



PART 6

BAGGAGE SERVICES

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6.0 **Baggage - Definition, Liability and Prevention of Damage**

6.0.1 **Definition of baggage**

The following definition is published in the 'General Conditions of Carriage for passengers and baggage' adopted by Air Botswana.

Baggage means such articles, effects and other personal property of a passenger as are necessary or in connection with his trip.

6.0.2 **Legal Liability**

Whilst staff should not become involved in discussions concerning financial settlement, they should be aware of the legal situation. Air Botswana liability to pay compensation is limited and is calculated on the weight of baggage lost, damaged, pilfered or delayed in transit. It is in no way insurance or an automatic payment, and all claims are subject to proof of value. By our Conditions of carriage no liability is accepted for the loss of money, jewelry or other similar checked baggage because it is considered that such items should be carried on the person or in hand baggage.

6.0.3 **Prevention of Damage**

Senior Station official must ensure that:

- Baggage handling systems, equipment and vehicles are adequately maintained to prevent damage to baggage.
- Baggage is loaded in trucks in such a way as to avoid it falling or being crushed.
- Baggage is suitably protected from the weather.
- Baggage is handled in such a way as prevent damage e.g. not thrown or dragged.

6.1 **Standard Baggage Weights**

6.1.1 **Introduction**

In certain circumstances standard baggage weights may be used on Air Botswana flights for load and trim purposes. The approved standard weights per piece of hold baggage include normal hold baggage, bicycles and ski



equipment. Actual weight may be required for abnormal items such as wheelchairs, accompanied domestic animals, theatrical properties, musical instruments and rowing equipment etc. when carried as baggage on scheduled services. Check with load control.

6.1.2 Exceptions

Standard baggage weights do not apply to:

- Aircraft operating 'sole use' charters.
- When actual passenger cabin baggage weights are used.

6.1.3 Standard Weights: The standard weights are:

23 kg: all scheduled Domestic flights.

23 kg: all regional scheduled flights.

NOTE: Inform Load Control when abnormal items are carried and ensure that special loading equipment is available if required.

6.1.4 Abnormally Heavy Pieces of Baggage

Whenever the baggage load includes piece in excess of 25 kg attach a heavy bagtag to each piece with the actual weight annotated. Load Control must be advised.

6.1.5 Cabin Baggage Weights

A standard weight is used for load and trims purposes for cabin baggage. Consequently actual cabin baggage weights need not be used for load sheet purposes.

6.2 Free baggage allowance

6.2.1 General

The free baggage allowance is shown on the Flight Coupon Allowances may be based on weight, piece or a combination of both according to the journey and are summarized below.

The following allowances apply on Air Botswana flights.



6.2.2 Checked Baggage Allowance

WEIGHT	PIECE
First Class/Club 30 kg's	Two pieces not exceeding 158 cm (62 inches) each total dimension. Max weight per piece - 32 kg.
Economy Class 23 kg's	Two pieces not exceeding 273 cm (1 07 inches) Total dimensions. Maximum weight per piece - 32 kg.
Domestic Services 23 kg's	Two pieces not exceeding 158 cm(62 inches) when placed side by side.

Air Botswana requires that passengers should give prior advice to the airport of departure for any item of baggage which exceeds 35 kg's in weight 203 cm's (80inchs) total dimensions, or when excess baggage is to be carried.

6.2.3 Cabin Baggage allowance

Irrespective of weight or piece systems ALL passengers will be allowed one piece of cabin baggage not exceeding 11 5 cm (45 ins) total dimensions and 5kgs weighting addition to Duty Free Articles (liquor, cigarettes and perfume only) and any checked baggage. Items carried in the cabin must fit under the seat or in the overhead locker.

6.2.4 Personal Allowance

The following articles may be carried free of charge on International/Regional flights and on Domestic flights that form part of an International journey in addition to the allowances shown above:

- A handbag, pocket book or purse.
- An overcoat, wrap or blanket.
- An umbrella or walking stick
- A small camera and or pair of binoculars.
- A reasonable amount of reading matter for the flight.



- A fully collapsible invalid's wheelchair, a pair of crutches/braces provided the passenger is dependant upon them.

6.2.5 **Infants**

When an infant (traveling at 10% fare with no free baggage allowance) is carried, a carrycot and napkins, feeding bottle and sufficient food for the journey can be carried free, provided the total weight of such articles (excluding the carrycot) does not exceed 5 kg.

If this allowance is exceeded the excess weight or pieces may be treated as part of the allowance of the accompanying adult passenger(s).

