



READ AND SIGN
Revision: 0 | Issued: 30.06.2025

Topic: SSDM Activation For Denied Boarding Customers On easyJet

Dear All

Please find attached a very important document.
This has been activated for all easyJet flights.

Very important, to allow this to work the passenger needs to be offloaded in eRes.
Please don't leave the passenger on Standby or on Checked In.

Instead of the email in the document, you may activate SSDM for a customer using the below link:
https://forms.office.com/Pages/ResponsePage.aspx?id=HdTW0crHQkquOw-6gr6ZS3k_C9b7PY9Puxw3c1KGqeBUMUFWWkM3SFkwR0Y4UVhJRfMzODZZQIlzWS4u

Both option work the same.

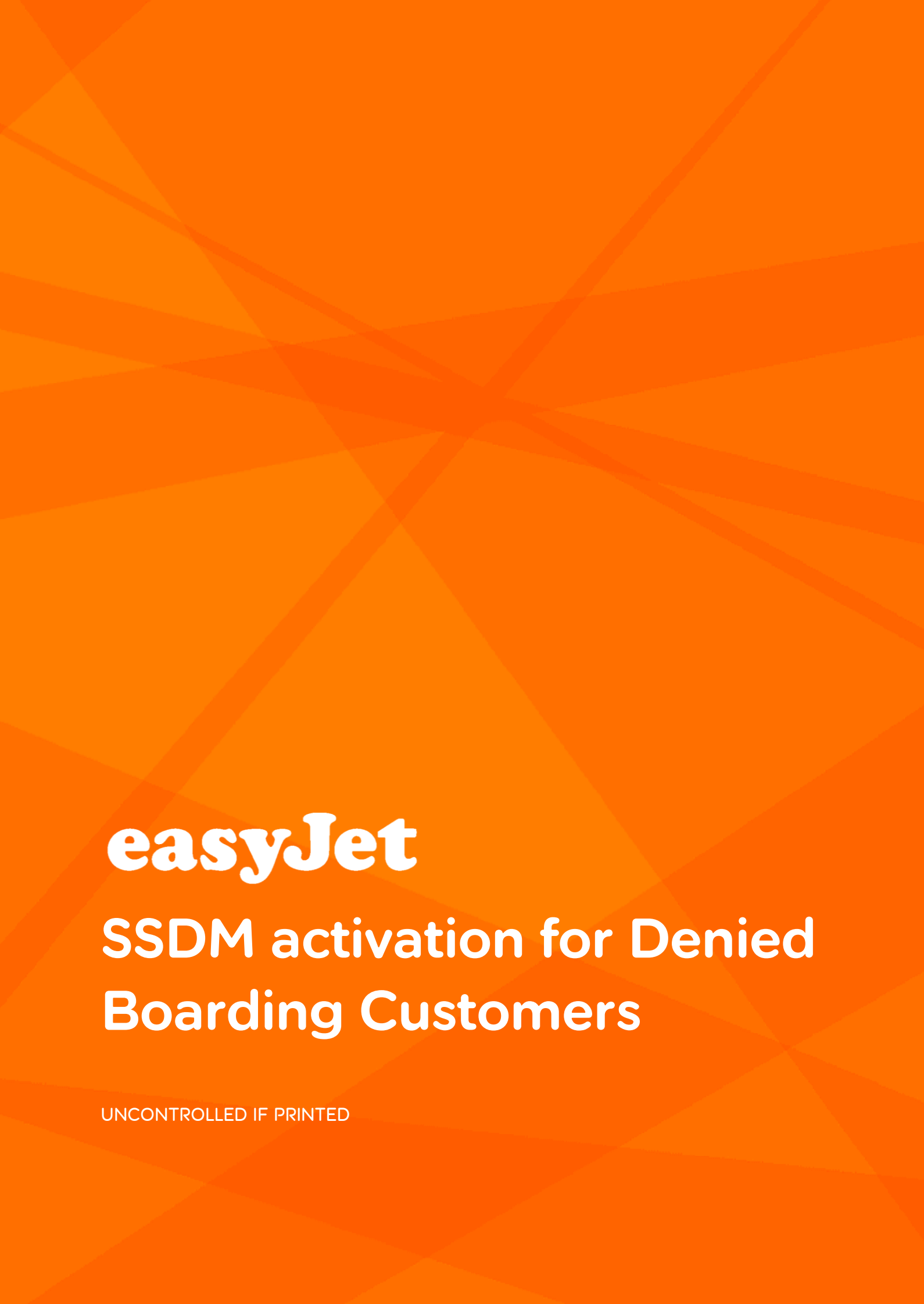
The comments in the booking, and the report will remain.
This is a self service for the customers.

