



STANDARD OPERATING PROCEDURE_PAX04

Baggage Acceptance

Version/Rev	Date	Section	Amendment
V1/R1	11.03.2024	SOP Title	SOP Title changed from Baggage Check-in to Baggage Acceptance
V1/R1	11.03.2024	Procedure Steps	Cabin Baggage procedure steps added
V1/R1	11.03.2024	Reference	Reference added

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OBJECTIVE

The purpose of this SOP is to ensure that Baggage processing at Check-in is performed safely, consistently and efficiently.

APPLICATION

Passenger Services Department:

Customer Service Agents; Customer Service Supervisor

ABBREVIATIONS & DEFINITIONS

DCS = Departure Control System (Altea, I-Port etc.)

SSR = Special Service Request

DGR = Dangerous Goods



PROCEDURE STEPS

A) Baggage Acceptance

Step	Action
1.	Ask the passenger to show all his/her baggage and cabin baggage.
2.	Ensure dangerous goods notifications are on display and verify with the passenger that the checked baggage does not contain any forbidden dangerous goods. Ask if the passenger has any sharpen/cutting items in hand baggage and if yes, request him/her to move them into checked baggage.
4.	Review weight and number of pieces information for recording in the DCS and for applying appropriate fees.
5.	If applicable or required according to operating airline procedures, ask the passenger security-related questions.
6.	Be aware of items that, due to their nature, may contain dangerous goods. Refer to the IATA DGR and operating airline procedures.
7.	Ensure the number and weight of each piece of checked baggage has been transferred automatically or manually to the load control process. When special baggage is accepted, ensure the person in charge of the weight and balance calculation task is informed accordingly.
8.	Attach an appropriate baggage tag for the journey.
9.	Passengers who have used a self-service check-in facility may drop their checked baggage at a baggage drop-off. If applicable as per operating airline procedures: <ol style="list-style-type: none">1. Review the boarding pass and retrieve the passenger data in the check-in system.2. Verify identity and travel document, assess carry-on baggage, and accept checked baggage.3. Update baggage information and any SSRs in the DCS, if required, and apply any related fees.

B) Baggage Drop-Off and Self-Service Devices

Step	Action
1.	Follow operating airline procedures or Service Level Agreements (SLA) for the number of staff undertaking assistance and supervision activities at each machine.
2.	Proactively guide passengers to self-service options to manage waiting times.

C) Cabin baggage at Check-in

Step	Action
1.	Assess the size, weight and number of pieces of cabin baggage as per operating airline procedures: <ol style="list-style-type: none">1. Weigh/measure cabin bags if they appear to exceed the specified weight/size limit set by the operator (weighing of all cabin baggage may not be systematically required unless mandated by the operator).2. Refer the passenger to the baggage gauge, if available.



	3. Attach an "approved cabin baggage" tag, if applicable.
2.	If the cabin baggage exceeds the free allowance size and/or weight, it shall be checked in with applicable charges if the free baggage allowance is exceeded.
3.	Be aware of dangerous goods that are commonly carried but not permitted. Ask the passenger if they have any of these items by using the dangerous goods displays for visualization.
4.	Items removed by security screening personnel may only be accepted in checked baggage, in accordance with operating airline handling and acceptance procedures.

D) Cabin baggage at Boarding Gate

Step	Action
1.	Check for items that are unacceptable, oversized, overweight or exceed the number of pieces as free cabin baggage. Use the cabin baggage gauge, if applicable.
2.	Collect any cabin baggage that cannot be accommodated on board due to these reasons or due to limited storage space.

E) Accepting Cabin Baggage into the Hold

Step	Action
1.	Check with the passenger that the baggage contents comply with the IATA DGR and operating airline procedures. Verify whether the passenger has removed any items specifically prohibited in hold baggage.
2.	Advise the passenger to remove any personal documents or medications, valuables and sensitive or fragile objects.
3.	Collect applicable charges as per operating airline procedures.
4.	Tag gate-checked bags in line with the through check-in procedures using a limited release tag, in accordance with operating airline procedures.
5.	Ensure the baggage tagged at the gate is considered for load control by adding the information in the DCS (number of pieces and weight) or use Delivery at Aircraft (DAA) labels and processes if applicable (see GOM 1.1.6.12(c)) depending on aircraft type.
6.	Inform passengers to pick up their gate-checked bags at the baggage claim area, final destination or at the aircraft door (DAA), if applicable.
7.	Inform ramp staff and/or load control of the gate baggage to be loaded.

REFERENCE FOR FURTHER GUIDANCE

DHS GOM
ASM 11.
Airline Ground Handling Manual
Job cards