

# PASSENGER GROUND SERVICES

## TABLE OF CONTENTS

<b>Introduction</b> .....	<b>1</b>
<b>Module 1 Introduction to Airport &amp; Airline Ground Operations</b> .....	<b>5</b>
1.1 The Airport as an Operational System .....	6
1.1.1 Nature and Development of Airports.....	7
1.1.2 Functions of an Airport.....	8
1.1.3 Key Client and Services Provided.....	10
1.1.4 Key Agencies and Challenges .....	11
1.2 Airline Ground Operational Requirements .....	20
1.2.1 Operational Needs .....	20
1.2.2 Ground Handling Services .....	21
1.3 International Passenger & Baggage Carriage Regulatory Framework.....	31
1.3.1 IATA Standards and Recommended Practices .....	34
<b>Module 2 Computer Reservations and Departure Control Systems Function</b> .....	<b>45</b>
2.1 The Computer Reservations System .....	47
2.1.1 System Objectives .....	48
2.1.2 System Context.....	48
2.1.3 Functional Requirements .....	50
2.1.4 Making Reservations/Blocking/Confirmation .....	55
2.1.5 Confirm Ticket.....	56
2.1.6 Changing a Reservation.....	57
2.1.7 Cancellation and Other Functions.....	58
2.1.8 Non-Functional Requirements .....	59
2.2 The Departure Control System .....	62
2.2.1 Check-in and Boarding Process .....	63
2.2.2 Weight and Balance .....	68
2.2.3 Baggage Reconciliation .....	72
2.3 The AMADEUS System .....	79
2.3.1 Check-in .....	82
2.3.2 Boarding.....	86
2.3.3 Manual Check-in and Boarding Procedures .....	88



<b>Module 3 Check-In Procedures for Passengers and their Baggage (Airport &amp; Off-Site)</b> .....	<b>99</b>
3.1 Travel And Health Documentation .....	100
3.1.1 Travel Information Manual (TIM).....	101
3.1.2 Passport .....	103
3.1.3 Visa .....	104
3.1.4 Health Documentation.....	105
3.1.5 Advanced Passenger Information System (APIS).....	107
3.1.6 Electronic Ticket (E-Ticket or ET) .....	108
3.2 Passenger acceptance.....	115
3.2.1 Types of Check-In .....	116
3.2.2 Check-in Counter Requirements.....	119
3.2.3 Booking Lists (PNL and ADL) .....	122
3.2.4 Notices Found at the Check-In .....	124
3.2.5 Regulations governing Liquids, Aerosols and Gels (LAGs).....	126
3.2.6 Seating .....	128
3.2.7 Passenger Acceptance at Check-In Counters .....	129
3.3 Baggage Acceptance .....	141
3.3.1 Categories of Baggage .....	141
3.3.2 Baggage Acceptance – Overall Policies .....	144
3.3.3 Action by PGSA at Check-In .....	145
3.3.4 Baggage Labelling .....	147
3.3.5 Free Baggage Allowance .....	156
3.3.6 Special Baggage .....	158
3.3.7 Baggage Processing .....	164
3.4 Passenger Categories.....	169
3.5 Arrival and Transfer Services.....	194
3.5.1 Pre-Arrival Duties .....	194
3.5.2 Post-Arrival Services.....	195
3.5.3 Mishandled Baggage .....	196
3.5.4 Transfer Handling.....	199
3.6 Arrival and Transfer Services.....	202
3.6.1 Regulatory Basis .....	202
3.6.2 Flight Irregularity Situations.....	203
3.6.3 Irregular Operations (IROP) Handling.....	207
3.6.4 Flight Interruption Manifest (FIM).....	210
<b>Module 4 Conditions of Carriage, Boarding Procedures and Close-out Messaging</b> .....	<b>231</b>
4.1 Conditions of Contract for Carriage of Passengers and Baggage.....	232
4.1.1 IATA's Passenger Services Conference Resolutions Manual (PSCRM) .....	233
4.2 Passenger Boarding Procedures and Flight Close-out Messaging .....	261
4.2.1 Passenger Boarding.....	261
4.2.2 Customer/Baggage Reconciliation.....	273
4.2.3 Passenger Information List (PIL) .....	277
4.2.4 Weight / Zone Transmission to Load Control.....	280
4.2.5 Post-Flight Messages and Administration.....	283

