

# OPERATIONAL MEMO

Memo #	OM-171
Title	easyJet Standby Commuter procedure May23 - EN (002)
Date of Issue	27 <sup>th</sup> June 2024
Written by	Chris Kilburn - Ground Operations Manager France / Netherlands
Reviewed by	Customer Ops Team

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## Reason for Issue

To remind teams, as of May 18, 2023, "Commuter Travel" employees are also required to purchase a Staff Travel booking to travel. Staff Travel bookings are available for easyJet employees as well as their families and friends.

There are 2 types of Staff Travel bookings:

- Confirmed
- Standby (SBY in eRes)

For **confirmed booking**, there is no action to be taken because it will be considered as a normal passenger.

## Details

For **Staff standby bookings**, see below the new procedure:

The number of "Staff Standby" tickets available increases **from 2 to 8 per flight** but 2 new Jump Seats become available on the seat map in the event of a full cabin and for easyJet staff only.

- **Jump Seat Cabin (JSC)** = available for **all easyJet employees**
- **Jump Seat Flight Deck (JSF)** = Only for easyJet **Cabin or flight crew**

15 | [x] [ ] [x] [x] [x] [x] | [R]  
16 | [x] [x] [x] [x] [x] [x] | [R]  
Jumpseats: JSC [ ] JSF [ ]

Example of easyJet ID



Example of Cabin/Flight crew ID



Jump seats are only available on the flights below except in the case of Cabin/Flight crew in training.

- Austrian registered a/c : OE-XXX = **EJU flights**
- UK registered a/c : G-XXXX = **EZY flights**



HB-XXX / EZS =



**The TCO will have to first seek authorisation from the captain and ask for availability of the jump seats before assigning them.**

## Standby priority list at gate :

1. **SAG** : Customers on standby due to overbooking = Passenger seat only
2. **SBY with the « Commuter » letter + easyJet/Cabin/Flight crew ID** = « Jump Seat » or passenger seat if available

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- a. Where more than one commuter traveller is listed for the flight, priority is given to the commuter with the earliest sequence number (as indicated on the commuter letter)

easyJet Airlines (Europe) Ltd  
Hangar 89, London Luton Airport  
Luton, Beds LU2 8PF, United Kingdom  
Fax: +44 (0) 1582 44 33 55

## COMMUTER TRAVELLER

To whom it may concern,

The holder of this letter is authorised by easyJet to travel on the easyJet route paring(s) listed below, as a commuter.

The employee has agreed to the terms and conditions attached to this status and are also bound by the usual easyJet terms and conditions of carriage.

This letter is only valid when accompanied by a seat at Gate boarding card. This letter provides priority access to the aircraft Jumpseats:

- Access to Flight Deck jump seat will be on presentation of an easyJet issued yellow and white striped pass.
- Access to Cabin jumpseat will be on presentation of an easyJet employee ID.
- Available cabin seats will be allocated on a first booked first boarded basis.

This letter may only be used for travel on a United Kingdom (G-) or Austrian (OE-) Registered aircraft operated by easyJet or easyJet Europe.

Thanks for your cooperation in this matter.

Crew member name	TEST EXAMPLE	Crew number	000000
Crew member base	TEST	easyJet ID badge number	00EZOTE0
Route approved	TEST - TEST - TEST	Approval valid until	00 TEST 2030
Priority number	3 (Three)	easyJet reference number	0000

Priority number

3 (Three)

Issuing manager on behalf of easyJet operations:

### Commuter Traveller Acknowledgement

I have read and understood the Commuter Travel Terms and Conditions as detailed on the Company Intranet.  
I will board the aircraft after all commercial customers (Confirmed and Standby) and present this letter to the Captain in order to gain permission to travel and for my details to be recorded.

Signed: TEST Date: TEST



### 3. Other SBY: in order of seniority of the booking date (see flight close report\* below)

- a. easyJet employees (**only if they show their ID**) can also be assigned a Jump Seat if available and if necessary (if no cabin seats available)
- b. Family members or friends can only be allocated a passenger seat

\*In the "flight close report" (option 4) the order of SBY is automatically set by date of booking (the first in the list being the oldest)

STANDBY :	Name	Seq	Onloaded
K67FH2	TAESTER/TOMMY=MRS	10	Y
K67HFK8	TAESTER/TAMMY=MRS	8	N
K67HFK9	TESTER/TABAETHA=MRS	11	N
K67HGD2	TESTER/TOBERMORY=MRS	9	N

**Reminder:** All SBY tickets allow one small and one large cabin bag free of charge. In the event of lack of space in the cabin, large cabin baggage can be tagged for the hold free of charge.

### How to board a staff member on a "Jump seat".

- Confirm the SBY = STC + line number
- Board the SBY with its sequence number
- Type "JSC" or "JSF"

BOARDING-CARD (3 more / 0 STS ):8

Seat not assigned, please enter seat number (ex to exit): **jsc**

Passenger Boarded:  
01) TAESTER/TAMMY MRS 8 D++ K67HFK8 0103 BCN 1640/195  
JSC P/TR-UTEE

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The Jump seat will appear in the « flight close report ».

easyJet Airlines					
Flight Close Out Report					
Flight for : 16-May-23 EZY8061 Status :OF Dep. LGW 16:40 Arv. BCN 19:50					
Flight Mode: AS					
<hr/>					
PASSENGER TOTALS					
Booked	-	56	Airport Checked-In	-	1
No Show	-	54	STS Checked-In	-	2
<u>Jumpseat</u>	-	1	Expected	-	2
SECURITY Accepted/Refused					

## LMC :

Jump seats will have to be added in the LMC boxes as per below:

- Jump Seat Cabin (JSC) => + 1 JSC in ZONE C
- Jump Seat Flight Deck (JSF) => + 1 JSF in ZONE A

LMC (PAX) DISTRIBUTION CHANGE (+10/-20 Pax)		
Zone A	Zone B	Zone C
+1 JSF	NIL	+1 JSC

Quick Ref eRes:			
Menu 16		Option 16 Boarding mode	
STC1	Confirm standby customer on line 1	JSC	assign jump seat cabin
CTS1	Convert back to standby customer on line 1	JSF	assign jump seat flight deck
.SBY1234	Displays standby customers for flight number 1234	UBJSC	Unboard customer with jump seat cabin
.SAG1234	Displays the SAG customer and checked in customer with VDBC SSR for Flight number 1234		
.DSM/2163	Display Seat Map for the flight number 2163		
.SJSC/1234	Displays the customer with assigned cabin jump seat on flight 1234		