6.2.6 **IATA Delegates and Other Industry Delegates**

Delegates traveling to or from IATA Conference or any other IATA meeting may carry excess baggage without charge. In this case the word 'ALL' will have been entered in the 'baggage free allowance' column if IATA tickets and 'ALL BAGGAGE FREE' in the endorsement box of "D" series tickets.

6.2.7 **Portable Dialysis Machines as Baggage**

In addition to the normal free baggage allowance, a passenger dependant on a portable dialysis or "kidney" machine is entitled to carry a machine and ancillary equipment. Because of their size (approximately 24 inches x 24 inches x 18 inches) the machines must be stowed in the hold, using the bulk hold where possible on wide bodied aircraft.

6.2.8 **Windsurfer Boards**

Due to the size and nature of these items they are not acceptable as baggage, and must be carried as cargo.

6.2.9 **Angling Equipment**

Angling Equipment comprising of not more than one tackle box/haversack basket and one rod bag or box-charge as for 4kg of excess baggage up to 1 5 kg then at standard rate.



6.2.10 **Golfing Equipment**

For golfing equipment contained in one golf bag as for 6 kg of excess baggage up to 15 kg then at the standard rate. When the equipment is included in the free baggage allowance and the resultant weight is greater than the free allowance, assess the excess baggage rate per kilogram and the special rate above, and charge the lower.

6.6 **Excess Baggage Charge**

When the blocking of a seat is required the charge will be 75% of the full one-way adult fare for the class of travel used or the normal excess baggage charge for the actual weight carried, whichever is the higher.

6.3 **Method of Payment**

6.3.1 **Miscellaneous Charges Order**

When a deposit has been paid to cover excess charges, which may be incurred en route, a 4-coupon Miscellaneous Charges Order may be issued for the amount deposited.

When issuing a new order:

- Complete it in the same currency as the original order;

And

- Endorse it with the 3-letter code of the original issuing carrier, date and place of issue, also Form and Serial Number(s) of the original document.

NOTE: An Excess Baggage Ticket need not be issued where a Flight Coupon of an MCO can be uplifted for the exact amount of the excess charges. The Flight Coupon must be stapled to the passenger ticket flight coupon.

6.3.2 **Government Excess Baggage Authorization (GEBA) Forms**

These are issued by a number of IATA Carriers.

6.3.3 L.P.O. issued by Companies with valid accounts with Air Botswana.



6.3.4 Credit Cards.

6.4 Excess Baggage Ticket

6.4.1 General Requirements

- Issue a separate flight coupon for each part of the journey entailing a change of carrier, flight, class or a stopover
- Use block capital letters
- Detach the audit coupon, issuing office, and tax coupon(s), if any, and 'VOID' coupons.
- Flight coupons must be used in the sequence issued.

6.4.2 Baggage Pooling

When baggage is pooled, issue an excess baggage ticket(s) to the head of the group only.

6.4.3 Increase en-route

Whenever there is any increase in the amount of excess baggage and/or excess valuation for which a through excess baggage ticket has been issued, issue a separate baggage ticket for the additional amount.

6.4.4 Completion

- Passenger Ticket Number Box
 - Enter document number of passenger's ticket.
 - in Conjunction With/In Exchange for Box
- (i) Cross out 'in exchange for' and enter the document number of any other excess baggage ticket(s) being issued as part of the carriage; or
- (ii) Cross out in conjunction with and enter document number of accountable document being exchanged.

6.4.5 Excess Weight (kg) Box

Enter the excess weight for which a charge is to be made.
This may be a combination of the chargeable weight for special baggage items and the actual excess weight of the remainder of the baggage.



6.4.6 Excess Piece(s)/Oversize Box

Enter the number of excess and/or oversize piece(s) for which a charge is to be made.

6.4.7 Rate per Kg or Piece Box

Enter the rate to be charged, preceded by the applicable three-letter currency code.

6.4.8 Charge Box

Enter amount charged, preceded by applicable three-letter currency code.

6.4.9 Tax Box

Enter amount of tax, if any, preceded by applicable three letter currency code.

6.4.10 Form of Payment Box

Enter the appropriate code; carry forward to reissued tickets. When payment is made by more than one form, show code for each form, followed by the amount for each.

6.4.11 Special Items Box

Enter 'X' in the applicable square(s). Enter any excess value declared preceded by three-letter currency code. Enter number of seats charged for bulky baggage. Use unnamed square of any other special items.

