



April 14, 2022

## Title: Boarding Display Change – Visibility to Customer's First Name

From: Ground Operations Project Execution To: Operations Agents, Above Wing Supervisors

On Thursday April 14<sup>th</sup>, 2022, a new enhancement will be added to the Boarding Application within Altea CM. The enhancement allows for more visibility to a Customer's first name being displayed next to their last name when Ops Agents are boarding their flights. This will help the Ops Agents during the verification process for Customers who share the same last name and first letter of their first name(s).

**Please note:** If a Customer has an exceedingly long last name, only part of the last name will be displayed, followed by an ellipsis (...).

Examples:

Default: WII	Contraction in the second second	N Customer (1)	WN Flight (2) Connected Devices Status (2)	) WN Flight WN2154 (4) WN Boards	ng WN2154 (6)					
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C 1 customer boarded	WN2154	PHX	TRAVELER Cknown	023	A38	Boarded				
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	WN2154	PHX	TRAVELER Eknown	024	A39	Boarded				
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	WN2154	PHX	CORONDADO DE HE	ERRERA An003	A18	Boarded				
	WN2154	PHX	CORONDADO DE HE	ERRERA An002	A17	Boarded				
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Default: WN	Messenger ( <u>0</u> ) WI	V Customer ( <u>1</u> )	WN Flight (2) Connected De	vices Status (3) WN Flight WN2154 (4	4) WN Boarding WN2154 (6	)			
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	WN2154	РНХ	CUSTOMERW	TTHI ONGLASTN	010	A25	Boarded		
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Previously, the first names of the Customers highlighted above would have been truncated to just the first initial. The intention behind this enhancement is to mitigate the confusion and potential for boarding discrepancies for flights containing multiple Customers with the same last name. With more of a name displayed, Ops Agents can more confidently validate Customer names as they board.