OPERATIONAL MEMO

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

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:

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.