



LOCAL OPERATING PROCEDURE_FRA_U2/EC009

Payment Collection and Cash Handling

Version/Rev	Date	Section	Amendment
V1/R0	15.04.2026	Full LOP	Initial issue

Prepared by: Sergo Eliava
Revised by: Jonathan La Court
Approved by: Norbert Rakoczi
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PURPOSE

This Local Operating Procedure (LOP) establishes a standardised process for collecting payments for easyJet at Frankfurt Airport (FRA). 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 FRA 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 FRA 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

AGB – At Gate Bag

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

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



PROCEDURE STEPS

PAYMENT IN ERES

Step	Action																				
1.	<p>Access Payment Function All payment collection of services is done via Option 01, regardless if collected by cash or card. Eres is used in Office only, for completing the payments and closing flights, since FRA is non eRes user.</p>																				
2.	<p>Cash Payment</p> <ul style="list-style-type: none"> 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. 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 europe by easyJet</p> <p>XS100- S120230 <i>cash</i></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="2">Fee Charged for: LUA EZY8642</td> </tr> <tr> <td>Excess Baggage</td> <td>Hold Baggage X Firearms Special Items</td> </tr> </table> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td colspan="4" style="background-color: #cccccc;">To be completed by the Ground Crew at Bag Drop:</td> </tr> <tr> <td style="width: 25%;">Confirmation Number</td> <td style="width: 25%;">1K52VT</td> <td style="width: 25%;">Excess Baggage Weight</td> <td style="width: 25%;">Number of Hold Bags 1</td> </tr> </table> <p style="font-size: small; background-color: #cccccc; padding: 2px;">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 style="font-size: x-small;">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" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Amount Payable</td> <td style="width: 30%;">65,00 €</td> <td style="width: 20%;">Date</td> <td style="width: 20%;">19.12.25</td> </tr> <tr> <td>Ground Crew Name</td> <td>SER</td> <td>Customer Name (printed)</td> <td>Name + Surname</td> </tr> </table> <p style="font-size: x-small;">Cardholder Signature →</p> <p style="font-size: x-small; text-align: center;">Once completed please give the white copy to the customer and retain the yellow copy</p> <p style="font-size: x-small; text-align: right;">Clubcity Ltd. EAS121 V04 7/16</p>	Fee Charged for: LUA EZY8642		Excess Baggage	Hold Baggage X Firearms Special Items	To be completed by the Ground Crew at Bag Drop:				Confirmation Number	1K52VT	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
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Ground Crew Name	SER	Customer Name (printed)	Name + Surname																		
3.	<p>Credit Card Payment</p> <ul style="list-style-type: none"> Credit/Debit Card payments are done by POS Machine and entered as cash in eRES. Complete the easyJet receipt clearly and in full, ensuring the flight number and payment method (CC) are indicated. Collect the cash from the customer and request their signature on the completed receipt. Provide the white copy of the receipt together with the POS receipt ("Kundenbeleg") to the customer upon completion of the check-in process. Submit the yellow copy of the receipt together with the POS receipt (Händlerbeleg) to the Supervisor on Duty immediately after check-in closure. 																				

Figure B1 – Example of filled out easyJet receipt



Baggage fees		europe by easyJet	
XS100- S120230		cash	
Fee Charged for: LUA EZ98642			
Excess Baggage	Hold Baggage	Firearms	Special Items
	X		
To be completed by the Ground Crew at Bag Drop:			
Confirmation Number	AKS2VT	Excess Baggage Weight	Number of Hold Bags
			1
To be completed by Ground Crew at Customer Service Desk and returned to the Ground Crew at Bag Drop, before customer baggage is released.			
I hereby confirm that the above named customer has paid the Baggage Fee as above Their baggage may now be accepted.			
Amount Payable	65,00 €	Date	19.12.25
Ground Crew Name	SER	Customer Name (printed)	Name + Surname
Cardholder Signature	→		
Once completed please give the white copy to the customer and retain the yellow copy			
<small>Cubiquity Ltd EA321 V04 7/16</small>			
Figure B1 – Example of filled out easyJet receipt			
4.	Incorrect Amount Charged on POS Machine <ul style="list-style-type: none"> • Undercharge (e.g. €0.50 short): Process an additional transaction for the remaining amount. • Overcharge (e.g. €500): Inform the supervisor immediately. 		

SAFETY / SECURITY NOTES

- **Cash Handling**

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*