



STANDARD OPERATING PROCEDURE_PAX06

LMC Passenger at Check-in

Version/Rev	Date	Section	Amendment

Prepared by: Dominika Doruch

Issued: 25.09.2023

Version: V1/Rev0

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 Note: 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">Check-in the passenger and his/her baggage in DCS according to the route in the ticket.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.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.
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