

# IAC2207 Ground Service Management

## Unit Irregular Operations



COAST AIRWAYS



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JUNO

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"NOT ONLY IS OUR FLIGHT DELAYED, BUT THE AIRLINE HAS DECLARED BANKRUPTCY."

# Introduction

<https://youtu.be/BKcncQFx2il>

**Irregular Operations** occurs when operations do not proceed as planned affected by many circumstances including Human and Nature factors and will lead to “domino effects”  
( subsequent schedule flights on timetable will be affected)



# Regulatory Basis

The Regulatory Basis of flight irregularity situations can be found in:

- The Warsaw agreement 1929
- The Hague Protocol
- The General and Special Conditions for Carriage
- Applicable laws
- European Union Regulations 261/2004
- United States DOT Part 250 (Outbound U.S. and Over sale only)



# Flight Irregularity Situations

- Delay
- Missed connection
- Flight interruption
- Diversion
- Return to ramp
- Cancellation
- False confirmation of reservation/  
schedule change
- False information on check-in  
deadline time
- Over sale



**Delay** – A flight is delayed when

- The actual departure is later than schedule (Outbound)
- The actual arrival is later than schedule (Inbound)

**Missed connection** –A passenger is unable to reach his connecting flight because of the late arrival of inbound flight.

**Flight interruption** occurs when a flight was cancelled after having landed at

- A schedule transit station or
- A diversion station

**Diversion** occurs when a flight is airborne and

- Lands at an airport that is not schedule for this flight
- Land again at the originating airport

**Return to ramp** - A flight returns to the gate after being off-blocks but prior to take-off.

**Cancellation**- A flight is not operate at all under that flight number

**False confirmation of reservation/ schedule change** occurs when the passenger holds a ticket reservation

- with a different day or time of departure
- That does not depart from the airport of dep shown in the ticket
- That does not fly to the airport shown in the ticket

**False information on check-in deadline time** occurs when a passenger incorrect check-in deadline and can't be accepted on the flight.



## Over sale

### Flight irregularity caused by Public events

- Strikes
- Civil crises
- Wars
- Government actions

**Involuntary Rerouting** – transport passenger to his destination using different from originally planned.

**Involuntary downgrading**- due to overbooking in higher class or change a/c

# Involuntary upgrading

## Criteria for selection

- Member of FFP
- Reservation price/class ;  
appearance/image of pax is compatible  
with higher class
- In case of multi leg, pax disembark at  
the next a/p

# Options consider when handling irregularity events

**Delayed flight** : Reschedule the departure time

**Cancel the affected flight** : remove the flight from the time table .This option in case of severe that cannot be fixed in reasonable time

