



PEGASUS BAGGAGE SERVICES MANUAL

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REVISION HIGHLIGHTS

Red text indicates that the text had been removed
Orange text indicates that the text had been revised
Green text indicates that the text newly had been added

[5.15 Found Baggage / Rush Baggage / Rush Tag](#)

[5.15](#)

Rush certificate rules has been added

1 PURPOSE

Ground Operations-Passenger Baggage Service Manual (PBSM) is the proprietary property of Pegasus Airlines Ground Operations and may not be quoted or reproduced without the prior consent of Pegasus Airlines. No page of this document shall be copied or otherwise used by any means, methods or techniques for whatsoever, without obtaining the prior consent of the beneficial owner thereof.

Each holder to the PBSM shall be well familiar with its contents and shall take a continual effort to remain up-to-date. Where the holder is in doubt whether he/she understands par for all of an instruction fully, he/she shall ask his/her superior at once for clarification.

Nothing contained in this manual shall preclude ground operations personnel from acting in their own best judgment during any irregularities for which no provisions may have been made or in case of emergency. In such cases personnel shall contact immediately the flight crew and Pegasus Airlines Guest Control Centre (GCC), ("guestcontrol@flypgs.com")

End of Section

2 SCOPE

PBSM (PG-DO-EK-004) is an integral part of the PG-DO-EK-001 Pegasus Airlines Ground Operations Manual . Its contents are based on Pegasus Airlines policy as well as on regulations and requirements issued by Aviation authorities and aircraft manufactures. The prime purpose of the manual is to ensure safe and smooth baggage handling of Pegasus Airlines aircraft.

Employees entrusted with duties within the scope of the PBSM shall be familiar with all instructions pertaining to the duties they perform. They shall be aware that their work has a direct bearing on flight safety and passengers' rights. Employees shall therefore adhere strictly to regulations pertaining to safety. However, it shall be borne in mind that regulations can never be a substitution for good judgment, awareness and common sense

End of Section

3 RESPONSIBILITIES

For baggage handling personnel dealing with Pegasus Airlines aircraft, the knowledge of all procedures and instructions contained in this manual is mandatory and it's comprehensive. Only where direct reference is provided in this manual to other publications, those publications has been referred to, as well.

This document shall enter into force upon being approved by Senior Vice President-Ground Operations. Ground Operation-Pegasus Baggage Service Team ("PBS@flypgs.com") is obliged: to revise this document.

Ground Operation-Ground Quality Team ("ground.doc@flypgs.com") is obliged:

- to notice the user about revisions,
- to archive any and all versions of PBSM in Ground Operations File - Master for indefinitely.

End of Section

4 DEFINITIONS AND ABBREVIATIONS

PIR: Property Irregularity Report

PBS: Pegasus Baggage Service

AHL: Lost Baggage

DPR: Damage Baggage

CDP: Close DPR file

OHD: On Hand Baggage

FWD: Forward Message

CAH: Close AHL file

LRT (Manuel Tag) : Limited Release Tag

End of Section

5 APPLICATION

5.1 GENERAL

The following instructions refer to irregularities in connection with checked baggage. Whenever checked baggage is mishandled, all efforts will be made to restore it to its owner as fast as possible. The Handling Agent will ensure that a search for left behind baggage is carried out immediately at all possible airport locations:

- the baggage hall
- baggage sorting areas
- offices and stores - station premises
- parking lots for baggage trolleys
- custom stores and warehouses other lost property facilities
- baggage conveyor belts

5.2 COMPETENCIES

The "Baggage Services and Lost Property Office" of each station is responsible for the initial handling of all baggage irregularities. PG-TH-FR-057 AProperty Irregularity Report (PIR) has to be filled in by respective handling agent and has to be handed out to the passenger together with copy of the PGTH-FR-057 Property Irregularity Report . The tracing of delayed bag will be done by the World Tracer System. World Tracer is a world-wide baggage tracing service, offered as a joint service of IATA / SITA. Baggage tracing is normally used during the first 180 days following the loss or finding of a bag

5.3 LIMITATIONS /INFORMATION ABOUT MONTREAL CONVENTION

For calculation of indemnity in relation to baggage irregularities, international aviation regulations and the Warsaw and the Montreal Conventions shall be taken into account as the basis, and indemnity processes shall be carried out accordingly.

Since the Montreal Convention has not been ratified and promulgated by all of the countries in the World yet, any indemnity shall be calculated in compliance with the conventions (Montreal-Warsaw) ratified by the countries where the trip originates and ends.

