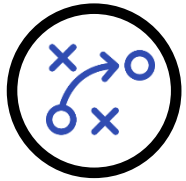# List Pay Clear – Automated Standby

Discussions have been held regarding the implementation of Automated Onload that would automatically clear Customers from the standby list to flight capacity at 10 minutes prior to departure.
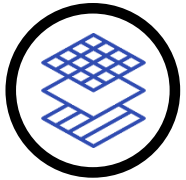
CAPABILITIES AND CONCERNS:

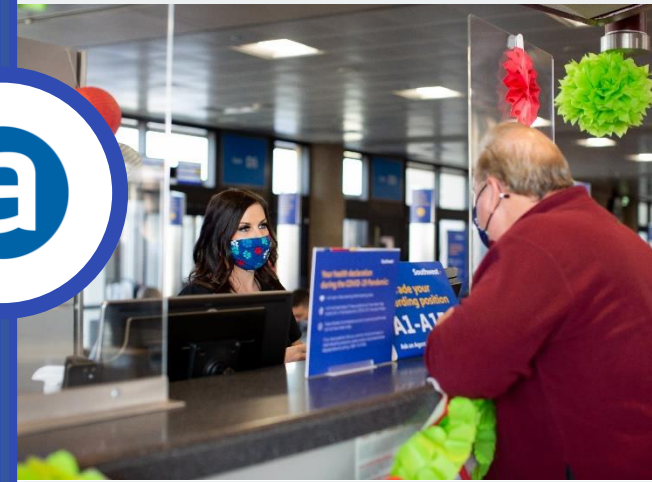## Current Capabilities

What is this product trying to do?

- Once acceptance is closed, one auto onload event would occur for that flight. The intention is to save time for our Agents by having CM clear standbys and having boarding passes sent directly to them, thereby bypassing the need to see an Agent.

Our Concerns

*What issues did we find with this new process?*

- *Since CM cannot recognize an Authorized Limit, flights would be cleared to capacity, even in weight restricted situations. We risk having to then pull Customers from a flight, impairing a Customer's experience.*
- *With CSAs having to reconcile for cleared standbys who don't show and Ramp Agents waiting for clearance to load bags, more time is being spent and the end of the flight, potentially generating delays.*
- *The chances for misboards and Weight & Balance issues increases when clearing standbys who are not present.*
- *The ability to disable Auto Load may not be realistic in IROPs, since it can only be done for each individual flight.*

Recommendations for List Pay Clear

Though intended to provide time savings, the current capabilities of List Pay Clear seems to be putting more pressure on our Frontlines and may lend itself to a poor Customer experience.
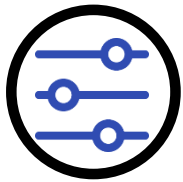
Delay Release Past September 23rd

FUTURE ENHAMCEMENTS WOULD ALLOW FOR MULTIPLE CLEARANCE EVENTS, SO IT WOULD BE PREFERABLE TO DELAY THIS RELEASE UNTIL THERE ARE NO LIMITATIONS.

IMPLEMENTING FURTHER WORKAROUNDS WILL ADD TO TIME BEING TAKEN AWAY FROM AGENTS, ESPECIALLY DURING IROPS.

Mass Auto Load Disable Function

ALLOWING A FUNCTION TO DISABLE MASS AUTO LOAD TO ALL FLIGHTS COULD BE HELPFUL TO IN CONSIDERING SUPERVISORS DURING BUSY IROPS SITUATIONS.