6.4.12 Carrier Box

Enter the two letter carrier code; leave blank if no specific carrier agreed

6.4.13 From/To Boxes

Date and Place of Issue Box



Enter carrier's / handling agent's name, place of issue and date with a valid, stamp or machine imprinter. A ticket is not valid unless it has been properly validated

6.4.14 **Remarks Box**

Use when there is insufficient space for required entries, or to clarify entries in other boxes.

6.5 **Baggage Acceptance and Delivery**

6.5.1 **General**

Safeguard stocks of Baggage Tags at all times to prevent their becoming available to unauthorized persons.

The act of 'Checking' baggage is the entry in the baggage boxes of the ticket of the number of checked pieces (and weight if applicable); note that the full description of the International ticket is 'Passenger Ticket and Baggage Check'. Enter the number of pieces and weight (where required) on the Passenger Ticket.

6.5.2 **Check In**

Items of Baggage, other than those retained in the custody of the passenger, on International flights and on Domestic flights forming part on International Journeys must be checked (registered).

Check and label baggage to:

- The destination specified in the passenger ticket, (including) any ticket issued in conjunction with it), or to
- The first stopover point, or to
- The connection point, where transfer from one airport to another is necessary and where the passenger is required to take possession of the baggage. Or to
- The point to which excess baggage charges have been collected, whichever is first.
- Detach the identification part of the tag and fix to the outside of the front cover of the passenger ticket in such a way that:



- The Conditions of Contract are not obliterated by staples, or the tag itself.
- The destination of the identification tag remains visible, and
- The ticket number is still visible.

Draw the passenger's attention to the destination on the identification tag.

6.5.2 **Fragile Items**

Do not accept 'fragile items' as checked baggage.

6.5.3 **Damaged Baggage**

Draw passengers' attention to any baggage received at check-in in a damaged condition. Enter details in the endorsements/restrictions box of the passenger's ticket.

6.5.4 **Engines**

If an Engine/Portable generator or power pack is accepted as checked baggage ensure the petrol tank is empty and the cap is firmly sealed

NOTE: Batteries are restricted articles.

6.5.5 **Holding Baby Carriage**

Stowage space in the cabin for folding baby carriages cannot be reserved. Passengers who check in accompanied by a baby carriage or pushchair of the lightweight folding type may use it to transport a child to the aircraft side providing stowage of the pushchair is practical in the cabin. Stowage is at the discretion of the Senior Cabin Crew Member. However maximum of four folded pushchairs in 747/Tristar cabins, and two in 707 cabins can be accepted without preference. Pushchairs in excess of these numbers will be stowing the aircraft hold.

6.5.6 **Bicycle**

If a bicycle is accepted as checked baggage it should have its handlebars fixed sideways and pedals removed or fixed inwards.

6.5.7 **Passengers with 'non-confirmed' Reservations**



Label baggage to the point to which the passenger has been confirmed.

6.5.8 Pooled baggage

Baggage presented at check-in at the same time by two or more passengers traveling together on the same flight to a common destination or stopover may be pooled. The total free baggage allowance is equal to the sum of their free baggage allowances.

Check the baggage of all members of the group on the group head's ticket. Enter the abbreviation 'PC in the endorsement box of this ticket, followed by the total number of passengers in the group, e.g. PL2'. On the tickets of the other members of the group, enter in the baggage weight boxes PL521. 521 being the last three numbers of the ticket on which the baggage details have been entered.

6.5.9 Excessive Amounts of baggage

Prior notification is required from passengers or groups wishing to travel with large amounts of baggage.

The notification is required in the following circumstances:-

- When individual passengers will be traveling with more than 50kg of excess baggage.
- A group will exceed their free baggage allowance.
- Groups will be carrying bulky equipment.

6.5.10 Baggage Delivery

KEY STANDARD - BAGGAGE TO BE DELIVERED WITHIN 10 MINUTES OF PASSENGER'S ARRIVAL AT THE BAGGAGE PICK - UP POINT.

Baggage for First Class passengers, where identifiable, must be delivered to the reclaim point ahead of other baggage. Airport Authorities should be requested



to post notices in reclaim areas aimed at preventing bags being taken in error. Suitable wording is:-

"To avoid taking the wrong bag, please check the number on your baggage identification tag against the number on the label on the baggage".

6.6 Dangerous Goods and Ammunitions of War in Baggage or On The Person

6.6.1 General

Items, other than the ones listed in paragraph 2, which can reasonably be identified as falling within the hazardous classification must not be carried in baggage, on the flight deck or anywhere in the passenger cabin including the galley area.

