



TUI Airline Ground Operations Information Notice

Title:	Station start-up notice (CLC) – FRA, MUC	Reference: GOIN26-006
Validity date:	27 JAN 2026 – Until further notice	
To:	FRA, MUC	
From:	Hamza Ibnoussina, CLC Manager	
Applicability:	TOM-BY / BLX-6B / JAF-TB / TFL-OR / TUI-X3	
References:	Not applicable	

Dear Partner,

Welcome to TUI Airline Centralised Load Control (TUI CLC). We are looking forward to working together to provide excellent service through strong collaboration.

This document has important information to help you with daily operations when interacting with the TUI CLC team. Please ensure this is shared with your team.

Topic	Instructions
Communication	Use written messages only (DCS Chat or TUI CLC email). Call only in emergencies and confirm in writing.
Timelines (for safe and on time departure)	Send cargo data 3 hours before departure. LIR sent 90 min before STD. Fuel figures 30 min before STD. Final loading 25 min before STD (include ULD for widebody if applicable). Final Loadsheet 15 min before STD if the above data is received on time and compliant.
Systems	We use eLoadsheet & iPort for Weight & Balance and GONOW for check-in & boarding. If you use another system, send data using TUI manual Loadsheet data_ Contact Sheet Form by email (available in TAGO Portal: Documents – 03.8 TUI Centralised Load Control (CLC)).
Last Minute Changes	Send changes as soon as possible. Messages must be sent no later than 15 min after departure.
Special Loads	For DGR, AVI, HUM, etc., send details 3 hours before STD for crosschecks and segregation/planning purposes.
Zero Fuel Weight	ZFW helps plan fuel. EZFW is on LIR. Tell us if it changes before Loadsheet release.
Special Loading	Send info for AVIH, WCH, CO-MAIL, WCBD, WCLB before STD -40 min.
Outages	If systems fail, wait for instructions from TUI CLC. We will keep providing Weight & Balance documents.

Please find below the following document links:

- "TUI Airline GOM Annex M" (Accessible via TAGO Portal: [Documents – 02.3 Temporary Revisions \(GOTR\)](#))
- "TUI Airline GHM Annex M" (Accessible via TAGO Portal: [Documents – 0.1.1.1 Master GHM Part 1/ 14 Annex M TUI CLC](#))
- "TUI Manual Loadsheet data Contact Sheet CLC" (accessible via TAGO Portal: [Documents – 03.8 TUI Centralised Load Control \(CLC\)](#))
- "TUI CLC Contact List" (Accessible via TAGO Portal: [Documents – 03.8 TUI Centralised Load Control \(CLC\)](#))

Feel free to contact us.

Kind regards.
TUI Airline Ground Operations