

Topic: ITA Airways – AZ L&F

Headquarters: FCO

System: WorldTracer

Delivery Company: ABS

- DHS manual PIR form
- Apology letter is available

Cabin Finds:

- Do NOT send to the HDQ
- And at end of each month, inform Giulia/Ece and proceed as per their approval.

OHD:

- OHD should be created when a bag is found, and **no info** is shown in WorldTracer.
- OHD should be stored near Counters in Halle A. They are sent the same day in afternoon or the next day to HZL.
- OHD should be rushed to **HDQ with FZL** option (Forward to Headquarters) after 2 days that is created (means on the third day) and if no request / planned pick up / match is for it.

AHL:

- It's important to write every information right and to complete every field that you already have info, as kg, last seen location etc. We should ALWAYS write **Ticket Number**. It's combined with 13 numbers, and you can find it in the Boarding Pass.
- Always write Class/Status of Pax: **Y - for Economy** Class and **C - for Business** Class.
- After AHL is created, we need to give Pax: **Reference Number** (by email) + **Apology letter**(English or Italian) + **Content List Form**(inform them that if after 2 days they do not get any info or email about the bag, they should complete the form and send it to email that is written to Apology Letter - this information is also explained in Apology Letter).
- If a Passenger who had a Standby ticket, creates AHL, no BDO can be created for their bags, so they will need to **pick them** up in airport.
- When you close AHL, it is important that the right **FS** and **RL** are written, so always take them from **FWD** message.



DPR:

- Fault Station is the Station who creates DPR, in our case **FS = FRA**.
 - Always write **Class/Status** of Pax: Y - for Economy Class and C - for Business Class and **Ticket Number**.
 - Mass Market is for Economy Class / High Value is for Business Class.
 - Refer to **Damage Management Policy** File while you are opening a DPR.
 - 01-04 - No reported is allowed to make for that kind of damage.
 - 05-15 - **TCV** is provided (for Mass Market: 35 Euro for one damage / 50 Euro for more damages) (for High Values: 50 Euro for one damage / 75 Euro for more damages)
 - 16-22 - Pax can choose between the **TCV** (refer to the table for the amount) or a **Replacement** bag from Catalogue.
 - 23-26 - are damaged for **special** baggage / bulky baggage, see the table for reference.
 - Choose **the right RL**, refer to Policy table:
 - Use RL 81 Damage Report issued for Crew on duty
 - Use RL 84 when TCV has been accepted -> Close DPR
 - Use RL 85 when bag replaced with Mass Market catalogue -> Close DPR
 - Use RL 86 when bag replaced with High Value catalogue -> Close DPR
 - Use RL 88 when pax refuse TCV or Replacement and is addressed to the Customer Services.
- Other codes are not allowed.

Procedure:

1. If Passenger accept the **TCV**, TCV form should be completed and be sent to the email: TCVdanneggiamentobag@ita-airways.com
2. If Passenger is eligible and accept **Replacement** bag - **Fax Cover Form** should be completed and be sent to the email: info@ravizzoni.it
3. If Passenger refuses TCV/Replacement, DPR stays **open**, RL is 88 and **Reference Number + Apology Letter** for DPR should be handed to Pax.
4. If Passenger has private **insurance**, complete form '**Damage Bag Disclaimer**' and give to Pax.

Thank you!
Adelina Vata