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CIDAR

Check-In Desk Allocation Regulations

Welcome to Amsterdam Airport

Schiphol

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2 Introduction

The Check-In Desk Allocation Regulations (CIDAR) is intended to provide insight in the check-in desk allocation policy at Schiphol as well as rights and obligations of stakeholders in this process. The check-in desk allocation refers to a combination of both the manual and self-service processes. The self-service processes include the use of the Common Use Self Service Check In (CUSSCI) and/or Common Use Self Service Drop Off Point (CUSSDOP) machines. The target audience consists of airlines, ground handlers and Schiphol (internal use).

This first chapter introduces Schiphol (1.1) and the allocation process (1.2). References to various sources are marked in brackets [x] and can be found in chapter 6.3.

2.1 Amsterdam Airport Schiphol - priorities

Amsterdam Airport Schiphol (AAS, Schiphol) is a dynamic and efficient transport hub offering air, rail and road connections. It offers all passengers, visitors, employees and employers at Schiphol all the services and facilities they require. AAS aims to achieve this in a responsible manner: efficient, reliable, sustainable, and with inspiration and hospitality.

AAS is responsible for the allocation of the check-in desks. The air traffic volume, diversity of customer needs, shift from manual to self-service processes and the number of criteria that planners and managers must deal with, make this a complex and challenging task. Schiphol is devoting a great deal of attention to two concrete priorities concerning check-in allocation: efficient check-in desk allocation with a good balance between available check-in desks and the demand of the airlines and at the same time acceptable process and waiting times for the passengers and AAS makes every effort to improve both. Studies have shown that both passengers and airlines value these two aspects highly. The quality of service at Schiphol is a defining characteristic of the airport and is a shared interest of all stakeholders at Schiphol. These aspects form the foundation of CIDAR.

2.2 The check-in desk allocation process

AAS performs different steps in the process towards an optimal operational check-in planning. These steps are performed at different moments in time and with different goals but always with the same principles (chapter 4.1), restrictions (chapter 4.2) and optimizations (chapter 4.4). All actors involved in the check-in desk allocation process operate within the Airport Operations & Aviation Partnerships (AO & AP) department of AAS.

Planning	CIDAR	Actor	Time to operations	For	Goal(s)
Capacity planning	Ch. 3 & ch. 4	Forecasting, Analysis & Capacity management Team (FACT)	3 years	Next year, third year	Capacity planning
The season plan and zoning	Ch. 3	Senior Asset planner	3 months	Next season	Short term capacity planning
Allocation of flights to check-in desks	Ch. 4	Asset planner	1 day	Tomorrow	Operational Capacity Planning for stakeholders
Operational assignment	Ch. 5	Regiecentrum	Up until 24 hours	Today	Check-in desk assignment

Table 1: the different planning cycles

3 Rights and obligations

To facilitate an optimal check-in process, it is necessary to have some basic rights and obligations in place. These are outlined in this chapter.

Although many of the activities mentioned are outsourced to ground handlers, it is always the airline's responsibility to meet the requirements.

3.1 Preconditions

While planning the check-in desks AAS takes into account the number of local departing passengers. For AAS to make a robust planning, the airline is requested to provide:

- Seasonal flight schedule provided to Forecasting, Analysis & Capacity management Team (FACT), every week the latest FACT file update is used.
- The number of local departing passengers.
- Insights into the show up patterns of the passengers, split-up by ICI-NOBAG, economy, priority.
- The average process time for the check-in handling processes, split up by EUR, ICA, economy, priority.
- The preferred opening and closing times of the check-in desks regarding the STD.

When these are not provided, AAS will make an estimation of the passenger numbers based on historical data about average load- and transfer factors of the airline, the number of seats on the aircraft type and configuration used for the specific flight. Furthermore, AAS will make assumptions on show-up patterns and opening- and closing times.

The airlines and handlers are requested to provide information about their expected demand versus capacity on a continuous base throughout the year, in line with the D-30 and D-7 planning cycles. This will enable AAS to facilitate an efficient operation and to arrange control measures in a timely manner if necessary. If an airline/ground handler expects that they will not be able to fully staff the total number of allocated check-in desks (e.g., due to staff shortages), they are expected to inform AAS about this in order to optimize the desk allocation.

