



TUI Airline Ground Operations

Instruction Notice

New Fault Log Process

Notice: GOIN25-013
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To: All Stations
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Applicability: TUI Airways (TOM-BY) / TUIfly Nordic (BLX-6B) / TUI fly Belgium (JAF-TB) /
TUI fly Netherlands (TFL-OR) / TUIfly Germany (TUI-X3)

Date of Publication: 31 MAR 25

Validity Period: 01 APR 25 – UFN

Dear Handling Partners,

We are happy to introduce our new Fault Log process, that will go live on **01 April 2025**.

The new Airport Systems Incident Process utilizes the TAGO Portal and makes it easier to raise a ticket, to follow-up on the status of the ticket and it gives the user a better overview of the tickets that are outstanding.

Attached to this notice you will find the instruction guide and a poster with a QR code, which can be scanned on any mobile device to be able to quickly raise a ticket.

If the TAGO Portal is unavailable, it is still possible to raise a Fault Log through the current process via email template.

Feel free to reach out via gopsprojects@tuifly.com in case of any questions on the above.

Kind regards,

TUI Airline Ground Operations



TUI Airport IT Systems Support

TUI Helpdesk and TAGO Airport Systems Incident Report Process



General Information

TUI Airport Systems Incident Reporting Process

TUI provides 24/7, 365-day support for the following systems and applications:

- **Newskies Applications (e.g., GoNow, Skyspeed, Management Console)**
- **eLoadsheet**
- **TUI Citrix Portal**
- **Self-Service Bag Drop Applications**
- **TAGO Portal**
- **Tarmac "Turnaround Tool" Applications**

All incidents and requests related to these systems should be reported using the automated **Airport Systems Incident Report** form, available within the **TUI TAGO Portal**.

Ground Handling Agents responsible for submitting Airport Systems Incident Reports must have access to the TAGO Portal.

This guide outlines the purpose of the Airport Incident Report, the process for submitting an Airport Systems Incident Report, and the expected response times from the TUI Service Desk/Ground Operations IT Team.



Airport Systems Incident Report Process

Ground Handling Agents must follow these priority levels when raising an Airport System Incident Report:

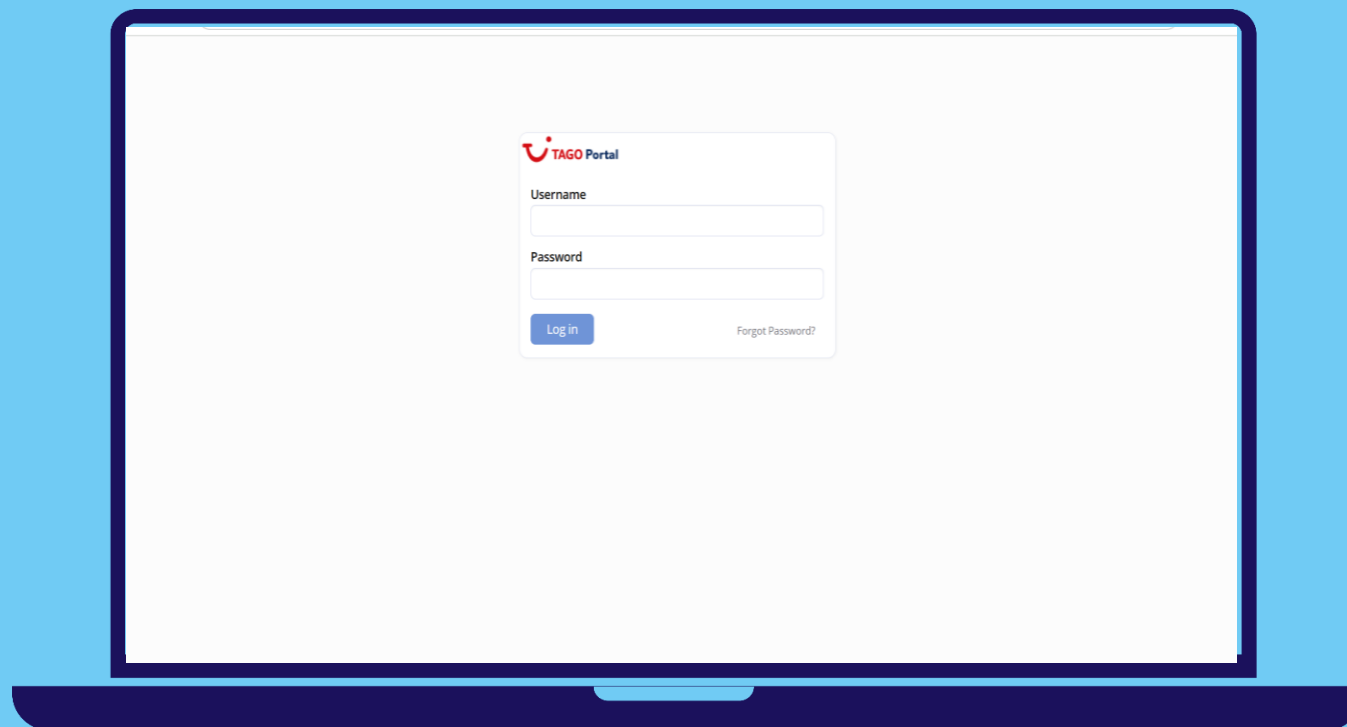
Priority	Description	Definitions	Example Scenarios
P1	Critical - Complete System Outage	Complete System Outage. <ul style="list-style-type: none">• Unable to critical access airport systems – GoNow & eLoadsheet	<ul style="list-style-type: none">• GoNow & eLoadsheet DCS System Outage - Network wide due application host issue
P2	High - Serious System Error	Serious System Errors <ul style="list-style-type: none">• Serious errors occurring with critical airport systems – GoNow & eLoadsheet <p>P1 will be downgraded to P2 by Service Desk or GOPS IT if issue relates to airport connectivity provider & is not network wide</p>	<ul style="list-style-type: none">• GoNow & eLoadsheet System Outage - Specific Airports due to airport connectivity provider
P3	Medium - Service unavailable, Component Down	Service unavailable or Functional error within Airport Systems	<ul style="list-style-type: none">• GoNow Interactive Government Security Messaging• eLoadsheet – integration error• GoNow/eLoadsheet outage Isolated to one airport• Bag Drop Application Error – Severe Operational Impact
P4	Minor - User Management and Minor functional Error.	User Management or Minor functional error	<ul style="list-style-type: none">• Functional Issue & User ManagementSystem Process• Question / Query - pricing incorrect• Issues isolated to a booking/flight level with minimal impact



