



Above Wing News

Customer Service and Operations

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: WI Messenger (0) WN Customer (1) WN Flight (2) Connected Devices Status (3) WN Flight WN2154 (4) **WN Boarding WN2154 (6)**

PDT Enter Flight Boarding

WN2154 01APR DEN → PHX (4) → SNA Santa Ana John Wayne
Acceptance Open

	Accepted	Boarded	Not Boarded	Accepted
Joining	28 + 0 inf	8 + 0 inf	20 + 0 inf	Ineligible To Board 0
Transfer	0 + 0 inf	0 + 0 inf	0 + 0 inf	Special Assistance 0
Transit	0 + 0 inf	0 + 0 inf	0 + 0 inf	Jump Seats 0
Total	28 + 0 inf	8 + 0 inf	20 + 0 inf	

Not Boarded Customers: 20 Sort By

Customer	Sec.Nbr	BPos	Cabin Acpt	Bag	Incarriage	Last Seen	Info
1 CUSTOMERWITHLONG, M. ...	006	A21	Y	✓		JFE	
2 CUSTOMERWITHLONG, M. ...	007	A22	Y	✓		JFE	
3 CUSTOMERWITHLONG, M. ...	008	A23	Y	✓		JFE	
4 CUSTOMERWITHLONG, M. ...	009	A24	Y	✓		JFE	
5 CUSTOMERWITHLONG, M. ...	010	A25	Y	✓		JFE	
6 CUSTOMERWITHLONG, M. ...	011	A26	Y	✓		JFE	
7 CUSTOMERWITHLONG, M. ...	012	A27	Y	✓		JFE	

Select B. Pos./Sec.Nbrs: Or Line Numbers: Or Name: 0 of 20 selected Show Linked [SF2]

Enter seat numbers, security numbers or line numbers to board customers.

Customer Boarding Status:

WN2154PHX	HERRERA Martinez Ant...	005	A20	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 HERRERA M...	004	A19	Boarded
WN2154	PHX	CORONDADO DE HERRERA An...003		A18	Boarded
WN2154	PHX	CORONDADO DE HERRERA An...002		A17	Boarded
WN2154	PHX	CORONDADO DE HERRERA An...001		A16	Boarded

1 customer boarded

You can swipe: 8 Pass

Applications Device Navigation Logoff Help

Default: WN Messenger (0) WN Customer (1) WN Flight (2) Connected Devices Status (3) WN Flight WN2154 (4) **WN Boarding WN2154 (6)**

PDT Enter Flight Boarding

WN2154 01 APR DEN PHX (4) SNA Santa Ana John Wayne
Acceptance Open

STD: 15:45 STA: 16:40
Gate: 15 Now Boarding

	Accepted	Boarded	Not Boarded		Accepted
Joining	28 + 0 inf	16 + 0 inf	12 + 0 inf	Ineligible To Board	0
Transfer	0 + 0 inf	0 + 0 inf	0 + 0 inf	Special Assistance	0
Transit	0 + 0 inf	0 + 0 inf	0 + 0 inf	Jump Seats	0
Totals	28 + 0 inf	16 + 0 inf	12 + 0 inf		

Not Boarded Customers: 12 Sort By Customer Order Ascending

Customer	Sec.Nbr	BPos	Cabin	Acpt	Bag	Incarriage	Last Seen	Info
1 LINCHFORD Fredrick	014	A29	Y	✓			JFE	
2 POWELL Anna	021	A36	Y	✓			JFE	
3 PRICELESS Anne	025	A40	Y	✓			JFE	
4 PRICELESS Beth	026	A41	Y	✓			JFE	
5 PRICELESS James	027	A42	Y	✓			JFE	
6 PRICELESS Saley	028	A43	Y	✓			JFE	
7 WITTENBERG David	016	A29	Y	✓			JFE	

Select B. Pos./Sec Nbrs: Or Line Numbers: Or Name: 0 of 12 selected Show Linked [SF2]

Enter seat numbers, security numbers or line numbers to board customers.

Customer Boarding Status:

WN2154PHX	LINCHFORD Douglas	013	A28	Boarded
WN2154 PHX	LINCHFORD Armando	012	A27	Boarded
WN2154 PHX	CUSTOMERWITHLONGLASTN...	011	A26	Boarded
WN2154 PHX	CUSTOMERWITHLONGLASTN...	010	A25	Boarded
WN2154 PHX	CUSTOMERWITHLONGLASTN...	008	A23	Boarded
WN2154 PHX	CUSTOMERWITHLONGLASTN...	009	A24	Boarded
WN2154 PHX	CUSTOMERWITHLONGLASTN...	007	A22	Boarded
WN2154 PHX	CUSTOMERWITHLONGLASTN...	006	A21	Boarded

1 customer boarded

You can swipe: 8 Pass Board Customer Back

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.