# STANDARD OPERATING PROCEDURE_PAX015

## LMC at Gate (Passenger or baggage)

| 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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**Prepared by: Dominika Doruch**
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## PURPOSE
This SOP defines the procedure for processing Last Minute Changes (LMC) for passengers or baggage accepted at the gate after check-in closure, ensuring flight safety, documentation accuracy, and coordination with Load Control and Turnaround Coordination.

## OBJECTIVE
- Ensure safe and controlled handling of LMCs at the gate.
- Maintain integrity of passenger and baggage figures in the DCS and loadsheet.
- Guarantee proper communication between Passenger Services, TRC and Load Control.
- Prevent any unauthorised or unrecorded changes after check-in closure.

## 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

| Step | Action |
|------|--------|
| 1. | Obtain approval for the LMC (passenger or baggage) from the **Supervisor on duty**. |
| 2. | Once authorised, request the Load Controller to open the respective flight in the DCS for modification.<br><br>**Note:** After regular check-in closure, no changes to accepted figures are permitted without Load Control approval (GOM 5.3.2 a–e). |
| 3. | Apply the correct baggage fee if applicable.<br>Check-in the passenger and/or baggage according to the ticketed routing.<br>Attach the appropriate baggage tag, clearly marking "Late Check-In" in the Limited Release section. |
| 4. | Inform the passenger that their baggage may be off-loaded if not delivered in time or may arrive on a later flight. |
| 5. | Transmit the total number and weight of **LMC passengers and baggage** accepted for carriage to **Load Control** and **TRC**, so that the final loadsheet can be adjusted accordingly. |
| 6. | Confirm that the Load Controller has received and acknowledged the data transmission (GOM 5.3.3.1 d–f). |
| 7. | Record the communication details (time, responsible person, confirmation of receipt) in Avbis/Flight Comms. |

## SAFETY NOTES

- Do **not** perform any DCS changes without Load Control approval.
- Always document verbal or written LMC communications, including time and confirmation.
- Inform the TRC immediately if additional baggage or passengers are accepted.
- Ensure the LMC process is completed in time to avoid departure delay.

## REFERENCE

DHS GOM Chapter 5.3.2 – Last Minute Changes
DHS GOM Chapter 5.3.3 – Information Exchange and Communication with Load Control