



Topic: LFI Accepting Standy Passengers

Dear Team,

2 days ago, we had a mistake due to accepting Standby Passengers. Somehow the Gate Team forgot to accept after Check In was finished the family. Seats were available. End of the boarding when they gave the finals to the TRC they immediate noticed there is something wrong we have still passengers here (the standbys). TRC just read the last finals of 183+3 and approved the loadsheet with 183+3 passengers, gate team just sent a message afterward with 186+3 passengers, which the TRC did not read. But regarding the finals for the TRC was all done and closed everything. The loadsheet must be the same as the finals. Really important. Please more attention on both sides!

Please be aware in the past when I started in the aviation industry, there were only a check in phone on the desk, gate phone at the gate and TRC phone. No WhatsApp group nothing, if there is something we called.

I just want you to say. If nobody is answering, then please call direct, there can be stress at the check in, gate or on the ramp side. Everybody knows the numbers. In this industry is the most important thing communication.

Thanks!

Regards,

Aquil