



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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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>Access Payment Function eRes allows the collection of service fees via Option 16, enabling payments to be processed at both bag drop and the boarding gate.</p>
2.	<p>Identify the Customer and Initiate Payment Once the service and applicable fee have been confirmed with the customer, locate and display the customer record in eRes. Enter QP followed by the relevant customer line number to initiate a Quick Payment (e.g. QP1 to apply the payment to the customer on line 1).</p> <pre>21:28 24JAN/MUC>qp1 Fee Types Available: BAG - Excess Baggage Fee Per Kilo MOV - Rescue Fee SEA - Small Sports Equipment at Airport SA4 - Speedy Boarding Airport Sales LUA - Check-in hold luggage & oversized large cabin bag AGB - Oversized Small cabin bag charge at airport SEL - Large Sports Equipment at Airport EFF - Early Flight Fare EFA - Earlier flight Fee at airport HBD - HandsFree Auto BagDrop (do not use) Enter type:■</pre> <p>Figure A1 – Available Fee Types in eRes</p>
3.	<p>Select the Applicable Fee Select the appropriate Quick Payment (QP) item. The system will prompt for any additional required information to proceed with the transaction.</p> <pre>Enter type:Lua (Check-in hold luggage & oversized large cabin bag): Enter number of Bags per sector at 65 EUR each:1 1 Bags per sector at 65 EUR = 65 EUR A = Accept, I = Ignore Fee, O = Override:a Please select payment method<ex to exit>: 1.Cash 2.Card Payments (Pop Up) Enter Selection: ■</pre> <p>Figure A2 – Selecting the applicable fee in eRes</p>
4.	<p>Cash Payment</p> <ul style="list-style-type: none">• Select Option 1 – Cash.• Complete the easyJet receipt clearly and in full, ensuring the flight number and payment method (Cash) are indicated.• Collect the cash from the customer and request their signature on the completed receipt.• Once the receipt is fully completed and signed, enter the receipt number in eRes to finalise the transaction.• Provide the white copy of the receipt to the customer upon completion of the check-in process.• Submit the yellow copy of the receipt together with the collected cash to the Supervisor on Duty immediately after check-in closure.



	<p>Baggage fees</p> <p>XS100- S120230</p> <p><i>cash</i></p> <p>Europe by easyJet</p> <table border="1"><tr><td colspan="4">Fee Charged for: LUA E298642</td></tr><tr><td>Excess Baggage</td><td>Hold Baggage</td><td><input checked="" type="checkbox"/></td><td>Firearms</td></tr><tr><td>Special Items</td><td></td><td></td><td></td></tr></table> <p>To be completed by the Ground Crew at Bag Drop:</p> <table border="1"><tr><td>Confirmation Number</td><td>1KS2VT</td><td>Excess Baggage Weight</td><td></td><td>Number of Hold Bags</td><td>1</td></tr></table> <p>To be completed by Ground Crew at Customer Service Desk and returned to the Ground Crew at Bag Drop, before customer baggage is released.</p> <p>I hereby confirm that the above named customer has paid the Baggage Fee as above. Their baggage may now be accepted.</p> <table border="1"><tr><td>Amount Payable</td><td>65,00 €</td><td>Date</td><td>19.12.25</td></tr><tr><td>Ground Crew Name</td><td>SER</td><td>Customer Name (printed)</td><td>Name + Surname</td></tr><tr><td>Cardholder Signature</td><td><i>[Signature]</i></td><td></td><td></td></tr></table> <p>Once completed please give the white copy to the customer and retain the yellow copy</p> <p><small>Cubiquity Ltd EAS121 V04 7/16</small></p>	Fee Charged for: LUA E298642				Excess Baggage	Hold Baggage	<input checked="" type="checkbox"/>	Firearms	Special Items				Confirmation Number	1KS2VT	Excess Baggage Weight		Number of Hold Bags	1	Amount Payable	65,00 €	Date	19.12.25	Ground Crew Name	SER	Customer Name (printed)	Name + Surname	Cardholder Signature	<i>[Signature]</i>		
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Figure B1 – Example of filled out easyJet receipt

5.	<p>Credit Card Payment</p> <ul style="list-style-type: none">• Select Option 2 – Credit Card.• <i>Note: Debit card payments are not supported in eRes.</i>• A separate window will open for entry of the credit card details.• Confirm the payment and wait for system confirmation that the transaction has been successfully processed.• Once confirmed, close the payment window by pressing CTRL + W.• Enter the receipt number in eRes to complete the transaction.• Complete the receipt, ensuring the flight number and payment method (CC – Credit Card) are clearly stated.• Ask the customer to sign the receipt and provide them with the white copy.• Submit the yellow copy of the receipt to the Supervisor on Duty immediately after check-in closure.
6.	<p>Seat Change Payment</p> <p>Customers who have paid for, or are entitled to, seat selection may change their seat free of charge within the same price band up to the point of check-in. Any seat changes to a different price band will incur an additional charge.</p> <ul style="list-style-type: none">• Locate and display the customer record in eRes.• The DSP (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.• The command shows the customer's original seat number and allows an alternative to be chosen.• easyJet Plus cardholders are entitled to seat change free of charge.• For all other customers, the system will automatically calculate the price of the new seat.• Once price is accepted, the system will display the standard payment prompts as described in the above steps.• Choose cash or credit card payment, and complete the process.

**PDQ DEVICE PAYMENT**

Step	Action
1.	Scope of Use The PDQ payment device may be used only for baggage and excess weight-related charges: <ul style="list-style-type: none">• BAG – Excess baggage per kilo• LUA – Check-in hold luggage / oversized cabin bag• AGB – At-gate bag
2.	Device Control and Accountability <ul style="list-style-type: none">• When collecting the PDQ device from the office, staff must sign the device in and out in the PDQ log.  <p>The form is titled 'PDQ Log' and 'easyJet'. It has a header 'Date: _____'. Below is a table with columns: eRes Log-in, Device Number, Time Out, Time In, Signature out (See note below), Signature In, and Comments. There are 6 rows for entries.</p>
	<p>Figure C1 – easyJet PDQ Log</p> <p>Note 1: <i>The PDQ device accepts both credit and debit cards.</i></p> <p>Note 2: <i>Payments processed via the PDQ device do not need to be recorded in eRes, as the device is provided by easyJet and all payment data is automatically transmitted to the airline.</i></p>
3.	Initiating the Transaction <ul style="list-style-type: none">• If the device is asleep or switched off, press the green button to activate it.• Enter the payment amount, then press the green button to continue.
4.	Entering Transaction Details <ul style="list-style-type: none">• In the “Free Form Text” field, enter:<ul style="list-style-type: none">◦ The fee code (e.g. AGB, LUA). The amount entered must correspond to the applicable fee or multiples of the same fee.◦ The destination airport using the three-letter IATA code (e.g. LGW).• Example: AGBLGW• Press the green button to confirm.• Only one fee code per transaction is permitted (or multiples of the same fee code).<ul style="list-style-type: none">◦ Example: For two hold bags for an LGW flight, enter LUALGW with a total amount of €130 (€65 + €65).



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



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*