

**Course Title:** WorldTracer Management Coordinator Recurrent  
**Course ID:** WT 105  
**Duration:** 5 days  
**HR reference:** CU120

**Course Objective:**

The WorldTracer Management Coordinator Recurrent course 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. 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. WorldTracer Access Modes	3.1 WM 3.2 WT 3.3 WI
	4. DFT/C and DSR	4.1 DFT/C 4.2 DSR
	5. Responsibilities of the Coordinator	5.1 Create and Maintain Stations/Regions Handled Airlines Reasons for Loss Masks Free-form Information Pages Valid Teletype Addresses 5.2 Should Manage the System Train Encourage

Day	Session	Content
		Enforce 5.3 Can Promote Awareness and Justify Acquire Support of Key People Enhance existing Measures of Performance Identify trends
	Lunch	
	6. DSS	6.1 Active 6.2 PIR 6.3 Access to HELP 6.4 Code Share 6.5 Alternative DPC 6.6 Universal DPC
	7. DSL / HFD	7.1 DSL /T /I /P /C YY 7.2 HFD
	8. DSP / HND / RGN / USR	8.1 DSP 8.2 HND WT/HC/NT/RO/IA 8.3 RGN 8.4 USR (TT is a calculation / result of station / individual targets)
	Break	
	9. RLC	9.1 RLC
	10. Open discussion	10.1 Open Discussion 10.2 Questions & Answers
<b>2</b>	11. Presentations	11.1 Presentations
	12. RGN / SYS targets	12.1 Calculation of RGN / SYS targets
	Break	
	13. DFT	13.1 User Unique 13.2 User Common 13.3 SITA
	14. CRM	14.1 Unique vs. Default 14.2 Backup
	Lunch	
	Review	
	Break	
	15. Matching	15.1 Contents Dictionary
	16. Matching	16.1MDO 16.2 XTR

Day	Session	Content
		16.3 RAW 16.4 SUS 16.5 HIS 16.6 FRM 16.7 RIB
<b>3</b>	Review	
	17. Reports	17.1 Overview 17.2 Active database 17.3 Menu 17.4 Options
	Break	
	18. Station Reports	18.1 Filing Station Reports MSL FRR MSP MRI MRS MCS MAV MBD
	Lunch	
	19. Station Reports	19.1 Fault Station Reports MSF (DE / SAA option) MFK or MRK MRC MWF MRP MFF
	Break	
	Review	
	20. System Prompts	20.1 System generated prompts
	21. Performance Measurements	21.1 Performance Measurements
	Review	
<b>4</b>	Review	Sharing on Customers' Awareness Programs
	22. Data Input	22.1 DLV 22.2 PAX
	23. System Reports	23.1 System Reports MRD

Day	Session	Content
		MFD MDP WCR WFA CAR CRR MIP > \$50
	Lunch	
	Review	
	24. HDQ Action File	24.1 HDQ Action File
	25. Forwards	25.1 FWD 25.2 FOH 25.3 FHB 25.4 FLZ
	26. Quality Control	26.1 Suggested Procedures 26.2 Damaged Baggage
	27. Quality Control	27.1 PDI 27.2 PDE 27.3 RPD 27.4 RHF 27.5 RFP 27.6 BDO 27.7 DSB 27.8 MBD
<b>5</b>	Review	Presentations
	28. Trouble Reporting	
	29. Teletype Address Creation	
	30. Manuals / Documentation	30.1 Key Tools 30.2 Functional Specifications 30.3 Training Manual 30.4 Coordinators Manual 30.5 Ability to create reports, charts, graphs
	Review	Synopsis of material covered
	31. New Products Available / In Development	31.1 Claims Investigation 31.2 Call Centre / LZ Handling 31.4 Internet 31.5 Cargo 31.6 Baggage Information Repository 31.7 Telephony

Day	Session	Content
		31.8 BagManager
	Critique	

**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

**Training Materials Used:**

- WorldTracer Coordinator Training Manual
- Management Quick Reference Guide

**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)