



Topic: Inbound Transfers and Their Luggage

Dear all,

As a part of flight preparation, it is important to check if a flight has any inbound passengers with short connection times to our flights.

Supervisors should check for short connections at the beginning of a shift. However, inbound flights could be delayed as the day progresses. It is then the responsibility of every agent to check inbound transfers at the start of check-in and when going to the gate.

Passengers with a minimum connection time of 1 hour or less should have their luggage placed on standby (also known as RED bags). This will prevent the bags from being loaded into the aircraft when the passengers are unlikely to make the flight on time.

Please also take into account where a passenger is landing and the time it will take to arrive at your gate. For example passengers may have to pass through customs, then change terminals, and go through security.

Thanks.

Best regards,
Jonathan La Court