Many of these items can be carried as cargo provided the applicable conditions in the Dangerous Goods Regulations have been met.

6.6.2 Procedure

The following types of baggage are often found to contain dangerous goods:

Types of Baggage

Possible Contents

Rucksacks, kitbags or similar types of camping baggage

Gas stoves/lanterns, Primus stove, paraffin, methylated spirits, matches, flares.

Industrial type packages (wooden or Fiber board boxes, metal flasks, cans)

paints, thinners solvents, mercury, resin kits etc.

Unusually strong attach cases (metal bundling or edges) etc

Industrial samples, resin, kits

If you are suspicious for any reason, you must question the passenger regarding the contents of that particular piece of baggage.

6.6.3 Action



If you suspect that a passenger or crewmember might have in their possession dangerous goods other than the allowable items or the allowable items are in excess of the limits stated:

- Inform the passenger/crew member that the offending item cannot be carried in baggage,
- Draw the passenger's attention to the warning notice on the ticket cover and advise that it is a breach of the international law to offer such an item for carriage,
- Have the item removed from the baggage and make arrangements for its safe disposal, **OR**
- If the passenger agrees to pay the costs of repacking, documentation and freightage, it may be possible to ship the item as cargo.

6.7 Cabin Baggage

6.7.0 General

Ensure that passengers present ALL their cabin baggage, in addition to their checked baggage, at check-in. All baggage must be taken into account when assessing excess baggage charges.

Label all items (apart from 'Personal Allowance' items) with a cabin Baggage Tag. Date stamp the reverse side prior to boarding, make spot checks to ensure that all cabin Baggage carried by joining passengers has been labeled. Cabin baggage in excess of the allowance (see below) must be placed in the aircraft hold. Passengers must be advised to remove small articles of value from such baggage. Collect any excess baggage charges where possible.

6.7.1 Articles Acceptable for Carriage in the Passenger Cabin

6.7.2 Passengers may carry a maximum of one piece of unchecked baggage, plus duty free purchases into the passenger cabin subject to the following conditions:

The passenger retains charge of the article;



- It is placed so as not to cause an obstruction or impede passenger flow in the event of an emergency;
- It is restricted to a size which will permit it to be stowed either seat or in the enclosed hat rack. The maximum total dimension are suitable for the cabin - 115 cm (45 inches) with a maximum of 5 kg
- First Class and Club passengers will be allowed one garment bag in addition

6.7.3 Passengers must not be allowed to exceed the above allowance nor to carry unsuitable articles as cabin baggage for the following reasons:

- Stowage space in passenger cabins is very limited;
- Unsuitable and bulky articles in the cabin are potentially dangerous during turbulent conditions;
- Such baggage could form a safety hazard if an emergency evacuation of the aircraft became necessary.

NOTE:

Firearms, weapons or ammunition are not permitted in the cabins.

6.8 **Labels for checked (stowed) baggage**

6.8.1 **General**

Use preprinted tags for the correct destination whenever possible. Ensure that the destination shown on the baggage tag corresponds with the destination to which the baggage has been checked. Confirm this destination to the passenger.

If blank tags or interline tags have to be used write clearly. Enter all destination and transfer points using the IATA three - letter code except on the identification portion where the **destination should be entered in full.**

Remove all labels.

The following tags may be attached to checked baggage if applicable.



Fragile Labels	voluntary offload label
Group Labels	ships crew baggage label
Heavy Labels	this way up label

For examples see Section 5

6.8.2 Interline Baggage Tag

When a through journey involves a transfer, use an Interline Baggage Tag.

6.9 Bulky, Out Of Gauge and/or Fragile Articles In The Cabin

6.9.1 General

Bulky, fragile and/or valuable articles may be carried as part of the normal baggage allowance in the cabin. Requests from passengers are usually made in respect of articles such as musical instruments, valuable paintings, etc, which could be damaged if carried in the aircraft hold.

Where an extra seat is used for carriage of an item, charge 75% of the OW adult fare for the class of travel used by the passenger. No more than 75 kg baggage per seat charged is allowed.

If the article will occupy more than one seat the passenger may be charged for the number of seats occupied. On all services the maximum acceptable weight per piece is 35 kg unless prior arrangements have been made with the airport of departure.

6.9.2 Loading

Pre - board passengers with bulky or fragile items to be carried in the cabin. Allow sufficient time for loading and securing of these items

Some bulky or fragile items may be carried in the coat space by arrangement with the cabin crew, but passengers are informed that items carried in the coat space are only accepted at the passenger's risk.

