



STANDARD OPERATING PROCEDURE_PAX08

Missing accepted Passenger at Gate

Version/Rev	Date	Section	Amendment

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OBJECTIVE

The purpose of this SOP is to ensure that handling of missing passenger at gate 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

Step	Action
1.	Check the name of the passenger.
2.	Check with the TRC if he/she is not on board. 1. Seat Check 2. Name Announcement on board
3.	Check for any check-in error (e.g. double check-in).
4.	Check if he/she was through-checked in another station. In this case check the arrival of this flight.
5.	If the passenger does not have any checked baggage: • Offload passenger in DCS. • Advise Load Control and/or TRC for making LMC on Loadsheets.
6.	If the passenger has checked baggage: 1) Retrieve the baggage tag numbers from DCS. 2) Immediately request the TRC to have the baggage located and offloaded. 3) Operations department to inform the Airlines OCC in case of delay expected as per airlines requirements 4) Load Controller to adjust Loadsheets accordingly

REFERENCE FOR FURTHER GUIDANCE

N/A