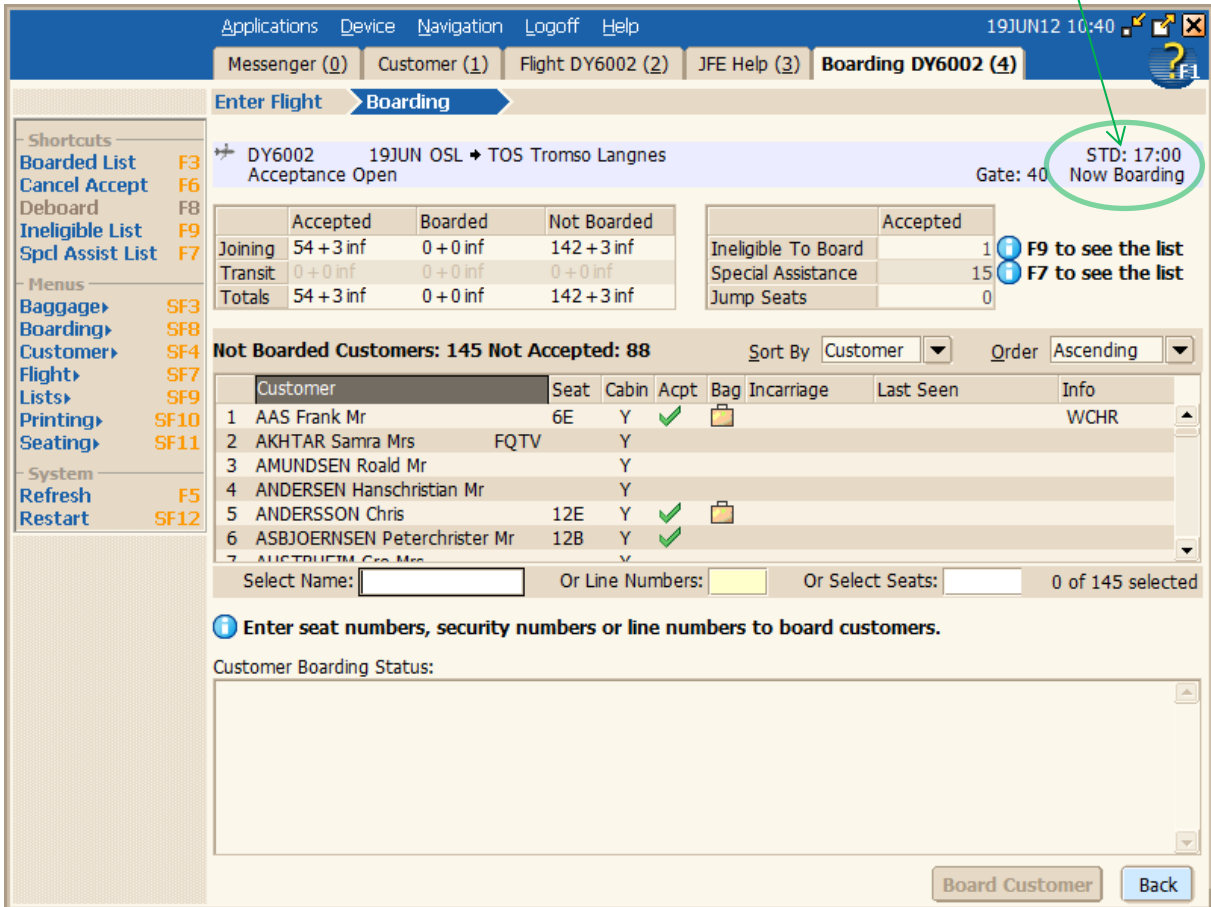
If boarding is not yet open, the Preview Boarding screen is displayed.

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.



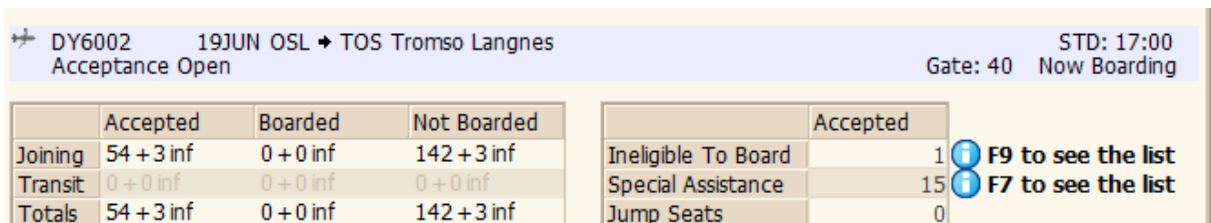
Activate Open Boarding by press Enter.

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



Acceptance and Boarding Figures

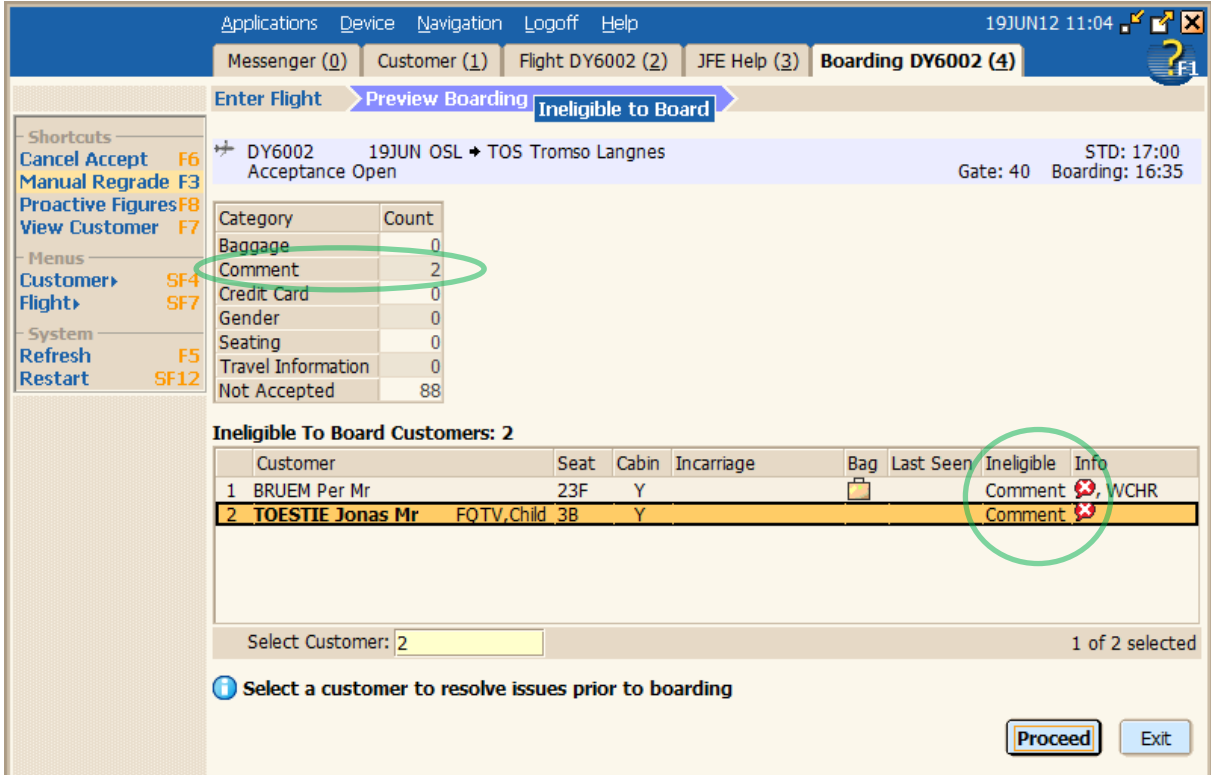
Below the flight information, the boarding screen contains two tables of figures; One for Customers accepted, boarded and not boarded, and one for Customers that are ineligible to board, require special assistance or have jump seats assigned to them.



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

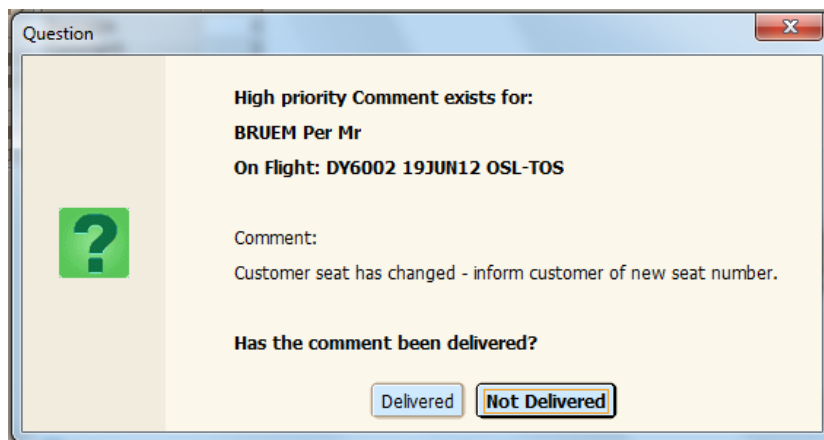
Ineligible to Board (F9)

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



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



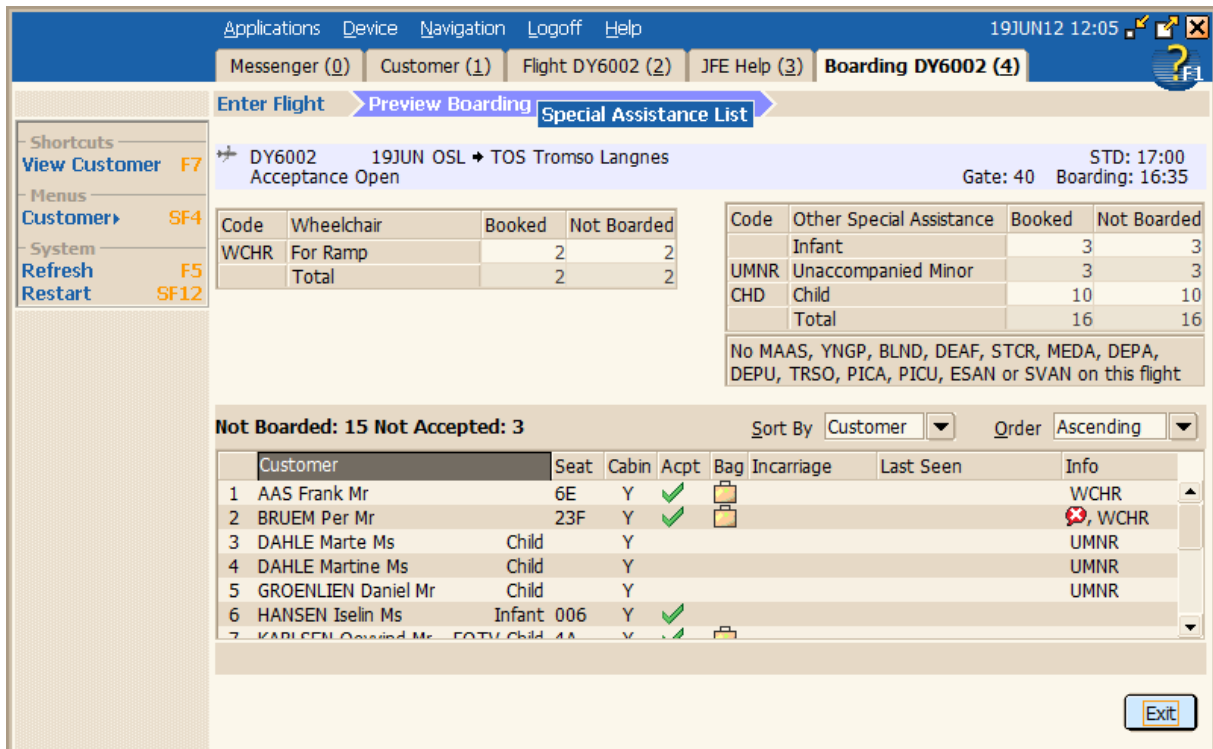
If the Customer is in front of you at this time you can inform him about the new seat and properly give him his new boarding pass with the correct seat. You can assign the issue as delivered – the customer will now be removed from the ineligible list.

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 right 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.



The screenshot shows the 'Special Assistance List' interface for flight DY6002. The flight information is: 19JUN OSL → TOS Tromsø Langnes, STD: 17:00, Gate: 40, Boarding: 16:35. The acceptance status is 'Open'.

