

RAM v 1.0.26 User manual



Reserve

Autonomous

Module

2019











www.zamar.aero

Foreword

RAM - Reserve Autonomous Module (Reserve Stand-Alone Module), which allows you continue the check-in of passengers and baggage in case of outage or lack of Internet. The RAM module works in conjunction with the third-party host DCS (the DCS which is located at your airport), assisting with any problems, be it interrupting communications or problems on the servers of the third-party host DCS. RAM be able to replace the third – party host DCS at any stage of check-in process.

The RAM, endowed with the following basic functions can be also used as a full-fledged Departure Control System for passenger and baggage check-in:

- processing PNL / ADL (Passenger List, Flight creation);
- passengers and baggage check-in;
- boarding;
- returning final e-ticket coupon status;
- printing flight documentation;
- Passenger Manifest
- Baggage Manifest
- finalizing the flight and sending all the necessary post departure messages to the airlines and destination airports via e-mail or teletype channels.

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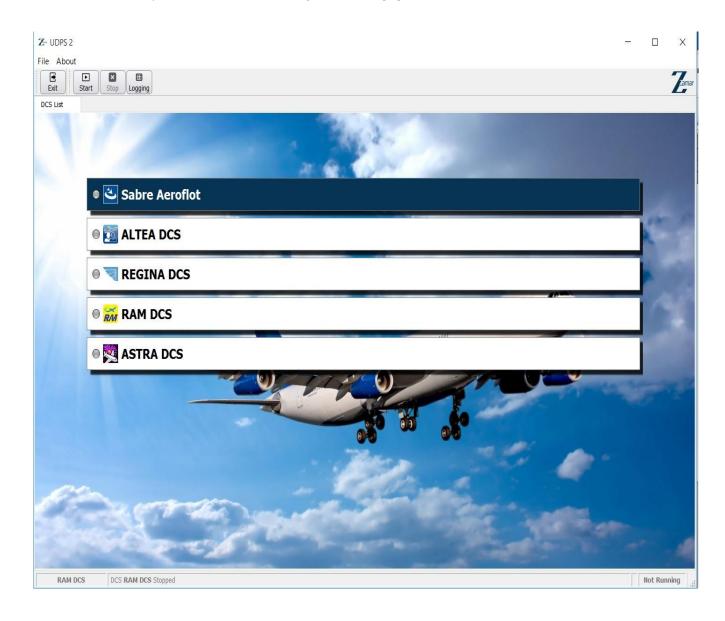
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Running RAM

RAM - is an integrated module in the common access of **UDPS**.

UDPS - Universal Departure Platform

UDPS - is an analogue of the CUTE (Common Use Terminal Equipment), which allows to have a Multi-DCS work environment and easily switch between DCS using one set of equipment.



Advantages and requirements

Advantages:

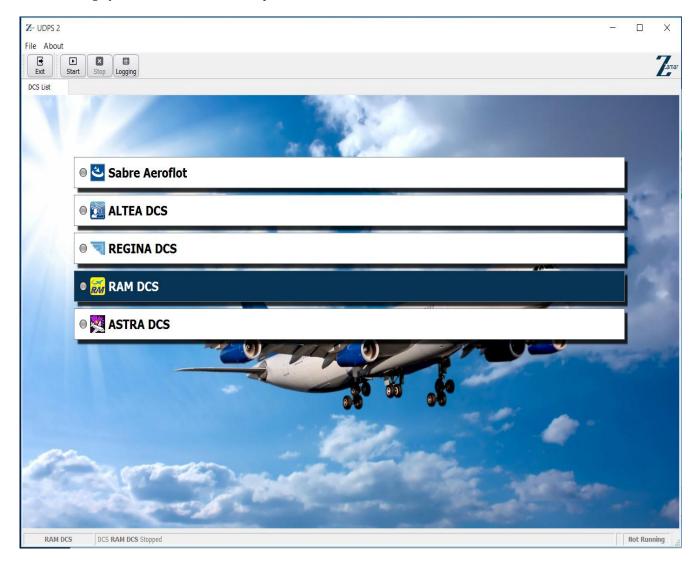
- Easy-to-use intuitive graphical interface;
- Easy switching between DCS;
- Activate/deactivate DCS;
- Prevent conflicts between services and applications of different DCS;
- Minimum time investment on training and implementation of the solution;
- Full localization.

Requirements:

- Workstation based on Windows XP/Vista/7/8/10;
- The application requires administrative access to OS;
- Firmware AEA required for peripheral equipment (ATB, BTB, BGR).

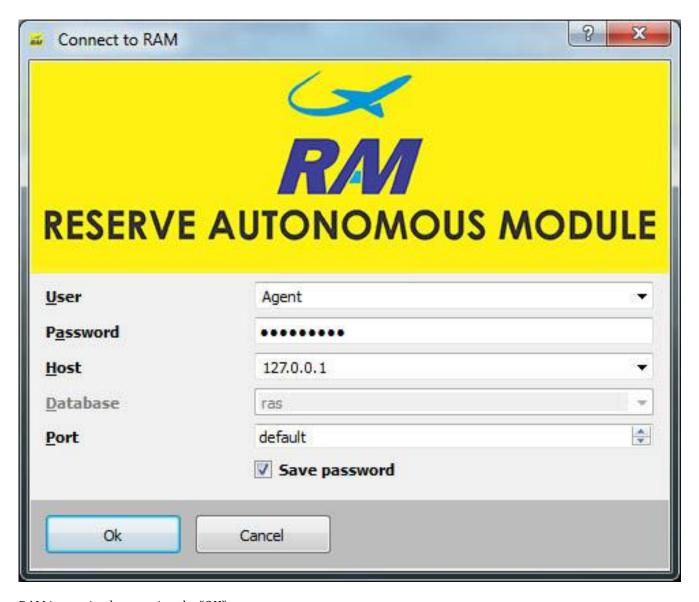
Running RAM from UDPS

RAM is running by click at the UDPS "Menu" panel.



Agent's log on form in the RAM

User	Agent's login
Password	Agent's password
Host	Server IP Address (for system administrator)
Database	Database Name (for system administrator)
Port	Database connection port (for system administrator)
Save password	Saving password (at the discretion of the agent)

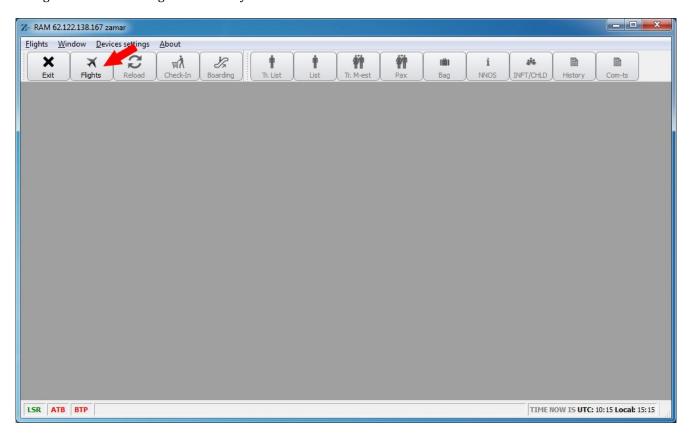


RAM is running by pressing the "OK".

Paragraph 1 - Check - in Agent's manual

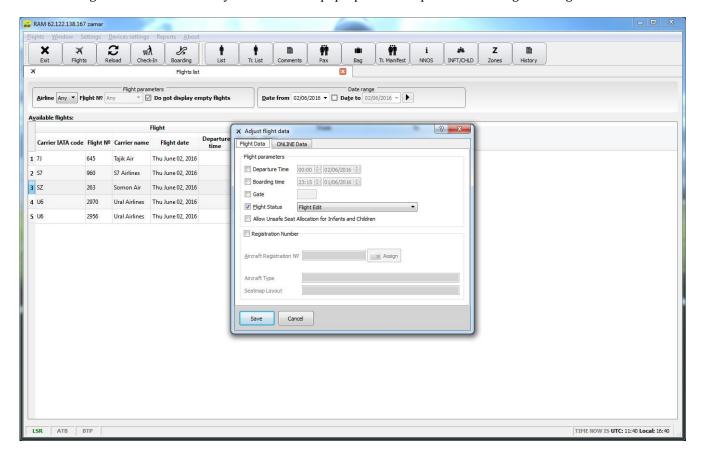
Flights Schedule

1. Flights - enter to the flight schedule by click "FLIGHTS" button

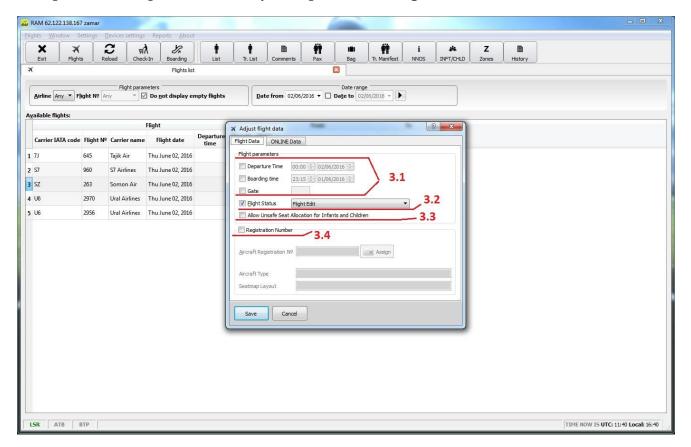


Flight Selection

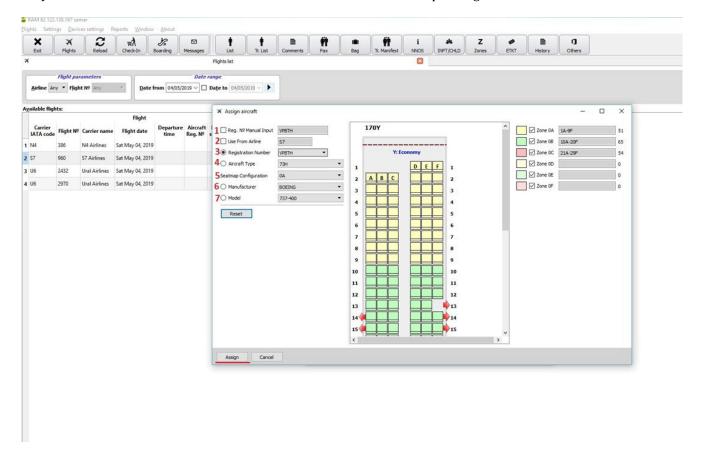
2. Select a flight from the schedule by double-click. A pop-up window opens with the flight settings.



- 3.1. Enter the scheduled time of departure in the field "Departure Time", adjust the date of departure as needed. Optionally enter the arrival time in the field "Boarding Time" and boarding Gate number in the field "Gate".
- 3.2. Change flight status to "Flight open" (FO) flight is ready for check-in.
- 3.3. Not recommended, if necessary enable the **Allow Unsafe Seat Allocation for Infants and Children** option allowing check-in children and infants to emergency exits rows or several infants in one row.
- 3.4. Assign the aircraft registration number by clicking from the list "Registration Number".



The system offers to choose the aircraft from the aircraft database of the operating carrier.

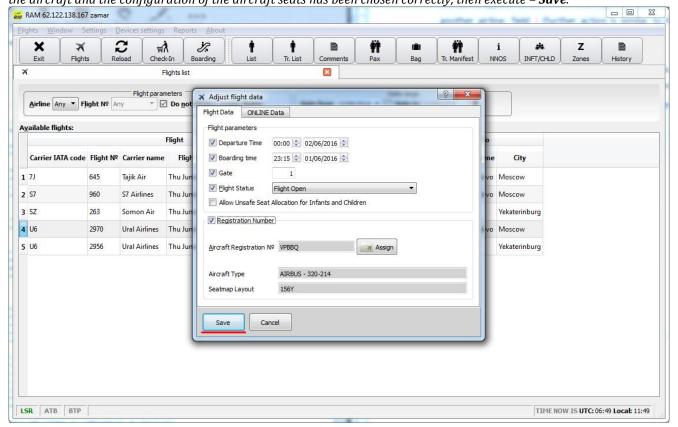


Appoint the aircraft

In the pop-up window of "Assign aircraft" select the aircraft.

- -Select the aircraft from the operating carrier database in the field 3 (listed above item 3.4.). The system automatically inserts: type of aircraft field 4, brand and model of aircraft field 6,7.
- -Select the Seat map configuration from the operating carrier database field 5.

When all the commands have been executed, it is necessary to make additionally check whether the registration number of the aircraft and the configuration of the aircraft seats has been chosen correctly, then execute – **Save**.



4. The assigning aircraft for the flight should be performed once by a senior check-in agent or supervisor. All above actions in paragraphs 2-3 are restricted for check-in agent role.

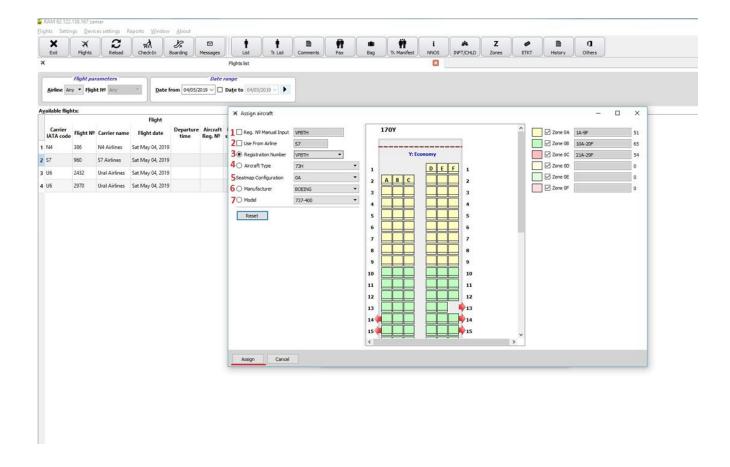
In case of the aircraft is not available in the operating carrier database, the system gives an opportunity to choose the aircraft from another airline aircrafts' database.

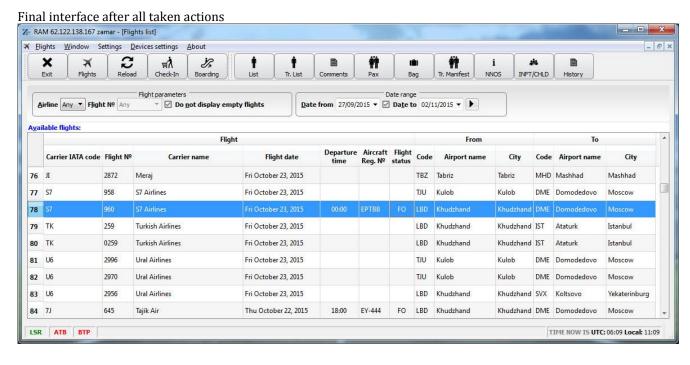
In the pop-up window of "Assign aircraft" select the aircraft.

Pop-up window consists of the fields to be filled:

- 1. **Reg. No Manual Input** Optionally enter manually the new aircraft number (in case of absence in the aircraft's database)
- 2. **Use From Airline** assign the aircraft from another airline database (enter IATA code of selected airline database)
- 3. Registration Number select the desired aircraft by registration number
- 4. Aircraft Type selection of aircraft type (according to the classification in the aircraft database)
- 5. **Seat map Configuration** selection of aircraft cabin configuration
- 6. Manufacturer selection of aircraft's brand
- 7. **Model** selection aircraft model

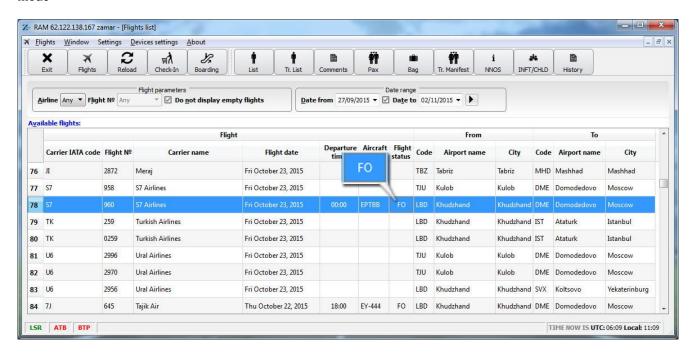
Assign - confirm all taken actions.



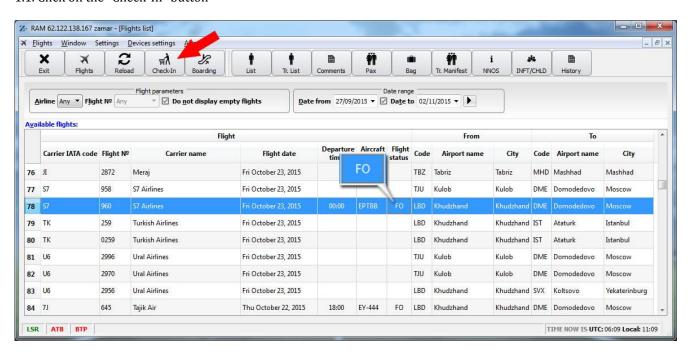


CHECK-IN

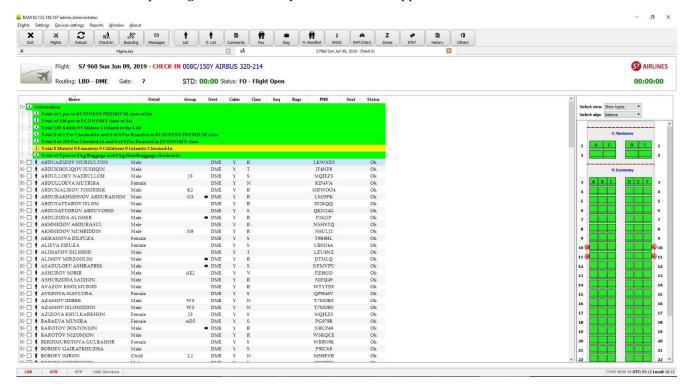
1. **Log on to Check-In module** – Select the necessary flight in the **Flights** list with the **FO** status to enter the Check-In mode



1.1. Click on the "Check-In" button



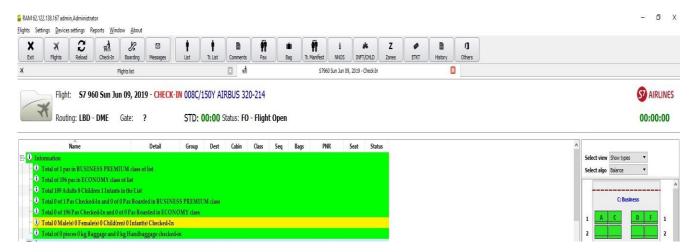
2. The tab with a list of passengers who are ready for check-in will appear.



