

Topic: Irregularity Handling - AvBIS

Dear Supervisors,
Dear Lead Agents,

We would like to proceed further with the transitioning completely to AvBIS. We would like to stop filling the OTPs and do the invoicing for the airlines completely through AvBIS.

For this Marion needs information from you in terms of additional labor, so this can be mentioned on the invoice. This is very important, because the team will do overtime, and we need to make sure that it is reflected on the invoice and additional work is being paid by the airline.

@Supervisors, Lead Agents, when you fill the form please don't forget about the OPS colleagues.

@Back Office, for your information. Clear communication is necessary between you and FOH SV/LA!

You may find the template on the shared drive in the 'Disruption' folder.

Thank you!

Norbert



Internal irregularity report for invoicing

please send by email to:

marion.peters@dhs.aero and maryna.Kaleush@dhs.aero

Airport: _____ Date: _____

Airline: _____ Flight No: _____

Reason: _____

CCX message received (date and time): _____

CKI finished: yes no

Boarding finished: yes no

Additional working hours staff members: yes no

Name of staff member: _____ Working time _____

Name of staff member: _____ Working time _____

Name of staff member: _____ Working time _____

Signature Supervisor: _____