Warsaw Convention: Warsaw Convention means the "Warsaw Convention which has been amended in 1955 in the Hague", herein.

Please do always consider that all information given to passenger concerning the cause of damage and missing baggage can be used against the airline and can affect the liability under the Montreal and the Warsaw Convention. All staff shall be informed accordingly. With respect to the Montreal Convention the airline has to provide proof of measures taken to recover missing baggage.

In order to ensure proper documentation of all efforts being made to recover delayed bag and increase the chances of success, the following steps and measures, which are based upon the experience of the Pegasus Baggage Service (PBS), guest service and legal departments of Pegasus Airlines, have to be observed.

5.4 TECHNICAL AND HANDLING REQUIREMENTS

- World Tracer system availability
- Footer of P.I.R. (AHL and DPR) shall include the statement: "This report does not involve any acknowledgement of liability of the carrier."
- Mandatory elements (in addition to World Tracer-standard):

For AHL:

NM,FD,BR,RT,CT,BI,DQ,BW,NW,DW,PR,TK,PA,PN,TP,TA,EA,CC,CN,TN,DV,DB,BL

- for DPR: NM,FD,BR,RT,BW,DW,PR,TK,PA,PN,TP,TA,EA,TD,BD,CT,BI,TN,DV,
- for CDP: CS,DW,RL,FS,SI,FF
- for CAH: DR,DD,DW,LD,RL,FS,SI
- for FWD: RL,FS,SI,TN,XT,FD,FO,FW
- for OHD: NM,FD,RT,CT,BI,BW,DW,PR,AB,BP,EA,CC,CN,TN,SL
 - Usage of secondary reason for loss code
- To close a World Tracer file, use an irregularity code PG-TH-BK-005 Worldtracer Reason For Loss Codes (reason for loss – RL and the Fault Station (FS). Note: RL-codes can be displayed in World Tracer as well (>WM help RL/6 and 7)
 - Usage of element PC (Partner Code)

Code share Passenger

WT File reference Station/operating carrier

PC element Marketing carrier

- the operating carrier will be shown on the baggage tag
- if the baggage flights and dates different from the passenger's itinerary, this shall be shown in the Baggage Routing (BR) element of the file
- if there is no Code share, please fill in "N" within element PC
- usage of DST-pages / >WMDST Station Airline/0 (IATA 3-letter destination code IATA 2-letter airline code / zero)
- sample: >WMDST SAWPC/0
- usage of DSS –pages /> WM DSS Station Airline (IATA 3-letter destination code)

5.5 BAGGAGE DAMAGED BEFORE CHECK-IN

The damage caused during check-in must first be determined as the Amount of the baggage.

There are 3 damage classes;

MI-MINOR : Very little damage on the baggage .Example:Minor abrasions,holes or tears

MA-MAJOR: Medium damage on the baggage .Example:Damage to the baggage' wheels,handles,

TL-TOTAL : All of the baggage is damage .Example:Fully damaged

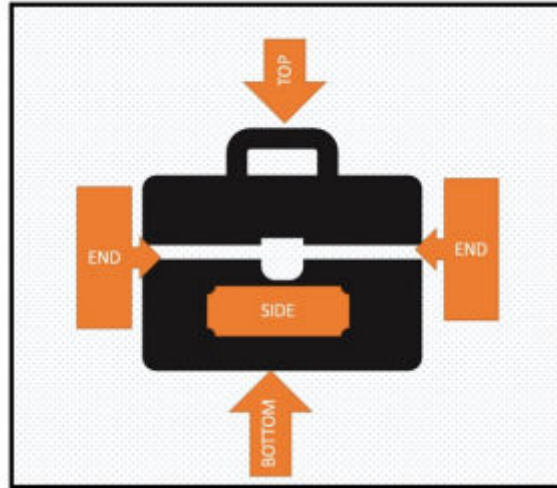


Figure 5-1: 5.5

Once the amount of damage is determined, it is determined where the damage is in the baggage.

TOP: Includes the top side of the baggage

BOTTOM: Includes the bottom of the baggage

END : Includes the side surfacesof the baggage

SIDE: Includes the 2 fronts surfaces of the baggage

ALL: Includes all baggage

After the damage is determined, the damage is made to the DCS System in agreement with the guest

Any checked baggage that is unsuitably packed, perishable and fragile or any other specific reason exempted from the carrier's liability shall be labeled with a "Manuel Bag Tag" .

