

EUROWINGS GROUND INSTRUCTION

Category: Passenger Handling
P-2023-63, NEW, 26 October 2023



Internal

BIZclass Upgrader



2 November 2023



GoNow Stations



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Recipients

- ☒ Station Management ☒ Check-In/Gate
☐ Ramp Handling ☒ Service Counter
☐ Operations ☐ Lost&Found
☐ Turnaround Coordinator ☐ Other:

AOC

- ☒ All
☐ EW/EWG
☐ E6/EWL
☐ Wetlease: [Code]

Upgrades have to be processed whenever the economy compartment is overbooked.

According to the booked fare and frequent flyer status, passengers are upgraded into BIZclass by an automatic process 4 hours prior departure via the established upgrade procedure.



As of November 2nd, 2023, passengers who are already checked in will be considered for upgrades likewise. The passengers will automatically be checked out, upgraded and subsequently checked back in.

A reprint of the boarding pass may be necessary for the respective passengers.

Example of how the automatic upgrade process looks like in SkySpeed:

Date: 20 Oct 2023	Time: 09:10:09	Caller:	Agent: nskdev
Checkout	CO 200kt23 CGNBER 1315/1425 # EW 8 Seat:10E Seq:0 Harry/Potter		
Remove Seat	RS 200kt23 CGN-BER 8 Y 10E Potter Harry		
Assign Seat	AS 200kt23 CGN-BER 8 C 1A Potter Harry		
Upgrade Class of Service	UG 200kt23 CGN-BER EW 8 Class of service upgrade from E to DU		
Sell Fee	SF UPG 3 Potter Harry 200ct EW 8 CGNBER 0,00 EUR		
Checkin	CJ 200kt23 CGNBER 1315/1425 # EW 8 Seat:1A Seq:136 Harry/Potter		

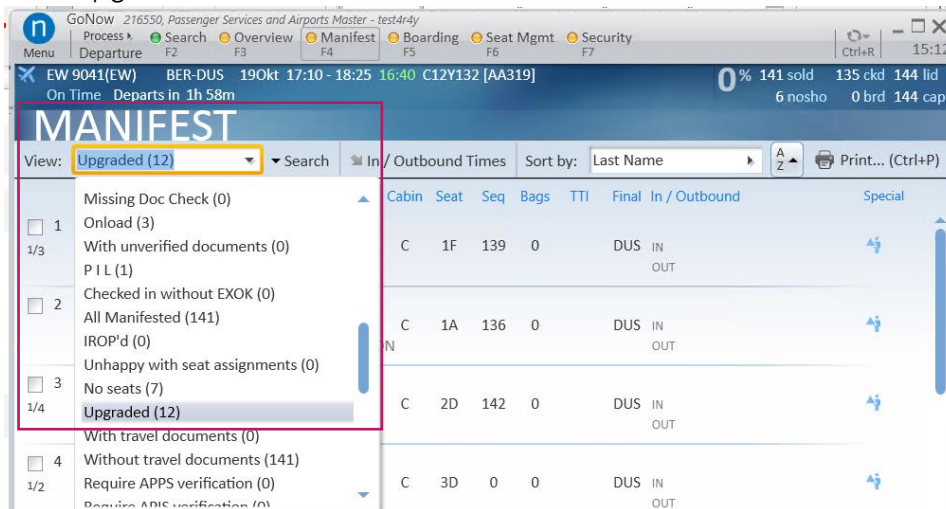


Passengers with following SSR codes are excluded from upgrades:
CBBG, DEPA, DEPU, INAD, INF, KRS, WCHC
PNR splitting is not possible.

An upgrade that has been carried out is recognizable through this icon in GoNow.

3	Granger, Hermine	EYSBHC	B0:DU	C	1C	137	0	BER	IN	
1/3		HK	SEN						OUT	

A complete overview of all passengers who have been upgraded can be found in Manifest (F4) -> View: Upgraded



Cabin	Seat	Seq	Bags	TTI	Final	In / Outbound	Special
C	1F	139	0		DUS	IN OUT	
C	1A	136	0		DUS	IN OUT	
C	2D	142	0		DUS	IN OUT	
C	3D	0	0		DUS	IN OUT	



Upgraded passengers obtain the same level of service as if they would have booked the BIZclass fare right from the beginning. That means the passengers enjoy the advantages of priority check-in, additional baggage allowance (checked and hand baggage), the security fast lane (where applicable), lounge access and catering a la carte on board.

Note: If SSR codes regarding BIZclass fare are not correctly displayed in DCS for upgraded passengers, waive amount for additional baggage within baggage allowance in BIZclass fare.



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Eurowings Station Operations – Processes and Procedures

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