

SIL Issue L&F 01/2026 WorldTracer Outstation Files

Dear Partners,

To improve delayed baggage tracing and the quality of data in all WorldTracer file types, please be reminded that all information must be entered correctly and updated accordingly.

Please follow to the following guidelines when creating the files:

- Separate file must be created for each passenger. The passenger's name must correspond exactly to the name indicated on the boarding pass and baggage tag.
- An accurate contact details must be provided, including e-mail, phone number, address:
 - AHL: permanent and temporary address
 - DPR: permanent address.
- The operating flight number and date must be correctly recorded. Codeshare flight details shall not be used. If the passenger itinerary does not match the routing on the bag tag, both must be entered in relevant WorldTracer sections.
- The passenger's ticket number and cabin class must be recorded.
- Full baggage details must be entered – number of pieces, weight, colour, brand etc. In case of damaged baggage, a detailed description of the damage must be entered.
- The applicable Reason for Loss code must be selected.
- If baggage is delayed for more than 3 days, declared contents must be entered in the correct file sections. Any information provided via self-service must be copied into the relevant World Tracer sections to support tracing.
- All tracing actions must be recorded in AHL comments. This is critical for secondary tracing after 5 days of delay.
- File may only be closed once the baggage has been collected by the passenger or delivery company.
- Baggage Delivery Order (BDO) must be used for all deliveries. Scheduled delivery and pick-up dates, as well as any changes, must be recorded accordingly.
- When forwarding delayed baggage, an FWD file must be created and linked to the corresponding AHL. Original and new routing details must be included.

For any questions regarding the filing information in WorlTracer, please contact Customer Relations via e-mail: prorates@airbaltic.com

