

OPERATIONAL MEMO

Memo #	OM 161
Title	Revised Mishandled Baggage - Reason for Loss & Fault Station Guidance
Date of Issue	07 th February 2024
Written by	Iulia Cristescu
Reviewed by	February 7, 2024 Ground Ops Customer

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Reason for Issue

The "Challenging Reason for Loss Code & Fault Station Allocation" has been updated.

Details

The process for Challenging Reason for Loss Code & Fault Station has been updated as follows:

The blamed airport needs to make two attempts (ensure enough time is left between sending the initial and the follow up email) to contact the arrival airport and if the request is not actioned then the following escalation process needs to be followed:

The blamed airport will send an email to : FSchanges@1stflight.co.uk. This will be reviewed and assessed by our baggage provider, First Flight and any amendments required will be actioned accordingly. Once the change has been made to the file, no other challenges will be taken into consideration.

All challenge requests must be emailed by 0059 on the 15th of the following month. Any changes requested after this time will not be accepted (e.g. for files opened between the 1st and the 31st of March, all challenge requests must be emailed by 0059 on the 15th of April).

Please review the Mishandled Baggage - Reason for Loss Fault Station Guidance document on the Connected Portal for more information.