



## LOCAL OPERATING PROCEDURE\_MUC\_U2/EC010

### Payment Collection and Cash Handling

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

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**Version: V1**

#### PURPOSE

This Local Operating Procedure (LOP) establishes a standardised process for collecting payments for easyJet at Munich Airport (MUC). It ensures that all applicable airport service fees are collected accurately, consistently, and in compliance with airline and local requirements, using approved systems and payment devices.

#### OBJECTIVE

The objectives of this LOP are to:

- clearly define which services may be paid for locally at MUC and which must be referred to Customer Service.
- To standardise the process for collecting payments via eRes and the PDQ Payment Device.
- To ensure correct handling, recording, and reconciliation of cash and card payments.

#### APPLICATION

Passenger Services Department:

Customer Service Agent

Supervisor/Lead Agent

#### GENERAL INFORMATION

Payments are made at MUC airport only for the following services:

**BAG** – Excess Baggage Fee Per Kilo

**MOV** – Rescue Fee

**SEA** – Small Sports Equipment at Airport

**LUA** – Check-in hold luggage & oversized large cabin bag

**SEL** – Large Sports Equipment at Airport

**EFA** – Earlier flight Fee at airport

**AGB** – At Gate Bag

**DSP1** – Seat Change for Customer on Line 1


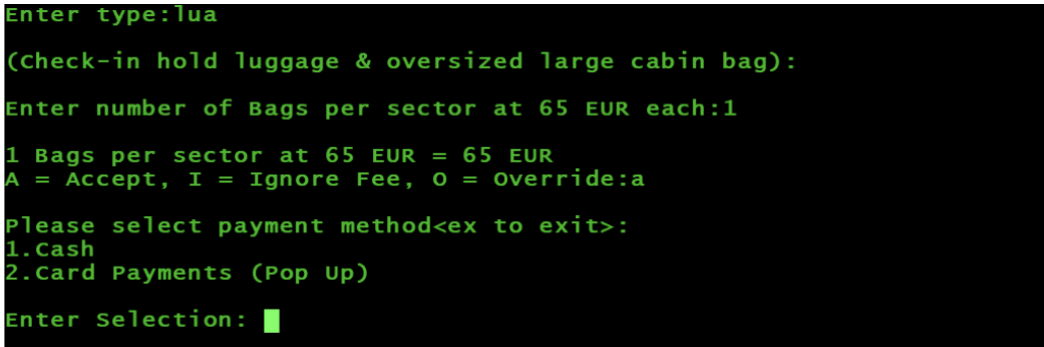
For all other services customers need to contact Customer Service of the airline who will process the payment accordingly.

The payments at MUC can be processed in the eRes or with the PDQ Payment Device.



## PROCEDURE STEPS

### PAYMENT IN ERES

Step	Action
1.	<p><b>Access Payment Function</b></p> <p>eRes allows the collection of service fees via <b>Option 16</b>, enabling payments to be processed at both <b>bag drop</b> and the <b>boarding gate</b>.</p>
2.	<p><b>Identify the Customer and Initiate Payment</b></p> <p>Once the service and applicable fee have been confirmed with the customer, locate and display the customer record in eRes.</p> <p>Enter <b>QP</b> followed by the relevant customer line number to initiate a Quick Payment (e.g. <b>QP1</b> to apply the payment to the customer on line 1).</p>  <p><b>Figure A1 – Available Fee Types in eRes</b></p>
3.	<p><b>Select the Applicable Fee</b></p> <p>Select the appropriate Quick Payment (QP) item. The system will prompt for any additional required information to proceed with the transaction.</p>  <p><b>Figure A2 – Selecting the applicable fee in eRes</b></p>
4.	<p><b>Cash Payment</b></p> <ul style="list-style-type: none"> <li>Select <b>Option 1 – Cash</b>.</li> <li>Complete the easyJet receipt clearly and in full, ensuring the <b>flight number</b> and <b>payment method (Cash)</b> are indicated.</li> <li>Collect the cash from the customer and request their signature on the completed receipt.</li> <li>Once the receipt is fully completed and signed, enter the <b>receipt number</b> in eRes to finalise the transaction.</li> <li>Provide the <b>white copy</b> of the receipt to the customer upon completion of the check-in process.</li> <li>Submit the <b>yellow copy of the receipt</b> together with the collected cash to the <b>Supervisor on Duty</b> immediately after check-in closure.</li> </ul>



