

## LFI - LO380/15APR - 3 No Show not offloaded from DCS

Dear All

On the 15<sup>th</sup> of April we had an incident when 3 passengers were not offloaded in Altea DCS and the load sheet was issued including these 3 passengers. The colleague was under stress and was not sure how to offload the passengers. In addition, when final figures were given to the TRC at the end, these 3 passengers were not deducted from the figures.

Flight was finalized with boarding still open with 3 missing passengers. Since the flight was already finalized, the loadcontroller could issue the loadsheet, and because the final figures given to the TRC were not the right ones either, they did not issue the correct loadsheet.

Luckily, we were still in trim, but removing/adding passengers and bags have a big affect in terms of weight and the balance of the aircraft when it comes to take off and landing. I would like to highlight that this can result in a serious incident.

It is very important that flight is finalized only once all figures are final. Once you finished the boarding, if you have noshows they must be offloaded and clearly communicated to the ramp agent. Once noshows are offloaded, boarding needs to be closed, and only after these steps should the flight be finalized.

When all these steps have happened, final figures must clearly be communicated to the ramp agents.

Ramp agents, you are the coordinators of the turnaround! Make sure you have an overview what is happening, and always clearly communicate with other parties. If something does not add up, challenge them.

Check in closure figures are being given by gate team. If you get the information that noshows are being offloaded, the final figures cannot be the same. Challenge the gate!

This with W&B is no game!

Thank you!

Norbert