



# LOCAL OPERATING PROCEDURE\_MUC\_PC003

## Boarding Process

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### PURPOSE

This Local Operating Procedure (LOP) standardises the boarding process to ensure consistent and traceable service delivery across all Pegasus Airlines flights at Munich Airport (MUC). It ensures a safe, secure, compliant, and efficient boarding operation that meets Pegasus Airlines requirements, local airport regulations, and applicable aviation security and immigration standards.

### OBJECTIVE

The objectives of this LOP are to:

- Clearly define roles, responsibilities, and task allocation for gate agents to support effective teamwork and operational resilience.
- Support effective communication and coordination between gate agents, ramp personnel, and other operational stakeholders.
- Provide a clear reference framework for new and existing staff, supporting competency, accountability, and continuous improvement.
- Enhance the passenger experience while maintaining safety, security, and on-time performance.

### APPLICATION

Passenger Services Department:

Customer Service Agent

Supervisor/Lead Agent

### ABBREVIATIONS & DEFINITIONS

**CAMEL** – Flight Information Display System used at MUC. It displays real-time flight information to passengers and airport staff. It shows operational details for departures and arrivals and is a critical communication tool in terminal operations. Access to the CAMEL system requires a valid username and password, which is provided to agents during on-the-job training.

**EAGLE** – Baggage Reconciliation System (BRS) used at MUC. Baggage status within the EAGLE is displayed using three color indicators:



- **Green** – *Authorised to Load*  
Baggage marked in green has been fully reconciled and is **cleared for loading** into the aircraft hold.
- **Yellow** – *Not Authorised to Load (Pending Investigation)*  
Baggage marked in yellow is **not authorised for loading** at this stage. Additional checks and investigation are required to determine whether the baggage can be accepted and loaded.
- **Red** – *Do Not Load / Offload Required*  
Baggage marked in red **must not be loaded** into the aircraft hold. If the baggage has already been loaded, it must be **immediately identified and offloaded** from the aircraft hold.

Strict adherence to the EAGLE baggage status indications is mandatory to ensure aviation security, regulatory compliance, and safe aircraft operations. Access to the EAGLE system requires a valid username and password, which is provided to agents during on-the-job training.

**DGA** - Digital Announcement System application used at boarding gates to deliver pre-recorded digital announcements in a standardised and consistent manner. The system supports German and English as standard languages. An additional language may be selected to meet operational or passenger requirements.

## GENERAL INFORMATION

For Pegasus Airlines operations, gate agent duties are divided into three functional roles: **Boarding Agent (BA)**, **Baggage Coordinator (BC)**, and **Back-up Agent (BUA)**.

The **Boarding Agent (BA)** is primarily responsible for the execution of the boarding process. This includes preparing the gate for boarding, ensuring that every passenger's boarding pass is correctly scanned, and preventing access to the boarding gate without a valid scan. The Boarding Agent is additionally responsible for verifying each passenger's travel documents at the gate to ensure compliance with transit and destination requirements.

The **Baggage Coordinator (BC)** is responsible for managing cabin baggage at the gate. This includes coordinating boarding activities, identifying non-compliant cabin baggage, processing applicable charges, and ensuring affected bags are correctly tagged.

The **Back-up Agent (BUA)** is primarily responsible for supporting and coordinating the boarding process. This includes organising boarding activities, maintaining communication with the Ramp Agent, and other operational irregularities, and assisting the Boarding Agent with travel document verification when required or Baggage Coordinator with baggage management when required.

As the boarding process is a team effort, the procedural steps outlined below are not strictly limited to one role. Tasks may be delegated, shared, or combined between gate agents as agreed, or adjusted based on operational requirements. It is essential that at least one gate agent reports to the boarding gate on time to ensure adequate preparation and the safe, secure, and efficient commencement of the boarding process.

Prior to proceeding to the boarding gate, gate agents must ensure they are in possession of all required materials (check gate bag in advance).



## PROCEDURE STEPS

*Note: Each procedural step indicates the responsible agent role. Where more than one role is listed, responsibility is shared, and task allocation must be agreed between the agents.*

