

# OPERATIONAL MEMO

Memo #	OM 159
Title	Boarding Process Closure Changes – VT100 (CUCI Mode)
Date of Issue	03 <sup>rd</sup> January 2024
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## Reason for Issue

To provide guidance around the recent changes when closing a flight in VT100 CUCI Mode option 16.

## Details

Currently, there are questions which Ground Crew need to answer when boarding is closed for a flight in CUCI mode (VT100 Option 16).

The questions highlighted in RED have been recently added as part of Boarding closure process:

```
14:39 11May/LGW>cb/8495
Close Boarding. Are you sure? (Y/N) y
Enter the number of cabin bags taken at gate [paid]: 1
Enter the number of large cabin bags offloaded from the cabin to the aircraft hold (if known):
Enter the Boarding Gate Number:
Enter the Boarding Method used :
(1 - Airbridge, 2 - WIWO, 3 - Mixed, 4 - Bussing )
Is the information provided correct? (Y/N) y
Boarding successfully closed!
14:39 11May/LGW>
```

You will still be required to enter the number of cabin bags taken at the gate. The new added questions are:

1. Cabin Bags Offload Count (from the cabin)

Enter the number of large cabin bags offloaded from the cabin to the aircraft hold (if known).

The figure required is the number of large bags which have been purchased by S1 and S2 customers which cannot fit into the overhead lockers and consequently have been offloaded from the cabin.

It is not the number of bags taken at the gate or the number of push chairs/buggies. If the number is not known, please enter 0.

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## 2. Confirm Boarding Gate Number

Occasionally, the boarding gate number will already be populated in eRes. If the correct gate number is shown, press ENTER to accept the gate number.

If there is no gate number or the incorrect gate number, please enter the correct information and proceed to the next question.

## 3. Boarding Method

Enter the boarding method used: 1 – Airbridge, 2 – WIWO, 3 – Mixed (i.e. Airbridge at the front, steps at the rear), 4 – Bussing.

## 4. Confirm or Re-enter

The final question will be if the information provided is correct Y/N. If any of the information is incorrect, 'N' will need to be selected and the correct information re-entered.

Please can all Ground Crew ensure the boarding closure questions are completed in a timely manner.