STATION INFORMATION LETTER (SIL)

APPLICABILITY	Passenger handling
SUBJECT	**Acceptance of Baggage in DCS**
ISSUED BY	BT Ground Operations
REF. NUMBER	KK-04-11/**SIL-70**
REF.TO PUBLICATIONS	-
ISSUED ON	01.11.2016	EFFECTIVE FROM	**01.11.2016**

Dear Partners,

This is to inform you that AirBaltic has improved baggage acceptance policy in Altea Customer Management system.

Excess baggage calculator will be activated only in situations when payment need to be collected.

1. Excess calculator will **not be activated** if;
   a. Baggage allowance is included in ticket;
   b. EMD is issued for excess baggage;
   c. Baggage is prepaid in web page.

2. Excess calculator **will be activated** if;
   a. Baggage in not prepaid and not included in ticket. In this scenario payment needs to be collected according to BT policy:

Add bag.

After adding bag excess calculator is activated.

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Select Use Bag Receipt on the left side of the screen.

*Enter Invoice Document number, **please use same number as in sales report**, record payment.*