PEGASUS AIRLINES indemnifies itself from or against damage costs to baggage items bearing Manuel Bag Tags. Manuel Bag tag has to be kept for 2 years.

Manuel baggage Tags have to be used:

- when passenger baggage is;
 - (a) not properly / inadequate packed / Contains fragile goods (LRFI)
 - (b) sporting equipments ,bicycles when not in a strong outer package (LRFI)
 - (c) musical instruments (Musical instruments may be accepted in hold only if carried inside a special case/ box) (LRFI)
 - (d) contains perishable (LRPE)
 - (e) last minutes/late check-in (LRLC)
 - (f) ZAMZAM gallons and liquid containing package or baggage (ZMZM)
 - (g) security collected items (check baggage bag) (LRNA)
 - (h) oversize (LRSZ)
 - (i) non-standard cabin baggage collected at boarding, not admissible to cabin (LRNA)

- (j) lack of name label (LRL)
- (k) Received damage, already broken or damaged before check-in (LRRD: (Please be sure that there is no LRRD remark on baggage tag before creating damaged baggage report (AHL/DPR) during the baggage irregularities processes.)

Signature for passenger's approval shall be requested after Manuel Tag is prepared. If passenger refuses to sign on it, necessary remark shall be written down on it.

If LRT is used particularly for damaged baggage, Handling Staff shall send a message which states the baggage's condition to Lost and Found Department of arrival station. Accordingly Lost and Found department at arrival station shall consider this information in order to prevent unjustifiable claim.

5.6 DAMAGE ON CHECKED BAGGAGE

The liability of checked baggage is limited by the Montreal and Warsaw Convention. For any damaged baggage a damage report shall be completed upon arrival. This may be done by filling in a PG-TH-FR057 Property Irregularity Report (PIR) or creating a damage report (DPR) in the World Tracer System. Carry-on baggage is registered to the passenger ticket in exchange for a baggage label, and is entirely the responsibility of the Pegasus Airlines. The contents of the baggage should comprise clothes. Valuable documents and jewelry, electronic goods, and items that can leak or break should not be placed in baggage

Pegasus Airlines is not responsible for carry-on baggage. Refer to www.flypgs.com under "General Rules" title. Pegasus Airlines accepts NO responsibility for damage caused by any of the following:

- Minor abrasions, holes or tears
- Light amount of damp or wetness
- Damage to the luggage's resulting from the type of luggage used, existing damage on the luggage
- Damage caused by items not packed well enough (fragile items) or by excessive heaviness
- Items categorized as LRT (Limited Release Tag)

Pegasus Airlines does not accept report about minor damages.

5.7 CREATION DPR

The damaged type, the (TD) element list the location, type and extent of damaged to the bag. Element information (BD), will be used on the line after the AGE/VALUE information of the baggage. A detailed description (FF), explain in detail the extent of the exterior damage or any outstanding markings on the bag to assist the repair service in evaluating the extent of the damaged. Element information (RL), damage files should be shown within damage codes. In addition ,the guest should be informed about the inside of the baggage damage information and the baggage content should be reminded .When making the initial claim the passenger should get all necessary information orally, in addition the deliverance of the leaflet "PG-TH-BK-002 Information Letter for Damaged & Delayed bag.

In case of damage to checked-in baggage the complaint shall be made immediately upon arrival at the lost & found office

Once the passenger has left the airport and damage to the checked baggage is discovered at a later time a written claim shall be sent directly to Pegasus Airlines via web within a period of 7 days after arrival.

All claims have to be sent in writing to the airline within the respective period.

NOTE

No claims are to be accepted by telephone!

Responsibilities regarding damages:

Guest Service is responsible for further handling of damage reports.

Available : MON-SUN from 0900-1800 LT

Phone : for current contact number refer to +90 850 250 0 224

E-Mail : for current "www.flypgs.com/en/contact/write-to-us"

5.8 LOST OF CHECKED BAGGAGE (AHL)

The liability of checked baggage is limited by the Montreal and Warsaw Convention. A claim can only be settled be on a (PIR) report which was filed immediately after arrival. As much information as possible shall be recorded into to the file to enable the system and the user to locate the baggage. An AHL message shall be issued and sent via PBS@flypgs.com as a mail message, or if World Tracer Management System is available, an AHL-file shall be opened without delay within this system. After the AHL file is completed, the system starts primary tracing for the missing baggage.

