

# DHS NEWSPAPER



**WEEKLY 29 and 30**

**STATION: FRA**

## Terminal 3:

We successfully moved to terminal 3. Thank you all for your great help and support. As you have noticed, we have a lot of new procedures.

Please check all your R&S regarding new gate procedures. If you have any questions, please let us know.



## Material and Storage:

As you have seen, we have a storage now for the materials. After every check-in/ gate you are responsible for your material used to be brought back and sorted neatly in the storage. **POS machines, phones, money bags and payments must be brought to the SV office.**

## TUI AO for different Payments:

When overwriting any payments in GoNow, please only use the following overwrite reasons:

Reason	Code
Seat Waiver – upgrade due flight full / prepaid seat service	SEAT
Waiver – bag added	ADDBAG
Medical Items Waiver	MEDA
CSO/Duty Office/OCC Authorise	OCC
Name Fee Override	NAME
Pre-agreed/Pre-paid baggage allowance/sporting item/service - with receipt – includes Wedding extra/Dive extra/Sharer for TUI UK	PREPAID
Hand baggage acceptance as hold baggage	HBAG
Payment device not working	PDQX
Payment Reverse / refund by GHA	REFUND
Other – manifest comment must be added with explanation of override	OTHER

## SEE SOMETHING, SAY SOMETHING!

Staff Member Report - FRA



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