



WORKING PAPER

DANGEROUS GOODS PANEL (DGP)

TWENTY-SECOND MEETING

Montréal, 5 to 16 October 2009

Agenda Item 2: Development of recommendations for amendments to the *Technical Instructions for the Safe Transport of Dangerous Goods by Air* (Doc 9284) for incorporation in the 2011-2012 Edition

ELECTRONIC CHECK-IN AND TICKET PURCHASE

(Presented by G. A. Leach)

SUMMARY

This working paper seeks to strengthen the requirements for the provision of information to passengers in respect of dangerous goods in baggage.

Action by the DGP: The DGP is invited to consider the amendments to Part 7;5.1 and to Part 8;1.1.4 of the Technical Instructions presented in the appendix. If the changes in this working paper are agreed it is suggested that they should not come into effect until the 2013-2014 Edition of the Technical Instructions.

1. INTRODUCTION

1.1 At the DGP Working Group of the Whole Meeting in Auckland (DGP-WG09, 4 to 8 May 2009) the possibility of developing text for the *Technical Instructions for the Safe Transport of Dangerous Goods by Air* (Doc 9284) to increase the likelihood of passengers actually receiving the information concerning forbidden dangerous goods in baggage which they are required to be provided with by Part 7;5.1 was raised (DGP/22-WP/3 paragraph 3.2.23 refers). It was suggested that when using the Internet to purchase tickets or check in, users should not be able to advance in the process until they had made a conscious acknowledgement of the requirements pertaining to dangerous goods in baggage. Many members of the working group fully supported this idea and the purpose of this working paper is to propose suitable text for inclusion in the Technical Instructions.

1.2 Part 7;5.1.1 of the Technical Instructions requires passengers to be warned prior to and during the check-in process of dangerous goods which are forbidden in baggage. This text has remained largely untouched for many years, reflecting the scenario whereby passengers may purchase paper tickets and check-in or collect tickets at an airport, although the text has been slightly changed to reflect ticketless passengers, in that information which previously had to be with a ticket may now be provided "in another manner". This other manner has generally come to be accepted as via the Internet (although

other methods now exist) and it is suggested that reference to “tickets” is almost redundant, it being more important to ensure information is received prior to check-in, however it is provided.

1.3 Passengers routinely purchase tickets online and the Technical Instructions envisage that information will be provided via operator’s websites. However, on many websites, passengers will only be presented with the information if they actively seek it e.g. by way of a link. Other websites will not allow the user to progress until they have acknowledged that they are aware of the requirements and it is this latter method which it is suggested provides for a greater chance of passengers actually learning what they can and can’t carry in their baggage. It is accepted that it will not necessarily be the passenger who purchases the ticket, it could be bought on their behalf. Nevertheless it is still believed that a mandatory acknowledgement would improve the current situation. The question was raised at WG09 about third party ticket sales online (e.g. Expedia) where an operator will have no input as to what information is provided. This matter has arisen before in the context of warning notices at travel agents offices, resulting in a recommendation for such parties to display notices, in Part 8;1.1.3.

1.4 Online check-in has also become the norm for many passengers (indeed, some operators require it, with no check-in facility at the airport) but there are also other automated methods, e.g. unmanned check-in machines at the airport or by telephone. It is suggested a similar mandatory acknowledgement would assist in ensuring as many passengers as possible are made aware of the requirements.

APPENDIX

PROPOSED AMENDMENTS TO THE TECHNICAL INSTRUCTIONS

Part 7 OPERATOR'S RESPONSIBILITIES

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Chapter 5

PROVISIONS CONCERNING PASSENGERS AND CREW

5.1 INFORMATION TO PASSENGERS

5.1.1 An operator must ensure that information on the types of dangerous goods which a passenger is forbidden to transport aboard an aircraft is provided ~~with the passenger ticket or made available in another manner~~ to passengers ~~prior to the check-in process at the point of ticket purchase. Information provided via the Internet may be in text or pictorial form but must be such that ticket purchase cannot be completed until the passenger, or a person acting on their behalf, has indicated that they have understood the restrictions on dangerous goods in baggage.~~

5.1.2 An operator or the operator's handling agent and the airport operator must ensure that notices warning passengers of the types of dangerous goods which they are forbidden to transport aboard an aircraft are prominently displayed, in sufficient number, at each of the places at an airport where tickets are issued, passengers are checked in and aircraft boarding areas are maintained, and at any other location where passengers are checked in. These notices must include visual examples of dangerous goods forbidden from transport aboard an aircraft.

~~— Note. — Existing notices that do not include visual examples of dangerous goods may continue in place until 31 December 2009 after which time the requirements specified above will apply.~~

5.1.3 When provision is made for the check-in process to be completed remotely (e.g. via the Internet), the operator must ensure that information on the types of dangerous goods which a passenger is forbidden to transport aboard an aircraft is provided to passengers. Information may be in text or pictorial form but must be such that the check-in process cannot be completed until the passenger, or a person acting on their behalf, has indicated that they have understood the restrictions on dangerous goods in baggage.

5.1.4 When provision is made for the check-in process to be completed at an airport by a passenger without the involvement of any other person (e.g. automated check-in facility), the operator or the airport operator must ensure that information on the types of dangerous goods which a passenger is forbidden to transport aboard an aircraft is provided to passengers. Information must be in pictorial form and must be such that the check-in process cannot be completed until the passenger has indicated that they have understood the restrictions on dangerous goods in baggage.

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Part 8

PROVISIONS CONCERNING PASSENGERS AND CREW

Chapter 1

PROVISIONS FOR DANGEROUS GOODS CARRIED BY PASSENGERS OR CREW

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1.1 DANGEROUS GOODS CARRIED BY PASSENGERS OR CREW

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1.1.3 Any organization or enterprise other than an operator (such as a travel agent), involved in the air transport of passengers, should provide passengers with information about the types of dangerous goods which they are forbidden to transport aboard an aircraft. This information should consist of, as a minimum, notices at those locations where there is an interface with the passengers.

1.1.4 Where provision is made for the purchase of tickets via the Internet, information on the types of dangerous goods which a passenger is forbidden to transport aboard an aircraft should be provided in either text or pictorial form and should be such that ticket purchase cannot be completed until the passenger, or a person acting on their behalf, have indicated that they have understood the restrictions on dangerous goods in baggage.

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If these amendments in this appendix are agreed, it is suggested that they should not come into effect until the 2013-2014 Edition of the Technical Instructions.

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