

OPERATIONAL MEMO

Memo #	OM-176
Title	iCoupon – Notifying the CMDO
Date of Issue	10 th Sep 2024
Written by	Sara Dipeolu – Customer Operations Specialist September 10, 2024
Reviewed by	GO customer

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Reason for Issue

To remind Ground Crew of the correct pre fixes to use when notifying the CMDO to activate iCoupon.

Details

When Ground Crew notify the LRV activation team to activate iCoupon, it is imperative the correct details and pre fixes are used.

If a boarding pass displays "U2," the Ground Crew must ensure that the pre fixes are used with either "EZY," "EZS," or "EJU," when emailing the iCoupon activation team.

It's important to ensure these details are accurately specified to avoid any confusion.

Please see section 4 of the connected Guidance – iCoupon Process below:

▶ All Documents ▶ GO GHM Guidance Material ▶ 1 - Customer Handling Procedures ▶ GO Disruption ▶ **Connected Guidance - iCoupon Process**
for Ground Crew

4. Notifying the CMDO

If disruption over 2 hours occurs and LRV's need to be issued, Ground Crew **must** inform the CMDO **as soon as possible**.

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- Once the delay SITA has gone out, the Ground Handling/Ops team will notify the CMDO on the delayed flights that require activation.
- GH to notify CMDO by emailing their mailbox with the below details:
 - **Email address:** LRVActivation@easyjet.com
 - **Subject line:** LRV Activation - {Airport Code + Date}
 - **Email Body:**
 - Flight Route
 - Flight Number
 - Flight Date
 - Number of Customers Affected
 - Reason for Voucher Request
 - Amount Requested

Full Flight Disrupted

You will need to tell the CMDO:

1. Flight Route
2. Flight Number
3. Flight Date
4. Number of Customers Affected
5. Reason for Voucher Request
6. Amount Requested

The CMDO will then activate vouchers for all customers on that flight.

Individual Customers / Smaller Groups Disrupted

You will need to tell the CMDO:

1. Flight Route
2. Flight Number
3. Flight Date
4. Number of Customers Affected
5. Customer Sequence Number(s)
6. Reason for Voucher Request
7. Amount Requested

The CMDO will then activate vouchers only for the customers affected.

Please also note that paper LRV's must not be issued at airports who are live with iCoupon. Please contact #GroundOpsCustomer@easyjet.com for any help and support.