**Change the aircraft** :if mechanical problem can't be fixed quickly and airline has another aircraft available

# Flight delay and Cancellation

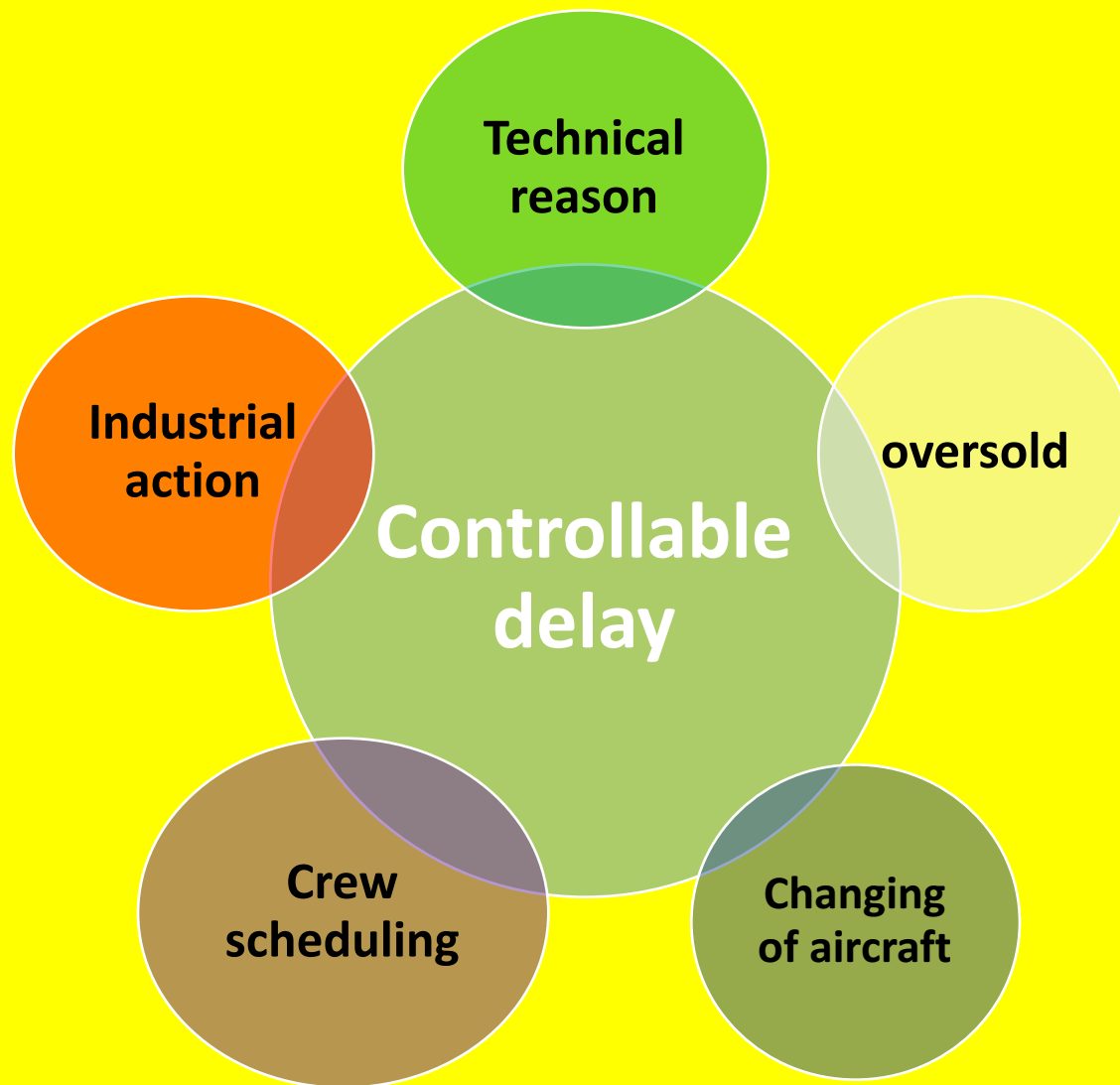
**Flight Delay** : refers to a flight being unable to depart at its schedule time

The reason causing are 2 categories

1. Controllable delay

2. Uncontrollable delay

# Controllable delay



- **Technical reasons** :Mechanical problems during turnaround time ( Ex; BKK-CNX-BKK)
- **Changing of aircraft**: May cause to gate change : crew relocated baggage and catering unloaded and reloaded
- **Oversold**: If all pax come to check in ,will result in travel delays to affected passenger
- **Rescheduling of crew**: If exceeding to working hours, should change the crew or delay the flight
- **Industrial action**: Airline employee are on strikes

# Uncontrollable delay



**Diversion** – Have to stop somewhere that is unplanned to stop

**Weather diversion** : Bad weather and divert to wait somewhere first

**Fuel diversion** :Related to weather condition

**Passenger diversion** :Sick or injured

**Security diversion** :Hijacking or bomb threat

**Emergency diversion** :Aircraft has mechanical problems



**Air Traffic Control delay** :Happen in peak period , airport has scheduled more arrival flights

**Airport facilities** :Computer or power outage and inoperative handling systems

**Weather conditions** – fog, snow, heavy rain, typhoons, hurricane, volcanoes, wind directions

- **Flight cancellations**

usually occurs due to

**Weather conditions**

Typhoons or closure to airport or air space  
volcanic ash

**Maintenance issue**

Shortage of operating aircraft

**Industrial actions**

Pilots and flight crew refuse for duty

# Misconnection passenger

- The airline should offer alternative flights may be with other airline and provide accommodation , meals and transportation

Delay, cancellation, overbooking  
or missed connection flight? You're entitled to

Short distance  
up to 1500km

(e. g. London — Edinburgh)



250 €

Medium distance  
up to 3500km

(e. g. London — Athens)



400 €

Long distance  
from 3500km

(e. g. London — Tokyo)



600 €

FLIGHT DISTANCE	LENGTH OF DELAY	COMPENSATION AMOUNT
< 1,500km	0-3 hours	no compensation
	3-4 hours	250 euros
	4+ hours	250 euros
Between 1,500 and 3,500km + intra-community flights > 1,500km	0-3 hours	no compensation
	3-4 hours	400 euros
	4+ hours	400 euros
> 3,500km	0-3 hours	no compensation
	3-4 hours	300 euros
	4+ hours	600 euros

# Denied Boarding Passenger (DNB)

The airline refuses to allow pax board the flight even you arrived at the airport with;

- a confirmed reservation;
- the travel documentation required to complete your journey;
- sufficient time to complete check-in, security and boarding procedures.