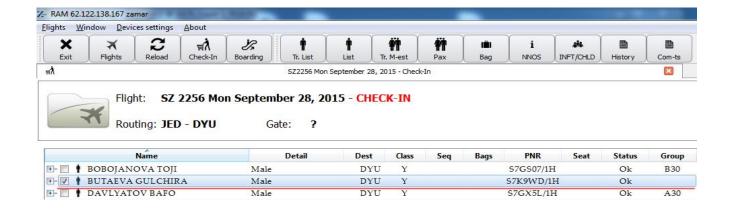
3. The following information is displayed at the top of screen:

Information

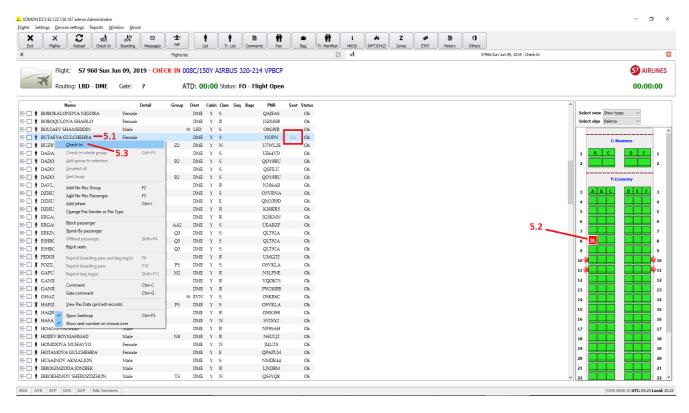
- Totalpax 365 (45C/320Y) number of passengers on the current flight (sorted by class)
- Totalof 83 paxinEconomyclassinthelist number of passengers for economy class
- Totalof 20 paxinBusinessclassinthelist number of passengers for business class
- Total 73 adults/# childs/#inf.inlist number of adults / children / infants
- Transit total 0 of 23 Pax Checked-In and 0 of 0 Pax Boarded information for transit passengers
- Total 1 of 3 Pax Checked-In and 0 of 1 Pax Boarded in BUSINESS class information for business class passengers (checked-in status)
- Total 16 of 80Pax Checked-In and 0 of 16 Pax Boarded in ECONOMY class—information for economy class passengers (checked-in status)
- Total 12 Males 0 Females 2 Infants 4 Child(ren) Checked-In sorting by Gender (checked-in status)
- Total of 10 pieces 160 kg Baggage and 7 kg Hand baggage checked-in baggage information



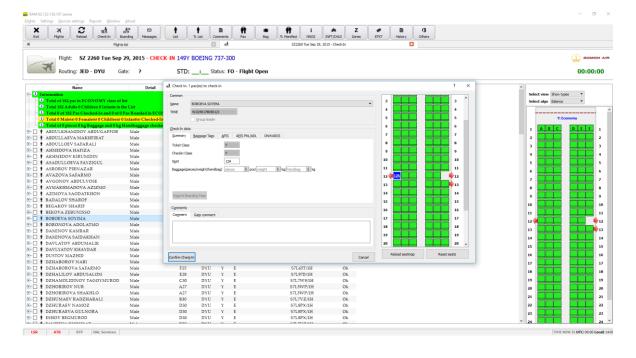
4. Passenger Selection - select the passenger: the chosen passenger will be highlighted in blue.



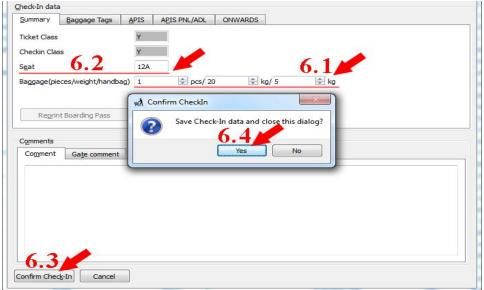
- 5. Select the passenger from the list for check-in
- 5.1. Open context menu by the right click or double **Enter**
- 5.2. The system offers some unoccupied seat
- 5.2.1. Check-in agent can manually assign a seat number by click the unoccupied seat in the Seat Map
- 5.3. Select **Check-In** and press **Enter** or double click of the left mouse button



6. The selected passenger will appear in a pop-up window.



- 6.1. Enter the quantity of pieces of baggage PCS, weight of the baggage Kg, weight of hand luggage Kg (if necessary)
- 6.2. Choose the seat in the aircraft the system offers a seat automatically, but if there are free seats available, it is possible to change the proposed seat manually by clicking on the selected seat.
- 6.3. Confirm Check-in complete check-in
- 6.4.**Yes** to confirm actions

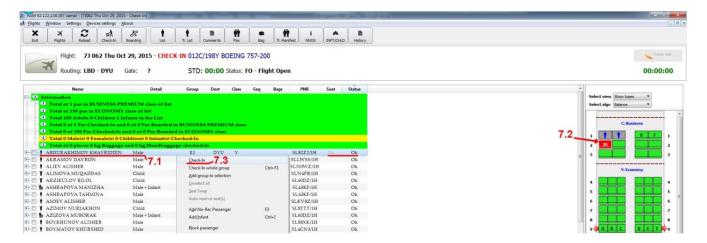


6.5. The system prints a boarding pass and a bag tag. Check-in is completed. The status of the passenger in the passenger list changes to "**Checked-in**".

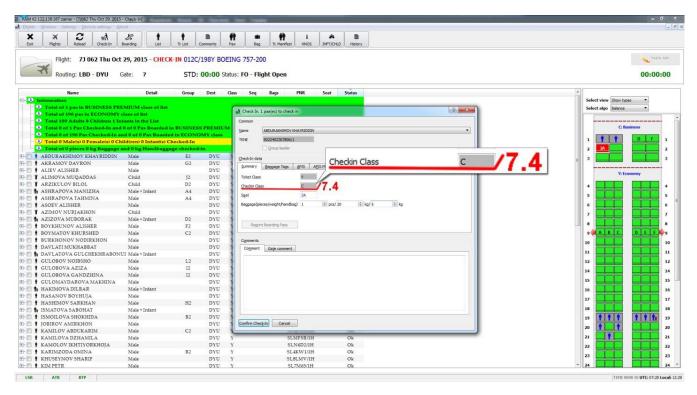


UPGRADE - enforce the passenger to the next class

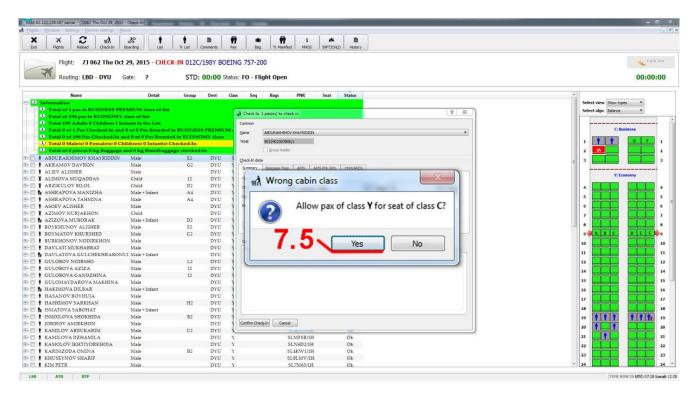
- 7. If it is necessary to upgrade the passenger to the seat that does not match with the booked class -"**UPGRADE SEAT**":
- 7.1. Select the passenger;
- 7.2. Select the new seat in the higher class;
- 7.3. Right-click on the context menu and select "Check-in";



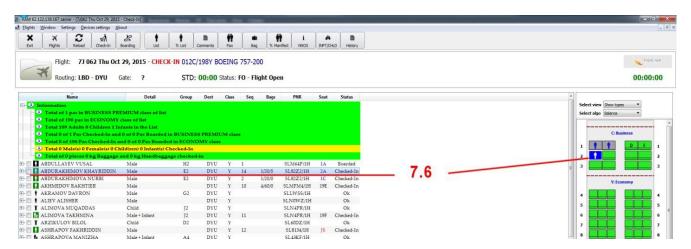
7.4. The system changes the passenger's class in the **Check-in Class** field.



7.5. Press Enter and confirm actions with **Yes**. The Check-in agent has to confirm his action on changing to the higher class.

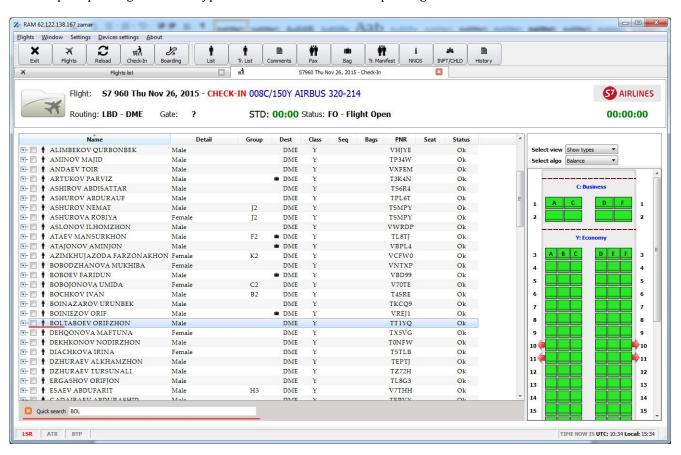


7.6. An economy class passenger is checked-in in the business class by confirming the action -"Yes".



Quick passenger search in the list

For the quick passenger's search type his first or last name in the passenger list:

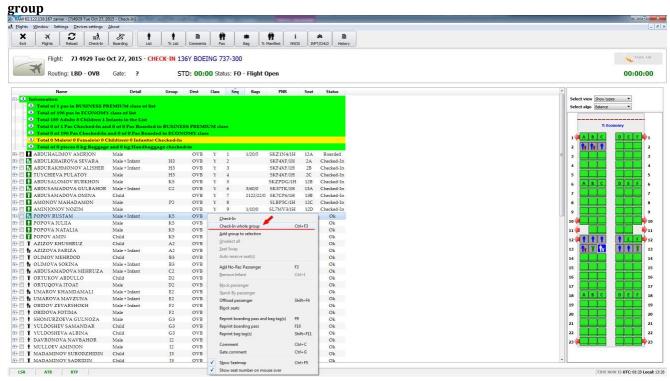


In the QUICKSEARCH window, the system displays the typed letters, all matches are highlighted in blue, the agent should choose the required passenger.

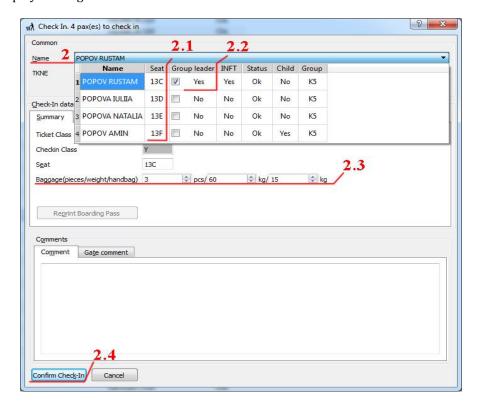
Group check-in

The group consists of passengers having a common group code, displayed in the corresponding column.

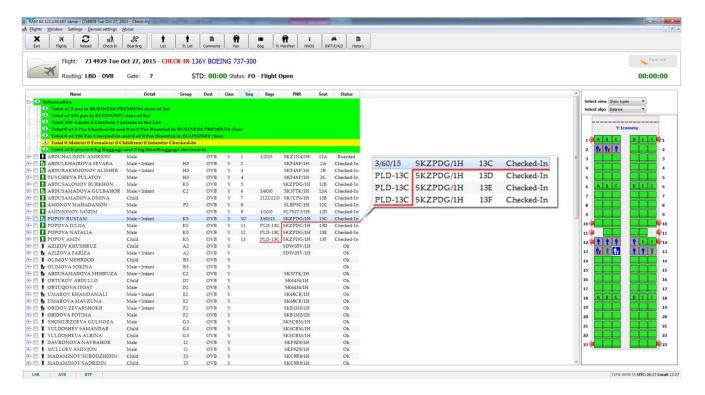
1. Select one of the passengers from the group by right-click, then open the context menu and select Check-In whole



- 1. All passengers from the group will appear in the **Name** list:
- 1.1. The system will assign the seats automatically- column Seat
- 1.2. Assign the head of group (the system automatically chooses the first from the list) Group leader
- 1.3. Enter the quantity of pieces and weight of baggage in the Baggage (pieces / weight / handbag)
- 1.4. Check-in a group by clicking "Confirm Check-In" or double-click "ENTER"



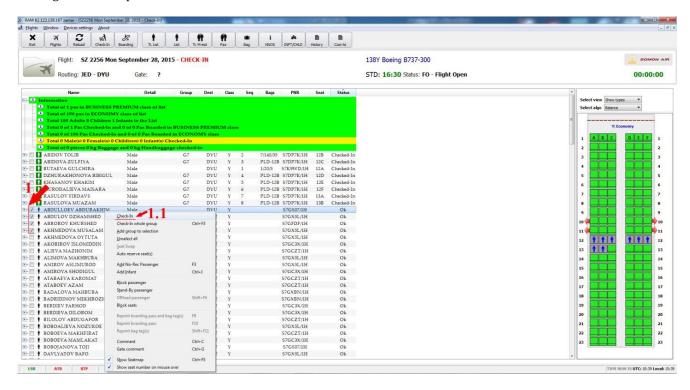
The system prints all boarding passes and bag tags. The group is displayed as **PLD**-13C in the passenger list, while **13C** is the head of the group, and the entire group's baggage will be assigned **3/60/15** to him.



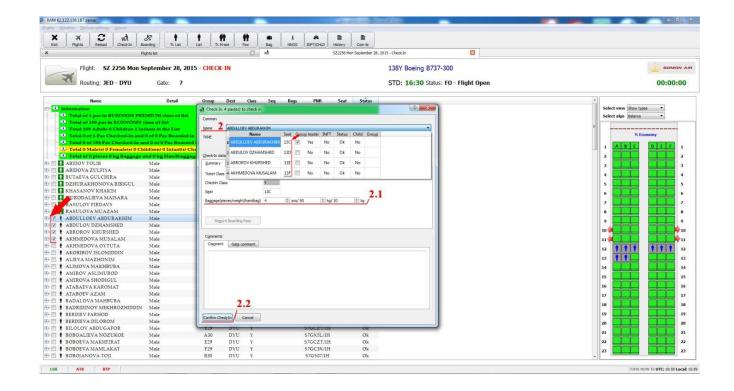
Grouping selected passengers

The group is formed directly during the check-in when several passengers prefer to check-in together.

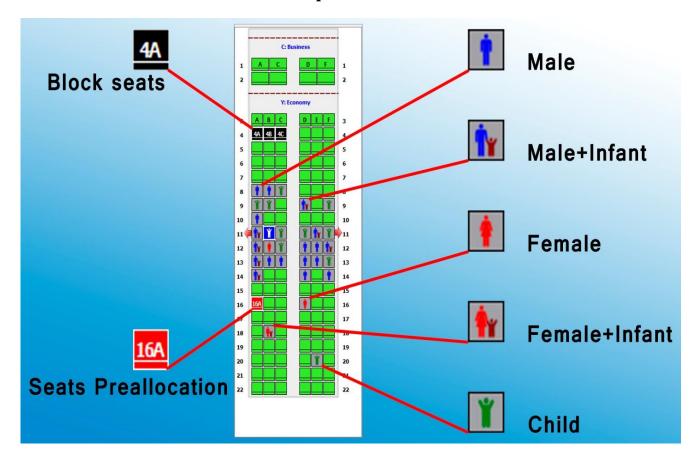
- 1. Tick passengers for creating the group
- 1.1. Right-click to open the context menu and select Check-In



- 2. The system integrates selected passengers into a group
- 2.1. Enter the quantity of seats and weight of baggage
- 2.2. Print boarding passes and bag tags of the entire group

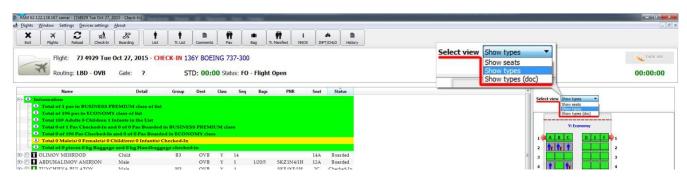


Seat Map's colors' value



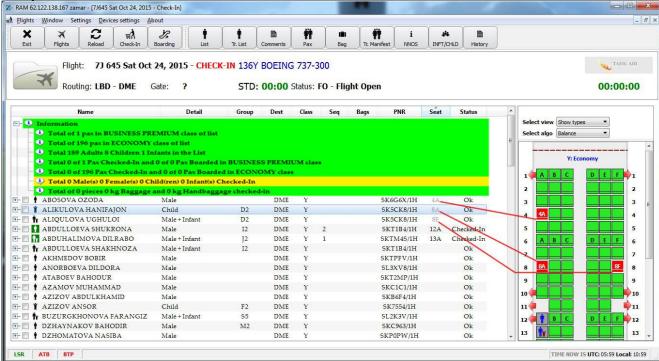
Select view

"Select view" gives an opportunity to display "Seat Map" in different ways - the standard seats "Show seats" or gender icons "Show types" for Checked-in passengers.



Advance seat assign

The system is able to book seats in advance:



To assign a seat in advance:

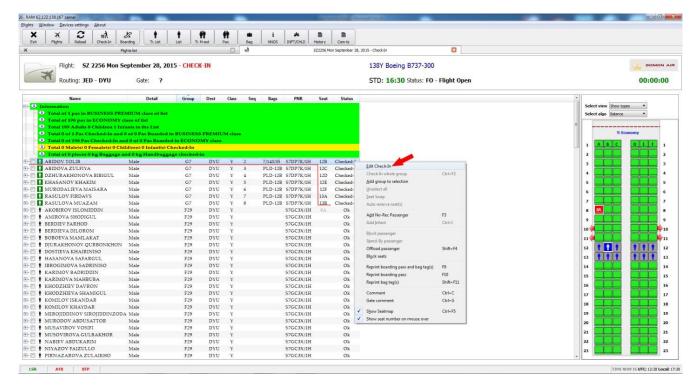
- Select a passenger
- Click on the preferable seat on the Seat Map

The selected seat is highlighted in red. The attribute "seat number" appears in the passenger list marked in gray. This function is analogue of the Soft Block Seat function.

