

Topic: COR Action EMA incident not implemented

Dear Supervisors,
Dear Lead Agents,

Kind reminder, as Dominika has mentioned in her R&S '*Topic: Battery powered Wheelchairs*' on 13.05.2023, just mentioning the SSR codes of booked WCH* in AvBIS is not enough.

As you know we have several new people, they need more information. Let's support them as much as we can.

Please always mention there, that if the booked SSR code does not reflect the reality, agent must change it to the right one. The different codes require different preparation from the PRM Service Provider at all points of the passenger's journey.

Especially on Pegasus it happens that the travel agent would book WCHC for the passenger because they don't understand the codes, and the passenger turns out to be a WCHR or WCHS.

A short question should be asked by the agent: '*Can you walk up & down the stairs?*' Yes: WCHR, no: WCHS. If the passenger says, they are not able to move at all -> WCHC.

When you see that there is a WCHC SSR booked, make sure you mention a warning there for the agent to watch out for the passenger's own wheelchair – electric or manual and handling accordingly. If electric, they must contact Supervisor for support! WCHC is not able to move. They are going to arrive to the check in counter with their own wheelchair – without that they would not be able to access the terminal. These additional SSR codes (WCMP, WCLB, etc.) must also be added so all airports involved can prepare.

This is a serious topic! We could have avoided the incident we have had with the WCLB which was not recognized as electric mobility aid.

I expect to see flight preparations in AvBIS accordingly with immediate effect.

Thank you!

Norbert