

Course Title: WorldTracerWeb Tracing Training
Course ID: WT106
Duration: 5 days
HR reference: xx xxx

Course Objectives:

- The overall objective of this training course is to familiarize the student with all aspects of the WorldTracer system and WorldTracerWeb GUI that relate to the baggage service functions they perform on the job.
- To provide Customer with the process and supporting information necessary to successfully use WorldTracerWeb product.
- This course is designed to provide skills that will assist an experienced user *to train others* on product functionality.

On completion of the training course, using WorldTracerWeb the student will be able to:

- Make entries to the system describing Delayed, On-hand and Rush baggage
- Recognize error messages and understand how to correct them.
- Retrieve information from the WorldTracer system.
- Change and add information in the WorldTracer system.
- Understand match messages and other types of displays from the WorldTracer system and take any necessary action.
- Implement and administer 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 WorldTracerWeb | <ul style="list-style-type: none"> ▪ WorldTracer Fundamentals <ul style="list-style-type: none"> ○ Overview ○ Transactions ○ Elements ○ Match Working Group (MWG) Recommendations ○ Contents Dictionary ▪ What is WorldTracerWeb? ▪ WorldTracerWeb Implementation <ul style="list-style-type: none"> ○ Work (operation) modes ○ Login / Logout ○ User Workplace ○ Help overview |
| | 3.0 USING the WorldTracerWeb HELP | <ul style="list-style-type: none"> • How to access and use Help (types of help)? • How to make an “error-free” request? |
| | 4.0 USING the WorldTracerWeb | <ul style="list-style-type: none"> • Agent Tasks - On-hand Bag <ul style="list-style-type: none"> ▪ What is an On-hand Bag? ▪ Create quick file (QOH) ▪ Create file (OHD) <hr/> <p><i>Exercise [1] “Create on-hand file (OHD)”</i></p> |

| Day | Session | Content |
|-----|------------------------------|--|
| 2 | Review | Day 1 review and key points analysis |
| | 4.0 USING the WorldTracerWeb | <ul style="list-style-type: none"> • Agent Tasks - Delayed bag <ul style="list-style-type: none"> ▪ What is a Delayed bag? ▪ Create file (AHL) <hr/> <p><i>Exercise [2] "Create delayed file (AHL)"</i></p> <hr/> <ul style="list-style-type: none"> • Agent Tasks - Rush Bag <ul style="list-style-type: none"> ▪ What is a Rush bag? ▪ Create file (FWD) <hr/> <p><i>Exercise [3] "Create rush file (FWD)"</i></p> <hr/> <ul style="list-style-type: none"> • Agent Tasks - Delayed and Damaged Bags <ul style="list-style-type: none"> ▪ Property Irregularity Report (PIR) • Agent Tasks - Delayed and On-hand Bags <ul style="list-style-type: none"> ▪ Send file (SHC) • Agent Tasks - Delayed Bag <ul style="list-style-type: none"> ▪ Notify passenger (SMS) |
| | 5.0 DISPLAY files | <ul style="list-style-type: none"> • Agent Tasks - Delayed, On-hand and Rush Bags <ul style="list-style-type: none"> ▪ Display file (DAH / DOH / DFW) ▪ Search file (DAH / RAF) ▪ Search file (DOH / ROF) ▪ Search file (DFW / RFW) |

| Day | Session | Content |
|-----|---------------------------------|--|
| 3 | Review | Day 2 review and key points analysis |
| | 6.0 UPDATE files | <ul style="list-style-type: none"> • Agent Tasks - Delayed and On-hand Bags <ul style="list-style-type: none"> ▪ Update file (AAH / AOH) <hr/> <p><i>Exercise [4] "Update files (AAH / AOH)"</i></p> |
| | 7.0 MANAGE Action File | <ul style="list-style-type: none"> • What is Action File > Station Inbox? <ul style="list-style-type: none"> ▪ Understand Station Inbox Principles ▪ Practice on Station Inbox functionality <ul style="list-style-type: none"> • Manage Messages • Search Messages (DXF) • Erase Messages (EXF) • Send Message (PXF) ▪ Understand and exercise proposed procedures <hr/> <p><i>Exercise [5] "Manage Action File"</i></p> |
| | 8.0 UNDERSTAND Matching process | <ul style="list-style-type: none"> • Matching Process <ul style="list-style-type: none"> ▪ Match score • Agent Tasks - Delayed Bag <ul style="list-style-type: none"> ▪ Request bag (ROH) <hr/> <p><i>Exercise [6] "Request (ROH)"</i></p> <hr/> <ul style="list-style-type: none"> • Agent Tasks - Delayed Bag <ul style="list-style-type: none"> ▪ Register (TNT) • Agent Tasks - Delayed and On-hand Bags <ul style="list-style-type: none"> ▪ Suspend file (SUS) ▪ Reinstate file (RIT) • Agent Tasks - Delayed Bag <ul style="list-style-type: none"> ▪ Override match delay (MDO) ▪ Extend tracing (XTR) ▪ Rematch file (FRM) |

