STANDARD OPERATING PROCEDURE_PAX010

Passenger Boarding Discrepancies

Version/Rev	Date	Section	Amendment
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

Prepared by: Dominika Doruch
Issued: 25.09.2023
Revised: 29.10.2025
Version: V2

PURPOSE
This SOP defines the procedure for managing passenger boarding discrepancies (plus/minus) to ensure safety, compliance, and data integrity before aircraft door closure.

OBJECTIVE
- Ensure that all discrepancies between accepted and boarded passengers are identified and resolved.
- Guarantee that any additional or missing passengers are correctly reflected in DCS and loadsheet.
- Maintain coordination between Passenger Services, Turnaround Coordination, and Load Control.
- Prevent the departure of any aircraft with unaccounted passengers or baggage.

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

Operations Department:
Load Control Agents, Turnaround Coordinators

ABBREVIATIONS & DEFINITIONS
DCS – Departure Control System
LMC – Last Minute Change
TRC – Turnaround Coordinator
PIL – Passenger Information List

PROCEDURE STEPS

Step	Action
1.	If discrepancies are detected (missing or additional passengers), pause further boarding until resolved.
2.	Review the No-Show Passenger List in DCS.
3.	Attempt to locate missing passengers in the terminal or onboard; obtain visual proof of boarding if applicable.
4.	Verify with TRC if any missing passengers are already on board (seat check / name announcement).
5.	Pay particular attention to special categories (infants, PRMs, groups, specials).
6.	If the passenger is confirmed on board: board manually in DCS and adjust the count.
7.	If not found: print two seat-sorted passenger lists and conduct a seat check on board together with the boarding colleague (front/rear).
8.	Verify travel documents of any additional/unidentified passengers: 　　○　If booked – accept manually in DCS. 　　○　If not booked – disembark and report immediately.
9.	Inform **TRC and Load Control** once the final count is verified.
10.	Inform **Supervisor on duty** to ensure documentation and investigation of the incident.

SAFETY NOTES

- No aircraft door shall be closed until all discrepancies are resolved and confirmed with Load Control.
- Always obtain confirmation from TRC before finalising DCS closure.
- Maintain communication logs of discrepancy handling.
- Follow baggage offload procedures if any missing passenger had checked baggage.

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