3.2 Rights

The objective of check-in planning is to provide all passengers with check-in facilities for their flight using a manual check-in desk or self-service facilities. -Therefore, all flights are assigned sufficient desks or self-service facilities for the airline, so the ground handler can process all expected passengers with limited waiting time. AAS aims for a maximum waiting time at check-in of 15 minutes, within 95% of the time. AAS provides the check-in desks or self-service facilities based on the expected demand. Therefore, the number of assigned desks or timing may change when the number of expected passengers, their arrival pattern or the average handling process time changes.

3.2.1 Priority check-in

Flights are automatically assigned an extra desk when the aircraft has a configuration of seats in which e.g., first class or business class are physically different from economy or tourist class seats, or in case a difference is made in types/classes of passengers. Airlines need to indicate using the class indication that their flight has priority passengers in the flight schedule. In that case, and when capacity allows, a maximum of one additional desk per (business and/or first) class will be allocated for the flight. When an airline is using the self-service check-in processes, (a) separate manual priority desk(s) can, on request, be allocated per ground handler.

3.2.2 Banklining and entries to the check-in desks

To maximize the use of limited floor space in the terminal (e.g., to prevent queues from forming outside the bay), as well as to create provisions for uniform queuing and promote an organized and ordered terminal, the Schiphol

banklining regulations apply. These regulations can be found at the Charges & Regulations section of the website: <https://www.schiphol.nl/en/operations/page/charges-and-regulations/> (under 'Charges and Conditions').

During opening times, the allocated check-in desks must be accessible for all airlines allocated at a check-in row. An airline can have up to two entries by means of the tensa-barriers for all assigned check-in desks. However, when only one airline is allocated on a single check-in row, ground handlers/airlines can use more than 2 entries. This is only possible if this has no negative effect on the entries of other airlines. When an airline is using the self-service check-in processes, the entries are either common use (e.g., at the CUSSCI or CUSSDOP machines) or dedicated per ground handler (e.g., at the repair desk). Classes with the least number of passengers will be allocated at the beginning or end of a check-in row in order to fully use available floor space.

3.2.3 Branding and airline logos

To provide passengers with a carefree and hospitable passenger process, AAS aims at maintaining a clear and transparent overview in its terminal. Therefore, regulations apply to branding and signing for a target group. These charges and regulations can also be found at the Charges & Regulations section at the Schiphol website: <https://www.schiphol.nl/en/operations/page/charges-and-regulations/> (under 'Charges and Conditions').

3.2.4 Announcement of season plan

If airlines or ground handlers have specific requests regarding the check-in planning, they should contact their respective Customer Support Manager or customersupport@schiphol.nl, at the latest six weeks before the start of the new winter or summer season.

Four weeks prior to the new season, the preliminary baseline plan is shared by the Customer Support Managers department via e-mail. This baseline plan is based on the flight schedule in the coming season. Separate consultation will take place with the airlines whose specific requests cannot be met. Airlines can send their comments to customersupport@schiphol.nl at the latest two weeks prior to the season. If possible, the baseline planning will be adjusted accordingly, whereafter the final version will be published. The final version will still be subject to operational changes as stated in chapter 5.

3.2.5 The use of service/ticket desk

Airlines and/or ground handlers can request a service and/or ticket desk to assist their passengers with any questions and/or help them (re)book their flights. These service/ticket desks can be rented by the airline or ground handler via Schiphol Real Estate, via their respective Customer Support Manager. The location of the service/ticket counters can be considered in the seasonal allocation plan, with the objective to minimize the distance between the check-in desks and service/ticket counters but is subject to the availability of the check-in desks in all departure halls and principles as stated in chapter 4.1. To be more flexible in the future with passenger services, AAS encourages airlines to transition from manual service desks to online service desks.

An airline/ground handler is only allowed to use a regular check-in desk for service purposes (e.g., flight rebooking) in case of a major disruption, or if this will not result in additional waiting time for the regular check-in processes and will not affect the opening times of the desks.

3.2.6 The use of check-in desks for training purposes

Occasionally requests come in regarding the use of a check-in desk for training purposes of the ground handler. Every request will be handled separately and is based on the type, scope and time/date of the request and subject to last-minute availability. The request can only be approved if there are no negative consequences for the regular operation (e.g., if the desks are not in use at the requested moment in time). For similar requests, the ground handlers should contact their respective Customer Support Manager.

