

Course Title: WorldTracerWeb Management Training
Course ID: WT107
Duration: 10 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, Damaged / Pilfered, Rush baggage and Found Property items.
- 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.
- Understand and analyze reports.
- Implement and administer the use of the WorldTracer system in the airport and headquarters environments.

Course Outline:

	Session	Content
Day 1	INTRODUCTION	<ul style="list-style-type: none"> • Class Introduction <ul style="list-style-type: none"> ▪ Class Objective ▪ Course Material ▪ Course Outline
	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 ▪ User Workplace ▪ Logout ▪ Help overview
	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?
	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) ▪ Create multiple files (BOM) <hr/> <p><i>Exercise [1] “Create on-hand file (OHD)”</i></p>

	Session	Content
Day 2	Review	Day 1 review and key points analysis.
	USING the WorldTracerWeb (cont.)	<ul style="list-style-type: none"> • Agent Tasks - Delayed bag <ul style="list-style-type: none"> ▪ What is Delayed bag? ▪ Register (TNT) ▪ Create file (AHL) ▪ Property Irregularity Report (PIR AHL) <p><i>Exercise [2] "Create delayed file (TNT/AHL)"</i></p> <hr/> <ul style="list-style-type: none"> • Agent Tasks - Damaged bag <ul style="list-style-type: none"> ▪ What is Damaged bag? ▪ Create file (DPR) ▪ Property Irregularity Report (PIR DPR) <p><i>Exercise [3] "Create damaged file (DPR)"</i></p> <hr/> <ul style="list-style-type: none"> • Agent Tasks - Rush Bag <ul style="list-style-type: none"> ▪ What is Rush bag? ▪ Create file (FWD) <p><i>Exercise [4] "Create rush file (FWD)"</i></p> <hr/> <ul style="list-style-type: none"> • Agent Tasks - Delayed, On-hand, Damaged and Rush Bag <ul style="list-style-type: none"> ▪ Display file (DAH/DOH/DDP/DFW) ▪ Search file (DAH/RAF) ▪ Search file (DOH/ROF) ▪ Search file (DFW/RFW) • Agent Tasks - Delayed, On-hand and Damaged Bag <ul style="list-style-type: none"> ▪ Send file (SHC) <hr/> <ul style="list-style-type: none"> • What is Action File? <ul style="list-style-type: none"> ▪ Understand Action File Principles ▪ What messages to look and watch for and how to action on those? ▪ Practice on Action File functionality <ul style="list-style-type: none"> • Manage Messages • Search Messages (DXF) • Erase Messages (EXF) • Send Message (PXF) <p><i>Exercise [5] "Manage Action File (TXF)"</i></p>
	UNDERSTAND WorldTracerWeb messages	

Day 3	Session	Content
	Review	Day 2 review and key points analysis
	UPDATE files	<ul style="list-style-type: none"> • Agent Tasks - Delayed, On-hand and Damaged Bag <ul style="list-style-type: none"> ▪ Update file (AAH/AOH/ADP)
	UNDERSTAND Matching process	<p><i>Exercise [6] "Register (TNT/AHL)"</i></p> <hr/> <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) <p><i>Exercise [7] "Transfer (TXF) and Request (ROH)"</i></p> <hr/> <ul style="list-style-type: none"> • Agent Tasks - On-hand Bag <ul style="list-style-type: none"> ▪ Forward bag (FOH) <p><i>Exercise [8] "Forward (FOH) and Erase (EXF)"</i></p> <hr/> <ul style="list-style-type: none"> • Agent Tasks - Delayed and On-hand Bag <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) • Agent Tasks - Delayed and On-hand Bag <ul style="list-style-type: none"> ▪ Reactivate file (RAW) ▪ Reactivate file (ROW)

	Session	Content
Day 4	Review	Day 3 review and key points analysis
	MANAGE file closure	<p><i>Exercise [9] "Create file (OHD/AHL)"</i></p> <ul style="list-style-type: none"> • Agent Tasks - Delayed Bag <ul style="list-style-type: none"> ▪ Close file (CAH) ▪ Create damaged bag file (CFD) • Agent Tasks - On-hand Bag <ul style="list-style-type: none"> ▪ Close file (COH) • Agent Tasks - Damaged Bag <ul style="list-style-type: none"> ▪ Close file (CDP) <hr/> <ul style="list-style-type: none"> • Agent Tasks - Delayed and On-hand Bag <ul style="list-style-type: none"> ▪ Reopen file (RCB)
	SUPPLEMENTARY functions	<ul style="list-style-type: none"> • Agent Tasks - Delayed Bag <ul style="list-style-type: none"> ▪ Forward held bags (FAH) • Agent Tasks - On-hand Bag <ul style="list-style-type: none"> ▪ Forward bag to LZ (FLZ) • Miscellaneous <ul style="list-style-type: none"> ▪ Send to teletype (TTY) ▪ Convert currency (CCY) ▪ Display geographic areas (DGS) ▪ Display membership list (MEM) ▪ Display contents dictionary (CDD) <hr/> <ul style="list-style-type: none"> • Understanding Baggage Delivery Service <ul style="list-style-type: none"> ▪ An overview • Station configuration <ul style="list-style-type: none"> ▪ Delivery company (DSB) • Agent Tasks - Delayed, On-hand and Damaged Bag <ul style="list-style-type: none"> ▪ Create delivery order (BDO) • Reports: Other <ul style="list-style-type: none"> ▪ Baggage Delivery Report (MBD) • Agent Tasks - Delayed and Damaged Bag <ul style="list-style-type: none"> ▪ Notify passenger (SMS/SEA) • Agent Tasks - Delayed and On-hand Bag <ul style="list-style-type: none"> ▪ Reassign baggage (RIB)