6.9.3 Warning Advice

When accepting any item for carriage in the aircraft cabin or coat space, inform:



- Load Control at point of embarkation
- Station of disembarkation
- Senior Cabin Crew Member operating the flight

6.10 **Baggage Labeling**

6.10.1 **General**

All checked baggage accepted from a passenger at the beginning of a journey must have a label attached to each piece.

Checked baggage is that portion of the passenger's personal baggage etc surrendered into the custody of the Airline and for which he receives an Identification Claim Tag. This baggage will not be available at stations between those of origin and destination, except in cases of enforced delay.

It is important that all handwritten entries on Baggage Labels should be made with a FELT PEN, and must be correct, complete and legible. Legibility is particularly important on Interline Labels because of the similarity of some letter airline codes, e.g. SR, SK and SA. Misrouting can easily occur if the letters are not properly formed. Senior Station Officials must instruct staff to mark labels legibly, and ensure that this is done even when working under pressure.

Whilst some passengers are proud of the large number of labels that their suitcases bear, they get very annoyed if their baggage goes missing. Therefore, staff must ensure that all old labels are removed from all baggage, and that each new label is attached before the suitcase leaves the check-in area. If another person assists you in attaching the labels to the baggage, give clear orders and check to make sure that each label is attached to the piece of baggage for which it is intended. If any doubt arises when finally attaching the labels

DO NOT HESITATE TO CHECK AGAIN WITH THE PASSENGER.

6.10.2 **On-Line Baggage Labels**

These labels are to be used for all direct journeys between two points. Online Labels are available with pre-printed destinations.

6.10.3 **Cabin Baggage**



Each piece of baggage, which the passenger wishes to take into passenger cabin with him, must be labeled with a Cabin Baggage Label. First Class Passengers must be issued with the First Class Cabin Baggage label.

Air Botswana normally allows up to 5 kilos per passenger, but check - in staff must use their discretion in this respect, taking into consideration the number of passengers traveling on each service.

The refusal to allow too much baggage in the cabin of the aircraft is best explained to the passenger by referring to our wish to offer better space and comfort on board, and the need to observe safety regulations, which do not permit large and heavy items, or equipment, loose in the cabin.

Prior to boarding, a check must be carried out to secure that all cabin baggage carried by joining passengers has been processed at the check-in counter and restricted to one piece per passenger. This should be done unobtrusively.

If it is evident that some cabin baggage has not been processed, the passenger(s) concerned must be asked to show their flight coupons for comparison with the actual unchecked baggage weight.

Any excess baggage charges involved should be collected before departure. If any late boarding passengers appear to be carrying unchecked baggage which has not been processed, a signal should be sent to the destination station quoting the passenger's names and flight numbers and requesting a weight check of their unchecked baggage on arrival and collection of any Excess Baggage Charges that may be due.

6.11 Excess Baggage

6.11.1 General

Excess baggage is the weight of baggage by which the free allowance appropriate to the passenger's class of travel, as shown on the passenger's flight coupon, is exceeded, and for which an Excess Baggage Ticket is issued. All baggage, except those articles allowed free in addition to the baggage allowance, is subject to weighing and excess charges, if the total weight exceeds the free allowance.

If it is found that excess charges must be paid, and if discussions concerning the weight should arise, check-in staff should check with the passenger if his



baggage contains any of the articles permitted free of charge. If so, weight of such articles should be deducted from the total weight.

Air Botswana offers facilities for the shipping of baggage at rates considerably lower than excess baggage rates. It must be pointed out however, that such baggage will not travel on the same aircraft as the passenger owing to the time required for cargo and Customs clearance.

EXCESS BAGGAGE CHARGES MUST BE ASSESSED AND PAID FOR BEFORE THE PASSENGER BOARDS THE AIRCRAFT

6.11.2 **Animals as Accompanied Baggage**

'Seeing Eye' Dogs

Dogs trained to lead the blind that are carried as baggage are accepted without charge on Air Botswana flights.

6.11.3 **Carried in Passenger Cabin**

No animals, domesticated birds or any other kind of animal will be accepted by Air Botswana to travel as accompanied baggage in the passenger cabin.

6.11.4 **Carriage in Holds**

Subject to certain conditions all such animals and birds will travel as checked baggage in the holds, but authority must be obtained from Reservations before accepting an animal for carriage in the hold as accompanied baggage.

