



STANDARD OPERATING PROCEDURE_PAX09

Passenger Boarding Discrepancies

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V1/R1	11.03.2024	Reference	Reference added

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OBJECTIVE

The purpose of this SOP is to ensure that handling of boarding discrepancies on board 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 there are passenger discrepancies (minus or plus), they must be resolved prior to closing the aircraft door.

Step	Action
1.	Check the No-Show Passenger List in the DCS.
2.	Make every attempt to locate missing passengers and obtain visual proof of boarding. Verify documents if the missing passengers are found to be already on board the aircraft. Check with the TRC if any of the No-Shows displayed are on board. <ol style="list-style-type: none">1. Seat Check2. Name Announcement on board Note: Check for unusual no-shows first like infants, children, PRMs, No-Shows travelling in group bookings, passenger with special loads etc.
3.	If positive: Board the respective passenger manually in the DCS
4.	If negative: <ol style="list-style-type: none">1. Inform your Supervisor on duty.2. Print two copies of the passenger list (sorted by seat sequence) and take it with you to the aircraft.
5.	Decide with your boarding colleague who will start to check boarded passenger from the front and who from the rear of the aircraft
6.	Check all passengers row by row and tick on the list when identified
7.	As soon as additional head is identified: Check his/her travel documents. Is passenger booked for this flight? <ul style="list-style-type: none">• If yes, accept passenger (check-in and board manually)• If no, passenger has to disembark
8.	Inform TRC and Load Controller for them to be able to finalize the flight
9.	Inform your supervisor about the outcome to be able to report and investigate incident further.

REFERENCE

DHS GOM
ASM 10.3
Airline Ground Handling Manuals