

IAC2207

Ground Service Management

Unit 2

Pre-flight preparation

Computer reservation system (CRS)

- The CRS is a software that assists an airline with transaction related to make tickets reservations, blocking, reserving, cancelling and rescheduling tickets.
- The CRS requires information of; first name, last name, address, phone number, e-mail address, sex and credit card no.

CRS has 3 internal Data Base

- **DB-User** ; containing personal info of the registered user of the CRS – **whoever use the system to reserve**
- **DB-Reservation** ; containing info regarding the number of seat available in each class on different flight – **for checking flights and advise pax**
- **DB-Geography** ; contains info about the cities and towns serviced by the airline – **information about flts**

Blocked ticket

- After the user checked the availability of flights and need times, airline will block seat for a certain period of time against a charge, you have to pay within period of time
- If a user has a blocked ticket do not need to confirm the ticket. Automatically issued.

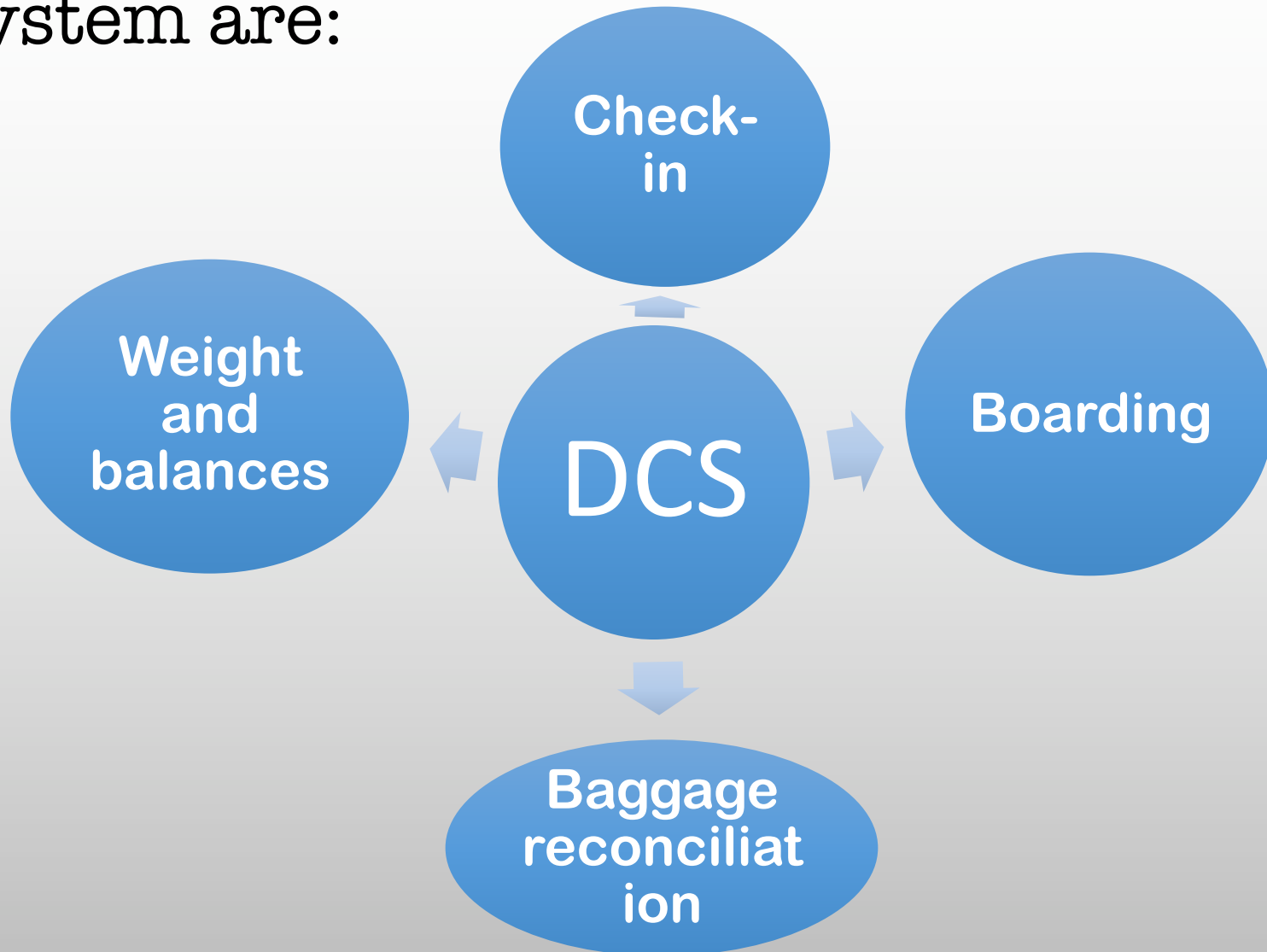
Departure control system (DCS)

- The departure control system (DCS) is the system used by airlines and airports to check-in passengers.
- It assists the airline in managing the information required for airport check-in, printing boarding passes and baggage tags and calculate the volume of baggage and cargo load control .