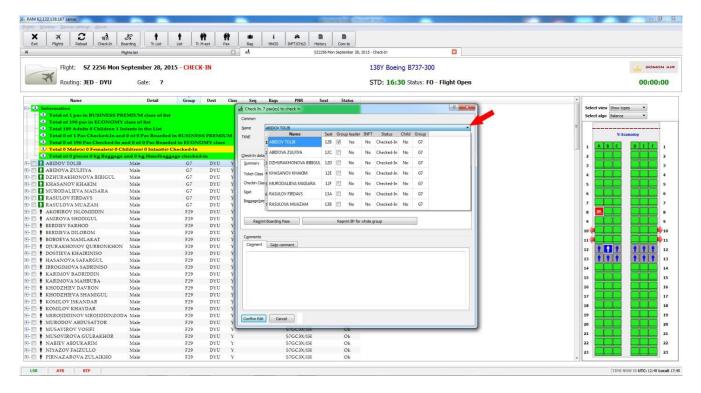
Changing seats

Changing the seat of the passenger or whole group is carried in a similar way:

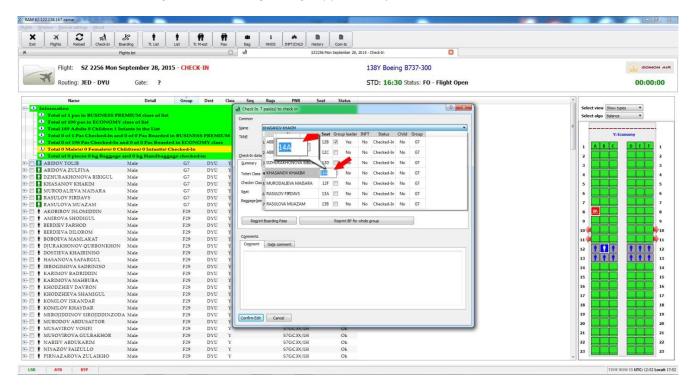
1. Select the passenger - right-click to open the context menu and select Edit Check-In



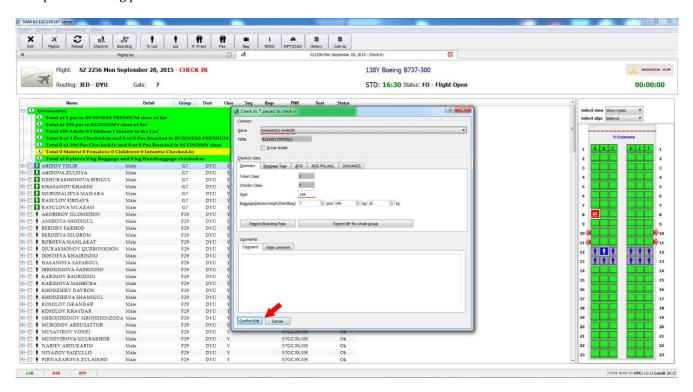
2. Open the pop-up list "Name" to see all the passengers in the group.



3. Click on the seat - change the seat of the passenger (s) manually



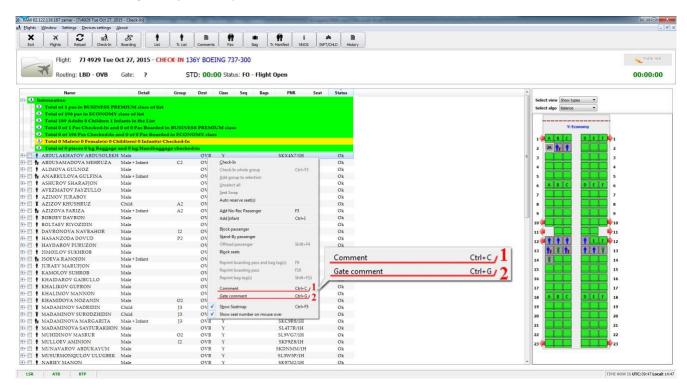
4. Reprint boarding pass "Confirm Edit"



Changed seats are shown in the passenger list.

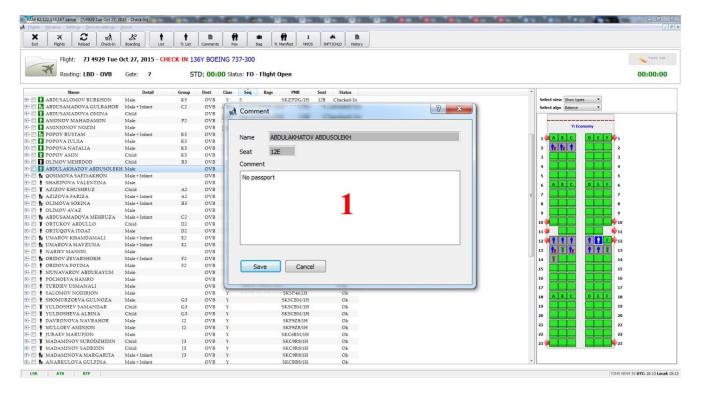
Comments

"Comments" – is special field to enter additional information in free format. The comment is opened by right-click in the context menu or using hotkey Ctrl + C / Ctrl + G

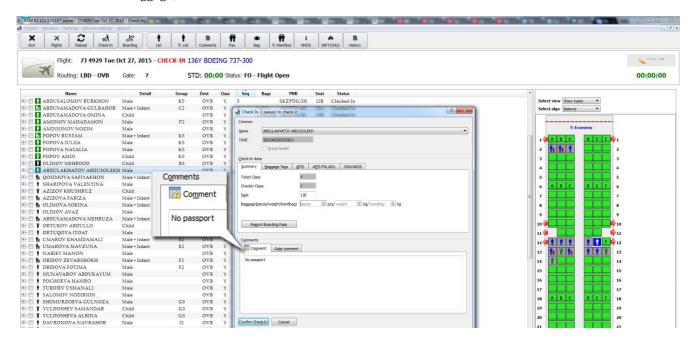


There are two types of Comments which refer to a specific passenger:

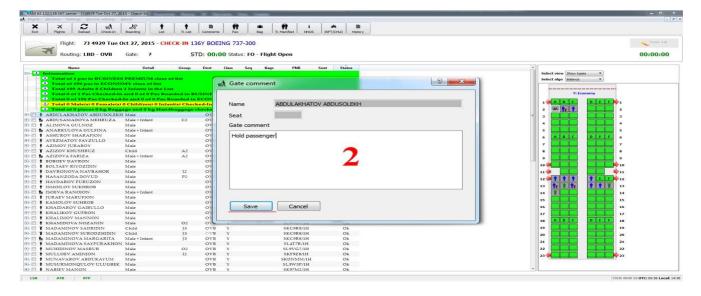
1. **"Check-In Comment"** - is entered during the check-in and is intended for giving notifications for the agent. This comment can be used for the following situations:



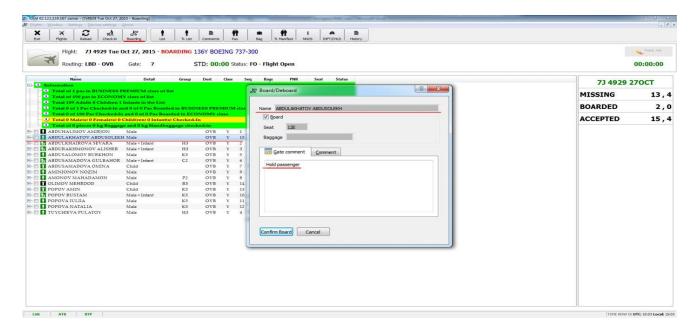
- instructions from representatives of airline / airport
- additional passenger information
- · the reason for passenger's Offload
- the cost of excess baggage, etc.



2. **Gate Comment** - is entered during the check-in and is intended for giving notifications for the agent at the boarding. This comment can be used for the following situations:



- notices about changing of boarding pass
- about forgotten things at the Check-in desk
- need to stop the passenger by the relevant structures of the airport, etc.

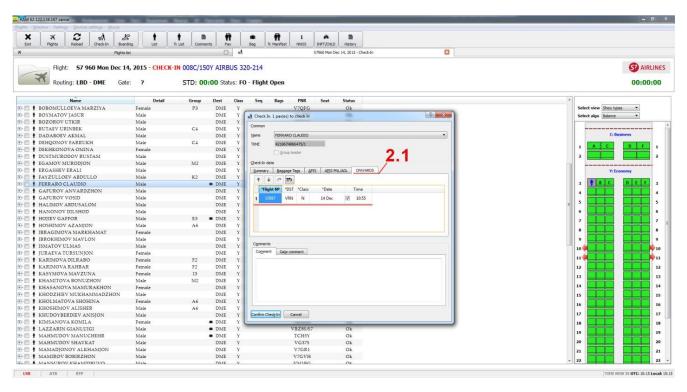


ONWARDS - check-in baggage to final destination

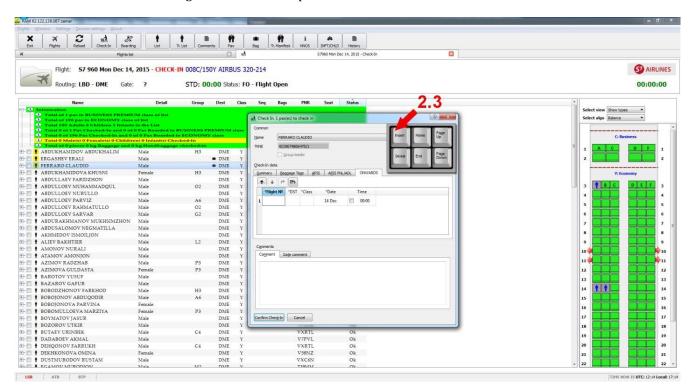
For transfer passengers there is an opportunity of baggage check- in to the final destination.

- This function can be applied if the check -in agent is sure that the second and subsequent legs of the route do not violate the acceptable baggage allowance.
- In order to check-in baggage to the final destination the agent has to make sure that the passenger has the right to enter the country (final destination). Some states may require a transit visa for transfer passengers. The agent has to make sure that all transit points do not require a transit visa or check for its presence before the baggage check-in starts.
- Please note that this function does not check-in the passenger himself for the second and next flights. The agent must inform the passenger that upon arrival at the transit point he has to see the Transfer Desk to receive the second and next boarding passes, presenting baggage tags issued earlier for entering data into the second and subsequent DCS.
- 2.1 "**Onwards**" baggage can be reflected automatically in case if this information is present in PNL in IATA format on the second and next flights, the information is displayed in the Check-In pop-up window, **ONWARDS** tab
- *Flight№ The number of second and subsequent flights
- *DST- IATA airport code of the second and subsequent flights
- *Class- Service class

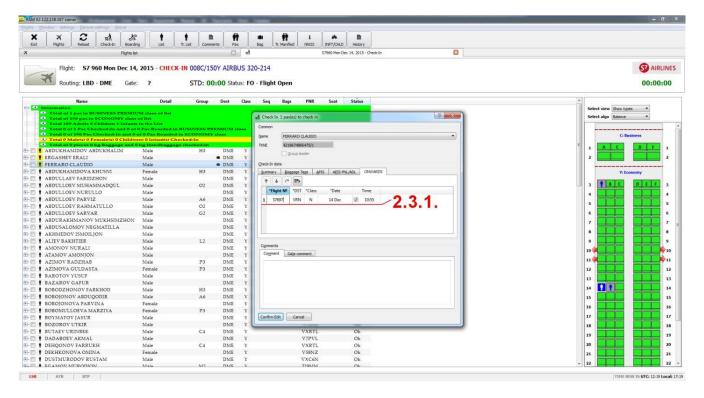
- *Date- Departure date for the next flight
- **Time** The departure time for the next flight



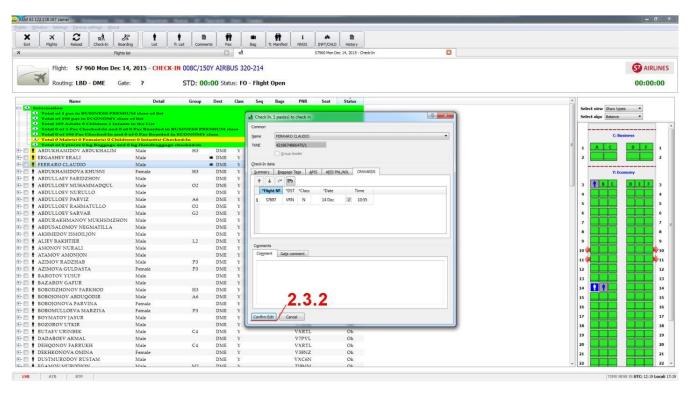
- 2.2. If information about transit flights is not in the PNL, the system has the ability to enter data manually, but the service has to be agreed with the representative of the airline of the first carrier.
- 2.3. In case if there is a need to add transit baggage in pop-up window "Check-in", "ONWORDS" tab press "Insert" and the additional field for entering new data will be open.

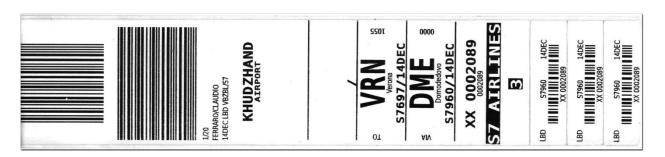


2.3.1. Next, enter the required flight number, airport code, passenger service class, and the date and time of departure, press **Enter**.

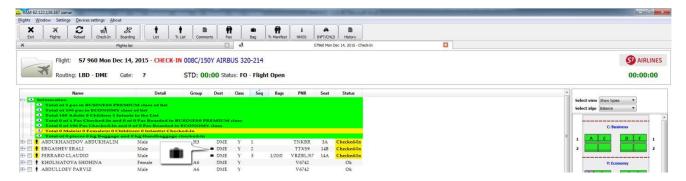


2.3.2 When clicking on **Confirm Edit**, the system automatically prints a bag tag indicating transit points (airports) and the final destination point *.

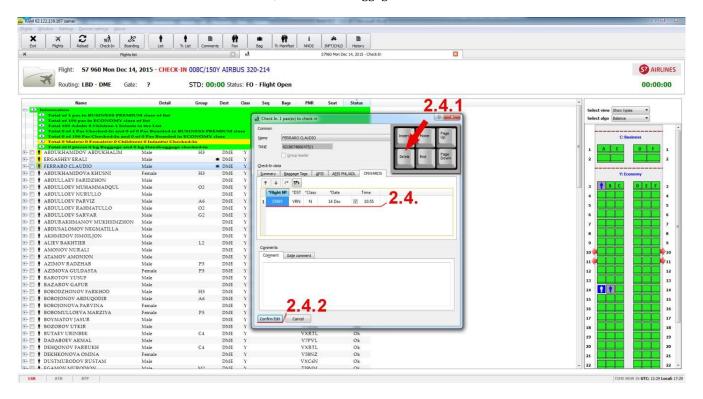




The system identifies passengers with transit baggage with an icon "suitcase" in the **Dest** column.

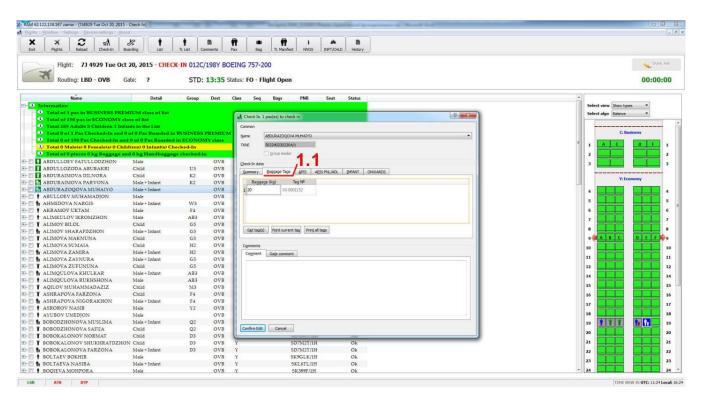


- * The maximum possible number of onward legs 3 (THREE).
- 2.4. If the transit direction of baggage needs to be removed in the **Check-In** pop-up window, the **ONWARDS** tab, select the necessary transit baggage direction.
- 2.4.1. Press the **Delete** key on the keyboard.
- 2.4.2. Then confirm the action **–Confirm Edit**, the selected luggage is removed.

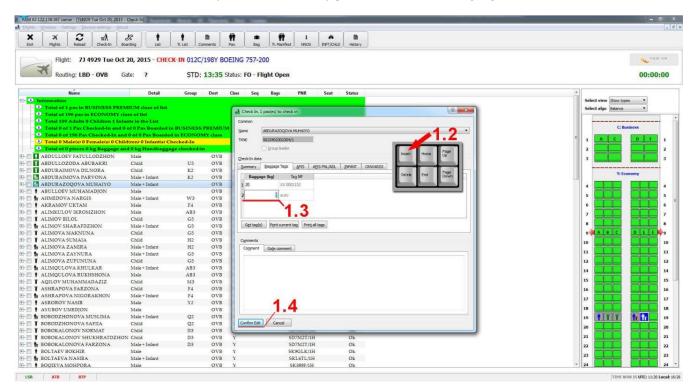


Edit checked-in baggage

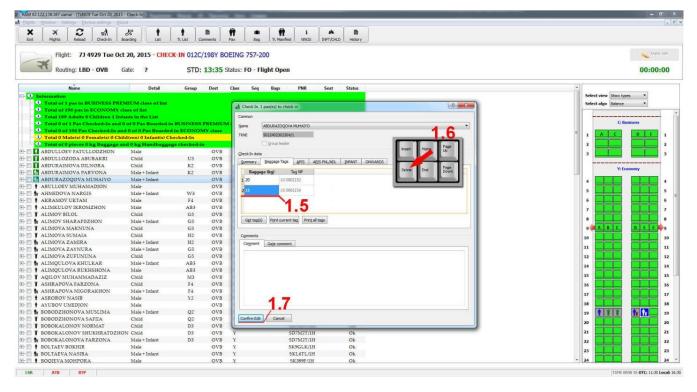
- 1. Select the checked in passenger (whose bags information needs to be changed) on the screen, right-click to open the context menu- **Edit Check-in**.
- 1.1. Go to the **Baggage Tags** tab, which displays data on the passenger's checked-in baggage.



