OPERATIONAL MEMO

easyJet

Memo #	OM 202
Title	VT100/eRes Issues Reporting
Date of Issue	07/08/25
Written by	Karena Wright
Reviewed by	Valerie Germanon, Frederique Corcelle & Hugh McConnellogue

Reason for Issue

When airports experience any issues with VT100/eRes via CUTE, it is important that they are raised in the correct way, to ensure that we can investigate and escalate with the supplier whenever required.

Details

Airports to follow the below process:

- A ticket **MUST** be raised locally
- Call or email easyJet IT Service Desk reporting the issue.
    - The local ticket **MUST** be included, to allow us to follow this up or escalate with the supplier
    - Provide any screenshots or additional information of the issue

Email : easyjetitservicedesk@easyjet.com cc in airportopsit@easyjet.com
Call: +44 (0) 1582 525247

Additional Information

Other IT Issues such as Citrix, Connected and eRes login issues should be reported to our IT Service Desk directly.