| Day | Session | Content |
|-----|--|---|
| 4 | Review | Day 3 review and key points analysis |
| | 9.0 MANAGE file closure | <p data-bbox="968 321 1371 349"><i>Exercise [7] "Create file (OHD / AHL)"</i></p> <ul style="list-style-type: none"> <li data-bbox="968 358 1325 386">• Agent Tasks - Delayed Bag <ul style="list-style-type: none"> <li data-bbox="1014 386 1234 414">▪ Close file (CAH) <li data-bbox="968 418 1331 446">• Agent Tasks - On-hand Bag <ul style="list-style-type: none"> <li data-bbox="1014 446 1234 474">▪ Close file (COH) |
| | 10.0 ANALYZE Reports | <ul style="list-style-type: none"> <li data-bbox="968 488 1331 516">• What are Reports used for? <ul style="list-style-type: none"> <li data-bbox="1014 516 1192 544">▪ An overview <li data-bbox="1014 544 1283 571">▪ Activity report (WFA) <li data-bbox="1014 571 1262 599">▪ Cost report (WCR) <li data-bbox="1014 599 1276 626">▪ Station report (FRR) |
| | 11.0 The WorldTracerWeb Coordinator's role | <ul style="list-style-type: none"> <li data-bbox="968 641 1444 669">• What is Coordinator's responsibility? <ul style="list-style-type: none"> <li data-bbox="1014 669 1518 696">▪ Manage <i>Airline</i> configuration - An overview <ul style="list-style-type: none"> <li data-bbox="1060 696 1444 724">▪ Code Share agreements (DPC) <li data-bbox="1060 724 1371 751">▪ Station list display (DSL) <li data-bbox="1060 751 1335 779">▪ Custom pages (DFT) <li data-bbox="1014 784 1415 812">• Master record display (DMR) <li data-bbox="1014 812 1409 839">• Electronic messages (DSM) <li data-bbox="1014 839 1392 867">• Multi-station update (DSC) |

| Day | Session | Content |
|-----|---|--|
| 5 | Review | Day 4 review and key points analysis |
| | 11.0 The WorldTracerWeb Coordinator's role (continued) | <ul style="list-style-type: none"> • What is Coordinator's responsibility? <ul style="list-style-type: none"> ▪ Manage <u>Station</u> configuration - An overview <ul style="list-style-type: none"> ▪ Custom pages (DST) ▪ Management (DSS) <hr/> <ul style="list-style-type: none"> ▪ Miscellaneous in WorldTracerWeb? <ul style="list-style-type: none"> ▪ Received at LZ ▪ WorldTracerWeb IdM <ul style="list-style-type: none"> ▪ User Management ▪ Account Management ▪ Audit Information |
| | 12.0 QUIZ | <ul style="list-style-type: none"> • Quiz questions / Quiz review |
| | 13.0 Q & A | <ul style="list-style-type: none"> • Questions & Answers |

Trainer's Procedures - Workshop Objectives:

- Provide the participants hands-on experience with guided-exercises.
- Allow the participant to evaluate what works well for their "baggage process and operational procedures" and what are the practical constraints.
- Help the participants learn how to make their job more effective by using process/procedure-driven exercises.
- Provide the participant experience with baggage operations and WorldTracer administration.
- Encourage sharing of positive and negative experiences by participants regarding baggage operations.
- Explore whether student-baggage agent teaching Trainers can provide competent supervision in the use of WorldTracerWeb and what training will be necessary to do this successfully.

Recommended Prerequisites:

- For Novice user - None; for Expert user - extensive (2-5 years) **WorldTracer** experience
- For Coordinator (Administrator) - extensive (5+ years) **WorldTracer** or Baggage Operations experience

Training Materials Used:

- WorldTracerWeb Tracing Training Manual
- WorldTracerWeb Tracing Quick Reference Guide

Evaluation Procedures:

- WorldTracerWeb Course Exam
- Customer feedback

Note: All courses are taught in English.

Course Description / Lesson Plan Revision Control:

| Revision | Date | Change | Dept |
|----------|-------------|------------------------------------|------------------------------------|
| 1.0 | 01-Apr-2009 | Base release for upload to FileNet | ASL Product Training (M. Crncevic) |
| 1.1 | 17-Apr-2009 | Miscellaneous functionality added | ASL Product Training (M. Crncevic) |
| 1.2 | 15-Mar-2011 | Course outline revised | ASL PS & Training (M. Crncevic) |