



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 14th, 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)					
480) M.		PR DEN + PHX (4) • SNA Santa Ana John Wayne							
Austration Add Bagin F11 sanded List F3 ancel Accept F0 eboard F0 Asound Con SF5	Accepted Joining 28+0 inf Transfer 0+0 inf Transt Totals 28+0 inf	Boarded 8 + 0 inf 0 + 0 inf 8 + 0 inf	Not Boarded Accept 20 + 0 mf Ineligible To Board 0 + 0 mf Special Assistance Jump Seats Jump Seats	ed 0 0						
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etrish F5 estart 9812	WN215	4PHX	HERRERA Marti	nez Ant 005	A20	Boarded				
C 1 customer boarded	WN2154	PHX	TRAVELER Cknown	023	A38	Boarded				
	WN2154	PHX	TRAVELER Bknown	022	A37	Boarded				
	WN2154	PHX	TRAVELER Eknown	024	A39	Boarded				
	WN2154	PHX	CORONDADO DE HE	ERRERA M 004	A19	Boarded				
	WN2154	PHX	CORONDADO DE HE	ERRERA An003	A18	Boarded				
	WN2154	PHX	CORONDADO DE HE	ERRERA An002	A17	Boarded				
	WN2154	PHX	CORONDADO DE HE	RRERA An001	A16	Boarded				
You can swipe: Paul										

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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arch AF1		PR DEN + PHX (4)) + SNA Santa Ana John Wayne						STD: 15:45 STA: 16: Gate: 15 Now Boardin
ortcuts	Acceptance Open								Gate: 15 Now Boardin
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el Accept 🛛 F6	Transfer 0+0 inf	0 + 0 inf	0 + 0 inf Special Assis	tance 0					
oard F8 ound Con SF5	Transit 0+0 lnf Totals 28+0 inf	0 + 0 inf 16 + 0 inf	0+0inf Jump Seats 12+0inf	0					
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lish Updates F4	Not Boarded Custon	iers: 12						Sort By Customer 💌	Order Ascending
Assist List F7	Customer		Nbr BPos Cabin Acpt Bag	Incarriage Last Seen			Info		
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	WN2154	PHX	LINCHFORD /	Armando	012	A27	Boarded		
			CUCTOMEDW		011	100	Desided		
	WN2154	PHX	CUSTOMERW	ITHLONGLASTN	011	A26	Boarded		
	WN2154	РНХ	CUSTOMERW	TTHI ONGLASTN	010	A25	Boarded		
customer	WIN2131		COSTOPILIN		010	725	Douraca		
ded	WN2154	PHX	CUSTOMERW	ITHLONGLASTN	008	A23	Boarded		
		DUN			000				
	WN2154	PHX	CUSTOMERW	ITHLONGLASTN	009	A24	Boarded		
	WN2154	PHX	CUSTOMED	ITHLONGLASTN	007	A22	Boarded		
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	WN2154	PHX	CUSTOMERW	ITHLONGLASTN	006	A21	Boarded		
ou can swipe:					-				
ass								B	oard Customer Ba

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.