



Ops Suite Main

Frequently Asked Questions | January 2022



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What is Ops Suite Main?

Ops Suite Main is an updated, custom-built, web-based technology suite of applications that integrates operational information into one place and will eventually replace several legacy applications. It will set the foundation for enhanced operational functionality in the future.

Does Ops Suite Main work on any internet browser?

For the best experience, you must use Google Chrome or Microsoft Edge.

Ops Suite Main is not supported on Internet Explorer.

Will Ops Suite Main be available for mobile phone & iPads?

Since Ops Suite Main is a web-based application, it has the capability to be mobile friendly. Technology has already begun work on this feature now that Ops Suite Main is live.

Since Ops Suite Main is an internet-based program, will we have a backup program in the event the internet goes down?

If Ops Suite Main is down, backup operations can be utilized; there is no change to the backup procedures we currently have in place. If the Station loses internet or power completely, they will not be able to operate flights until they can access dispatch releases again.

Does Smart Suite synchronize with Ops Suite?

Smart Suite pulls its information from the scanners, our Commodity Tracking Data Server (CTDS). Smart Suite will continue to retrieve its data from CTDS. Ops Suite will pull bag routing information from Smart Suite.

For alerts, do the subscription choices stay with the user?

Yes, the 'optional' subscriptions are unique to that User (Employee). They are also determined by the role you have in Ops Suite Main (e.g., Station Admin).

Is there a way to "acknowledge all" Alerts?

No, each Alert needs to be read and acknowledged independently.

Can Ops Agents reopen flights in Ops Suite?

No. All flights need to be reopened by a Supervisor.

Can NCS (formerly called FLIFLO) still change times in Ops Suite Main?

Yes.

Can NCS (formerly called FLIFLO) be able to reopen a flight if there is no Station Leader available?

Yes.

Can we place a Station hold on a flight on Ops Suite Main?

Yes, prior to departure, there will be a red badge indicator in the Status column in **Turns+** when a Station hold has been placed on a flight. After departure, the *Holds Report* will list any flights within a Station where a hold has used.

What indicator do we have of a hold?

Station Holds will show as Red in **Turns+** and say "STATION" and NOC holds will show in Red and say "NOC" in **Turns+** in the Status column.

Does a Station Hold or NOC hold show on the scanners for PAX or FIM for BTW?

No, Scanner functionality is not changing, the scanner will continue to reflect only the most current ETD (Estimated Time of Departure).

Will there be an updated symbol for issues with connections vs. having to look at the RIDE portion and details for each individual flight?

Not at this time, but we can add this feedback to our list for future considerations.

Is there a way to filter within Routes? Will there be a future update for this to filter out a departure time? Ex: *Want to see routes from SAT-LAX after 1500. I find this function helpful for locating BSO routing info.*

At this time, we can sort by arrival and departure time. Future enhancements are being considered for the Routes tab.

Is there a fix in the works regarding A/C Swaps and CX flights? Ops Suite Main does not respond well when assigning Agents to a flight if there is an A/C Swap, etc.

Yes. We are currently working on a resolution with broken or extra pucks populating during IROPS, as well as how they display within **Turns+**, **Flight View**, and **Agent Assignment**.

Has the issue of Ops Suite Main slow to respond or lag at sign-in been fixed?

If you are experiencing lag issues and you are certain you are working in Chrome or Microsoft Edge, with your cookies cleared, and have signed in with a lowercase "e," please complete a DASH ticket with the specifics surrounding your lag experience.

Do you expect any issues from Stations using Common Use computers?

We have done extensive beta testing in multiple Stations on Common Use computers, and are confident that Ops Suite Main will operate successfully. Be advised that there is a known error when multiple Users attempt to log in to Ops Suite Main on the same CITRIX session. Should you receive a 'Token Error' message and get stuck, simply start over by using a fresh URL <https://opssuitemain.swacorp.com> or clicking the bookmark for Ops Suite Main. To prevent this error, please only have one User per CITRIX session, and sign out completely between Users.

Is there anywhere on the **Turns+** that will show the second release has been sent?

Yes, an indicator has been added in the Flight Details column. The number in the circle is the current Dispatch Release, while the number in the cloud is the current Weather packet.

What is the quickest way to find the Dispatch Desk?