Airport Systems Incident Report Process

Accessing the TAGO Portal

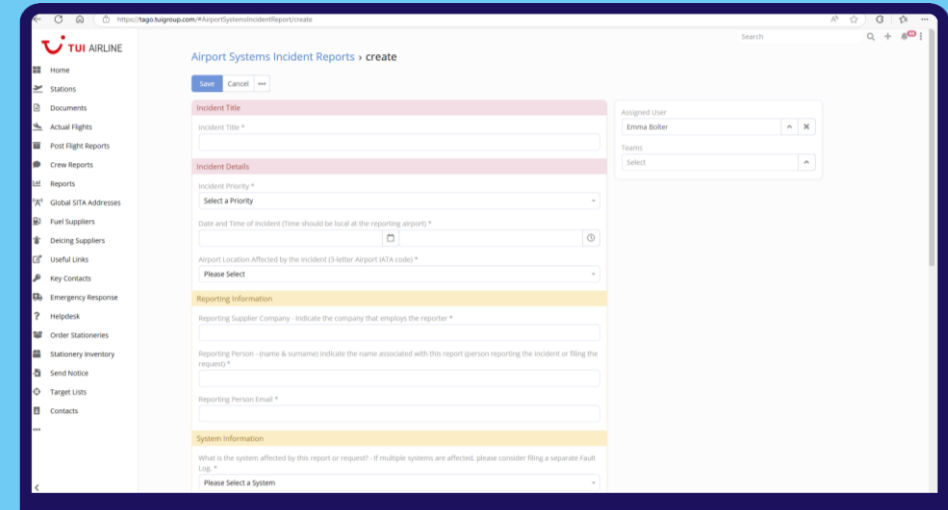
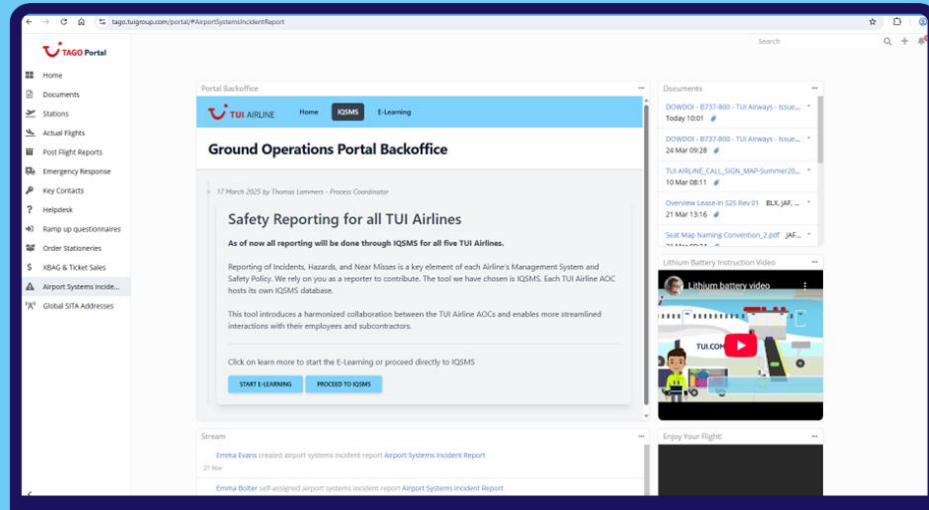
- Suppliers & Ground Handling Agents responsible for submitting Airport Systems Incident Reports must have access to the TAGO Portal:
<https://tago.tuigroup.com/portal/#>



