STANDARD OPERATING PROCEDURE_PAX13

Baggage Tagging

Version/Rev	Date	Section	Amendment

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OBJECTIVE

The purpose of this SOP is to ensure that that Baggage Tagging requirements are met.

APPLICATION

Passenger Services Department:
Customer Service Agents; Customer Service Supervisor

ABBREVIATIONS & DEFINITIONS

DCS = Departure Control System (Altea, I-Port etc.)

PROCEDURE STEPS

Step	Action
1.	Remove all old baggage tags, handling labels if not applicable and baggage reconciliation tags (mini or stub).
2.	Attach the appropriate baggage tag for the journey.
3.	Place baggage tags in an easily readable location and where they will not be easily torn off or damaged.
4.	Follow tag instructions and do not stick glue directly onto passenger baggage.
5.	Use limited release tags as per operating airline procedures.
6.	As per operating airline procedures, if they are not printed on the baggage tag, supplementary tags (applicable handling tags) may be attached to baggage items, such as: 1. Priority Tag–to identify priority baggage to be unloaded first and segregated as per operating airline procedures. 2. Short Connection Tag-for transfer baggage with minimum time between scheduled arrival and departure. 3. Limited Release Tag–used on fragile or unsuitably packaged items. 4. Fragile Sticker–for items that require extra care in handling. 5. Heavy Tag–placed on items that exceed regular handling limits (this varies according to local legislation). 6. Security Tag (e.g., weapons).

REFERENCE FOR FURTHER GUIDANCE

DHS GOM
Airlines Ground Handling Manuals