Currently the quickest way is to open the Release and the Dispatch Desk is found on page 2 next to the Dispatcher's name. However, there are plans to add this feature to the Dashboard.

Where do we see the terminating fuel for Originator planning?

Originating Fuel Load Report under Reports > Station Reports OR change to yesterday's date in **Turns+**, then right-click on the terminator and select Inbound Flight Info to view Fuel In and/or ACARS Fuel In.

Where can we see *In Range* fuel in Ops Suite Main?

This is not currently available but coming soon as an enhancement in the Inbound Flight Info. To view the *In Range* time and *Fuel In*, right-click on the Inbound Flight Number within **Turns+** and select *Inbound Flight Info* from the menu.

How do you request a radio call in Ops Suite?

Right-click inbound flight > click "Aircraft Request" > then toggle the "Request Radio Call" button on > Save.

How do you Request Radio Log in Ops Suite?

In **Turns+**, right click on inbound flight # and select Aircraft Request.

What does the red exclamation mark in the Crew section of remarks mean?

The exclamation means there is some sort of CREW issue (either Flight Ops or Inflight) that you need to be aware of. Example – LWU (Latest Wheels Up), LWU (Last Wheels Up), MBI (Max Block) MTO (ax Taxi Out) MFT (Max Flight Time).

If a flight cancels, will the gate the flight was on before it canceled still be visible?

Yes, if it stays at that gate but normally a Station will move the FLT to accommodate the Operation. You can click on the 'dog-ear' fold over on the Gate column and see the previous Gate. If the FLT is moved after the cancel it will show N/A.

Is there a warning that ACARS has not populated "in" and "on" times?

No, the Ops Agent should check times have populated correctly for each flight.

What would a diversion with an AC Swap look like?

In **Turns+** the inbound flight will show arriving from the originating station and the departure will show its correct downline destination. In **Turns** the flight number and city turn purple to signify a swap/IROP. If there is a swap, the Inbound flight from the new AC will connect to the Outbound flight for the onward portion of the diversion. There would be a new line for the AC taken out of service... or in the case where the diverted AC turns out, the new destination would hook up with the inbound diversion from the same city.

Is there a calculator within the Ops Suite?

No, however, all our computers are equipped with a calculator in the Start menu.

AGENT ASSIGNMENT/ROLE ASSIGNMENT

Can Ops Agents see if they are Primary or Secondary?

While their assignments will appear in the Flight Assignment Calendar, they will not be able to tell the difference between a Primary and a Secondary assignment. However, they are alerted via their notifications if they are the Primary or Secondary, and that can also be seen in **Turns+**.

When an Ops Agent is assigned a new flight, how do they confirm they have seen their assignment? What happens if they do not hit acknowledge?

In their notifications, they can acknowledge that they have seen their new flight assignment. If they do not acknowledge their alert, the bubble will remain red until it is acknowledged.

Can we look up when a change was made in Agent Assignments and by who? If so, where?

Yes, this is the Agent Assignment Report which can be found under Reports > Station > Agent Assignment Report.

Is there a way to show someone "offline" as opposed to lunch/break?

An offline status does not currently exist in Agent Assignment. Future enhancements are planned to allow for customizing pucks for other activities (training, offline, union business, etc.).

Does Ops Suite Main have a feature that will alert you if you accidentally double-book an agent?

In Agent Assignment, a scheduling conflict will be highlighted in red. If an Agent becomes double booked as a result of IROPS, an Employee will need to be on alert for the red highlights after flights have been assigned. A defined alert is on our list for potential future enhancements.

Can Ops Agents see if they have a flight conflict?

Agents are not able see conflicts; this is the job of the Leader or Agent Coordinator. A Leader or Agent Coordinator will see the flight pucks turn red in Agent Assignment on a conflict and can resolve it.

Are only Gate Coordinator roles able to make fuel density and FCR updates?

No. Station Admins, System Admins (HDQ), and Gate Coordinators can make fuel density and FCR updates. The Gate Coordinator role would need to be added in Ops Suite Main for an Ops Agent to be able to edit these for different Station roles (e.g., Command Center Ops Agents).

PREPLAN

How do you print a Flight Packet in Ops Suite Main?

To generate a Flight Packet, under the *Print* menu inside the **Weight and Balance** application. You will select *Flight Packet* to create a PDF of all the reports combined into one packet.