Wheelchair Summary:

| Code | Wheelchair | Booked | Not Boarded |
|------|------------|--------|-------------|
| WCHR | For Ramp | 2 | 2 |
| | Total | 2 | 2 |

Other Special Assistance Summary:

| Code | Other Special Assistance | Booked | Not Boarded |
|------|--------------------------|--------|-------------|
| | Infant | 3 | 3 |
| UMNR | Unaccompanied Minor | 3 | 3 |
| CHD | Child | 10 | 10 |
| | Total | 16 | 16 |

Not Boarded: 15 Not Accepted: 3

Sort By: Customer | Order: Ascending

| Customer | Seat | Cabin | Acpt | Bag | Incarrage | Last Seen | Info |
|-----------------------|------------|-------|------|-----|-----------|-----------|---------|
| 1 AAS Frank Mr | 6E | Y | ✓ | 🧳 | | | WCHR |
| 2 BRUEM Per Mr | 23F | Y | ✓ | 🧳 | | | ✖, WCHR |
| 3 DAHLE Marte Ms | Child | Y | | | | | UMNR |
| 4 DAHLE Martine Ms | Child | Y | | | | | UMNR |
| 5 GROENLIEN Daniel Mr | Child | Y | | | | | UMNR |
| 6 HANSEN Iselin Ms | Infant 006 | Y | ✓ | | | | |
| 7 KARLSEN Oyvind Mr | Child 4A | Y | ✓ | 🧳 | | | |

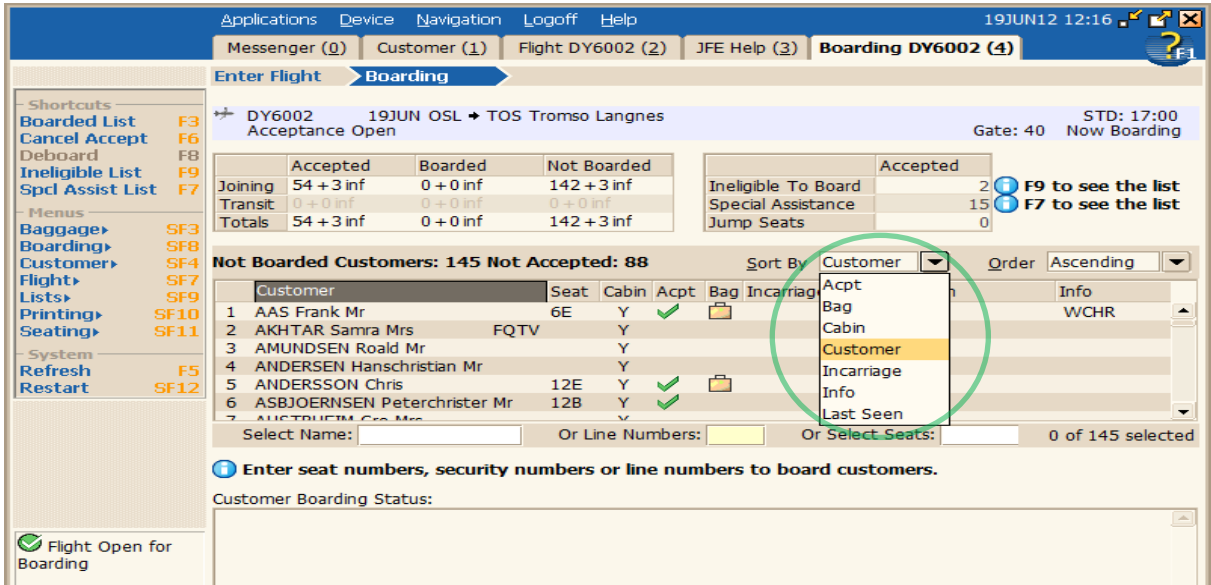
Exit button is visible at the bottom right.

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.

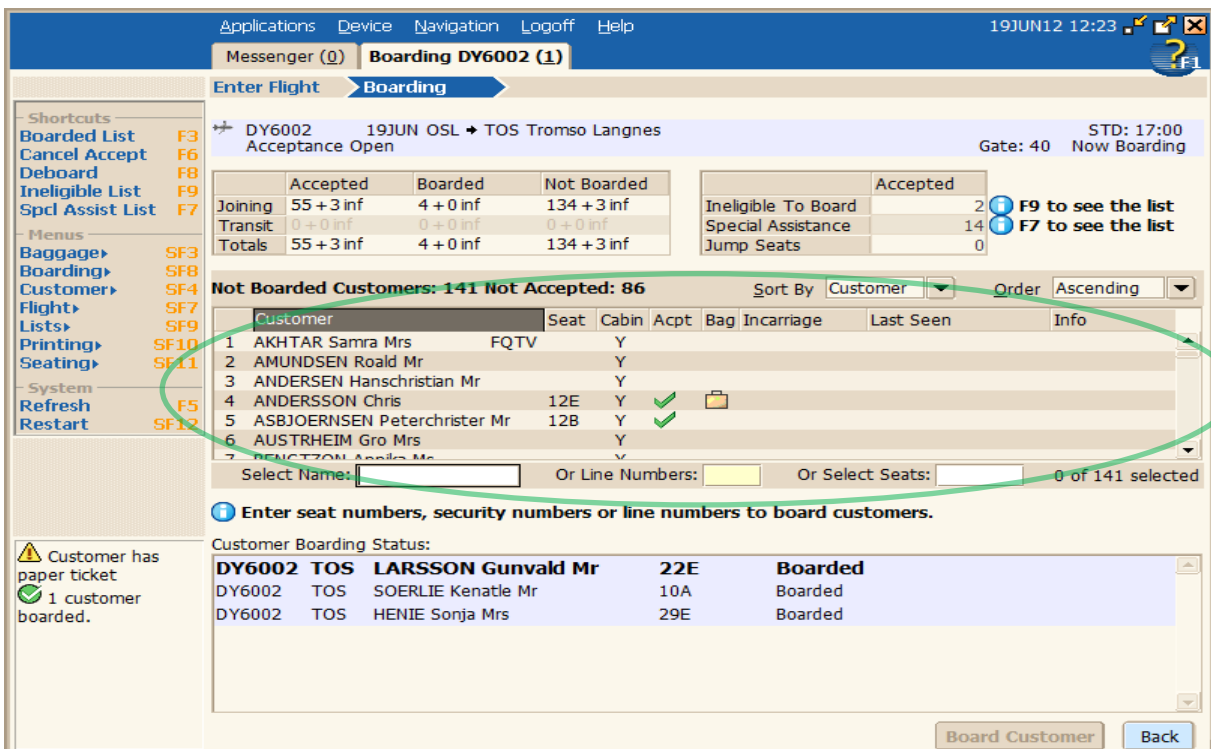
Boarding Customers

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:



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.



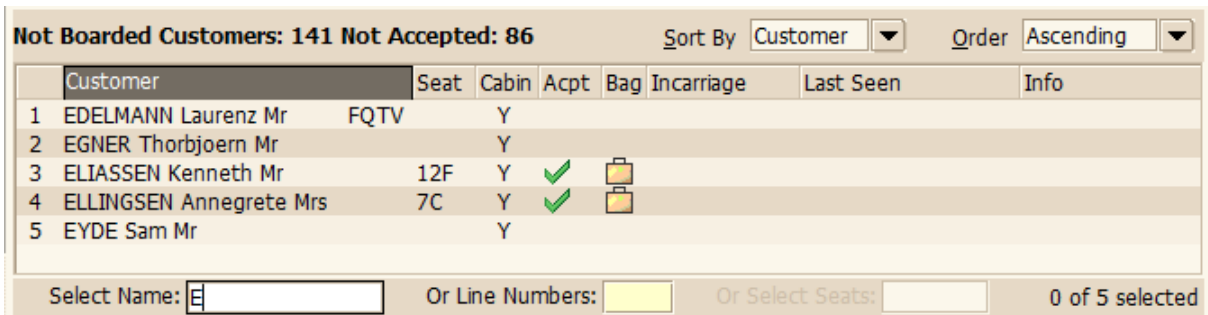
On all Norwegians flights the Not Boarded Customers table will show all passengers booked on the flight and you will easily see who has been accepted or not. This makes it easy for you to accept customers Straight to Gate.

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.

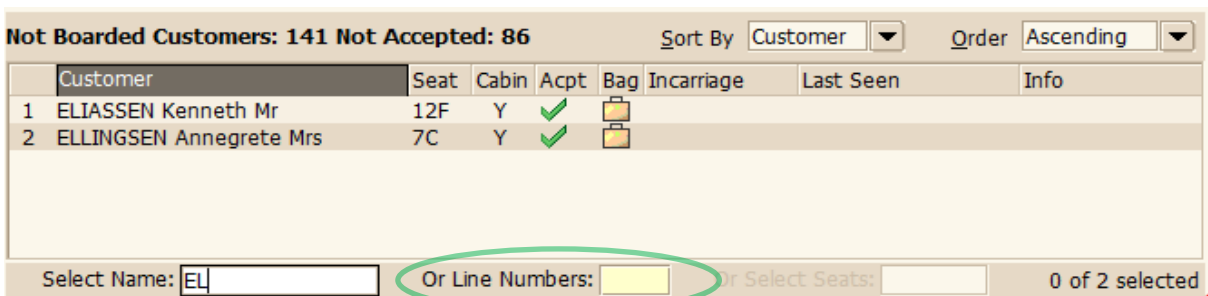
How to filter customers in the Not Boarded Customers screen:



| Not Boarded Customers: 141 Not Accepted: 86 | | Sort By | Customer | Order | 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 | ✓ | 🧳 | | |
| 4 | ELLINGSEN Annegrete Mrs | 7C | Y | ✓ | 🧳 | | |
| 5 | EYDE Sam Mr | | Y | | | | |

Select Name: Or Line Numbers: Or Select Seats: 0 of 5 selected

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 Accepted: 86 | | Sort By | Customer | Order | Ascending | | |
|---|-------------------------|---------|----------|-------|------------|-----------|------|
| Customer | Seat | Cabin | Acpt | Bag | Incarriage | Last Seen | Info |
| 1 | ELIASSEN Kenneth Mr | 12F | Y | ✓ | 🧳 | | |
| 2 | ELLINGSEN Annegrete Mrs | 7C | Y | ✓ | 🧳 | | |

Select Name: **Or Line Numbers:** Or Select Seats: 0 of 2 selected

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.

Not Boarded Customers: 140 Not Accepted: 86 Sort By **Customer** Order **Ascending**

| Customer | Seat | Cabin | Acpt | Bag | Incarriage | Last Seen | Info |
|---------------------------|------|-------|------|-----|------------|-----------|------|
| 1 ELLINGSEN Annegrete Mrs | 7C | Y | ✓ | 🧳 | | | |

Select Name: Or Line Numbers: Or Select Seats: 0 of 1 selected

Enter seat numbers, security numbers or line numbers to board customers.

Customer Boarding Status:

| | | |
|---------------------------------------|------------|----------------|
| DY6002 TOS ELIASSEN Kenneth Mr | 12F | Boarded |
| DY6002 TOS LARSSON Gunvald Mr | 22E | Boarded |
| DY6002 TOS SOERLIE Kenatle Mr | 10A | Boarded |
| DY6002 TOS HENIE Sonja Mrs | 29E | Boarded |

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.

Applications Device Navigation Logoff Help 19JUN12 14:34

Messenger (0) **Boarding DY6002 (1)** Customer (2) Reservations (3)

Enter Flight **Boarding**

✚ DY6002 19JUN OSL → TOS Tromso Langnes STD: 17:00
Acceptance Closing Gate: 40 Now Boarding

| | Accepted | Boarded | Not Boarded | Accepted |
|---------|-------------|-------------|-------------|-----------------------|
| Joining | 141 + 3 inf | 142 + 3 inf | 0 + 0 inf | Ineligible To Board 0 |
| Transit | 0 + 0 inf | 0 + 0 inf | 0 + 0 inf | Special Assistance 0 |
| Totals | 141 + 3 inf | 142 + 3 inf | 0 + 0 inf | Jump Seats 0 |

Not Boarded Customers: 0 Not Accepted: 0 Sort By **Customer** Order **Ascending**

| Customer | Seat | Cabin | Acpt | Bag | Incarriage | Last Seen | Info |
|-------------------------------------|------------|----------------|------|-----|------------|-----------|------|
| DY6002 TOS TRESTAKK Kari Mrs | 21F | Boarded | | | | | |
| DY6002 TOS MANUS Max Mr | 24D | Boarded | | | | | |
| DY6002 TOS LAGERLOEF Selma Mrs | 6F | Boarded | | | | | |
| DY6002 TOS KROGH Christian Mr | 20E | Boarded | | | | | |
| DY6002 TOS KROHG Oda Mrs | 19F | Boarded | | | | | |
| DY6002 TOS MUNCH Edvard Mr | 20A | Boarded | | | | | |
| DY6002 TOS WERGELAND Henrik Mr | 18B | Boarded | | | | | |

All customers are boarded. Press enter to close boarding.