Best regards,

Norbert Rakoczi
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The background of the slide features a series of overlapping, semi-transparent orange geometric shapes, primarily triangles and quadrilaterals, creating a dynamic, sunburst-like pattern that radiates from the center.

easyJet

SSDM activation for Denied Boarding Customers

UNCONTROLLED IF PRINTED

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Revisions

Version Number	Content Summary	Issue Date	Author
1.0	Initial Issue	January 2024	Iulia Cristescu

Process Owners

Role	Department
Customer Operations Specialist	Ground Operations
Customer Operations Manager	Customer Management Centre
Customer Disruption Manager	Integrated Control Centre

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1. SSDM Introduction

Self Service Disruption management is handled via our self-service disruption portal (SSDM). It supports our customers at times of disruption (currently only cancellations), allowing them to make new travel arrangements as easily as possible, by themselves without the additional hassle of having to contact CMC.

However, we've recognised the opportunity for improvements and changes that will allow our customers to self-serve with even more ease in the event where a customer (or more customers) are offloaded from a flight due to overbooking.

Through this platform, we'll be offering new and improved self-service options to customers for re-booking flights (easyJet direct and indirect and other airlines), requesting a refund, and /or booking accommodation.

2. Denied Boarding Customers

This process applies to any customers that have been offloaded due to an overbooking on the flight (Voluntary offloads and Denied Boarding Customers),

3. SSDM activation request

1. Ground Crew identify one or more customers that have been denied boarding
2. Ground Crew must notify the Denied Boarding Activation Team by sending an email to: dbactivation@easyjet.com with below details:
 - Flight Route
 - Flight Number
 - Flight Date
 - Customer(s) full name (as it in the booking)
 - Booking reference
3. The Denied Boarding Activation Team will activate the SSDM portal.
4. Customer receives email with information and a link to the SSDM where they can select their preferred flight option and hotel if required. Customers can also select a voucher or a refund on the SSDM.
5. The denied boarding leaflet must be given to the customer(s) as it contains information about their entitlements.

** If Customer does not receive an email with the link for the SSDM in maximum 30 minutes, please revert to previous manual process and advise the customer to contact the Denied Boarding Line for assistance.

4. Customer Communication

When SSMD has been activated, customers will receive the following email:

INFORMATION ABOUT YOUR FLIGHT 8063

Your Booking: XXXXXX

Dear Customer Name,

We're really sorry that you've been denied boarding on your easyJet flight from LGW to BCN.

On overbooked flights, we always ask for volunteers who may be able to change their plans to give up their seat to enable everyone who wants to fly to get on board. However, this isn't always possible.

We understand changes to your travel plans can be disappointing, so we're committed to resolving this for you as best we can. There are a few important things you need to know, so please read on.

How we'll be helping you:

There are several options available to you, many of which you can request quickly and easily online by clicking [HERE](#). This link will be live for 365 Days. For vouchers and refunds please contact our Customer Service Team [HERE](#).

1. **Switch to a new flight for free.**

You can switch to a new flight yourself by clicking [HERE](#) where you'll be able to book seats on the next available flight. If there are no direct easyJet flights on your original route then:

- You will also be able to search for flights to/from nearby airports within the same country.
- Or we'll show you Indirect flights, with us, via another airport, to get you to your destination. Please be aware that these are not connecting flights, and you must therefore collect any luggage, check-in again and re-clear security for each individual flight. We'll only show you flights with a minimum transfer time of 3 hours to give you time to do this. You'll also be able to search for flights to/from other airports within the same country.
- Or flights with another airline on this route, if no other easyJet options are available.

Options available may vary depending on route and availability. Please ensure you have the appropriate travel documents for each country on your route.

2. You can get a voucher for the full value of your booking.

Vouchers are valid for 12 months from the date of issue and give you the flexibility to book travel anywhere on our network.

3. You can get a refund for the full value of your booking.

Refunds will be paid to the account you made the booking with. We're processing refund requests within 7 days, and they may take a few extra days to come through to your bank account.

The quickest and easiest way to choose the option you'd like is by clicking [HERE](#). If you wish to choose a voucher or a refund instead, please contact our Customer Service Team [HERE](#). You will also be able to make the same choices for any return flight you may have in this booking.

You may also be entitled to compensation. This can be requested by going to easyJet.com/claim/EU261.

If you need a hotel room:

We'd like to offer you a hotel room for the night if you need one. You can book a hotel room **now** for free, quickly and easily by clicking [HERE](#). If no hotel rooms are available, or if you need an accessible room, please contact us.

If you're an easyJet holidays customer:

Our dedicated easyJet holidays team will be in touch shortly via email or SMS with the updated travel plans for your trip. Please keep your phone to hand while we finalise the details.

If your flight is part of another package holiday:

Please contact your travel agency directly to discuss your options.

Additional information:

For more information on your entitlements, please visit our [notice of rights](#) and [Delays & Cancellations](#) page. For our full [terms and conditions](#), please visit our website.

If you arranged other services for your trip, including hotels, transfers or car hire, please contact the relevant service provider directly to change or cancel these.

Any questions?

If you have any questions, please click [here to contact us](#).

Once again, we're very sorry for the disruption to your travel plans.

easyJet Customer Services

5. IT Support

For any issues related to the activation of the SSDM for denied boarding customers, please reply to dbactivation@easyjet.com and describe the issue.

6. Process

