



## **LFI: Baggage Acceptance on Wrong Passenger**

Dear All

On one of today's flight a baggage was accepted on a wrong passenger. Mistake was spotted and corrected, but the relabeling of the baggage has caused 5 minutes delay.

Please make sure when you search for passengers, you double check the name in DCS and in the passport.

**When you swipe the passport/ID of the passenger, the system is only looking for similar names, not for the exact passenger.**

**If the DCS finds a passenger with a similar name, it is going to give you as a result. We need to be very careful and double check that we are working with the right passenger record.**

Please make sure you pay due attention!

Thank you!

Norbert