



STANDARD OPERATING PROCEDURE_PAX07

Passenger Boarding

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V1/R1	11.03.2024	Procedure Steps	Steps added
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Prepared by: Dominika Doruch

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OBJECTIVE

The purpose of this SOP is to ensure that Passenger boarding 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

BuPol = Bundespolizei

PIL = Passenger Information List



PROCEDURE STEPS

Boarding Preparation:

Before boarding, ensure passengers and their cabin baggage have undergone security checks, if applicable.

Step	Action
1.	Start and test gate equipment or if required prepare manual boarding documentation in accordance with operating airline procedures.
2.	Check boarding facilities and gate monitors are displaying the correct flight information.
3.	Prepare the gate room for boarding (e.g., place stanchions, carpets, baggage sizers, podiums), as per operating airline procedures.
4.	Ensure dangerous goods and prohibited articles notices are displayed at the boarding gate (For further guidance refer to current IATA DGR).
5.	Prepare required handling material (e.g., boarding passes, baggage tags) as per operating airline procedures.
6.	Review the flight and check the following: <ol style="list-style-type: none">1. Number of booked and accepted passengers, including waitlist2. Passengers requiring special attention or pre-boarding3. Passengers who are not authorized to board and, if any, related action required (e.g., feeding API-data, selectee handling)4. In the case of an overbooked flight, assess the number of volunteers required and/or expected number of involuntarily denied boarding passengers5. Inbound connections and arrival time6. If applicable, meal counts in relation to the number of passengers
7.	If applicable, prepare for priority boarding (e.g., set up signage and barriers).
8.	Prepare boarding announcements as required by the operating airline procedures.
9.	Ensure the boarding route to the aircraft is safe and clearly marked, where possible.
10.	If passengers and staff need to walk on the ramp, ensure the route to the aircraft is safe and clearly marked. Passengers must be supervised on the ramp at all times.
11.	For boarding with a Passenger Boarding Bridge (PBB), secure the route to the aircraft and block off any unused passageways, if required. Identify passageways (e.g., by class) as per operating airline requirements when there is more than one passageway in use.
12.	Obtain clearance for boarding from the flight crew, according to local and operating airline procedures.



Passenger Boarding Process

Passengers can be boarded by personnel in charge of the boarding process using a boarding application or manually, or passengers can use self-service devices for boarding, if available.

The following must be observed for the boarding process

Step	Action
1.	<p>Apply the boarding sequence as requested by the operating carrier (e.g., pre-boarding and priority boarding).</p> <p>Note: If any doubts exist regarding the authenticity or possible misuse of the travel document contact your Supervisor on duty for assistance or the Federal Police (BuPol) directly to double check documents.</p>
2.	Make boarding announcements as per operating airline procedures
3.	Follow operating airline procedures for passengers requiring assistance or pre-boarding.
4.	<p>Verify each passenger's identity as per the operating airline procedure.</p> <p>Note: If any doubts exist regarding the authenticity or possible misuse of the travel document contact your Supervisor on duty for assistance or the Federal Police (BuPol) directly to double check documents.</p>
5.	Cross-check the name on the passenger identity document with the one on the boarding token/card, and visually match the passenger with the photograph, if applicable.
6.	Register each passenger boarding and make a notification in the DCS.
7.	<p>Apply the cabin baggage procedures of the operating airline, and account for any gate-tagged items:</p> <p>Collect any flight related paper revenue documents, if required.</p> <p>Clarify any boarding discrepancies See SOP_PAX09.</p>
8.	Follow safety precautions when aircraft fueling is in progress as per the operating airline procedures and state or local regulations.
9.	For manual or non-automated boarding, check the flight number and date on the boarding card/token and register the security number as per operating airline procedures.
10.	If a passenger is not eligible to board, deny boarding and enter passenger records to resolve the passenger boarding issue.
11.	<p>Enforce cabin baggage procedures:</p> <ol style="list-style-type: none">Extra cabin baggage collected at the gate from passengers shall be tagged and the pieces/weight tag number(s), if applicable, "entered" in the DCS. Collect bags at the gate as per local procedures. Charge excess baggage if feasible. Inform load control of the additional pieces/weight if not transmitted via DCS.Advise ramp staff and/or load control of any gate tagged items to be loaded as per operating airline procedures. <p>For cabin baggage acceptance at the boarding gate see GOM 1.1.6.2(e).</p>
12.	For DAA, procedure see GOM 1.1.6.12(c).



End of Boarding

Before flight closure, ensure all accepted passengers have boarded the aircraft.

Based on the operating airline's procedures:

Step	Action
1.	Secure the flight by matching the checked-in passengers to the boarded passengers. Finish the boarding process and close the flight in the DCS, if required.
2.	Add any additional cabin baggage tag number(s) in the DCS collected at the gate as per operating airline procedures and the system used (manually or automated).
3.	Provide final passenger numbers to cabin and/or flight crew.
4.	Provide required flight documents to cabin and/or flight crew.
5.	Ensure load control is informed about final passenger and/or baggage information, as per operating airline procedures.

REFERENCE FOR FURTHER GUIDANCE

DHS GOM
Airlines Ground Handling Manuals
Job cards for respective Airline