	Session	Content
Day 5	Review	Day 4 review and key points analysis
	MANAGE Found Property	<ul style="list-style-type: none"> • Agent Tasks - Found Property <ul style="list-style-type: none"> ▪ What is Found Property? ▪ Register items (RFP) ▪ Search/Update items (DFP/AFP) ▪ Delete items (EFP) <hr/> <p><i>Exercise [10] "Found Property tasks"</i></p>
	Reports	<ul style="list-style-type: none"> • What are Reports used for? <ul style="list-style-type: none"> ▪ An overview ▪ Station reports (FRR/MSL/MSP)
	Workshop	<ul style="list-style-type: none"> • <i>Delayed bag tasks</i> • <i>Damaged bag tasks</i> • <i>On-hand bag tasks</i> • <i>Inbox messages [1]</i> <hr/> <ul style="list-style-type: none"> • <i>Rush bag tasks</i> • <i>Found Property tasks</i> • <i>Inbox messages [2]</i>

Day 6	Session	Content
	COORDINATOR	<ul style="list-style-type: none"> • Managing Users <ul style="list-style-type: none"> ▪ WorldTracerWeb IdM GUI Overview ▪ Login process ▪ Workplace Overview ▪ Logout ▪ User management ▪ Account management ▪ Audit Information • Understanding the Responsibilities • 100% Accountability • Performance Measurement • Goal setting • Understanding Headquarters <ul style="list-style-type: none"> ▪ Overview ▪ Manage Messages ▪ Search Messages (DHF) ▪ Erase Messages (EHF) ▪ Send Message (PXF) ▪ Headquarters procedures ▪ Questionnaire sent (DQS) ▪ Received at LZ (ALZ) ▪ Reassign file (RIB) ▪ Reinstate file (RIT) ▪ Rematch file (FRM) ▪ Retrieve retired file (PDI / PDE)

	Session	Content
	Day 7	Review
COORDINATOR (cont.)		<ul style="list-style-type: none"> • Analyzing Reports <ul style="list-style-type: none"> ▪ Report Options ▪ Activity Reports ▪ Cost reports ▪ Fault Station Reports ▪ Flight Reports ▪ Station Reports ▪ Other Reports ▪ Reports Table

	Session	Content
	Day 8	Review
COORDINATOR(cont.)		<ul style="list-style-type: none"> • Managing Station & Airline <ul style="list-style-type: none"> ▪ Management (DSS) ▪ Code share agreements (DPC) ▪ Handling agreements (DSP HND) ▪ Regions (DSP RGN) ▪ Currency & Performance (DSP USR) ▪ Reason for loss (DSP RLC) ▪ Call center / LZ (DSP CLZ) ▪ Multi-station update (DSC)

	Session	Content
	Day 9	Review
COORDINATOR(cont.)		<ul style="list-style-type: none"> • Managing Station & Airline (cont.) <ul style="list-style-type: none"> ▪ Electronic messages (DSM / DSE) ▪ Station list display (DSL) ▪ Handler list display (HFD) ▪ Custom pages (DFT / CFT) ▪ Custom pages (DST / CST)

	Session	Content
Day 10	Review	Day 9 review and key points analysis
	COORDINATOR(<i>cont.</i>)	<ul style="list-style-type: none"> • Managing Station & Airline (<i>cont.</i>) <ul style="list-style-type: none"> ▪ Master record display (DMR) • WorldTracerWeb Functional Questionnaire
	QUIZ	<ul style="list-style-type: none"> • Quiz questions • Quiz review
	Q & A session	<ul style="list-style-type: none"> • Questions and Answers
	Survey	
	Last minute discussion	

Recommended Prerequisites:

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

- WorldTracerWeb Management Training Manual
- WorldTracerWeb Management Quick Reference Guide

Evaluation Procedures:

- WorldTracerWeb Management 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 PT (M. Crncevic)
1.1	09-Apr-2009	Miscellaneous functionality added	ASL PT (M. Crncevic)
2.0	06-Jul-2009	Course outlined in accordance with the current training delivery	ASL PT (M. Crncevic)
3.0	25-Jun-2010	Coordinator's section/teaching topics added. Course duration adjusted.	ASL PT (M. Crncevic)
3.1	29-Nov-2010	Course duration adjusted.	ASL PT (M. Crncevic)