

# IAC2207 Ground Service Management

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## Check-in Procedures for Passengers and Baggage



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## Checked-in

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- ❖ **When pax has checked-in, the coupon status changes to 'CHECKED-IN' and after departure, the coupon status changes to 'LIFTED'. After a predetermined period, the coupon status changes to 'FLOWN'.**

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## Types of counter

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- ❖ Can be divided into 2 types : **Common check-in and Dedicated check-in**
- ❖ **Common check-in** : check-in counters are **SHARED** by different flights belonging to **SAME** airline (all flights check-in)
- ❖ **Dedicated check-in** : **specific flight** for that counter, use with airline that has flights almost same time




# Dedicated check in counter






 DELTA 

SKY  
PRIORITY

AIRFRANCE  KLM  Alitalia 


virgin atlantic 

Delta One, First & Business Class  
Diamond, Platinum & Gold Medallion  
SkyTeam Elite Plus  
Virgin Atlantic Upper Class  
Virgin Atlantic Flying Club Gold  
GOL Smiles Diamond  
Qantas Velocity Platinum & Gold

**ANA**

**B21**

**BUSINESS CLASS**

STAR ALLIANCE  GOLD

**000**



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# Queue layouts

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- ❖ Can be divided into 2 types : Individual Queue and Common Queue
- ❖ **Individual Queue** : each counter has its own line
- ❖ **Common Queue** : pax queue up in ONE single lane served by multiple counters

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## Queue layouts

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Individual Queue

Common Queue

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## Check-in counter equipment

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- ❖ Computer monitor, keyboard, boarding pass printer, baggage tag printer, and conveyor belt with a scale



# Check-in counter equipment

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- ❖ Baggage Tag printer



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# Check-in counter equipment

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- ❖ Conveyor belt with the scale
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## Travel and Health Documentation

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In accordance with international aviation and government regulations, all passengers traveling on international flights are required

- A valid air ticket
- Passport documentation
- Visa/Transit Visa
- Health Documentation



## **Travel Information Manual (TIM)**

**Since 1963, TIM supplying reliable up-to-date country destination information on entry and health requirements, customs and currency regulation.**

**TIM is issued on monthly basis by IATA and offers to airline, travel agents, tour operators and government agencies to help pax save time and avoid fines, delay.**

**Each country listing Passport, Visas, Health information, Airport Tax, Customs and Currency and Duty free allowance.**



# TIMATIC

Is available in DCS and CRS. The IATA TIMATIC is standard used by airlines and travel agent to comply with **border control's rules and regulation** based on pax destination, transit points, nationality, travel document, residence country to ensure travelers have the correct travel documents.

TIMATIC provides :

- Passport requirement and recommendation
- Visa requirement and recommendation
- Health requirement and recommendation
- Airport Tax
- Currency regulations ; import/export
- Customs regulations ; import/export goods and small pets

Transit: Visa/Passport

Nationality: United States

Destination: PARIS CHARLES DE GAULLE

TIMATIC-3 / 19JUN18 / 0145 UTC  
NATIONAL USA (US)

VISA DESTINATION FRANCE (FR) /DESTINATION FRANCE (FR)

..... NORMAL PASSPORTS ONLY .....  
PASSPORT REQUIRED.

- PASSPORTS AND OTHER DOCUMENTS ACCEPTED FOR ENTRY MUST BE  
VALID FOR A MINIMUM OF 3 MONTHS BEYOND THE PERIOD OF  
INTENDED STAY.

VISA REQUIRED, EXCEPT FOR NATIONALS OF USA WITH A NORMAL  
PASSPORT FOR A MAXIMUM STAY OF 90 DAYS. (SEE NOTE 53781)

NOTE 53781: THE MAXIMUM STAY IS GRANTED WITHIN 180 DAYS.

MINORS:

- ALIEN MINORS UP TO/INCLUDING 17 YEARS OF AGE CAN BE INCLUDED  
IN THEIR PARENT'S PASSPORT IF THEY ARE TRAVELING WITH THEIR  
PARENTS.
- PASSENGERS YOUNGER THAN 18 YEARS WHO RESIDE IN FRANCE OR IN  
A FRENCH OVERSEAS COLLECTIVITY, DEPARTMENT, REGION OR  
TERRITORY AND DEPART FROM FRANCE NOT ACCOMPANIED BY A

> PARENT/LEGAL GUARDIAN MUST >TIDFT/FR/PA/MI/ID77653  
ADDITIONAL INFORMATION:

