



# TUI Airline Ground Operations

## Instruction Notice

### Update on Handling Mail (M) and Cargo (C) Information in eLS

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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)

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Validity Period: 29 AUG 2024 – Until further notice

Dear partner,

Below an update on the Handling Mail (M) and Cargo (C) Information in eLS.

#### 1. Mail (M) Addition in eLS:

- Currently when Mail (M) is added in the eLS system, this is not reflected on the L/S under FRE, only the total amount of freight on board. This issue was spotted and we are aware of the fact that this may cause misleading information under the FRE (Freight) when Cargo (C) is also added (FRE does not distinguish between C and M).

#### 2. New Procedure when Mail is planned for a flight:

- Combine Cargo (C) and Mail (M):

- From now on, Cargo (C) and Mail (M) total weight must be added together as a single entry under the Info code **C (Cargo)** section in the eLS system.

- Mail Weight in Free Text:

- Additionally, include the total weight of the Mail in the eLS Free Text field. Please use the following format:  
**TTL Mail [Weight]kg**

- Example:** If the total Mail weight is 2000kg, enter TTL Mail 2000kg. This will be then visible under the Miscellaneous Information:

```
... MISCELLANEOUS INFORMATION ...
PAX WGT STANDARD          88/70/35/0
BAG WGT ACTUAL             17.6
HER      FRE 2500    BAG    109/1922    TRA 0/0    EIC 0
...
TTL Mail 2000kg

LOADSHEET PREPARED BY
UAT_MAARTEN.OPPELAAR

END OF LOADSHEET
```

This change is necessary to ensure accurate information is reflected under FRE, avoiding any potential confusion or errors.

**Please ensure all staff members involved in data entry and reporting are informed of this updated procedure and adhere to it strictly.**

If you have any questions, please reach out to [tago.handling-training@tui.co.uk](mailto:tago.handling-training@tui.co.uk).

Thank you!

Kind regards,

TUI Airline Ground Operations