NOTE

Courtesy Report Pegasus Airlines does not accept any liability If the guests could not show baggage tag numbers. Courtesy report should be prepared and all details should be noted into WORLDTRACER system. Once you have completed the AHL file you should make sure that the Baggage Contents List and the other mandatory elements are. While creating the file you should be inserted as FF this file is a COURTESY REPORT. The handling agent is responsible for tracing the delayed bag within the first 5 days after arrival (IATA standard).

Please remind the lost and found office, to pay attention to the following issues:

- The station which made the report need to give the importance to the files and search the reports at the first five days
- At the first five days search the reports by system and send to PXF, TTY message every day
- It needs to call the guest to inform and necessarily write the interviews as free format text of FF into the System
- During creation report PG-TH-FR-014 The Baggage Content's List should be filled by the passenger and the Baggage Content's List should be input to the system immediately by Lost & Found department.
- If the bag found, it should be noted into the system, element information RC will be used how and when the bag found is shown the following example :RC01 BAG RCVD PC157/05MAR NO DMG /22,00 KG , element LD will be used how delivered to passenger is shown the following example :LD PAP P/U BAG FRM SAW A/P ON 05MAR /LT 23:00 NO DMG and close the files

When making the initial claim the passenger should get all necessary information orally, in addition the leaflet "Information Letter for Damaged & Delayed bag" shall be handed over to the passenger and the "date of questionnaire" (DQ) shall be added to the file. PG-TH-BK-002 Information Letter for Damaged & Delayed bag should be downloaded from online library. The passenger has to be informed about the urgency of this requirement. Element DQ will be used for the document of the CC list is shown in the following example:

DQ 29AUG (Document requested)

AG GENCER

Pegasus Airlines Ground Operation PBS Head Office Contacts (For Handling Use)

(Please Do Not Share This Number with Passengers)

Fax : +90 216 560 74 77

Tel : +90 216 560 70 00

E-mail : "PBS@flypgs.com"

SITA : : ISTOWPC

5.9 CLOSE AHL AND BAGGAGE DELIVERY

The file shall be closed (CAH) with information about fault station (FS), reason for loss (RL), baggage weight(BW), date delivery (DD) and date received (DR) as soon as the baggage has arrived. For RL use the IATA-standard secondary codes, available in the world tracer systems (WM HELP RL). The baggage shall be delivered as soon as possible after arrival. The handling agent should :

- Contact passenger prior delivery to check delivery address,
- Check the cheapest and/or fastest way of delivery. PBS should be informed about delivery way and price by Handling Company.
- If delivery charge over then 70 EUR Contact with PBS for confirmation
- The delivery company should arrange the delivery time with the guest,
- send baggage to another station for delivery if this airport is closer to passengers delivery address FAH (Forward AHL File),
- Create for each delivery a BDO/BDI,
- Create invoices with printouts of AHL or BDO,
- Hand over the baggage only to the passenger against signature of receipt, add the passport number to the file,
- Store the receipts 2 years.

5.10 ON HAND BAGGAGE

An on hand report (OHD) has to be created immediately whenever a baggage is unclaimed at your station.

The handling agent shall:

- Create OHDs immediately with as many details and distinctive items of contents as possible it is important to include as much information as available about an on cabin baggage.
- Destroy perishable goods such as fresh meat, fish, cheese, sausages etc. for hygienic reasons, if there is no AHL match. The baggage should not be destroyed unless the baggage itself has been contaminated and therefore presents health risk.
- Leave the packages of vacuum packed, canned or dry food in the baggage, if the packages are undamaged. In case of FLZ, HDQPC will be responsible for destroying if necessary.
- Transfer all FWDs and all other messages into the files
- Add and/or transfer all information in the file and create messages in English

5.11 FORWARD OHD

As soon as another station is requesting the OHD, it shall be sent with next available flight as expedite baggage. The expedite baggage has to be security checked / x-ray screened. A respective forwarding message (FOH) has to be sent to the requesting and transferring station. FS and RL codes shall be specified in SI element. Any copy of FWD message is to be sent to ISTOWPC (HDQPC).

5.12 CLOSE OHD

The OHD will be automatically closed with transaction FOH. Otherwise the file shall be closed separately with COH.

5.13 FLZ

If no station has requested the OHD within five days the baggage shall be sent under advice (FLZ) to PBS (SAW) without closing the file. Make sure the PG-TH-FR-001 OHD/FLZ Baggage Check lists are, you should insert a copy to baggage while bag is forwarding. The FLZ shall be addressed to ISTOWPC.