Enter details to query Timatic.  
Timatic ETA Enquiry

Request: Visa/Passport

Transits:

Nationality: USA

Origin:

Destination: CDG

3-character ICAO country code

# YOUR TICKET-ITINERARY

YOUR BOOKING NUMBER :

**WXIKXI**

Flight	From	To	Aircraft	Class/Status
WK 2200	Montreal-Trudeau (YUL) 17:15 Thu May-04-2006	Frankfurt (FRA) Fri May-05-2006	06:30+1 333	Y Confirmed
WK 2495	Frankfurt (FRA) T1 Fri May-05-2006	07:50 Amsterdam (AMS) Fri May-05-2006	09:00 321	Y Confirmed
WK 2293	Munich (MUC) T2 Mon May-22-2006	15:30 Montreal-Trudeau (YUL) 17:50 Mon May-22-2006	340	Y Confirmed

Passenger Name	Ticket Number	Frequent Flyer Number	Special Needs
(1) JONES, JOHN/MR.	012-3456-789012	000-123-456	Meal: VGML

Purchase Description	Price	
Fare (LLXSOAR, LLXGSOAR)	CAD	558.00
Canada - Airport Improvement Fee		15.00
Canada - Security Duty		17.00
Canada - GST #1234-5678		1.05
Canada - QST #12345-678-901		1.20
Germany - Airport Security Tax		18.38
Germany - Airport Service Fees		37.76
Fuel Surcharge		161.00
Total Base Fare (per passenger)		809.39
Number of Passengers		1

Ticket is non-endorsable, non-refundable  
Changes allowed, subject to availability,  
no later than 2 hours before departure.  
Please read carefully all fare restrictions.

Have a pleasant flight!



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# Scan me

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<https://www.iatatravelcentre.com/AU-Australia-customs-currency-airport-tax-regulations-summary.htm>

## Passport

An official document issued by a country's government to national or alien residents of issuing country that certifies the identity and nationality of its holder called regular passport

## **Visa**

**Visa is an entry in a passport or travel document made by consular official of government to indicate that the bearer has been granted authority to enter or re-enter the country.**

### **Characteristics of Visas:**

- ❖ Visa are issued by a consulate of that country and can be issued on arrival.**
- ❖ It appears on one page of passport as a stamp or a sticker with stamp and signature.**
- ❖ Visa could be single, double, multiple entries and have validity.**
- ❖ There are different type of Visa : business, visitor, tourist, immigrant and for special purpose ( students, pilgrims etc.)**

- ❖ **A visa issued in a family passport is valid for those family members in the passport who are expressly mention in the visa**
- ❖ **Transit visa must shorter validity and some nationalities are issued on arrival some may be allowed to transit without a visa (TWOV)**

## **Health Documentation**

- ❖ **Proof of vaccination and/or health certificates are only required by a few countries ( tropical area)**

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## **Travel Documents Verification**

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- 1. Check the validity of the ticket flight, date, carrier, reservation status, class and restriction.**
- 2. Check the ticket for the final destination and confirm with pax**
- 3. Verify the passenger's identity against the travel document.**
- 4. Verify the travel document is valid and good for all person traveling.**
- 5. Review visa or entry conditions or limitation**

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## Checklist

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GSA can use a quick check Document Verification Guideline

❖ **Passport**

- Expiry Date
- Validity for all person in travel party
- Valid signature

❖ **Cover/Binding**

- High-quality printing and insignia
- Irregular stitching
- Any excess glue

## ❖ **Photo/Description**

- Do the photo, birthdate and age match the physical appearance?
- Any sign of tampering around photo

## ❖ **Page/Description**

- Is the paper of hi quality/watermark?
- Are page numbered and in sequence?
- Are page in same size and color?
- Is there any damage?
- Are there any spelling mistake?

## ❖ **Visa**

- Is a visa required?
- Is a visa valid?

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## Visa checking

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- ❖ A document that one country issued for the person to enter to the country
- ❖ Some countries must obtain visa before travelling
- ❖ Some type of visa : for any purpose / for business only
- ❖ Some countries may allow to obtain visa on Arrival
- ❖ Some countries may not require for visa



## **GSA has to be alert when dealing with**

- ❖ **Pax appears nervous.**
- ❖ **Pax has no baggage.**
- ❖ **Pax has unusual urological routing.**
- ❖ **Pax has a one-way ticket.**
- ❖ **Pax are in suitably dress.**
- ❖ **Pax arrive for check-in/boarding gate the last minute.**
- ❖ **Pax not speak the language of the country concerned.**
- ❖ **pax have someone else trying to check them in.**

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## Advanced Passenger Information System (APIS)

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- ❖ APIS is an electronic data interchange system involving a limited number of data elements **between the computer system of the airline and the destination state.**
- ❖ Many government require airlines to submit advanced passenger electronic data , the information is collected at the time of booking, and verified when checking travel documents.
- ❖ eAPIS is a public website which allow small airlines to transmit data to the US Customs and Border Protection Agency.

