

**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 Tracer 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
1	5. Section 11 Errors / Glossary / Contents Dictionary	5.1 Error Replies 5.2 Glossary 5.3 Contents Dictionary
	6. Section 3 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 4 Create files	7.1 Introduction 7.2 QOH 7.3 OHD 7.4 QAH 7.5 AHL 7.6 FWD

Day	Session	Content
2	Review	
	10. Exercise 1 OHD	10.1 OHD Creation
	11. Section 4 Create Files	11.1 QAH 11.2 AHL (no CC)
	12. Exercise 2 FWD	12.1 FWD Creation
	13. Section 4 Create Files	13.1 AHL (with CC) 13.2 PIR 13.3 SHC 13.4 SMS 13.5 SEA
	14. Exercise 3 AHL	14.1 AHL Creation
	15. Section 6 Displays	15.1 DAH 15.2 DOH 15.3 DFW 15.4 RAF 15.5 ROF
	16. Section 7 Amends	16.1 AAH 16.2 AOH

Day	Session	Content
3	17. Exercise 4 AHL / OHD	17.1 AHL Creation 17.2 OHD Creation
	18. Section 5 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
	19. Section 8 Matching	19.1 Matching
	20. Section 8 ROH	20.1 ROH
	21. Section 8 Matching Transactions	21.1 TNT 21.2 SUS / RIT 21.3 MDO 21.4 XTR 21.5 FRM
	22. Section 9 Close	22.1 CAH 22.2 COH 22.3 CFI

Day	Session	Content
4	Review and Action File Processing	
	23. Section 10 Reports	23.1 Description 23.2 Password Control 23.3 FRR 23.4 WFA 23.5 WCR 23.6 WEM 23.7 RAF 23.8 ROF 23.9 RFW
	24. Section 12 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 13 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
26. Section 14 Coordinator	26.1 Description 26.2 Responsibilities 26.2.1 DMR	

		<ul style="list-style-type: none"><li>26.2.2 DSS</li><li>26.2.3 DSC</li><li>26.2.4 DSL</li><li>26.2.5 DSE</li><li>26.2.6 DSM</li><li>26.2.7 DPC</li><li>26.2.8 CRM</li><li>26.2.9 CFT</li><li>26.2.10 CST</li><li>26.2.11 DSR</li><li>26.2.12 ALZ</li><li>26.2.13 AXF</li><li>26.3 Trouble Report Procedures</li><li>26.4 Teletype Address Validation</li><li>26.5 User Records</li><li>26.6 Functional Questionnaire</li></ul>
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Day	Session	Content
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)
1.2	01-Jun-11	Course outline revised.	ASL PS&T (M. Crncevic)