Palm Beach
INTERNATIONAL AIRPORT

COMMON USE PASSENGER PROCESSING

WORK STATION USER RESPONSIBILITIES

1. Ensure all devices are on/plugged in.

2. Check paper supply. Refill paper if necessary.

3. Press the "Paper Feed" button if the printer is in error condition. Error condition results when bag tags are ripped/pulled instead of lifted to activate the cutting sensor.

    a. No tags will print until the error is cleared.

4. When the session becomes stale, restart the machine instead of Vmuse by pressing "CTRL + ALT + **END**" and answer, "YES" to "Do you want to close your session?"

    a. If you want to "Restart" the computer the VMuse session must be closed first with "CTL + ALT + **END**".

    b. Place mouse on the "Start" menu (lower left corner of screen)

    c. Click on "Start" and select "Restart Computer".

5. Monitor and/or screen adjustments.

6. Fold the first sheet of paper on the DCP (dot matrix) printer forward to prevent paper jams.

COMMON ERRORS

1. Monitor the DCP (dot matrix) printer paper to prevent paper from going into the printer in the wrong direction and feeding back into the printer.

2. Tearing the bag tag. Do not pull/rip the tag. Instead, gently lift the bag tag to activate a sensor, which cuts the tag.

COMMON USE ESCALATION PROCEDURES

1. Call 561.471.7420 to report issues that cannot be resolved using the above procedures.
2. Identify the type of issue: CUPPS – Gate or check-in workstations and peripherals or CUSS – Kiosk.
3. Caller must provide:
    a. Name and company name.
    b. Airline, *not above or below wing handler,* impacted.
    c. Location (number on the monitor) ex: PBI G B01A. If both workstations are impacted, it should be position "A" and "B".
    d. Type of equipment experiencing the issue
        i. CUPPS – Bag tag printer, boarding pass scanner, etc.
        ii. CUSS – Kiosk
4. Description of the issue ex: *Screen is dark; scanner will not read boarding passes.*