3.3 Obligations

The following rules must be obliged to:

- AAS provides check-in desks that are assigned to an airline or ground handler for a time slot.
- AAS only provides check-in desks, check-in staff must be provided by airlines/ground handlers.
- The airlines or ground handlers must provide check-in staff for each assigned check-in desk.
- If a ground handler is unable to occupy all assigned desks due to staff shortages, they must notify floor management as soon as possible (no later than the start of the check-in processes).
- When an airline is considering switching to another ground handler, the relevant Customer Support Manager should be consulted as soon as possible and preferably before the actual switch is completed. Switching to a different ground handler may affect the location of the allocated desks for the airline and the availability and capacity of manual or self-service check-in facilities. On top of this, there can also be an impact on the baggage processes, which can result in different bottlenecks and/or other transportation times. Calculations must be made by AAS to show the effect on the capacity and baggage process times.
- Delays must be reported to the 'Proces Coordinator PAX' (phone: 020 – 601 2972) and to floor management in case a flight is delayed for more than 30 minutes.

3.4 Self-service check-in processes

The manual check-in process's capacity is under pressure, from an asset availability and staff dependency standpoint. The purpose of the self-service processes is that the passengers can perform the check-in and bag drop processes themselves, resulting in less dependency on the availability of staff. AAS is implementing a common use principle, in which different airlines can simultaneously use the self-service machines. This will create synergy and will result in a more efficient use of the available space in our departure halls. However, this does not imply that it is an 'unmanned' process. Agents still need to be present, in order to help passengers out in case they have questions and/or encounter problems during the self-service process. Furthermore, airlines are encouraged to take advantage of off-airport initiatives and facilities such as online check-in and document checks and baggage pick-up services from home.

At Schiphol there are currently two different self-service check-in processes in place. The one-step (CUSSDOP machine) process and the two-step (a combination of the CUSSCI and CUSSDOP machines). An airline must be (technically) enrolled at both of the self-service processes. AAS is working towards a hybrid standard one- or two-step self-service check-in process at all departure halls.

To efficiently use the capacity of the self-service system, a set of KPI's will be set annually, together with monthly monitoring. Noncompliance may result in removal of the self-service system. These KPI's will ensure that most passengers on a flight are eligible for self-service, a high success rate on the transactions, and only a limited flow towards the repair desks. AAS on the other hand, has KPI's on asset downtime.

The airline and ground handler must encourage the use of self-service machines and should assist passengers in this process. Per ground handler a number of hosts need to be present in the self-service area, in order to answer questions and/or help their passengers with the CUSSCI/CUSSDOP machines. The machines will be used by multiple airlines at the same time (common use). If an airline decides to use the self-service facilities, it requires a joint effort of each user: the airlines and ground handlers need to agree on a way of working, to make optimal use of the available capacity. Next to the use of the machines, a number of manual repair desks, based on expected number of passengers, will be allocated per ground handler to process the repair flows. If requested, manual priority desks can also be allocated per ground handler.

The onboarding of additional airlines to the self-service processes requires a joint effort from AAS, the airline and the ground handler and is subject to the capacity of the available self-service machines. Enrollment does not imply that the whole flight schedule automatically will be handled by the self-service. Manual desks may still be needed for a part of the flight schedule. Requests or questions (e.g., the onboarding conditions, procedures and timelines) regarding the self-service check-in processes can be forwarded to the Customer Support Manager.

Detailed, extended and binding regulations (ABD Terms_Conditions) for the use of self-service machines at Amsterdam Airport Schiphol can be found at the Charges & Regulations section at the Schiphol website: <https://www.schiphol.nl/en/operations/page/charges-and-regulations/> (under 'Charges and Conditions').

3.5 Deviation from CIDAR principles

AAS reserves the right to deviate from any of the policy principles if circumstances so require. If an airline and/or handling agent wishes to deviate from the AAS Policy Principles and AAS reaches a non-discriminatory, transparent and objectively determined decision on the matter, a modified scheme may be agreed on.

4 The season plan and zoning

The season plan is a general strategy for check-in desk allocation that is able to accommodate the expected busiest week of the season or other exceptional weeks (for example due to a holiday or planned work) based on the expected flight schedule provided by the airlines.

4.1 The season plan

Twice a year, a season plan is produced by AAS. The plan contains a check-in desk planning based on CIDAR principles (chapter 4) and the flight schedules provided by airlines. The purpose of this planning is to determine the zoning structure (chapter 3.2) and is the basis for the one-day-ahead planning made by AAS during the specific season. In addition, the season plan may reveal capacity issues during the oncoming season and is the basis for seasonal preferences. The one-day-ahead planning will take into account operational data and may therefore deviate from the season plan.

