



WORKING PAPER

**DANGEROUS GOODS PANEL (DGP)
MEETING OF THE WORKING GROUP OF THE WHOLE**

Auckland, 4 to 8 May 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

2.7: Part 7 — Operator's Responsibilities

TICKET PURCHASE/ CHECK-IN ON LINE

(Presented by G. A. Leach)

SUMMARY

This working paper invites discussion by the working group of the possibility of introducing requirements in the Technical Instructions for operator web sites in respect of ticket purchase/check-in. Action by the DGP-WG is in paragraph 2.

1. INTRODUCTION

1.1 Part 7;5 of the Technical Instructions requires passengers to be provided with information about forbidden items of dangerous goods in baggage prior to and during the check-in process. It is now commonplace for tickets to be purchased via the internet i.e. an e-ticket and this is recognized in 7;5.1.1 by stating that information provided before check-in can either be with the passenger ticket or "made available in another manner".

1.2 Whilst providing information is important, it is suggested that more could be done to ensure that a passenger actually receives it; on numerous operator web sites information is provided by a link which the passenger will not see unless he makes a conscious decision to access the link. It is queried how many passengers would actually do this. Other web sites (and electronic check-in machines) do not permit a passenger to proceed in the purchase or check-in process unless they are exposed to dangerous goods information and make a conscious action to acknowledge it. It is suggested the latter method provides a greater chance of a passenger being made aware of what they should not place in their baggage.

2. ACTION BY THE DGP-WG

2.1 The DGP-WG is invited to consider whether Part 7;5 of the Technical Instructions should contain a requirement or a recommendation for operators to ensure that when:

- a) purchasing a ticket or checking-in via the internet; and
- b) checking in at an electronic check-in machine

advancement through the applicable process is not possible unless a conscious acknowledgement of the requirements pertaining to dangerous goods is made. It is accepted that the passenger may not have purchased the ticket themselves and it is possible for another person to check-in via the internet on their behalf. However, it is suggested that despite this shortcoming the introduction of such a requirement would ensure that many more passengers are made aware of the requirements. If the working group agrees a paper will be prepared for DGP/22.

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