



READ AND SIGN

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LFI Learning from Incident: Reinforcement of Customer Search Order in eRes (easyJet)

Dear all,

Following a recent incident where a baggage was accepted on a wrong passenger booked on a different flight, we would like to share the learning from this case and remind everyone of the correct customer search order in eRes to avoid similar mistakes.

While the issue was resolved shortly after, it could have caused a significant security breach. Therefore, we always need to make sure that we are adding the bag on the correct passenger.

For this reason, when working in eRes (DCS for easyJet), please always follow the search order as outlined below:

1. **Scanning** – whenever possible, scanning the boarding pass should always be the first option for selecting customers.
2. **.(booking reference)** – finding a customer with the booking reference is the next best option as it ensures the correct names are displayed.
3. Name/Surname search – the option to find a customer with the surname or name should be used as a last resort. **When this option is used, the complete SURNAME and NAME should be verified, and DESTINATION confirmed with the customer.**

Thank you for your cooperation!

Kind regards,

Sergo Eliava