4.2 Topology

All departure halls have check-in positions. Each hall has a focus based on handling flights to the nearest departure piers to facilitate limited walking distance for the passengers and reduce the flow space needed, and thus reducing the occupancy rate. However, the allocation of a departure hall is also dependent on other factors, e.g., the departure hall capacity, the use of and capacity of the automatic bag drop system and baggage handling capacity, dependencies with baggage make up positions, choice of ground handler or projects. Each departure hall has a maximum capacity to guarantee safety to passengers in case of an emergency. AAS will monitor the capacity and will take necessary action to maintain a safe operation. This complexity of quality reasons and capacity restrictions may affect the check-in and queuing location of the passengers.

For principles and specifications regarding departure halls, check-in positions and gates see table on the next page.

Schiphol
CIDAR
Check-In Desk Allocation
Regulations

Departure hall	Check-in positions	Destination type*	Destination gates
Departure hall 1A**	Desk 1 to 22	Schengen	B-Pier C-Pier D59 - D87
Departure hall 1	Row 1 to 8 (Row 2,3&7 are automatic bag drop machines)	Schengen	B-Pier C-Pier D59 - D87
Departure hall 2***	Row 9 to 16 (Row 12&13 are automatic bag drop machines)	Schengen/Non-Schengen	B-Pier C-Pier D-Pier E-Pier F-Pier G-Pier
Departure hall 3	Row 17 to 32 (Row 23&27 are automatic bag drop machines)	Non-Schengen	D1 - D57 E-Pier F-Pier G-Pier H-Pier M-Pier (Schengen)

* AAS will strive to prevent split operations for handlers, but this is not guaranteed. Destination type may be deviated from, after consultation with the parties involved, enabling airlines to handle both Schengen and non-Schengen flights in one departure hall.

** Temporary departure hall until Terminal South is in use.

*** Primarily available for flights handled by KLM Ground Services.

Principle 1: The check-in allocation plan should minimize the number of Schengen flights in a non-Schengen departure hall
Principle 2: The check-in allocation plan should minimize the number of non-Schengen flights in a Schengen departure hall
Motivation: Optimal capacity usage

5 Allocation of flights to check-in desks

The allocation of flights to check-in desks follows certain principles (4.1). These principles support the Schiphol goal to be an efficient hub airport. However, the extent to which these principles can be met is limited by regulatory and physical restrictions (4.2). Unfortunately, sometimes, the principles cannot be met and the outcome of the planning is infeasible. In these cases, AAS check-in planning will make sure a feasible planning is made by using control measures (4.3). Schiphol uses some criteria to optimize the use of check-in desks in response to disruptions or changes (4.4).

This chapter is written similar to the systematic approach a check-in planner follows, the rules that are introduced are presented in order of hierarchy per category (principles and restrictions) as much as possible.

5.1 Principles

These rules are the basis of the check-in planning and are the only relevant rules, in case no other restrictions apply.

5.1.1 Limit waiting time for passengers

AAS provides sufficient desks to facilitate the check-in process for the passengers who are required to go through this process (check-in and/or drop-off) with a limited waiting time. AAS requires to have a maximum waiting-time for passengers in the check-in process of 15 minutes. Based on this principle, AAS will make a planning for the check-in desks to accommodate the season peak (winter and summer). This planning is based on the expected number of passengers in this process and the number of available check-in desks in the terminal. The number of needed check-in desks is calculated in 15 minutes intervals by:

$$\frac{\text{Expected number of local departing passengers in interval} * \text{Handling time per passenger}}{\text{Number of minutes in interval} * 60}$$

The calculated number of check-in desks is rounded up to the nearest whole number.

To provide an optimal desk allocation, which can therefore minimize the waiting time for the passengers, the airline/ground handler has to provide the average handling time per passenger (also see chapter 2.1). In case this cannot be provided, the following average handling times per passenger are applied by AAS:

	Handling time (s)
Europe (EUR)	120
Intercontinental (ICA)	170

Table 2: the average handling times for manual processes

These norm handling times are yearly agreed in the ICP process with the airlines. AAS has the right to continuously optimize the handling times based on actual measurements. The average handling time is however subject due to unexpected changes, such as during COVID-19 (extra health checks resulted in additional handling times). As a consequence, the handling time used can be updated.

With regard to the self-service check-in processes, different average handling times are used. They can be found on the following page, split into the one- and two step processes. In order to calculate the expected number of required repair desks per ground handler, a percentage of the total expected number of local departing passengers is used, based on the average success rates at the self-service machines. This percentage can vary over time.

