STATION INFORMATION LETTER (SIL)

APPLICABILITY	Passenger Handling Personnel		
SUBJECT	**Overbook handling procedure**		
ISSUED BY	Ground Operations		
REF. NUMBER	KK-04-11/**SIL-78**		
REF.TO PUBLICATIONS	-		
ISSUED ON	**19.06.2017**	EFFECTIVE FROM	**19.06.2017**

Dear Partners,

Please be informed there is a new Overbooked flight handling procedure introduced as of 19th of June. BT RIX will control overbooked flights as follows:

OVERALL ACTIONS AND RESPONSIBILITIES DURING THE OVERBOOKED FLIGHT HANDLING:

BT RIX RESPONSIBILITIES		GH RESPONSIBILITIES
4h before STD: ➢ Divider position adapted to an actual booking; ➢ Acceptance status in DCS changed to SBY for Involuntary passengers; ➢ Flight comments with recommendations (passenger priorities, rebooking options) applied; ➢ Flight banner with a compensation amount applied; ➢ Possible commercial passenger upgraded; ➢ Possible staff passenger downgraded; ➢ Rebooking for denied passengers; **Full flight support during the operational period:** Outstation coordinators: +371 672 80 440 BT CLC: +371 672 07 401		**CHECK-IN:** ➢ Volunteer search (see page 2); ➢ Apply VOLUNTARY status to passenger during CKIN; **GATE:** ➢ 'Denied boarding' announcement (see page 3); ➢ **If VOLUNTARY passenger found:** ▪ VOL pax - > Cancel as Not Traveling/ Denied Boarding; ▪ SBY pax - > Accept ➢ **If VOLUNTARY passenger NOT found:** ▪ SBY pax - > Cancel as Not Traveling/ Denied Boarding ➢ Inform passenger about next flight/ask for contact details and insert them into DCS as Gate comment; ➢ Perform on-time departure; ➢ Assist passenger who was denied to board. ***staff passengers to be accepted only, if there are seats available and no passengers denied to board!**

If manual actions required – please proceed according to priority list in DCS (17th) or contact Outstation Coordinators (+371 672 80 440).

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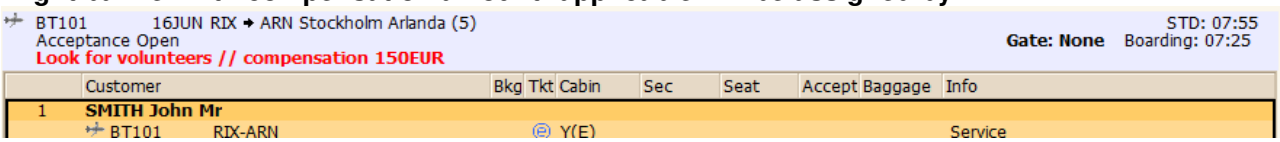
Overbook handling at Airport Check-in - VOLUNTEER search is a must:

Flight banner with compensation amount* applicable will be assigned by BT RIX:

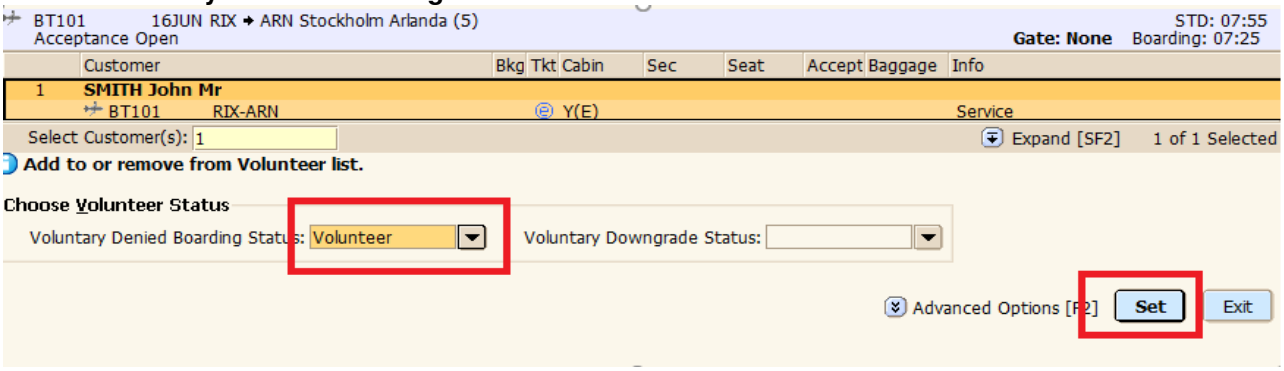


**the amount offered for Volunteer may be increased at the gate, please see the Flight comments.*

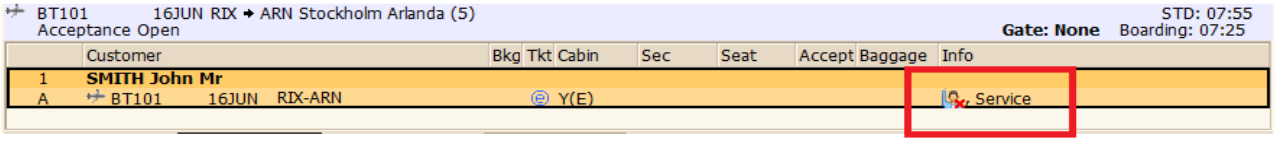
HOW TO ASSIGN VOLUNTARY CUSTOMER IN DCS:

1. **Customer Services > Update Volunteer status:**

2. **Select Voluntary Denied boarding status as Volunteer > Set :**

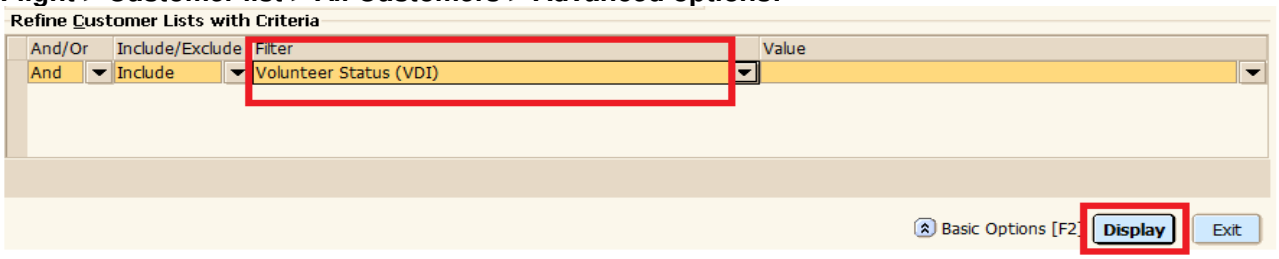


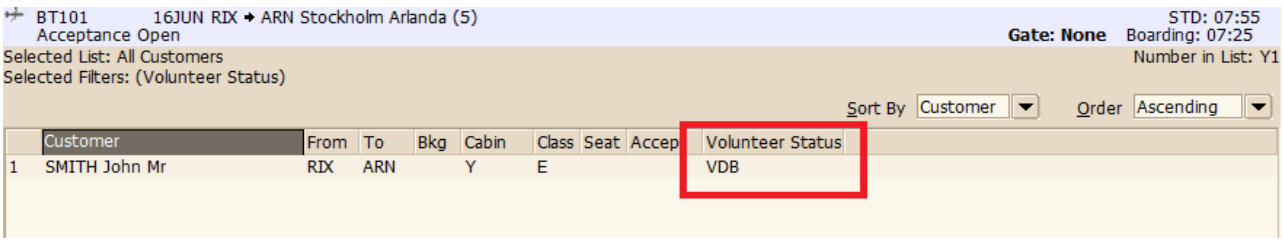
3. **Volunteer icon will be visible as Customer Info:**



TO LIST Voluntary Denied Boarding (VDB) passengers:

1. **Flight > Customer list > All Customers > Advanced options:**





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GATE Announcement:

Uzmanību visiem aviokompānijas airBaltic pasažieriem, kuri izlido uz XXX!

Jūsu lidojumā BTXXX ir pārdots vairāk biļešu nekā sēdvietu, tādēļ meklējam brīvprātīgos, kuri būtu gatavi mainīt savus ceļojuma plānus. Ja piekrītat saņemt kompensāciju XXX EUR apmērā un nokļūt galamērķī ar citu reisu, lūdzam Jūs sazināties ar aģentu pie iekāpšanas sektora.

Pateicamies par Jūsu sapratni.

Attention to all airBaltic passengers traveling to XXX!

Your flight BTXXX is overbooked and we are looking for volunteers who are willing to change their travel plans. If you agree to receive compensation XXX EUR and take flight at a later time, please contact our gate agent.

Thank you for understanding.