6.11.5 **Limitations:**

- Dogs under two months are NOT acceptable.
- It must be remembered that large containers are subject to space being available and whenever possible, should be booked and sent as Air Cargo.



6.11.6 Dogs Trained to Lead the Blind

Special regulations apply in the case of a dog trained to lead the blind (SEEING EYE DOGS), when accompanying a blind passenger who is dependent upon it. Such dogs may travel in the cabins although due to the limited space available in most aircraft cabins, individual applications for carriage should be referred to the appropriate Reservations Control point, who will take into consideration the number of passengers, and the discomfort to other passengers if the service requested is fully booked. If the latter case applies, then an alternative service should be offered on which the passenger booked load is not quite so heavy.

NOTE: SEEING EYE DOGS can be carried free of charge.

6.12 Mishandled Baggage

6.12.1 Introduction

The procedures for the handling of mishandled baggage set out in this section must always be strictly adhered to. It is most essential that mishandled baggage be restored to the rightful owner by the fastest possible means. When passengers are without their baggage they are forced to suffer unnecessary inconvenience, which gives them a very bad impression of the airline and, therefore, every effort is to be made to correct this and the best way is to trace and deliver their baggage to them as soon as possible.

Stations are to give priority to the handling of mishandled baggage. Staff who deals with passengers whose baggage is lost or damaged must show an interest in the passenger's problem and keep them fully advised of the progress being made to trace and deliver their baggage.

Whenever baggage is MISSING, FOUND OR DAMAGED, the station must complete a Property Irregularity Report (P.I.R.). In the case of MISSING OR DAMAGED baggage a copy must be given to the passenger. These instructions apply to checked and unchecked baggage. Staff baggage is to be handled in the same way. An example P.I.R. may be found in Section V of this manual.

6.12.2 Completion of P.I.R



For any missing, damaged or found baggage a P.I.R. must always be completed. Care is to be taken to ensure that all applicable details are shown on the P.I.R. THIS IS MOST IMPORTANT IN THE EVENT OF THERE BEING A CLAIM AT A LATER DATE.

The Property Irregularity Report (P.I.R.) is to be completed in triplicate; the distribution as follows:

Original	Issuing station
1 st Copy	Passenger
2 nd Copy	Signals office

Explanatory notes for the completion are listed below. On the reverse of the P.I.R. the IATA Airline baggage identification chart, baggage color code, the distinctive items of contents codes are shown.

6.12.3 Explanatory Notes for Completion of Property Irregularity Report

Enter appropriate addressee teletype code(s) (SITAI OFTS) or telegraphic if no other means available.

Enter originator's address (SITAI OFTS).

- (a) Enter local reference or file number, which should include the station code. e.g. LLNBQGE EP0156. Indicate type of message i.e. MISSING, FOUND, DAMAGED OR SND (Still Need) by deleting those not applicable.
- (b) Enter passenger's family name and initials in all MISSING, DAMAGED and SND messages and, if available, in FOUND messages. If not available for "FOUND" message, enter "NIL".
- (c) Enter two letter airline code/Flight number/ate and "from/to" for each sector of the passenger's itinerary as per the passenger's coupon of the ticket. If not available for "FOUND" enter "NIL".
- (d) Enter routing of baggage in the same format as in 3 above if different from passenger's itinerary. If same or unknown, enter "NIL".
- (e) Enter two letter airline codes and last four digits of baggage tag serial number(s). If unknown enter "NIL".



- (f) Enter type and color codes as shown on the reverse of the P.I.R. (IATA Recommended Practice).
- (g) Enter manufacturer's brand name, if known. Otherwise enter "NIL".
- (h) If contained in the baggage, enter any of the distinctive items shown on rear of P.I.R. In the case of damage, details of damage are to be entered.
- (i) Enter any additional information pertinent to the mishandling that would assist in tracing e.g. name labels, initials, hotel stickers, etc.
- (j) This part of the P.I.R. does not form part of the signal but must be completed, the information being required by the station raising the P.I.R. in order to process the claim.

6.12.4 Mishandled Baggage - Found

When stations receive baggage that is not for their station, or is left unclaimed in the claim area, the following procedure is to apply:

- (a) P.I.R. is to be raised
- (b) Baggage Identifiable by Airline TAG

When the baggage bears an Airline destination tag, it is to be forwarded by the quickest means to the correct destination. It is to be sent using an EXPEDITE TAG. FOUND message to be dispatched to the "destination and any transfer station.