	Handling time (s)
One-step process	100
Two-step process	
▪ Check-in application	235
▪ Tag&Fly application	110

Table 3: the average handling times for self-service processes

In order to calculate the expected number of required priority desks per ground handler at the self-service processes, the number or percentage of priority passengers per total expected number of local departing passengers needs to be shared with AAS by the airline and/or ground handler.

Principle 3: The check-in allocation plan maximizes the number of flights that respect the norm handling time for each expected passenger
Motivation: Decrease the waiting time for check-in.

5.1.2 Distribute passengers

For safety reasons the number of passengers in a certain departure hall is limited, therefore the passengers are distributed over the departure halls. Furthermore, to make the best use of available space for the passenger flows in the terminal, it is necessary to spread the passengers within those departure hall(s).

Principle 4: The check-in allocation plan minimizes the passenger density over all check-in areas and within a check-in area.
Motivation: Increase the safety on the airport in case of emergencies and/or prevent spreading of diseases.
Passenger density: The number of people per square meter within an area (for check-in this is a hall).

Flights which traditionally attract large crowds of people seeing the passengers off, have a relatively high number of Passengers With Reduced Mobility (PRM) or a relatively high number of checked baggage pieces per passenger are, preferably, not accommodated within the same bay.

Principle 5: The check-in allocation plan minimizes the number of flights that can generate large crowds/queues in the same bay.
Motivation: Crowd avoidance, increase the safety on the airport in case of emergencies and/or prevent spreading of diseases.
Definition: Flights that attract large crowds are defined by the airline or a combination airline and destination.

5.1.3 Optimize handling processes

AAS will facilitate and stimulate the clustering of check-in activities per handler in the departure halls as much as possible. Clustering flights per handler for check-in contributes to the efficient use of available check-in desks and staff. In case AAS cannot maintain this, this can lead to a split operation, a daily different desk allocation and/or less/more desks than the day before. Airlines are required to facilitate toggling between their DCS's, in order for the handler to switch airline systems between passengers.

Principle 6: The check-in allocation plan minimizes the number of check-in allocations in another halls then the hall assigned to a ground handler.
Motivation: Encourage punctuality in handling operations and to enable the handling agents to plan the deployment of human and material resources as efficiently as possible.

In order to facilitate sufficient entries to the check-in area (see chapter 2.2.2) and take the processes of the different ground handlers in consideration, it is important to minimize the number of ground handlers working simultaneously on one row.

Principle 7: The check-in allocation plan minimizes the number of ground handlers working simultaneously on one row.

Motivation: Optimize handlers processes and facilitate sufficient entries to the check-in area.

5.1.4 Stable check-in planning during the season.

The check-in allocation assignment must be as stable as possible meaning that a flight number on a specific day will preferably be assigned within the same row.

Principle 8: The check-in allocation plan aims to minimize the number of different check-in desks for the same flight number in a season although airlines/handlers do not have a claim on certain positions by historical rights.

Motivation: Avoid surprises for passengers that regularly take the same flight.

5.1.5 Minimize walking distances

The route for a passenger from check-in to the departure gate preferably is a logical route, with the shortest possible walking distance. The allocation of flights to the check-in desks will take this into account.

Principle 9: The check-in allocation plan aims to minimize the walking distance from the check-in to the departure gate.

Motivation: Reduce passenger flows/occupancy.

5.2 Restrictions

In the previous paragraph, the most basic principles have been introduced. There are however, some restrictions for the use of the infrastructure that always have to be met. This is either based on regulations from the Dutch government (4.2.2) or physical restrictions (4.2.2).

5.2.1 Allocation Rules Government authority

In the event of mandatory regulatory requirements by Government agencies i.e. KMar and Government ministries with respect to the handling of a departing flight, Amsterdam Airport Schiphol will have to comply. Furthermore, flights with a Government/Security indication by KMar or other public authority will be handled separately from all other flights on one check-in desk row where they can be monitored by KMar staff.

Principle 10: The check-in allocation plan should assign high risk flights to row 32

Principle 11: The check-in allocation plan must take into consideration that high risk flights cannot be handled at the same row with airlines without the high risk classification simultaneously

Motivation: Comply with regulation

Definition: Flights with a government/security indication

5.2.2 Physical restrictions

Apart from the restriction in number of passengers per departure hall as stated in chapter 3 (e.g., occupancy limit, crowd management, safety and evacuation limitations), other physical restrictions apply.

