



LOCAL OPERATING PROCEDURE_HAM_PC007

Payment Collection

| Version/Rev | Date | Section | Amendment |
|-------------|------------|----------|---------------|
| V1/R0 | 17.03.2026 | Full LOP | Initial issue |
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PURPOSE

This Local Operating Procedure (LOP) establishes a standardised process for collecting payments for Pegasus Airlines flights at Hamburg Airport (HAM). 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 HAM and which must be referred to Customer Service.
- To standardise the process for collecting payments via Crane System or Cash.
- 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 HAM airport only for the following services:

CABIN BAGGAGE (only at the check-in counter)
EXCESS BAGGAGE (additional piece, extra weight)
SPECIAL BAGGAGE (e.g. SKI, GOLF, BIKE)
SEAT CHANGE

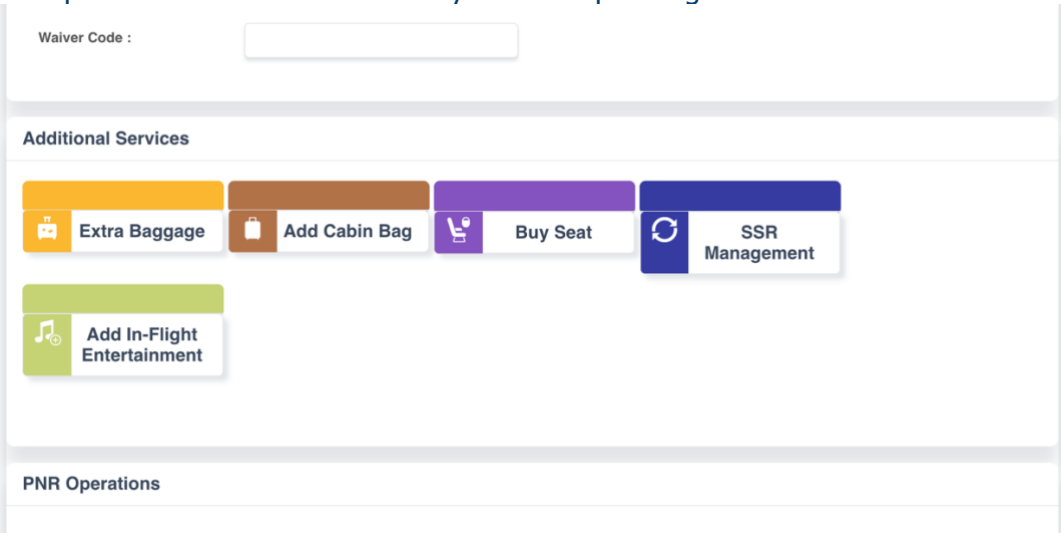
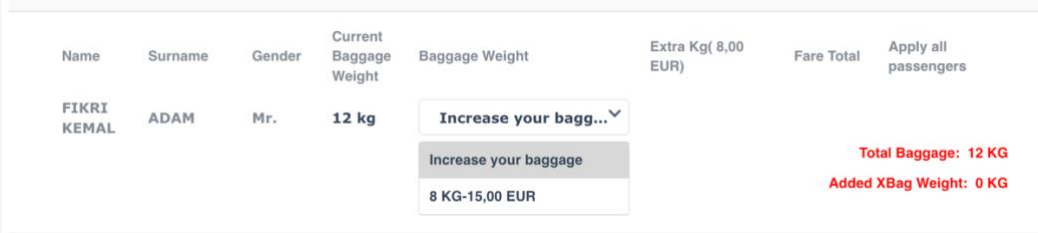
For all other services customers need to contact Customer Service of the airline who will process the payment accordingly.

The payments at HAM can be processed in the Crane DCS. Crane enables the collection of ancillary payments linked to the passenger reservation and allows payments to be processed both at bag drop and at the boarding gate. In addition to Crane DCS or cash can be used to collect the payments at the boarding gate.



