STANDARD OPERATING PROCEDURE_PAX009

Missing accepted Passenger at Gate

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 procedure for handling passengers accepted in the DCS but not present at the boarding gate to ensure safe, timely, and compliant coordination between Passenger Services, Operations, and Load Control.

OBJECTIVE
- Ensure that all missing accepted passengers are identified and managed efficiently.
- Guarantee proper offload of passengers and baggage as per regulatory and airline requirements.
- Prevent misloads or unaccounted baggage on board.
- Maintain coordination between Passenger Services, TRC, and Load Control.

APPLICATION
Passenger Services Department:
Customer Service Agents, Customer Service Supervisors

Operations Department:
Load Control Agents, Turnaround Coordinators

ABBREVIATIONS & DEFINITIONS
DCS – Departure Control System
TRC – Turnaround Coordinator
LMC – Last Minute Change
OCC – Operations Control Centre

PROCEDURE STEPS

Step	Action
1.	Verify the passenger name and boarding status in the DCS.
2.	Check with the TRC whether the passenger is already on board (seat check / name announcement).
3.	Verify potential check-in errors (e.g. double acceptance, duplicate record).
4.	Confirm whether the passenger was through-checked from another station and whether the inbound flight has arrived.
5.	Passenger without checked baggage: ○ Offload in DCS. ○ Advise Load Control/TRC to process LMC on the loadsheet.
6.	**Passenger with checked baggage:** 1) Retrieve baggage tag numbers from DCS. 2) Request TRC to locate and **offload baggage immediately**. 3) Inform **Operations/OCC** if delay is expected. 4) Load Controller adjusts the loadsheet accordingly.
7.	Record all actions and communications in Avbis/Flight Comms.

SAFETY NOTES

- Never release a flight until all missing passengers are accounted for and baggage reconciliation is complete.
- Maintain coordination with TRC and Load Control throughout the process.
- Ensure documentation reflects all offloads and LMC corrections.
- Follow airline-specific security and data protection requirements.

REFERENCE
DHS GOM, Chapter 1.1.7.3 – Passenger Boarding Discrepancies
DHS GOM, Chapter 1.3.4.5 – Missing Transit Passenger
DHS GOM, Chapter 4.5.1 – Supervision of Aircraft Loading and Unloading
DHS GOM, Chapter 5.3.3 – Communication of Aircraft Loading to Load Control