



International Flights

Your journey.
Everywhere.



Passport Control



Global
Destinations



Seamless
Connections



Simplified
Travel



Welcoming
Service

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International Arrivals

CBP Gates

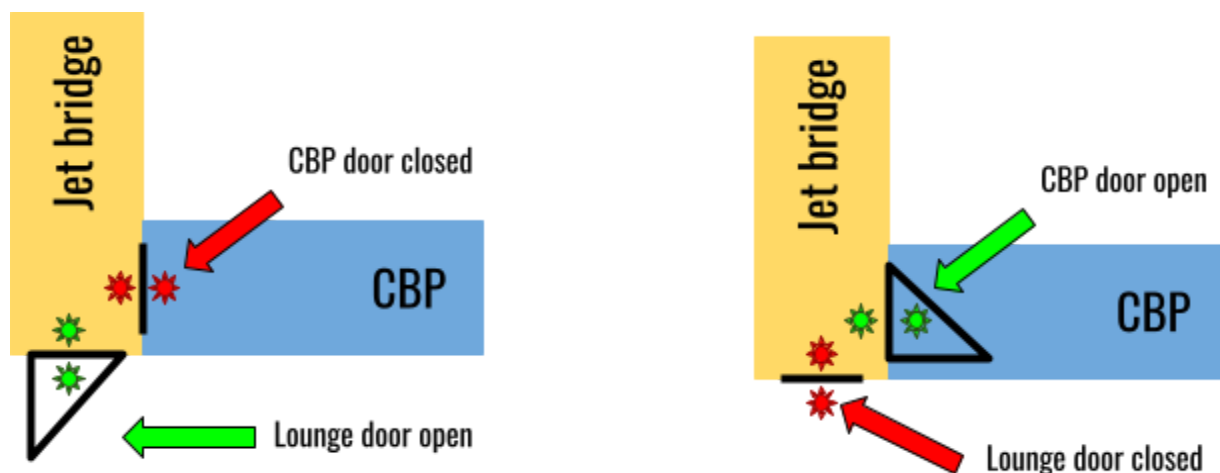
Inbound international flights operated by American Eagle are **ONLY** allowed to be brought into the following gates:

- **B1A**
- **B2**
- **B3A**

International arrivals are only permitted at these three gates because they are the only gates in the B Terminal that connect to Customs and Border Protection (CBP). All inbound passengers and crew **MUST** pass through CBP. At these gates, there are special steps that you must take in order to meet CBP compliance.

Locking Doors

The doors at these three gates operate in a special way to prevent security breaches. Each gate has two doors. There is the lounge door, which allows access to and from the terminal, and there is the CBP connection door. Above each door, there is a light on both sides. If the light is **GREEN**, then you are allowed to enter through that door. If the light is **RED**, you are **NOT** allowed to enter through that door. Only **ONE** door can be open at a time, either the lounge door or the door to CBP.



Preparing the Gate

When preparing for the arrival into the gate, follow these steps:

1. **Check the SS list and make sure Prospect is ready.**
2. **Make sure to bring necessary items, such as a safety vest, PDA, yoke sheet, etc.**
3. **Ensure that the lounge door is closed.**
4. **Mark the door with the red NO ENTRY strip.**
5. **Place the DO NOT ENTER/EXIT sign onto the lounge door.**
6. **Open the door to CBP.**

At this point, no one will be able to enter or exit the jet bridge via the lounge door. In the event that Prospect is not already in the jet bridge, or if another agent needs to enter to help, they must enter through one of the other gates and use the CBP connection to get to the jet bridge. **Remember: Check all agents' badges to make sure that they have the proper CBP1 seal.**

ICR

An agent from ICR will often be waiting in the jet bridge to make announcements on the plane informing passengers of what the process will be and where to pick up their luggage. If a passenger left items onboard and are found after deplaning, they must be given to ICR. They CANNOT enter the terminal lounge without clearing CBP.

Preparing the Jet Bridge

When you exit the jet bridge to perform your "C-walk," be sure to place the **DO NOT ENTER** sign on the ramp access door. No one, with the exception of A/C MTX, is allowed to enter the jet bridge during the deplaning process. **Remember: A/C MTX must enter the A/C. They cannot wait in the jet bridge.**

Meet the Aircraft & Deplane

Mate the jet bridge to the aircraft. Make sure you receive the "thumbs-up" from the flight attendant before opening the door. Once the door is open, follow the steps below...