Are Remarks for the CBLS required in the Preplan?

While they are not required in order to *Calculate* or *Send to Scanner*, they are the only way for the Ramp to see instructions on how to load from the Preplan for that flight.

When you send the Preplan to the scanner, does the Ramp specifically see where you want the bags loaded bin by bin?

Not currently, however it is on our list of future considerations. At this time, the scanner will continue to only show Remarks as typed by the Ops Agent.

When preplanning, was there a safety reason for having the Ops Agent populate bins versus just FWD and AFT?

This was implemented as a Weight & Balance safety standard and provides support in mitigating delays. In the future, this also sets Southwest up for load specific planning.

Where does it show how many of our local bags are transfer bags?

This is currently being developed by Technology. Until then, this breakdown can be found on the Gate Lead Report under **Gear Cog > Reports > Flight > Gate Lead Report**.

Does Ops Suite Main prepopulate the number of children during the preplan process?

While you can preplan by child counts, they do not prepopulate as manifested. Please continue to refer to Turn Details or Altea for child counts. Infants can also be added to a Preplan.

If Passengers and commodities are re-accommodated on a new flight, will the commodities be removed from the original flights Preplan?

Yes, Ops Suite Main uses Commodity Tracking data. Commodity data attached to a Passenger reservation will move with the Passenger's reservation upon re-accommodation.

Do we know if the "Checked In" number manifested on the Preplan counts both the Standby Passengers and Revenue Passengers who are checked in?

"Checked In" only includes those Passengers who hold a boarding pass. Nonrevenue Passengers that are checked in but hold a Security Document since they have not been cleared will show in the "Booked" count but not the "Checked In" count until they are cleared with a Boarding Pass assigned.

Is there a quick way to see how many Observer seats there are in each Aircraft?

This can be viewed in **Weight and Balance** within the **Passengers** tab; the number of rows available for Flight Deck and Cabin tells you how many seats are on that aircraft. To see if all Observer seats are operational, you will need to physically check each Aircraft.

Does the "Do Not Fuel Above Minimum" message show up in the Fuel tab for multi-leg tankering?

No. The Ops Agent should continue to check the Dispatch Release for this information.

Why does it make Takeoff Fuel so big? Why do we need to see that?

The Takeoff Fuel is visible because of its importance to the Flight Deck.

Can I adjust my Fuel In during Preplan?

No, since for most flights Preplan is completed before the aircraft arrives, it is only editable in Final Plan.

Where can you see if your flight has an MEL?

An MEL can be found on the Dispatch Release. If the MEL is relevant to Ground Operations, it will also appear in **Turns+** in the Remarks for that flight.

In Preplan, what is "Copy Revision" used for?

Copy Revision is used to edit sections with data copied from the previous Revision. A *New Revision* clears all previous values to allow the Ops Agent to start from scratch. Both include an additional *Send to Scanner* button to resent the updated information. If the Ops Agent has not yet pressed *Send to Scanner*, they can continue to make adjustments after *Calculate*. Pressing *Send to Scanner* will lock that Preplan.

Does Ops Suite show the yellow Caution Message at +/- 3% of planned ZFW and Planned TOW, and the red Warning Message at +/- 5%?

Yes, it does.

Does NOT acknowledging a Warning in W&B create a hard stop for that Ops Agent and the flight they are working?

If the message is yellow, they can continue. A red Warning message will not allow the Agent to continue until the alert is resolved. The pop-up validation bubble will only go away once it is clicked on. A Success message will disappear after three seconds.

How many characters can be typed into the Preplan Remarks field?

There is no character limit, however only the first 463 characters will be sent to the scanner. After that, the scanner will say "SEE OPS AGENT FOR MORE INFO".

Should Releases still be printed for Pilots?

There is no change to the procedure for printing releases for Pilots. The Dispatch Release will be available in Weight & Balance under the print menu.

Is printing a CBLs required or only if we do manual?

You would only need to print a CBLs if you needed to go manual. There is no change to the procedure for using the CBLs for manually worked flights.

FINAL PLAN

Why is my *Calculate* button greyed out?

If you fail to complete all three tabs (**Commodities**, **Passengers**, and **Fuel**), miss the *Retrieve Scans* or *Update Pax* button, it will not allow you to move on to calculate. (Note: Retrieve Scans not required in manual mode for commodities, only save).