# Handling of denied boarding

- There are two type of denied boarding:
  1. Voluntary denied : agree to give up seat
  2. Involuntary denied : if your air carrier refuses to allow you board your flight a confirmed reservation

# Irregular Operations (IROP) Handling

Airline are always committed to ensure the transportation to pax by

- Carriage by another flight or
- Ground transportation

The airline is obliged to

Pass on info regarding the flight to pax as early as possible

Inform each pax about his rights

When a flight is delayed cancelled or re-routed

GSA have to rebooking and notify to pax

And onward carrier

# Compensation and Amenities

- Meals or accommodation and transportation if needed
- Travel credits :can use to purchase tickets from issuing airline for future travels
- Cash :some airlines use MCO miscellaneous charge order ( a coupon offer to pax that can redeem for cash as a value indicated on the coupon )

- Other amenities

- Stopover paid by a carrier voucher for layover flight
- Accommodation voucher
- Snack box
- Meal voucher
- Delay verification as proof of uncontrollable absence from work or school or make insurance claim
- Additional compensation requests



## Alternate flight options

Airline will transfer to other airline with agreement. In this case the ticket endorsement is required

**Endorsement:** is a proof that the issuing airline has agree to pay the value of the ticket to the airline which the passenger has been transferred

- Paper ticket – Endorsement
- Endorsement Stamp – transfer pax to other airline – “Endorsed to Airline ...”
- E-ticket – Push Control
- Push control of the ticket to receiving airlines through DCS

ISSUED BY **QANTAS AIRWAYS LIMITED**      **PASSENGER TICKET AND BAGGAGE CHECK**      **PPTPPT**      **02396575 09JAN7**

**SPL COND'S APPLY\*XXL/CHG FEE**      **APPLIES\*NO REF/REISSUE ONCE**      **FLIGHT COUPON 2**      **ISSUED IN EXCHANGE FOR**

**TVL COMM**      **C425**      **QANTAS AIRWAYS**      **QANTAS EXPRESS**      **SYDNEY**

**NOT TRANSFERABLE**      **COLLECTOR TICKETS**      **PC**

NO	GOOD FOR TRAVEL BETWEEN PORTS OUTLINED BY HEAVY LINE	CARRIER	FLIGHT	CLASS	DATE	TIME	STATUS	FARE BASIS	NOT VALID BEFORE	NOT VALID AFTER	ALLOW
	<b>PAPEETE</b>	<b>LA</b>	<b>0834</b>	<b>U</b>		<b>0100</b>	<b>OK</b>	<b>BPLAU</b>			<b>2PC</b>
	<b>SANTIAGO ART MER</b>	<b>LA</b>	<b>0405</b>	<b>U</b>		<b>0745</b>	<b>OK</b>	<b>NPLAU</b>			<b>2PC</b>
	<b>BUENOS AIRES EZE</b>		<b>VOID</b>		<b>VOID</b>	<b>VOID</b>		<b>VOID</b>	<b>VOID</b>	<b>VOID</b>	
	<b>FASTER ISLAND</b>	<b>LA</b>	<b>0833</b>	<b>T</b>		<b>2125</b>	<b>OK</b>	<b>NPLAT</b>			<b>2PC</b>
	<b>PAPEETE</b>										

**XPF**      **OPPT TA SCL LA RUE /- IPC TA PPT 000.00**      **ISSUING OFFICER QFF**      **Not for use by Travel Agents**

**AUD 0.00000**      **AUD 15.40PF**      **AUD 18.70FR**      **AUD 76.60ZQ**      **AUD 111.70**      **9939**

**2 081**      **5 □**      **01060007/0012720**      **LA 603 U**      **DATE 0730**      **STATUS OK**

**ORIGINAL FILE**      **/ M 106796 FFR**      **0737506**

**8 2 0 8 1**

# Flight Interruption Manifest (FIM)


Is an accountable documents that can serve as an airline ticket in case tickets are

