



READ AND SIGN
Revision: 0 | Issued: 12.12.2025

Topic: TUI SSBD 1 KG Round Up Error

Dear All

The self-bag drop devices are rounding up the weight of the luggage, so in some cases these devices might register 21 kgs in DCS although the bag is actually 20 kgs.

When you are at the gate and during boarding you meet a passenger who has 16€ payment open (1 kg), please don't charge the passenger, but wave it in DCS with the text SSBDERR.

Should there be payments open with higher amounts, those need to be charged full as shown in DCS!

Thank you for your cooperation!

Norbert