



Topic: Resolving Boarding Discrepancies – More Passengers on Board Than Recorded in the System

Dear all,

When authorizing a passenger to board, it is essential to scan their boarding pass at the gate and confirm that the Departure Control System (DCS) gives a positive response (green light). This ensures the passenger is properly recorded as boarded. Always make sure that no one goes through the boarding gate without first scanning their boarding pass. Always pay close attention to system notifications and do not allow a passenger to board until any issues are resolved. The number of passengers boarded in the system must always match the actual number on the aircraft. Only then can we rely on weight and balance figures and baggage reconciliation, ensuring flight safety is not compromised.

If more passengers are found on board than are recorded in the system, please follow the steps below:

Initial checks

1. Review the No-Show list. In most cases, the boarding pass was not scanned or the system did not confirm the scan.
(Note: Some special-category passengers—VIPs, PRMs, deportees, etc.—may have been escorted directly to the aircraft without first coming to the gate.)
2. Check the seat of the No-Show passenger and identify the individual seated there by checking their boarding pass and passport. Passengers may sit in the wrong seat, so always verify documents.
3. If it is confirmed that the NO-SHOW passenger is on board by checking their boarding pass and passport, you can board them in the system to ensure the figures eventually match.

If the identification is still not 100% certain, follow these steps:

1. Ask the crew to call the No-Show passengers by name using the interphone. If someone comes forward, verify their boarding pass and passport.
2. If no one responds, the crew may make an announcement asking all passengers to quickly check their boarding passes and ensure the names and destination match. This helps identify cases where more than one person may have used the same boarding pass or has a boarding pass for a completely different flight.



If the discrepancy still cannot be resolved, please notify the supervisor immediately and get an approval for the following steps:

1. Print the Passenger Name List (PNL) of boarded passengers from the DCS and conduct a row-by-row check to confirm who is actually on board.
2. If two agents are available, divide the task: one starts from the front and the other from the rear, or each checks one side of the cabin.
3. You should then be able to identify the passenger who is not on the list and therefore not boarded in the DCS but actually in the aircraft.
4. The missing passenger may be a No-Show who did not respond to earlier calls.
5. Alternatively, the individual may not be booked on the flight at all!

Please follow these procedures carefully to maintain accurate boarding records and ensure flight safety. No one goes through the boarding gate without their boarding pass being scanned and without being boarded in DCS.

Thank you for your cooperation and for your ongoing dedication to safe and efficient operations!

Kind regards!