The check-in allocation in the departure halls is subject to the baggage handling capacity due to a constraint of available space in the baggage halls, capacity of the baggage handling system and process times of the baggage from check-in to the location of the relevant ground handler and its baggage make up area in the baggage hall.

Principle 12: The check-in allocation plan must take the capacity of the baggage handling system into consideration

Principle 13: The check-in allocation needs to consider the location of the relevant ground handler in the baggage halls

Motivation: Limited process times for baggage handling

Throughout the year, multiple (construction and renovation) projects are realized, in order to optimize the current and future processes at the airport. These planned works may lead to a temporary capacity reduction in the departure halls.

Principle 14: The check-in allocation plan must take capacity restrictions as a consequence of projects/planned works into consideration

Motivation: Efficient allocation of available check-in capacity

In order to optimize passenger flow AAS will allocate the front positions (where physically possible, e.g. the repair desks of the self-service processes) to airlines which have no queuing passengers that would interfere with the flow in the Terminal. Airlines and handlers have to allocate the front positions to priority class with little to none required waiting area.

Principle 15: The check-in allocation plan should assign flights with no queuing passengers to the front positions in a row

Principle 16: The check-in allocation plan must not assign flights that attract large crowds to the front positions in a row

Motivation: Avoid crowds in the terminal's passenger flow

Definition: Front positions are the first two desks in a row

5.3 If demand exceeds capacity

After implementing the principles in chapter 4.1 and 4.2, all flights are assigned a number of check-in desks that meet the most basic principles and restrictions. However, although AAS aims to allocate as many check-in desks as the airline requests, at peak hours this might not be possible due to demand exceeding capacity. AAS will then solve this taking one, or a combination of, the following measures:

- Rounding down the amount of check-in desks calculated (see principle 1)
- Planning Schengen flights in a non-Schengen departure hall or vice versa (see principle 6)
- (Temporarily) combining the handling processes of airlines at a row, which are normally not simultaneously working at the same row, possibly resulting in a limited number of entries (see principle 7).

5.4 Integral planning optimizations

Based on chapter 4.1, 4.2 and 4.3, AAS will come up with a feasible check-in planning. In order to optimize the airport processes in the most integral way possible, check-in planning takes into account the effects on all airport stakeholders including security. This is done in the day-ahead planning in different ways.

6 Assignment of check-in desks

On the day of operation, Schiphol will anticipate on (expected) changes in the schedule and disruptions by changing the day ahead plan, trying to minimize the consequences for airlines, ground handlers and passengers. This chapter describes the criteria to make a change to the day ahead plan and the criteria to update the check-in desk of a flight.

6.1 Decision to change the plan

AAS assigns other check-in desks for the flight if there are conflicts in the planning. This can occur in the following cases:

6.1.1 Changed flight data

Flights whose flight data have changed since closure of the one-day-ahead planning and which can no longer be allocated to the scheduled check-in desks based on the allocation conditions, cannot claim the scheduled check-in desks. Changes that affect the desk allocation are:

- The number of expected passengers
- Destination (for example when the original destination airport is closed)
- Extra checks (health, security or customs checks).

A new desk will be assigned following the general principles from Chapter 4.

6.1.2 Delayed departure

A departure is delayed when the flight is delayed for 30 minutes or more. When this is reported by the ground handler within 30 minutes before opening time and during check-in opening time (see chapter 2.3), the ground handler will be informed by AAS if, and for how long, the opening time of the check-in desks can be extended without a knock-on effect on subsequent flights.

When the delay is reported more than 30 minutes before check-in opening time, the ground handler will be consulted to determine whether the planned check-in desk positions can be maintained, and for how long. AAS will take measures aimed at preventing a knock-on effect on subsequent flights. This may involve relocating the assigned check-in desk for the delayed flight.

Principle 17: The number of reallocated check-in desks due to a delayed flight must be minimized.
Motivation: Keep a stable plan during the day.

6.1.3 Cancelled flight

When a departing flight is cancelled, the allocated check-in desks are discarded. Passengers of a cancelled flight can use the service desk of the airline when needed. Airlines are requested to facilitate online information and rebooking service. An airline or ground handler that has no service desk may request one extra desk to accommodate the passengers of a cancelled flight. AAS may accommodate such request when such change will not affect capacity for other flights.