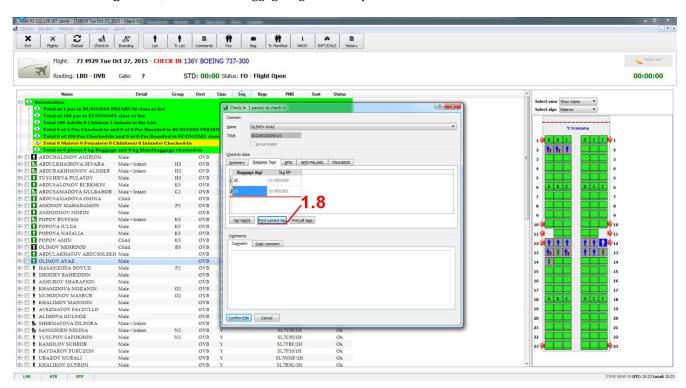
- 1.2. If there is a need to add a piece press the **Insert** key, an additional field appears for entering new data.
- 1.3. Next, enter the required weight of baggage and press **Enter**.
- 1.4. Click on **Confirm Edit** and the system automatically prints the additional bag tag.



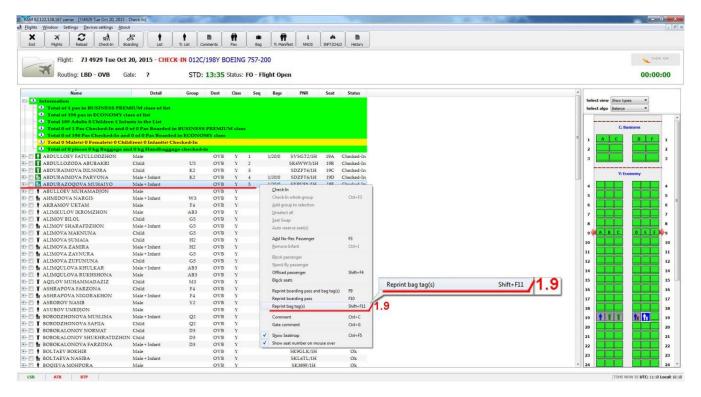
- 1.5.If there is a need to remove the piece select the necessary piece by clicking the Baggage Tags tab.
- 1.6. Press the **Delete** key.
- 1.7. Next, confirm the action-**Confirm Edit**, the selected luggage is removed.



1.8. **If it is necessary to reprint any bag tag**, select the required tag in the **Baggage Tags** tab with a click and press the **Print Current Tag** button, the selected baggage tag will be reprinted.



1.9. If necessary to reprint all bag tags belonging to the passenger, select the passenger in the passenger list and right-click on the context menu, select - **Reprint bagtag (s)** or use the **Shift + F11** hot key, all bag tags will be reprinted.

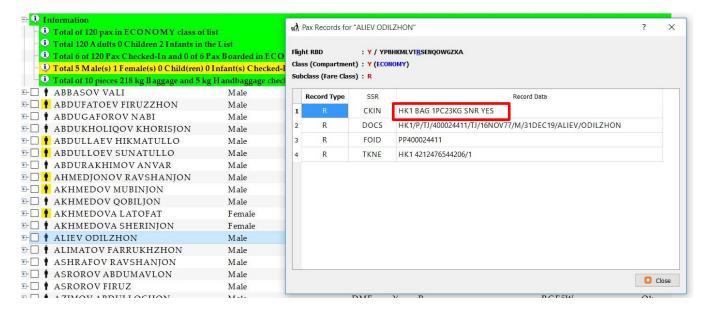


A baggage tag is the only identification document confirming that a particular passenger has this baggage. The check-in agent is responsible for correct labeling of baggage (baggage tag).

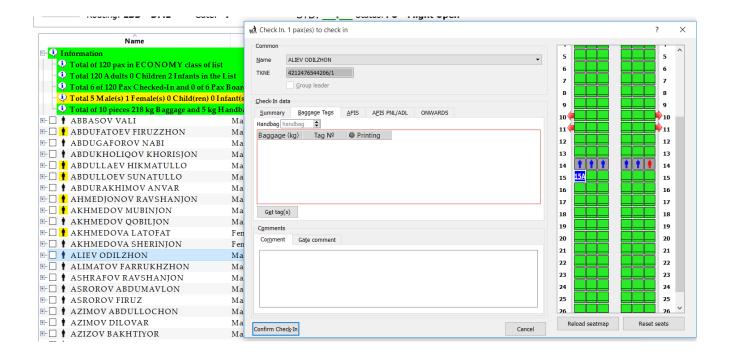
Baggage check-in by Piece or Weight concept

Baggage check-in by Piece Concept + Single bag

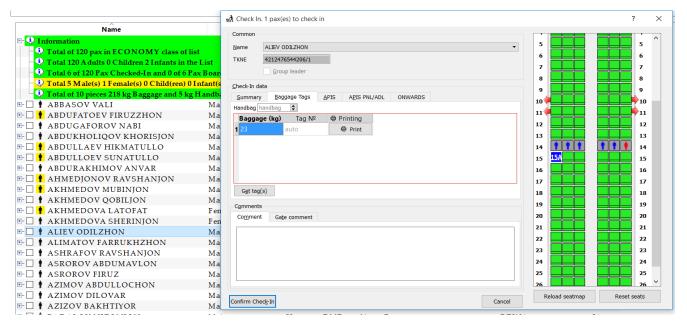
If according to the rules of the airline there is a strict baggage check-in according to the "piece" concept, check the baggage information in the context menu. Right – click select from the context menu - **View Pax Data**- tab offers information on a selected passenger (1pc 23kg).



1.1. During the check-in of the selected passenger, the **-BAGGAGE tags** tab opens automatically.

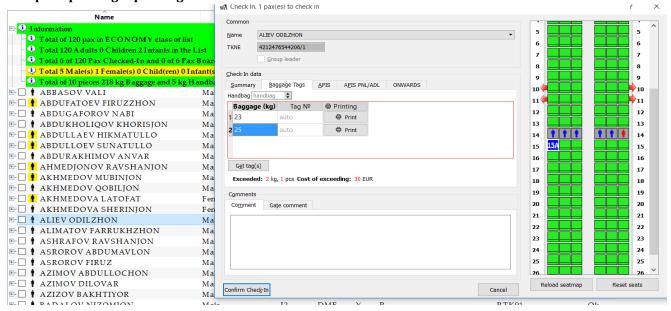


1.2. Next key - **INSERT**, which activates the table to fill the weight of the baggage (kg), for example: **23 kg**, confirm actions - **Confirm Check-in**



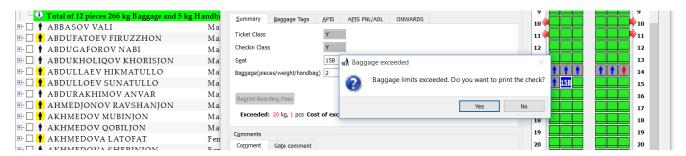
1.3. If there is an overweight or excess of the baggage limit, add the quantity of bags - using the above-**INSERT** method. In this case, the system keeps track of the quantity and weight of baggage for each bag.

Example: 1pc-23kg+1pc-25kg.



The system reminds that the quantity and weight of baggage have exceeded the limit!

"Baggage limits exceeded. Do you want to print the Receipt?" - confirm if the passenger agrees to pay for excess baggage. -YES. The system prints a **Receipt** with full information on the quantity and weight of excess baggage.



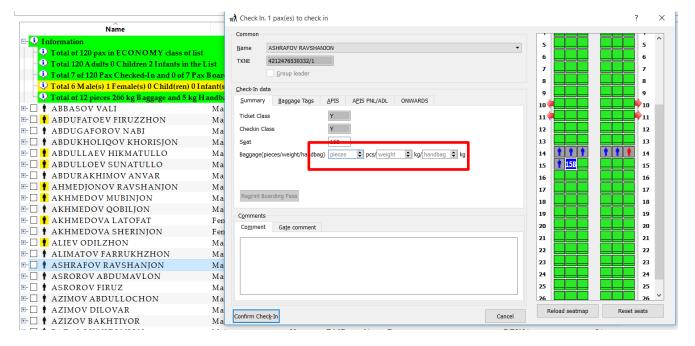
Next there is a procedure of payment confirmation and printing a receipt.



Piece Concept+Multibags

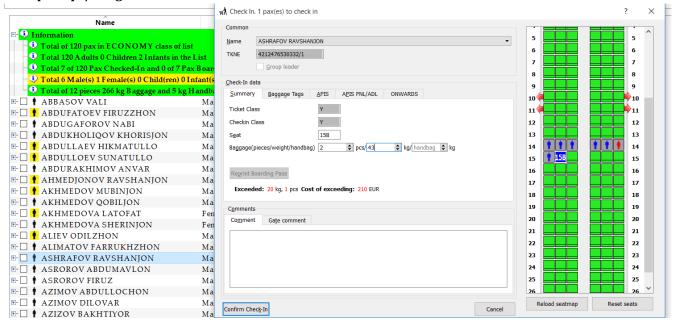
In this concept, baggage check-in is possible in the **Check-in** tab.

1.1. Choose a passenger by right-click in the context menu, select **Check-in**, then the tab opens:



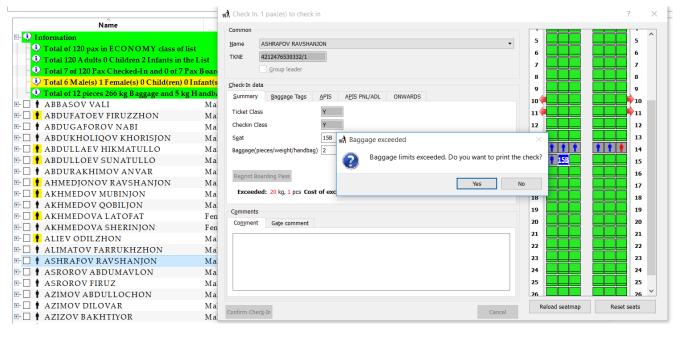
1.2. In the tab - Baggage (piece / weight / handbag) - indicate the quantity and weight of the carried baggage.

Example: 2pc/43kg



1.3. System response: Excess 20 kg, 1pc, Cost Of Excess-210eur.

Next, there is a procedure of payment confirmation and printing a receipt.



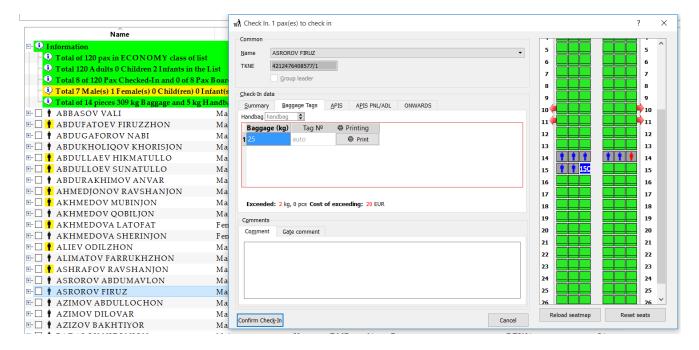


Weight concept + Single Bags

In this concept, there is a weight control of baggage for each checked - in bag.

1.1. Select the passenger- context menu – "Check-In", opens the **Baggage Tags** tab, press the **Insert** key, a table for filling in the baggage weight will be opened, where the baggage weight needs to be indicated.

Example: 1pc / 25kg



In case of excess baggage limit, the system warns how much baggage weight is exceeded - "Baggage limit excess"

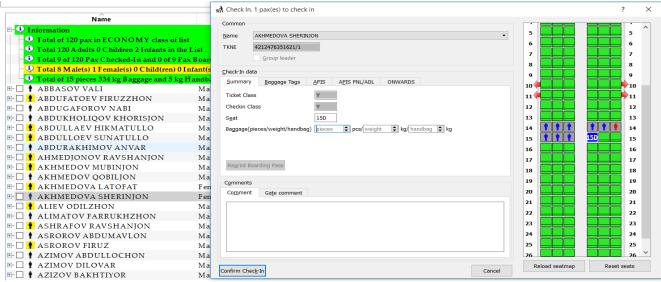
1.2. Next, a standard procedure for calculating and paying for excess baggage is carried out and printing a receipt for payment.



Weight Concept + Multi Bags

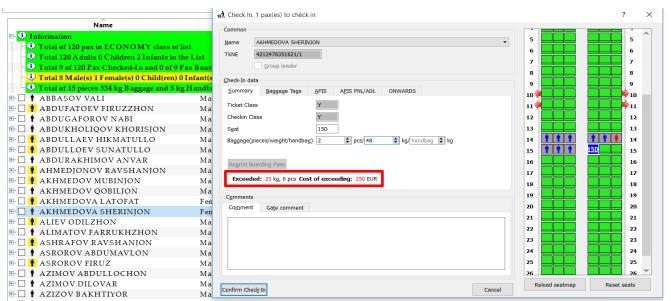
Within the following concept there is no limits on baggage pieces, the limitation is based on the total weight of checked - in baggage.

1.1. Select the passenger, right-click - context menu - "Check-in".



1.1. In the table -Baggage (piece/weight/hand bag) - indicate the quantity and weight of baggage.

Example: 2pc/48kg



1.3. Confirm the actions by **Confirm Check-in** tab, next the tab **"Baggage limit exceeded"** is displayed - confirm the payment for excess baggage and print the receipt- then click **YES**.

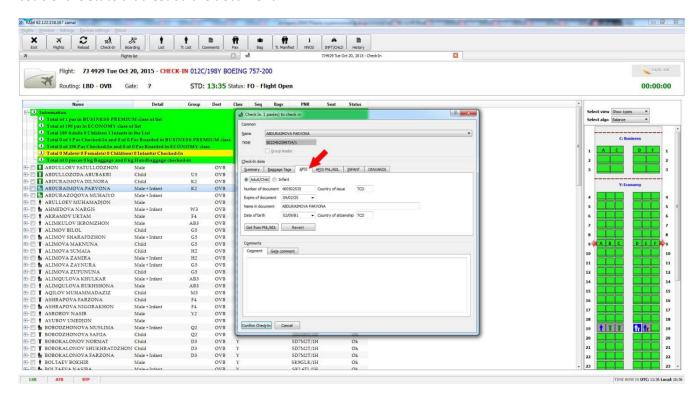
Advanced Passenger Information (API)

According to the migration rules of most of countries, API is entered into the system. Often, the personal data of each passenger must be transferred in advance to the migration services of the country of arrival. There are three ways to form API:

- It comes from reservation systems (in PNL / ADL message);
- •It can be entered during check-in via the OCR keyboard;
- during check-in manually.

API contains the following information:

Name, last name / date of birth / passport number / validity of the document / gender / citizenship / 3 letter code of the state that issued the document.

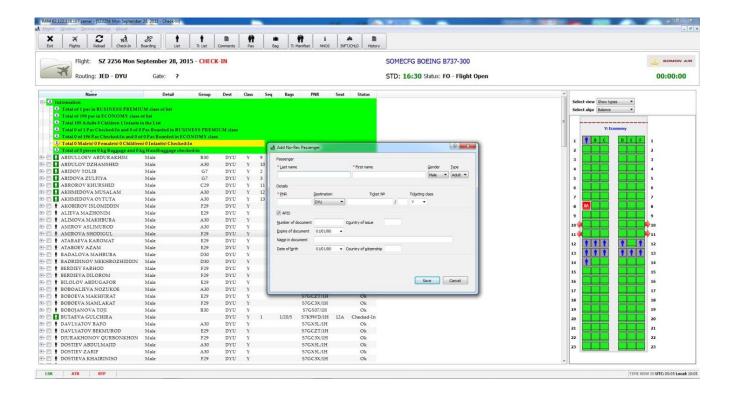


Upon request of the airport or migration services the system may send an APIS message to the airport of arrival or other authorized agencies of the destination country.

NOREC CHECK-IN

Reasons for passenger becomes NOREC:

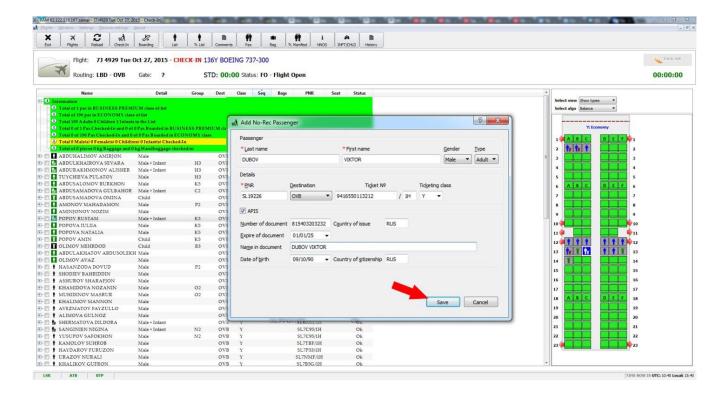
- Passenger has OK ticket, but the reservation was canceled.
- The passenger has open/request ticket or he has booked a ticket for another flight (GoShow).
- If the passenger bought a ticket before the flight, but did not get into the passenger list.
- 1. In order to check-in NOREC passenger, open the menu for entering this type of passenger using F3 key. Next, the passenger data entry form pops up (APIS information can also be entered upon request).



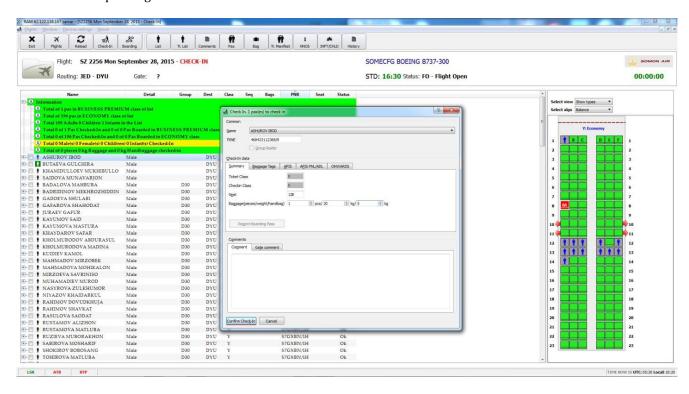
Fill in the form, the fields marked with * are mandatory.

