DHS	**Boarding Guide**	**easyJet**
Boarding Agent		Back-up Agent

Boarding Agent (top section, spanning):

- Open CAMEL and select "Gate Occupied";
- Open EAGLE; check if there are any critical bags (coloured in yellow or red); if yes, inform the ramp agent, who will later advise on the status of the bag(s);
- Open eRes and log in to your account;
- At –40 STD (make sure the flight is closed for check-in, if necessary, contact agent at the check-in desk) print the Flight Closure Report and Loading Instruction (menu #4 – p for print – f for flight closure report ot -I for loading instruction, – date – flight city pair); ramp agent will pick up the list from the gate; if bus gate, flight figures are communicated via phone;
- If there are any special pax on the flight (WCHR, WCHS, WCHC, BLND, DEAF) call mobility service – 63333 – and provide them with the flight number, name of the passenger, special category type and ask for required assistance at the gate.

Boarding Agent	Back-up Agent
• Prepare the gate – install boarding passes – have bingo sheet and manual bag tags ready on the desk – double check if there are any issues with the scanning machine or the gate doors and if there is enough paper in the printer; • When the A/C is on block and passengers start to disembark make the general boarding announcement; • Open boarding in eRes – ob/flightnumber • Open boarding mode in eRes - .brdflightnumber • Assist back-up agent with the queue management; • If enough time, assist back-up agent with the payments; • After "Boarding OK" from ramp agent, select "Boarding" in CAMEL, open the gate doors and start boarding with S1/S2 customers; • In case you need to board a passenger manually, type the sequence number from their boarding pass: sxyz ; for pax checked-in at the airport, just sequence number without s • Check the travel documents thoroughly – make sure the passport belongs to the person in front of you – valid dates of issue and expiry of the passport – if visa required, make sure that the valid from and valid until dates are acceptable; when in doubt, always consult with your colleagues; if necessary, immigration office or border police at the respective airport should be consulted before boarding the customer;	• Make sure the baggage gauge/sizer is at the gate; • Start filling out the gate report; • If bus gate, request buses; Take the stairs down at the bus gates such as B14, C02, C05, or C09 and make sure that the area is completely empty; • When the A/C is on block, select "Boarding soon" in CAMEL; if bus gate, boarding normally starts at touch-down (confirm with the ramp agent); • While the general announcement is done, start organising the lines for S1 and S2 on the one side of the baggage sizer and for all remaining customers on another, as indicated on the sizer; • After the lining organisation is done, go throw the non-S1-S2 queue and where necessary charge non-compliant bags accordingly; if baggage cannot be taken into the cabin, label with manual tag and show customer **CABIN BAGGAGE OFFLOAD CARD/DGR POSTER** and ask to remove electronic items, documents, medication, etc., and write down the sequence number from their boarding pass on the sticker for the bingo sheet; • When necessary, assist boarding agent with the travel documents; if the case cannot be solved immediately, take over the problematic issue and let boarding agent continue with other passengers; when in doubt, always consult with your colleagues; if necessary, immigration office or border police at the respective airport should be consulted before boarding the customer;

- Boarding should be completed at –15 STD; when bus gate, at –20 STD;
- When boarding is completed, check if there are any no-shows with the bags (in boarding mode - .qn ; or - .qnflightnumber in a regular mode); If any pax with bags are missing, in EAGLE make the bag yellow and inform ramp agent immediately (names and bag tag numbers required). If decided to offload the bag, make it red in EAGLE.
- When boarding is completed, give the final figures to the ramp agent – How many pax missing? How many with bags? How many missing in the A/C splits? Total on board? - This information is accessible again in the flight closure report (menu #4 - s for screen - f for flight closure report – date – flight city pair);
- If anything labelled at the gate, hand over the bingo sheet to ramp agent; if bus gate, hand over the flight closer report, loading instruction and bingo sheet to the bus driver and inform that the boarding is completed;
- Close boarding for the flight – cb/flightnumber ;
- Send flight closure report to muc-passage@dhs.aero (menu #4 - e for email - f for flight closure report – date – flight city pair – email address);
- When "doors closed", remove no-shows - .qnflightnumber - r1, r2, r3, or r1-3 to remove all three no-shows for example;
- Gate agents can leave the gate after "door closed";
- Gate agents should stay on duty until their A/C is airborne;

Recommendations:

- ❖ Before going to the gate, make sure you have all the necessary material: Cabin Bagge Offload Card, PDQ Machine, Gate Report, Bingo Sheet, Manual Bag Tags, Boarding Passes, Receipt Book, UK Visa Leaflet, Denied Boarding Letter, EMA Form;
- ❖ The teamwork is very important at the gate. Always communicate with each other about your steps and stay connected at all times;
- ❖ When necessary, look out for your colleague and assist accordingly;
- ❖ Always be in touch with the ramp agent and give updates about the boarding process and provide information regarding any irregularities at the gate;
- ❖ Because of the short turnaround, fast performance while boarding is very helpful; however, as always, safety first; the quality of your performance and proper documentation checks are always priority as well;
- ❖ If there is something that you are even slightly unsure of, please always inform your supervisor on duty;
- ❖ If there is something that you find even slightly unusual, please always inform your supervisor on duty;

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THANK YOU!