Customer Boarding Status:

⚠ Customer has paper ticket
✓ 1 customer boarded.

Close Boarding Back

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

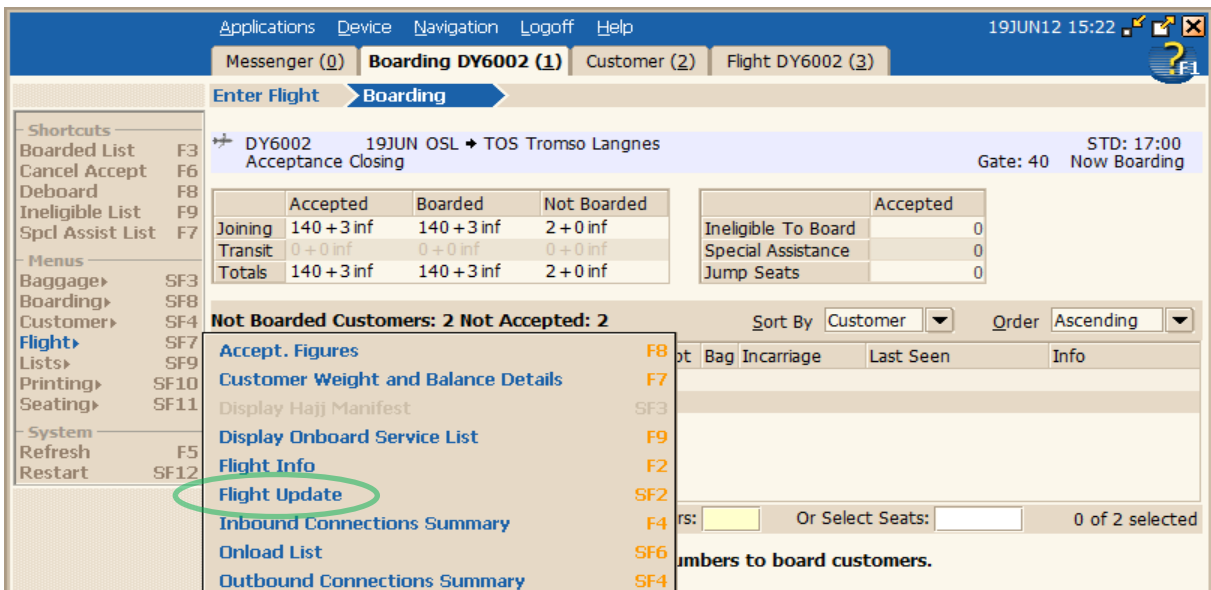
- 24 hours The flight will open for acceptance
- 30 minutes The flight will close for acceptance at check-in

Long Haul

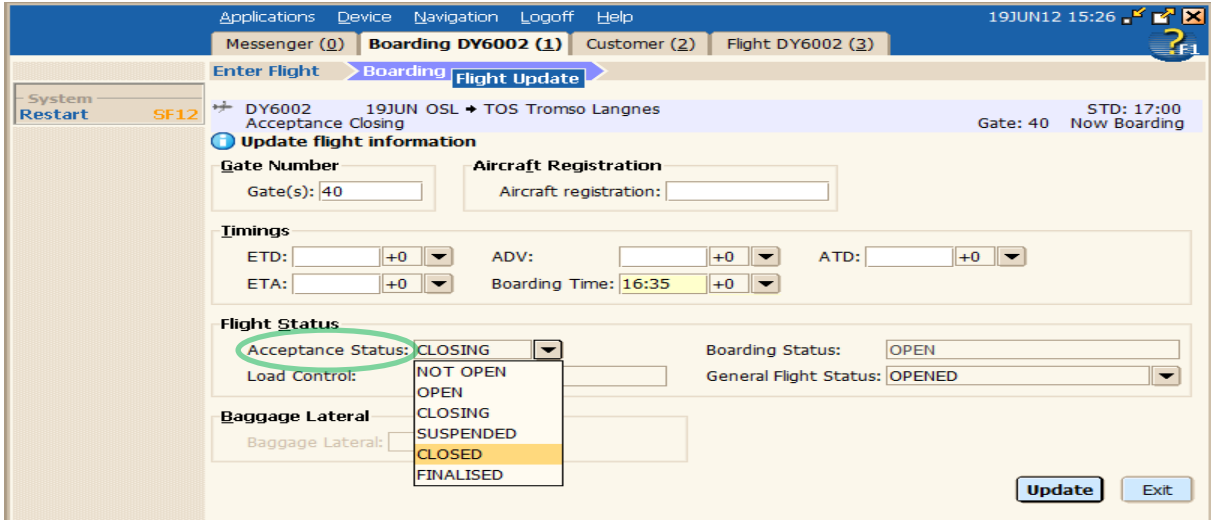
- 24 hours The flight will open for acceptance
- 45 minutes The flight will close for acceptance at check-in

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

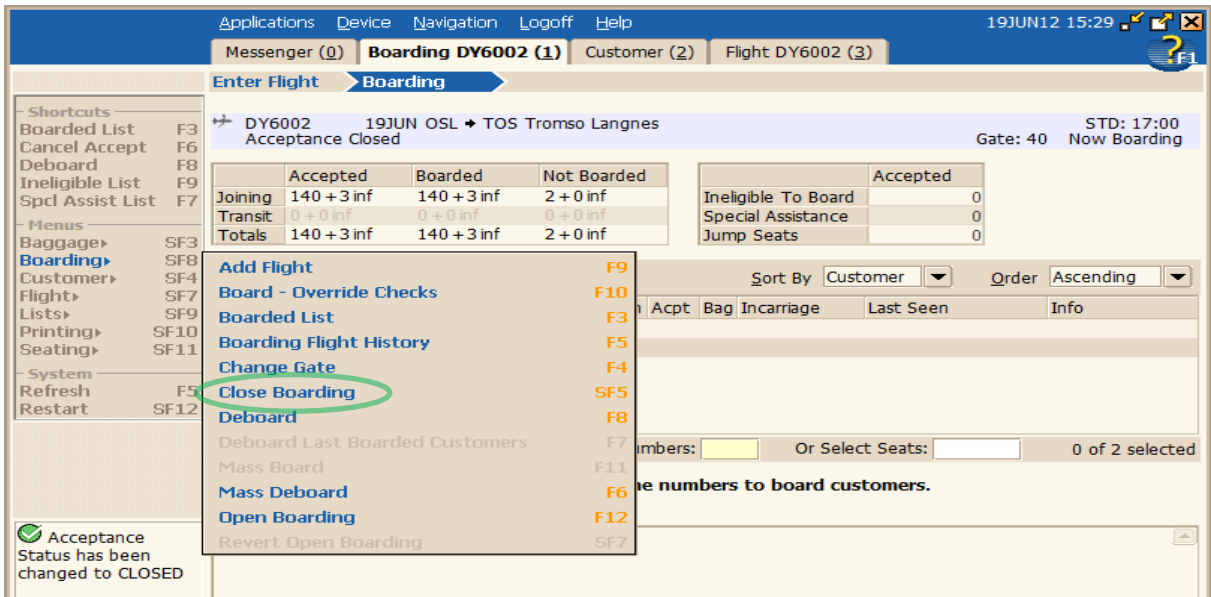
To access the Flight Update screen you have to access the Flight Menu. You can do this either from the Flight Application or Boarding Application.



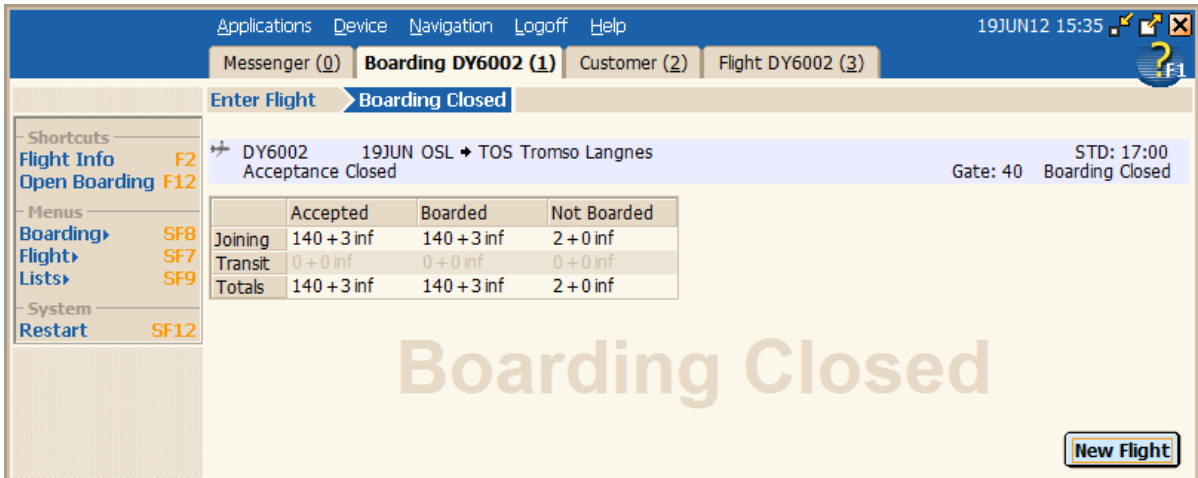
Here it is done from the Boarding Application, but it will be the exact same shortcuts through the Flight Application to Shift + (F7) and then Shift + (F2).



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.



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



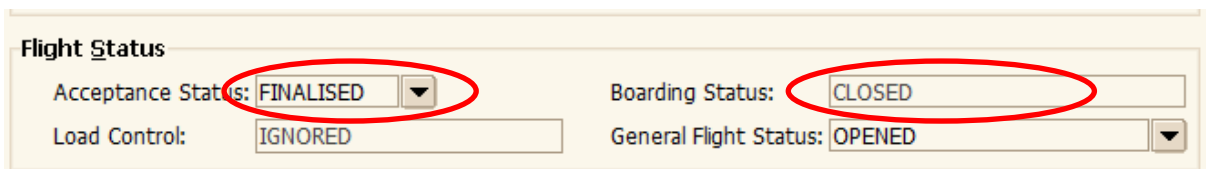
Finalize Flights

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.

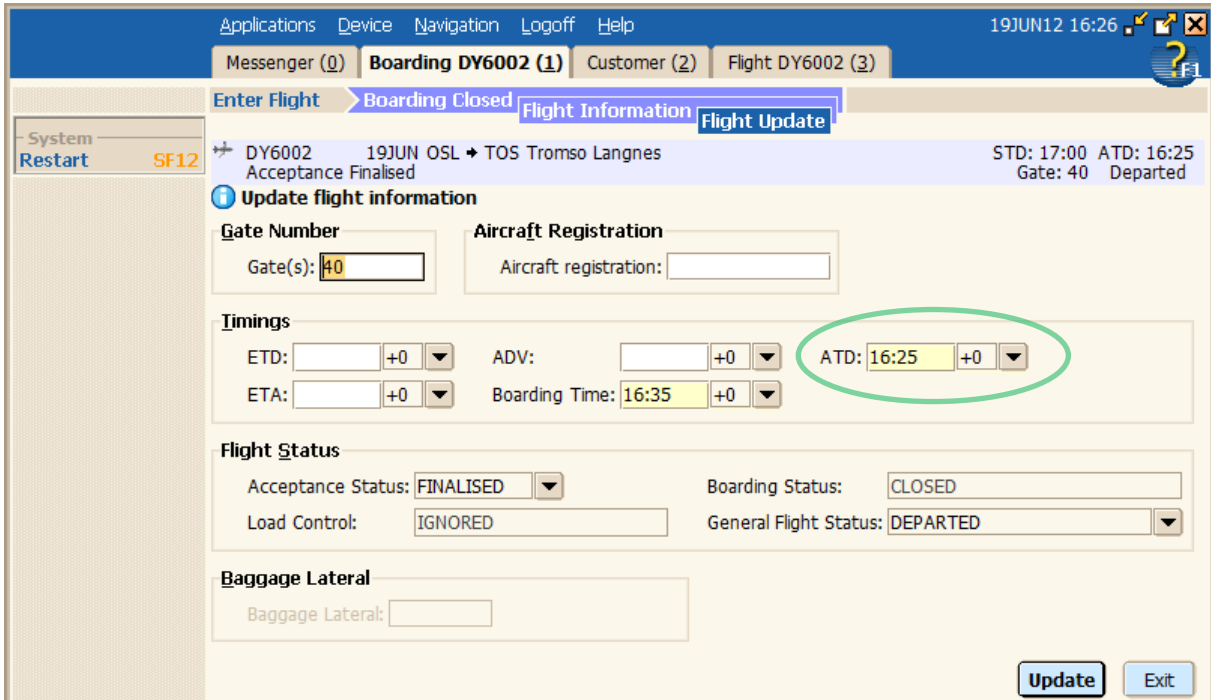


IT IS YOUR RESPONSIBILITY AS A GATE MANAGER TO BE SURE YOUR FLIGHT HAS THE RIGHT STATUS WHEN YOU LEAVE THE GATE.