5.14 CABIN FOUND ITEMS

Cabin Found Items are defined as a guest's property that is unchecked and left by the guest in the aircraft. Common examples of Cabin Found are books, glasses. All cabin found items shall be handed over to the agent of Lost & Found department upon arrival. PG-TH-FR-058 "Cabin Found Property Form" should be filled by CABIN CHIEF and found item should be handover to the agent of Lost & Found department. The original copy of the form remains with S.C/C, second copy is given to Security staff, station officer or Pegasus Airlines representative and the third copy is given to the Lost & Found Office together with the found item.

All items shall be entered in the register of found properties (RFP) in the "World Tracer System" and shall be stored until the end of the actual month at the station. Any items, the passengers of which could not be determined, shall be sent to Pegasus Baggage Services by preparing a signed breakdown list of such items on PG-TH-FR-058 Property Delivery Form Any received items shall be checked by means of the relevant form and shall be taken to the storage in order to be retained.

After a month found properties should be forward as rush to SAW and sent to e-mail "PBS@flypgs.com" with total containing breakdown with PG-TH-FR-013 Unaccompanied Baggage and Found Items List and RFP.

If the found item is picked up by the guest or authorized third parties the handling shall be amended within element SI with name and ID card number.

The following items will not be transported:

- Items which are not connected with the particular journey of a passenger
- Unaccompanied baggage
- Items not suitable for transport due to size, weight or other special characteristics
- Items which may endanger the aircraft, persons or property or which will most likely to be damaged by air transport.
- Items, which are restricted by regulations or law issued by countries flown from, to or over.

5.15 FOUND BAGGAGE / RUSH BAGGAGE / RUSH TAG

If a baggage with Pegasus Airlines baggage-tag for another destination has been found at any station or a checked baggage belonging to a Pegasus Airlines flight has been left behind due to any reason;

- Send a telex to the LL- office of the respective station, ISTOWPC
- Tag the respective piece of baggage with an expedite (rush)-tag
- Forward it as soon as possible to its correct destination
- Send a "Forwarding Advise" containing tag number, name of passenger if available, routing and flight numbers to the destination and transfer station.

Note:

- In rush baggage forwarding , the security check must be performed in accordance with Pegasus Airlines ACSP Article 7.2.6 which is based on ICAO Annex 17 Standard 4.5.3, ECAC DOC 30 5.3.3.
- Make sure that the Unaccompanied Baggage Security Check Forms used for Rush baggages are filled out completely for each flight, especially the single form and complete, as well as ensuring that the security agent fills out completely (marking the screening method and signing), since the baggage has been checked in accordance with the above-mentioned provisions, and keep the form for 48 hours ,
- Use the rush tag for unaccompanied baggage. The relevant comment section of the rush tag shall be filled,
- Inform all related department and Captain,
- Take the confirmation from Load Controller, Ramp and Captain,
- Be sure that it's loaded to the correct flight,
- Ensure that the Load sheet and Loading Instructions Report contain the rush baggage information,
- Ensure that it's considered and included during the baggage reconciliation process,
- Send the Forward message and e-mail to Destination station lost&found office, transfer station and HDQ office by filling the required fields. (Passanger Name/Baggage Tag Number/rush bag tag number/Weight/ IF any PIR Ref number/flight),
- The transportation of rush-bag on Pegasus Airlines flights, which belongs originally to another carrier, is subject to approval of Ground Operations Department and admittance of the commanding pilot.
- Additional fee will charge for other airlines rush bags. All bags will be weighed accurately and passed from security control. Allowance for acceptance will be taken from "guestcontrol@flypgs.com" and "pbs@flypgs.com" contact to GCC for detail information.

The rush tag shall be used for unaccompanied baggage. Rush tags are very important for identification reasons should a security check have to be made.

The use of the rush tag is necessary for:

- LMC baggage, which could not be on loaded to the same flight as the passenger.
- A piece of baggage registered as "lost" has been found and shall be forwarded as expeditiously as possible to the waiting passenger.

5.16 DAMAGED BAGGAGE REPORT FORM

Damaged Baggage Report Form shall use for the reporting of the damaged baggage without LRT which was identified by handling company while loading/unloading of aircraft and chute area. The filled form shall send to relevant Pegasus Airlines station and PBS via email. The photos of baggage should be attached if possible to the report.

PG-TH-FR-007 Damaged Baggage Report is available on online library <http://document.flypgs.com> under "GO FORMS" title.

End of Section