



New TUI SSBD Procedure SCHENGEN FLIGHTS - DAY SHIFT:

CHECK - IN:

✓ SETUP – Staff Allocation:

You will have for each Flight one Check-in Counter and one Floor Walker/SSBD Assistance:

- 1x Check-in Counter per flight ☞ **Opens -180STD (3H)**, closes -45STD
- 1x SSBD Support Agent/Floor Walker ☞ Assists at the self-bag-drop machines **(Wear TUI-Vest)**

Monitors:



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! Please call for the additional 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)

i Additional Info:

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



Read and Sign

NEW SSBD TUI Procedure | Issued: 01.09.2025

GATE:

🕒 **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

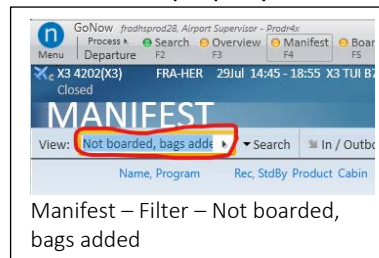
- Clear any leftover items from previous flights. Ensure **doors work properly**.

🕒 **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)



Manifest Counts		Economy Class (Y)	Total
1	Manifested	186	186
2	Checked in	0	0
3	No Show	0	0
4	Stand-by	0	0
5	Checked stand-by	0	0
6	Thru manifested	0	0
7	Thru checked in	0	0
8	Thru no show	0	0
9	Thru stand-by	0	0
10	Thru chid stand-by	0	0
11	On board	186	186
12	Checked not boarded	0	0
13	Require AFS verification	0	0
14	Total checked in	186	186
15	Passenger Information List - P I L	3	3
16	Not boarded, bags checked	0	0

Zone Counts		Male	Female	Child	Total	Infant
Total		85	82	39	186	2
1 (1-16)		33	47	12	92	1
2 (17-32)		32	35	29	96	1

Baggage Counts		Weight	Count	Weight	Count
Total		2720 Kg	182	0	0
FRA - HER		2720 Kg	182	0	0

Flight Summary

3. Upload a Photo of the Flight Summary to AvBIS

4. Order Bus (if applicable)

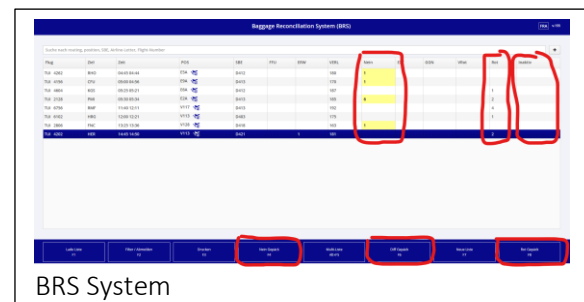
5. Check BRS System

- 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**



📄 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**