- (c) Baggage identifiable by other means than Airline TAG
- (d) When baggage does not bear a destination tag it is either to be:-
 - Held at the station and a FOUND message sent to all route stations.
 - Or
 - At Domestic Stations, returned on the same service to the originating station or terminal station of the service, by means of an Expedite Tag.



If a bag does not have a destination tag a check must be made to ascertain if there is any means of identifying the owner. This includes checking for a home address by examining the contents of the bag and this, together with any other information which is likely to assist in tracing the owner, is to be shown on the P.I.R. The bag is then to be sent with an Expedite Tag on the first available service. The destination and transfer stations must be advised of the arrival details by means of a FOUND message. If the owner cannot be traced within 48 hours then the procedure below is to apply:-

(a) **Unidentifiable Baggage**

For baggage which is completely unidentifiable, the station finding the baggage will:-

- (i) Notify all carriers operating at the station concerned.
- (ii) Retain the baggage in a safe place, with due regard to local government requirements.
- (iii) Domestic stations are NOT to hold mishandled baggage but send it when possible to the terminal/originating station of the service on which it arrived. The terminal/originating station is to take tracing action, which in most cases will be their Central Tracing Office
- (iv) The Central Tracing Offices will take tracing action.

6.12.6 **Action by central tracing office**

The Central Tracing Office will prepare a weekly ON-HAND BAGGAGE REPORT. The report is to list all baggage held. When a bag has been listed on the Previous report an asterisk (*) is to be shown against it. On-Hand Baggage Reports are to be distributed to all carriers operating to the airport concerned.

6.12.7 **Expedite Baggage Tag**

Expedite Baggage tags are to be used to forward mishandled baggage. Full details are to be shown on the expedite tag. Baggage shipped on an expedite tag must be Reflected on the passenger manifest.

6.12.8 **Mishandled baggage – missing**



At the station at which a passenger reports missing baggage the following procedure is to apply.

(a) **Initial Action**

- Raise a P.I.R. ensuring all sections are completed with all possible formation. If the passenger has arrived on a carrier BP handles an additional copy of the P.I.R. is to be made and given to the carrier's local representative.
- Perform a complete local search, which **MUST** include aircraft and all terminal facilities such as Customs Warehouse and Cargo Unit.
- If such a search proves negative, a **MISSING** message must be sent immediately. This message is to be sent to the Lost Property Offices of all carriers participating in the passenger's itinerary at station of origin, at transfer stations and all route stations including the terminal station of the service on which the passenger arrived.

(b) **Second Action**

- If a positive reply has not been received within 24 hours, a further **MISSING** message is to be sent to all stations in lc above who have not replied.

(c) **Third Action**

- If a positive reply has not been received within 48 hours a **STILL NEED (SND)** message (tracer) is to be sent.

(d) **Action by Stations Receiving Missing Message**

- A complete search must be made of:

All airport and town terminal and cargo office facilities Customs areas and Warehouse. Available On-Hand Baggage Records of other carriers serving the station.

If the search is successful, the baggage is to be forwarded by the quickest means of an Expedite Tag, to the Lost Property Office originating the



MISSING message. A message is to be sent to the office concerned, quoting:

- The reference number of the MISSING message
- Passenger's name
- Flight number and date of forwarding serviced. Expedite Tag number.

(e) **Passenger Expenses**

When a passenger's baggage is missing and there is no possibility of it being found and restored in a relatively short time, e.g. within the next 12 hours or not until the next day, consideration may be given, should the passenger so request, to advancing funds to permit the purchase of essential items such as toilet requirements and under clothes, etc.

Discretionary payments may be considered under the following circumstances:-

- Initial Loss

An initial payment of P50 may be made to passengers at the point where the baggage loss is reported, provided:-

- (i) Recovery is impossible until the next day due to unavailability of 27flights.
- (ii) The passenger requests compensation (this should not be volunteered).
- (iii) The passenger is a visitor (i.e. not returning home where replacement toiletries, clothes, etc., may be expected to be available).

(f) **Lost Baggage**

Following expiry of this further twenty one days the baggage maybe presumed lost, and claim action on the basis of Montreal Convention commenced in accordance with usual procedure



Settlement will be made following not less than a further five days (to allow time for additional search or recovery) again supported by suitable indemnity and after deduction of any amounts paid above.

(g) **Damaged Baggage**

When the passenger reports damage to baggage, the station must raise a P.I.R. When BP is the Handling Agent the signed copy of the P.I.R must be given to the Local representative of the carrier concerned.

(h) **Claims**

(i) **Lost Baggage**

Baggage which is clearly lost following exhaustion of all tracing procedures will be a subject of compensation in accordance with the IATA rules; related to recorded weight.

