



STANDARD OPERATING PROCEDURE_PAX006

Handling of Web-Checkers

Version/Rev	Date	Section	Amendment
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 defines the standardised process for handling passengers who have completed online (web or mobile) check-in. It ensures that all travel documentation, API data, and seating assignments are verified and that Last Minute Changes (LMC) are properly communicated to load control in compliance with regulatory and airline requirements.

OBJECTIVE

- Ensure safe and compliant processing of passengers checked in online prior to airport arrival.
- Verify travel documents, API data, and seat assignments according to operating airline policies.
- Identify and manage passengers not eligible for emergency exit row seating.
- Ensure LMCs are correctly transmitted to the responsible Load Controller and Turnaround Coordinator (TRC).

APPLICATION

Passenger Services Department:

Customer Service Agents, Boarding Agents, Customer Service Supervisors

ABBREVIATIONS & DEFINITIONS

DCS – Departure Control System

API – Advanced Passenger Information

LMC – Last Minute Change

TRC – Turnaround Coordinator



PROCEDURE STEPS

Verification and Processing of Web-Checked Passengers

Step	Action
1.	Verify that the passenger's travel documents (including visa or residence permit) comply with the immigration rules of the destination and transit states using Timatic or the airline's approved database.
2.	Check if API data has been correctly collected in the DCS: <ul style="list-style-type: none">○ If missing – swipe passport and enter API data manually.○ If incorrect – correct the data in the DCS.
3.	Review the seat assignment printed on the boarding pass. <ul style="list-style-type: none">○ If an emergency exit row seat is assigned, confirm the passenger meets airline safety and regulatory criteria (refer to GOM 1.1.4.3 – Exit Row Seating).○ If the passenger is ineligible (e.g., minor, PRM, passenger with infant), reassign to a standard seat and reissue the boarding pass.○ Enter remark "NOT SUITABLE FOR EXIT ROW" in the DCS passenger record.
4.	Record and transmit all Last Minute Changes (LMCs) , including additional passengers or baggage, to: <ul style="list-style-type: none">○ Load Controller and Turnaround Coordinator (TRC) for loadsheet adjustment.
5.	Inform the Boarding Agent about all relevant LMCs affecting boarding.

SAFETY NOTES

- Always perform travel document verification even if the passenger is checked in online.
- Never allow passengers to occupy exit row seats unless all safety criteria are met.
- LMCs must be transmitted promptly and confirmed with load control prior to departure.
- Maintain discretion and professionalism when reassigning passengers from exit row seats.

REFERENCE FOR FURTHER GUIDANCE

DHS GOM, Chapter 1.1.3.4 – Check-in Types (Web/Self-Service)

DHS GOM, Chapter 1.1.4.2 – Seating

DHS GOM, Chapter 1.1.4.3 – Exit Row Seating

DHS GOM, Chapter 5.3.2 – Last Minute Changes (LMC)