LFI - Passenger Boarded Without Assigned Seat

What happened?

During the loadsheet preparation, it was discovered that a passenger had been boarded without an assigned seat.
A seat check and headcount were completed afterward, confirming that all passengers onboard had valid seat assignments.

How did it happen?

Two passengers were reseated using the seat map function. The passengers involved were seated towards the rear of the aircraft.
It appears that due to a delayed response from the DCS system, a seat assignment for a passenger who had already been boarded was unintentionally removed. There's no indication that this was done by actively — likely, the system lag caused the seat change not to process correctly, or to overwrite an existing assignment.

Lessons Learned:

Even when under time pressure or dealing with system issues, it is crucial to verify seat assignments for all boarded passengers.
After reseating any passengers, a final check in the DCS should be performed to ensure no boarding anomalies remain.
Increased vigilance during reseating and final checks is necessary.

Takeaways for All of Us:

After reseating passengers:
→ Always double-check that all boarded passengers have a seat assigned in the system.

Before closing the flight:
→ Do a final review in the DCS to ensure no boarded passengers are missing seat assignments.

If the system is lagging or behaving unexpectedly:
→ Be extra cautious—wait for confirmations and verify changes went through.

Thank you!

Laura

Reference: GHM 1.1.7.1