(ii) **Routine Settlements**

Recommendations for payment of compensation to passengers in respect of lost baggage or other claims which are to be settled within the applicable rules will be processed by the Claims Officer in accordance with the set procedures defined in the Ground Services Manual and IATA publications. The Passenger Services Manager who will forward related information to Finance for settlement will give authority for payment after scrutiny of the associated file.

(iii) **Discretionary Settlements**

Claims outside the rules, involving discretionary judgment and payments, will be processed similarly, or be dealt with by Marketing Services in the case of complaints or claims received by them, except that decision and authority with regard to the extent of any discretionary payment must be given only by the General Manager following scrutiny of the file which will contain complete details, justification, etc. of the matter giving rise to the claim.



6.13 P.I.R Baggage Identification - Iata Guide

6.13.1 Group X Miscellaneous Articles

Type	Type
66 Kennels, Pet containers	67 Bowling Ball Bag
68 Tubes (other than finishing equipment)	69 Surfboards
70 Art or display Portfolio	71 Sample case (custom made)
72 Amplifiers/speakers	73 Projectors/movie or slides
74 Sea bag, duffle bag	75 Parachute bag
76 Portable bar	77 Men's shaving kit
78 Truck/foot locker	79 Tennis racquets (show brand)
80 Camera in own case or bag	81 Cardboard carton or box

Group X Miscellaneous Articles

Type	Type
82 Box, other than cardboard, show wooden, metal, plastic, etc WDN, NIL, PLSTC in remarks	83 Tool / tackle
84 Laundry bag	85 Paper bag - shopping bag (paper-straw)or parcel
86 Hair drier in own case	87 Typewriter in own case
88 Tape recorder in own case	89 Record player in own case



90	Strip Instrument in own case	91	Other musical instrument in own case
92	Self container sleeping bag – bed roll	93	Skis (Brand name in remarks)
94	Ski Poles (Brand name in remarks)	95	Ski Boots
96	Firearms	97	Fishing rod (s) in own case
98	Golf bag and clubs	99	Article other than bag. Not appearing in the list described in remark)

6.13.2 Group X - Baggage Colors Code

ALU	Aluminum/Silver	GRY	Grey
BLU	Blue	PLD	Plaid/Checked/Tweed
BLK	Black	PUR	Purple/Violet/Lilac
BRN	Brown/Tan/Fawn/Bronze Copper/Rust/Oxblood	RED STR	Red/Maroon/Pink Striped
CLR	Clear/Translucent/Opaque	TYPT	apestry/Floral/Plastic/ spotted
WHT	White	CRM	Beige/Cream/Ivory/Buff
YLW	Yellow/Orange	GRN	Green/olive

6.13.3 Group X - Distinctive Items of Contents

	CODE
(1) Hearing Aid	HEAR
(2) Firearms/ammunitions	FIRE



(3) Fur	FURX
(4) Umbrella	UMBR
(5) Cheque book, Traveler's Cheque	CHEQ
(6) Portfolio, Briefcase	POBR
(7) Iron/Pressing Devices	IRON
(8) Gramophone records, recording tapes	RECO
(9) Gifts or souvenirs	SOUV
(10) Radio	RADI
(11) Liquor, Wines	ALCH
(12) Camera and Accessories	CAMA
(13) Tools	TOOL
(14) Electronic equipment	ELQ
(15) Clocks and watches	TIME
(16) Books, magazines, catalogue	READ

6.13.3 Group X - Distinctive Items of Contents (Contd')

	CODE
(17) Jewelry	LWEJ
(18) Sports equipment	SPEQ
(19) Electric toiletries (razor, dryer etc)	ELTO
(20) Personal papers, Legal documents	PEDO
(21) Prescription drugs	DRRX



(22)	Spectacles, binoculars, Optical equipment	DPBI
(23)	Food/candy	FOOD
(24)	Photographs/slides	PHOT
(25)	Baby items/clothing	BABI
(26)	Toys and games	TOYS
(27)	Knitting and Sewing	KNSE
(28)	Art supplies, Painting, Drawings	ARTS
(29)	Uniforms, National Costumes, Livery	UNCO
(30)	Wig or any Hairpiece	HAIR
(31)	Men's Clothing	MECL
(32)	Women's Clothing	OCL
(33)	Children's clothing	HCL
(34)	Tobacco Items	TOBA
(35)	Music/Instruments	MUSE
(36)	Other Distinctive Items	MISC