

Course Title: WorldTracerWeb Tracing Training
Course ID: WT106
Duration: 3 days
HR reference: xx xxx

Course Objectives:

- The overall objective of this training course is to familiarize the student with all aspects of the WorldTracer system and WorldTracerWeb GUI that relate to the baggage service functions they perform on the job.
- To provide Customer with the process and supporting information necessary to successfully use WorldTracerWeb product.
- This course is designed to provide skills that will assist an experienced user *to train others* on product functionality.

On completion of the training course, using WorldTracerWeb the student will be able to:

- Make entries to the system describing Delayed, On-hand and Rush baggage
- Recognize error messages and understand how to correct them.
- Retrieve information from the WorldTracer system.
- Change and add information in the WorldTracer system.
- Understand match messages and other types of displays from the WorldTracer system and take any necessary action.
- Implement and administer the use of the WorldTracer system in the airport and headquarters environments.

Course Outline:

Day	Session	Content
1	1.0 INTRODUCTION	<ul style="list-style-type: none"> ▪ Class Introduction <ul style="list-style-type: none"> ○ Class Objective ○ Course Material ○ Course Outline
	2.0 UNDERSTANDING the WorldTracerWeb	<ul style="list-style-type: none"> ▪ WorldTracer Fundamentals <ul style="list-style-type: none"> ○ Overview ○ Elements ○ Transactions
		<ul style="list-style-type: none"> ▪ What is WorldTracerWeb? ▪ WorldTracerWeb Implementation <ul style="list-style-type: none"> ○ Work (operation) modes ○ Login ○ User Workplace ○ Logout ○ Help overview <p><i>Exercise [1] "Get the basics right!"</i></p> <ul style="list-style-type: none"> ▪ Login/Logout ▪ Get familiar with Workplace.
3.0 USING the WorldTracerWeb HELP	<ul style="list-style-type: none"> • How to access and use Help (Help categories / types)? • How to make an "error-free" request? <hr/> <p><i>Exercise [2] "Let HELP help me!"</i></p>	

Day	Session	Content
1	4.0 USING the WorldTracerWeb	<ul style="list-style-type: none"> <li data-bbox="764 280 1346 305">• Before We Start - WorldTracer Core Processes <ul style="list-style-type: none"> <li data-bbox="810 310 961 334">▪ Overview <li data-bbox="810 339 1052 363">▪ Matching Process <li data-bbox="810 368 1381 393">▪ Match Working Group (MWG) Recommendations <li data-bbox="810 397 1220 422">▪ This is how it works - Match score <hr/> <ul style="list-style-type: none"> <li data-bbox="764 431 1129 456">• Agent Tasks - On-hand Bag <ul style="list-style-type: none"> <li data-bbox="810 461 1136 485">▪ What is an On-hand Bag? <li data-bbox="810 490 1010 514">▪ Search record <li data-bbox="810 519 1020 544">▪ Manage record <li data-bbox="810 548 1003 573">▪ Create record <li data-bbox="810 578 1220 602">▪ Create Quick On-hand bag record <hr/> <p data-bbox="764 612 1062 636"><i>Exercise [3] "Create record"</i></p> <ul style="list-style-type: none"> <li data-bbox="810 641 1014 665">▪ Display record <li data-bbox="810 670 1010 695">▪ Update record <li data-bbox="810 699 989 724">▪ Send record <hr/> <p data-bbox="764 734 1129 758"><i>Exercise [4] "Update/Send record"</i></p> <ul style="list-style-type: none"> <li data-bbox="810 763 995 787">▪ Close record <li data-bbox="810 792 1031 816">▪ Suspend record <li data-bbox="810 821 1035 846">▪ Reinstate record <hr/> <p data-bbox="764 855 1125 880"><i>Exercise [5] "All-on-On-hand-bag"</i></p> <p data-bbox="764 885 1299 909"><i>Exercise [6] "Create record using different options"</i></p> <hr/> <p data-bbox="764 919 1094 943">Review / Questions & Answers</p>

Day	Session	Content
2	Review 4.0 USING the WorldTracerWeb	Help Information / On-hand and On-hand baggage <hr/> <ul style="list-style-type: none"> • Agent Tasks - Delayed bag <ul style="list-style-type: none"> ▪ What is Delayed bag? ▪ Register <hr/> Exercise [7] "Register bag [1]" <hr/> Exercise [8] "Register bag [2]" <hr/> <ul style="list-style-type: none"> ▪ Search ▪ Manage record ▪ Create record' <hr/> Exercise [9] "Create record" <hr/> <ul style="list-style-type: none"> ▪ Display record ▪ Update record ▪ Send record <hr/> Exercise [10] "Update/Send record" <hr/> Exercise [11] "Create/Display/Update" <hr/> <ul style="list-style-type: none"> ▪ Close record ▪ Suspend record ▪ Reinstate record ▪ Rematch record ▪ Extend tracing ▪ Override match delay ▪ Request bag ▪ Notify Passenger <hr/> Exercise [12] "All-on-Delayed-bag""