PROCEDURE STEPS

PAYMENT IN CRANE

| Step | Action |
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| 2. | <p>Once the required service and applicable fee have been confirmed with the passenger, retrieve and display the customer record in Crane. All available service fee options can be accessed directly from the passenger reservation.</p>  <p>Figure A1 – Service fee options as displayed in passenger reservation</p> |
| 3. | <p>If the payment relates to excess baggage weight, first verify whether the passenger is entitled to a weight upgrade (e.g. +12kg or +20kg) before proceeding with payment.</p>  <p>Figure A2 – Option to increase the weight in Extra Baggage</p> |
| 4. | <p>Excess Weight Payment (When Weight Upgrade Is Not Available) If no weight increase entitlement is available, the passenger must pay for excess weight based on the per-kilogram rate calculated by Crane. If the passenger agrees to pay for the excess weight:</p> <ol style="list-style-type: none"> 1. From the check-in update screen, select Distribute Baggage when adding the bag. 2. The system will automatically display the applicable charge for the extra kilograms. 3. If the passenger accepts the price, continue with the check-in process as usual. <p>Once the bag has been added and the passenger is checked in, the message “Guest Has a Payment” will appear next to the PNR number. To complete the payment collection:</p> <ul style="list-style-type: none"> • Click on the passenger’s PNR number, • Select Extra Baggage, |



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| | <ul style="list-style-type: none"> • Confirm that the correct amount is displayed at the bottom of the page, • Select Continue for Payment, and collect the fee. |
| 5. | <p>Alternative Option – Collect Payment Before Check-In If no weight increase is available, payment can also be collected before checking in the passenger and adding the bag. To do this:</p> <ol style="list-style-type: none"> 1. Click on the passenger's PNR. 2. Go to Extra Baggage. 3. Select the correct flight and passenger. 4. Enter the amount of excess weight. 5. The system will display the corresponding price. 6. If the passenger agrees, select Add Baggage. 7. The price will appear at the bottom of the page. 8. Select Continue for Payment, ensure the currency is in EUR (€), and collect the fee. |
| | <p>Cabin Bag Purchase at Bag Drop If a passenger arrives at check-in with a large cabin bag but has not pre-purchased it, they may purchase this service at bag drop. Important:</p> <ul style="list-style-type: none"> • This service is not available at the boarding gate. <p>To collect payment for a large cabin bag:</p> <ol style="list-style-type: none"> 1. Open the passenger reservation. 2. Select Add Cabin Bag. 3. Choose the correct flight and passenger. 4. Press Add Cabin Bag. 5. The price will be displayed at the bottom of the page. 6. Select Continue for Payment and collect the fee. <p>Note: Large cabin bag purchase is not available on all flights due to limited overhead bin space. If the service cannot be purchased, the passenger must instead purchase hold baggage and check the bag at the counter.</p> |
| 6. | <p>Seat Change Payment If a passenger wishes to purchase a specific seat:</p> <ol style="list-style-type: none"> 1. Open the passenger reservation. 2. Select Buy Seat. 3. Choose the correct flight and passenger. 4. Inform the passenger of the seat price. 5. If accepted, select the desired seat and press Reissue Seat. 6. The price will appear at the bottom of the page. 7. Select Continue for Payment and collect the fee. |
| | <p>Special Baggage Payment (SSR Equipment – EQP) Special baggage can be purchased via SSR Management in the passenger reservation:</p> <ol style="list-style-type: none"> 1. Select SSR Management. |



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| | <ol style="list-style-type: none">2. Choose the relevant flight(s).3. Select EQP under SSR Group.4. Choose the applicable SSR Code.5. Select the passenger.6. Press Add SSR – the price will be displayed at the bottom of the page.7. Select Continue for Payment and collect the fee. |
| | <p>Payment Methods</p> <p>After selecting Continue for Payment, you may collect payment via:</p> <ul style="list-style-type: none">• Cash, or• Credit card <p>Once payment is successfully registered in the system, the passenger will automatically receive a digital receipt via the email provided during booking. A manual DHS receipt is not required.</p> |
| | <p>Cash Handling Procedure</p> <p>Before accepting cash payment, ensure you have sufficient change available. Once cash is received:</p> <ul style="list-style-type: none">• Place it immediately into the cash wallet.• Do not leave cash unattended on the counter. |
| | <p>Post-Payment Actions</p> <p>After payment is completed:</p> <ol style="list-style-type: none">1. Print the passenger's boarding pass.2. Handwrite on the boarding pass:<ul style="list-style-type: none">○ Amount collected○ Form of payment (cash or card)○ Reason for payment (e.g., 2kg, seat change, etc.)3. Record the transaction in the Payment Log.4. Place the reprinted boarding pass in the PC Kasse box. |

SAFETY / SECURITY NOTES

• **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 POS devices are returned and logged back in after 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.