Airport Systems Incident Report Process

Steps to Raise an Incident Report

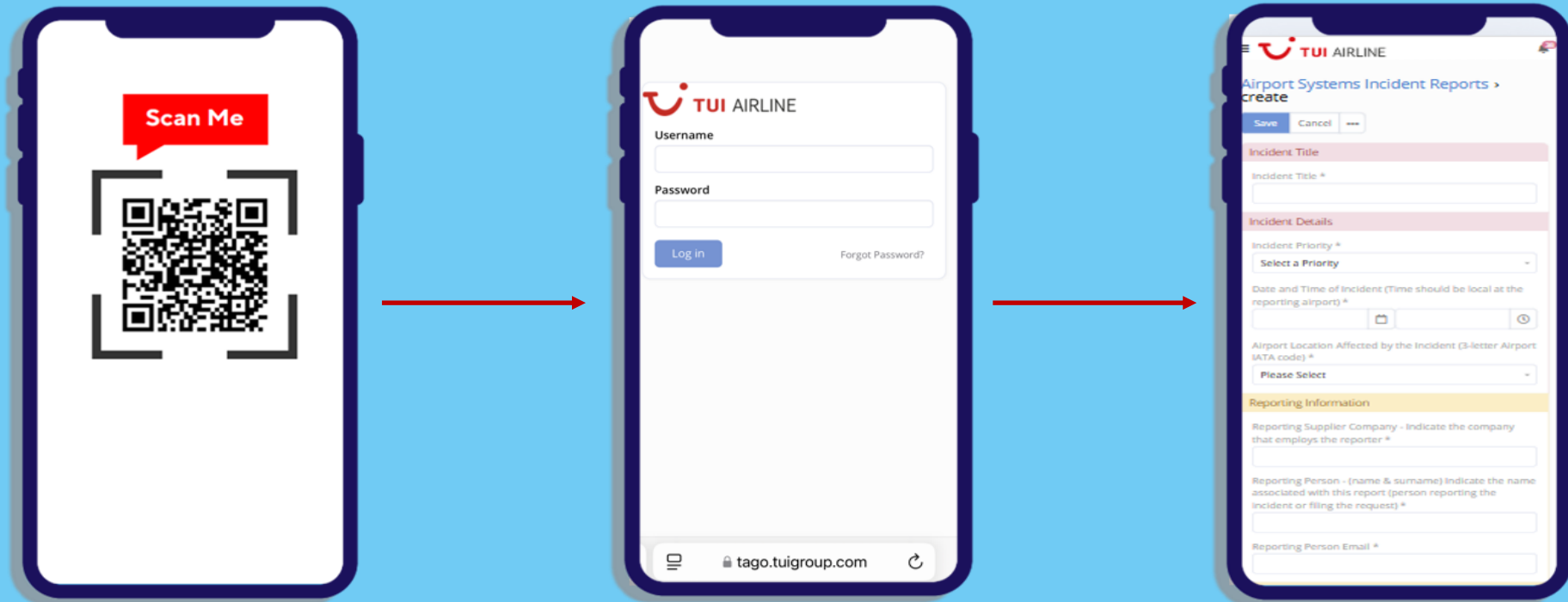
- **Login** to the TAGO Portal.
- **Select:** "Airport System Incident Report" from the main menu
- **Click:** "Create Airport Systems Incident Report"



Airport Systems Incident Report Process

Steps to Raise an Incident Report on Mobile Devices

- Scan the Report QR code
- Log into the TAGO Portal
- Select **"Airport System Incident Report"** from the main menu
- Click **"Create Airport Systems Incident Report"**
- Upload attachments (photos, screenshots, videos etc.) directly from the mobile device



Airport Systems Incident Report Process

Completing and Submitting the Report

- Complete all required fields
- Ensure the correct incident priority is selected.
- Mandatory fields are marked with an asterisk (*)
- Incident reports cannot be submitted without these fields completed - errors will be highlighted if incomplete.

