



Topic: Transfer UMs On ITA

Dear All

With the increasing transfer passengers from Lufthansa we can see UMs as well, who are either coming with ITA and connecting onto a Lufthansa flight, or coming in with Lufthansa and connecting onto our ITA flight.

For Lufthansa FraCares is doing the UM escort, while for ITA we are doing it. So, we need to make sure in both scenarios there is a smooth handover between DHS and FraCares. To ensure this, ITA has implemented following procedures:

Scenario 1: UM is coming on ITA to Frankfurt, and in Frankfurt connecting onto Lufthansa

In this case we need to meet the UM on the ITA arrival and bring the UM to FraCares.

- a) If the UM has a transit time **over 3 hours** (from ATA of the incoming flight), staff must take the UM to the FraCares office situated in the corridor direction C 1 on the left side (see first 2 pictures).
- b) If the transit time is **less than 3 hours**, the UM must be brought to the FraCares transit desk in the hall A before gate A58 (walk till snack bar "goodman & Filipo", turn right (you see the nap caps and the desks are on your right side. See last three pictures).

Scenario 2: UM is coming on Lufthansa to Frankfurt, and in Frankfurt connecting onto ITA

If the UM is arriving on a Lufthansa flight, then FraCares will pick up the UM, and FraCares will bring the UM to either the ITA Check-In or ITA Gate depending on the transit time, and they will hand over the UM to us.

In both scenarios, on the UM paper the transit part must be signed by both DHS colleague and FraCares. We also need one of the copies of the UM papers. If not enough copies left, please take a picture and send it to the Supervisor.

As you see the procedure involves a clear cooperation between DHS and FraCares, so it is crucial that for transfer UMs you always call FraCares and initiate a clear communication (contacts on the last page).

Thank you!

Norbert



READ AND SIGN

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FraCares office situated in the corridor direction C 1 on the left side

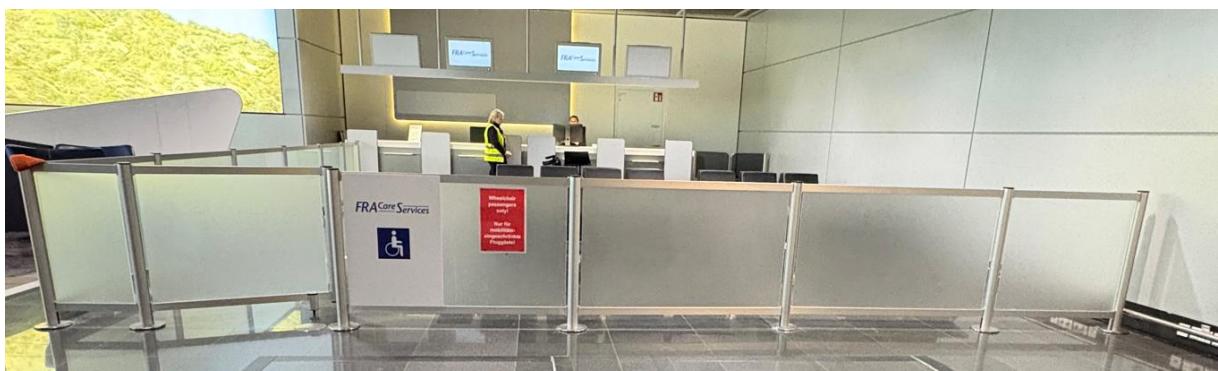
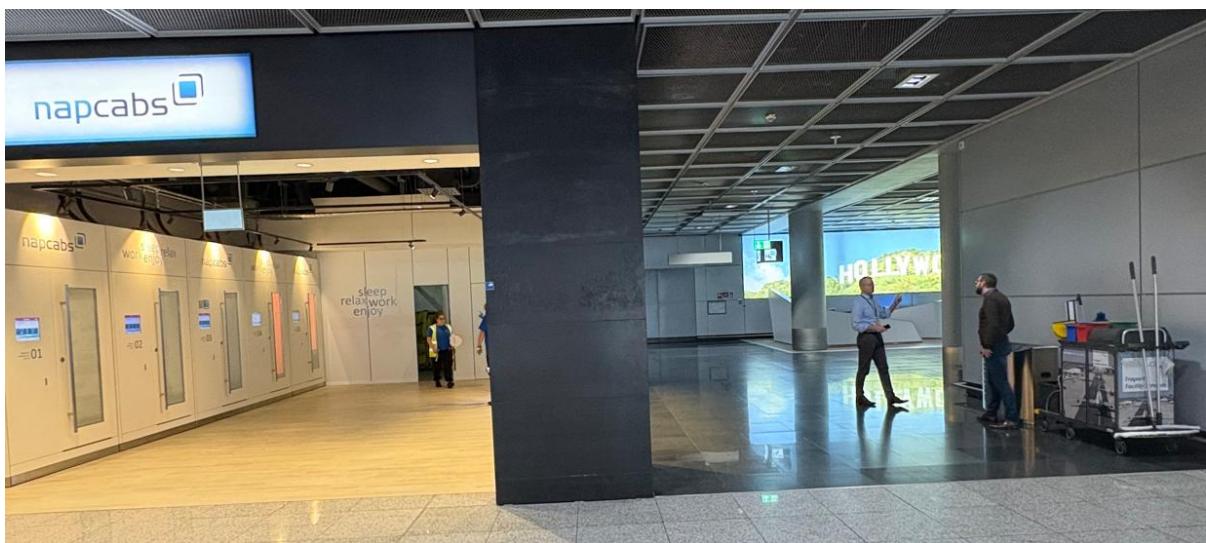




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FraCares transit desk in the hall A before gate A58





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FRA*Care***Services**

Operational contacts for PRM and UM handling

Terminal 1 Dispatch

Departing flights	069 690 77804	fracares-betreuungsdienst@fracares.de
Arriving flights	069 690 77802	fracares-betreuungsdienst@fracares.de

Terminal 2 Dispatch

Departing flights	069 690 69111	fracares-betreuungsdienst@fracares.de
Arriving flights	069 690 69112	fracares-betreuungsdienst@fracares.de

Duty Officers

Terminal 1 & 2	069 690 77803	fracares-betreuungsdienst@fracares.de
Central Dispatch	069 690 69190	fracares-betreuungsdienst@fracares.de

SITA Address

PRM & UM prenotification	FRACEXH	fracares-betreuungsdienst@fracares.de
Please use standard PAL, CAL & PSM formats and standardized IATA PRM codes. (Please be advised, that PRM registrations not made at least 36 hours prior to arrival/departure may result in waiting times of up to 45 minutes, we ask for your understanding)		

Additional Contacts

Customer Relations & Feedback	069 690 69106	fracares@fraport.de
Finance and Controlling		rechnungswesen@fracares.de

The provided information is intended for internal purposes only, please distribute responsibly. Should you require any additional contacts or information, please contact FraCareServices customer relations.