



# STANDARD OPERATING PROCEDURE\_PAX06

## LMC Passenger at Check-in

Version/Rev	Date	Section	Amendment

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### OBJECTIVE

The purpose of this SOP is to ensure that LMC Passenger processing at is performed safely, consistently and efficiently.

### APPLICATION

Passenger Services Department:  
Customer Service Agents; Customer Service Supervisor

Operations Department:  
Load Control Agent, Turnaround Coordinator

### ABBREVIATIONS & DEFINITIONS

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

LMC = Last Minute Change



## PROCEDURE STEPS

**If on time departure of a flight is threatened, the permission to accept the LMC passenger must be obtained from the Airlines representative /Airlines OCC etc.**

Step	Action
1.	Obtain approval for the LMC from your Supervisor on duty
2.	In case of a positive answer, ask the Load Controller to open the respective flight in the DCS  <b>Note:</b> After regular Check-in closure never do any changes yourself to accepted figures without permission of the load controller.
3.	<ul style="list-style-type: none"><li>• Check-in the passenger and his/her baggage in DCS according to the route in the ticket.</li><li>• During check-in of the baggage (if any), attach and mark the "Late check-in" position on the "Limited Release" column of the baggage tag.</li><li>• Warn the passenger that his/her checked baggage may be delivered by the next flight, so that the appropriate request to Lost and Found department of the arrival airport can be made.</li></ul>
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