



TUI Airline Ground Operations

Instruction Notice

Inadmissible Passengers events to be reported in IQSMS

Notice: GOIN23-050

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To: All stations
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Dear partner,

I trust this message finds you well. We wish to inform you about an important update regarding the reporting of Inadmissible Passengers (INADs) events. These events can now be reported directly in IQSMS as general ground operations reports.

When raising an IQSMS report, you can find the dedicated INAD classification by typing it in the search bar or by selecting the below options from the drop down menus.

The screenshot shows the IQSMS search interface. At the top, there is a search bar with the text 'INAD' and a clear button. Below the search bar are two buttons: 'Search' and 'Clear'. A grey bar below the search bar contains the text '... or classify the Report'. Under this bar, there are four dropdown menus: 'Kind of Report' (set to 'General Ground Operations - TUI'), 'Area of Occurrence' (set to '16 - Passenger Convenience'), 'Type of Occurrence' (set to '16 - Passenger Convenience'), and 'Event Classification' (set to '16.2 - INAD'). At the bottom of this section are two buttons: 'Load selected form' and 'Cancel'. Below this is a grey bar labeled 'Search Results'. A table is displayed with four columns: 'Kind of Report', 'Area of Occurrence', 'Type of Occurrence', and 'Event Classification'. The table shows one row of data: 'General Ground Operations - TUI', '16 - Passenger Convenience', '16 - Passenger Convenience', and '16.2 - INAD'.

Kind of Report	Area of Occurrence	Type of Occurrence	Event Classification
General Ground Operations - TUI	16 - Passenger Convenience	16 - Passenger Convenience	16.2 - INAD

For more information regarding IQSMS reporting, please consult the GHM Part 1 manual and more specifically, the GOTR23-008R2 Important changes on the reporting process in TUI GHM Part 1 (Rev. 03) located in the TAGO portal ([here](#)).

Thank you for your attention to this matter and please do not hesitate to contact us if you have any questions.

Kind regards,

TUI Airline Ground Operations