



New TUI SSBD Procedure SCHENGEN FLIGHTS - NIGHT SHIFT:

CHECK - IN:

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SETUP – Staff Allocation:

- 4 Flights handled simultaneously
- 1x Fast Bag Drop Assistance Counter – Counter 899
 - ⌚ Opens at 01:30 am, closes -45 min before last departure
- 1x Check-in Counter per flight
 - ⌚ Opens -180STD (3H), closes -45STD
- 2x Floor Walkers
 - ⌚ Take PAX with BP to the SSBD from the Check-in Queue **(Wear TUI-Vest)**
- 1x SSBD Support Agent
 - ⌚ Assists at the self-bag-drop machines

Monitors:



Fast Bag Drop Assistance
Counter 899



Normal Check-in counter

If you notice...

- The SSBD machines are not working properly
OR
- Queues are getting too long
 - ⌚ → One Floor Walker must open an additional check-in counter!

 How the Self-Bag-Drop (SSBD) Works:

For passengers with a boarding pass:

1. SSBD Machine:
 - Scan the boarding pass → Bag tag is printed → Passenger attaches the tag to the bag
 - ⌚ Note: At this stage, the bag is “**inactive**” in GoNow (added & tagged, but not yet accepted)
2. Fast Bag Drop Belt:
 - PAX places the bag on the belt → System scans the bagtag → PAX answers DGR questions

► Option A: **Bag OK**

- System accepts the bag → Bag status changes to “**active**” in GoNow automatically

► Option B: **Bag not accepted**

- Too big / too heavy or system error → Redirect passenger to a Counter
→ Agent:
 - Weigh the bag → Manually input weight → Accept with additional service if needed (e.g. excess baggage fee)

 Additional Info:

- Check-in Close Pending will now be handled at the gate – no longer at check-in

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GATE:



Read and Sign

NEW SSBD TUI Procedure | Issued: 01.08.2025

⌚ Start: -60STD

- 1st Agent -60STD, 2nd Agent -45STD

1. Prepare the Gate Area

- Boarding passes, Bag tags, DGR sign, Cabin baggage labels
- Set up announcements, Check DGA system readiness

2. Printer Check

- Test if the gate printer is working
- If all pax are already checked in: Print Cabin Service Area (D) and Print Meal Fulfillment (D)

3. Waiting Area Check

- Clear any leftover items from previous flights. Ensure doors work properly.

⌚ At -45 STD: Final Preparations and Preboarding Start:

1. Set Flight to "Close Pending" in GoNow

2. Check Flight Summary

- Look for **inactive bags**
- If found:
 - Check **"Not Boarded – Bags"** list
 - Open affected booking(s)
 - Enter **17 kg** as standard bag weight per bag at gate
 - Click **Update → Save Changes**
 - This activates the bag(s)

3. Upload a Photo of the Flight Summary to AvBIS

4. Order Bus (if applicable)

5. Check BRS System

- Look for **inactive or red (error) bags**
- Check reason:
 - **Deleted tag? / Inactive status?**
- Set inactive bags to **green (active)**

⚠ Check DCS first before changing anything in BRS

6. Play Boarding Announcements and Press "Begin Boarding" in DGA

7. Pre-Boarding:

- Check **Cabin Baggage Rules:**
 - Only passengers with **booked cabin baggage (HBAG)** can take their trolley on board
→ Must be **labeled at the gate**
 - All **other trolleys** must be tagged

Manifest – Filter – Not boarded, bags added

Flight Summary

BRS System

📋 After Boarding Completed:

- Complete **boarding** in DCS
- Upload final Flight Summary to AvBIS
- Reprint updated lists if necessary (or use the ones printed earlier, if they match)

Continue with standard operations