- * LastName
- * Firstname
- * PNR
- Destination
- Ticket number
- APIS complete passenger's passport details

After filling in all the information, click "SAVE", now the passenger is included in the OK-list

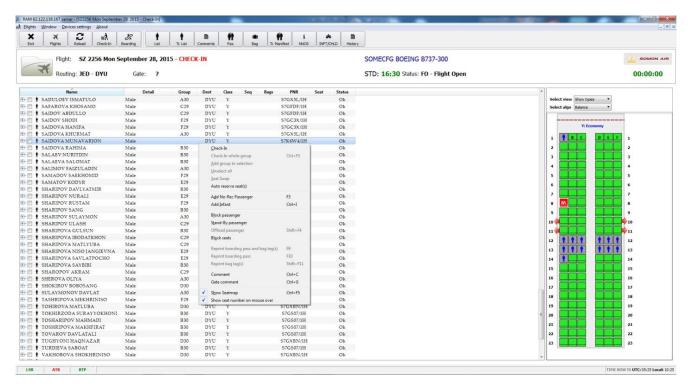


3. Continue the passenger check-in

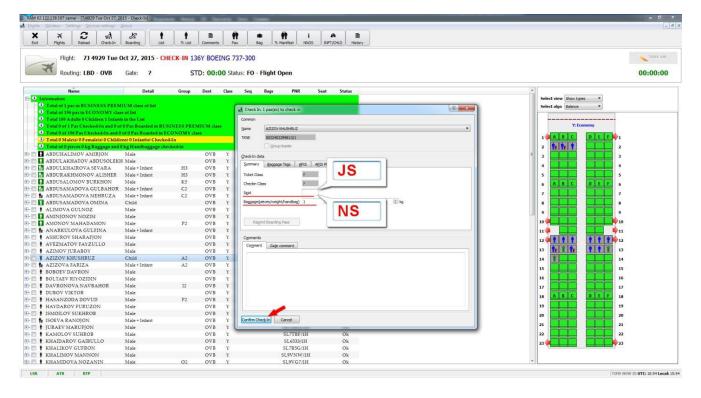


JUMP SEAT/ NO SEAT

1. For the check-in on the **Jump seat / No seat**, right-click on the **Check-In**, the passenger must be in the **OK list**.

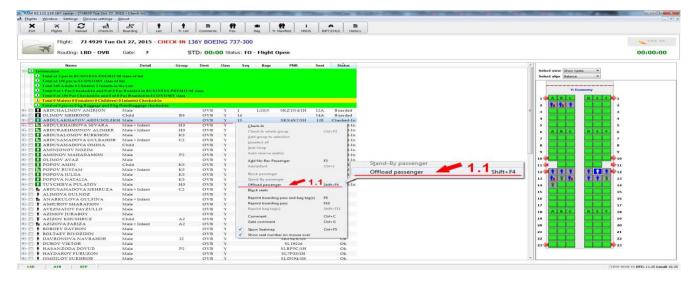


2. In the **Check-In** window, in the **Seat** field enter manually the number of the JS or NS seats, enter the baggage data (if available), confirm the action and click **Confirm for Check-In**.

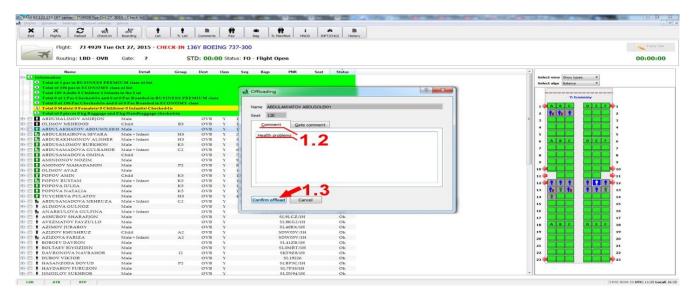


Passenger's offload - OFFLOAD

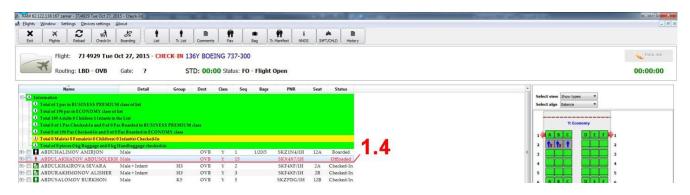
- 1. If there is a need to offload the checked-in passenger from the flight:
- 1.1. Find the required passenger in the passenger list, right-click to open the context menu **Offload passenger**



- 1.2. An **Offloading** pop-up window will appear on the screen, fill in a message about the reason of offload in the **Comment** tab, this message is required
- 1.3. Confirm action by Confirm offload



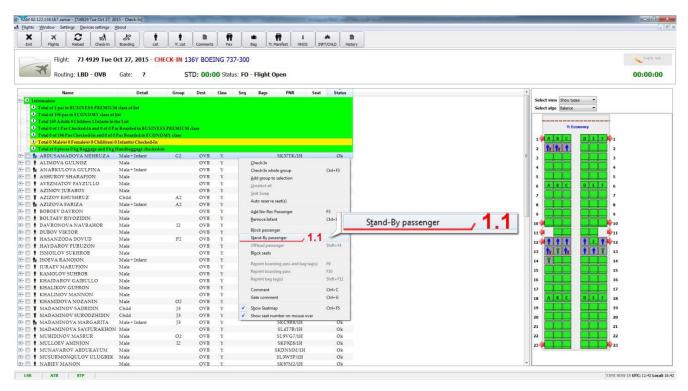
1.2. The offloaded passenger is highlighted in red in the passenger list.



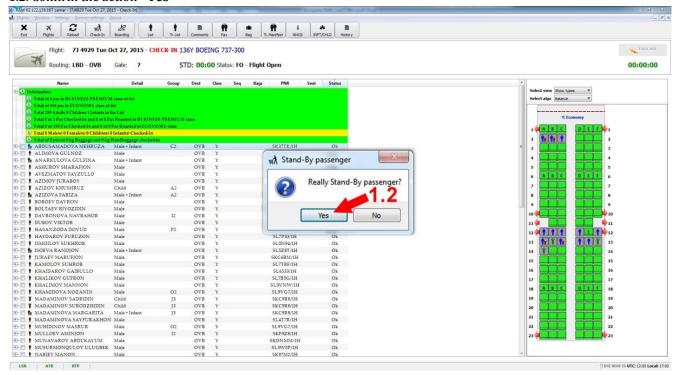
STANDBY - check-in to the wait list

1. The STANDBY (Placing on a wait list) is used in the following cases:

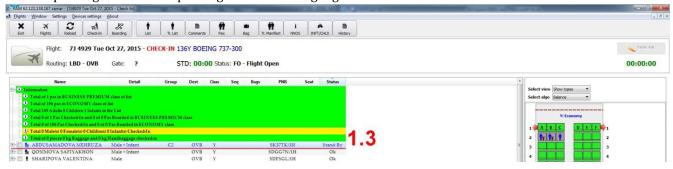
- If the airline replaces the aircraft with a smaller configuration;
- If the passenger purchased a ticket with "Request" status (without a warrant for check-in);
- Other force majeure circumstances that require to put the passenger in STANDBY status.
- 1.1. Choose passengers from the passengers list (most likely this instruction will be given by the flight representative) required for placing passengers on the wait list. Right-click in the context menu, select the **Standby Passenger**, i.e. transfer the chosen passenger from the **OK** status to the **Standby**.



1.2. Confirm the action - Yes

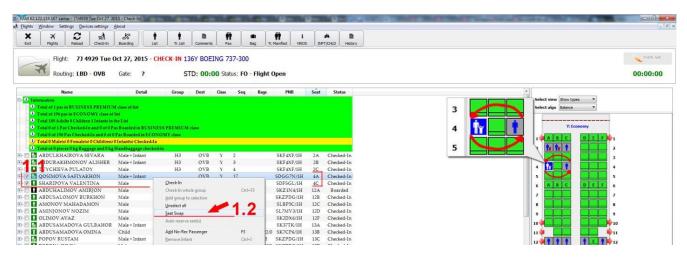


1.3. The passenger data in the passenger list will be highlighted in blue.

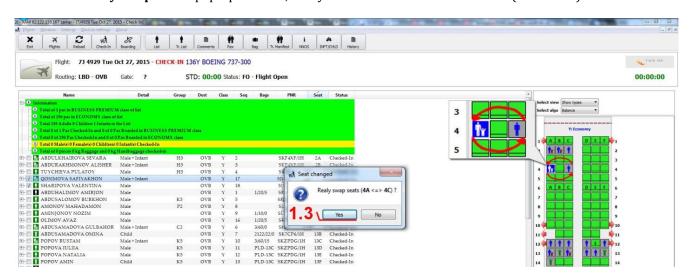


Seat Swap

- 1. The Seat Swap function is used in case if there is a need to exchange seats of two passengers for different reasons.
- 1.1. Select in the passenger list 2 required passengers with the **Checked-In** status
- 1.2. Right-click to open the context menu and select the "Seat Swap".



1.3. In the "Really Swap seats" pop-up window, the system asks for confirmation - Yes (to confirm).

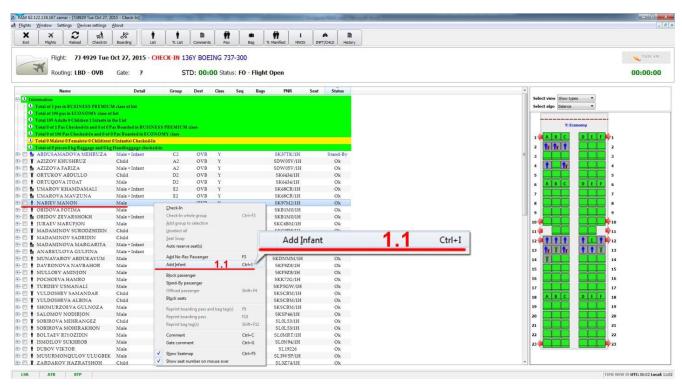


1.4. Seats are changed and the process of issuing new boarding passes is automatically performed.



Add or remove the infant (INF)

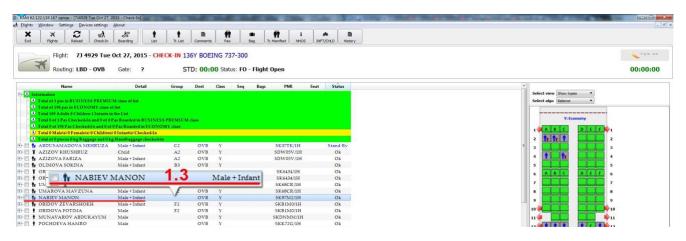
- 1. For any reason the data about the infant did not received in the passenger list from the reservation systems:
- 1.1. Select an adult passenger with the \mathbf{OK} status to add an infant, right-click to open the context menu where select \mathbf{Add} Infant or a combination of hot keys $\mathbf{Ctrl} + \mathbf{i}$



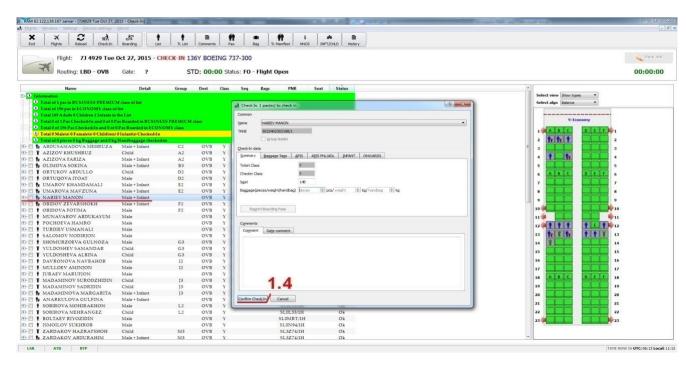
- 1.2.The "Add infant to passenger" form will appear, fill in the full infant details (marked * are required):
- * Infant Last Name
- * Infant First Name
- Infant ticket Nº
- Data of birth
- Save



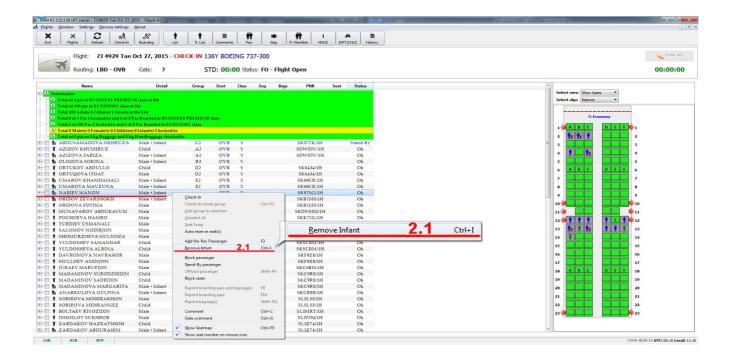
1.3. The infant is added "Male + Infant"



1.4. Continue the Check-in as usual.



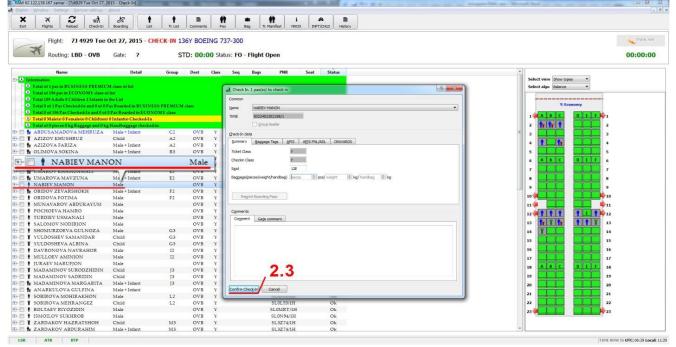
- 2. If infant does not travel before Check-in:
- 2.1. Right-click to open the context menu, select "Remove Infant" or a combination of hot keys "Ctrl + i"



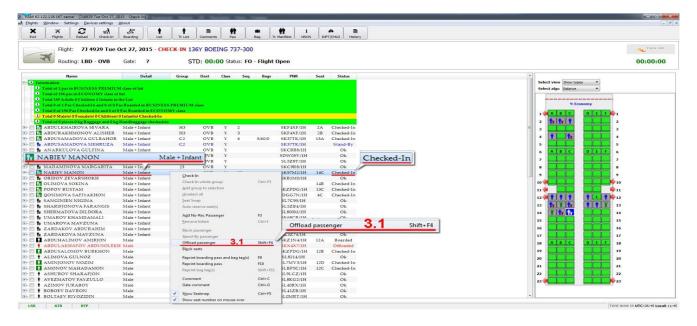
2.2. Confirm actions by Yes



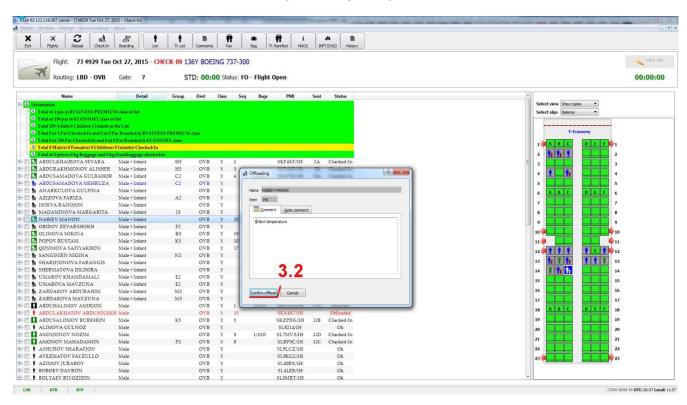
2.3. The infant is removed; continue to check-in an adult passenger without an infant



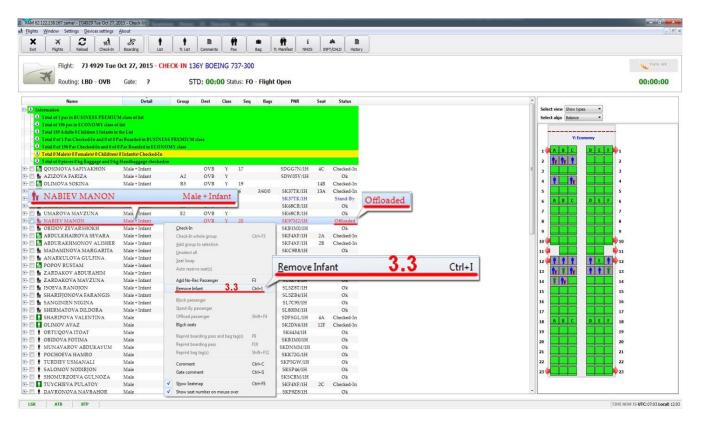
- 3. If infant does not travel after Check-in (Checked-In status):
- 3.1. Find in the list the required Checked-In adult passenger with an infant, right-click to open the context menu, select **Offload passenger**, remove from check-in the adult passenger with an infant.



3.2. Add a comment with the reason of offloading the adult passenger with infant from check - in, Confirm offload.



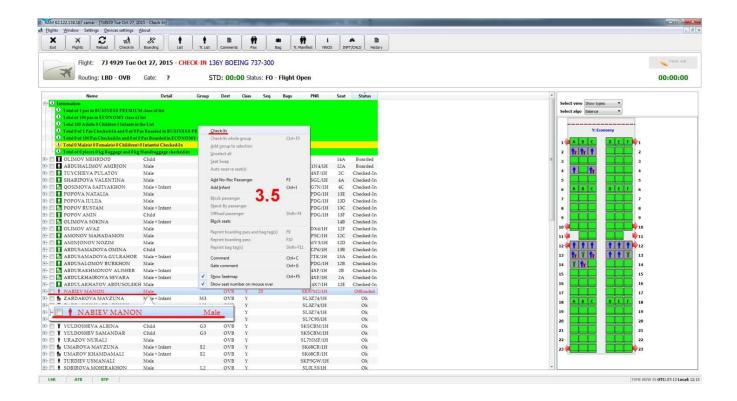
3.3. Right-click to open the context menu, select **Remove Infant** or a combination of hot keys **Ctrl + i**



3.4. Confirm actions with Yes



3.5 The infant is removed; recheck-in an adult passenger without an infant.

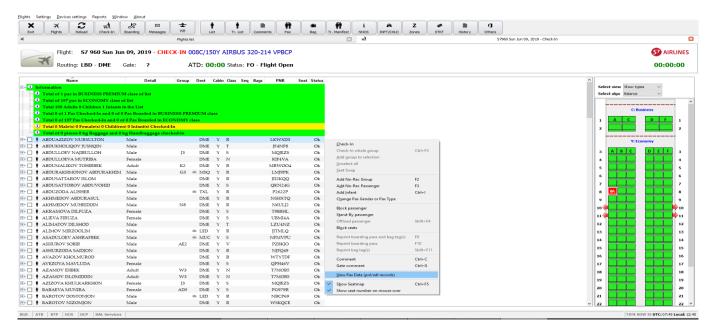


SSR-SPECIAL SERVICE REQUEST

Special Service Request (SSR) is a special code to indicate the information about individual passenger requests, for example: special food, transportation of non-standard baggage, animals, necessary devices for movement of disabled passengers, flight of underage without an adult and other requests, related to the special flight's conditions and / or convenience. SSR always require the airline to take a certain action - to confirm the requested service or deny it.