***When only one agent is present at gate, all steps must be completed in the prescribed order without deviation.***

Step	Action
1. <b>BUA</b>	Access the <b>CAMEL</b> system and set the flight status to "Gate Occupied."
2. <b>BUA</b>  <b>BC</b>	Open the <b>EAGLE</b> system and verify whether any critical bags are present (yellow or red). If critical bags are identified, immediately inform the ramp agent, who will confirm and advise on the status of the baggage.  Open the <b>DGA</b> and set up the announcements.
3. <b>BA</b>	Open the Crane departure control system and log in using your assigned credentials.
4. <b>BUA</b>	<p><b>Flight Closure Documentation and Communication</b></p> <p><i>Note: In the event of a flight delay, this may be completed once the gate is occupied.</i></p> <ul style="list-style-type: none"> <li>• Begin completing the <b>Gate Report</b>.</li> <li>• At -60mins before STD, verify that the flight is closed for check-in in Crane. If the flight remains open, contact the check-in desk to confirm whether the flight can be closed.</li> <li>• Print the PAX Manifest from Flight List -&gt; Select Flight -&gt; Select Pax Detailed Manifest -&gt; Select Print</li> <li>• If airbridge, the Ramp Agent will collect the printed documents at the gate. If requested, flight figures may be communicated in advance by phone by sending photographs of the Flight Information (Flight List -&gt; Select Flight Number) and Summary Information (Select Summary Information on the Flight Information page) from Crane. Make sure that photographs are of a good quality and readable.</li> <li>• For bus gates, communicate flight figures to the Ramp Agent by phone by sending photographs of the Flight Information (Flight List -&gt; Select Flight Number) and Summary Information (Select Summary Information on the Flight Information page) from Crane. Make sure that photographs are of a good quality and readable. Send the printed lists to the Ramp Agent with the last passenger bus.</li> </ul>
5. <b>BUA</b>	If the flight includes <b>Passengers with Reduced Mobility</b> (e.g. WCHR, WCHS, WCHC, BLND, DEAF), contact the Mobility Service at 63333 and provide the following information:



<p><b>BA</b></p>	<ul style="list-style-type: none"> <li>• Flight number</li> <li>• Passenger name</li> <li>• Special assistance category</li> <li>• Required assistance at the gate</li> </ul>
<p>6. <b>BUA</b>  <b>BC</b></p>	<p>Prepare the gate by setting up boarding passes, ensuring the bingo sheet and manual baggage tags are readily available at the desk. Verify that the boarding pass scanner and gate doors are functioning correctly and that the printer has sufficient paper.</p> <p>Ensure the baggage sizer and the Pegasus Airlines Dangerous Goods sign are displayed prominently.</p>
<p>7. <b>BUA</b></p>	<p>For bus gates, request buses in CAMEL immediately upon arrival at the gate, as boarding often needs to commence at touchdown. <b>However, boarding must never start without confirmation from the Ramp Agent.</b></p>
<p>8. <b>BUA</b></p>	<p>A few minutes before boarding, update the flight status to <b>"Boarding Soon"</b> in CAMEL and make the general boarding announcement using the <b>DGA</b>.</p>
<p>9. <b>BC</b></p>	<p>Organise passengers into a single, orderly queue at the boarding gate. Effective queue management is essential to prevent congestion and to mitigate safety and security risks during the boarding process.</p>
<p>10. <b>BC</b></p>	<p>Once the passenger lines are organised, inspect the <b>queues</b> and charge for any non-compliant baggage as required. Once the payment is registered in the system, label the non-compliant bag and ask passenger DGR questions. Instruct them to remove electronics (e.g. powerbanks and e-cigarettes), documents, medication they might need on-board, and other restricted items.</p> <p>Advise the passenger to take the labelled baggage with them and hand it over at the aircraft entrance or where applicable designated area. Notify the Ramp Agent of any labelled baggage at the gate as soon as possible.</p> <p>Starting the cabin baggage assessment early allows sufficient time to process all non-compliant bags efficiently. However, note that a non-compliant baggage may appear at any time during boarding.</p>
<p>11. <b>BUA</b>  <b>BA</b></p>	<p>After receiving <b>"Boarding OK"</b> from the Ramp Agent, update the flight status to <b>"Boarding"</b> in CAMEL.</p> <p><b>Note: For Airbridge gates, do not start boarding until the airport representative will come to gate and inform you that the area is now clean and cleared for boarding.</b></p>



