PASSENGER CHECK-IN PROCESS AT AIRPORT KOŠICE

Ján Kalafus – Róbert Rozenberg

This article contains basic information of passenger check-in process at Airport Košice for airline Danube Wings, in check-in system Lufthansa Guide. Whereas the author of this article is working as a Handling agent at Airport Košice all knowledge stems from his work experiences.
K e y w o r d s: Danube Wings, check-in, Lufthansa guide, Košice airport

1 CHECK IN

The check-in process at the airports enables passengers to check in luggage onto a plane and to obtain a boarding pass. When presenting at the check-in counter, a passenger will provide evidence of right to travel, such as ID and E-ticket number or reservation code. Check in is mostly the first step to fly for regular passengers so it is also very important that service will be provided professionally without any bad experiences.

Figure 1 Passengers processes at airport

2 LUFTHANSA GUIDE

For airline handling and reservation purposes, Danube Wings used special computer system Guide Check-in, created by Lufthansa. Guide Check-in has been created to:

- Simplify the check-in transaction
- Enable more time for customer service
- Make it easier to work on the computer
- Minimize check-in errors

This system is used at Košice airport primary for Austrian Airlines and for charter flights. Until march 2013 Danube Wings used check-in system Gaetan, created by Air France. Because the license for that system has expired, airport Košice decided to use Guide system for Danube Wings as well.

3 CHECK-IN DESK AT KOŠICE AIRPORT

At Košice airport, there are 8 check-in desks. As we can see on the image below, every check-in desk must have:

- Printer for baggage labels
- Certified scale for baggage
- Computer with installed check-in system
- Telephone
- Printer for boarding passes

Figure 2 Check in desk at Košice airport

Before start of check-in process, each check-in agent must turn on information panels with information of which flight is going to be open for check in. Those informations are shown on the screens in departure hall, at gates even on the web site of the Košice airport.

4 CHECK-IN PROCESS USING LUFTHANSA GUIDE SYSTEM

This chapter is going to show us exact check-in process for airline Danube Wings at Košice airport, using Lufthansa Guide system.

4.1. Sign in

Every agent working on the computer has a personal and confidential sign. Before starting work you have to identify yourself by your sign.
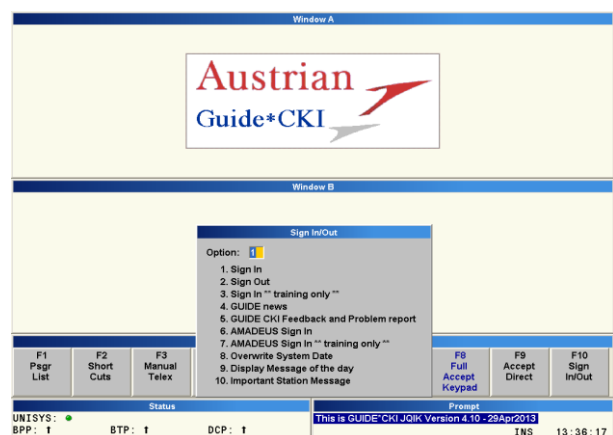

Figure 3 Sign in screen

All transactions are recorded in the system and can be found according to agent`s sign. In order to avoid any misuse it is important that the sign is familiar to the agent only.

4.2. Flight survey (ALT+F7)

The flight survey (NSY) is one the most important entries, as it shows the check-in status and other important information about the flight. Earliest time for display is 24hrs prior to departure

Figure 4 Flight survey

Explanation of flight survey:
- V51411/18APR – flight number and date
- KSC – our station
- V5 – airline code
- ATR – type of aircraft
- SD – scheduled time of departure
- ED – estimated time of departure
- BT- boarding time
- OP – flight status (OP- open)
- GT – number of gate
- K – capacity (70 in Y class)
- A – availability (56 in Y class)
- *KSCBTS – flight from Košice to Bratislava
- R – reserved passengers
- C – checked passengers
- WCHR, MEDA, PETC, AVIH, UM , I, EXS – number of checked irregularities

