



Topic: Delay Code Allocation - WISAG

Dear Back Office,

Lately we are receiving more and more requests from WISAG to change the DLC which was assigned in the MVT.

I don't want you to fight with them! This is not our business to pick a fight and argue with other 3rd party providers. You receive the ramp report from the TRC, and the TRC explains what happened. According to that you decide what the DLC allocation should be, and you sent the MVT which represents it.

Note: If we were involved in the delay, before sending MVT it should be discussed internally. If Passage was involved, please speak with the supervisor!

Below you can find an example. On today's LO384 DLC was assigned to WISAG. They contacted requesting a change. I forwarded the request to ONN keeping the original distributor in CC, and asked them for advice. Does not matter which airline we talk about, this is how I would like you to handle. Send the request to the airline keeping WISAG in CC, and let the airline decide. If the airline approves, send COR MVT accordingly.

Thank you!

Norbert



Ahmad.Hayati@wisag.de

An Burak.Kahraman@dhs.aero; norbert.rakoczi@dhs.aero; fra-ops@dhs.aero
Cc Andrea.Kleinfelder@wisag.de; Jeetesh.Shrestha@wisag.de; Giulia.Russo@wisag.de;
Michael.Dietrich@wisag.de; Orhan.Dal@wisag.de; Vincenzo.Scognamiglio@wisag.de

Di 15.08.2023 09:30

Diese Nachricht wurde beantwortet oder weitergeleitet.

- [EXTERNAL] AVIATION WORLD EXPRESS - Ground handling suspended due to thu... (13,7 KB)
Outlook-Element
- [EXTERNAL] AVIATION WORLD EXPRESS - Wiederaufnahme der Abfertigung (13,3 KB)
Outlook-Element

MVT
LO384/15.SPLNN.FRA
AD0537/0545 EA0715 WAW
DL32/89/0015/0002
PX53
DLA32A/89G//
SI NO LOADERS TILL 0523Z TRAFFIC

Dear teams,

Unfortunately we have been delayed due to weather conditions. As you can see in the attachment, we had a thunderstorm here at FRA today and all operations were delayed as a result, as it was necessary to suspend operations until 0410UTC. In this case we do not see the responsibility with us and ask you to reconsider the delay code given and change it to DL77.

Mit freundlichen Grüßen/with kind regards

Ahmad Sohail Hayati



Norbert Rakoczi, DHS <norbert.rakoczi@dhs.i

An Ahmad.Hayati@wisag.de; LOT ONN; Tomasz Pinski
Cc Burak.Kahraman@dhs.aero; fra-ops@dhs.aero; Andrea.Kleinfelder@wisag.de;
Jeetesh.Shrestha@wisag.de; Giulia.Russo@wisag.de; michael.dietrich@wisag.de; +3 weitere

Di 15.08.2023 09:55

- image001.gif
2 KB
- Unbenannte Anlage 00045.html
2 KB
- image002.jpg
14 KB
- Unbenannte Anlage 00048.html
2 KB
- image003.jpg
6 KB
- Unbenannte Anlage 00051.html
987 Bytes
- mime-attachment.eml (13,7 KB) ..
- Unbenannte Anlage 00056.html ..
- mime-attachment.eml (13,4 KB) ..

Dear ONN,

Below we received request from WISAG for DLC adjustment.
Do you approve?

Best regards,
Norbert

sent from my iPhone

On 15. Aug 2023, at 9:30 AM, Ahmad.Hayati@wisag.de wrote:

MVT



ONN <ONN@lot.pl>

An Norbert Rakoczi, DHS

Cc Burak.Kahraman@dhs.aero; fra-ops@dhs.aero; Andrea.Kleinfelder@wisag.de;

Jeetesh.Shrestha@wisag.de; Giulia.Russo@wisag.de; michael.dietrich@wisag.de; +6 weitere

Diese Nachricht wurde beantwortet oder weitergeleitet.



Antworten

Allen antworten

Weiterleiten



Di 15.08.2023 10:13

Hello,

It has been approved by Duty Manager of LOT OCC.

Best regards,

Andrzej Lukawski
Ground Operations Duty Manager
Regional Manager for the Baltics
Ground Operations Bureau



LOT Polish Airlines
43, Komitetu Obrony
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Polskie Linie Lotnicze "LOT" S.A. z siedzibą w Warszawie, ul. Komitetu Obrony Robotników 43, 02-146 Warszawa, wpisana do Rejestru Przedsiębiorców Krajowego Rejestru Sądowego prowadzonego przez Sąd Rejonowy dla m.st. Warszawy, XIV Wydział Gospodarczy Krajowego Rejestru Sądowego pod numerem KRS 0000056844, NIP: 522-000-23-34, o kapitale zakładowym 203.214.923,28 PLN (opłaconym w całości).

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Zanim wydrukujesz, pomyśl o środowisku. / Think about the environment before printing.



Norbert Rakoczi, DHS <norbert.rakoczi@dhs.;

An ONN

Cc Burak.Kahraman@dhs.aero; fra-ops@dhs.aero; Andrea.Kleinfelder@wisag.de;

Jeetesh.Shrestha@wisag.de; Giulia.Russo@wisag.de; michael.dietrich@wisag.de; +5 weitere



Antworten

Allen antworten

Weiterleiten



Di 15.08.2023 10:13

Thank you! COR MVT will be sent accordingly asap.

sent from my iPhone

On 15. Aug 2023, at 10:12 AM, ONN <ONN@lot.pl> wrote:

Hello,

It has been approved by Duty Manager of LOT OCC.

Best regards,

Andrzej Lukawski