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## Electronic Ticket(E-Ticket)

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- ❖ **Pax can make reservation by contacting a travel agent or airline office or airline's website.**
- ❖ **Once a reservation is made, an e-ticket exists only as a digital record in the airline's computer.**
- ❖ **Pax can print out e-ticket itinerary receipt which has the record locator or reservation number and e-ticket number.**

## **Information in e-ticket:**

- ❖ **Ticket number**
- ❖ **Carriage term and condition**
- ❖ **Fare and Tax detail.**
- ❖ **Short summary of fare restrictions.**
- ❖ **Form of payment.**
- ❖ **Issuing office.**
- ❖ **Baggage allowance.**



PT GARUDA INDONESIA (PERSERO) Tbk./NPWP 01.001.634.3-093.000  
 JL. KEBON SIRIH NO.44 GAMBIR JAKARTA PUSAT-10110  
 WWW.GARUDA-INDONESIA.COM

## Electronic Ticket Receipt

**Booking Reference: ZI5ZZ5**

At check-in, you must show a photo ID.

### Office

VAYA TOUR  
 JL.BATUTULIS RAYA NO.38 JAKARTA  
 10120  
 -  
 JAKARTA  
 Telephone: 3800202

### Passenger

**Slamet Slametmr (ADT)**

### Ticket number

**126 5416542921**

## Itinerary

From	To	Flight	Class	Date	Departure	Arrival	Resa (1)	NVB(2)	NVA(3)	Last check-in	Baggage (4)	Seat
JAKARTA SOEKARNO HATTA INTL Terminal 2 Operated by	TERNATE SULTAN BABULLAH	GA0648	V	15Aug	01:40	07:30	Ok		22Aug	01:10	20K	
		GARUDA INDONESIA				Fare Basis Marketed by				VEE7D GARUDA INDONESIA		
TERNATE SULTAN BABULLAH Operated by	JAKARTA SOEKARNO HATTA INTL Terminal 2	GA0649	T	18Aug	08:15	09:45	Ok		22Aug	07:45	20K	
		GARUDA INDONESIA				Fare Basis Marketed by				TPR10DW GARUDA INDONESIA		

(1) Ok = confirmed (2) NVB = Not valid before (3) NVA = Not valid after (4) Each passenger can check in a specific amount of baggage at no extra cost as indicated above in the column baggage.

## Receipt

**Name** : Slamet Slametmr (ADT)  
**Ticket number** : 126 5416542921  
**Form of payment** : CASH : 4058400 : IDR0  
**Fare** : IDR 3634000  
**Taxes** : IDR 51000 YR IDR 10000 YR IDR 363400 ID  
**Total Amount** : IDR 4058400

**Issuing Airline and date** : GARUDA INDONESIA 06Aug14 **IATA** : 15072503  
**Restriction(s)/Endorsements** : Condition Applies  
**Fare Calculation** : JKT GA TTE Q220000.00 1540000.00GA JKT Q220000.00 1654000.00IDR3634000.00END

The fare that applies on the date of purchase is only valid for the entire itinerary and the specific travel dates mentioned on the ticket.

Garuda Indonesia wishes you a very pleasant trip.  
 This document establishes the creation of your electronic ticket(s) in our computer systems.

Please bring this receipt, credit card and your identity card on your travel in case required by airport/check-in counter/customs and immigration officials as proof of purchase.