Day	Session	Content
2	Review	On-hand and Delayed baggage
	4.0 USING the WorldTracerWeb	<ul style="list-style-type: none"> • Agent Tasks - Rush Bag <ul style="list-style-type: none"> ▪ What is Rush bag? ▪ Search record ▪ Create record ▪ Display record <hr/> <p><i>Exercise [13] "All-on-Rush-bag"</i></p>
	5.0 UNDERSTAND WorldTracerWeb messages	<ul style="list-style-type: none"> • What is Station Inbox? <ul style="list-style-type: none"> ▪ What messages to look and watch for and how to action on those? ▪ Understand Station Inbox Principles ▪ Practice on Station Inbox functionality <ul style="list-style-type: none"> • Manage Messages • Search Messages • Erase Messages • Send Message ▪ Understand and exercise proposed procedures <hr/> <p><i>Exercise [14] "Action on Station Inbox Message"</i></p> <hr/> <p>Review</p>
	6.0 Miscellaneous functionality	<ul style="list-style-type: none"> • Miscellaneous in WorldTracerWeb? <ul style="list-style-type: none"> ▪ Received at LZ
	7.0 Reports	<ul style="list-style-type: none"> • What are Reports used for? <ul style="list-style-type: none"> ▪ An overview ▪ Activity <ul style="list-style-type: none"> ▪ Tracing Inputs (WFA) ▪ Cost <ul style="list-style-type: none"> • Tracing Cost (WCR) ▪ Station <ul style="list-style-type: none"> ▪ File Reference List (FRR) <hr/> <p><i>Exercise [15] "Produce statistics and analyze reports data"</i></p>

Day	Session	Content
3	Review	All on baggage
	8.0 The WorldTracerWeb Coordinator's role	<ul style="list-style-type: none"> • What is Coordinator's responsibility? <ul style="list-style-type: none"> ▪ Manage <u>Airline</u> configuration - An overview <ul style="list-style-type: none"> ▪ Code Share agreements ▪ Station List display ▪ Custom pages • Master Record display • Electronic messages • Multi-station update <hr/> <p><i>Exercise [16] "Coordinator's tasks part 1"</i></p> <ul style="list-style-type: none"> ▪ Manage <u>Station</u> configuration - An overview <ul style="list-style-type: none"> ▪ Custom pages ▪ Management <hr/> <p><i>Exercise [17] "Coordinator's tasks part 2"</i></p> <ul style="list-style-type: none"> ▪ WorldTracerWeb Administration <ul style="list-style-type: none"> ▪ Create User ▪ Manage Users <hr/> <p>Review</p>
	9.0 Workshop	<ul style="list-style-type: none"> • <i>Delayed bag tasks</i> • <i>On-hand bag tasks</i> • <i>Rush bag tasks</i> • <i>Station Inbox messages [1]</i> <hr/> <ul style="list-style-type: none"> • Review / Questions & Answers <i>Rush bag tasks</i> • <i>Station Inbox messages [2]</i>
	10.0 QUIZ	<ul style="list-style-type: none"> • Quiz questions • Quiz review
	11.0 Q & A session	<ul style="list-style-type: none"> • Questions and Answers

Trainer's Procedures - Workshop Objectives:

- Provide the participants hands-on experience with guided-exercises.
- Allow the participant to evaluate what works well for their "baggage process and operational procedures" and what are the practical constraints.
- Help the participants learn how to make their job more effective by using process/procedure-driven exercises.
- Provide the participant experience with baggage operations and WorldTracer administration.
- Encourage sharing of positive and negative experiences by participants regarding baggage operations.
- Explore whether student-baggage agent teaching Trainers can provide competent supervision in the use of WorldTracerWeb and what training will be necessary to do this successfully.

Recommended Prerequisites:

- For Novice user - None; for Expert user - extensive (2-5 years) **WorldTracer** experience
- For Coordinator (Administrator) - extensive (5+ years) **WorldTracer** or Baggage Operations experience

Training Materials Used:

- WorldTracerWeb Tracing Training Manual
- WorldTracerWeb Tracing Quick Reference Guide

Evaluation Procedures:

- WorldTracerWeb Course Exam
- Customer feedback

Note: All courses are taught in English.

Course Description / Lesson Plan Revision Control:

Revision	Date	Change	Dept
1.0	01-Apr-2009	Base release for upload to FileNet	ASL Product Training (M. Crncevic)
1.1	17-Apr-2009	Miscellaneous functionality added	ASL Product Training (M. Crncevic)