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

Flight Departed

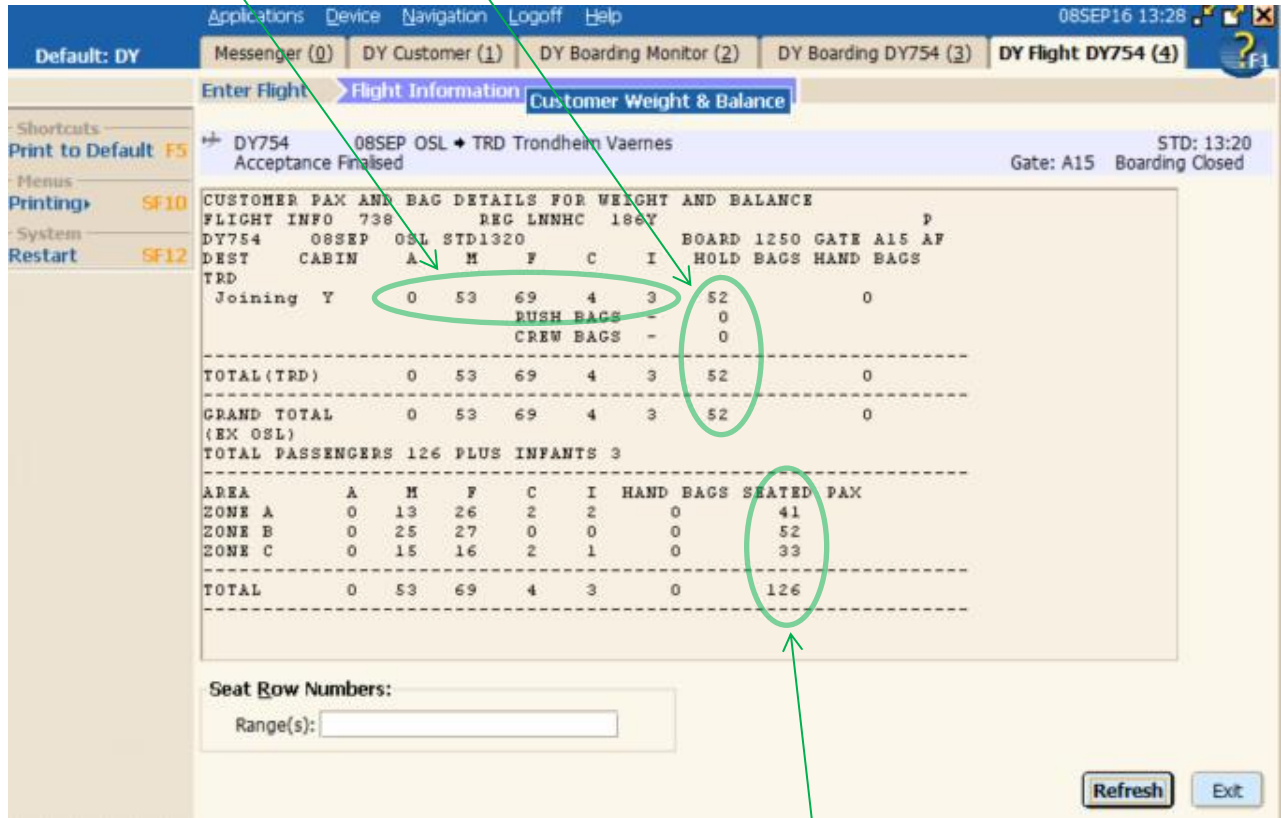
If you have to set the ATD manually, open the Flight Update and type the ATD time. Enter Update and the flight will have the status Departed.



The screenshot shows the 'Flight Update' tab in the software interface. The flight details are: DY6002, 19JUN OSL → TOS Tromso Langnes, STD: 17:00, ATD: 16:25, Gate: 40, and status: Departed. The 'Update flight information' section contains fields for Gate Number (40) and Aircraft Registration. The 'Timings' section includes ETD, ADV, ATD (16:25, highlighted with a green circle), ETA, and Boarding Time (16:35). The 'Flight Status' section shows Acceptance Status: FINALISED, Boarding Status: CLOSED, Load Control: IGNORED, and General Flight Status: DEPARTED. The 'Baggage Lateral' field is empty. 'Update' and 'Exit' buttons are at the bottom right.

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.



Applications Device Navigation Logoff Help 08SEP16 13:28

Default: DY Messenger (0) DY Customer (1) DY Boarding Monitor (2) DY Boarding DY754 (3) DY Flight: DY754 (4)

Enter Flight Flight Information Customer Weight & Balance

DY754 08SEP OSL + TRD Trondheim Vaernes STD: 13:20
 Acceptance Finalised Gate: A15 Boarding Closed

CUSTOMER PAX AND BAG DETAILS FOR WEIGHT AND BALANCE
 FLIGHT INFO 738 REG LNNHC 186Y P
 DY754 08SEP OSL STD1320 BOARD 1250 GATE A15 AF
 DEST CABIN A M F C I HOLD BAGS HAND BAGS

| TRD | Joining | Y | A | M | F | C | I | HOLD BAGS | HAND BAGS |
|-------------------------------------|---------|----|----|----|----|-----------|------------|-----------|-----------|
| | | | 0 | 53 | 69 | 4 | 3 | 52 | 0 |
| | | | | | | | | RUSH BAGS | 0 |
| | | | | | | | | CREW BAGS | 0 |
| ----- | | | | | | | | | |
| TOTAL (TRD) | | | 0 | 53 | 69 | 4 | 3 | 52 | 0 |
| ----- | | | | | | | | | |
| GRAND TOTAL | | | 0 | 53 | 69 | 4 | 3 | 52 | 0 |
| ----- | | | | | | | | | |
| TOTAL PASSENGERS 126 PLUS INFANTS 3 | | | | | | | | | |
| ----- | | | | | | | | | |
| AREA | A | M | F | C | I | HAND BAGS | SEATED PAX | | |
| ZONE A | 0 | 13 | 26 | 2 | 2 | 0 | 41 | | |
| ZONE B | 0 | 25 | 27 | 0 | 0 | 0 | 52 | | |
| ZONE C | 0 | 15 | 16 | 2 | 1 | 0 | 33 | | |
| ----- | | | | | | | | | |
| TOTAL | 0 | 53 | 69 | 4 | 3 | 0 | 126 | | |
| ----- | | | | | | | | | |

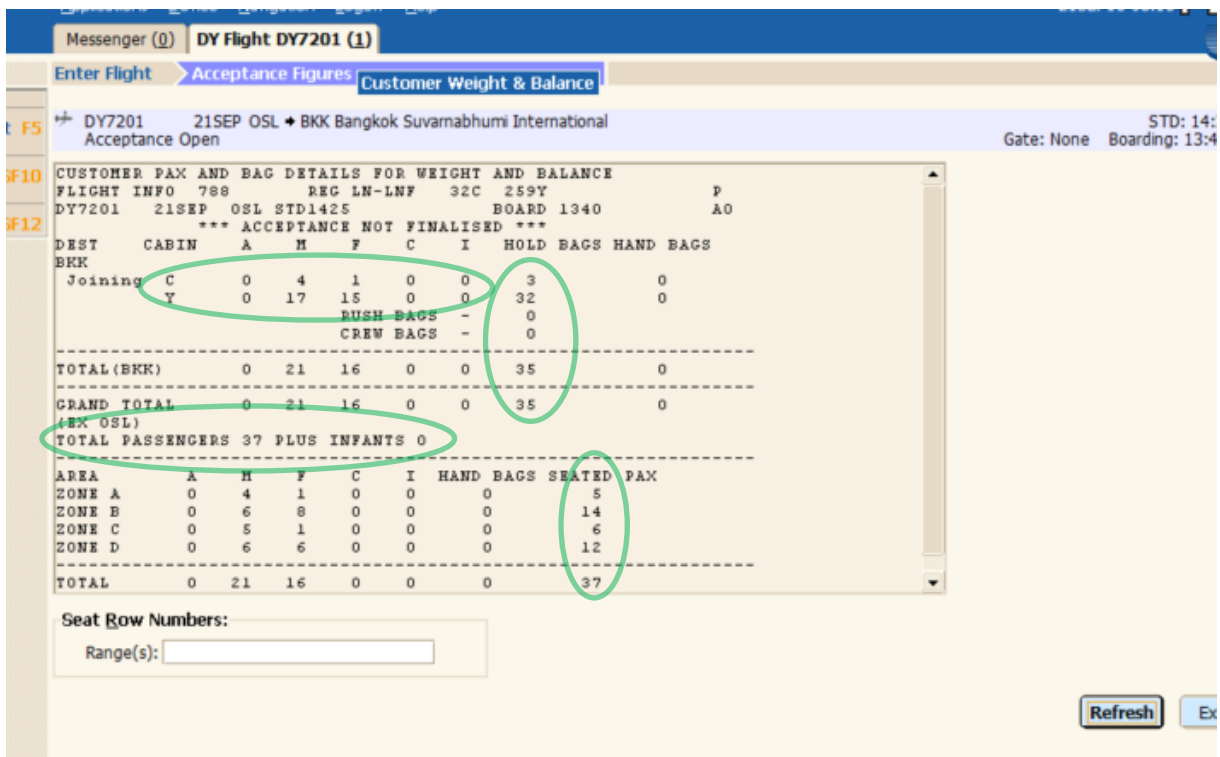
Seat Row Numbers:
 Range(s):

Refresh Exit

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.

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, independent of which cabin the customers is sitting in.



Messenger (0) **DY Flight DY7201 (1)**

Enter Flight > Acceptance Figures **Customer Weight & Balance**

F5 DY7201 21SEP OSL → BKK Bangkok Suvarnabhumi International STD: 14: Gate: None Boarding: 13:4
Acceptance Open

F10 CUSTOMER PAX AND BAG DETAILS FOR WEIGHT AND BALANCE
FLIGHT INFO 788 REG LN-LNF 32C 259Y P
DY7201 21SEP OSL STD1425 BOARD 1340 AO

F12 *** ACCEPTANCE NOT FINALISED ***

| DEST | CABIN | A | M | F | C | I | HOLD BAGS | HAND BAGS |
|------------------------------------|-----------|---|----|----|---|-----------|------------|-----------|
| BKK | Joining C | 0 | 4 | 1 | 0 | 0 | 3 | 0 |
| | Y | 0 | 17 | 15 | 0 | 0 | 32 | 0 |
| | | | | | | | RUSH BAGS | 0 |
| | | | | | | | CREW BAGS | 0 |
| ----- | | | | | | | | |
| TOTAL (BKK) | | 0 | 21 | 16 | 0 | 0 | 35 | 0 |
| ----- | | | | | | | | |
| GRAND TOTAL | | 0 | 21 | 16 | 0 | 0 | 35 | 0 |
| ----- | | | | | | | | |
| TOTAL PASSENGERS 37 PLUS INFANTS 0 | | | | | | | | |
| ----- | | | | | | | | |
| AREA | A | M | F | C | I | HAND BAGS | SEATED PAX | |
| ZONE A | 0 | 4 | 1 | 0 | 0 | 0 | 5 | |
| ZONE B | 0 | 6 | 8 | 0 | 0 | 0 | 14 | |
| ZONE C | 0 | 5 | 1 | 0 | 0 | 0 | 6 | |
| ZONE D | 0 | 6 | 6 | 0 | 0 | 0 | 12 | |
| ----- | | | | | | | | |
| TOTAL | | 0 | 21 | 16 | 0 | 0 | 37 | |

