

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