	<div style="text-align: right;"> europe by  <b>easyJet</b> </div> <p><b>Baggage fees</b></p> <p>XS100- <b>S120230</b> <span style="color: red;">cash</span></p> <table border="1" style="width: 100%;"> <tr> <td colspan="2">Fee Charged for: <span style="color: red;">LUA</span> <span style="color: red;">E298642</span></td> </tr> <tr> <td>Excess Baggage</td> <td>Hold Baggage <span style="color: red;">X</span></td> </tr> <tr> <td>Firearms</td> <td>Special Items</td> </tr> </table> <table border="1" style="width: 100%;"> <tr> <td colspan="4">To be completed by the Ground Crew at Bag Drop:</td> </tr> <tr> <td>Confirmation Number</td> <td><span style="color: red;">1K52VT</span></td> <td>Excess Baggage Weight</td> <td>Number of Hold Bags <span style="color: red;">1</span></td> </tr> </table> <p><small>To be completed by Ground Crew at Customer Service Desk and returned to the Ground Crew at Bag Drop, before customer baggage is released.</small></p> <p><small>I hereby confirm that the above named customer has paid the Baggage Fee as above. Their baggage may now be accepted.</small></p> <table border="1" style="width: 100%;"> <tr> <td>Amount Payable</td> <td><span style="color: red;">65,00 €</span></td> <td>Date</td> <td><span style="color: red;">19.12.25</span></td> </tr> <tr> <td>Ground Crew Name</td> <td><span style="color: red;">SER</span></td> <td>Customer Name (printed)</td> <td><span style="color: red;">Name + Surname</span></td> </tr> <tr> <td colspan="2">Cardholder Signature <span style="color: red;">→</span></td> <td colspan="2"></td> </tr> </table> <p><small>Once completed please give the white copy to the customer and retain the yellow copy</small></p> <p style="text-align: right;"><small>Cubiquity Ltd. EA5021 V04 7/16</small></p> <p><b>Figure B1 – Example of filled out easyJet receipt</b></p>	Fee Charged for: <span style="color: red;">LUA</span> <span style="color: red;">E298642</span>		Excess Baggage	Hold Baggage <span style="color: red;">X</span>	Firearms	Special Items	To be completed by the Ground Crew at Bag Drop:				Confirmation Number	<span style="color: red;">1K52VT</span>	Excess Baggage Weight	Number of Hold Bags <span style="color: red;">1</span>	Amount Payable	<span style="color: red;">65,00 €</span>	Date	<span style="color: red;">19.12.25</span>	Ground Crew Name	<span style="color: red;">SER</span>	Customer Name (printed)	<span style="color: red;">Name + Surname</span>	Cardholder Signature <span style="color: red;">→</span>			
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5.	<p><b>Credit Card Payment</b></p> <ul style="list-style-type: none"> <li>Select <b>Option 2 – Credit Card</b>.</li> <li><i>Note: Debit card payments are not supported in eRes.</i></li> <li>A separate window will open for entry of the credit card details.</li> <li>Confirm the payment and wait for system confirmation that the transaction has been successfully processed.</li> <li>Once confirmed, close the payment window by pressing <b>CTRL + W</b>.</li> <li>Enter the <b>receipt number</b> in eRes to complete the transaction.</li> <li>Complete the receipt, ensuring the <b>flight number</b> and <b>payment method (CC – Credit Card)</b> are clearly stated.</li> <li>Ask the customer to sign the receipt and provide them with the <b>white copy</b>.</li> <li>Submit the <b>yellow copy</b> of the receipt to the <b>Supervisor on Duty</b> immediately after check-in closure.</li> </ul>																										
6.	<p><b>Seat Change Payment</b></p> <p>Customers who have paid for, or are entitled to, seat selection may change their seat <b>free of charge within the same price band</b> up to the point of check-in. Any seat changes to a <b>different price band</b> will incur an additional charge.</p> <ul style="list-style-type: none"> <li>Locate and display the customer record in eRes.</li> <li>The <b>DSP</b> (Display Seat Plan) command can be used to bring up the seat map relevant to the customer. For example, DSP1 can be used to display seat plan for the customer on line 1.</li> <li>The command shows the customer's original seat number and allows an alternative to be chosen.</li> <li>easyJet Plus cardholders are entitled to seat change free of charge.</li> <li>For all other customers, the system will automatically calculate the price of the new seat.</li> <li>Once price is accepted, the system will display the standard payment prompts as described in the above steps.</li> <li>Chose cash or credit card payment, and complete the process.</li> </ul>																										