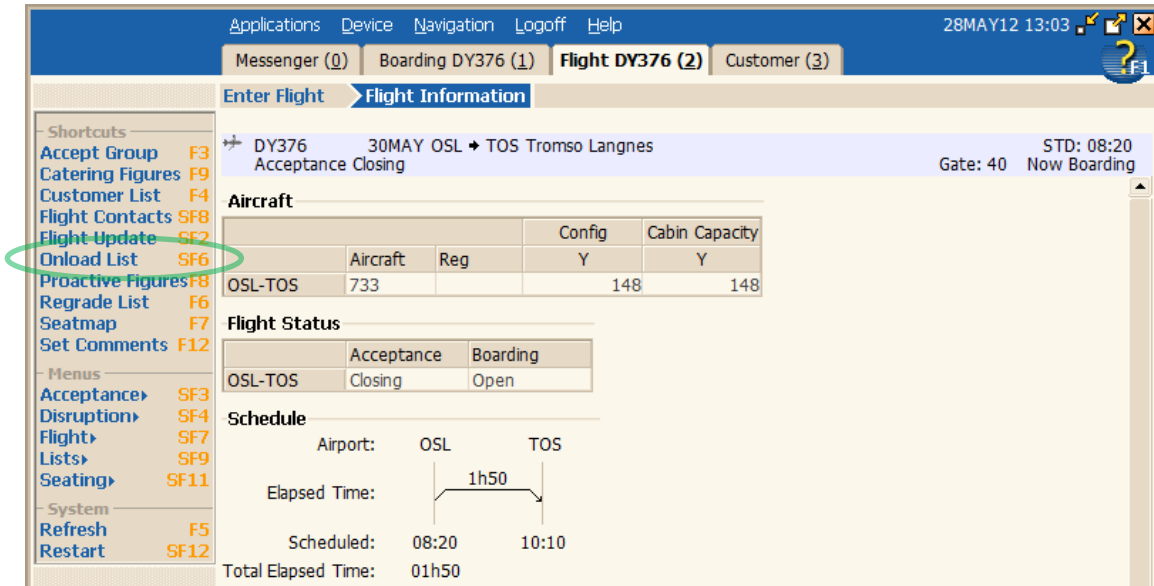
Seat Row Numbers:
Range(s):

Refresh Ex

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 Device Navigation Logoff Help 28MAY12 13:03

Messenger (0) Boarding DY376 (1) Flight DY376 (2) Customer (3)

Enter Flight Flight Information

Shortcuts

- Accept Group F3
- Catering Figures F9
- Customer List F4
- Flight Contacts SF8
- Flight Update SF2
- Onload List SF6**
- Proactive Figures F8
- Regrade List F6
- Seatmap F7
- Set Comments F12

Menus

- Acceptance SF3
- Disruption SF4
- Flight SF7
- Lists SF9
- Seating SF11

System

- Refresh F5
- Restart SF12

DY376 30MAY OSL → TOS Tromso Langnes
Acceptance Closing Gate: 40 STD: 08:20 Now Boarding

Aircraft

| | Aircraft | Reg | Config | Cabin Capacity |
|---------|----------|-----|--------|----------------|
| OSL-TOS | 733 | | Y | 148 |

Flight Status

| | Acceptance | Boarding |
|---------|------------|----------|
| OSL-TOS | Closing | Open |

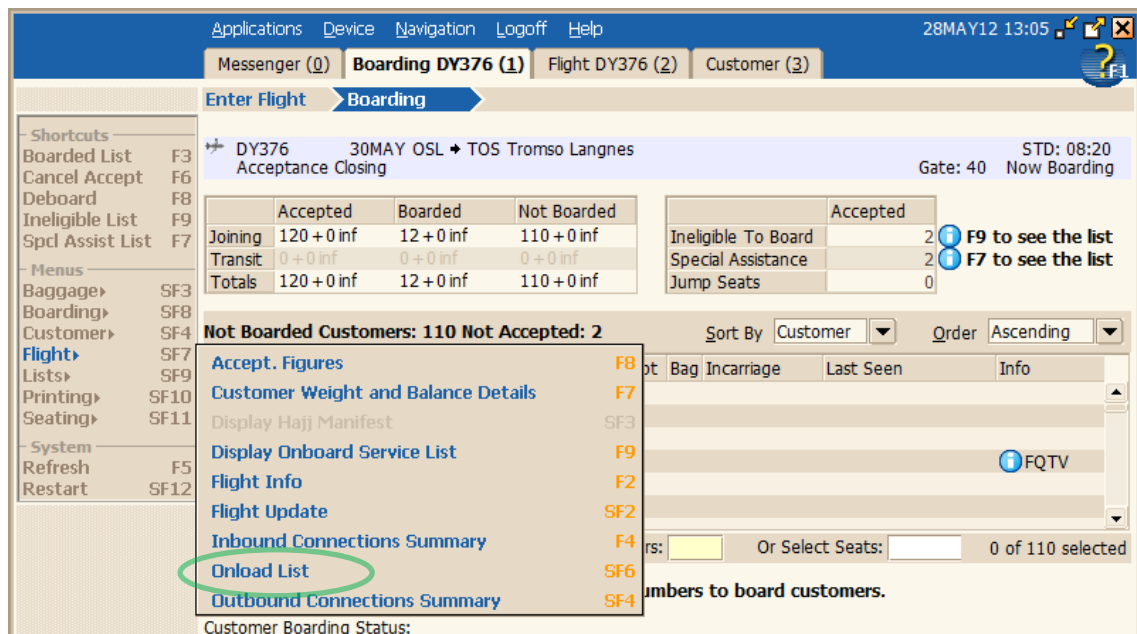
Schedule

Airport: OSL TOS

Elapsed Time: 1h50

Scheduled: 08:20 10:10

Total Elapsed Time: 01h50



Applications Device Navigation Logoff Help 28MAY12 13:05

Messenger (0) Boarding DY376 (1) Flight DY376 (2) Customer (3)

Enter Flight Boarding

Shortcuts

- Boarded List F3
- Cancel Accept F6
- Deboard F8
- Ineligible List F9
- Spcl Assist List F7

Menus

- Baggage SF3
- Boarding SF8
- Customer SF4
- Flight SF7
- Lists SF9
- Printing SF10
- Seating SF11

System

- Refresh F5
- Restart SF12

DY376 30MAY OSL → TOS Tromso Langnes
Acceptance Closing Gate: 40 STD: 08:20 Now Boarding

| | Accepted | Boarded | Not Boarded |
|---------|-------------|------------|-------------|
| Joining | 120 + 0 inf | 12 + 0 inf | 110 + 0 inf |
| Transit | 0 + 0 inf | 0 + 0 inf | 0 + 0 inf |
| Totals | 120 + 0 inf | 12 + 0 inf | 110 + 0 inf |

Accepted

| | Accepted |
|---------------------|----------|
| Ineligible To Board | 2 |
| Special Assistance | 2 |
| Jump Seats | 0 |

Not Boarded Customers: 110 Not Accepted: 2

Sort By Customer Order Ascending

Accept. Figures F8

Customer Weight and Balance Details F7

Display Hajj Manifest SF3

Display Onboard Service List F9

Flight Info F2

Flight Update SF2

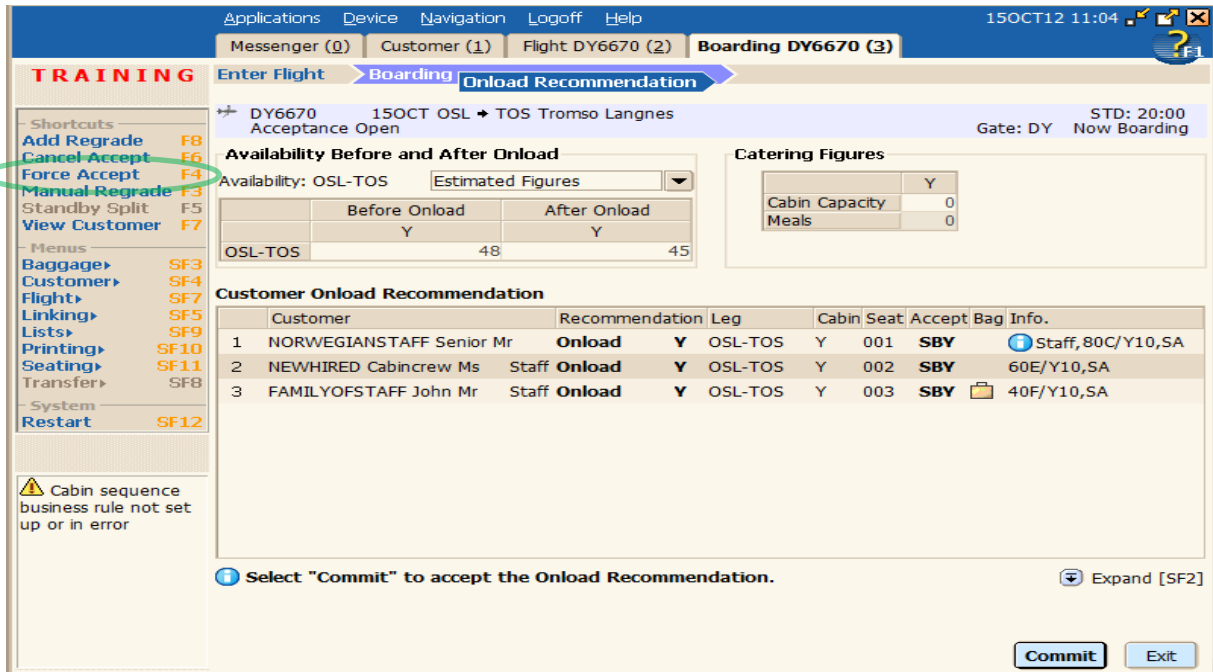
Inbound Connections Summary F4

Onload List SF6

Outbound Connections Summary SF4

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.



TRAINING Enter Flight > Boarding > **Onload Recommendation**

DY6670 15OCT OSL → TOS Tromso Langnes
Acceptance Open Gate: DY STD: 20:00 Now Boarding

Availability Before and After Onload
Availability: OSL-TOS Estimated Figures

| | Before Onload | After Onload |
|---------|---------------|--------------|
| OSL-TOS | 48 | 45 |

Catering Figures

| | Y |
|----------------|---|
| Cabin Capacity | 0 |
| Meals | 0 |

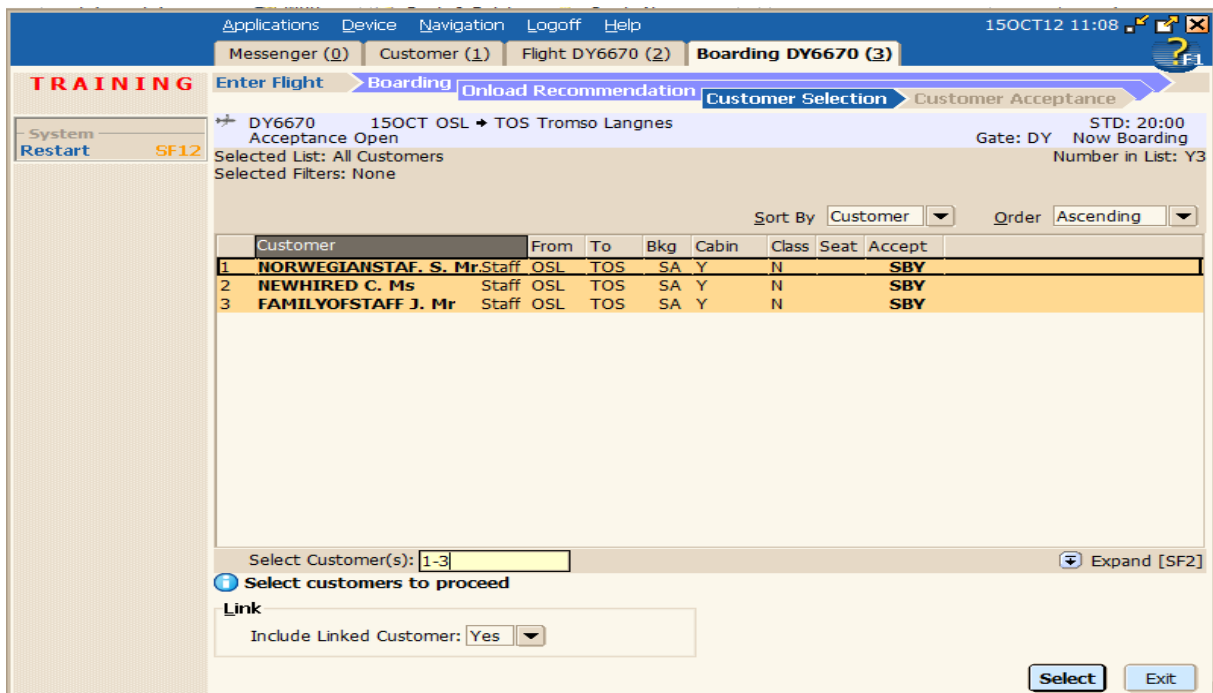
Customer Onload Recommendation

| Customer | Recommendation | Leg | Cabin | Seat | Accept | Bag | Info. |
|----------------------------|---------------------|-----------|-------|------|------------|-----|------------------|
| 1 NORWEGIANSTAFF Senior Mr | Onload | Y OSL-TOS | Y | 001 | SBY | | Staff,80C/Y10,SA |
| 2 NEWHIRED Cabincrew Ms | Staff Onload | Y OSL-TOS | Y | 002 | SBY | | 60E/Y10,SA |
| 3 FAMILYOFSTAFF John Mr | Staff Onload | Y OSL-TOS | Y | 003 | SBY | | 40F/Y10,SA |

