

# OPERATIONAL MEMO

easyJet

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

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## 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](mailto:easyjetitservicedesk@easyjet.com) cc in [airportopsit@easyjet.com](mailto: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.