



## Topic: StarEast (SEK/4R) – L&F

- Apology letter is available
- DHS manual PIR form
- DHS rush tags
- No standard BDO (preferably pick-up)

Since Airline is not in WT → All cases are handled manually:

### **AHL / DPR / OHD / FWD / Cabin Found Items**

For every case:

- Complete the manual form correctly
- Ensure all fields are filled (tag number, passenger details, description, etc.)
- Take a clear photo of the completed report
- Send the report via email to:

[OCC@swissgroupinternational.com](mailto:OCC@swissgroupinternational.com)

[CustomerCare@swissgroupinternational.com](mailto:CustomerCare@swissgroupinternational.com)

\* put on CC:

[fra-ll@dhs.aero](mailto:fra-ll@dhs.aero)

[adelina.vata@dhs.aero](mailto:adelina.vata@dhs.aero)

### **AHL – Delayed Baggage / Delivery**

- Preferably passenger to pick-up at airport
- If delivery is needed → BDO can be done manually only after airline confirmation by email

### **FWD – Rush Baggage**

- Preferably same airline
- If using other airlines → confirmation required from StarEast by email

### **Cabin Found Items**

- If sending to HDQ → confirm destination airport with airline first

Thank you!  
Adelina Vata