Select "Commit" to accept the Onload Recommendation. Expand [SF2]

Commit **Exit**

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



TRAINING Enter Flight > Boarding > Onload Recommendation > **Customer Selection** > Customer Acceptance

DY6670 15OCT OSL → TOS Tromso Langnes
Acceptance Open Gate: DY STD: 20:00 Now Boarding
Selected List: All Customers Number in List: Y3
Selected Filters: None

Sort By: Customer Order: Ascending

| Customer | From | To | Bkg | Cabin | Class | Seat | Accept |
|------------------------|-------|-----|-----|-------|-------|------|------------|
| 1 NORWEGIANSTAF. S. Mr | Staff | OSL | TOS | SA | Y | N | SBY |
| 2 NEWHIRED C. Ms | Staff | OSL | TOS | SA | Y | N | SBY |
| 3 FAMILYOFSTAFF J. Mr | Staff | OSL | TOS | SA | Y | N | SBY |

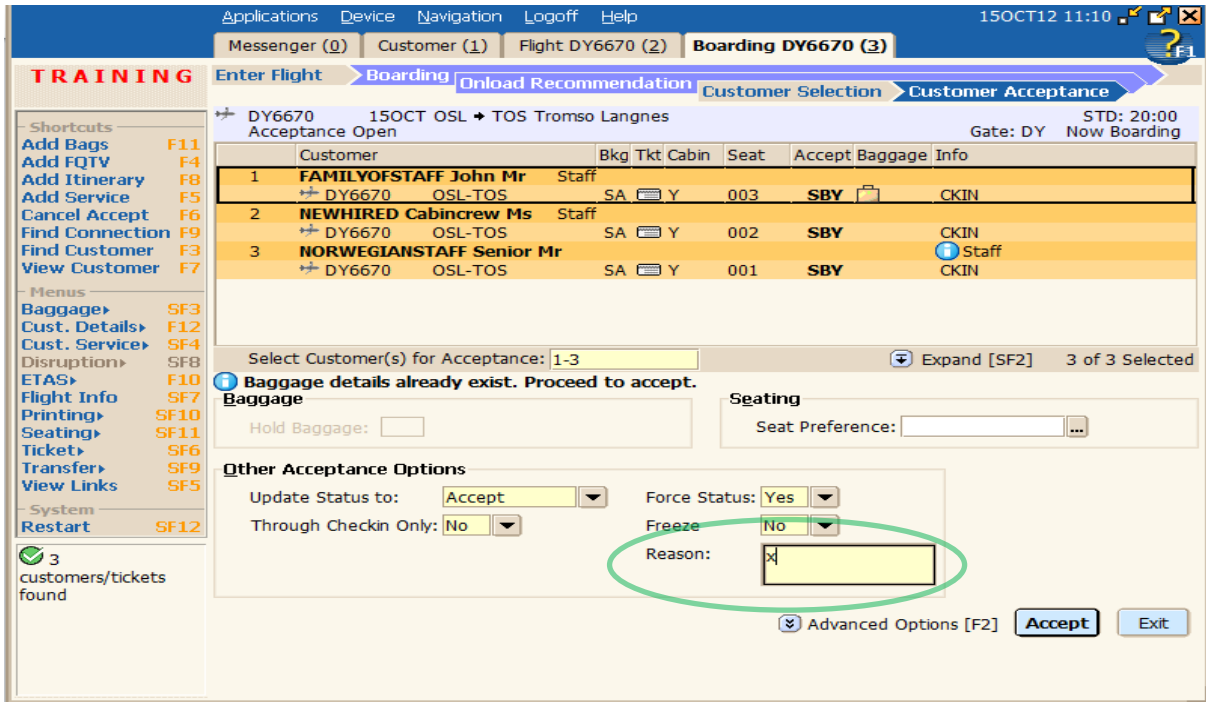
Select Customer(s): 1-3 Expand [SF2]

Select customers to proceed

Link
Include Linked Customer: Yes

Select **Exit**

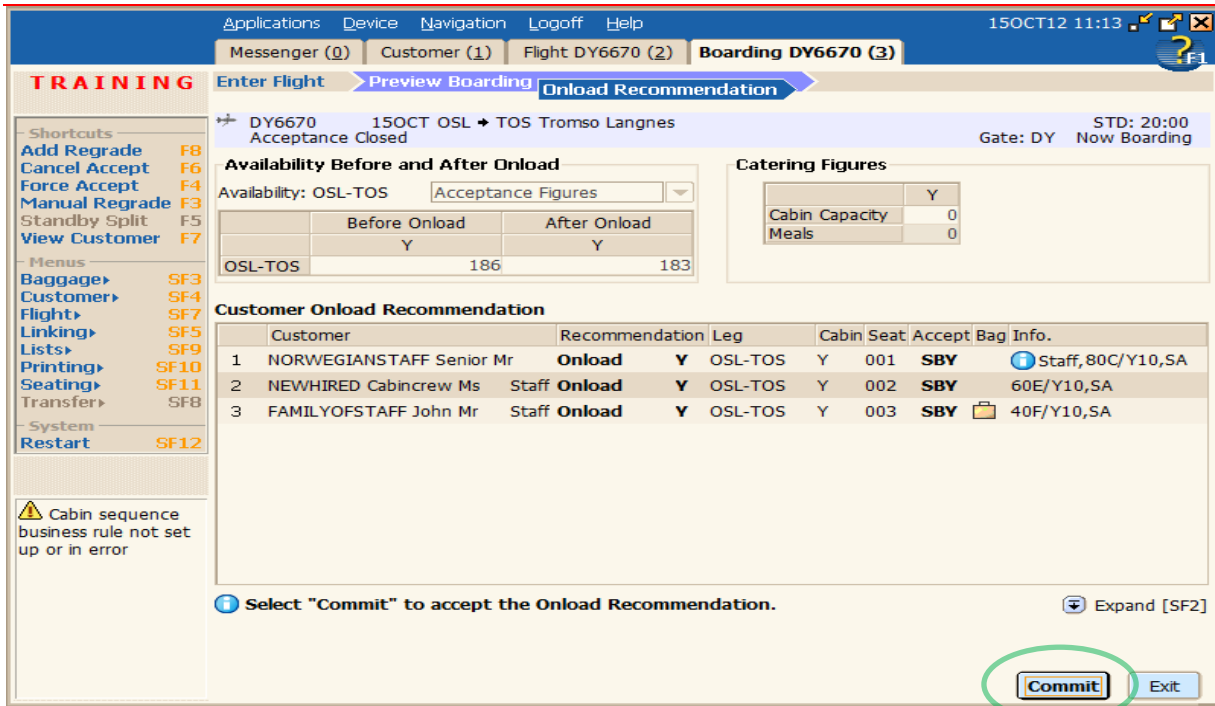
You can accept all the staff at the same time, or just one/some of them if there is not seats available for all.



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.



The screenshot shows the 'Onload Recommendation' screen for flight DY6670. The flight details are: 15OCT OSL → TOS Tromso Langnes, Gate: DY, STD: 20:00, Now Boarding. The 'Availability Before and After Onload' table shows 186 before and 183 after. The 'Customer Onload Recommendation' table lists three customers: 1. NORWEGIANSTAFF Senior Mr (Onload Y, OSL-TOS, Cabin Y, Seat 001, SBY, Staff, 80C/Y10,SA); 2. NEWHIRED Cabincrew Ms (Onload Y, OSL-TOS, Cabin Y, Seat 002, SBY, 60E/Y10,SA); 3. FAMILYOFSTAFF John Mr (Onload Y, OSL-TOS, Cabin Y, Seat 003, SBY, 40F/Y10,SA). A warning message states: 'Cabin sequence business rule not set up or in error'. A blue information icon indicates: 'Select "Commit" to accept the Onload Recommendation.' The 'Commit' button is circled in green.

Remember to board the customers.

NB: When using the commit onload it will result in releasing all pre-assigned seats and set all No-show customers to not travelling. **Do not use** this button if you still expect a lot of customers to board straight to gate.



Applications Device Navigation Logoff Help 15OCT12 11:17

Messenger (0) Customer (1) Flight DY6670 (2) Boarding DY6670 (3)

TRAINING Search Flight Flight List Flight Information Customer List Selection Customer List

✚ DY6670 15OCT OSL → TOS Tromso Langnes STD: 20:00
 Acceptance Closed Gate: DY Now Boarding
 Selected List: All Customers Number in List: Y146
 Selected Filters: None

Sort By Customer Order Ascending

| | Customer | From | To | Bkg | Cabin | Class | Seat | Accept |
|----|----------------------------|------|-----|-----|-------|-------|------|--------|
| 1 | AAS Frank Mr | OSL | TOS | | Y | M | | X |
| 2 | AKHTAR Samra Mrs | OSL | TOS | | Y | V | | X |
| 3 | AMUNDSEN Roald Mr | OSL | TOS | | Y | Q | | X |
| 4 | ANDERSEN Hanschristian Mr | OSL | TOS | | Y | Q | | X |
| 5 | ANDERSSON Chris Mr | OSL | TOS | | Y | W | | X |
| 6 | ASBJOERENSEN P. Mr | OSL | TOS | | Y | Q | | X |
| 7 | AUSTRHEIM Gro Mrs | OSL | TOS | | Y | W | | X |
| 8 | BENGTZON Annika Ms | OSL | TOS | | Y | V | | X |
| 9 | BERGH Helge Mr | OSL | TOS | | Y | W | | X |
| 10 | BESKOW Elsa Mrs | OSL | TOS | | Y | Q | | X |
| 11 | BHATTI Khurram Mr | OSL | TOS | | Y | V | | X |
| 12 | BIEBER Justin Mr | OSL | TOS | | Y | D | | X |
| 13 | BIRKELAND Kristian Mr | OSL | TOS | | Y | Q | | X |
| 14 | BJERKE Andre Mr | OSL | TOS | | Y | Q | | X |
| 15 | BJOERNSON Bjoernstjerne Mr | OSL | TOS | | Y | Q | | X |
| 16 | BLIXEN Karen Ms | OSL | TOS | | Y | Q | | X |
| 17 | BRAHE Tycho Mr | OSL | TOS | | Y | Q | | X |
| 18 | BRANDES Georg Mr | OSL | TOS | | Y | Q | | X |
| 19 | BRENDEN Karina Mrs | OSL | TOS | | Y | V | | X |
| 20 | BRUFEM Per Mr | OSL | TOS | | Y | W | | X |

Expand [SF2]

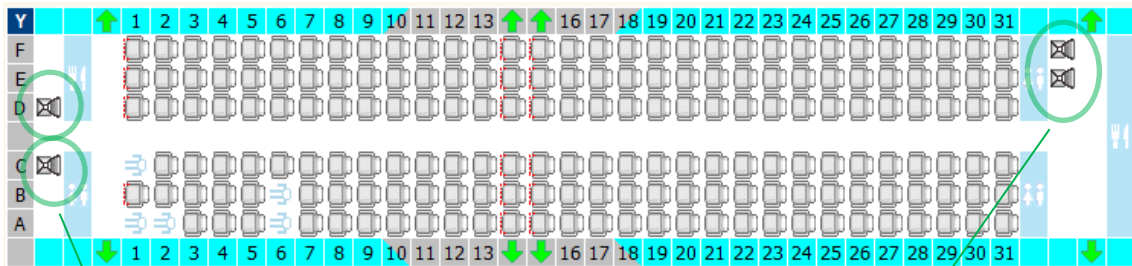
Choose one of the actions on the left to continue.

