



**READ AND SIGN**  
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## Topic: Reporting Of TUI SSBD Issues

Dear All

When you are facing issues with SSBD customers, please make sure to always report this to the Supervisor or Lead Agent.

We still face issues, when the devices print out too many bagtags, leave open payments in GoNow, etc. It is very important that your shift leads are informed about this, and they are able to forward it to the right person, so we can get these issues solved.

Please take pictures. Make sure that PNR and the issue are visible on the pictures, and forward them to the SV phone.

Thank you for your cooperation!

Norbert