



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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Issued: 25.09.2023

Revised: 29.10.2025

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