VALID (CARRIER) ONLY

NON-ENDORSABLE

NON-REROUTE and/or NONREFUNDABLE

REV 5-90  
HAND MANUALLY INTERNATIONAL

FROM/TO	CARR.	FARE CALC.	ISSUED BY	PASSENGER TICKET AND BAGGAGE CHECK SUBJECT TO CONDITIONS OF CONTRACT ON PAGE 2	ORIGIN/DESTINATION	AIRLINE DATA	DATE AND PLACE OF ISSUE	93			
				<b>Biman BANGLADESH AIRLINES</b>	TYO/TYO	JG X CE					
ENDORSEMENTS/RESTRICTIONS (CARBON)								PASSENGER COUPON			
NAME OF PASSENGER								NOT TRANSFERABLE	ISSUED IN EXCHANGE FOR		
CONJUNCTION TICKETS								ORIGINAL ISSUE	AIRLINE FORM SERIAL NO. PLACE DATE AGENT'S NUMERIC CODE		
X/O	NOT GOOD FOR PASSAGE	CARRIER	FLIGHT/CLASS	DATE	TIME	STATUS	FARE BASIS	NOT VALID BEFORE	NOT VALID AFTER	ALLOW	BAGGAGE CK/UNCK
FROM	TOKYO	BG	073 K	01SEP	1100	OK	Y RT	TOKYO, JPN			PCS 1/13 WT
TO	SINGAPORE	BG	072 K	08SEP	0000	OK	Y RT	3109 95	20		PCS WT
TO	TOKYO	TOUR CODE		ADDITIONAL ENDORSEMENTS/RESTRICTIONS (CARBON)							
EQUIV. FARE PD.	TAX	TAX	TAX	FORM OF PAYMENT							
TOTAL FARE CALC.	HIS										
FARE	CPN	AIRLINE CODE	FORM	SERIAL NUMBER	CK	NON REROUTABLE NON REFUNDABLE					
JPY 244.100-				997 4202405280 3							
TOTAL	DO NOT MARK OR WRITE IN THE WHITE AREA ABOVE										
JPY 244.100-											

Valid (carrier) only, non-endorsable, non-end tickets – not valid on any other airlines

Non-reroute ticket – ticket itineraries can not be changed

Non-refundable ticket – not able to cash back

The FIM has 2 formats

- Ticket sized – upto 5 pax
- A4 paper sized – upto 25 pax

Can be teletype or manual

1 045:4500:124:401:0

<b>Rerouted from: (Forwarding carrier)</b> 				<b>FLIGHT INTERRUPTION MANIFEST</b>				Validator and name and/or ID of the FIM issuing Agent <i>man</i>						
<b>Reason for issuance:</b> <input checked="" type="checkbox"/> CXLCD <input type="checkbox"/> OVSLD <input type="checkbox"/> DLYD <input type="checkbox"/> MSCNX				Diversion by (Carrier code) <i>LA4545</i> <i>old 21 dec 30</i>										
<b>Rerouted to: (Receiving Carrier)</b> Airline: <i>LA</i> Flight: <i>4545</i> Date: <i>21 dec</i> Place of Interruption: <i>GRU</i>				<b>Rerouted to: (2nd Receiving Carrier)</b> Airline: <i>G3</i> Flight: <i>7680</i> Date: <i>21 dec</i> From: <i>GRU</i> To: <i>BUE</i>										
<b>No</b>		<b>Passenger Name(s)</b>		<b>Ticket Number</b>				<b>Fare Basis and Passenger Type Code</b>		<b>Cabin Class</b>		<b>PC/WT</b>		
				<b>Cpn</b>		<b>Airline Code</b>		<b>Form and Serial Number</b>		<b>ck</b>	<b>ET</b>			
1		<i>Ceng</i>   <i>Adrian</i>				<i>957 2414</i>		<i>220786</i>				<i>Y</i>		
2		<i>Ceng</i>   <i>Edrik</i>				<i>957 2414</i>		<i>220784</i>				<i>Y</i>		
3		<i>Ceng</i>   <i>Helen</i>				<i>957 2414</i>		<i>220785</i>				<i>Y</i>		
4		<i>Ceng</i>   <i>Jelene</i>				<i>957 2414</i>		<i>220783</i>				<i>Y</i>		
5		<i>Ceng</i>   <i>Viktor</i>				<i>957 2414</i>		<i>220782</i>				<i>Y</i>		
For accounting purposes only:			<b>TTL PAX</b> <i>5</i>	Distribution: WHITE: REC. CARRIER YELLOW: REV. ACC. of FIM issuing carrier PINK: ISSUING OFFICE										
												0 4 5 4 5 0 0 1 2 4 4 0 1 0 E		

