



STANDARD OPERATING PROCEDURE_PAX014

Baggage Tagging

Version/Rev	Date	Section	Amendment
V2	29.10.2025	Full SOP	Layout harmonised, Purpose/Objective revised, wording and terminology updated, Safety Notes added, GOM references added

Prepared by: Dominika Doruch

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PURPOSE

This SOP describes the correct method for baggage tagging at check-in, ensuring traceability, proper identification, and compliance with DHS and airline standards.

OBJECTIVE

- Ensure all baggage items are correctly identified with appropriate tags.
- Guarantee readability, durability and accuracy of baggage labels.
- Maintain compliance with IATA Resolution 740 and operator requirements.
- Support safe baggage handling and reconciliation.

APPLICATION

Passenger Services Department:

Customer Service Agents, Customer Service Supervisors

ABBREVIATIONS & DEFINITIONS

DCS – Departure Control System (e.g. Altea, iPort)

LRT – Limited Release Tag

HPBT – Home-Printed Baggage Tag

EBT – Electronic Baggage Tag

PROCEDURE STEPS

Step	Action
1.	Remove all old baggage tags, handling labels and baggage reconciliation tags (mini / stub).
2.	Attach the appropriate baggage tag for the journey.
3.	Place baggage tags in a clearly visible location where they will not be torn off or damaged.
4.	Follow tag instructions and do not stick glue directly onto passenger baggage.



5.	Use Limited Release Tags according to operating airline procedures.
6.	If not pre-printed on the baggage tag, attach supplementary tags where applicable: <ul style="list-style-type: none">○ Priority Tag – for priority baggage to be unloaded first.○ Short Connection Tag – for transfer baggage with minimum connecting time.○ Limited Release Tag – for fragile or unsuitable packaging.○ Fragile Sticker – for items requiring extra care.○ Heavy Tag – for baggage exceeding handling limits.○ Security Tag – for restricted items (e.g. weapons).
7.	For manual baggage tags, complete all fields clearly in waterproof ink (IATA Res 740).
8.	For electronic baggage tags (EBT), verify the displayed details match the passenger's itinerary and are legible. Replace with a standard tag if incorrect or unreadable.
9.	For home-printed baggage tags (HPBT), confirm correct folding and data visibility; if illegible, cancel and re-issue a standard tag.
10.	Record all baggage tag numbers in the DCS when applicable.
11.	Inform TRC when checked-in cabin baggage or gate-accepted baggage is tagged for loading (GOM 1.1.6.9 / 1.1.6.10).

SAFETY NOTES

- Ensure baggage tags are secure and readable throughout handling.
- Fragile, heavy, or security-restricted baggage must always be clearly labelled.
- Replace damaged or unreadable tags immediately.
- Always comply with airline-specific restrictions and DGR awareness requirements.

REFERENCE

DHS GOM Chapter 1.1.6.9 – Baggage Tagging and Supplementary Labels

DHS GOM Chapter 1.1.6.10 – Types of Baggage Tags (Manual, Electronic, Home-Printed)

IATA Resolution 740 – Baggage Tag Specifications