



LOCAL OPERATING PROCEDURE_MUC_U2/EC004

Advanced Passenger Profiling on flights to UK

Version/Rev	Date	Section	Amendment
V1/R0	17.11.2025	Full LOP	Initial issue

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PURPOSE

This Local Operating Procedure (LOP) establishes a standardised process for profiling high-risk bookings in eRes on the flights to UK. It ensures that the Advanced Passenger Profiling (APP) is performed in a consistent and traceable manner in line with easyJet and UK immigration regulations and recommendations.

OBJECTIVE

The objectives of this LOP are to:

- ensure full compliance with the airline and immigration regulations about customer documentation
- To standardize the verification process and implement the documentation of high-risk bookings for each flight to UK
- To clarify staff responsibilities and support efficient, disruption-free operations.

APPLICATION

Passenger Services Department:

Customer Service Agents

Supervisors/Lead Agents

GENERAL RULES

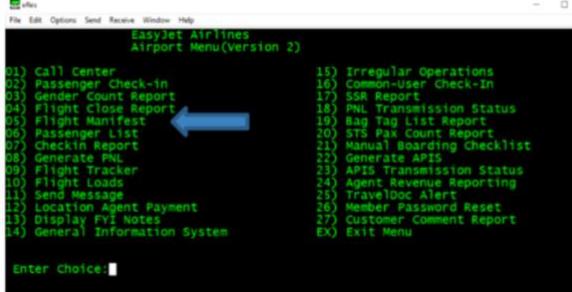
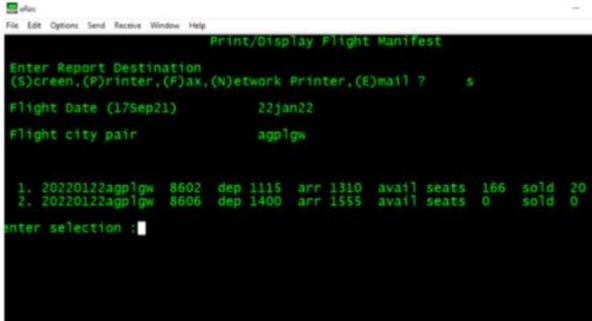
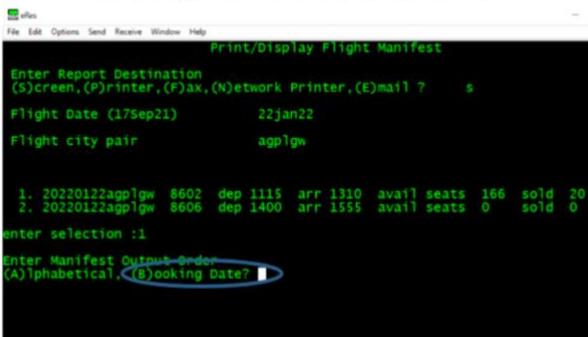
Teams must understand how to handle high-risk bookings and passengers who may attempt to travel using fraudulent documents. The UK is currently the most targeted destination for this type of activity.

To reduce risks, teams should review flight manifests before departure to identify any high-risk bookings. Any concerns on flights bound for the UK must be flagged for additional checks and referred to the Immigration Liason Manager (ILM).

Gate agents responsible for the flight must perform high-risk booking profiling prior to flight opening or latest during the check-in of the flight.



PROCEDURE STEPS

Step	Action
1.	<p>Review Flight Manifest (eRes Option 5)</p> 
2.	<p>Enter flight date, city pair and the flight list will be displayed as below example:</p> 
3.	<p>Choose booking date as high-risk bookings are generally only those made with little notice, usually within 72 hours of the flight departure time.</p> 
4.	On the back side of the Gate Report write down the booking reference numbers of the customers that have booked their ticket within the previous 72 hours.
5.	Open Common-User Check-In (eRes Option 16) and display the booking by entering command .(booking reference)
6.	If the customer originated in the UK, no further action is needed.
7.	If the customer has booked a hold baggage, is an easyJet+ member, or travelling on a staff ticket – unlikely to be a concern.



8.	If none of the above two are applicable, further checks must be performed by entering following commands in the reservation: .f (for checking payment details) .n (for checking address/email) td- (for checking travel document details that the customer entered during the online check-in)
9.	.f (payment) – 3 rd party paid or cash payment – potential for falsified passport/UK visa
10.	.n (address/email) – 3 rd country address? Unrelated email? Telephone code for a 3 rd country? - potential for falsified passport/UK visa
11.	td- (travel document) – 3 rd country document? - potential for falsified passport/UK visa
12.	While checking the reservations, indicate the results next to the booking reference numbers that you have noted on the back side of the gate report. For example: 1) KFG5CH – return flight - <input checked="" type="checkbox"/> 2) KIT9ST – payment by 3 rd party – 3rd country address – check <input type="checkbox"/>
13.	When there is a suspicion that a customer might be using counterfeit documents to travel to UK, follow these steps to make additional checks: <ul style="list-style-type: none">When at the gate, call customer prior to boarding and ask to present their travel documents.Check if there are any signs of the forgery by the appearance of the document.Check if the customer speaks the language of the document they have presented.Ask to present a secondary document, such as ID card or driving license.If the customer cannot speak the language of the document they have presented and cannot present any secondary document, high risk for falsified document.If you are still at the check-in counter and time allows, you can always contact UK Immigration for additional support or advise. Numbers saved on easyJet phone.If you have a suspicion that the customer's document is counterfeit, please contact airport police number, inform them about the suspicious booking, and ask them to help and make additional check at the gate to verify the genuineness of the document.
14.	When a customer is refused carriage due to travel documentation, booking reference number and the details should be provided to the supervisor.
15.	Supervisor must enter these details into the monthly UK Immigration Intercept excel sheet.
16.	UK Immigration Intercept file must be sent to Home Office International Operations (HOIO) email latest by the 4 th of the following month.

REFERENCE

easyJet GHM, 1.1.5.8 Identifying High Risk Bookings