ENB/ROH/LMH//S6/P3

ATO SAG  
ISYV  
DARI

256  
317

A FIM is designed to provide all info between the interrupted airline a new Carrier accepting the delayed pax. A FIM is used as evidence that the original carrier has transferred its passengers to a receiving carrier

MANIFEST (FIM) (PASSENGER) 1 232 450 0 041 2

Rerouted to: (Receiving Carrier)					Rerouted to: (2nd Receiving Carrier)			
Description	Airline	Flight	Date	From:	To:	Airline	Flight	Date
	TB	658	09NOV17	BKK	ICN			

Ticket Number					Original Fare Basis		Pass
Cpn	Airline Code	Form and Serial Number			Ck	ET	
		633811				✓	ZBT1MTH

**AIRLINE RELICS:  
FIM**

# Handling of special scenario

- **Computer outages**

GSA at check-in will do manual check-in by writing boarding pass

- Flight number
- Date of flight
- Destination
- Passenger's name
- A list of pax's name
- Passport info
- Baggage tag
- Special service SSR code



- Boarding gate GSA prepare a manual seat map
- Provide basic details for crew
- After computer system returns to normal GSA have to check-in all info collected include baggage tag number
- Every detail computerized , so ticket do not remain open mileage can be credited

- **Bomb treat**

GSA has to keep record of the call. Try to get more information

- What will cause the bomb to explode?
- Where is the bomb located?
- Is it on a plane?
- What is the flight number?
- What type of bomb is it?
- Why are you doing this?
- Who are you?
- What is your phone no. and address incase we got disconnected?

- Then report to superior , dispatcher, the airline's security department ,airport security and law enforcement
- If call is received when aircraft on ground, passengers and belongings and checked baggage should be deplaned and do security process
- If call received en route ,PIC will be notified , land at the nearest airport and the country's authorities.

- **Medical emergencies**

In case of seriously sick or injured and need emergency landing , pilot advise GSA to make necessary arrangements to have medical person to attend.

GSA should confirmed medical person and equipment to be ready.

If passengers request medical prior the flight , GSA will need to make the necessary equipment for the passenger by contacting airport clinic

- **Suspected death**

- GSA are required to make immediate arrangements to have medical service meet the aircraft .
- GSA coordinate with the flight crew to allow medical team to attend the pax before other pax are allowed to disembark

- Ryanair will cancel 40 to 50 flights every day until 31 October, with the airline promising to focus the cuts on routes where alternative flights are more easily available.
- 75% to 80% of passengers will be re-routed free of charge within a day of their expected departure date, and that compensation of €240 to €400 (£212 to £354) will be paid

# Key term

- **Diversion** : when an aircraft is flying to an airport that is not within the flight plan
- **Endorsement** : is a proof that a ticket-issuing airline has agreed to pay the value of the ticket to airline to which a passenger has been transferred due to irregular operations
- **Upgrade** : when a lower class of a flight is oversold , causing the airline to upgrade the passengers
- **Downgrade** : when an upper class of a flight is oversold ,airline move passenger to the lower class

- **Controllable delay** : a mainly cause by human factors , therefore are considered the fault of the airline
- **Uncontrollable delay**: are cause by uncontroll cause by such as weather condition



# References

- Colin C. Law and Mary R. Doerflein (2014) *Introduction to Airline Ground Service*. Cengage Learning Asia Pte.Ltd. Singapore.
- International Aviation Training Program.(2012). *Introduction to the Airline Industry*. Canada: International Air Transport Association: Author.
- <http://www.englishaec.com/wp-content/uploads/2013/10/%E0%B8%84%E0%B8%B3%E0%B8%84%E0%B8%A1%E0%B8%A0%E0%B8%B2%E0%B8%A9%E0%B8%B2%E0%B8%AD%E0%B8%B1%E0%B8%87%E0%B8%81%E0%B8%A4%E0%B8%A9%E0%B8%AA%E0%B8%B1%E0%B9%89%E0%B8%99.jpg>