1. Ask **"Where are you coming from?"** *Make sure the inbound city matches.*

2. Ask **“How many SS?”** *Advise Prospect.*
3. Ask **“Is the FO going to do the walk-around now, or after deplaning?”** *If the FO is doing the walk-around now, hold the PAX on the aircraft until the ramp access door has closed behind the FO.*
4. Once the jet bridge is secured, give the FA a “thumbs-up” and allow PAX to deplane. You will remain at the bottom of the jet bridge to ensure the ramp access is guarded. If there are gate deliveries, only open the ramp access door when there is a significant break in between the passengers exiting the A/C.
5. The second agent will remain at the top of the jet bridge and guard the terminal lounge door, as well as guide passengers to the CBP area.
6. As the passengers reach the top of the jet bridge, the second agent will verify the passengers’ arrival information by asking **“where are you coming from?”** If the passengers’ response does not match the inbound flight information, stop the passengers and re-check with the first agent and flight crew.

Search, Clean, and Cater

Once all the passengers have deplaned, the FO can be let back in from the ramp. Once all crew are off of the aircraft and in the CBP area, close the CBP connection door. At this point, follow the steps below...

1. **Remove the DO NOT ENTER sign from the ramp access door.**
2. **Step outside onto the jet bridge stairs and give the “thumbs-up” signal to the caterers and cleaners. This way they know that they are able to enter the jet bridge and aircraft.**
3. **Begin the search.**
4. **The search is complete once all cleaners and caterers are done.**

Re-Open the Gate

Once finished, return to the terminal lounge door and follow the steps below...

1. **Remove the DO NOT ENTER/EXIT sign**
2. **Unhook the NO ENTRY strip**
3. **Mark the CBP door with the NO ENTRY strip.**

Document

Be sure to document EVERYTHING in Teams! It is very important that everyone knows what is going on with the flight. Things to document are:

- Pax deplaning
- Last pax off (LPO)
- Inbound crew off
- Cleaners/Caterers on
- Search started.
- Cleaners/Caterers off
- Search completed
- Picture of yoke sheet
- Crew on
- Begin of boarding (BOB)
- Boarding completed
- Flight closed
- Cabin door closed (DCL)
- Jetway off (JWO)

International Departures

Search

Flights to an international destination are allowed to depart from any gate; however, they must be searched prior to boarding. Be sure to wait to board until you have received notice that the search has been completed. At this point, you can allow the crew down the jet bridge. When the crew scans on, you need to make sure that they have their passport.

Document Check

When working an international flight, you will need to check documents. Typically, there will be two agents assigned for an international departure. One agent will be responsible for boarding. The other agent will help assist with the document check and other duties.

To perform the document check, you will need to pull up the passport swipe list. This list will show passengers that still need to have their passport swiped into our system. Page the passengers to the podium for “document verification”.

- **To view passport swipe list:**
 - **CTRL + L, F2, *USE TILDE AND SELECT PASSPORT SWIPE***
- **To swipe passport:**
 - **SHIFT + A, F1, ENTER PAX INFO, OPT. 1 (TRAVEL DOCUMENTS)**

Passengers that do not come up to verify their passports will receive an error message when trying to board. If they are attempting to board, tell them to step out of line and proceed to the other agent for document verification.

Infant Tickets

Any passengers traveling with an infant, whether revenue or non-rev, must pay international taxes for the infant. Review the infant list to verify that all infants are associated with an infant electronic ticket (IFET).

- **CTRL + L, F2, [INF]**

- Make sure there is both “**INF**” and “**IFET**”

If there is an infant who has not been ticketed, you will need to collect the taxes at the gate prior to boarding. Use the infant options (F6) from the ticketing keypad (CTRL + T)

SS List

Be sure to review the SS list and page any passengers needing assistance. Once you have checked in with the passengers, inform Prospect of how many preboards you will have.

Boarding Procedures (Biometric)

When boarding an international flight, you will board using biometrics. Cameras will be used to take a picture of the passengers to compare it with their passport photo. ALL international flights need to board using biometrics UNLESS the system is down. If the biometric system at the gate is not working, notify a supervisor and be sure to document the issue in Teams.

When making your initial boarding announcements, you **MUST** read the biometric boarding announcement in order to comply with rules and regulations. The screen will tell you if the passenger is OKAY to board, or if they need to see an agent for assistance. The biometric scanner may have a hard time recognizing young children. In this case it is acceptable to scan their boarding pass.

As the passengers are boarding, remind them to have their boarding pass and PASSPORT in hand. Each passenger **MUST** show their passport before they can board. **ALL PAX AND CREW MUST HAVE THEIR PASSPORT.**

GenDecs

International flights **CANNOT** depart without GenDecs paperwork. At the end of boarding, write the total number of passengers including infants in the designated section of the paperwork. Be sure to **VERIFY** that the **crew names, aircraft registration, destination, etc. MATCH.** Provide the GenDecs with the FA final paperwork. Be sure to include declaration forms (Mexico) with the paperwork.

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