<b>Module 5 Dangerous Goods Regulations .....</b>	<b>313</b>
5.1 International DG Regulatory References .....	314
5.1.1 Carriage of Dangerous Goods by Air – Legal Basis .....	314
5.1.2 Key International DG Documents .....	315
5.1.3 Applicability of IATA DGR .....	317
5.1.4 IATA Guidelines to Carriage of DG .....	318
5.2 Restrictions and Limitations .....	328
5.2.1 Forbidden Dangerous Goods.....	328
5.2.2 Hidden Dangerous Goods.....	328
5.2.3 Dangerous Goods carried by Passengers or Crew .....	333
5.3 Classification, Packaging, Marking and Labelling.....	338
5.3.1 Classification of DG.....	338
5.3.2 Packing, Marking And Labelling.....	343
5.4 Dangerous Goods Emergency Procedures .....	354
5.4.1 Procedures for PGsAs and Security Screening Personnel .....	354
5.4.2 Emergencies and Response .....	355
5.4.3 Accident and Incident Reporting .....	357
<b>Module 6 Managing Passenger Interactions.....</b>	<b>367</b>
6.1 Importance of Customer Service to the Business.....	368
6.1.1 Customer Needs vs. Expectations.....	368
6.1.2 Communication .....	371
6.1.3 Customer Service Orientation .....	380
6.1.4 The Service Chain.....	381
6.1.5 Handling Difficult Passengers and Complaints .....	382
6.2 Handling Passenger Interactions Efficiently.....	388
6.2.1 Communications Guidelines .....	388
6.2.2 Airline Passenger Service Commitment .....	390
<b>Module 7 Aviation Security Requirements for Passengers and Baggage.....</b>	<b>401</b>
7.1 The Need For Aviation Security .....	402
7.1.1 Why Aviation Security is Needed.....	402
7.1.2 Why Aviation is Attractive to Terrorists .....	403
7.1.3 Past Incidents against the Industry .....	404
7.2 ICAO International Conventions.....	407
7.2.1 The International Conventions .....	408
7.3 Passenger & Baggage Security Procedures.....	415
7.3.1 Security Procedures at Check-In .....	415
7.3.2 Asking the security questions .....	417
7.3.3 Weapons and Ammunition .....	419
7.4 The Passenger And Baggage Reconciliation Procedures.....	423
7.4.1 Boarding Procedure for Passengers.....	423
7.4.2 Action to be taken for ‘No Show’ Passengers.....	424
7.5 Bomb Threats and Responses to them .....	428
7.5.1 What is a Bomb Threat? .....	428
7.5.2 Classification of Bomb Threat Callers.....	429
7.5.3 Response to a Bomb Threat Call.....	430

<b>Module 8 Enhanced Passenger Facilitation.....</b>	<b>441</b>
8.1 Purpose of Advance Passenger Processing.....	442
8.1.1 The purpose of APP .....	443
8.1.2 Passenger Data Requirements for APP .....	448
8.2 CUSS, CUTE and CUPPS .....	454
8.2.1 Purpose and function of CUSS .....	455
8.2.2 CUTE as compared to the CUSS .....	460
8.2.3 Purpose and Function of CUPPS .....	465
8.3 Role of PGAs in a Fast Travel Program .....	473
8.3.1 Challenges in Implementation of Self-service.....	474
8.3.2 The Self-Service Processes.....	476
<b>Module 9 Future in the Industry .....</b>	<b>489</b>
9 Future of the Industry .....	489
9.1 Passenger Ground Services – Future Trends.....	490
9.1.1 Passenger Control .....	490
9.1.2 Border Control.....	499
9.1.3 Baggage Control .....	502
9.1.4 IATA e-freight .....	503
9.1.5 Satellite Geo-Reference Systems (GRS) for GSE Allocation.....	504
9.1.6 The Ground Handling Business .....	504
9.1.7 The A380 and Beyond! .....	505
9.2 Your Future – Landing a Job in Aviation.....	510
9.2.1 Why choose a Career in the Aviation Industry?.....	510
9.2.2 Career Opportunities in the Aviation Industry .....	511
9.2.3 Where to look for Job Opportunities .....	512
9.2.4 Your CV or Resume .....	513
9.2.5 What an Employer will be Looking For .....	513
9.2.6 Preparing for the Interview.....	514
<b>Conclusion .....</b>	<b>519</b>
<b>Glossary.....</b>	<b>523</b>