

Boarding Agent	Back-up Agent
<ul style="list-style-type: none"> <li>• Arrive at the gate –1h STD;</li> <li>• Open CAMEL and select “Gate Occupied”;</li> <li>• Open EAGLE; check if there are any critical bags (coloured in <b>yellow</b> or <b>red</b>); if yes, investigate – e. g. are these rush bags or transfer bags not accepted in DCS?</li> <li>• Open Altea CM and log in to your account;</li> <li>• Open <b>DGA</b> (Digital Announcements) application, select the flight, go to the settings and update the group numbers with which you would like to board the flight and save the settings;</li> <li>• Check-in shall be closed at –45mins STD</li> <li>• If there are any special pax on the flight (WCHR, WCHS, WCHC, BLND, DEAF, etc.) call mobility service – <b>63333</b> – and provide them with the flight number, name of the passenger, special category type and ask for required assistance at the gate.</li> <li>• If there is no ramp agent for the flight, please communicate with Cabin Crew yourself about boarding start; if you need to contact Aviapartner dispo you can reach them on <b>90181</b>;</li> </ul>	<ul style="list-style-type: none"> <li>• Prepare the gate – install boarding passes and bag tags – double check if there are any issues with the scanning machine or the gate doors;</li> <li>• When needed, assist transfer customers with check-in and registering their luggage in DCS;</li> <li>• If there are SBY customers, when check-in is closed onload them through Onload Recommendation List; their boarding passes will be automatically printed; scanning machine will also print a small note with the new seat number when customer scans their old boarding pass;</li> <li>• If the flight is overbooked, when onloading, some customers from economy class might be upgraded to business. In this case, if there are not enough meals available for upgraded customers (you can see the number of meals in the Onload Recommendation List menu or in Catering Figures), please inform them about this; If no meals, also please inform cabin crew which passenger was upgraded at the gate because of overbooking.</li> <li>• When last passenger is boarded, Close Boarding and <b>Applications-Flight-Flight Update-Acceptance-Finalised IMMEDIATELY!</b></li> <li>• Print Customer Weight and Balance from Flight mode;</li> </ul> <ul style="list-style-type: none"> <li>• Start filling out the gate report;</li> <li>• If bus gate, request buses; Take the stairs down at the bus gates such as D02, C02, D05, or C09 and make sure that the area is completely empty;</li> <li>• Around –50mins STD select “Boarding soon” in CAMEL and make general boarding announcement in DGA;</li> <li>• When Boarding Ok, change CAMEL to Boarding and do Priority Boarding announcement first, then Groups 1 and 2, then Group 3, etc.</li> <li>• Make sure that the boarding flow is organised and watch out for unlabelled baby-strollers or oversized cabin bags;</li> <li>• Where necessary charge non-compliant bags accordingly; non-compliant bags should be labelled with the bag tag and taken into the hold; when labelling the bag show to the customer DGR poster and ask to remove electronic items, documents, medication, and/or any dangerous goods from their bag;</li> <li>• 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 supervisor; if necessary, immigration office or border police at the respective airport should be contacted before boarding the customer;</li> <li>• When boarding is finished, change to Flight Closed in CAMEL;</li> </ul>

- Boarding should be completed at -15 STD.
- When boarding is completed, check if there are any no-shows with the bags. If any pax with bags are missing, in EAGLE make the bag **red** and inform ramp agent that bags need to be offloaded.
- Gate agents can leave the gate after “door closed”;
- Gate agents should stay on duty until their A/C is airborne;
- **DO NOT FORGET to send FPR from Altea CM after A/C is airborne. If the flight was delayed, in FPR indicate the delay code and length, which can be found in MVT message in AVBIS (go to Flight Comms, select the flight and click on MVT);**

### **Recommendations:**

- ❖ Before going to the gate, make sure you have all the necessary material;
- ❖ 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;
- ❖ 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 and ask your supervisor;
- ❖ If there is something that you find even slightly unusual, please always inform your supervisor;



THANK YOU!