How to add comments on TUI Bookings:

Hello all,

In case you have NOSHOW/LATE/OFFLOAD Passengers on TUI flights, **you must always put a comment in their booking.**

Examples:
- Passenger arrives at the CKIN after CKIN closure time – put a comment like "PAP arrived after CKIN closure at 04:20"
- Passenger arrives late at Gate – put a comment like "PAP offloaded, arrived at Gate at 15:20"
- Passenger decides not to fly – put a comment like "PAP said he is unfit to fly and decided to be offloaded at 05:30"
- Passenger has no travel documents and cannot fly – put a comment like "PAP arrived at CKIN/Gate without Passport"

…

How to add the comment:
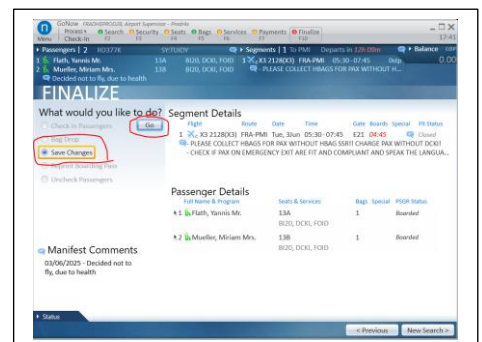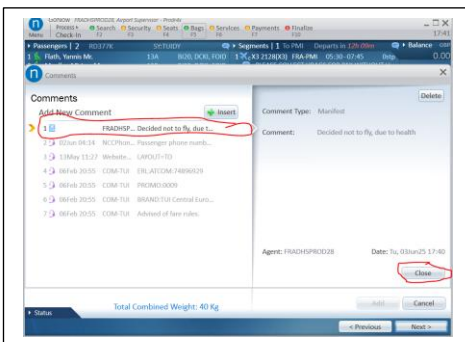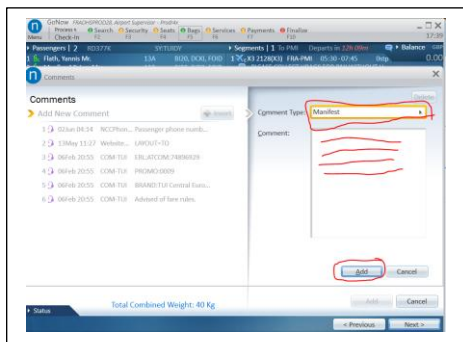
Step by Step:

1. Open the Booking
2. Ctrl + M
3. Select Manifest
4. Write Comment
5. Add Comment
6. Close Comment Tab
7. Go to Finalize – Save Changes – Go

Thank you!

Laura

Reference: GHM 1.1.7.1