Attach supporting documents - photos, videos, spreadsheets, etc.

Provide an appropriate email address for Service Desk correspondence (preferably a central email for shared access).

Click 'Save' to submit the report.

Receive confirmation email from TAGO confirming the ticket has been raised.

The image shows a laptop and a smartphone displaying the TUI AIRLINE Airport Systems Incident Reports form. The laptop screen shows the 'TAGO Portal' interface with a sidebar menu (Home, Documents, Key Contacts, Helpdesk, Airport Systems Incide...) and a main form titled 'Airport Systems Incident Reports > create'. The form has sections for 'Incident Title' (with a text field containing 'P1 GoNow Outage'), 'Incident Details' (with a dropdown for 'Incident Priority' showing options: P1 - Critical - Complete System Outage, P2 - High - Serious System Error, P3 - Medium - Service Unavailable / Functional Error, P4 - User Management and Minor Functional Error), and 'Reporting Information' (with fields for 'Reporting Supplier Company', 'Reporting Person - (name & surname)', and 'Reporting Person Email'). The smartphone screen shows a similar form with fields for 'Incident Title', 'Incident Details', 'Date and Time of Incident', 'Airport Location Affected by the Incident (3-letter Airport IATA code)', and 'Reporting Information'.

Airport Systems Incident Report Process

Tracking & Responding to Ticket Updates

- Ground Operations IT is responsible for updating all ticket statuses within TAGO.
- TAGO generates **automatic email notifications** to Ground Handling Agents when updates are made by Ground Operations IT.
- For **P1 & P2 incidents**, the **Service Desk** will respond via email.
- Ground Operations IT will update **P1 & P2 ticket statuses** within the TAGO Portal and will manage the updates and communication for **P3 & P4 tickets** within TAGO.

Responding to Ticket Updates

- The **'Stream'** option within the ticket is used by **Ground Operations IT** to communicate updates.
- Ground Handling Agents can also use the **'Stream'** option to respond.
- The **'Stream'** option becomes available to Ground Handling once Ground Operations IT has updated the ticket and added a comment.

Viewing & Adding Ticket Comments

- From the **Airport Incident Report Dashboard**, select the ticket.
- Click the **downward arrow** on the far right and choose **'View' > 'Full Form'**.
- Scroll to the bottom of the report to find the **'Stream'** option.
- View and add comments as needed.
- Always click **'Post'** after adding comments or attachments.

Supplying Additional Information

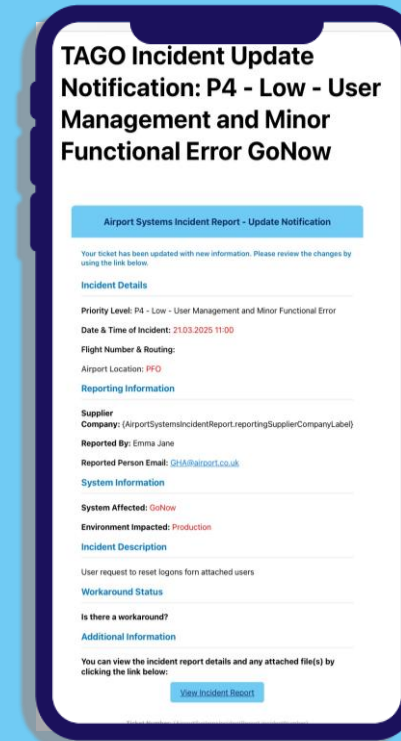
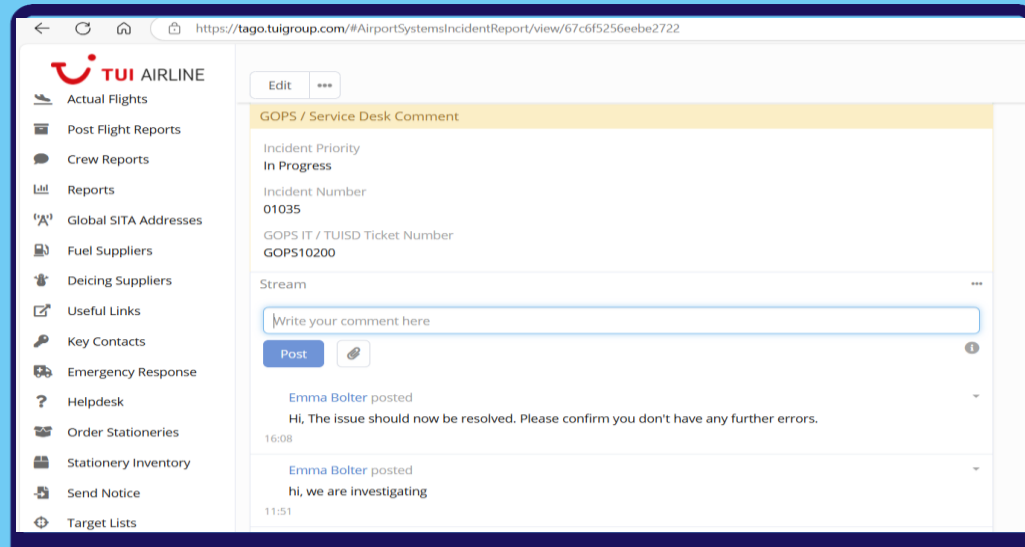
- Attachments such as **photos, screenshots, and documents** can be added within the **'Stream'** option on the ticket.