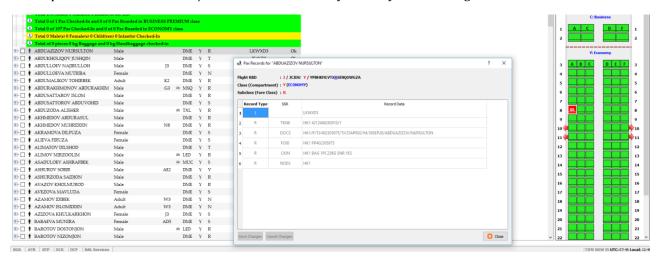
In DCS, SSR codes are generated in two ways:

- attached to the passenger's PNR coming along with the PNL / ADL when the ticket is issued, the check-in agent sends the airline a request for additional services. Further, the airline processes the request and responds with consent or refusal within 24 hours.
- entered manually by the check-in agent upon passenger's request and the mandatory confirmation of the airline representative and other involved in this process services
- **1.** To view the passenger's SSR code obtained from PNL / ADL, select the passenger, open context menu "View Pax Data", the tab with the passenger's SSR codes will appear:

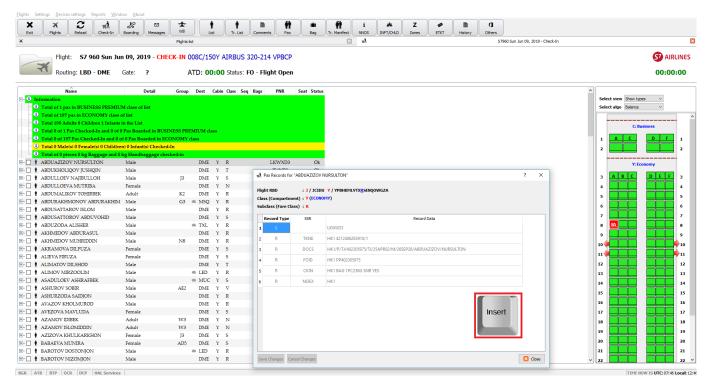


The tab contains information about the confirmed services of the passenger, including mandatory remarks (passport details, ticket number, quantity and weight of allowed baggage).

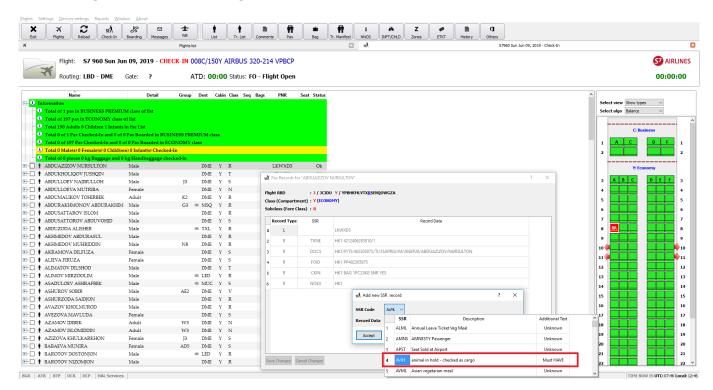
The requests obtained from PNL / ADL are marked in Gray and may not be changed.



- **2.** If necessary and with the mandatory confirmation of the airline representative, an additional service can be issued to the passenger directly during check-in. In this case, the check-in agent enters the SSR code manually:
- -"Insert" key, a tab with SSR codes will appear

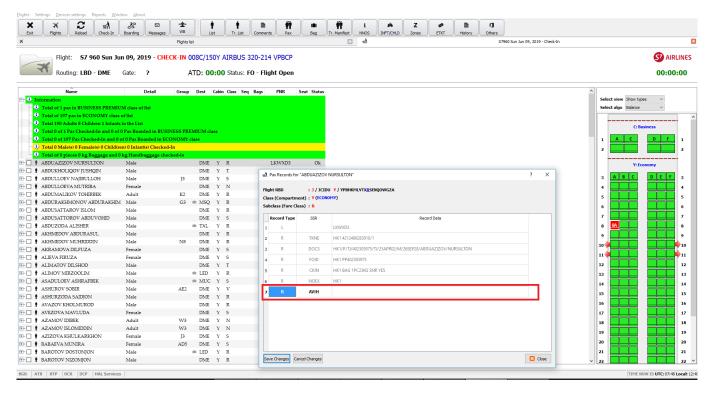


-select the required SSR Code, for example, "AVIH";



- enter the necessary information in the "Record Data" field, if this field is required *

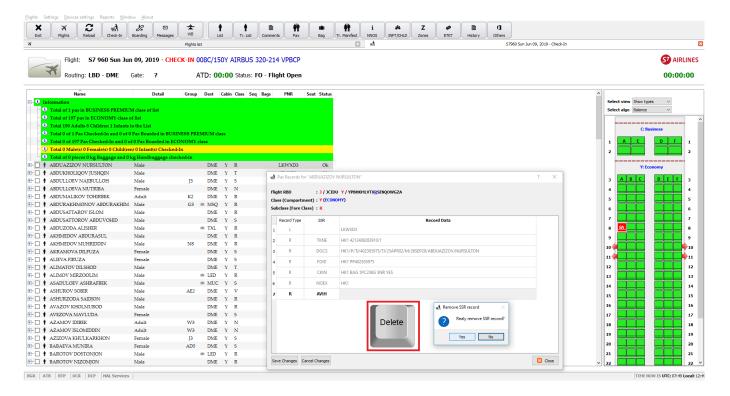
Manually added SSR will be highlighted by **bold black font**.



To delete SSR (only manual added SSR can be deleted):

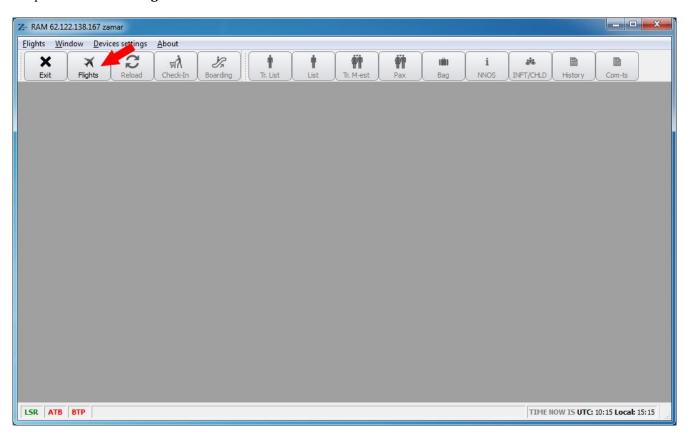
Press "Delete", the "Really remove SSR record" pop-up window will appear

Confirm the action - "Yes"

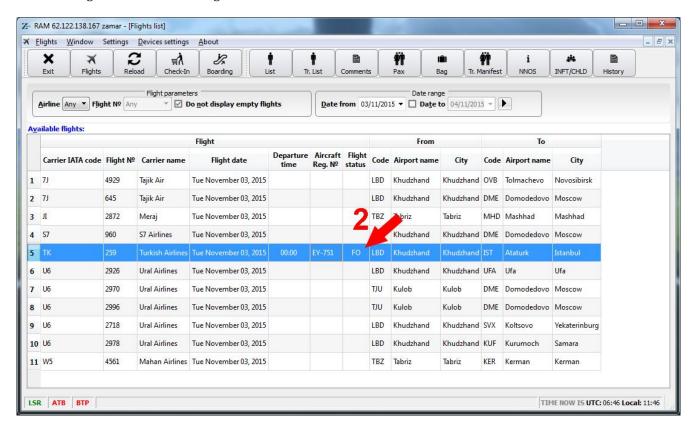


BOARDING

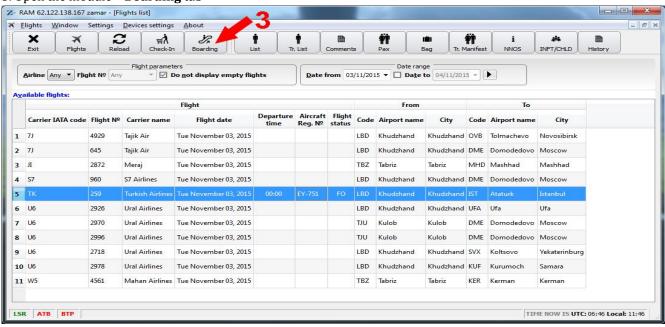
1. Open the module - Flights tab



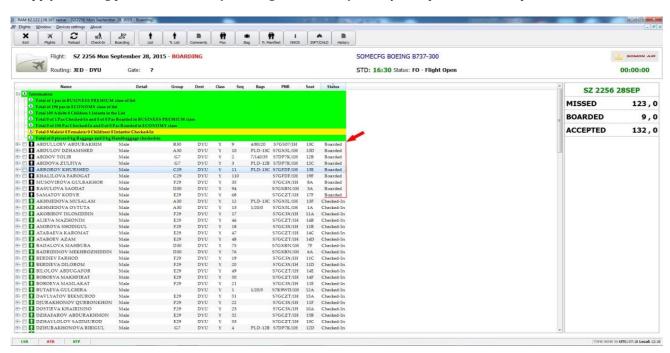
2. Select a flight where the boarding starts.



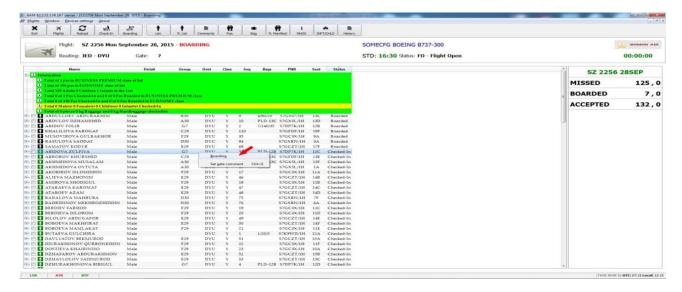
3. Open the module - Boarding tab



4. Apply boarding passes to the BGR (Boarding Gate Reader) - the system provides the response - Boarded

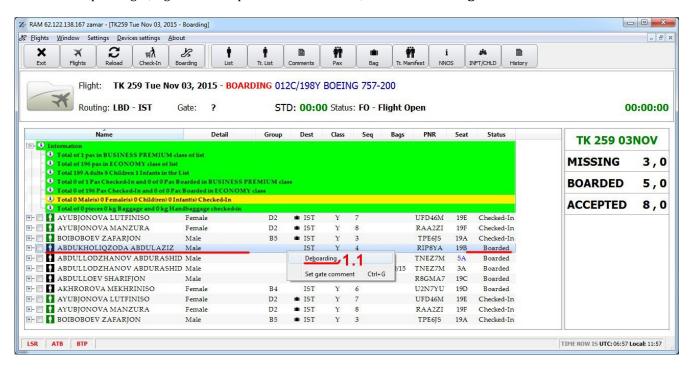


5. There is a possibility of manual passenger's boarding if the BGR is not working properly or there is no connection with it.

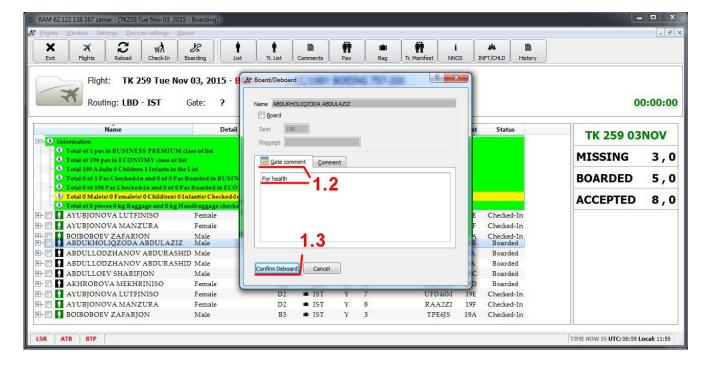


Deboarding

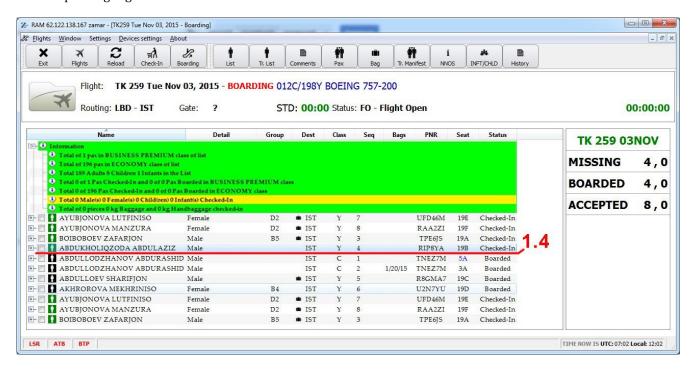
- 1. In order to deboard the required passenger from boarding:
- 1.1. Choose a passenger, right-click to open the context menu, select **Deboarding**



- 1.2 There is a pop-up window, **Gate Comment** where should be a comment with the reason for deboarding the passenger
- 1.3. Confirm the action "Confirm Deboard"

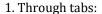


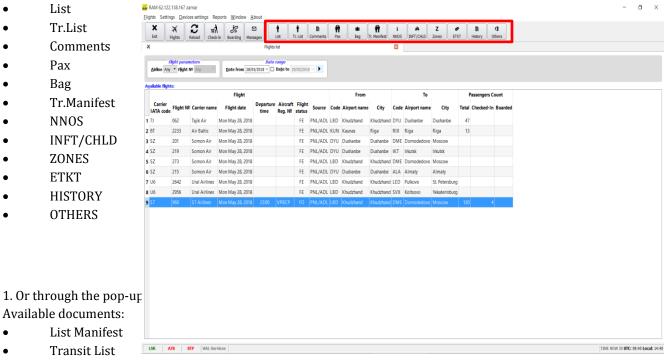
1.4. The passenger gets **Checked-in** status



Documents (Main Final Reports)

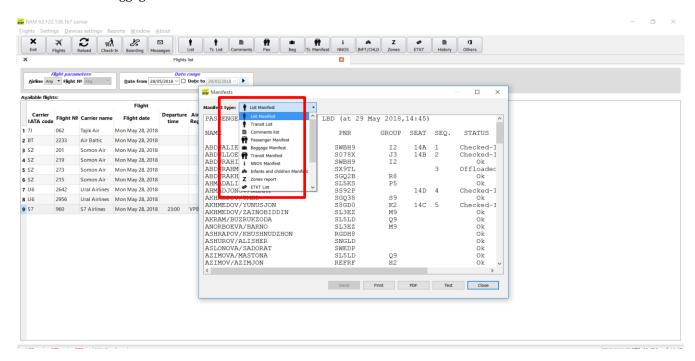
1. At the end of the boarding, the agent has to print all the documents required by the airline. The printing of final documents are possible in two ways:



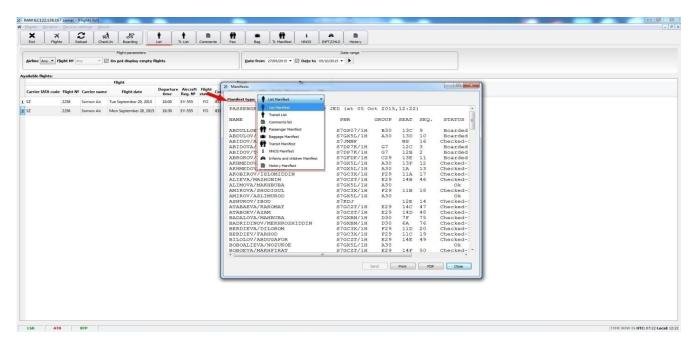


- Comments List
- Passenger Manifest
- Baggage Manifest
- Transit Manifest
- No show / No rec (NNOS) Manifest
- Infant and Child Manifest
- Zones Report

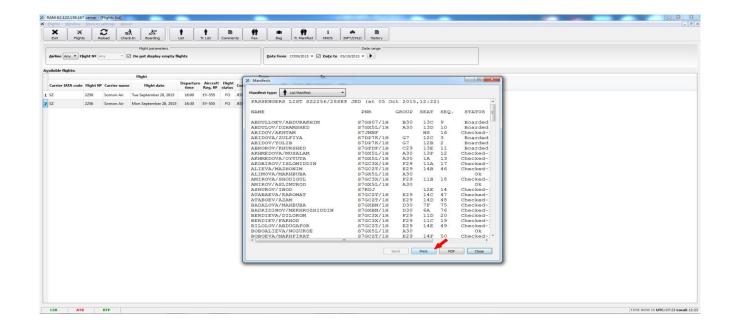
- E-ticket List
- History Manifest
- Excess Baggage Manifest



1.2. Open the "List Manifest" tab with the report documents: "Passenger Manifest", "Baggage Manifest", "Transit Manifest" and etc.



1.3. Print each document upon request - Print



Paragraph 2

Manual of System Administrator

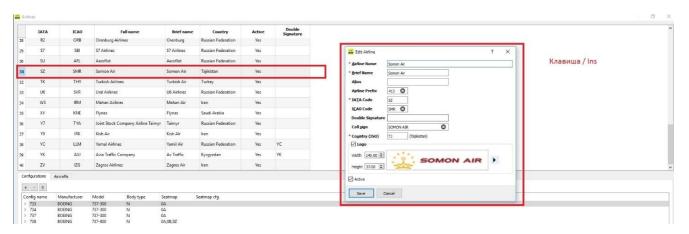
Adding new airlines - AIRLINE

1. Adding new airlines

To add a new airline, go to the Settings> Airlines

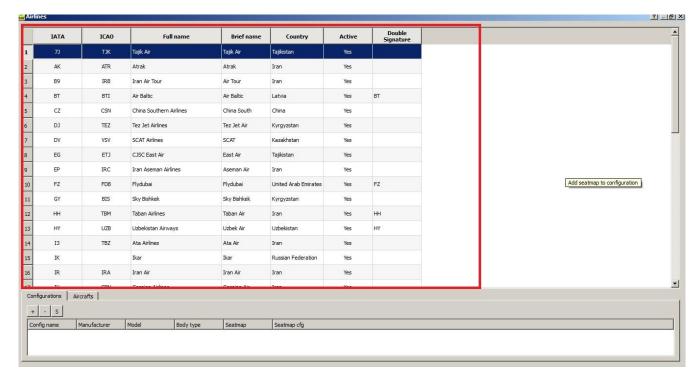


The list of airlines will appear on the screen. Press **Insert** to add an airline. The screen displays the airline data entry window. Entering the necessary data and save the filled columns with **Save** key.



