

Course Title: WorldTracerWeb Coordinator Training
Course ID: WT108
Duration: 3 days
HR reference: xx xxx

Course Objectives:

The WorldTracerWeb Coordinator Training is for existing members and is a comprehensive analysis of the roles and responsibilities of the WorldTracer Baggage Coordinator. The course concentration is on procedures and reports to best help the Coordinator use the WorldTracer system in their organization.

The course is a must for new Coordinators and excellent refresher for those with more experience.

The objective of this course is to train the WorldTracer Baggage Coordinator to effectively implement and supervise 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 Responsibilities	<ul style="list-style-type: none"> ● Coordinator <i>Creates and Maintains</i>: <ul style="list-style-type: none"> ▪ Stations / Regions ▪ Handled Airlines ▪ Reasons for Loss ▪ Users (Roles and Responsibilities) ▪ Free-form Information Pages ▪ Valid Teletype Addresses ● Coordinator <i>Should</i>: <ul style="list-style-type: none"> ▪ Manage the System ▪ Train ▪ Encourage ▪ Enforce ● Coordinator <i>Can</i>: <ul style="list-style-type: none"> ▪ Promote Awareness and Justify ▪ Acquire Support of Key People ▪ Enhance existing Measures of Performance ▪ Identify trends
	3.0 MANAGING Airline	<ul style="list-style-type: none"> ● Manage <i>Airline</i> configuration <ul style="list-style-type: none"> ▪ Overview ▪ Call Center / LZ (DSP CLZ) ▪ Regions (DSP RGN) ▪ Reason for Loss (DSP RLC) ▪ Currency and Performance (DSP USR) ▪ Code Share agreements DPC) ▪ Station List display (DSL) ▪ Custom pages (DFT) ▪ Handler List display (HFD) ● Master Record display (DMR) ● Electronic messages (DSM) ● Multi-station update (DSC)

Day	Session	Content
2	Review	
	4.0 MANAGING Station	<ul style="list-style-type: none"> • Manage <i>Station</i> configuration <ul style="list-style-type: none"> ▪ Overview ▪ Custom pages (DST) ▪ Handling agreements (DSP HND) ▪ Management (DSS)
	5.0 UNDERSTANDING Matching	<ul style="list-style-type: none"> • Matching process <ul style="list-style-type: none"> ▪ Recommended practices ▪ Matching Criteria / Points ▪ Match Processing ▪ Match Delays ▪ On-hand Match Control date ▪ Match message routing ▪ Delivered matching ▪ Override Match Delay (MDO) ▪ Extend Tracing (XTR) ▪ Reactivate file (RAW / ROW) ▪ Suspend / Reinstate in tracing (SUS / RIT) ▪ File Rematch (FRM) ▪ Reassign file (RIB) ▪ Reopen file (RCB)
	6.0 ANALYZING Reports	<ul style="list-style-type: none"> • <i>What are Reports used for?</i> <ul style="list-style-type: none"> ▪ An overview ▪ Activity reports ▪ Cost reports ▪ Fault Station reports ▪ Flight reports

Day	Session	Content
3	Review	
	6.0 ANALYZING Reports (continued...)	<ul style="list-style-type: none"> ● What are Reports used for? <ul style="list-style-type: none"> ▪ Station reports ▪ Other reports <hr/> <ul style="list-style-type: none"> ▪ 100% Accountability ▪ Performance measurement ▪ Goal setting
	7.0 UNDERSTANDING Headquarters	<ul style="list-style-type: none"> ● Manage Headquarters (HDQ) Inbox ● Headquarters procedures <ul style="list-style-type: none"> ▪ Daily duties and processing ▪ Monitoring station performance ▪ Questionnaire / Claim distribution ▪ Files received at LZ
	8.0 MANAGING Rush baggage	<ul style="list-style-type: none"> ● Manage Rush bags <ul style="list-style-type: none"> ▪ Procedural considerations ▪ Rush bags (FWD) ▪ Forward Held Bags (FAH) ▪ Forward On-hands (FOH) ▪ Forward to LZ (FLZ)
	9.0 CONTROLLING Quality	<ul style="list-style-type: none"> ● Suggested Procedures <ul style="list-style-type: none"> ▪ Manage damaged baggage ▪ Manage past-date files ▪ Manage delivery process (DSB / BDO / MBD)
	10.0 ADMINISTERING Airline and Agents	<ul style="list-style-type: none"> ● User custom configuration <ul style="list-style-type: none"> ▪ Manage airline configuration ● Agents roles and responsibilities <ul style="list-style-type: none"> ▪ Create agent ▪ Manage agents
	11.0 Questions & Answers	

Recommended Prerequisites:

- Users are responsible for knowing their respective application functions.
- Internet connectivity
- Authority to make decisions regarding the available options and use of the system as it impacts the member's operating procedures

Training Materials Used:

- WorldTracerWeb Coordinator Training Manual
- Visual aids (paper copies and web-based)

Evaluation Procedures:

- WorldTracerWeb Coordinator Course Exam
- Customer survey

Note: All courses are taught in English.

Course Description / Lesson Plan Revision Control:

Revision	Date	Change	Dept
1.0	26-Jun-2009	Base release for upload to FileNet	ASL PT (M. Crncevic)
1.1	17-Jul-2009	Course outline revised	ASL PT (M. Crncevic)