



WEEKLY 2

STATION: MUC

NEW: WEEKLY NEWS TO KEEP EVERYONE UPDATED

Recently, two different passengers were issued identical boarding passes. Although they had the same last name, their first names were different, yet both received the same boarding pass. This created a security risk at the airport and on board, and it also caused a delay for the aircraft.

Please ensure that both at check-in and at the gate, the passenger's passport and boarding pass are carefully verified to confirm that the correct passenger is being identified.

PAX DISCREPANCIES

There have been several incidents where boarding passes were not scanned correctly, resulting in passengers being on board without having been registered as scanned. This causes discrepancies between the actual number of passengers on board and the number shown in the system, leading to situations where passengers are offloaded in the system even though they are physically on board.

SAY SOMETHING!

Staff Member Report - MUC



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