When a departing flight with checked-in baggage is cancelled, the baggage items are allocated to an arrival-belt for reclaim purposes. See baggage reclaim allocation rules on <https://www.schiphol.nl/en/operations/page/baggage/>, baggage reclaim.

6.1.4 Changed arrival patterns

Due to disruptions in the AAS surrounding, for example: train disruptions or unexpected traffic jams, the arrival patterns can shift. This may result in large crowds suddenly showing up. These changes may result in changes to the assigned desks, extra bank lining or more crowd managers (see also the principle in 5.1.2).

6.1.5 Capacity optimization

When Schiphol's capacity is fully used, a required change to the check-in desk allocation plan may result in multiple updates to other flights to accommodate the change. AAS will prefer a solution that results in the least number of changes.

6.1.6 Technical disruptions

When a check-in desk or baggage belt breaks down during the check-in process, AAS will consider how to best handle the disruption. Any planned flights on this certain check-in desk will then be re-allocated based on the emergency plan for the departure halls (and availability). This may result in:

- reallocation of manual desk check-in
- check-in at assigned desks, but pax are requested to hand over labelled baggage to a different desk for alternate intake of the baggage.
- or pax are requested to hand over their baggage at an alternative intake point or cart. AAS will store the baggage securely and insert the baggage into the baggage system at a different point or time.

6.1.7 Waiting times

The actual waiting times are monitored using cameras and observations from floormangers and passenger assistants. An (unexpected) increase in waiting times may result in changes to the check-in allocation plan.

6.2 Response to change

In the case of a required change to the check-in desk allocation plan, as a result of one of the conditions described in chapter 5.1, AAS will choose the least disturbing measure to accommodate the change. The measures that can be chosen and their conditions, if any, are listed in this chapter. There is no priority between the measures, the most appropriate solution depends on the situation at that moment. Changes on the day need to be discussed with and approved by AAS regiecentrum. Note all criteria from chapter 4 also apply to the check-in desk allocation plan on the day of operation.

6.2.1 Allocate extra check-in desks

If check-in desks are available, AAS can decide to allocate more check-in desks than were allocated in the allocation plan. These check-in desks are preferable in the same row, the same hall or an adjacent hall of the desks already allocated to the airline. This is only a feasible solution when the airline/ground handler can provide extra check-in staff. Extra desk requests are only considered if all existing desks are fully manned. Operational separation of passengers is not a valid request for structural extra allocation manual desks.

Principle 18: The allocated desks for a flight are preferred in the same row as the other allocated desks for the flight
Principle 19: The allocated desks for an airline are preferred in the same hall as the other allocated desks for the airline
Motivation: Keep a stable plan during the day.

6.2.2 Early opening of the check-in

AAS may recommend opening times for check-in desks. Sometimes it might help to start the check-in for certain flights earlier than first assumed, in order to avoid long queues developing during the peak(s). AAS can decide to allocate the check-in desks earlier than agreed on in the original allocation plan, but only if the check-in desks are available and sufficient handler staff is present. Early opening will always be discussed with the handler.

6.2.3 Check-in desk change

A check-in desk change is the most common way to respond to a disrupting event. AAS will always make sure to perform the least amount of changes possible and prefers to assign a desk within the allocation the airline already has. If the allocation to the airline cannot accommodate the needs a solution will be found by FLM, RC and FMP. When a change with regard to the desk allocation has to be made on the day of operation, the ground handler will always be consulted by the AAS Regiecentrum.

7 Communication

7.1 Operational communication

The one-day-ahead planning becomes operational and is published via CISS no later than 12:00 on the day before departure.

Any changes to the flight data (see chapter 5.1.1) after the planning schedule has been communicated through CISS may lead to adjustments to that schedule. To ensure the best possible coordination of the allocation process, it is important to ensure that AAS check-in desk planning has access to the correct information in good time.

Communication with AAS check-in desk planning is arranged through the ground handling agent, who acts as the representative of the airline. AAS Regiecentrum is open 24 hours a day for information, queries and adjustments to allocated desks and the check-in.

The appropriate action for requesting and processing changes to the desk allocation planning depends on the moment when the requested change should take effect. See the table below for the appropriate action, depending on the scope of the change in time.