	<p>Once the boarding doors are opened, ensure passengers can access only the designated route to the aircraft or bus, and that no other doors or routes are accessible or open.</p> <p><b>For bus gates (e.g., B14, C02, C05, C09, D02, D05, D14), proceed down the stairs and confirm that the pre-boarding area is completely clear before boarding begins.</b></p>
<p>12. <b>BA</b></p>	<p>After receiving <b>"Boarding OK"</b> from the Ramp Agent:</p> <ul style="list-style-type: none"> <li>• Open boarding for the flight in Crane by selecting Boarding in Flight Information</li> <li>• Begin boarding with any pre-boarding passengers first and afterwards all remaining passengers</li> </ul> <p><i>Note: On occasion, an inbound flight may arrive earlier than scheduled. In such cases, boarding may commence before the flight is formally closed for check-in.</i></p> <p><i>When this situation occurs, <b>flight figures must only be communicated to the ramp agent once the flight has been closed for check-in Crane, even if boarding has already started.</b></i></p> <p><i>If <b>only one agent is present at the gate</b>, the following procedure must be applied:</i></p> <ul style="list-style-type: none"> <li>• <i>Boarding activities must be <b>temporarily paused</b>.</i></li> <li>• <i>The flight must be <b>closed for check-in in Crane</b>.</i></li> <li>• <i><b>Final flight figures</b> must be communicated to the ramp agent.</i></li> <li>• <i>All required <b>flight documentation must be printed</b>.</i></li> </ul> <p><i>During the execution of these steps, the agent must maintain strict control of the boarding gate and ensure that no passenger proceeds through the boarding doors.</i></p> <p><i>Once these steps are completed, <b>boarding may be resumed</b>.</i></p>
<p>13. <b>BA BUA</b></p>	<p>Check all travel documents for each customer carefully, ensuring the passport belongs to the passenger in front of you. Verify the passport's issue and expiry dates and confirm that any required visa is valid for the travel period (<b>valid from</b> and <b>valid until</b>). All passengers who did not present themselves at the check-in counter and proceeded directly to the boarding gate shall be referred to the back-up agent. The back-up agent shall re-swipe the passenger's travel document in order to obtain a current TIMATIC response and verify the passenger's travel document compliance.</p>
<p>14. <b>BA</b></p>	<p>When manually boarding a passenger:</p> <ul style="list-style-type: none"> <li>• Click the sequence number of the passenger to board manually.</li> <li>• Before boarding someone manually, always verify that the <b>flight number and date</b> are correct and that the <b>passport matches the boarding pass</b>.</li> <li>• After manual boarding, ensure that the passenger details in Crane correspond exactly with the boarding pass and passport.</li> </ul>
<p>15. <b>BUA</b></p>	<p>When required, assist the Boarding Agent with travel document verification. If an issue cannot be resolved immediately, take responsibility for the case and allow the Boarding Agent to continue processing other passengers. When</p>



	system does not provide clear TIMATIC response, always consult with Pegasus Visa Team before boarding the passenger.
16. <b>BUA</b> <b>BA</b>	Boarding should be completed by <b>-20 STD</b> . Once boarding is complete, check for any <b>no-show passengers</b> . <ul style="list-style-type: none"> <li>• For missing passengers with bags, mark the bag <b>yellow</b> in EAGLE and inform the Ramp Agent immediately.</li> <li>• Check if a customer passed the security and before deciding to offload the bag ask the ramp agent to perform a seat check.</li> <li>• If a bag is to be offloaded, mark it <b>red</b> in EAGLE and send a picture from EAGLE to the Ramp Agent.</li> </ul>
17. <b>BUA</b> <b>BA</b>	After boarding is complete, provide the Ramp Agent with the <b>final figures</b> : <ul style="list-style-type: none"> <li>• Total number of passengers missing</li> <li>• Number of passengers missing with bags and how many bags</li> <li>• Total on board (Always mention number of infants, even if 0)</li> </ul> For example, this is how final figures should be communicated to the ramp agent: <b>Boarding completed. We have 3 no-shows, 2 of them have 3 checked-in bags. The bags are on red in EAGLE. Total on board 125+0.</b>
18. <b>BUA</b> <b>BA</b> <b>BC</b>	For bus gates, provide the printed PAX Manifest to the driver of the last passenger bus, and inform them that boarding is complete.
19. <b>BUA</b>	Once the last bus is sent offload no-shows and send the new photograph of the Flight Information page to the ramp agent.
20. <b>BUA</b> <b>BA</b>	Gate agents may leave the gate once <b>"Doors Closed"</b> is confirmed.  However, gate agents must remain on duty until the aircraft is <b>airborne</b> .



## **SAFETY / SECURITY NOTES**

- **Teamwork and Communication**  
Strong cooperation at the gate is critical. Always communicate clearly with your colleagues regarding your actions and remain connected at all times.
- **Mutual Support**  
When required, actively look out for your colleague and provide assistance as necessary to maintain smooth and safe operations.
- **Coordination with Ramp Agent**  
Maintain continuous communication with the ramp agent. Provide regular updates on the boarding progress and immediately relay any irregularities or issues observed at the gate.
- **Performance and Safety**  
Due to short aircraft turnaround times, efficient boarding performance is important. However, safety must never be compromised in the interest of speed.
- **Quality and Compliance**  
High-quality performance and thorough documentation checks are always a priority and must be maintained at all times.
- **Escalation of Uncertainty**  
If there is anything you are even slightly unsure about, immediately inform the supervisor on duty.
- **Reporting Unusual Situations**  
If you notice anything that appears unusual or out of the ordinary, immediately inform the supervisor on duty.

## **DOCUMENTATION & RECORD RETENTION**

The following documentation shall be retained to ensure full traceability of Rush / Unaccompanied baggage handling at Munich Airport (MUC):

### 1) Gate Report

Retention period: no less than 3 months

Owner / Storage: DHS Main Office / Gate Reports Archive

## **REFERENCE**

Pegasus GHM, 1.6 Passenger Boarding