## PDQ DEVICE PAYMENT

Step	Action																																			
1.	<p><b>Scope of Use</b></p> <p>The PDQ payment device may be used <b>only</b> for baggage and excess weight-related charges:</p> <ul style="list-style-type: none"><li>• <b>BAG</b> – Excess baggage per kilo</li><li>• <b>LUA</b> – Check-in hold luggage / oversized cabin bag</li><li>• <b>AGB</b> – At-gate bag</li></ul>																																			
2.	<p><b>Device Control and Accountability</b></p> <ul style="list-style-type: none"><li>• When collecting the PDQ device from the office, staff must <b>sign the device in and out</b> in the PDQ log.</li></ul> <div><div>PDQ Log</div><div>easyJet</div></div> <p>Date: _____</p> <table><tr><th>eRes Log-in</th><th>Device Number</th><th>Time Out</th><th>Time In</th><th>Signature out (See note below)</th><th>Signature In</th><th>Comments</th></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table> <p><b>Figure C1 – easyJet PDQ Log</b></p> <p>Note 1: <i>The PDQ device accepts <b>both credit and debit cards</b>.</i></p> <p>Note 2: <i>Payments processed via the PDQ device <b>do not need to be recorded in eRes</b>, as the device is provided by easyJet and all payment data is <b>automatically transmitted to the airline</b>.</i></p>	eRes Log-in	Device Number	Time Out	Time In	Signature out (See note below)	Signature In	Comments																												
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3.	<p><b>Initiating the Transaction</b></p> <ul style="list-style-type: none"><li>• If the device is asleep or switched off, press the <b>green button</b> to activate it.</li><li>• Enter the <b>payment amount</b>, then press the <b>green button</b> to continue.</li></ul>																																			
4.	<p><b>Entering Transaction Details</b></p> <ul style="list-style-type: none"><li>• In the <b>“Free Form Text”</b> field, enter:<ul style="list-style-type: none"><li>◦ The <b>fee code</b> (e.g. AGB, LUA). The amount entered must correspond to the applicable fee or multiples of the same fee.</li><li>◦ The <b>destination airport</b> using the <b>three-letter IATA code</b> (e.g. LGW).</li></ul></li><li>• Example: <b>AGBLGW</b></li><li>• Press the <b>green button</b> to confirm.</li><li>• Only <b>one fee code per transaction</b> is permitted (or multiples of the same fee code).<ul style="list-style-type: none"><li>◦ Example: For two hold bags for an LGW flight, enter <b>LUALGW</b> with a total amount of <b>€130 (€65 + €65)</b>.</li></ul></li></ul>																																			