Airport Systems Incident Report Process

Tracking & Responding to Ticket Updates

- Enter comments and attach any additional files in the **Stream** section, then click '**POST**' to submit updates.
- TAGO generates auto email notifications to the Ground Handling Agent when ticket updates are made by Ground Operations IT
- **Do Not Reply to the TAGO Auto-Generated Emails** – always respond within the ticket on the TAGO portal



Airport Systems Incident Report Process

Key Reminders:

- Always submit **Airport Systems Incident Reports** via the dedicated option in the TAGO Portal.
- Provide as much detail as possible and attach any supporting documents.
- Always select the correct **Priority Level** to ensure timely resolution.
- The **Service Desk** will respond via email only for **P1 & P2 incidents**. **P3 & P4 tickets** are managed within TAGO by **Ground Operations IT**.
- **Ground Operations IT** is responsible for updating all ticket statuses within TAGO.
- The **'Stream'** option is available for **Ground Handling Agents** to respond to tickets, but only once **Ground Operations IT** has updated the ticket status and added a **'Stream'** comment.
- For **P1 Incidents**, always call the **Service Desk** and the **TUI Operations Centre**.
- If the **TAGO Portal** is unavailable, **Ground Handling Agents** must revert to raising **Airport System Incidents** using the existing 'Fault Log' email template.

P1 Key Contacts

TUI Operation Centre

Tel: +44 (0) 203 451 2874

email: csoffice@tui.co.uk

TUI Service Desk

Tel: +49 511 87989980



Airport Systems Incident Report Process

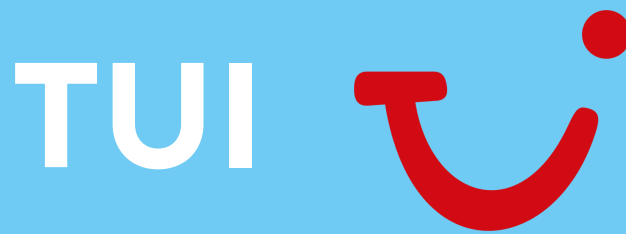
Airport Systems Incident Report Response and Resolution Times:

Priority	Description	Definitions	Response Time	Resolution Time
P1	Critical - Complete System Outage	Unable to critical access airport systems – GoNow & eLoadsheet	25 minutes	4 Hours
P2	High - Serious System Error	Serious errors occurring with critical airport systems – GoNow & eLoadsheet <i>P1 will be downgraded to P2 by Service Desk or GOPS IT if issue relates to airport connectivity provider & is not network wide</i>	45 minutes	6 Hours
P3	Medium - Service Unavailable, Component Down	Service unavailable or Functional error within Airport Systems	60 minutes	5 working days
P4	Low - User Management and Minor functional Error.	User Management or Minor functional error	240 minutes	10 working days



Airport Systems Incident Report Process





Airport Systems Incident Report



- 1 GoNow
- 2 eLoadsheet
- 3 NewSkies Applications
- 4 Citrix/Backoffice Solutions
- 5 Self-Service Bagdrop Kiosks
- 6 Turnaround Tool
- 7 TAGO Portal