Done Back

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.



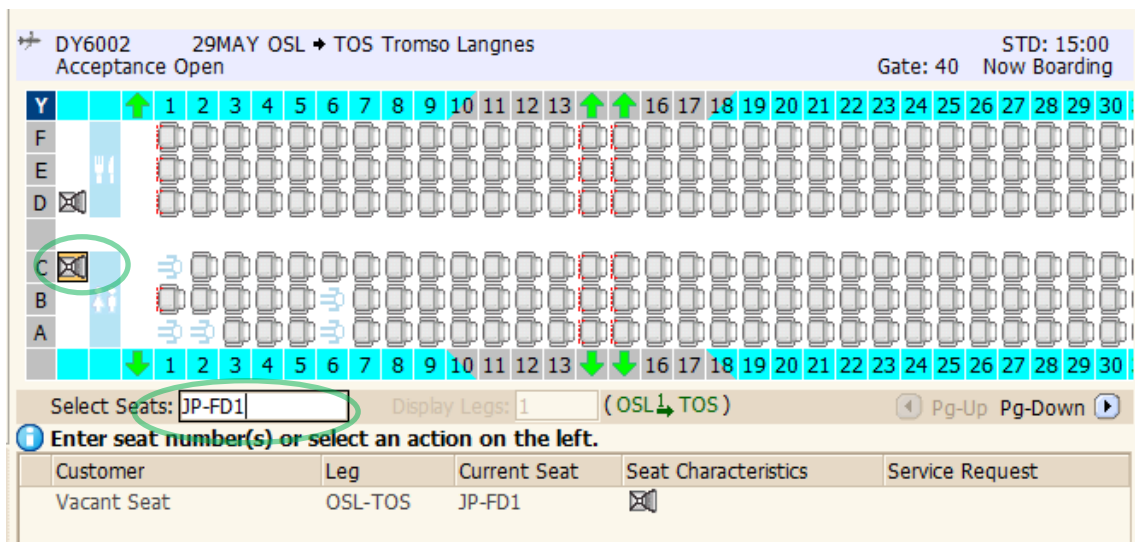
The Jump Seats have specific names:

JP-FD1 = Flight Deck 1

JP-FD2 = Flight Deck 2

JP-AC1 = Aft Cabin 1

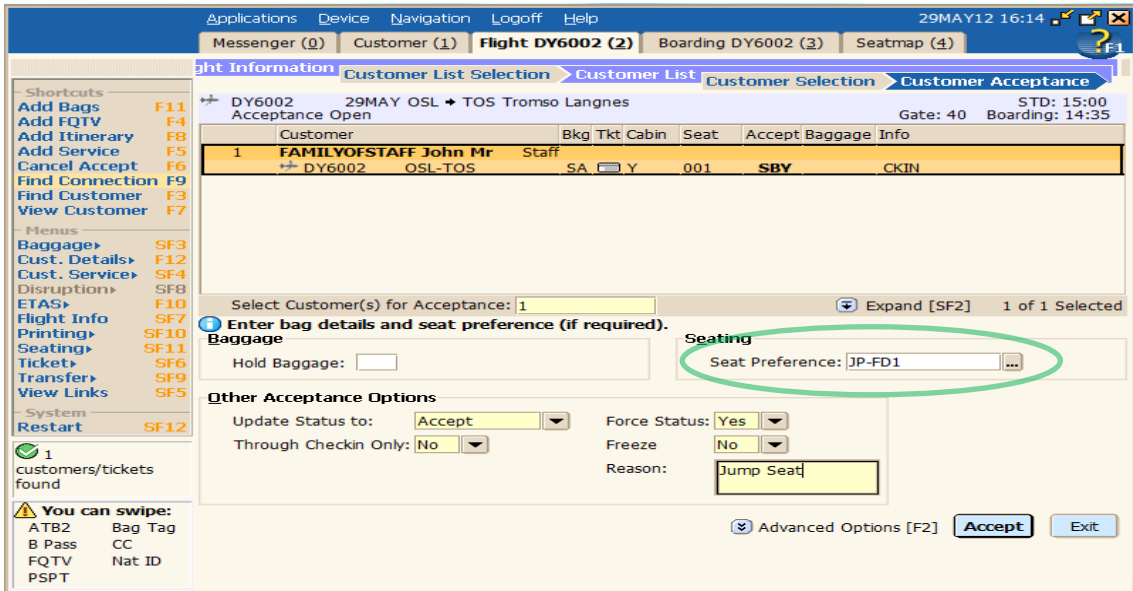
JP-AC2 = Aft Cabin 2



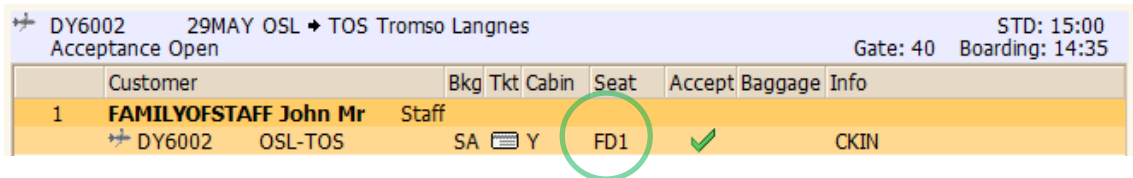
To display the names of the Jump Seats, mark the jump seat either with your mouse or using Ctrl + arrow and spacebar.

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.



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.



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

| Total Acceptance Figures | | | | | | | | | | | |
|--------------------------|-----------|--------|--------|------|------|----------|--------|------|------|---------|------|
| | | Booked | | | | Accepted | | | | Standby | Jump |
| | | Y | Infant | CBBG | EXST | Y | Infant | CBBG | EXST | Y | Seat |
| Joining | To TOS | 136 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| | OSL Total | 136 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |

| Subject to Load (Rebate Staff) Figures | | | | | | | | | | | |
|--|-----------|--------|--------|------|------|----------|--------|------|------|---------|------|
| | | Listed | | | | Accepted | | | | Standby | Jump |
| | | Y | Infant | CBBG | EXST | Y | Infant | CBBG | EXST | Y | Seat |
| Joining | To TOS | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| | OSL Total | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |

