



STANDARD OPERATING PROCEDURE_PAX007

LMC Passenger at Check-in

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

Prepared by: Dominika Doruch

Issued: 25.09.2023

Revised: 29.10.2025

Version: V2

PURPOSE

This SOP defines the process for handling Last Minute Change (LMC) passengers after check-in closure. It ensures that all LMC activities are conducted safely, communicated effectively, and coordinated between Passenger Services, Operations, and Load Control.

OBJECTIVE

- Ensure the safe and controlled acceptance of LMC passengers and baggage after check-in closure.
- Maintain communication integrity between check-in, load control, and turnaround coordination.
- Prevent unauthorised changes to accepted figures in the Departure Control System (DCS).
- Guarantee that any adjustments are reflected in the loadsheet and communicated to the Pilot-in-Command (PIC) as required.

APPLICATION

Passenger Services Department:

Customer Service Agents, Customer Service Supervisors

Operations Department:

Load Control Agents, Turnaround Coordinators

ABBREVIATIONS & DEFINITIONS

DCS – Departure Control System

LMC – Last Minute Change

TRC – Turnaround Coordinator

PIC – Pilot-in-Command



PROCEDURE STEPS

LMC Passenger Processing After Check-in Closure

Step	Action
1.	Obtain approval for the LMC passenger from the Supervisor on duty .
2.	Once approved, request the Load Controller to open the respective flight in the DCS for modification. Note: No changes to accepted figures may be made without permission from Load Control.
3.	Check-in the passenger and baggage according to the ticketed routing. <ul style="list-style-type: none">○ Tag all baggage using the Limited Release (LRT) section marked as "Late Check-in."○ Advise the passenger that baggage may travel on the next available flight and that Lost & Found will handle any delays upon arrival.
4.	Transmit the total number of LMC passengers and baggage to the Load Controller and Turnaround Coordinator (TRC) for loadsheet correction.
5.	Inform the Boarding Agent of the accepted LMC passenger to ensure boarding documentation and manifests are consistent.
6.	Confirm with Load Control that all LMC figures have been entered into the loadsheet prior to finalisation.

SAFETY NOTES

- Never process LMC passengers without prior authorisation from the Supervisor and Load Control.
- Ensure all DCS and loadsheet updates are accurately reflected before departure.
- Maintain written or digital records of LMC communications (time, responsible person, confirmation of receipt).
- The LMC process must be completed in a timely manner to avoid departure delays or misloads.

REFERENCE

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

DHS GOM, Chapter 5.3.3 – Information Exchange and Communication with Load Control

DHS GOM, Chapter 4.5.1 – Supervision of Aircraft Loading and Unloading