Step-by-Step Guide: Ensuring Accurate Boarding & Baggage Status Handling

Objective: Prevent unscanned passengers from boarding by enforcing strict boarding procedures, using the B5 system exclusively for baggage status updates, and maintaining clear coordination between B-COOR and boarding agent.

Background Incident: Flight X32142

During boarding, two passengers boarded without having their boarding passes scanned. Their identities couldn't be verified, and they had no seat assignments due to seats being deleted in the DCS to trigger baggage handling steps.

Root causes included:
- Incomplete scanning at the gate
- Misuse of DCS (seats removed to trigger baggage flag)
- Unclear task delegation between B-COOR and the boarding agent
- Unstructured passenger flow at the gate

Step-by-Step Actions

1. Discontinue DCS Seat Deletion
- **Action:** Make it a fixed policy: *Seats must never be removed from DCS* to influence baggage display.
- **Reason:** Doing so leads to passengers being boarded without an seat.

2. Use B5 System Exclusively for Baggage Status Updates
- **Action:** All changes to baggage status must be done **exclusively in the B5 system**.
- **Result:** No dependency on seat allocation in DCS to trigger baggage indicators.

3. Clearly Define Roles: B-COOR vs. Boarding Agent

Role	Responsibilities
B-COOR	Gate coordination, cabin baggage collection, ensuring B5 status is updated, NOT involved in boarding scan
Boarding Agent	Scanning boarding passes, verifying scan success, ensuring only scanned passengers proceed

- **Important:** No switching of roles during boarding.
- **Daily gate briefing:** Mandatory agreement on roles before boarding begins.

4. Strict Boarding Pass Control
- **Rule:** *No passenger may proceed past the scanner without a confirmed scan.*
- Boarding agent must **verify scan success on the DCS screen** before allowing entry.
- If in doubt, stop boarding until verification is complete.

5. Incident Communication Protocol
- In case of discrepancies, always provide **full passenger name and seat number** to TRC.
- Do not rely solely on verbal memory or partial data.

Final Reminder

<mark>All baggage status changes must be done in B5. No passenger boards without a verified scan. B-COOR and Boarding Agent must work in clear, coordinated roles.</mark>

❇️ Checklist: Missing or Unscanned Passenger Suspected

1️⃣ Check PAX & Baggage Status
🔍 Verify in DCS if the passenger is *checked in* and if they have any *checked baggage*.
🧳 If baggage is present → **immediately set bag to RED in B5 system**.

2️⃣ Check PAX Movement
📇 Use Pax Finder to confirm whether the passenger has passed security control and if they are only online checked in.

3️⃣ Check PNR
👨‍👩‍👧 Check if the missing passenger is traveling alone or with others.
➡️ If other PAX on the same PNR are already boarded, it may indicate the passenger is already boarded.

4️⃣ Inform TRC
📞 Notify TRC immediately with full *name* and *seat number*.
🔄 TRC can initiate a **seat check** to locate the person onboard.

5️⃣ Final Decision for Offloading
🕐 If it's **STD-20** and the passenger:

- ❌ Has **not passed security**, and
- ❌ Has **no checked baggage**
  👉 Then: **OFFLOAD**

🕐 If it's **STD-15**, regardless of baggage:
👉 **Offload the passenger**.