Do you need to complete the final plan in sequential order (i.e., bags, then pax, then fuel, etc.)?

You can complete the Preplan or Final Plan in any order. It is important to save each tab before moving on to another.

If there is a new Dispatch Release or fuel bump, will the Agent receive an Alert?

Yes. After saving a section, calculating, or refreshing the page, a pop-up message will appear on the top right corner of the Weight and Balance page if a new Dispatch Release or fuel bump is available.

How can you tell in Ops Suite when the Weather (WX) Packet is available to print?

In the **Weight and Balance**, the Weather Packet can be found in the *Print* drop-down menu in white text when it is available. In **Turns+**, there will be a cloud icon with a version number inside it.

This flight is a diversion. Why can't I use *Retrieve Scans*? It's all thru bags.

Our Ramp Scanners do not support diversions, so the *Retrieve Scans* button is deactivated to prevent it removing all thru commodities when it can't locate the flight number. You will need to switch to manual mode for commodities on diversions.

Is there a way to have the color change when the Ramp scanner is closed instead of waiting to hear a radio call?

Not at this time, but we are working with Brock Solutions since there is currently no notification when *Retrieve Scans* is available. We have this feedback on our list of future considerations.

How will it look in Ops Suite when it comes to entering Hazmat?

Ramp will still advise Ops of the HAZMAT shipment. When scans are retrieved, "Hazmat" will show in the "Type" section of the commodity field, as well as any other data entered. The Ops Agent can then verify the HAZMAT

and leave a note in *Remarks* for the item if needed (i.e. Radio Pharma). If entering commodities manually, the Ops Agent will key in all necessary fields after selecting "Hazmat" in the Local area of the appropriate Bin.

Will child weights be auto populated?

During the Final Plan, child weights will come over automatically from Altea by using *Update Pax* on a scheduled flight. They cannot be adjusted.

Do child weights work on a diversion?

No, because the flight is not in inventory in Altea. We will continue to follow the same procedures; if you need child weights, you need to go manual.

If you have a Customer of Size (COS) or EXTRA SEAT (EXST) Passenger, how will that show in Ops Suite?

A COS or EXST will show as "EXST" in the Specials section of Turn Details. When the boarding pass is scanned, it will show as an additional scan for the EXST.

Why does my "Scanned" count not match my "Total Pax"?

The "Scanned" count is not used for Weight & Balance purposes, only for reference. This simply counts how many Passengers' boarding passes were scanned; any Passengers who were manually boarded would not be included. This could also be different in situations with Thru Pax, EXST, or Infants.

Does the OE Flight Attendant weight populate?

Yes, the OE Flight Attendant will populate in Final Plan, and the weight will be accounted for. It is very important to communicate to the CSA if there is an OE on the flight, since that information is not visible in Altea.

In the Crew Seat section, if the aircraft is only equipped with one Observer seat, will Observer 2 be visible? Also, how does the Ops Agent know the A/C only has one OBS seat?

If there is only one Observer seat, then the Observer 2 line would not be visible; instead, only one line will appear. This applies to Cabin Jumpseats as well. The number of spaces in the Passenger tab indicates how many are available on that aircraft. It is important to note that Altea does not reflect Observers and Cabin Jumpseats in this way, so the Ops Agent should share this information with the CSA(s) assisting on that flight.

How do we handle a 2nd fuel entry?

Use the plus (+) button next to "Gallons Added" to add a new entry, then update your total FOB.

If you are keying both fuel entries at the same time, enter the first entry, use the + button next to "Gallons Added" to add a new line, and input the second fuel entry. User can then *Save Fuel*.

If adding an additional fuel entry after another has been saved, simply key in the new fuel entry in and hit *Save*. Both entries will display, and "Total Gallons Added" reflect the sum of all fuel entries.

Can we manually update Center Tank Fuel?

Yes. Irregular fuel distribution can be manually updated by toggling on *Irregular Distribution* within the Fuel tab.

Ops Suite says my Gallons Added doesn't match my FOB. How do I work around that?

Verify that the entry in *Fuel In* is accurate. You can also check when the Fuel Density was last updated; if it hasn't been completed in a while, it may be time for an update.

What would we do in a situation where you are defueling?

Follow the current process you do today.

For W&B, do Pilots still hear a ding for verification of receipt?