2. List of airlines

The entered data of the new airline is shown in the list of airlines.

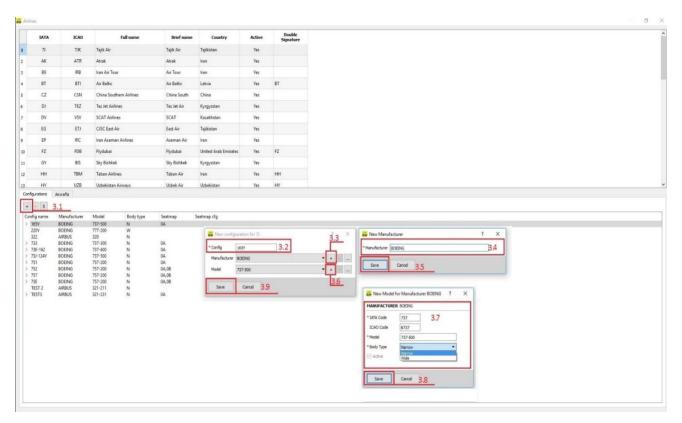


3. Enter the type of aircraft.

- 3.1. Key (+ / -) press the button and open the window to enter data of seats positioning
- 3.2. window for adding seat configuration
- 3.3. button + opens the window for adding the type of aircraft
- 3.4. window for adding type of aircraft

- 3.5. "Save" to save data of the aircraft type
- 3.6. button + select standard aircraft code
- 3.7. window for adding standard IATA aircraft code
- 3.8. "Save" to save data on the standard IATA code of the aircraft
- 3.9. "Save" to save all entered parameters

To enter data of the aircraft type select "Configuration". Click + (3.1.) to open the window for entering the quantity of aircraft seats (3.2.). Click + (3.3.) to open the window for entering an aircraft type data (3.4.). When type of aircraft is entered save data with "Save" button (3.5). Press + (3.6.) to open the window for entering IATA code. After the data is entered in 3.7. save it, press "Save" (3.8.). Press "Save" (3.9.) and save all data about type and standard IATA code of the aircraft.

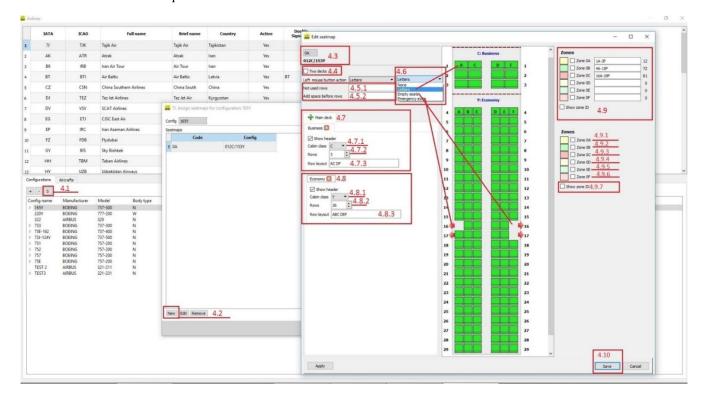


4. Aircraft seat configuration

- 4.1. Button «S» SEATMAP
- 4.2. Button «New» adding a seat configuration card
- 4.3. Window for entering the Type of Configuration
- 4.4. selection the type of aircraft
- 4.5.1. the row numbering (some airlines avoid number 13)
- 4.5.2. free (service) compartment (e.g. kitchen)
- 4.6. letters, empty seats and emergency exits
- 4.7. Type of Business Class
- 4.7.1. window to select the type of Business class
- 4.7.2. to create seats in the selected type of business class
- 4.7.3. letter designation of the seats in business class
- 4.8 to enter the data about the type of economy class
- 4.8.1. to select the type of economy class
- 4.8.2. to create rows of seats in the selected type of economy class
- 4.8.3. letter designation of the seats in economy class
- 4.9. Zones creation in the cabin
- 4.9.1. 4.9.7. Distribution of passengers in the cabin zones.
- 4.10. "**Save**" to save all entered seat configuration data.

To add seat configuration create a seat map using a graphical editor. Press **S** (4.1.) will open the window for adding a new configuration (4.2.). Press **"New"** will open the window for entering data about the type of configuration (4.3.), type of aircraft (4.4.), data of correcting the seats numbering, free (service) compartments (4.5.1 and 4.5.2.), data on the quantity and location of seats by service class and zone (4.6.-4.9).

Press "Save" to save the map.



4.11. Classification of subclasses

Classification of subclasses in a particular class type is shown in the **ClassMapping** tab.

- 4.11.1. IATA code
- 4.11.2 ClassMapping tab
- 4.11.3. Subclass selection
- 4.11.4. "Save Mapping Changes"

Enter the airline's IATA code in 4.11.1 and the list of subclasses will appear in the ClassMapping tab (4.11.2.). Select the type of subclass (4.11.3.) and enter the type of class (in this case, business class). Save new data with "Save Mapping Changes".



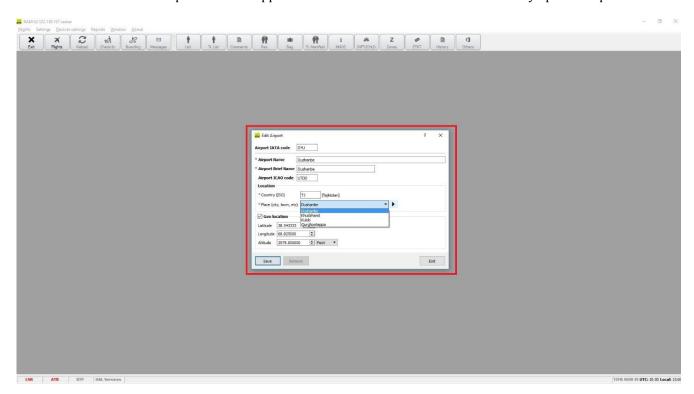
Adding a new airport - AIRPORT

1.Adding a new airport

To add a new airport, go to **Settings>Airports** tab



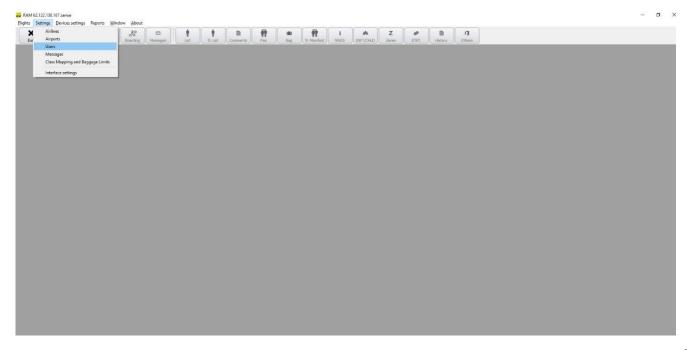
The window to enter the airport data will appear. Click "Save" to save the data of the newly opened airport.



Creating a new user - USERS

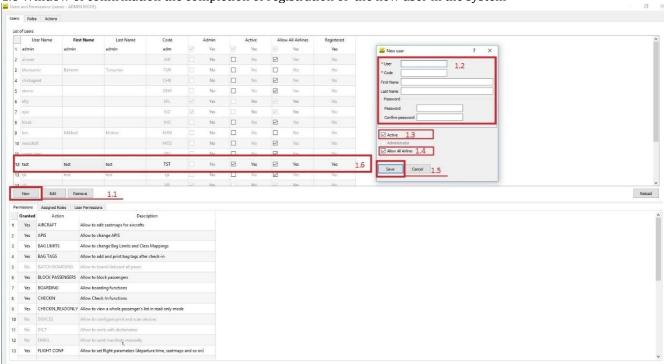
1. Creating a new user

To create a new user go to the **Settings/Users** tab



The window to enter the data about new user will appear:

- 1.1 "New" adding a new user
- 1.2 Window to add user data (user, encrypted code, full name and password)
- 1.3. Activation of new user
- 1.4. Permission to a new user to work with airlines
- 1.5 "Save" button saves the entered data about the new user.
- 1.6 Window of confirmation the completion of registration of the new user in the system



Click "New" to create a new user (1.1.), then a window for entering data about the new user will appear.

In 1.2. enter the individual data about the new user including - user, encrypted code, last name and username, password and password confirmation.

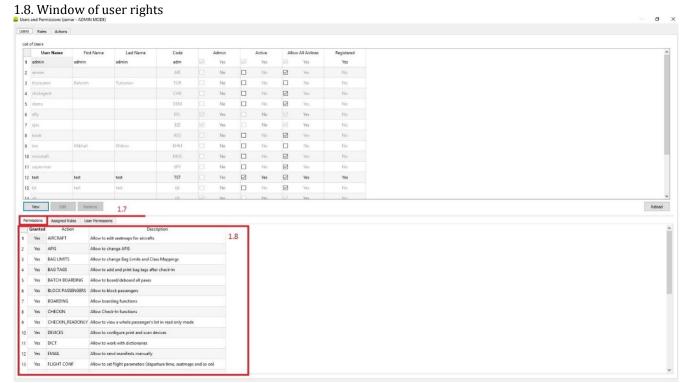
The activation and permission to work with airlines needs to be marked. (1.3. and 1.4.).

Click "Save" (1.5.) to save the data about the new user.

Now the new user is shown in the list of users (1.6.), which means that his registration is completed.

User rights

1.7. "Permissions"



To view and select the user rights use the "**Permissions**" tab, where the user rights are displayed (1.8.)

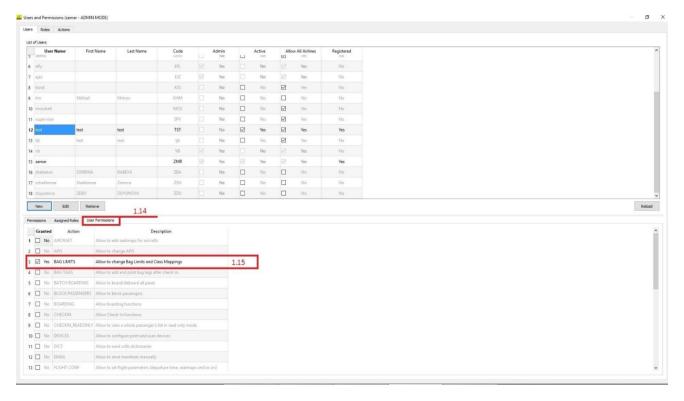
- 1.9. «Assigned Roles» tab
- 1.10. Option to prohibit the airline use
- 1.11. boarding permission
- 1.12. check-in permission
- 1.13. permission of the flight opening (FO), check-in (CI), boarding (G) and flight closure (PD).



The "Assigned Roles" tab is used to define user rights. (1.9.) The screen shows user rights options, including a ban on the use of a particular airline (1.10.), permissions to board passengers (1.11.), permissions to check-in passengers (1.12.), permissions to open a flight, check-in, boarding and closing a flight (1.13.).

The system administrator may exceptionally give the user permission to some rights, for example, the right to exceed the baggage limit.

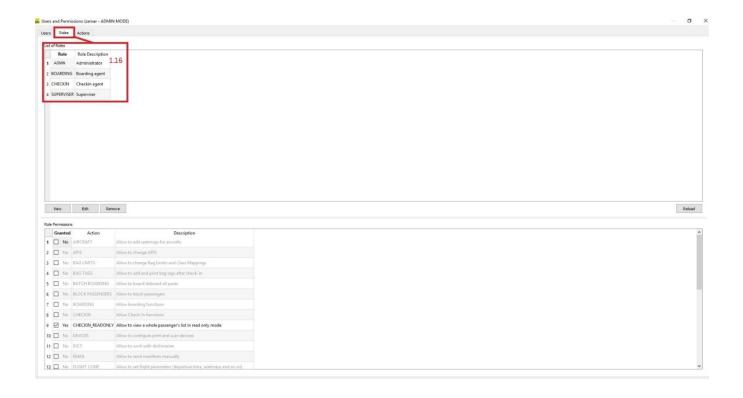
"User Permissions" tab (1.14.) to choose any of rights. Open this tab to select an option. (in this case, the right to exceed the baggage limit 1.15.)



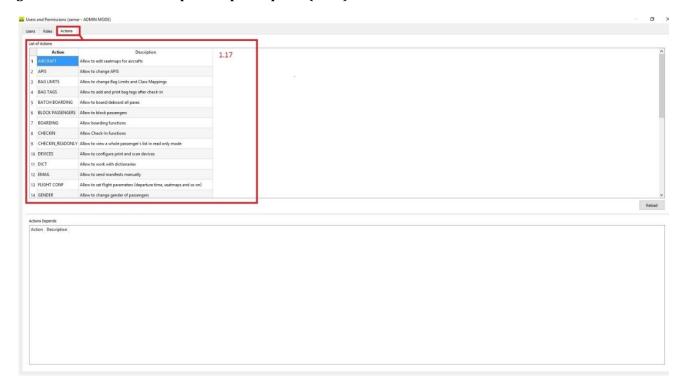
Hierarchy of rights (1.16.)

There are four roles in the system: airline administrator, supervisor, check-in agent and boarding agent. Each role has its own rights. For example, the administrator is given the authority indicated on page 2. 7-9 Instructions. The administrator can be assigned to one or more airlines.

- The supervisor performs the same functions as the administrator and has the authority for check-in and boarding.
- The check-in agent performs passenger check-in (p.10 of the Instruction)
- The boarding agent is responsible for the boarding (page 52 of the Instructions).
- Additional roles can be added with certain rights at the customer's request.



Rights and authorities of the process participants (1.17.)



Setting messages - Messages

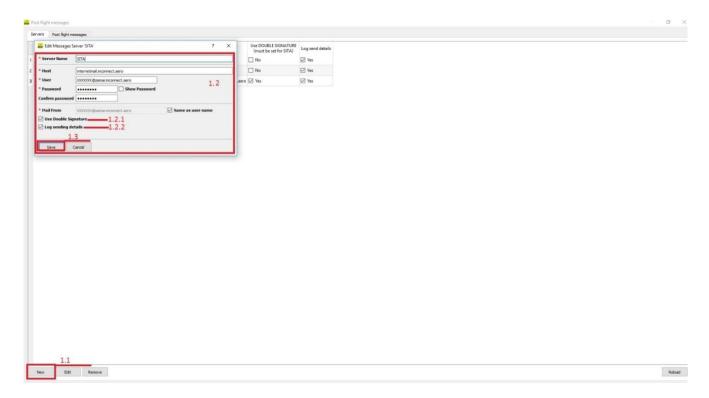
- 1. To create SITA mail server and send post flight messages, go to the **Settings/Messages** tab.
- 1. 1. "New"
- 1.2 Window to enter data about the mail server
- 1.2.1." **Double Signature Sita**"- usage of double signature for messages via SITA channels
- 1.2.2. Letter logging option
- 1.3. Save the entered data

1.4. The window to enter the data of the new SITA mail server.

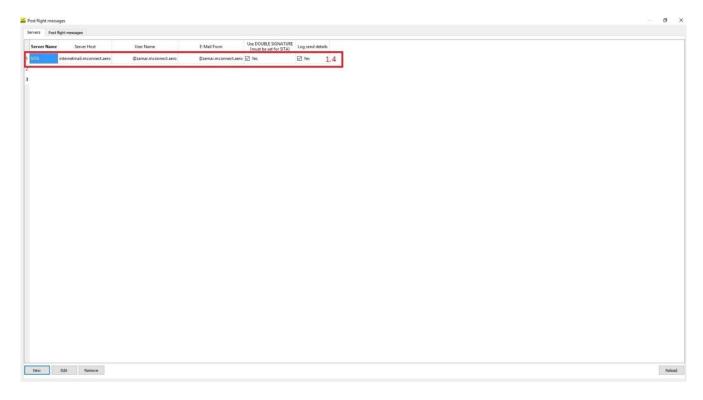
Click "New" (1.1.) to open a window to enter the SITA mail server data, in particular: the host name, user and the password (1.2.).

Select 1.2.1 - **Use Double Signature** - this function means that the cost of messages is paid by the recipient and 1.2.2, which means that the message will be archived.

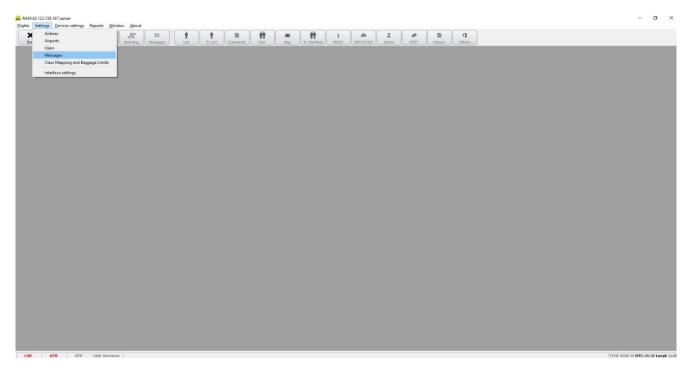
Click "Save" (1.3.) to save the entered data.



As a result, the new SITA mail server will appear in the list of mail servers (1.4.).



1. To create a regular mail server and send post flight messages, go to the **Settings/Messages** tab.

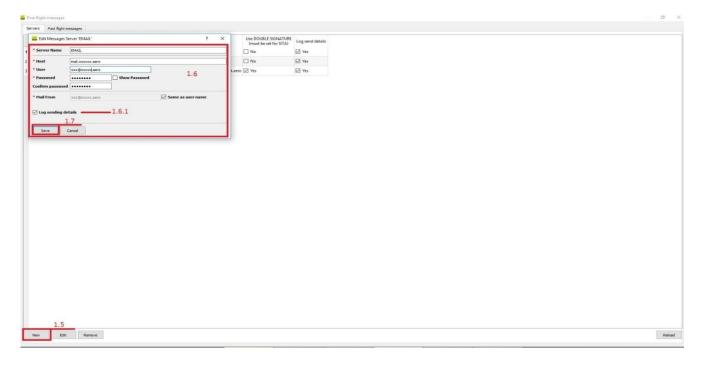


- 1.5. "New"
- 1.6. Window to enter data of the mail server
- 1.6.1. Letter logging option
- 1.7. Save the entered data
- 1.8. Window to output data about the new mail server .

