



STANDARD OPERATING PROCEDURE_PAX05

Handling of Web-Checkers

Version/Rev	Date	Section	Amendment

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OBJECTIVE

The purpose of this SOP is to ensure that Online Checked-in Passenger processing is performed safely, consistently and efficiently.

APPLICATION

Passenger Services Department:

Customer Service Agents; Customer Service Supervisor

ABBREVIATIONS & DEFINITIONS

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

LMC = Last Minute Change

**PROCEDURE STEPS**

Step	Action
1.	Verify if the passenger's travel documents (including visa) conform to the immigration rules of transit and destination country by using Timatic.
2.	Verify if the passenger API data are collected in advance in DCS: <ul style="list-style-type: none">• If no – API data must be entered into DCS (swipe passport).• If the passenger API data are incorrect, amend them as required.
3.	Check the passenger's seat indicated in the boarding pass: <ul style="list-style-type: none">• If in the passenger boarding pass the seat in emergency exit row is assigned:<ol style="list-style-type: none">1. Ensure that passenger meets the requirements according to Airline's policies2. If the passenger belongs to categories which in accordance with the flight safety requirements are restricted to occupy the seat in emergency exit row:<ul style="list-style-type: none">• Change the seat in DCS for other one in non-emergency exit row (in accordance with Airline's regulations).• Reissue the boarding pass with the new seat.• Enter the special remark "NOT SUITABLE FOR EXIT ROW" in the DCS passenger record.
4.	Transmit the total number of LMCs (passengers and baggage) accepted for carriage to the Load Controller and TRC, so that Loadsheets can be produced/adjusted.
5.	Inform the Boarding Agent about the LMC.

REFERENCE FOR FURTHER GUIDANCE

TBA