STANDARD OPERATING PROCEDURE_PAX005

Baggage Acceptance

Version/Rev	Date	Section	Amendment
V1/R1	11.03.2024	SOP Title	SOP Title changed from Baggage Check-in to Baggage Acceptance
V1/R1	11.03.2024	Procedure Steps	Cabin Baggage procedure steps added
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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PURPOSE
This SOP establishes the standardised process for accepting baggage at check-in and boarding gates. It ensures that checked and cabin baggage are accepted safely, in compliance with IATA DGR, airline procedures, and DHS operational requirements.

OBJECTIVE
- Ensure that all baggage accepted for carriage complies with safety and security standards.
- Verify that no prohibited or restricted dangerous goods are accepted.
- Ensure that all baggage is properly tagged, recorded, and transferred to load control.
- Provide consistent handling of cabin baggage, self-service drop-off, and Delivery at Aircraft (DAA) procedures.

APPLICATION
Passenger Services Department:
Customer Service Agents, Check-in Coordinators, Customer Service Supervisors

ABBREVIATIONS & DEFINITIONS
DCS – Departure Control System
DGR – Dangerous Goods Regulations
DAA – Delivery At Aircraft
SSR – Special Service Request
OOG – Out of Gauge Baggage

PROCEDURE STEPS

Checked Baggage Acceptance

Step	Action
1.	Request the passenger to present all baggage, including cabin baggage.
2.	Ensure **Dangerous Goods (DG)** notifications are displayed and verify verbally that checked baggage does not contain forbidden items.
3.	Ask if sharp or cutting objects are in hand baggage and, if yes, request they be moved into checked baggage.
4.	Verify baggage weight and piece count, recording them in the DCS and collecting any applicable fees.
5.	Ask required **security-related questions** according to operating airline and airport authority procedures.
6.	Be alert to items that may contain dangerous goods. Refer to **IATA DGR Table 2.3.A** and airline-specific restrictions.
7.	Ensure each piece's number and weight are transferred automatically or manually to load control. For special baggage (e.g., AVIH, firearms, musical instruments), notify the load controller.
8.	Attach the correct baggage tag(s) and remove any old tags or labels.
9.	For self-service or web check-in passengers, verify ID, review carry-on baggage, and accept checked baggage at the baggage drop-off point. Update DCS data and collect applicable fees.

Baggage Drop-Off and Self-Service Devices

Step	Action
1.	Follow airline procedures or Service Level Agreements (SLA) for supervision and assistance levels at self-service baggage machines.
2.	Provide proactive support to passengers using automated bag drop units to ensure process efficiency and safety.

Cabin baggage at Check-in

Step	Action
1.	Assess cabin baggage for compliance with operator limits (size, weight, number of pieces).
2.	Weigh or measure baggage if necessary; attach an "Approved Cabin Baggage" tag where applicable.
3.	If cabin baggage exceeds the allowance, check it in as hold baggage with applicable fees.
4.	Use DG displays to inform passengers about prohibited items; confirm removal of restricted items.
5.	Items removed by security must only be accepted in checked baggage in line with airline procedures.

Cabin baggage at Boarding Gate

Step	Action
1.	Verify that cabin baggage complies with size, weight, and piece restrictions using the gauge if available.
2.	Collect oversized/overweight baggage that cannot be accommodated onboard and tag accordingly.

Accepting Cabin Baggage into the Hold (Gate-Checked)

Step	Action
1.	Confirm that hold baggage complies with **IATA DGR** and airline restrictions; verify passenger has removed prohibited items.
2.	Advise passengers to remove documents, valuables, medications, and fragile items before gate-check.
3.	Collect applicable charges and tag baggage appropriately (e.g., Limited Release or DAA).
4.	Ensure gate-checked baggage is entered in the DCS or recorded via Delivery at Aircraft (DAA) labels as per **GOM 1.1.6.12(c)**.
5.	Inform passengers of pickup location (baggage claim or aircraft door for DAA).
6.	Inform load control and ramp personnel of the number and weight of gate-checked baggage.

SAFETY NOTES

- Do not accept baggage without proper tagging or DCS entry.
- Always question passengers politely regarding prohibited items or dangerous goods.
- Use DG awareness materials and ensure the **DG sign** is visible at all check-in counters.
- Inform the Supervisor immediately if any DG or security irregularity is detected.

REFERENCE

DHS GOM, Chapter 1.1.6.1 – Baggage Acceptance (General)
DHS GOM, Chapter 1.1.6.2 – Cabin Baggage
DHS GOM, Chapter 1.1.6.3 – Checked Baggage
DHS GOM, Chapter 1.1.6.4 – Dangerous Goods in Baggage
DHS GOM, Chapter 1.1.6.12 – Delivery at Aircraft (DAA)