

Course Title: WorldTracer Tracing Implementation (CRT)
Course ID: WT 102
Duration: 5 days
HR reference: CU117

Course Objective:

This course is for those members who have CRT or Type A access to the WorldTracer system. The objective of the WorldTracer Tracing Implementation (CRT) course is to instruct trainers to effectively train baggage office staff to use the WorldTracer Baggage Tracing system in the airport environment, and instruct supervisory and management staff to effectively manage the use of the WorldTracer Baggage Tracing system in the airport and headquarters environments.

Course Outline:

Day	Session	Content
1	1. Introduction	1.1 Introduction [Trainer] 1.2 Introduction [Trainees] 1.3 Introduction [Trainer]
	2. Course Overview	2.1 Brief Overview [Trainer] 2.2 Detailed Overview [Group] 2.3 Course Agenda Review & Acceptance Overview [Group]
	3. Section 1 Introduction to WorldTracer Tracing	3.1 Background 3.2 Other WorldTracer Modules 3.3 File Types 3.4 User Options 3.5 Matching 3.6 Storage 3.7 Access to WorldTracer 3.8 File Referencing 3.9 Paging Functions 3.10 Ordering WorldTracer Documents
	4. Section 2 Transaction and Elements	4.1 Introduction 4.2 Overview 4.3 Transaction List 4.4 General / Controlled / Report / Action File 4.5 Elements Overview 4.6 Matching / Functional / Information / Recommended .Practices 4.8 License Plate Format 4.9 RL Code Option

Day	Session	Content
	5. Section 9 Errors / Glossary / Contents Dictionary	5.1 Error Replies 5.2 Glossary 5.3 Contents Dictionary
	Lunch	
	6. Section 13 HELP	6.1 Description 6.2 Paging Functions 6.3 Access to HELP 6.4 HELP Instructions 6.5 HELP Menu 6.6 HELP by Topic 6.7 HELP from a mask 6.8 HELP Character 6.9 DFT – Display Free Form Text 6.10 DST – Display Station Free Form Text
	7. Section 3 Create Files / FWD	7.1 Introduction 7.2 FWD 7.3 QOH 7.4 OHD 7.5 QAH 7.6 AHL 7.7 PIR 7.8 SHC 7.9 SMS
	Break	
	8. Section 3 QOH / OHD	
2	Review	
	10. Exercise 1 OHD	10.1 OHD Creation
	11. Section 3 Create Files	11.1 QAH 11.2 AHL (no CC)
	Break	
	12. Exercise 2 FWD	12.1 FWD Creation
	13. Section 3 Create Files	13.1 AHL (with CC) 13.2 PIR 13.3 SHC 13.4 SMS
	Lunch	

Day	Session	Content
	14. Exercise 3 AHL	14.1 AHL Creation
	15. Section 4 Displays	15.1 DAH 15.2 DOH 15.3 DFW 15.4 RAF 15.5 ROF
	Break	
	16. Section 5 Amends	16.1 AAH 16.2 AOH
3	17. Exercise 4 AHL / OHD	17.1 AHL Creation 17.2 OHD Creation
	18. Section 14 Action File	18.1 Description 18.2 Principles 18.3 Station Action File 18.4 Action File Transactions 18.4.1 CXF 18.4.2 DXF 18.4.3 PXF 18.4.4 EXF 18.5 Headquarters Action File
	Break	
	19. Section 6 Matching	19.1 Matching
	20. Section 6 ROH	20.1 ROH
	Lunch	
	21. Section 6 Matching Transactions	21.1 TNT 21.2 SUS / RIT 21.3 MDO 21.4 XTR 21.5 FRM
	Break	
	22. Section 7 Close	22.1 CAH 22.2 COH 22.3 CFI
4	Review and Action File Processing	
	23. Section 8	23.1 Description

Day	Session	Content
	Reports	23.2 Password Control 23.3 FRR 23.4 WFA 23.5 WCR 23.6 RAF 23.7 ROF 23.8 RFW
	Break	
	24. Section 10 Instructor	24.1 Description 24.2 Password Control 24.3 Training Manuals / Materials 24.4 Training Stations 24.5 General Information 24.6 Instructor's Checklist 24.7 Class Schedule 24.8 Reviews
	25. Section 11 Supervisor	25.1 Description 25.2 Password Control 25.3 Supervisory Transactions 25.3.1 MDO 25.3.2 XTR 25.3.3 FRR 25.3.4 WFA 25.3.5 WCR 25.3.6 RAF 25.3.7 ROF 25.3.8 RFW 25.3.9 DFT 25.3.10 DST 25.3.11 DSL 25.3.12 DSR 25.4 Procedures 25.5 Trouble Report Procedures
	Lunch	
	26. Section 12 Coordinator	26.1 Description 26.2 Responsibilities 26.2.1 DMR 26.2.2 DSS 26.2.3 DPC

Day	Session	Content
		26.2.4 CRM 26.2.5 CFT 26.2.6 CST 26.2.7 DSR 26.2.8 ALZ 26.2.9 AXF 26.3 Trouble Report Procedures 26.4 Teletype Address Validation 26.5 User Records 26.6 Functional Questionnaire
5	Review	
	Questions / Concerns / On-line Survey	

Recommended Prerequisites:

- Users are responsible for knowing their respective host application commands
- TTY connectivity to the SITA Network
- Authority to make decisions regarding the available options and use of the system as it impacts the member's operating procedures
- Authority to supply training room with necessary AC power, outlets, tables, chairs and TTY connectivity

Training Materials Used:

- WorldTracer Tracing (CRT) Train the Trainer Manuals
- CRT Quick Reference Guide
- End User Functional Specifications will have been sent to the member's headquarters office upon receipt of their signed contract and should be available if training is conducted on-site

Evaluation Procedures:

- WorldTracer CRT Course Exam
- Customer survey

Note: All courses are taught in English.

Course Description / Lesson Plan Revision Control:

Revision	Date	Change	Dept
1.0	01-May-07	Base release for upload to FileNet	ADS Training (M. Crncevic)
1.1	01-Aug-07	Objectives clarified	ADS Training (M. Crncevic)