



LOCAL OPERATING PROCEDURE_FRA04

Cash Handling on Pegasus Flights

Version/Rev	Date	Author	Amendment

Prepared by: Norbert Rakoczi

Issued: 09.07.2025

Last revision: N/A

Version: V1/Rev0

OBJECTIVE

To ensure a secure, traceable and standardised process for handling all cash payments related to Pegasus Airlines operations at FRA. This includes the distribution, use and return of numbered money bags, assignment of responsibilities, and actions in case of discrepancies or irregularities.

APPLICATION

This procedure applies to all DHS employees performing check-in or boarding duties for Pegasus Airlines at Frankfurt/Main Airport, including supervisors.

RESPONSIBILITIES

- **Customer Service Agent (CSA):** Responsible for personally collecting, using, and returning the assigned money bag. The agent must handle all cash responsibly and in accordance with this procedure.
- **Supervisor (SV):** Responsible for preparing the money bags, tracking issued bags, ensuring proper return, and managing discrepancies.
- **Passenger Services Manager (PSM):** Responsible for ensuring that the process is followed, escalations are handled, and audits are supported.

1. PROCEDURE

1.1 Preparation

- Each day, the Supervisor prepares 15 numbered money bags, each containing 15–25€ in change.



- Bags are stored securely in the supervisor office and tracked on the "Pegasus Money Bag Register" (Annex 1).

1.2 Bag Collection (Start of Duty)

- Before starting Pegasus duties, each agent must personally collect one money bag from the SV office.
- Agent counts the money in the presence of the SV.
- Both agent and SV sign the register: Bag number, name, date/time, and initial amount.
- If the agent is reassigned from another airline without time to collect the bag, the SV is responsible for ensuring handover before the Pegasus task begins.

1.3 Use During Shift

- Agents are only permitted to use their assigned money bag.
- If smaller change is needed, agents may exchange money with a colleague, as long as the total amount remains the same. Agents remain fully responsible for the content of their own bag at all times.
- All cash, receipts, boarding passes and sales slips must be stored in the bag.
- If the amount exceeds 250€, the agent must notify the SV, who collects the excess amount and logs it on the reverse side of the register (signed by both).

1.4 Return (End of Duty)

- After completing Pegasus duties, the agent must return the money bag to the SV office as soon as possible.
- Bag is counted jointly by agent and SV.
- Final amount and return time are recorded and signed by both on the register.
- If the SV is unavailable, the Lead Agent (LA) acts as deputy.

2. EXCEPTIONS / IRREGULARITIES

2.1 Missing Bag or Delayed Return

- If a bag is not returned, the SV must immediately inform the PSM and investigate with the responsible agent.
- A written explanation must be submitted by the agent within 24 hours.

2.2 Cash Discrepancy

- Any shortfall must be reported immediately to the PSM and Station Manager.
- The agent must submit a written statement.
- The SV must document the discrepancy on the register and retain a copy for audit.

COMPLIANCE MONITORING

- The PSM is responsible for ensuring that this procedure is followed.
- Random spot checks may be conducted.
- Frequent or unresolved deviations may result in disciplinary actions.

ANNEXES

- Annex 1: Pegasus Money Bag Register (Template)



Pegasus Money Bags Register

Date: _____

Bag No.	Money Inside	Taken by Agent		Brought back by Agent		Money Inside	Money Bag received by Supervisor (Signature)
		3-letter code	Signature	3-letter code	Signature		
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							