

Course Title: WorldTracerWeb Management Training

Course ID: WT107

Duration: 5 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, Damaged / Pilfered, Rush baggage and Found Property items.
- 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.

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 ○ Match Working Group (MWG) Recommendations ○ Contents Dictionary ▪ What is WorldTracerWeb? ▪ WorldTracerWeb Implementation <ul style="list-style-type: none"> ○ Work (operation) modes ○ Login / Logout ○ User Workplace ○ Help overview
	3.0 USING the WorldTracerWeb HELP	<ul style="list-style-type: none"> • How to access and use Help (types of help)? • How to make an “error-free” request?
	4.0 USING the WorldTracerWeb	<ul style="list-style-type: none"> • Agent Tasks - On-hand Bag <ul style="list-style-type: none"> ▪ What is an On-hand Bag? ▪ Create quick file (QOH) ▪ Create file (OHD) ▪ Create multiple files (BOM) <hr/> <p><i>Exercise [1] “Create on-hand file (OHD)”</i></p>

Day	Session	Content
2	Review	Day 1 review and key points analysis
	4.0 USING the WorldTracerWeb	<ul style="list-style-type: none"> • Agent Tasks - Delayed bag <ul style="list-style-type: none"> ▪ What is Delayed bag? ▪ Register (TNT) ▪ Create file (AHL) <hr/> <p><i>Exercise [2] "Create delayed file (TNT / AHL)"</i></p> <hr/> <ul style="list-style-type: none"> • Agent Tasks - Damaged bag <ul style="list-style-type: none"> ▪ What is Damaged bag? ▪ Create file (DPR) <hr/> <p><i>Exercise [3] "Create damaged file (DPR)"</i></p> <hr/> <ul style="list-style-type: none"> • Agent Tasks - Rush Bag <ul style="list-style-type: none"> ▪ What is Rush bag? ▪ Create file (FWD) <hr/> <p><i>Exercise [4] "Create rush file (FWD)"</i></p> <hr/> <ul style="list-style-type: none"> • Agent Tasks - Delayed, On-hand, Damaged and Rush Bag <ul style="list-style-type: none"> ▪ Display file (DAH / DOH / DDP / DFW) ▪ Search file (DAH / RAF) ▪ Search file (DOH / ROF) ▪ Search file (DFW / RFW) • Agent Tasks - Delayed and Damaged Bag <ul style="list-style-type: none"> ▪ Property Irregularity Report (PIR) • Agent Tasks - Delayed, On-hand and Damaged Bag <ul style="list-style-type: none"> ▪ Send file (SHC)

Day	Session	Content
2	5.0 MANAGE Inbox 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 (DXF)• Erase Messages (EXF)• Send Message (PXF)▪ Understand and exercise proposed procedures <hr/> <p><i>Exercise [5] "Manage Inbox (TXF)"</i></p>

Day	Session	Content
3	Review	Day 2 review and key points analysis
	6.0 UPDATE files	<ul style="list-style-type: none"> • Agent Tasks - Delayed, On-hand and Damaged Bag <ul style="list-style-type: none"> ▪ Update file (AAH / AOH / ADP) <p><i>Exercise [6] "Register (TNT / AHL)"</i></p>
	7.0 UNDERSTAND Matching process	<ul style="list-style-type: none"> • Matching Process <ul style="list-style-type: none"> ▪ Match score • Agent Tasks - Delayed Bag <ul style="list-style-type: none"> ▪ Request bag (ROH) <p><i>Exercise [7] "Transfer (TXF) and Request (ROH)"</i></p> <ul style="list-style-type: none"> • Agent Tasks - On-hand Bag <ul style="list-style-type: none"> ▪ Forward bag (FOH) <p><i>Exercise [8] "Forward (FOH) and Erase (EXF)"</i></p>
		<ul style="list-style-type: none"> • Agent Tasks - Delayed and On-hand Bag <ul style="list-style-type: none"> ▪ Suspend file (SUS) ▪ Reinstate file (RIT) • Agent Tasks - Delayed Bag <ul style="list-style-type: none"> ▪ Override match delay (MDO) ▪ Extend tracing (XTR) • Agent Tasks - Delayed and On-hand Bag <ul style="list-style-type: none"> ▪ Reactivate file (RAW) ▪ Reactivate file (ROW)

