

LATE AND V/S BAGGAGE CLAIM CHECK STICKERS ARE IN!

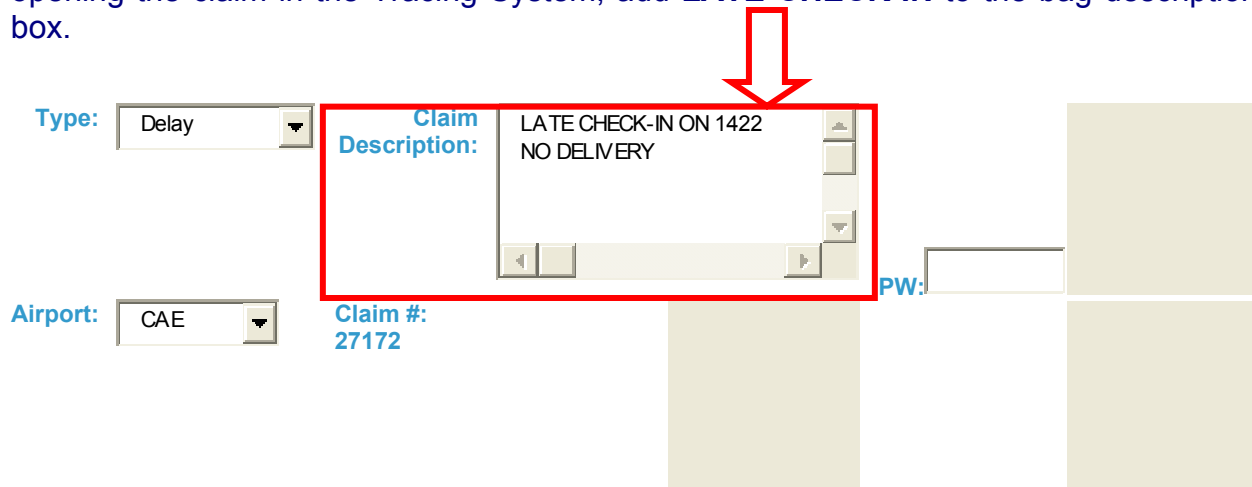
NEW STICKERS WILL HELP REDUCE BAGGAGE DELIVERIES

Late Check-in

The company standard for late check-in for baggage from the Ticket Counter is 30 minutes. Bags checked less than 30 minutes prior to departure will have a "Late Check-in" sticker placed on the customer's baggage claim check. This accomplishes two things:

- ✓ It insures the customer understands the bag was checked in late and we will not offer delivery
- ✓ It advises the destination station not to deliver the bag at Independence Air expense. There is no need to update the PNR with the check-in data.

Although we will **not** deliver the bag since the mishandling was not the fault of Independence Air, we **will** take a claim and open a claim in the Tracing System. When opening the claim in the Tracing System, add **LATE CHECK-IN** to the bag description box.



The screenshot shows a baggage claim form with the following fields:

- Type: Delay
- Airport: CAE
- Claim #: 27172
- Claim Description: LATE CHECK-IN ON 1422 NO DELIVERY
- PW: [empty]

A red box highlights the 'Claim Description' field, and a red arrow points to it from above.

Opening a claim allows us to trace the bag if it does not arrive on the next flight.

NOTE: Even though we are not delivering the bag, every effort will be made to board the bag on the customers' flight.

Voluntary Separation.

These new stickers are used the same as "Late Check-in" stickers except they are for Gate Agent use, and are for the baggage of customers who desire to move to an earlier flight. This allows Independence Air to move the customer without the added expense of bag delivery.

Effective Date: 01/20/2004

Number **05-03**

Expiration: On Manual Revision

Do not use these stickers for misconnects or irregular operations.

Type:

Airport:

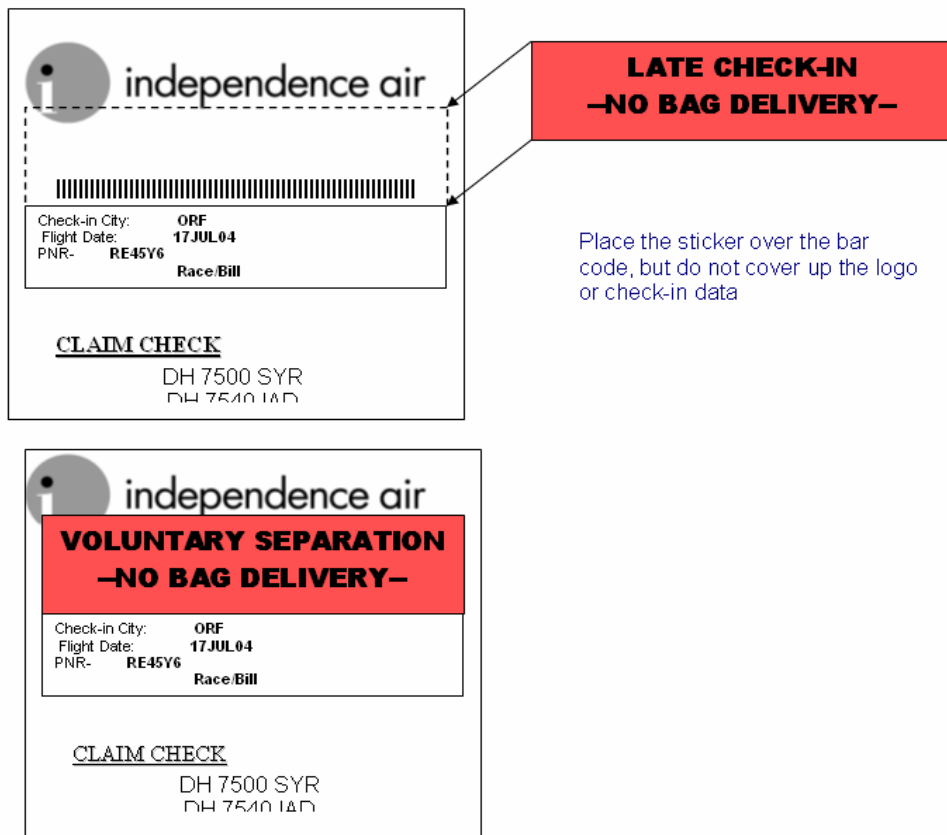
Claim #: 27162

PW:

Claim Description:
 VOLUNTARY SEPARATION.
 TOOK EARLIER FLT 1420
 NO DELIVERY

NOTE: Even though we are not delivering the bag, every effort will be made to move the bag to the customers' earlier flight.

When placing the stickers on the customer's claim checks, you MUST explain the reason that we will not deliver the bag.



QUESTIONS? WE'VE GOT ANSWERS AT POLICY & PROCEDURES DIRECT (703) 650.6401