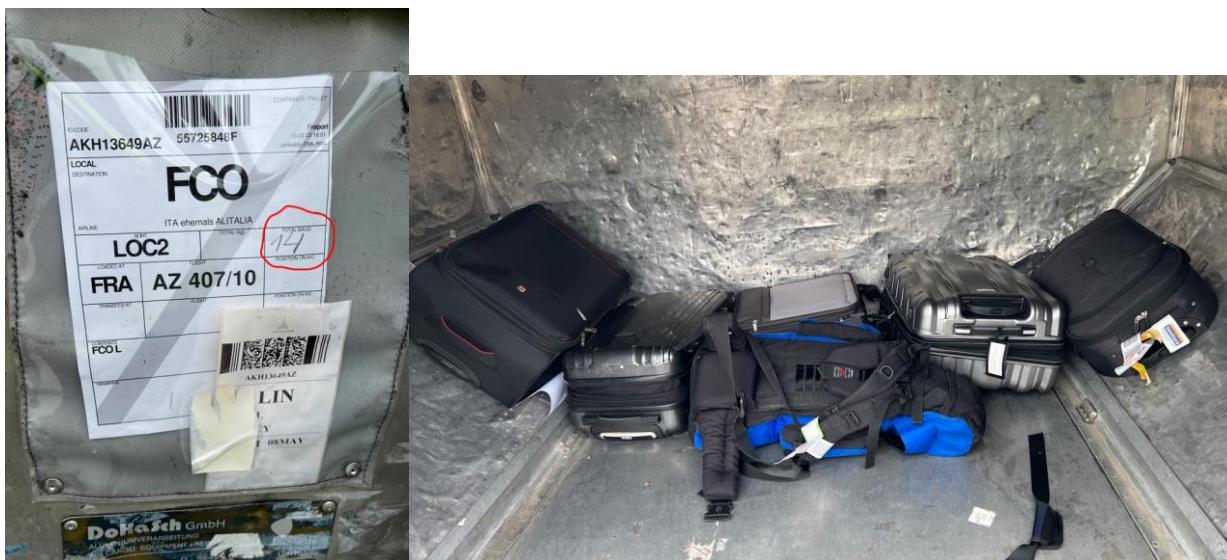


Topic: Baggage Discrepancy AZ407/10May

Dear All,

on yesterday's AZ407 we had a baggage discrepancy of 3 pieces of luggage.

51 pieces of luggage were reported in Altea, but 54 were loaded. After the TRC was able to exclude additional loaded rush baggage, he instructed the Loadmaster to unload the ULDs and to recount the baggage in all containers. The result was that an ULD with 14 pieces of luggage was declared, although only 6 were inside. In the end 47 bags were loaded only.



Baggage and passenger reconciliation is next to turnaround coordination your main job.

Final accepted figures in DCS + Loading Instruction + Loadsheets must always be mirrored. Any discrepancy must be challenged with the gate team and loading team until all figures agree with each other. Then and only then is the door of the aircraft closed and the aircraft cleared for departure.

Never rely on loaders, gate agents etc. as all are humans and mistakes happen. But your job as a turnaround coordinator is to challenge everything until you are confident that the aircraft is safe for departure.

In addition: If you don't understand what is going on or you are unsure, **ALWAYS** call your back office/Load Controller to seek help and support.

Kind regards,

Dominika