It will also display in the Customer Weight and Balance:

```

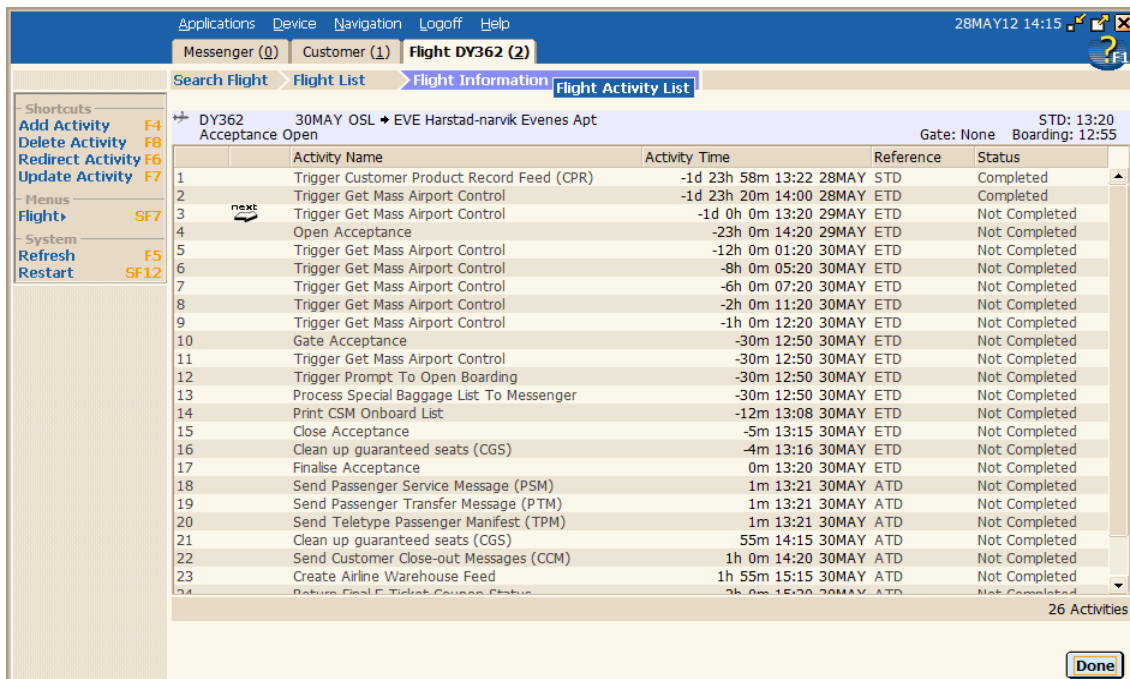
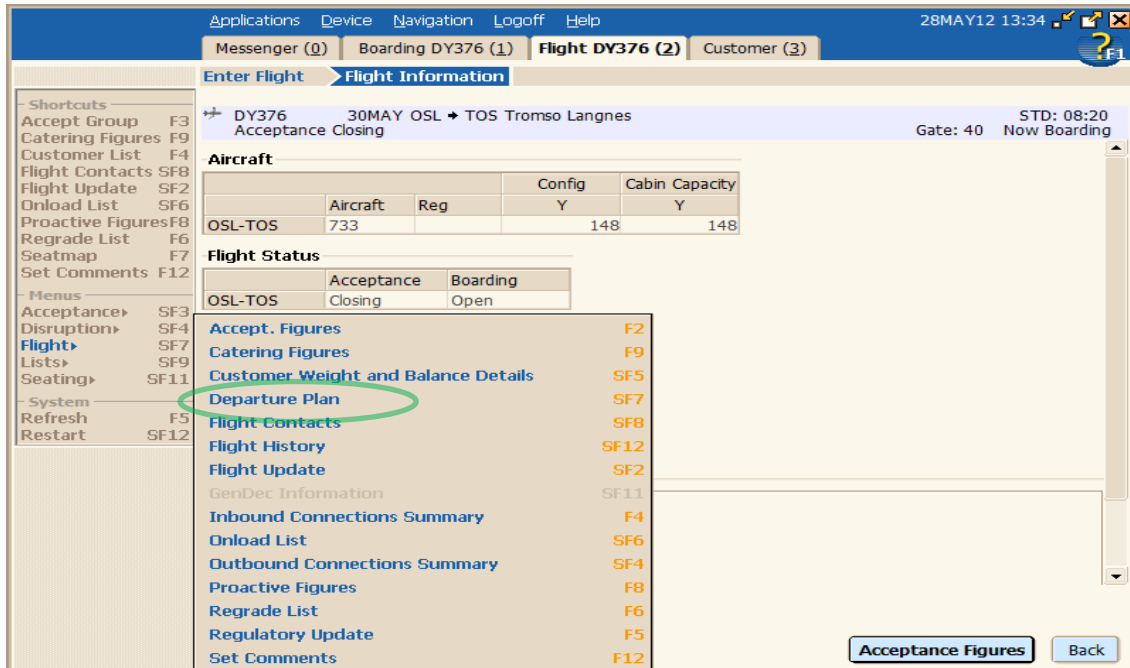
CUSTOMER PAX AND BAG DETAILS FOR WEIGHT AND BALANCE
FLIGHT INFO 738          REG 186Y          P
DY6002  29MAY  OSL STD1500          BOARD 1435 GATE 40  AO
*** ACCEPTANCE NOT FINALISED ***
DEST      CABIN    A    M    F    C    I    HOLD BAGS  HAND BAGS
TOS
Joining  Y        0    1    0    0    0    0          0
                RUSH BAGS -    0
                CREW BAGS -    0
-----
TOTAL(TOS)        0    1    0    0    0    0          0
-----
GRAND TOTAL      0    1    0    0    0    0          0
(EX OSL)
TOTAL PASSENGERS 1 PLUS INFANTS 0
-----
JUMP SEATS - FD1
AREA      A    M    F    C    I    HAND BAGS
ZONE A    0    1    0    0    0    0
-----
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:

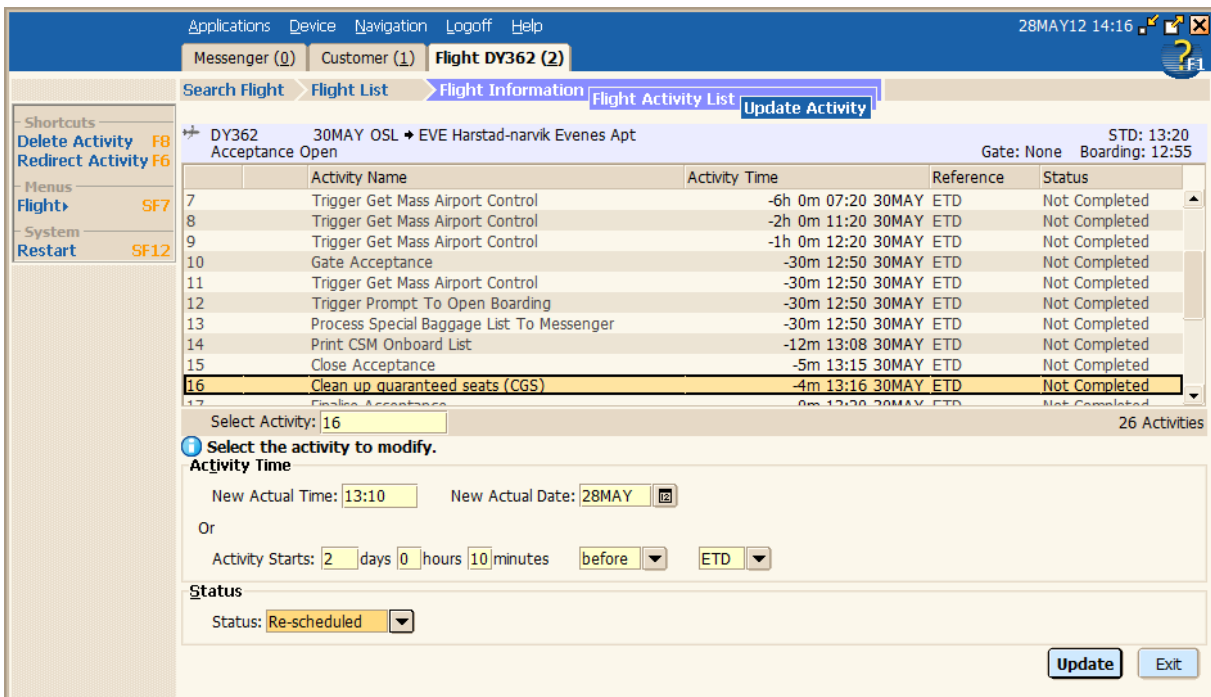


Updating the Departure Plan

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.



The screenshot shows the 'Flight Activity List' for flight DY362 (30MAY OSL → EVE Harstad-narvik Evenes Apt). The 'Update Activity' dialog is open for activity 16, 'Clean up guaranteed seats (CGS)'. The dialog includes the following fields:

- Select Activity:** 16
- Select the activity to modify.**
- Activity Time:**
 - New Actual Time: 13:10
 - New Actual Date: 28MAY
- Or:**
 - Activity Starts: 2 days 0 hours 10 minutes before ETD
- Status:** Re-scheduled

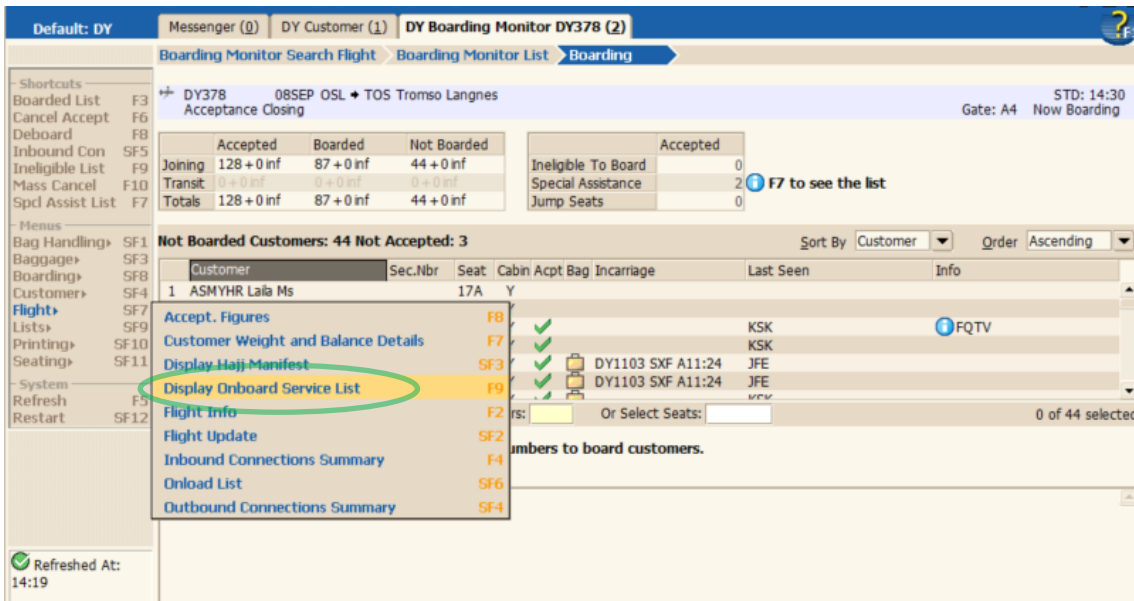
Buttons for 'Update' and 'Exit' are visible at the bottom right of the dialog.

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

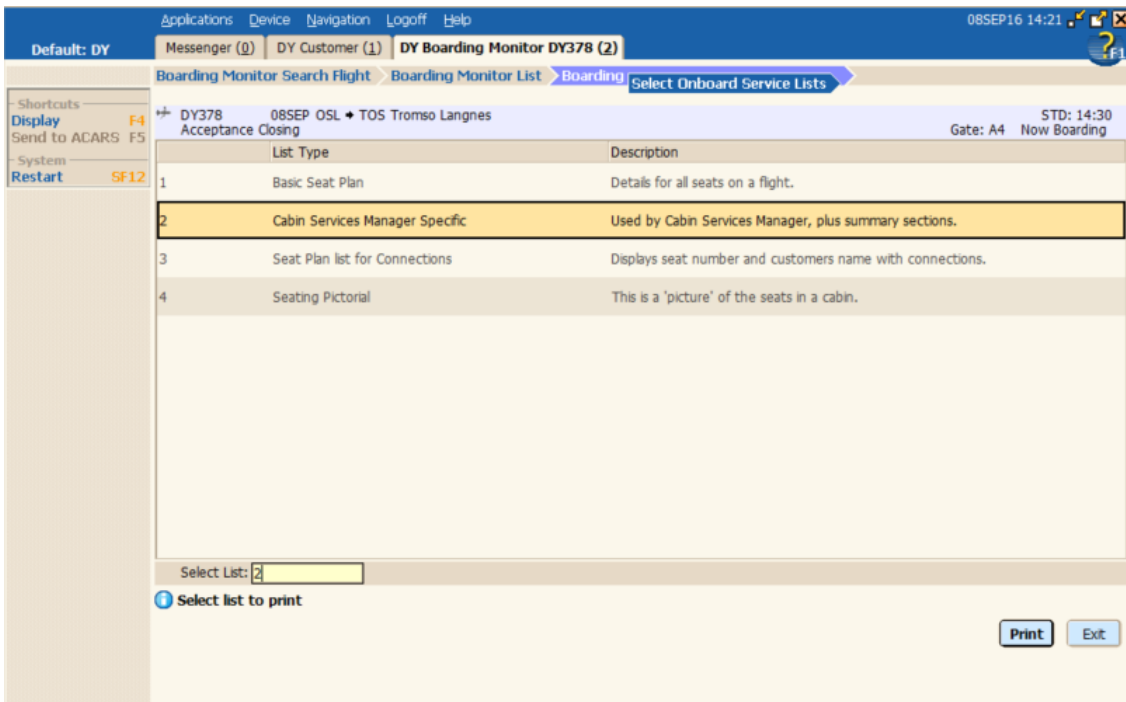
Print Onboard List

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 **not** be valid if a “Straight-to-gate” passenger boards after list is printed, since this passengers is not checked in prior to boarding.



Choose list number 2 and print.



Onboard List

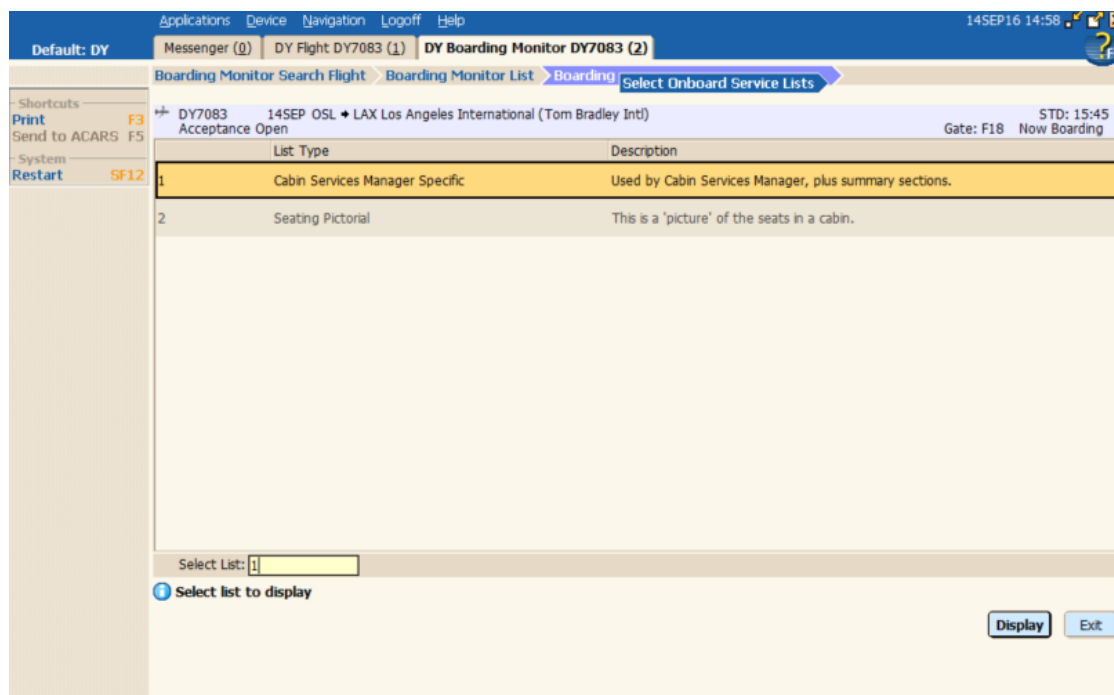
```

DY378 TH08SEP OSL CSMPRE
FLIGHT INFO - 738 REG LNNGU
CONFIGURATION EX - OSL 186Y
-TOS -122/ 64/ 64/ 2/ OPAX 8 PAD 1
OSL/TOS 1430/1625 738 130
STATUS AG RTD
*****
LD CS PRT NAME COMMENT
*****
Y CABIN TOTAL PAX 130
002C/TOS [REDACTED]
WCHR
003D/TOS R [REDACTED]
015C/TOS [REDACTED]
AVIH
015D/TOS [REDACTED]
AVIH
015E/TOS [REDACTED]
AVIH
016C/TOS [REDACTED]
026A/TOS [REDACTED]
026B/TOS [REDACTED]
030C/TOS [REDACTED]
AVIH
  
```

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





Example of list nr. 1

```

DY7201 WE21SEP OSL CSMPRE
FLIGHT INFO - 788 REG LN-LNF
CONFIGURATION EX - OSL 32C 259Y
-BKK 0/ 27/ 25/ 0/ 0 PAX 6/ 46 PAD 0/ 0
OSL/BKK 1425/0655 788 6/ 46
STATUS AO ETD
*****
LD CS PRT NAME COMMENT
*****
C CABIN TOTAL PAX 006
004D/BKK
004E/BKK
004J/BKK
005A/BKK
005C/BKK
005G/BKK
*****
Y CABIN TOTAL PAX 046
006F/BKK
007C/BKK
007D/BKK
008G/BKK
010A/BKK

```

Example of list nr. 2

```

DY7201 21SEP OSL C CABIN MEALMAP
----- J ----- G ----- F -----
05 ----- SPML ----- 05
----- J ----- G ----- F -----
04 ----- D ----- 04
SPML SPML SPML
----- J ----- G ----- F -----
03 ----- 03
SPML SPML
----- J ----- G ----- F -----
02 ----- 02
SPML SPML SPML
----- J ----- G ----- F -----
01 ----- 01

```