4.3. Lists of passengers

If we want to see the list of passengers, for example list of accepted or non-accepted passengers, we can retrieve any of list by pressing F1 (Psgr list) and then we can specialize which list we want to show. If we will type NACC it will show us not-accepted passengers or if we type ACC it will show us already accepted passengers. There are much more criteria for lists of passengers, here are some most used:
- O – passengers with onward flights
- Brd – already boarded passengers
- Tkne – passengers with electronic ticket

- Msg – passengers with any message
- FQTV – passengers earning miles
- I – passengers with infants
- Psm – passengers with service message
- Ttl – total passengers
- Wch – passengers with reduced mobility
- Um – unaccompanied minors
- Weap – passengers with weapons
- Web – passengers being checked via internet
- Id –passengers with ID travel status

Figure 5 List of not-accepted passengers

4.4. Seatmap (ALT + F9)

We can retrieve seatmap, to know where we can sit down our passengers or if we need to have simple information how is plane full or if we need to re-seat passengers due to weight and balance.

Figure 6 Seatmap of ATR 72

Explanation of seat map:
- Y tourist – class of seats
- C – seat last to be used
- U – seat preferred for unaccompanied minors
- H - seat preferred for handicapped passengers
- Q – quiet seat
- R – reserved seat
- Inf – seat row preferred for infants
- Exit – emergency exit seats
- X – seat blocked, not available for passengers

4.5. Acceptance of passengers

In order to check in a passenger we have to retrieve the name or names on the passenger list first. We can do it by pressing F1-1 and then we can enter up to 8 names.
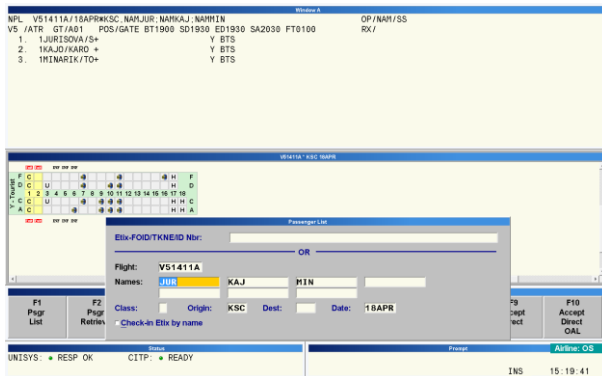

Figure 7 Entering names of passengers

Then if we have list of needed passengers, we are going to accept them by pressing F3. Then a pop-up window will show up where we need to specify how many bags they have, where they want to seat, if they have something special we need to specify it in items column, then we will specify exact weight of baggage and as last step we need to specify gender of passengers in order to have best information for weight and balance. Once we hit enter, those passengers from the list are checked in, printers will print boarding passes and baggage labels.
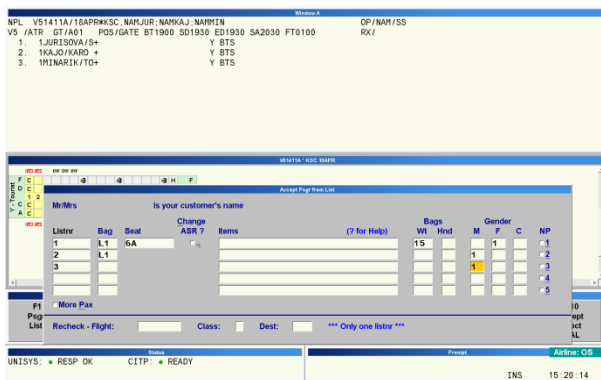

Figure 8 Acceptance of passengers

4.6. Changes for accepted passengers

After acceptance of passengers, we are able to make some more additional inputs or changes. We can open pop-up for changes by pressing F4, in first column we will choose for which passenger from list we want to do changes and in second column we will choose what change actually we want to do. As we can see on the figure. 8, we are able to do those changes:

