

Topic: LOT FRA Passenger Irregularity Report

Dear Supervisors,
Dear Lead Agents,

LOT would like to have a daily reporting about passenger irregularities. At the end of the day when you send the usual emails out, please send this report as well on a daily basis (even if nothing new was added) to: Tomasz, ONN and me.

You can find the spreadsheet on the shared drive under 'Daily Routien' and then 'Denied Boarding'.
The spreadsheet has 4 pages:

- DBC – OVERSALES
- Refusal – Travel Documents
- Late Gate Presence
- Irregularities with Passenger

DBC is more about HOTAC and LRV. Who were denied, were these provided, in case LRV what value?

Travel Document is all the cases when the passenger does not have the respective documentation to enter a specific country – Covid cases belong here as well.

Late Gate Presence would include all who were offloaded at the gate. And if the passenger showed up, when exactly? These passengers missed the flight, so LOT would need this information.

Irregularities with Passenger would include anything out of the ordinary. I already added 2 passengers here. The one from Xhulia's flight with the alarm, and the other passenger on Nil's flight when the *G card holder complained about the amount of counters.

Nils, please send the first email today.

Thank you!

Norbert