LOCAL OPERATING PROCEDURE_MUC_U2/EC007

Acceptance of SAG (Seat-at-Gate) and SBY (Staff Standby) Customers

Version/Rev	Date	Section	Amendment
V1/R0	19.12.2025	Full LOP	Initial issue

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PURPOSE
This Local Operating Procedure (LOP) establishes a standardised process for accepting SBY (staff standby) and SAG (seat-at-gate) customers on overbooked easyJet flights at Munich Airport (MUC). It ensures that all SAG and SBY customers are handled in a consistent and traceable manner in line with easyJet policies and local procedures.

OBJECTIVE
The objectives of this LOP are to:
- ensure that staff can identify deferent types of customers affected by the overbooking;
- provide a structured and standardised process for managing staff standby (SBY) and seat-at-gate (SAG) customers, ensuring operational safety and control at all stages of the passenger journey;
- ensure full compliance with easyJet policies, ground handling agreement, and applicable customer rights regulations;

APPLICATION
Passenger Services Department:
Customer Service Agent
Supervisor/Lead Agent

GENERAL INFORMATION
Flights may become overbooked for a variety of operational and commercial reasons. The most common causes include:
1. Commercial overbooking
2. Operational – Reduced aircraft seating capacity
3. Operational – Reduced aircraft weight capacity
4. Operational – Change in aircraft type or configuration

It is essential that all staff clearly understand the distinction between the following two categories of passengers affected by overbooking:

1. Seat at Gate (SAG) Customers

A **Seat at Gate (SAG)** customer is a passenger who has not been assigned a seat during the check-in process and has been placed on a waiting list for seat allocation at the boarding gate. This situation typically occurs due to commercial overbooking or capacity restrictions, but may also arise from other seating irregularities (for example, when a passenger requiring assistance has been assigned a non-preferred seat). SAG customers are usually among the **last passengers to check in at the bag drop** on an oversold flight.
During check-in at the bag drop, the system is unable to allocate a seat due to unavailability; therefore, the seat field remains **blank**. A boarding pass is issued, and instead of a seat number, it is marked **"SAG"**.
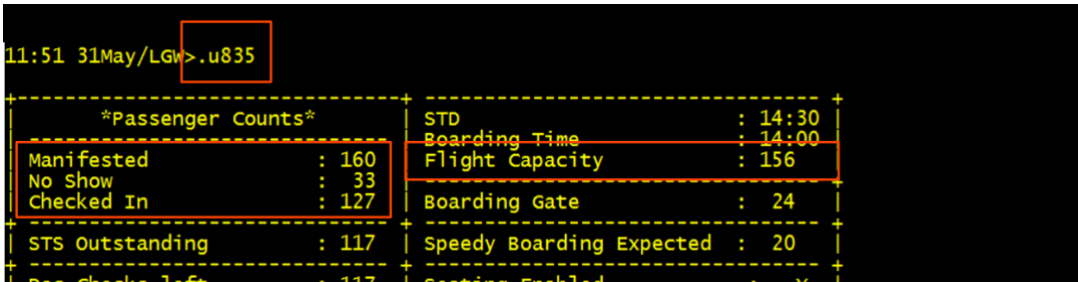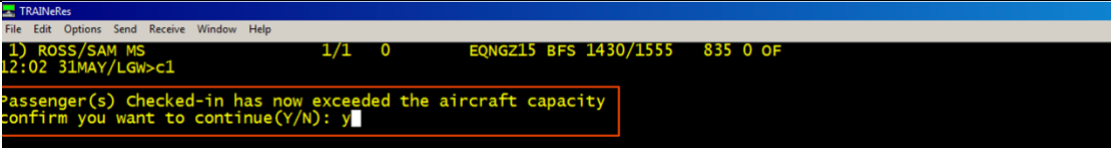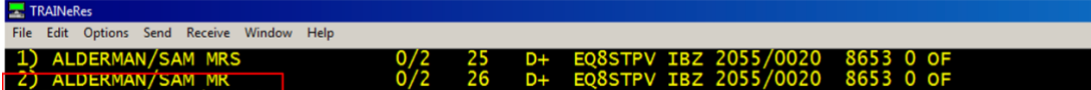
2. Staff Standby Customers

A **Staff Standby** customer is a passenger travelling on a staff ticket without a confirmed seat due to limited availability. These tickets are available to easyJet staff and eligible individuals under the easyJet friends and family scheme. Staff members, their significant others, or dependents travelling on standby bookings who have not yet been allocated a seat or confirmed on the flight are **not entitled to compensation or welfare**, as they have not been formally accepted for travel.
Staff Standby customers can be identified in eRes by the **SSR code "SBY"**, which is displayed in place of a seat number.

