

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 is 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.

BT211 03FEB RIX → TXL Berlin Tegel
Acceptance Open

Customer Bkg Tkt Cabin Sec Seat Accept Baggage Info

1 SMITH John Mr BT211 RIX-TXL Y(U) 001 4C ✓ \$ XBAG

Select Customer(s): 1

Enter document number to record payment for excess baggage.

Payment Details

Carrier	From	To	Excess	Rate	Charge
BT	RIX	TXL	1PC	EUR40.00	EUR40.00

Invoice Document No. 2748567752

Record Payment Exit

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

Customer Identification > Customer Selection > Customer Display > Acceptance Information

BT211 03FEB RIX → TXL Berlin Tegel
Acceptance Open

Customer Bkg Tkt Cabin Sec Seat Accept Baggage Info

1 SMITH John Mr BT211 RIX-TXL Y(U) 001 4C ✓ \$

Expand [SF2] 1 Customer(s)

Excess Baggage

Cust	Charge	Tax	Total	Payment
1	40.00	0.00	40.00	PAID

Customer Information