NOTICE :

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## Types of Check-In

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- **Manual Check-in**
  - ❖ When computer fail
  - ❖ Differ depending on the station and airline requirement.
- **Automated Check-in**
  - ❖ Most airline use the automated check-in or DCS
  - ❖ DCS allocates seat numbers and printing tags and boarding passes.
- **Off-site/Off-Airport Check-In**
  - Via internet( online) by airline's website , can print boarding pass after check-in
  - Via mobile phone

## ❖ **Kiosk Check-in**

**Self service check-in kiosks , pax can issue their boarding pass and baggage tag**

- **dedicated kiosk: check-in for one airline**
- **common kiosk pax check-in on multiple airline using the same, shared kiosk**

## ❖ **Airline owned check-in counter**

**“Through check-in” means checking in the passenger for the entire journey at the station of origin**

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## **Self-Service and Remote Check-in**

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- ❖ **Online/telephone/self-service kiosk check-in**
- ❖ **Early Check-in**
- ❖ **Printing boarding pass at airport kiosks and other location**
- ❖ **Delivering boarding pass barcode via SMS or email to mobile device.**
- ❖ **Pax can check-in online check-in 24hrs prior, and boarding pass can be emailed print or sent via text msg.**
- ❖ **Pax with boarding pass off a/p and have only carry-on baggage, may bypass check-in counter.**



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## Notices found at the check-in

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**Both airline and airport are responsible to display the notification of prohibited Items and ask the security question before baggage is accepted.**

**Security questions :**

- Is this your bag and did you pack it yourself?**
- Are you certain that there is no item in it which you did not pack?**
- Are you certain that there is nothing in your possession that you have been asked to carry for another person?**
- Were your bag under your supervision from the time of packing until now?**

**if answer is **NO** to any question, the bag must be searched**

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## Seating

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Seat map of all a/c are stored in airline check-in system. All pax aged 2 years or older must occupy a seat.

**Emergency Exit Rows** Do not allow the seat to these types of pax

1. Children and infants ( whether accompanied or not)

2. Incapacitated pax ( including blind and deaf)

3. Expecting mothers.

4. Elderly

5. Deportee

6. Pax with pets accepted to travel in cabin

7. Obese pax

8. Monk

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# Seats

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## Airline travel classes

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- ❖ **Divided into 4 categories :**
  - **First class**
  - **Business class**
  - **Premium Economy class**
  - **Economy class**

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## Aircraft cabin layout

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- ❖ **First class – mostly in the front part to avoid high pitch of noise**
- ❖ **Followed by Business, Premium Economy and Economy**
- ❖ **Disembarkation by jet-bridge in front**
- ❖ **Separated by restrooms, wall dividers, or the galley, curtain**
- ❖ **Some aircraft has only main deck (B777, A320)**
- ❖ **Some aircraft has main deck and upper deck (B747, A380)**

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## Aircraft cabin layout

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- ❖ First full double deck is A380
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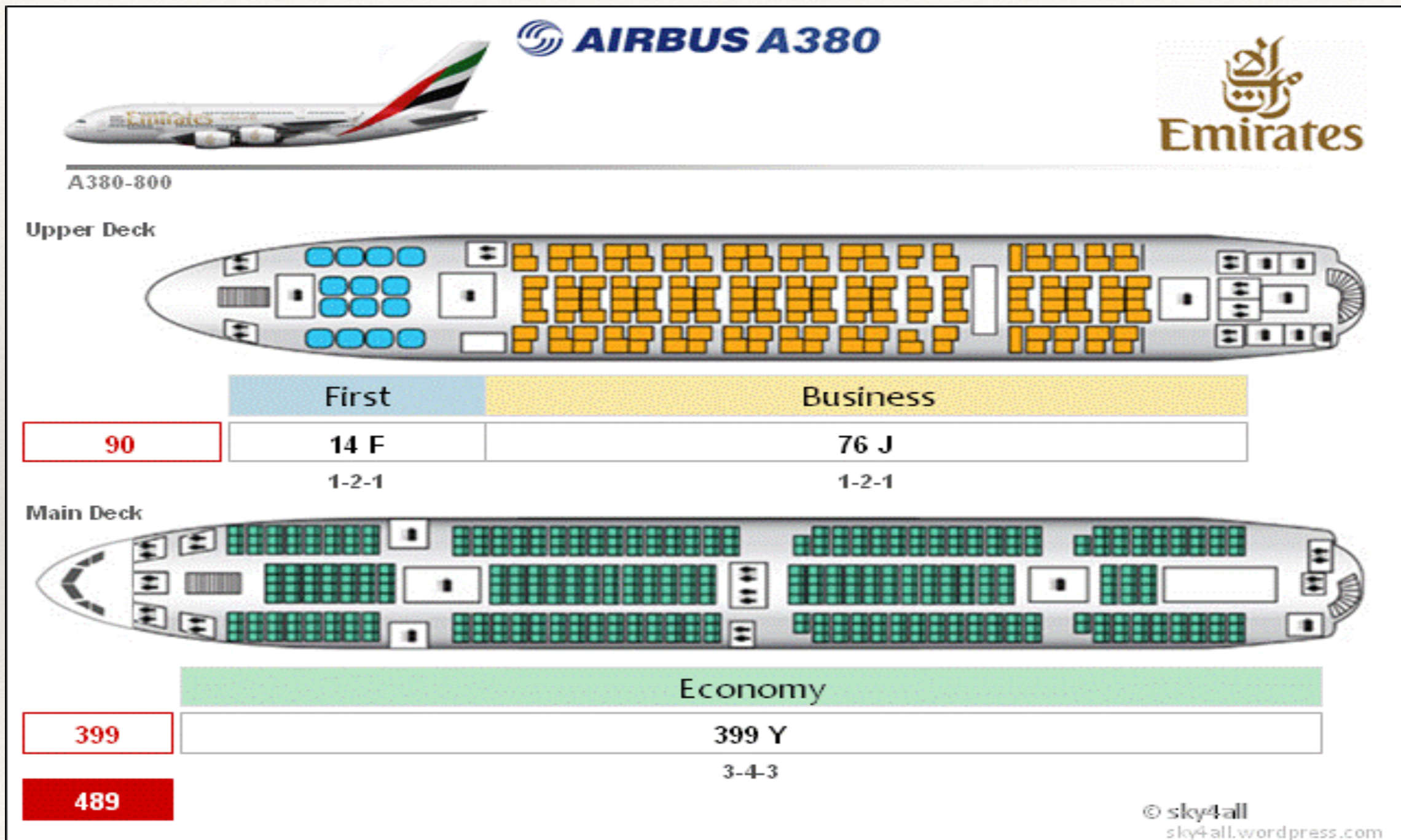
## Aircraft cabin layout