Yes, ACARS will still make the same confirmation ding.

How will Dispatch Advised be handled?

There is a *Dispatch Advised* button available in **Weight and Balance** if needed. If the flight has already been closed, contact a Supervisor to reopen the flight; the button will then become available. The [WBR Revision Checklist](#) is a helpful job aid and can be located under "Operations Job Aids" on SWALife. It is important to note that if the aircraft has returned to the gate and the correct steps are followed on the Checklist, the Dispatch Advised button will not be needed.

When you click the *Dispatch Advised* button does it automatically remove commodities info?

When you click *Dispatch Advised*, it will not remove any of the commodities. However in "Scan" mode, the *Retrieve Scans* button is required again. In "Manual" mode (for example, a diverted flight), you would need to *Save Commodities* again. Each section needs to be viewed and saved again before moving to *Calculate* to ensure accuracy.

Is there a spot to see when Version 1 is sent, or if it was accepted by the aircraft?

When the Sign & Send is pressed and the Revision has been sent, the Flight Message will read 'Sign and Send Succeeded'. Additionally, a timestamp appears in the Actions tab when the Revision is received by the Aircraft. This timestamp is located to the right of Calculation and states "AC Received @ XX:XX". Additionally, within *Flight Reports*, when viewing flight-specific reporting, the User can open the *Weight & Balance Version Report* which records the time each Revision was sent and the time the aircraft acknowledged receipt.

Do we need to enter Ops Push times?

No, the Ops Push Time will now be accepted as the Doors Closed Time and will be recorded by ACARS. If ACARS is down, it should be manually entered by the Ops Agent.

Do we need to enter take-off weights after departure?

No, you do not.

If the flight is delayed, do we still need to enter FS/LS/PWB in our delay notes?

There is no procedural change for delay codes. Please continue to enter FS/LS/PWB in your delay reason if requested by your Station Leadership.

After departure, will it be necessary to print a Dispatch Report after the flight departs?

The Dispatch Report is now called the "Inbound Summary Report". It is not required to be printed after departure, as it is primarily used to plan for an inbound flight's arrival.

RESOURCES

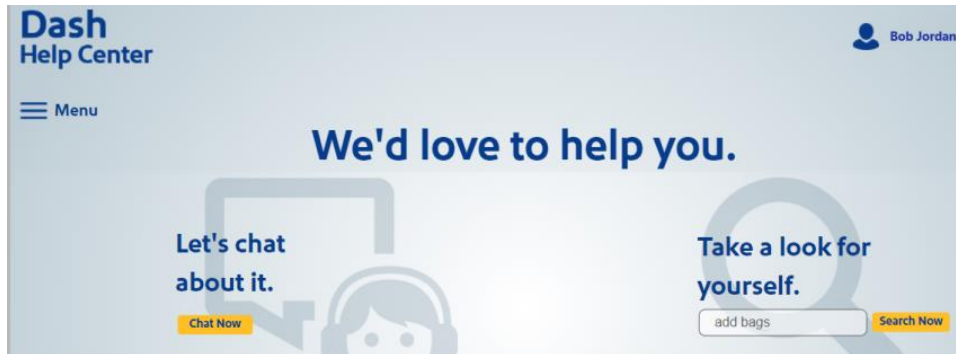
What resources are available for Ops Suite Main?

Resources, job aids, videos, and simulations are located on the Ops Suite Main SharePoint site.

<https://wnco.sharepoint.com/sites/OTISReplacement>

For immediate support, you can use DASH. Enter a brief description of the problem to view Knowledge Based (KB) articles and self-help tools. For example, if you need to know how to make a revision to the final plan due to adding bags, search "Add Bags." Dash also has an option to chat for direct support.

1) Describe the problem and click Search Now



2) Select appropriate Self Help Article

Self Help Articles

Ops Suite Main | Weight & Balance | How to create a Copy or New Revision in Preplan and Final Plan **NEW**
Symptom How to create a Copy or New Revision in Preplan and Final Plan from the correct tabs Resolution/Solution Estimated Co
Level To Execute Following Instructions: L0 Intended audience: Primary or Secondary Ops Agents, Above the Wing Supervisors.

Is There a Help Guide in OPS Suite Guide in OPs Suite Main to Recognize what The Icons Mean?

Yes! A manual is available in the upper right-hand corner (question mark icon).