

DHS NEWSPAPER



WEEKLY 14

EasyJet LUA or AGB

Kind reminder that for EasyJet we only charge AGB at the Gate. Never at the Check-in.

POS Maschines, Phones and Keys

If you are using a POS Maschine, Phone or Key, make sure that you return it to the supervisor office (keys to the breakroom) after usage.

Please do not take them home.

Payments in DCS:

Collecting payments is part of your every day job. Please always double check that the payments are correctly added to the system.

Cash as cash payments

Card as card payments

Override as Override

HBags at TUI flights:

You are all well aware about the new TUI rule for HBAGS on the specific Schengen flights.

As we already follow this procedure for all flights, please now also add the payments for all flights.

STATION: FRA

That means:

A passenger approaches you with an unpaid HBag and still wants to take it, but the system does not show any payment for the HBag, please add the payment of 50€ manually to the system and charge for that bag.

To sum it up:

Every HBag which will be taken into the cabin on TUI flights costs 50€.

Ordering Busses:

Especially on TUI flights the earliest time you can order a bus is -45 STD.

Never order the bus earlier than that for the passenger bus.

Thank you!!

SEE SOMETHING, SAY SOMETHING!

Staff Member Report - FRA



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