PROCEDURE STEPS

SEAT-AT-GATE CUSTOMER AT BAG DROP

Step	Action
1.	Verify whether the flight is overbooked by entering the command: **.u***flightnumber* (e.g. .u8642) in **Menu 16**. The command will display the general flight information. If the number of manifested passengers exceeds the aircraft capacity, the flight is considered overbooked. **Figure A1 – Flight Information in eRes**
2.	On overbooked flights, pay particular attention when checking in passengers at bag drop. Once the aircraft capacity has been exceeded you will receive a warning message. The system will still allow check-in and print a boarding pass **without seat allocation**.

	 Figure A2 – Warning Message in eRes
3.	Affected passengers will receive a boarding pass with **"SAG"** instead of a seat number. **Figure B1 – SAG Boarding Pass**
4.	In the system, the seat field will remain empty even though the passenger is checked in. **Figure A3 – Checked-in SAG PAX in eRes**
5.	Inform the customer clearly and calmly about the situation. Explain that: - The flight is currently overbooked and operating at full capacity. - A seat may become available at the boarding gate should any passengers fail to present themselves (no-shows). - Seat allocation decisions will be made by the gate agents prior to departure. - In the event that boarding is ultimately denied, the airline will arrange rebooking on the next available flight at the earliest opportunity, and the customer will be entitled to compensation in accordance with applicable passenger rights regulations, which will be claimed directly from the airline. If this will be the case, we will assisst the customer with further steps. - For reassurance, advise that no-shows occur frequently and seats are often released prior to departure.
6.	Whenever a customer is given SAG status because of capacity (oversold flight, reduced capacity, etc.) Ground Crew must hand over to the customer with the 'Seat at Gate Explained' leaflet which further explains the process.

SEAT AT GATE EXPLAINED

What does SAG mean on my boarding pass?

SAG means Seat Allocated at Gate. All seats have been allocated in advance for your flight today. You should still make your way to your flight as usual, however as you were amongst the last customers to check in, you have been placed on standby and may not be allocated a seat until boarding ends. We do expect a number of no-shows on your flight and hope to get you on.

What do I do now?

Please make your way through security to the boarding gate. When you get there, let the Ground Crew know you have a 'Seat Allocated at Gate' boarding

Figure C1 – SAG Leaflet, EN

7.	If SAG passengers have checked baggage, attach an **SBY baggage tag** to each bag. **Figure D1 – easyJet Standby Baggage Label**
8.	• Advise SAG customers to proceed to the gate and present themselves to the gate agents. • Inform the gate agents that SAG passengers have checked baggage. • Provide **all SAG baggage tag numbers**. • Once the gate is occupied, baggage status needs to be changed to **yellow**.

SEAT-AT-GATE CUSTOMERS AT GATE

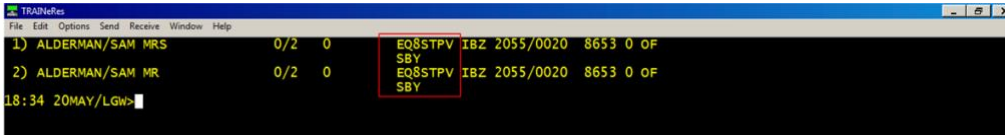| Step	Action
1.	Upon gate occupation: • Immediately change the status of all **SAG bags to yellow**. • Inform the ramp agent without delay.
2.	After check-in closure, check for passengers who did not check in by using the command: **.n*flightnumber* (e.g. .n8642)**

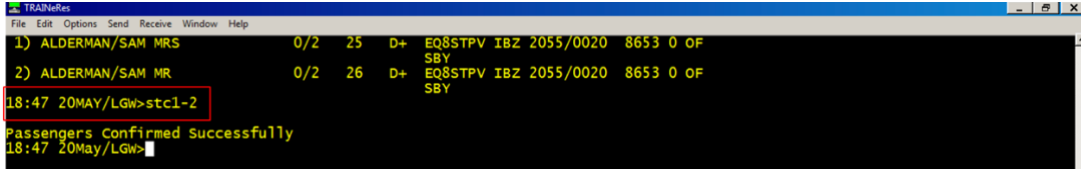|	
3.	If no-shows who did not check in are identified: • Release their seats using **rss***linenumber* (e.g. rss1) • Allocate the released seats to SAG passengers (Operational Seat Change).
4.	• Print new boarding passes with allocated seats for SAG passengers. • Inform customers of their seat number. • Change the corresponding baggage status from **yellow to green**.
5.	If no seats available after check-in closure, ask SAG passengers to wait until boarding is completed.
6.	When boarding an overbooked flight, boarding agents must exercise heightened vigilance to ensure that **every passenger boards only after their boarding pass has been successfully scanned**. Failure to scan a boarding pass will result in the passenger being recorded in the system as a no-show, which may lead to their seat being incorrectly reassigned to an SAG passenger. This can cause duplicate seat allocation, operational disruption, and significant delays while the issue is resolved.
7.	If there is any indication or suspicion that a passenger may have boarded without their boarding pass being scanned, or if system data (e.g. CAMEL) shows that the passenger has passed through security, agents must **perform a seat check before releasing/reallocating the seat** to an SAG passenger. This verification step is critical to prevent incorrect seat release, duplicate seat allocation, and potential safety and operational disruptions.
8.	If any no-shows are identified after boarding has been completed (using **.qn in boarding mode**), and it has been positively confirmed that these passengers have **not** boarded without scanning their boarding pass, proceed as follows: • Remain in **boarding mode** and scan the boarding pass of an SAG passenger. • When prompted by the system, enter the seat number previously assigned to the no-show passenger. • The system will automatically reallocate the released seat to the SAG passenger and complete the boarding process. • Clearly write the allocated seat number on the SAG boarding pass and inform the customer accordingly. *Note: Where operationally feasible and time permits, after boarding the customer issue a newly printed boarding pass reflecting the assigned seat.*
9.	If the number of SAG passengers exceeds available seats: • Apply priority as displayed by the command **.sag***flightnumber* (e.g. .sag8642) or via the **Flight Closure Report (Menu 4)**.
10.	If any SAG passenger is denied boarding: • Offload an SAG customer by choosing Involuntary Denied Boarding comment from the list. • Provide a **Denied Boarding Leaflet**. • Inform the Supervisor on Duty immediately by sending the full name and PNR number of the Denied Boarding customer(s)