Scope of change in time	Action
<u>Change(s) for the current day</u> (only for unforeseen last-minute changes and/or as consequence of operational disruptions)	Contact AAS Regiecentrum via: 020 – 601 2972
<u>Other change(s)</u>	Contact the desk allocation (asset planner) via: balieplanning@schiphol.nl

Table 4: operational changes to the desk allocation

Please note: it is important to inform AAS with regard to known requests/changes via the e-mail address above in a timely manner, in order to prevent last-minute changes and additional actions for the Regiecentrum at the day of operation as much as possible. A response can be expected within a maximum of 3 working days.

7.2 Evaluation and announcement of season plan

Several weeks before the start of each new summer or winter schedule, AAS will present the season plan. Prior to the presentation, the handling agents and/or airlines will be contacted to discuss any issues and agree on the season plan via their relevant Customer Support Manager. Before the ratification of the season plan, the airlines and the handling agents themselves can submit requests for incorporation into the plan.

Structural changes or new circumstances may call for adjustments to the season preferences before the end of the summer or winter schedule. The parties directly involved in such interim changes will be consulted.

CIDAR Schiphol will be evaluated at least once a year.

7.3 Contact information & further reading

If you have any questions, please contact the relevant Customer Support Manager or customersupport@schiphol.nl.

A few documents have been discussed through, please find them via the following links:

- 1) Schiphol Airport Charges and Conditions (Flight Information – Data specifications).
 - This document can be found on:
<https://www.schiphol.nl/nl/route-development/pagina/ams-airport-charges-levies-slots-and-conditions/>
- 2) Check-In Desk Allocation Regulation (CIDAR) Schiphol
 - This document can be found (under 'Charges and Conditions') on:
<https://www.schiphol.nl/en/operations/page/passenger-process/>
- 3) Baggage Reclaim Allocation Rules (BRAR) Schiphol
 - This document can be found (under 'Charges and Conditions') on:
<https://www.schiphol.nl/en/operations/page/baggage/>

Appendix I: Highlights of changes

Consultation CIDAR 2025 – Highlight of changes

The CIDAR (Check-In Desk Allocation Regulations) document has been revised. The last consulted and published version of the document dates from October 2023. In this new version only a reference has been added to a new document regarding self-service regulations.

General changes throughout the document

- General update of the document, to stay up to date with organizational changes;
- The transition from manual check-in processes to self-service processes throughout the airport;
- Additional need for flexibility regarding the desk allocation, this is a consequence of various developments, e.g., additional document checks which increase the process times, understaffing of ground handlers, changes in passenger arrival patterns, long queues for the security checks, etc.
- Specifications of responsibilities of airlines and ground handlers, because of an increased and continuous need for actual and accurate data, e.g., staffing, passenger numbers, available space and travel restrictions.

Revisions

(Sub)chapter version 2024	(Sub)chapter version 2023	Change	Rational
3.4 Self-service check-in processes	3.4 Self-service check-in processes	Reference added	Added reference to ABD Terms_Conditions (new document).

Appendix II: Glossary and acronyms

AAS	Amsterdam Airport Schiphol
Allocation	Designation
Applicable	Currently in effect
BRAR	Baggage Reclaim Allocation Rules
CDM	Collaborative Decision Making
Check-in facility	Manual or self-service check-in desk
CISS	Central Information System Schiphol, the airport operational database
Class indication	Indication of the available classes for a flight: E = economy, B = business, F = First Class
CUSSCI	Common Use Self-Service Check-In
CUSSDOP	Common Use Self-Service Drop Off Point
Delayed departure	Flight is delayed for 30 minutes or more
EU	European Union
FLM	Floormanagement
FMP	Floor Manager Passengers
ICI-NOBAG	The percentage of passengers that already checked-in online and do not bring hold baggage
KMar	Koninklijke Marechaussee (Royal Netherlands Marechaussee)
Load factor	The percentage of actual passengers on a flight compared to the maximum number of passengers could have been on a certain flight
RC	Regiecentrum (operational center at AAS)
RMS	Resource Management System. The current desk allocation planning software
Self Service Check-in processes	One-step (CUSSDOP) or two-step (CUSSCI + CUSSDOP) processes
SRA-CP	Security Restricted Area – Critical Part
STD	Scheduled Time of Departure
Summer	Last Sunday of March until last Sunday of October
Target group	Indication of the target segment for a check-in desk such as: E = Economy, B = Baggage drop off, P = Priority, also named Display object in RMS and used for branding purposes
Transfer factor	The percentage of transfer passengers on a flight compared to the maximum number of passengers could have been on a certain flight
Winter	Last Sunday of October until last Sunday of March



Welcome to Amsterdam Airport

Schiphol