

Termination of Through Check-in for Separate Bookings (Different PNRs)

TO : ALL STATIONS
FROM : GROUND OPERATIONS

Dear All,

As part of an operational policy change, **through check-in for separate bookings (merging two different PNRs)** will be **fully disabled** in the Departure Control System (DCS) effective from **19 May 2025**.

Summary of Change:

Before	After
Agents could merge separate PNRs to allow through check-in.	Agents must not merge separate PNRs. Each booking must be handled independently.
Passenger baggage could be manually combined if PNRs were merged.	Baggage is accepted only for the ticketed sector. The passenger must recheck baggage for their next flight.
Boarding passes for all sectors were issued together.	Boarding pass is issued only for the first flight . The passenger must check in again for their next flight.

Operational Instructions:

- Do **not** merge different PNRs during check-in.
- Check-in **only** for the presented ticket and sector (i.e., the flight departing from the airport where the passenger is physically present).
- Baggage must **not** be through-tagged if bookings are under separate PNRs.
- Passengers must **reclaim and recheck** their baggage at the transit airport for the next flight.
- If the passenger is traveling on two different PNRs (e.g., DUS–SAW in one PNR and SAW–DXB in another), **the applicable travel documentation and entry rules must be checked based on the arrival country of the first sector (e.g., Türkiye).**
- If a passenger requests check-in for a subsequent flight under a separate PNR, the check-in agent must inform the passenger that this is no longer permitted and that they are required to complete a separate check-in at the transfer airport.**
- All relevant personnel (agents, supervisors, load controllers) must be briefed and trained prior to the effective date.

This policy is being implemented to prevent baggage mishandling, reduce connection-related delays, and maintain compliance with international regulatory standards.

For further questions, please contact: dcsgroup@flypgs.com

Ground Operations Department
Pegasus Airlines