11.	The supervisor will: • Check for alternative easyJet flights to the destination on the same day. • If there are no flights available, will conatct airline to enquire alternative rerouting possibilities • Rebook passengers and inform them of new flight details. • If the flight is not on the same day, arrange accomodation.
12.	If the new flight is on the same day and passengers have cabin baggage only: • They may remain airside, provided boarding passes are issued at the gate or the passengers complete online check-in themselves.
13.	If passengers have checked baggage: • They must collect their offloaded bags from baggage claim. • Bags must be re-checked for the new flight.

STAFF STANDBY AT BAG DROP AND GATE

Step	Action
1.	All staff standby customers must check in at the airport with their booking confirmation. Online/Mobile check in is not available.
2.	All staff standby customers will have SBY annotated next to the booking reference. **Figure A4 – Staff standby as displayed in eRes** *Note: To retrieve a list of standbys on a specific flight enter coomand **.sbyflightnumber** (e.g. .sby8653).*
3.	Check the SBY customers in in eRes with the same command as for standard customers (e.g. C1-2). System will issue a standby boarding pass. This does not mean the standby customer is accepted on the flight. *Note:* **SBY customers are not permitted to check-in hold bags. Their boarding-passes should clearly state they are on standby.**
4.	Where there are no seats available, hand over the standby boarding-pass to the customer, advise to proceed through security and make themselves known to the Ground Crew at the gate.

5.	If there are seats available at the bag drop, after checking-in the SBY customer, the standby status needs to be changed to confirmed. To change status of standby customer to confirmed, use command **stc**_passengerline_ (e.g. STC1 to change the status of the SBY passenger on the line #1 to confirmed). ![TRAINeRes terminal window showing passenger list and stc1-2 command] **Figure A5 – SBY status changed to confirmed for customers on lines 1 and 2**
6.	After changing status to confirmed, allocate available seat (standard operational seat change process) and print a new boarding pass for the customer.
7.	SBY passengers must be allocated seats **only after all SAG passengers have been accommodated**. In the event of an overbooked flight where both SAG and SBY passengers are present, any remaining available seats may be assigned to SBY passengers **only once all SAG passengers have been allocated seats**.
8.	If a standby customer has been confirmed and has a large cabin bag, this can be checked in for free at Bag Drop.
9.	If no seats were available at bag drop, once check-in for the flight is closed, the gate agent must review the list of no-show passengers and release any seats identified as available. Released seats must be allocated **first to SAG passengers**, where applicable. If no SAG passengers are present, these seats may be allocated to SBY passengers, provided their status is first changed to **confirmed** in the system.
10.	If no seats are available after the closure of the check-in for the flight, advise SBY customers to wait on one side until the end of boarding. If any no-shows occur after boarding is completed: • Change the status of the SBY customer to confirmed and reprint their boarding pass. Boarding Pass will now indicate SAG instead of SBY. • In boarding mode scan an SAG boarding pass. • When prompted by the system, enter the seat number previously assigned to the no-show passenger. • The system will automatically reallocate the released seat to the confimed staff stanby passenger and complete the boarding process. • Clearly write the allocated seat number on the SAG boarding pass and inform the customer accordingly. _Note: Where operationally feasible and time permits, after boarding the customer issue a newly printed boarding pass reflecting the assigned seat._
11.	In case an SBY customer does not get a seat, advise customer to change their flight by accessing their booking or to contact the Customer Management Centre for assistance.

REFERENCE
easyJet GHM, 1.6.8 Managing "Seat at Gate" Customers
easyJet, Connected Guidance Material, _easyJet Staff Travel – Confirmed & Standby_