New TUI SSBD Procedure SCHENGEN FLIGHTS - DAY SHIFT:
<mark>CHECK - IN:</mark>

☑ 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 -240STD (4H), closes -45STD
- 1x SSBD Support Agent/Floor Walker ☞ Assists at the self-bag-drop machines <mark>(Wear TUI-Vest)</mark>

Monitors:

<mark>If you notice…</mark>
- 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)

ℹ️ Additional Info:
- **Check-in Close Pending will now be handled at the gate** – no longer at check-in

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)**
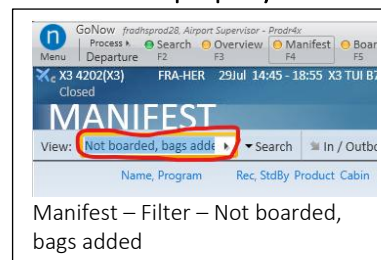
3. Waiting Area Check
- Clear any leftover items from previous flights. Ensure **doors work properly.**

🕐 **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 – Filter – Not boarded, bags added

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**

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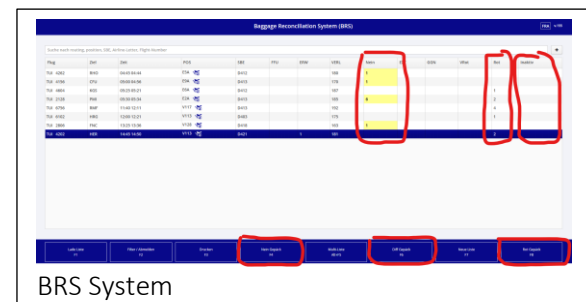
📄 **After Boarding Completed:**
- Complete **boarding in DCS**
- Upload **final Flight Summary** to **AvBIS**
- Reprint updated lists if necessary (or use the ones printed earlier, if they match)

☑ Continue with standard operations