Day	Session	Content
4	Review	Day 3 review and key points analysis
	8.0 MANAGE file closure	<p><i>Exercise [9] "Create file (OHD / AHL)"</i></p> <hr/> <ul style="list-style-type: none"> • Agent Tasks - Delayed Bag <ul style="list-style-type: none"> ▪ Close file (CAH) ▪ Create damaged bag file (CFD) • Agent Tasks - On-hand Bag <ul style="list-style-type: none"> ▪ Close file (COH) • Agent Tasks - Damaged Bag <ul style="list-style-type: none"> ▪ Close file (CDP) <hr/> <ul style="list-style-type: none"> • Agent Tasks - Delayed and On-hand Bag <ul style="list-style-type: none"> ▪ Reopen file (RCB)
	9.0 SUPPLEMENTARY functions	<ul style="list-style-type: none"> • Agent Tasks - Delayed Bag <ul style="list-style-type: none"> ▪ Forward held bags (FAH) • Agent Tasks - On-hand Bag <ul style="list-style-type: none"> ▪ Forward bag to LZ (FLZ) • Miscellaneous <ul style="list-style-type: none"> ▪ Send to teletype (TTY) ▪ Convert currency (CCY) <hr/> <ul style="list-style-type: none"> • Understanding Baggage Delivery Service <ul style="list-style-type: none"> ▪ An overview • Station configuration <ul style="list-style-type: none"> ▪ Delivery company (DSB) • Agent Tasks - Delayed, On-hand and Damaged Bag <ul style="list-style-type: none"> ▪ Create delivery order (BDO) • Reports: Other <ul style="list-style-type: none"> ▪ Baggage Delivery (MBD) • Agent Tasks - Delayed and Damaged Bag <ul style="list-style-type: none"> ▪ Notify passenger (SMS / SEA)

Day	Session	Content
5	Review	Day 4 review and key points analysis
	10.0 MANAGE Found Property	<ul style="list-style-type: none"> • Agent Tasks - Found Property <ul style="list-style-type: none"> ▪ What is Found Property? ▪ Register items (RFP) ▪ Search / Update items (DFP / AFP) ▪ Delete items (EFP) <hr/> <p><i>Exercise [10] "Found Property tasks"</i></p>
	11.0 Reports	<ul style="list-style-type: none"> • What are Reports used for? <ul style="list-style-type: none"> ▪ An overview ▪ Station reports (FRR / MSL / MSP)
	12.0 Workshop	<ul style="list-style-type: none"> • <i>Delayed bag tasks</i> • <i>Damaged bag tasks</i> • <i>On-hand bag tasks</i> • <i>Inbox messages [1]</i> <hr/> <ul style="list-style-type: none"> • <i>Rush bag tasks</i> • <i>Found Property tasks</i> • <i>Inbox messages [2]</i>
	13.0 QUIZ	<ul style="list-style-type: none"> • Quiz questions • Quiz review
	14.0 Q & A session	<ul style="list-style-type: none"> • Questions and Answers

Recommended Prerequisites:

- Users are responsible for knowing their respective host application commands
- Internet 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 on customer site)

Training Materials Used:

- WorldTracerWeb Management Training Manual
- WorldTracerWeb Management Quick Reference Guide

Evaluation Procedures:

- WorldTracerWeb Management 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 PT (M. Crncevic)
1.1	09-Apr-2009	Miscellaneous functionality added	ASL PT (M. Crncevic)
2.0	06-Jul-2009	Course outlined in accordance with the current training delivery	ASL PT (M. Crncevic)