

OPERATIONAL MEMO

Memo #	OM 150
Title	Airport Bag Charges
Date of Issue	8 th August
Written by	Diana Stevens
Reviewed by	Customer Ops and Ops Performance

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Reason for Issue

After implementing the new airport baggage charges in June, this is a reminder of the fees and what information MUST be included when taking a PDQ payment.

Details

We have seen a number of occasions where the incorrect fee has been applied or the incorrect information has been added to the PDQ machine.

The below pricing table that must be used. There is:

- One bag drop charge regardless of the size (LUA)
- One at gate charge regardless of the size (AGB)

Currency	Bag Drop fee LUA	Boarding Gate fee AGB
CHF	60	72
CSK	1170	1400
DKK	375	425
EUR	48	58
GBP	40	48
HUF	15900	19000
MAD	500	600
PLN	210	250
SEK	500	575
USD	58	70

When using the PDQ machine all payments must have a 3 letter charge code and the 3 letter airport code for the customers' destination (no spaces):

E.g. LUAORY- 60CHF or AGBLTN - £48

OR

Accept multiples of the same payment

E.g. LUAORY = 120CHF or AGBLTN = £96

- Other bag charges can also be accepted:

Fee Code	Fee Code - Description	Currency	Fee
BAG	Excess Baggage	CHF	18
SEA	Small Sports Equipment	CHF	65
SEL	Large Sports Equipment	CHF	74
BAG	Excess Baggage	EUR	15
SEA	Small Sports Equipment	EUR	56
SEL	Large Sports Equipment	EUR	63
BAG	Excess kilos	GBP	12
SEA	Small Sports Equipment	GBP	47
SEL	Large Sports Equipment	GBP	55

Payments must have a 3 letter charge code and the 3 letter airport code for the customers' destination (no spaces):

E.g. BAGPMI = €15 or SEASTN = £47

OR

Accept multiples of the same payment

E.g. BAGPMI = €30 or SEASTN = £94

Every airport will need to complete the following signing sheet for each Ground Crew Member.
This must be submitted to your AOCM no later than 31st August.

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IMPORTANT PDQ FORMAT

PDQ coding example: AGBCDG £48, AGBLGW €58, AGBBCN 72CHF, LUANAP £40, LUABCN €48, LUABSL 60CHF

I can confirm that I have read and understood the information contained in Operational Memo No. 150