



STANDARD OPERATING PROCEDURE_PAX002

Check-In Counter Requirements

Version/Rev	Date	Section	Amendment
V1/R1	11.03.2024	Procedure Steps	Wording revised
V1/R1	11.03.2024	Reference	Reference 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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Version: V2

PURPOSE

This SOP defines the standardised requirements for the preparation and setup of check-in counters prior to the opening of passenger check-in operations. It ensures that all equipment, materials, and safety notices are available, functional, and displayed in accordance with company and regulatory requirements.

OBJECTIVE

- Ensure all check-in counters are properly prepared and operational prior to the start of passenger handling.
- Verify the functionality of all check-in equipment and ensure the availability of required materials and signage.
- Guarantee compliance with safety and dangerous goods display requirements.
- Maintain a consistent standard of presentation and readiness across all DHS stations.

APPLICATION

Passenger Services Department:

Customer Service Agents, Check-in Coordinators

ABBREVIATIONS & DEFINITIONS

DCS – Departure Control System

DG – Dangerous Goods

PWD – Passenger with Disabilities



PROCEDURE STEPS

Prior to opening the check-in counters:

Step	Action
1.	Start and test all check-in equipment (e.g., DCS terminals, printers, keyboards, monitors).
2.	Verify that scales are functioning correctly; if required, perform calibration check according to airport or airline procedure.
3.	Stock boarding card and baggage tag printers as per operating airline procedures.
4.	Ensure adequate stock of other materials: baggage tags, special service labels, handling forms, passenger rights information, and airline-specific marketing materials.
5.	Display required signage (e.g., class designation, priority counters, baggage drop-off) in accordance with the airline branding and service concept.
6.	Ensure Dangerous Goods Notifications are prominently displayed at each counter, as per the requirements of the competent authority and airline.
7.	Set up the check-in area (queues, stanchions, carpets, baggage gauges, podiums) to provide an orderly and safe flow of passengers.
8.	Verify that the counter and surrounding area are clean, tidy, and free of obstructions.

SAFETY NOTES

- Passenger check-in must **not** commence before all required checks are completed.
- Non-functional equipment or missing signage must be reported immediately to the supervisor or duty manager.
- **Dangerous Goods signs** must be visible to both passengers and staff at all times.
- Any issues affecting operational readiness must be recorded in AVBIS/ Flight Comms.

REFERENCE

DHS GOM, Chapter 1.1.2 – Check-in Counter Requirements

DHS GOM, Chapter 1.1.3 – Passenger Check-in (General)

DHS GOM, Chapter 1.1.6.4 – Dangerous Goods in Baggage