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- ❖ First **partial upper deck** is B747 with top smaller than main deck
- ❖ Some 747 has nose doors for cargo



# Aircraft cabin layout





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## Check-in process

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## **1. Greet the passenger**

**Eye contact from first to last sentence.**

## **2. Ticket presentation**

- The name on the ticket and in the passport is the same.**
- If there is a difference in name, a new ticket must be issued.**
- Ticket may not be transferred to another.**
- Every pax must hold a valid ticket including infant.**
- When check in for more than one passenger, ensure that all members are present at check-in.**
- The age of infant, child or youth must be verified at the check-in time. GSA must ensure the age of a passenger is corresponds with ticket's type.**

### **3. Checking the ticket**

**GSA has to check e-ticket record for a validity for the flight.**

### **4. Passenger and Baggage Acceptance**

**Passengers who using self-service check-in kiosks which print their boarding pass and baggage tags have to proceed to baggage drop off counter.**

**Some airlines have a home printed baggage tags.**

**After finish the process GSA has to inform the passenger about departure gate, boarding time incase of delay, tell the estimated time of departure( ETD)**

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## **Check-in-Closing Information**

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**After finish the process GSA has to point out the claim tags and inform the passenger about flight number, departure gate number, boarding time**

**Incase of delay,tell the estimated time of departure( ETD) by use his/her name to gain the attention**

**for example:**

**Mr. John,here is your ticket.I have labelled your baggage to Paris.**



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## **Bar-Coded Boarding Pass**

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**Barcode Boarding Pass (BCBP) use IATA standard 2D bar codes that record the boarding information.**

**BCBP give more options and flexibility to pax when checking in and boarding. Pax can use one document through the journey even on a multi segment.**

**BOARDING PASS**  
**ELECTRONIC TICKET**  
**012 1349658783 2**  
**QHSLJX**

DEPARTS  
**451P**

SEAT  
**28C**  
 ZONE 6




ATL992C3B/1H

**BOARDING PASS**      **ROYAL SILK**

NAME OF PASSENGER	FLIGHT	DATE	SI
CHAMBERLIN, CHRISTO	<b>TG473</b>	21JUL	19

FROM BANGKOK / BKK  
 TO BRISBANE / BNE

GATE:                      BOARDING TIME: 23:19

ETKT 016241075165302                      SEAT 0153  
 YOU ARE INVITED TO ROYAL SILK LOUNGE  
 SPML SPML

GATE CLOSURE 10 MINUTES BEFORE DEPARTURE





**Lufthansa**

**Mobile Bordkarte - Sitz 12F**

Mobile Bordkarte



LH053, S12F, 12MAR, M

QUESTION?

