

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 Enforce 5.3 Can

Day	Session	Content
		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 6.7 Short Message exceptions 6.8. Handled Airline header
	7. DSC/ DSL / HFD	7.1 DSC 7.2 DSL /T /I /P /C YY 7.3 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

Day	Session	Content
2	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	16.1 MDO 16.2 XTR 16.3 RAW 16.4 SUS 16.5 HIS 16.6 FRM 16.7 RIB

Day	Session	Content
3	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	

Day	Session	Content
4	Review	Sharing on Customers' Awareness Programs
	22. Data Input	22.1 DLV 22.2 PAX
	23. System Reports	23.1 System Reports MRD 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

Day	Session	Content
5	Review	Presentations
	28. DSE / DSM	
	29. DMR	
	30. Trouble Reporting	
	31. Teletype Address Creation	
	32. Manuals / Documentation	32.1 Key Tools 32.2 Functional Specifications 32.3 Training Manual 32.4 Coordinators Manual 32.5 Ability to create reports, charts, graphs
	Review	Synopsis of material covered
	33. Products Available / In Development	33.1 Claims Investigation 33.2 Call Centre / LZ Handling 33.3 Internet 33.4 BICF 33.5 Expanded Areas 33.6 Delivery Service 33.7 UID Service 33.8 Baggage Information Repository 33.9 WorldTracerWeb 33.10 Staging Access 33.11 Web Services 33.12 BagManager
	Q & A	

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)
1.1	18-Jan-12	Course outline updated.	ASL PS&T (M. Crncevic)