



Gate Guide

FRA T3 V1



General

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| Gates | Schengen Bridge: H1-H13 Bus: H51-H56 Non-Schengen Bridge: J1-J14 Bus: J51-J58 |
| Gate Opening Time | STD-60 |
| Material | DHS bag tags and boarding passes TUI cabin admitted tags TUI dangerous goods sign |
| Announcements | Digital Gate Announcements available. German, English Announcements for XL seats Manual announcements |
| Boarding technique | Boarding by groups 1-4 |
| Buses | Fraport buses to be ordered using the app. |
| Pax Finder | Available |
| Baggage Reconciliation | BRS available to put bags on red -25std and TRC informed. |
| Self Boarding Lanes | Not used |

Quick Checklist

Y/N

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| Gate signed in | |
| Material placed | |
| Printer tested | |
| Scanners working | |
| System and apps loaded | |
| Alarm set | |
| Figures sent to TRC | |
| If required: Fracares, BRS, buses | |
| Preboarding started | |
| Boarding started | |
| STD-25 bags on red TRC notified | |
| STD-15 PAX offloaded/gate closed | |
| Final figures sent to TRC | |
| Flight report done | |
| Flight offblock and gate signed out | |
| Material collected/nothing left behind with personal data | |

Documentation

Non-Schengen: Travel documents must be checked during boarding.

Reference

Baggage

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| Carry-On and HBAG | GOM/CPH | <p>At the Gate</p> <ul style="list-style-type: none"> • Verify the number of pax per boarding group & HBAG count in GoNow (Annex 1&5) • Verify SSR HBAG for priority boarding <p>1. For passengers without the SSR HBAG</p> <ul style="list-style-type: none"> • If gate payment is possible • Offer HBAG purchase if the 70-unit limit is not reached (annex 1) • Otherwise, add HLUG SSR to the booking and check in a 10kg bag for €50 <p>TUI D Package customers:</p> <ul style="list-style-type: none"> • TUI D Package customers, the standard allowance includes a personal item (40x30x20) and a trolley (55x40x20). <p>Flight Only Passengers:</p> <ul style="list-style-type: none"> • Flight Only passenger are entitled to the standard allowance of a personal item (40x30x20). <p>Third-Party Package Customers:</p> <ul style="list-style-type: none"> • Baggage allowance for third-party package customers varies by tour operator. • All third-party package customers are entitled to the standard allowance, which includes one personal item (40x30x20). • The inclusion of the trolley (55x40x20) in the allowance depends per tour operator. • To confirm the specific allowance, please check the SSR code in the DCS and/or on the boarding pass. |
| Gate | | |
| Preparation | | <p>Once scanner issue is fixed, on the computer connected to the BP scanner press ctrl-alt-del and type:</p> <p>Username: kill Password: kill</p> <p>This will reboot the entire system and reset the scanners.</p> <ul style="list-style-type: none"> • Sign into gate • DGR sign placed • Boarding passes and bag tags loaded in printers • DCS logged in on all necessary PCs • Printer tested • Check doors are closed and set warning alarm for unused entry points • Digital announcements setup • Buses ordered if located at bus gate • BRS open and red bags checked • Make announcements for PAX who need document verification |
| Preliminary Information | | <p>Info sent to TRC at gate opening time:</p> <ul style="list-style-type: none"> • Photo of the flight summary • PAX expected e.g. 186+2 • Number of bags accepted • Specials (WCH*, UMR, PETC, etc.) |

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| Boarding | <p>As soon as the crew arrives at the aircraft begin preboarding passengers to the point just before the jet bridge. Communicate with the TRC as they are available to stop the passengers before the jet bridge. At -25min to STD and provided fueling has been completed, the PAX can be brought further into the jet bridge up to the aircraft door but not inside. Communication between the gate and TRC is essential here. Once the crew is ready, PAX may continue to the aircraft.</p> <p>If the weather does not permit because the area is too warm, a limited number of PAX can be preboarded behind the wall divider behind the gate counters.</p> <p>For bus positions, preboard into the bus. Communicate with the bus driver not to leave until you approve with boarding ok.</p> <p>When scanning boarding passes, check that the DCS registers the scan and the passenger appears as boarded.</p> <p>Ensure constant communication between the gate and the ramp. Information about bags, PRM, baby strollers etc. should be given clearly and timely.</p> <p>At bridge positions order BRS to come and retrieve strollers and gate checked bags or items. For bus gates PAX will need to bring these items and leave them at the aircraft stairs.</p> |
| Crew Lists | <p>(Non-Schengen flights) Cabin Service Area - Detailed (Schengen flights) PIL Meals Fullfillment - Detailed Flight Summary</p> |
| Gate Closing Time | STD-15 |
| Final Figures | <p>Info sent to TRC at time of gate closure:</p> <ul style="list-style-type: none"> • Photo of the flight summary • PAX expected e.g. 185+2 • Number of bags accepted • Specials (WCH*, UMNR, PETC, etc.) |
| Troubleshooting | |
| Scanners not working | <p>Until scanner issue is fixed, when first arriving at the gate, on the computer connected to the BP scanner press ctrl-alt-del and type: Username: kill Password: kill This will reboot the entire system and reset the scanners. Please be aware that this process may take some time and should not be done in the middle of the boarding process.</p> <p>If at a gate with scanners on both sides, switch to the other side if it is working. It is best practice to test all before boarding starts.</p> <p>If the boarding point computer is equipped with a handscanner gun, this can also be used.</p> <p>It may be possible to use one of the self boarding gate scanners, however they do not provide feedback when a boarding pass is scanned and the system must be checked for every scan.</p> <p>If there is no option to scan boarding passes, manual boarding must be done. When boarding manually, always check that the name and seat number on the boarding pass matches the system. If the incorrect Seq. number was input e.g. 112 instead of 121, stop and immediately deboard the wrongly</p> |

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| Missing pax | | <p>Make announcements.</p> <p>Always use check if they are traveling alone or in a party. If they are traveling in a group and others are boarded, perform a seat check or ask a member of the group if they are missing someone in their party.</p> <p>PAX Finder is available however it is possible for PAX to be allowed through without scanning their boarding pass, so they may not show up on the list.</p> <p>Dial 115 to request terminal calls for specific passenger names. This is limited to a max of 5 names. It may take some time for the terminal call to take place, so it is best to use it proactively. For example if 8 PAX are missing and 4 have bags. Do the terminal call for the ones missing bags first plus one other. If a passenger has not passed through security, it may be a waste to use the call on them.</p> |
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