



ITA GATE PROCEDURES

1. Check AvBis for the TRC phone.
 - a. Send them PAX figures (Booked, Curtain, Total Bags, Specials).
2. Sign into the gate.
3. Set up gate counters (load materials into printers, put out DGR signs, sizers etc.)
4. Sign into the DCS.
5. Test the printer.
 - a. Insert the printer number into the system.
6. Prepare a list of gate numbers for PAX arriving with connecting flights. This can be done by
7. Order the buses when the aircraft is at a remote stand. OR
8. Open the door for inbound PAX.
9. Once all PAX have disembarked brief the crew (Booked PAX, Curtain, Specials). Ask if they need the PIL to be printed.
10. Open Digital Gate Announcements – Set the language IT, DE, EN. Set boarding settings (Zones 1 and 2, 1-3, 1-4, 1-5).
 - a. Play Terminal Call
 - b. Click "Begin Boarding"
11. Locate families with small children and have them line up for priority boarding. Inform PAX of their boarding zones/groups and where they can queue.
12. Speak with the crew about boarding time. Inform them about filling the bridge with the families.



13. Open the boarding mask
14. Set monitors to display correct zones and play first call.
15. Begin boarding passengers
 - a. All passengers must be reconciled with the DCS to ensure that they are correctly boarded and registered by the system.
 - b. Any warnings or irregularities given by the DCS or gate equipment/scanners must be held under scrutiny. If something seems off, halt the boarding process and ensure it is okay before proceeding.
16. 5 minutes before it is time to close the gate inform TRC of missing PAX with their bag tag numbers.
17. Close boarding when all passengers are accounted for or at the closing time of the airline.
18. Order the air bridge driver using the app.
19. Print the lists for the crew if required.
 - a. If necessary, wait for the load sheet.
20. Give the lists to the bus driver/hand off to the crew and inform them boarding is complete.
21. Send final figures to TRC.
22. Close all doors and make sure the area is secure.
23. Sign out and make sure all materials are accounted for.

Note: Inbound PAX should be checked and comments should be applied to confirm if they have luggage checked in from their previous flight that is not in the system.



Troubleshooting: If the automated boarding gate scanners are not functioning, they can be reset by selecting:

Device – Connected Device Status – Initialize PE.