The DCS interfaces with

- Computer reservation system (CRS)
- Global distribution system (GDS)
- Load control system
- Airline's inventory management

- The DCS is able to perform a variety of functions. The key capabilities of the system are:



- A flight is usually created in the DCS 24hrs. before departure. All names, seat requests and special request sent to DCS so GSA can assist pax who has difficulty when using Customer user self service (CUSS)
- DCS helps through check-in : the system will enable pax to check-in and get a boarding pass for both sectors.
- DCS can automatically assign seats by selected cabin zone. It show the entire seat plan on the screen.

Weight and Balance

Known as load control

Trained on a/c type to control about weight of a/c

Provide the load manifest or load sheet

Date: 12-16-17 08:27:06.3201 RAPA LIB No.: 809
Flight Manifest A/C No.: G-75AT (demo)

Line No.	Name	Height	Defect	Equip. Type	Seats	F Line Check	Air Work	Remarks
1	Human, John	4.000 m		Free			Not use	
2	Tandem (Student, Master)	4.000 m		Tandem-Master			Tandem	
3	Tandem, Student	4.000 m		Tandem-Student			Tandem	
4	Video (Student, Flyer)	4.000 m		Video-Flyer			Tandem	
5	AFF (Student, Instructor 1)	4.000 m		AFF-Instructor			AFF	
6	AFF (Student, Instructor 2)	4.000 m		AFF-Instructor			AFF	
7	AFF (Student, Student)	4.000 m		AFF-Student			AFF	
8	Human, Oliver	4.000 m		Video-Flyer			AFF	
9								
10								
11								
12								
13								
14								
15								

Pilot: JHI Checker:

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Baggage reconciliation

- ICAO Annex 17,

Each contracting state shall ensure that commercial air transport operators **do not** transport the baggage of persons who are not on board the aircraft unless that baggage is identified as unaccompanied and subjected to appropriate screening.

PNL flowchart from CRS to DCS

CRS

DCS

Itinerary
Name
SSRs
FFP information
Seat assignment
TKT information
Phone number
Received (who
requested the
reservation or change)
OSIs
Remarks
Pricing record



Itinerary
Name
SSR
FFP information
Seat assignment
TKT information
OSIs

- SSR** special services request
- FFP** frequent flier program
- OSI** other service information
- PNL** passenger name list
- CRS** computer reservation system
- PNR** passenger name record



Flight editing

Important process for smooth check-in as can have a whole picture of the flight

Decided on how many counters require for the flight depending on the traffic

Decided on catering efficiently

All service items will be prepared for the passengers as their request

1. Reservation scan

- Help reduce operating costs by minimizing meal and beverages order for in-flight service and for the lounges
- Can plan ahead in case of overbook situations
- Scan for passengers with multiple bookings and no show passengers

2. Seat editing

- Very important when full flight . It will speed up check-in process.
- Airlines can arrange seat in advance for passengers who require special assistance or who are traveling with infants and children.
- Some request for legroom

- Double check with pax who check-in from home to avoid duplicate
- Infants : need cradle front row
- Wheelchairs : front near toilet
- Tour group : rear cabin for easier handling
- Special request

3. Meal ordering

- Fully booked flight, order by the aircraft configurations
- Not fully booked flight, order by the accurate numbers of passenger
- Special meal must be ordered 24 hrs. before flight

4.Pre-upgrade

- Heavily overbooked
- Seats in B/C or F/C available
- Upgraded 'Loyalty passengers' then person who paid higher fares



5. Additional requests

O2, Stretchers, Wheelchairs

- O2, must be informed in advance to set the O2 bottles on the aircraft
- Stretchers, need time to install
- Wheelchairs, provide staff to assist pax



