

Topic: Resolving Boarding Discrepancy – More PAX on board than boarded in the system.

Dear all,

when authorizing a passenger to board the aircraft, it is crucial to scan their boarding pass at the gate and ensure that the Departure Control System provides a positive response (Green light) indicating that the passenger has been successfully boarded in the system. We must always pay attention to system notifications and refrain from allowing the passenger to board the aircraft unless any issues are resolved. No boarding upon a red signal! It is essential that the number of passengers boarded in the system matches the actual number of passengers on board. Only in this case can we consider the weight and balance of the aircraft and baggage reconciliation to be 100% reliable, ensuring the safety of the flight is not compromised.

On non-Schengen routes it is viable to crosscheck the ID of the passenger with the name on the boarding pass and also a quick check, if the passenger is entitled to travel, especially, when he has checked in online and the first contact with us is at the gate.

When you arrive at the gate, make sure the Pre-Boardingzone is empty. No passenger may be boarded without his boarding pass has been scanned! Neither the PBZ nor the aircraft. Make sure, no passenger is hiding behind another and manages to board without being scanned. If you are dealing with one passenger, you have to ensure that no other passenger is boarding himself and passing behind.

The main reasons, why a passenger may enter the aircraft without being boarded in the system are:

- Not scanned, as he/she/it may have been standing behind and not visible
- Failed to scan, so overlooked the passenger
- Duplicate seating – two different passengers holding the same BP with same seat, most cases are caused by a reprint at check-in
- Barcode not scanned or too quick
- PRM passenger and accompanying person may have been boarded by PRM service through a different way without presenting to the gate

All of the above can easily be avoided by being vigilant throughout the process. Boarding is not a race! We need to work efficient, but be very vigilant at any time and wait until we have evidence of the ping (green light) that a passenger is accepted and the green light is not for the passenger boarded before!

Most airlines do a headcount before closing the doors, but not all. If they do and there is a discrepancy, follow the guidelines below. If there is no headcount, and you have no-show passengers at the gate, please check, if these passengers are at the airport (airport check-in, bag drop) or pure online checked-in passengers without bags. Ask the TRC to let the crew do a headcount, especially if the passenger have been at the airport and dropped a bag at check-in. Online passengers may and have to be offloaded once confirmed, boarding has ended with the TRC.

The correct procedure when more passengers are counted on board than boarded in the system is as follows:

1. Check the NO-SHOW list. It is likely that the boarding pass was not scanned or the system did not provide a positive response during the scanning process. (It is also possible that certain special categories of passengers, such as VIPs, PRMs, deportees, etc., were taken directly to the aircraft without your notification.)

2. Check the seat of the NO-SHOW passenger and identify the passenger with their boarding pass and passport. Please be cautious, as it is possible that a passenger has taken a different seat. Always ask them to present their boarding pass and passport for verification.
3. If it is confirmed that the NO-SHOW passenger is on board by checking their boarding pass and passport, you can board them in the system to ensure the figures eventually match.

If the identification is still not 100% certain, follow these steps:

1. Let the crew call the No-Shows via interphone on board. If a passenger comes forward, verify their identity by checking their boarding pass and passport.
2. If no passenger comes forward, the crew can make an announcement requesting all passengers to check their boarding passes quickly (ensuring they have the correct one with their name) and come forward if they do not match. It is possible that two or more passengers have used the same boarding pass to board. Either one of them has been RED upon scanning!

If the identification issue persists and neither the No-Show passenger seat checks nor the announcements resolve the discrepancy, follow this method to identify the not-boarded passengers:

1. Print the Passenger Name List (PNL) of boarded passengers from the Departure Control System (DCS) and go row by row, marking the list to identify who is actually on board. Some DCS are capable of printing according seat rows. If available, use this option.
2. If there are two agents, each one can take a list. One agent can start from the rear, while the other begins from the front of the aircraft or from different sides (e.g., left-hand side seats and right-hand side seats).
3. Eventually, you should be able to find a passenger who is not on the list.
4. It is possible that the missing passenger is a no-show who simply did not pay attention to the announcements.

5. Or, it could be a passenger who is not supposed to be on our flight at all!

Please always follow these procedures diligently to ensure accurate passenger boarding and maintain the safety of the flight.

And last but not least: an effective and precise communication with your TRC is the clue to a successful and on time boarding! He/she is the person who needs to know the exact status and where you are and may help you at any time.

Thank you!