

OPERATIONAL MEMO



Memo #	OM 206
Title	Correct process for Fault Station allocation
Date of Issue	28/08/2025
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Reviewed by	DS, WH, SD, JE

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Reason for Issue

To remind Ground Crew of the correct process to follow when requesting a change to the Fault Station for a Delayed Bag File (AHL).

Details

Fault station (FS)

The fault station is the airport that has been assigned as the airport who caused the delay. Delayed baggage files must always be opened with the departure airport as the fault station until an investigation confirms different. It is important that the Reason for Loss Code (RL) and Fault Station (FS) are assigned on file creation, so the file appears on the fault station list.

IMPORTANT INFORMATION

Delayed Baggage Files (AHL) cannot have **XXX** or **HDQ** assigned as Fault Station under any circumstances. All uses of **XXX** and **HDQ** are being tracked and will be raised to the relevant airport management.

Challenging Reason for Loss Code & Fault Station Allocation

The blamed airport needs to make two attempts (ensure enough time is left between sending the initial and the follow up email) to contact the arrival airport and if the request is not actioned then the following escalation process needs to be followed:

The blamed airport will send an email to : FSchanges@1stflight.co.uk. This will be reviewed and assessed by our baggage provider, First Flight and any amendments required will be actioned accordingly. Once the change has been made to the file, no other challenges will be taken into consideration.

All challenge requests must be emailed by 0059 on the 15th of the following month. Any changes requested after this time will not be accepted (e.g. for files opened between the 1st and the 31st of March, all challenge requests must be emailed by 0059 on the 15th of April).

Reason for Loss and Fault Station Guidance document can be found on the Connected Portal: <https://prod.ezy.s4a.aero/shell#//doc//document/776791747>