Click "New" (1.5.) to create a window for entering data of a regular mail server, which should have the following information: the host name, user and password (1.6.).

Choose option (1.6.1.) to log (archive) any entered messages.

Click **"Save"** (1.7.) to save the entered information, as a result, the new regular mail server will appear in the list of mail servers (1.8.).

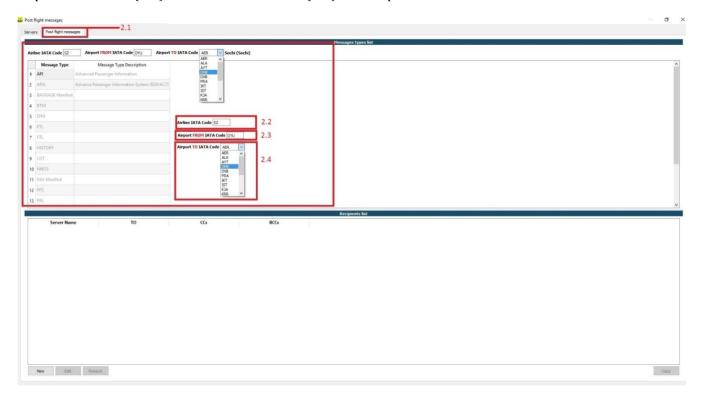




- 2. Setting the types of messages
- 2.1. «Post flight Messages» tab
- 2.2 Window to enter the airline IATA code
- 2.3 To enter the airport of departure

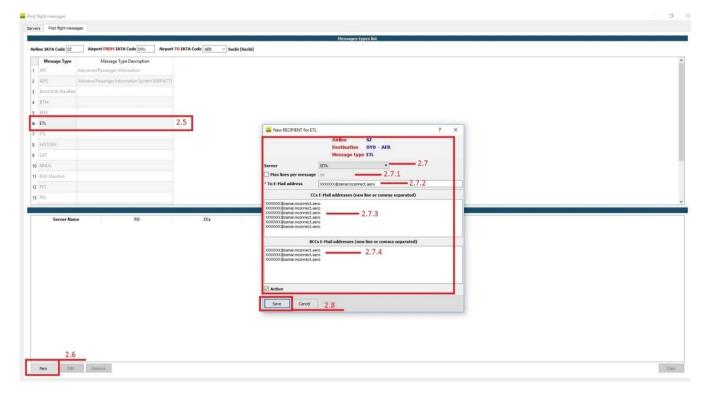
- 2.4. To enter the airport of arrival
- 2.5 Window to select messages
- 2.6. "New" button.
- 2.7. To select mail service
- 2.7.1. option to limit the number of lines in the message
- 2.7.2. Window to enter recipient data
- 2.7.3. Window to enter data of recipients who receives a copy of the message
- 2.7.4. To enter data of recipients who receives a hidden copy
- 2.8. "Save" button

To create a message enter the "Post Flight Messages" tab and the window to enter data about the IATA code (2.2.), Airport Information (2.3.) and Arrival Information (2.4.) will be opened.



Enter specified data and the tab will show the message type (2.5.), the window to enter the following data: type of mail service (2.7.), the option to limit the number of lines in the message (2.7.1.), the choice of the recipient's address. Since "Zamar" is a user of the "m.connect" service, it is necessary to display symbols in this window using the specified service.

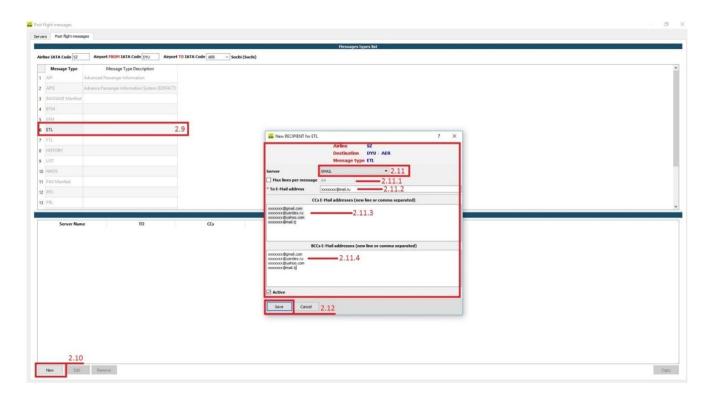
The data about recipients in the open and hidden copy should be entered in the window 2.7.3. and 2.7.4. Press "Save" to save all the new data.



- 2.9. Window to select messages
- 2.10. "New" button
- 2.11. to select mail service
- 2.11.1. option to limit the number of lines in the message
- 2.11.2 Select recipient address
- 2.11.3. Enter data of recipients included in the open copy
- 2.11.4. Enter data of recipients included in the hidden copy.
- 2.1.2 "Save" button

Enter the specified data and the tab will show the type of message (2.9.), window to enter the following data: the window of mail service selection (2.11.), the option to limit the number of lines in the message (2.11.1.), the selection of recipient's address (2.11.2.).

The data about recipients in the open and hidden copy should be entered in the window 2.11.3. and 2.11.4. Press "Save" to save all the new data (2.12).



Setting baggage limit- Class mapping

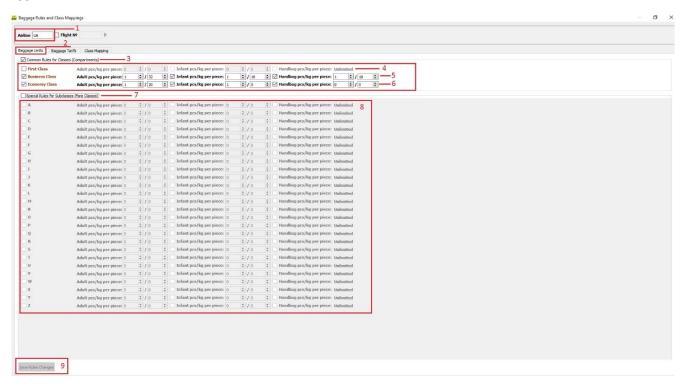
1. Set the baggage limit

To create baggage limit settings, use **Settings / Classmapping and Baggage Limits** tab.



- 1, the window to enter the airline IATA code
- 2. luggage limit tab
- 4. window to data about the place and baggage limit in the first class
- 5. limit in business class
- 6. limit in economy class
- 7. option to select the limit of baggage in accordance with the subclasses
- 8. window to enter data in subclasses
- 9. "Save Rules" button

The window to enter IATA code(1.) activates in the Settings/Classmapping and Baggage Limits tab and the baggage limit tab (2). Select the option of choosing the baggage limit according to the class of service (3), the window of choosing the seat, baggage limit and hand luggage according to the class of service (4-6) and subclasses (7-8) will appear.



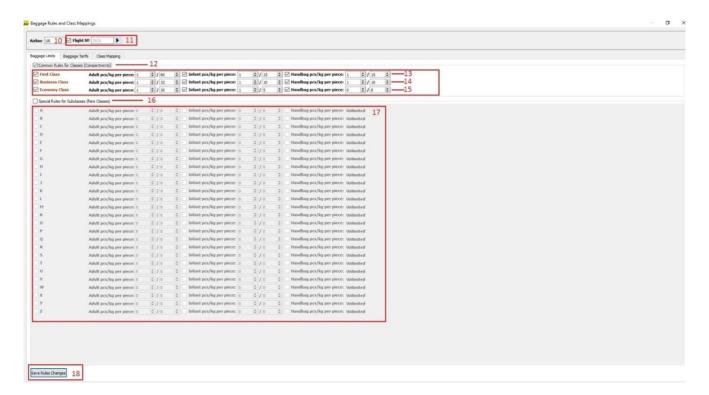
"Save Rules" button to saves the entered data.

This example shows how to set up baggage for all flights of U6 airline.

Below is detailed description of the baggage limit settings for a specific flight of the specified airline.

- 10. IATA- code of the airline
- 11. Flight number
- 12. option to select the baggage limit in accordance with the class of service
- 13. a window to enter data about the place and baggage limit in the first class
- 14. limit in business class
- 15. limit in economy class
- 16. option to select the limit of baggage in accordance with the subclasses
- 17. window to data in subclasses
- 18. "Save Rules" button

The Settings/Classmapping and Baggage Limits tab activates the window to enter data about the airline's IATA code (10.), the number of a particular flight (11), and the baggage limit tab (12). Select the option of setting the baggage limit according to the class of service (13) and the window of choosing the baggage limit and hand luggage according to the class of service (14-16) and subclasses (17-18) will be activated.



Press the button "Save Rules Changes".

The Baggage Tarifs tab is used to display check-in and payment settings for excess baggage

- 20. BaggageTarifs
- 21. Window to select the currency.
- 22. option to choose the payment for excess baggage according to the class of service
- 23. the window to enter data on payment for excess baggage in the first class
- 24. in business class
- 25. in economy class
- 26. option to choose the payment of excess baggage according to the subclasses
- 27. window to enter data in subclasses
- 28. «SaveTarif Changes»



The BaggageTarifs tab shows the window of currency selection for paying for excess baggage. Elect the option of the payment for excess baggage in accordance with the class of service (22), the window to enter the data in accordance with the class of service (23-25) and subclasses (26-27) will appear.

"Save Tarif Changes" button (28) to save entered data.

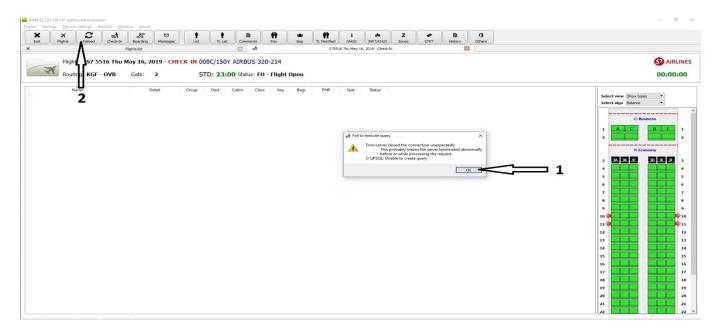
Hotkey combination/Reload/ Data Update

Hotkey combination



Reload

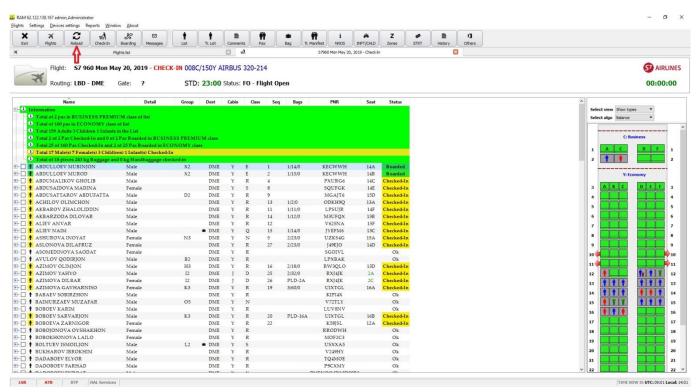
An error occurs if DCS clients lose contact with the DCS server. Click "OK" and then "RELOAD" to restore the session and data with the possibility to continue working.



If DCS clients and DCS server suffer from long term communication loss, the system requires relogging.

Data update

If the check-in agent did not work with the system for a certain period of time (more than a minute), it is necessary to make the data updates manually and press "RELOAD" before starting the work.



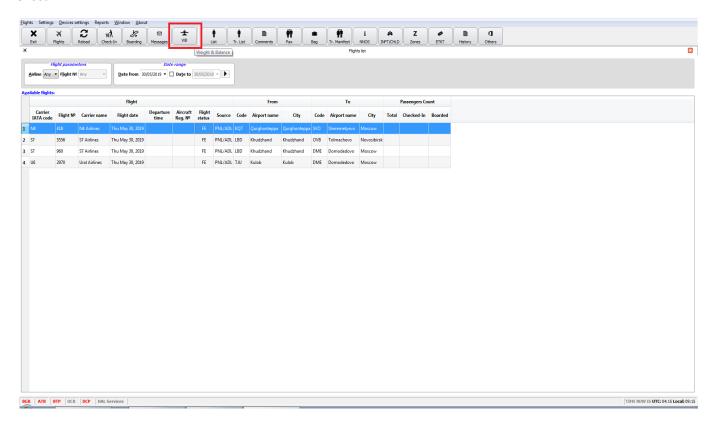
Terms and Definitions

Passenger	Anyone aboard the aircraft, except the crew
Adult	An adult passenger who is 12 years old and therefore pays 100% of the applicable fare.
Child	A passenger aged 2-12 years who usually pays 67% of the applicable fare.
Infant	A passenger under 2 years old will pay 10% of the applicable fare. Babies do not have a seat on board, so they must fly in the parents hands or in the basket.
Noshow passenger	A passenger who didn't show up for a flight
Check-in	Check-in
Checked-in	The person who has finished the check-in procedure
Flight number	The number of flight
Date of flight	Date of flight
Flight status	Flight status
FlightEdit	The flight is in editing mode
Flight Open	Flight open for check-in
FlightClosed	Passenger check-in is closed and boarding is in progress
Flight Hold	Flight on hold, in this status - check-in is not possible
Flight-PD-Purged data set	The flight's gone and check-in is not possible.
Destination	Destination of the flight

Paragraph 3 User Manual – for aircraft centering specialist

WEIGHT & BALANCE

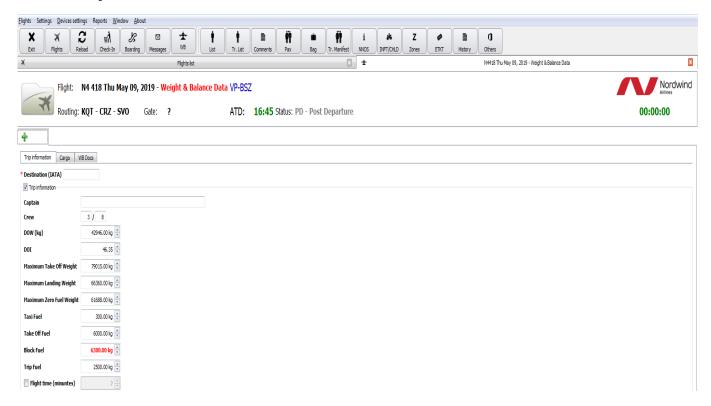
When flight status is «FC» -flight closed », then open "WB" tab for the preparation and filling out the Consolidated -load sheet.



A tab with three sub-tabs for mandatory filling will open:

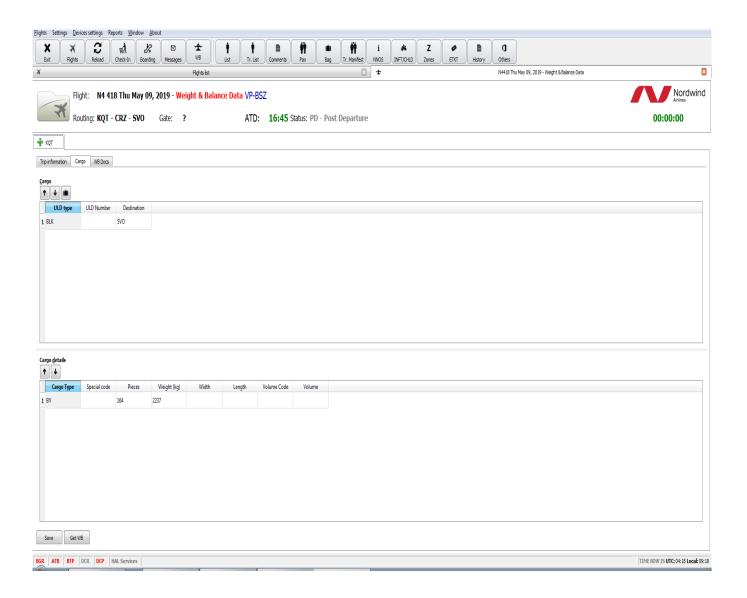
- **Trip information** fill in the fields according to the data provided by the crew of the airline;
- Cargo-enter data on cargo (C) and mail (Mail); data on the number and weight of baggage come in the tab automatically;
- WB Docs-prepared documents: LOAD SHEET, TRIM SHEET, LIR, Notoc, LDM, GLIR, CPM.

1. Sub-tab Trip information



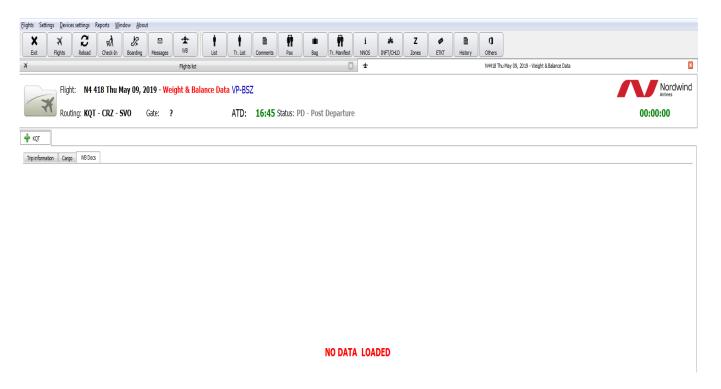
- a. Captain
- b. Crew
- c. DOW dry operating weight (the weight of an empty aircraft)
- d. DOI dry operating index (in %)
- e. MaximumTake off weight
- f. Maximum landing weight
- g. Taxi fuel
- h. Take off fuel
- i. Block fuel total refueling
- j. Trip fuel
- k. Flight time

2. Sub-tab «Cargo»



- a. "Insert" opens fields for entering information;
- b. "Cargo details" -"Insert" key, activate the fields to enter the necessary information: cargo (number / weight / name)

When all the data is entered, click on "GetWB" —data is processed within 5-10 minutes, after the automatic "????" notification, all necessary documents for the aircraft centering are received in the "WBDocs" tab.



3. Sub-tab "WBDocs"

The sub-tab "WBDocs" contains the following sections, each of which corresponds to the processed document:

- a. "LIR" load instruction report
- b. "LOADSHEET / TRIMSHEET" consolidated load sheet
- c. "NOTOC" notes for Captain
- d. "CPM" -container pallet message
- e. "LDM" load distribution message
- f. "GLIR" -graphic load instruction report
- g. "GD" general declaration

Document samples

