



## READ AND SIGN

Revision: 0 | Issue: 09.04.2025

Topic:

### MISMATCHED PASSENGER FIGURES: LOADSHEET - DCS - MVT - LDM

Dear Partners,

#### MEMORANDUM

To: All Ground Handling Personnel

(Passenger Handling Agents, Load Controllers, Supervisors, Turnaround Coordinators)

Action Required by: 14.04.2025

#### URGENT – CRITICAL DISCREPANCIES IDENTIFIED

We have observed frequent mismatches between passenger numbers across key operational documents and systems – specifically Loadsheet, DCS, MVT, and LDM messages. These are primarily caused by:

1. **Failure to perform final passenger reconciliation before flight closure**
2. **Incomplete or missing LMC (Last Minute Change) entries**
3. **Improper coordination between check-in, boarding, and load control**
4. **Mismatched figures between DCS, LS, MVT and LDM messages**

These discrepancies are not acceptable and pose serious safety and compliance risks.

#### MANDATORY ACTIONS

##### Passenger Handling Agents

- Ensure physical boarding matches DCS records.
- Ensure all no-shows, denied boardings, and late acceptances are communicated to Load Control.
- Discrepancies must be reported immediately.

##### Load Controllers

- Update loadsheet for all LMCs.
- Ensure deadhead crew, included but not-limited to Cockpit, Cabin and Engineering personnel are listed correctly.
- Recalculate and reconfirm CG/weight as needed.

##### Supervisors & Turnaround Coordinators

- Do not dispatch with unresolved mismatches.
- Ensure alignment across DCS and PADES to be followed by MVT and LDM messages

#### ENFORCEMENT & FOLLOW-UP



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- Violations may trigger SLA warnings and performance review.
- Unannounced audits are in effect.

Flight safety begins with accurate data. Full compliance is expected.

### **Pegasus Airlines Ground Operations**