



READ AND SIGN

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LFI: Correct Procedure Before Accepting Standby Passengers After Boarding Completion

Dear team,

During a recent flight, a standby passenger was assigned a seat after boarding had been completed, based on a “no-show” status in the system. However, this resulted in a double seat allocation onboard, as the passenger identified as a no-show was in fact already on board. This occurred due to a boarding pass not being properly scanned during boarding, leading to the passenger not being recorded in the Departure Control System (DCS) as boarded despite being physically onboard.

As a consequence, the standby passenger had to be offloaded and returned to the terminal, causing operational disruption and inconvenience to the customer. It is important to highlight that failure to correctly scan a boarding pass constitutes a **security breach**.

Please always remain vigilant during boarding to ensure that no passenger proceeds through the gate without a successful boarding pass scan and positive system confirmation in the DCS.

CORRECT PROCEDURE

- 1. After boarding of an overbooked flight is completed, do not release any “no-show” seat until the Turnaround Coordinator (TRC) has performed a physical seat check onboard to confirm the passenger is not present. If bridge gate, you can also go down to cabin crew and ask for seat check or ask for permission to do it yourself.**
- 2. For remote stand operations (bus boarding), while the TRC is conducting the onboard check, the gate agent must verify the last bus to ensure the passenger is not inside. Where possible, coordinate with the bus driver to make an onboard announcement to locate the passenger.**
- 3. The seat may only be reassigned to a standby passenger once it has been fully confirmed that the original passenger is not onboard or in transit.**

KEY LEARNING POINTS

- **Passenger reconciliation is safety-critical**

A passenger is only considered onboard once correctly scanned in the DCS. Accurate tracking between physical boarding and system records is essential to prevent discrepancies.

- **No-show procedures must be strictly followed**

On overbooked flights, seats must never be released or reassigned without confirming the passenger's status through security checks and a physical seat verification (TRC check).

Thank you!

Kind regards,

Sergo Eliava