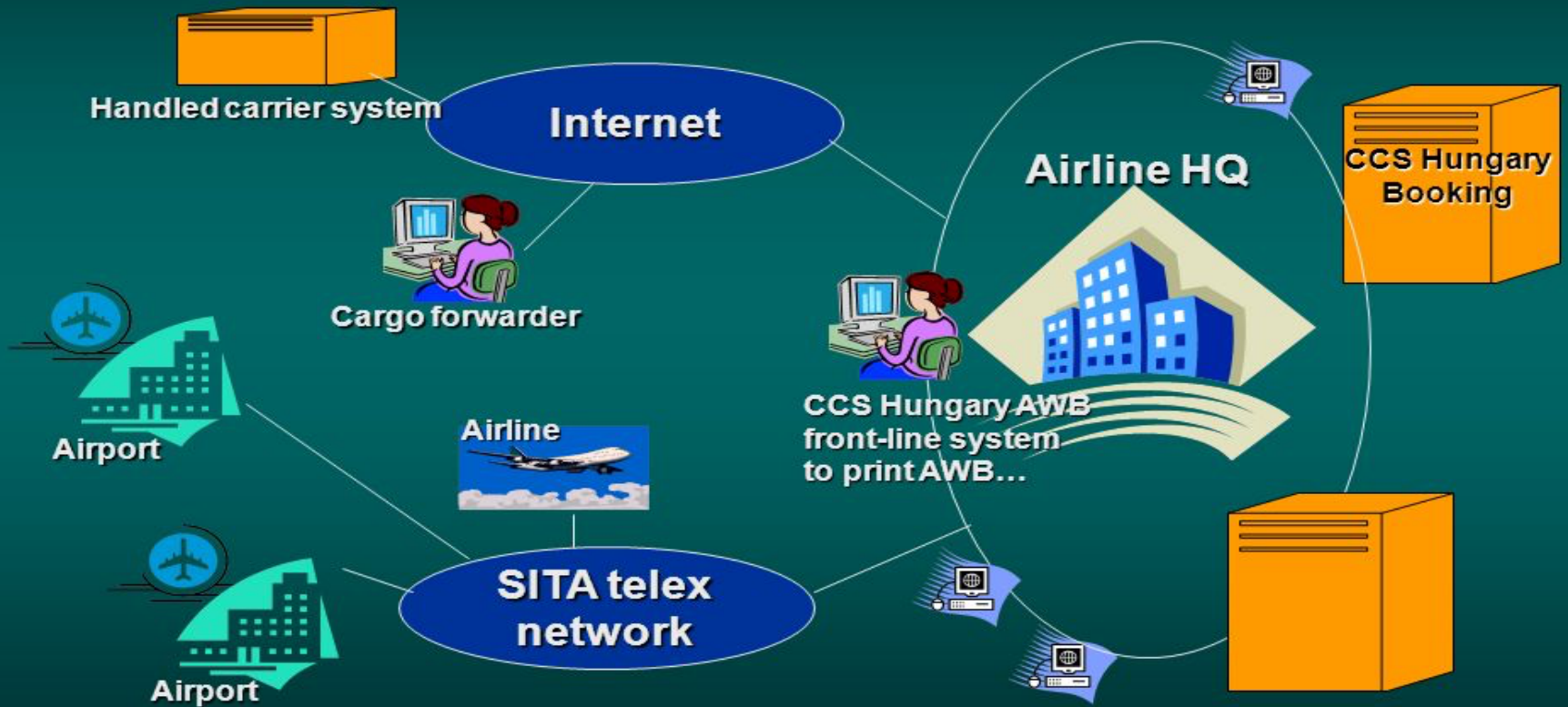
Stretchers Case



6. Telex

- IATA (Air Transport Association) defines the available telex types
- SITA is operating the network to distribute the messages between airlines, airports, ATC, ground handling agents and other relevant members of the airport

Communication via SITA



- IATA addresses consist of 7 characters divided into the Origin IATA Code (AAA), a function indicator (BB), and the airline designator (CC). For example,
- **HKGFFLH** would be the Cargo Office (FF) of Lufthansa (LH) in Hong Kong (HKG).
- **BKKLLTG**: lost and found of TG in BKK.

Some standardize SITA code

- KK = Station / Station manager
- RR = Reservation
- LL = Lost and Found
- KN = Special handling
- KW = Lounges
- KP = Airport passenger service
- CS = Customer service
- FF = General Cargo code

Telex sample

- FM: BKKLLBR
- TO: BKKLLTG, TPELLBR, TPELLTG,
TPEKKBR
- REFER CASE BR789456 FOR PAX
KOM0/ABC BAGTAG NO 123456 NOW RUSH
TAG NO 654321 DEST TO TPE WL O/B
TGXXX BKK/TPE ARR 31JAN19 // NAN



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