

Course Title: WorldTracer Management Implementation
Course ID: WT 103
Duration: 10 days
HR reference: CU118

Course Objective:

The overall objective of this training course is to familiarize the student with all aspects of the WorldTracer Baggage Management module that relate to the baggage service functions they perform on the job. On completion of the training course, the student will be able to:

- [1] Make entries to the system describing Missing baggage, Found baggage, Forwarded baggage and Damaged and Pilfered baggage.
- [2] Retrieve information (files and reports) from the system.
- [3] Change and add information to the system.
- [4] Understand match messages and other types of displays from the system and take any necessary action.
- [5] Recognize error messages and understand how to correct them.

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 Management Proposed vs. Current Procedures	3.1 Background 3.2 Management Concepts 3.3 Access 3.4 Password Control 3.5 User Options 3.6 Help 3.7 Masks 3.8 File Types 3.9 File Storage Times 3.10 File Referencing 3.11 Paging 3.12 Shortened Inputs 3.13 Training Indicator 3.14 Ordering Documents

Day	Session	Content
	4. Section 2 Transaction and Elements	4.1 Introduction 4.2 Overview 4.3 Transaction List General / Controlled / Report / Action File 4.4 Elements Overview Matching / Functional / Information / Recommended .Practices 4.5 Recommended Practices 4.6 Shortened Flight / Date 4.7 ARNK segment 4.8 License Plate Format 4.9 RL Code Option
	5. Section 19 Errors / Glossary / Contents Dictionary	5.1 Error Replies 5.2 Glossary 5.3 Contents Dictionary
	Lunch	
	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 User Unique Pages 6.11 User Common Pages 6.12 SITA Common Page 6.13 DST – Display Station Free Form Text
	7. Section 4 Create Files - QOH	7.1 Introduction 7.2 QOH
	Break	
	8. Section 4 Create Files - OHD / BOM	
	9. Exercise 1 OHD	
2	Review	
	10. Section 4 Create Files	10.1 TNT (no match) 10.2 QAH 10.3 AHL

Day	Session	Content
	11. Section 3 Create Files	11.1 QAH 11.2 AHL (no CC)
	Break	
	12. Exercise 2 TNT / AHL	12.1 TNT / AHL
	Lunch	
	13. ADI / PIR	13.1 ADI 13.2 PIR
	14. DPR	14.1 DPR Creation
	15. Exercise 3 DPR	15.1 DPR
	Break	
	16. Section 3 Create Files - FWD	16.1 FWD Creation
	17. Exercise 4 FWD	17.1 FWD
	18. Section 5 Display Files	18.1 DAH / DOH / DDP 18.2 DFW 18.3 DOF 18.4 SHC
3	Review	
	19. Section 6 Action File	19.1 Description 19.2 Principles 19.3 Station Action File 19.4 Action File Transactions 19.4.1 CXF 19.4.2 DXF 19.4.3 PXF 19.4.4 EXF
	Lunch	
	20. Section 6 Action File	20.1 TXF
	Break	
	21. Exercise 5 TXF	21.1 TXF
	22. Section 7 Amends	22.1 AAH 22.2 AOH 22.3 ADP

Day	Session	Content
		22.4 AGP
	Lunch	
	23. Section 8 Matching	23.1 TNT
	24. Exercise 6 TNT / AHL	24.1 TNT / AHL
4	Review	
	25. Section 8 Matching	25.1 TXF (match) 25.2 ROH
	Break	
	26. Exercise 7 TXF / ROH	26.1 TXF / ROH
	Lunch	
	27. Section 8 Matching	27.1 FOH
	28. Exercise 7A FOH / EXF	28.1 FOH / EXF
	29. Section 8 Matching	29. 1SUS / SAH / SOH 29. 2RIT / RAT / ROT 29.3 MDO
	Break	
	30. Section 8 Matching	30.1 XTR 30.2 RAW (except / H)
5	Review	
	31. Exercise 8 OHD	31.1 OHD
	32. Exercise 9 AHL	32.1 AHL
	33. Section 9 Close Files	33.1 CAH / CDP 33.2 COH
	Break	
	34. Section 9 Close Files	34.1 CFI 34.2 CFD 34.3 RCB
	Lunch	
	35. Exercise 10 / 10A	35.1 TXF / ROH / FOH / EXF
	36. Section 10	36.1 GTN

Day	Session	Content
	Group Transaction	36.2 GPR 36.3 GAL
	Break	
	37. Section 11 Supplementary Transactions	37.1 FAH 37.2 FLZ 37.3 TTY 37.4 CCY 37.5 Baggage Delivery DSB / BDO / MBD 37.6 SMS
	38. Section 12 Found Property	38.1 RFP 38.2 AFP 38.3 DFP 38.4 EFP
	39. Exercise 19	39.1 RFP / DFP / EFP
6	Review	
	40. Exercise 11 OHD	
	41. Exercise 12 AHL	
	42. Section 13 Station Reports	42.1 FRR 42.2 MSL
	Break	
	43. Section 9 Station Reports	43.1 RAF 43.2 ROF 43.3 RFW 43.4 Reports Menu
	44. Exercise 13	44.1 FWD
	Lunch	
	45. Exercise 14	45.1 TXF / ROH / FOH / EXF
	46. Recap LL	
7	47. HDQ procedures	
	48. Section 14 Headquarters Transactions	48.1 ALZ 48.2 RIB 48.3 RAW/H 48.4 DQS 48.5 FRM
	Break	
	49. Section 14	49.1 Action File

Day	Session	Content
	Headquarters Transactions	
	50. Section 14 Headquarters Transactions	50.1 PDI 50.2 PDE 50.3 RPD 50.4 RHF
	Lunch	
	51. Section 15 Management Reports	51.1 Management Reports
8	Review	
	52. Section 16 Instructor	52.1 Description 52.2 Attendance sheet 52.3 Training Manuals and Materials 52.4 Training Stations 52. Instructor's Checklist
	53. Section 17 Supervisor	53.1 Description 53.2 Password Control 53.3 Supervisory Transactions
	Break	
	54. Section 18 Coordinator	54.1 HDQ Action File 54.2 DSS 54.3 DPC
	Lunch	
	55. Section 18 Coordinator	55.1 CSP 55.2 DSP
9	56. Section 18 Coordinator	56.1 DSL 56.2 HFD 56.3 CRM
	Break	
	57. Section 18 Coordinator	57.1 CFT / DFT 57.2 CST / DST 57.3 PDI 57.4 PDE 57.5 RPD 57.6 RHF
	Lunch	
	58. Section 18 Coordinator	58.1 HELP NEW
	59. Section 18	59.1 DMR

Day	Session	Content
	Coordinator	
10	Review	
	60. Section 18 Coordinator	60.1 Options 60.2 Prompts 60.3 Checklist 60.4 Trouble Reporting

Recommended Prerequisites:

- Users are responsible for knowing their respective host application commands
- CRT 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:

- WorldTracer Management Train the Trainer Manuals
- Management 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 Course Exam
- Customer survey

Note: All courses are taught in English.

Course Description / Lesson Plan Revision Control:

Revision	Date	Change	Dept
1.0	02-May-07	Base release for upload to FileNet	ADS Training (M. Crncevic)
1.1	01-Aug-07	Objectives clarified	ADS Training (M. Crncevic)