



STANDARD OPERATING PROCEDURE_PAX001

Passenger Pre-flight Preparation

Version/Rev	Date	Section	Amendment
V1/R1	11.03.2024	Procedure Steps	Procedure steps added
V2	29.10.2025	Full SOP	Layout harmonised, Purpose/Objective revised, wording and terminology updated, Safety Notes added, GOM references added

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PURPOSE

This SOP establishes a standardised process for passenger pre-flight preparation within DHS. It ensures that all relevant pre-departure activities are completed consistently, data is verified prior to check-in opening, and staff are briefed to handle passengers in accordance with company and regulatory requirements.

OBJECTIVE

- ensure accurate preparation of Departure Control System (DCS) data prior to check-in;
- verify Passenger Name List (PNL) and Additions/Deletions (ADL) transmission and integrity;
- assign and block seats for crew, safety/security, and operational purposes;
- ensure special service requests (SSR), unaccompanied minors (UM), infants and passengers with reduced mobility (PRM) are identified and handled correctly;
- provide staff with a structured briefing before check-in opening.

APPLICATION

Passenger Services Department:

Customer Service Supervisor, Customer Service Lead Agent

ABBREVIATIONS & DEFINITIONS

DCS = Departure Control System

PNL = Passenger Name List

ADL = Additions and Deletions

SSR = Special Service Request

UM = Unaccompanied Minor

PRM = Passenger with Reduced Mobility



PROCEDURE STEPS

Prepare check-in for flights in accordance with operating airline procedures prior to the opening of web or airport check-in. Verify that all necessary data has been correctly transferred into the check-in system.

A) System & Flight Data Preparation

Step	Action
1.	Review the booking status in the DCS.
2.	For code-share flights with blocked space agreements, verify allotments.
3.	Check cabin configuration (curtain version) and adjust if applicable.
4.	Confirm that PNL and ADL have been correctly transmitted and match booking data.
5.	Review flight remarks and operational notifications.

B) Seat Blocking & Payload Considerations

Step	Action
6.	Block seats if required for: - security officers, - crew rest, - stretcher cases, - weight & balance restrictions, - unserviceable seats.
7.	Apply payload restrictions if applicable.

C) Passenger Handling Preparation

Step	Action
8.	Review SSRs and all passengers requiring assistance (WCH, UM, service animals, special baggage).
9.	Pre-assign seating as per GOM and aircraft type.
10.	Verify number of infants booked and order additional life vests if required.
11.	If free seating applies, coordinate with crew to ensure appropriate seating for special categories.

D) Staff Briefing

Step	Action
12.	Conduct briefing for check-in and boarding staff, including: - seating plan, - boarding and departure times, - reason for delays (if applicable) - special cases requiring attention - reference to AVBIS Flight Comms: all specials and operational notes must be reviewed there by staff before opening check-in.

SAFETY NOTES

- Passenger check-in must not start before all pre-flight preparation steps are completed.
- Incorrect handling of SSRs, UM or PRM may result in regulatory non-compliance and safety risks.
- Ensure all seat blocks are correctly applied in the DCS to prevent last-minute corrections at the gate.



REFERENCE

- DHS GOM, Chapter 1.1.1.2 – Passenger Pre-flight Preparation
- DHS GOM, Chapter 1.1.3 – Passenger Check-in (incl. 1.1.3.4 Check-in Types)
- DHS GOM, Chapter 1.1.4 – Passenger Acceptance
- DHS GOM, Chapter 1.1.4.1 – Requirements for Passenger Acceptance
- DHS GOM, Chapter 1.1.4.2 – Seating
- DHS GOM, Chapter 1.1.4.3 - Exit Row Seating
- DHS GOM, Chapter 1.4.1 – Unaccompanied Minors
- DHS GOM, Chapter 1.4.2 – Infants and Children
- DHS GOM, Chapter 1.4.4 – Passengers with Disabilities (PWD)