- Add bags
- Change seats
- Upgrade passenger

- Downgrade passenger
- Add items or change fqtv number
- Add modify apis data
- Change name
- Add onward flight
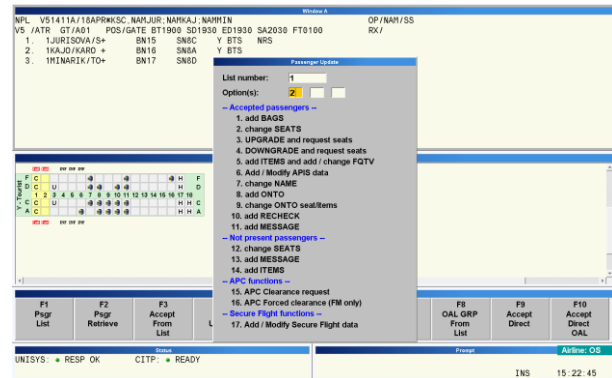- Change onward seat or items
- Add recheck
- Add message

Figure 9 Changes for accepted passengers

4.7. Print options

There are 3 printers we need for every flight. Two printers are for passengers – for boarding passes and baggage labels. One is used for printing needed documentation as PNL (passenger name list) for stowing and cabin crew. In Guide system we need to know how operate those printer options. Best way to print something is to press ALT+F10 and options for printers will show up. There we can connect printers, reprint boarding passes or baggage labels or we can print any of needed information.
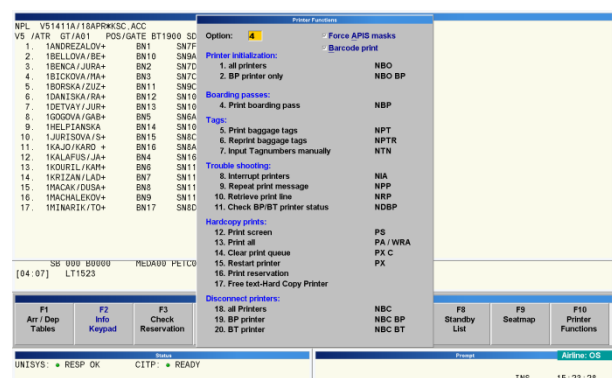

Figure 10 Printer options

4.8. Close flight

Flight need to be closed 30 min. before scheduled time of departure if there are not any irregularities. As first, before open boarding, we need to do INITIAL CLOSE by pressing F6/F9/F2/1. That means that flight is ready for boarding. After all passengers are

boarded we need to do FINAL CLOSE by pressing F6/F2/F6-1. After confirmation, system will send automatically needed messages as PSM, LDM, PNL to addresses which need those information (airport of arrival, handling agents and so on).

5 CONCLUSION

As the airline Danube Wings is a history because of bankruptcy of the company in December 2013, the check in process for this company was always at highest level because of the system Lufthansa Guide. The decision of Airport Košice, that this system will be used also for Danube Wings was the best step for Danube Wings because airport`s employees have been using this system for Austrian airlines for years, so there wasn't need to train them for new system, which of course saved a lot of time and even investments of the company. Lufthansa Guide system is one of the mostly used and favourite check-in system around the world so it was pleasure to give you simple look inside of the check-in process.

BIBLIOGRAPHY

[1] www.danubeWings.sk
[2] Passenger handling manual of Danube Wings
[3] http://www.danubeWings.eu/

AUTHORS' ADDRESSES

Kalafus Ján, Ing.
jan.kalafus@gmail.com

Róbert Rozenberg, Ing., PhD.
Department of Air Traffic Management,
Faculty of Aeronautics, Technical University in Košice,
Rampová 7, 041 21 Košice, Slovakia
robert.rozenberg@tuke.sk