	<b>Customer Verification</b> <ul style="list-style-type: none"><li>• Hand the device to the customer or show them the display.</li><li>• Ask the customer to <b>verify that the fee and amount are correct</b> before proceeding.</li></ul>
5.	<b>Processing the Card Payment</b> <b>a) Chip &amp; PIN</b> <ul style="list-style-type: none"><li>• Insert the card <b>chip-first</b> into the reader and hand the device to the customer.</li><li>• Ask the customer to confirm the amount.</li><li>• The customer enters their PIN and presses <b>Enter</b>.</li></ul> <b>b) Contactless / Apple Pay / Android Pay</b> <ul style="list-style-type: none"><li>• Hand the device to the customer.</li><li>• Ask the customer to confirm the amount.</li><li>• The customer holds their card or device over the PDQ reader until a confirmation beep is heard.</li></ul> <b>c) Swipe &amp; Sign</b> <ul style="list-style-type: none"><li>• Swipe the card with the magnetic stripe <b>facing left and positioned at the bottom</b> of the card reader.</li><li>• The <b>Merchant Copy</b> will be printed and must be <b>retained by Ground Crew</b>.</li><li>• For Swipe &amp; Sign transactions, the Merchant Copy must be <b>signed by the customer</b>, and the signature must match the one on the credit card or the customer's passport.</li><li>• Merchant Copies for <b>all Swipe &amp; Sign payments must be retained</b> as proof of payment in case of customer claims.</li></ul>
6.	<b>Receipt Handling</b> <ul style="list-style-type: none"><li>• Tear off the <b>Merchant Copy</b>, select <b>"OK"</b>, and write the customer's <b>booking reference</b> on the reverse side.</li><li>• All Merchant Copies must be handed over to the <b>Supervisor on Duty</b> immediately after check-in closure.</li><li>• Press <b>"OK"</b> to print the <b>Customer Copy</b>, tear it off, and provide it to the customer.</li><li>• If a reprint is required, select <b>"Reprint"</b>; otherwise, press <b>"OK"</b> to complete the transaction.</li></ul> <i>Note: An easyJet receipt is not required unless specifically requested by the customer.</i>
7.	<b>After completing the transaction</b> , press the <b>red button</b> repeatedly until the device returns to the home screen.
8.	<b>Incorrect Amount Charged</b> <ul style="list-style-type: none"><li>• <b>Undercharge</b> (e.g. €0.50 short): Process an <b>additional transaction</b> for the remaining amount.</li><li>• <b>Overcharge</b> (e.g. €500): The customer must contact the <b>Customer Management Centre</b> to request a refund. Ground Crew must add a <b>comment in eRes</b> explaining the reason for the refund request.</li></ul>



## **SAFETY / SECURITY NOTES**

- **Telephone Card Payments (Cardholder Not Present)**

Airport payments may be taken by phone using a credit or debit card belonging to a third party. The cardholder does not need to be present. Card details must be entered directly into the system and must never be written down or stored in any form. The eRes booking must be commented with the cardholder's name and any relevant details.

- **Cash Handling**

Always collect the cash before registering the payment in the system. Ensure sufficient change is available; if not, ask the customer to change money or use a card. Handle all cash accurately and securely. Cash must not be left visible or unattended at any time. All collected cash and payment receipts must be handed to the Supervisor on Duty as soon as possible.

- **Payment Accuracy**

Confirm the fee type, amount, and destination with the customer before completing the transaction to prevent undercharging, overcharging, or disputes.

- **Device Security**

Ensure PDQ devices are returned and logged back in after duty.

- **Receipt Control**

All receipts must be completed clearly and handled in accordance with procedures. Missing, incomplete, or unaccounted receipts must be reported immediately to the Supervisor on Duty.

- **Fraud Awareness**

Be alert to suspicious behaviour, unusual payment requests, or repeated payment attempts. Any suspected fraud or irregular activity must be reported immediately to the Supervisor on Duty.

## **DOCUMENTATION & RECORD RETENTION**

1) Merchant Copy of All PDQ Payments

Retention period: at least 6 months

Owner / Storage: easyJet Kasse / DHS Main Office

2) PDQ Log

Retention period: at least 12 months

Owner / Storage: DHS Main Office

## **REFERENCE**

easyJet GHM, 1.1.1.3 Services at the Airport

easyJet, eRes Support Manual, 2.17 Quick Payment Function for Bag Drop

easyJet, Connected Guidance Material, *User Guide – easyJet issued PDQ devices*