

Topic: Carry-On Management, XBAG & Check-In Fee

Dear All

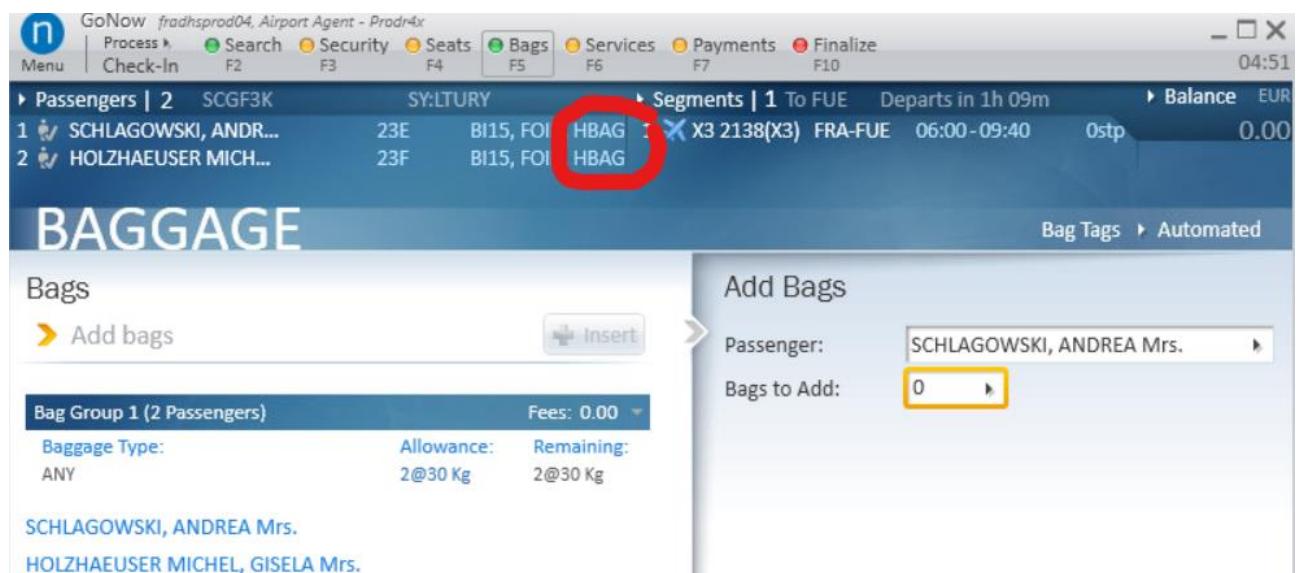
With this R&S I would like to raise attention to 3 topics at the TUI check-in: Carry-On Management, Xbag & Check-In Fee Collection.

Carry-On Management

Not all tickets include the 10 kgs trolley. Please kindly check the list of the booked SSRs, and if the HBAG is booked, it means the customer can have a handluggage with weight limit of 10 kgs plus a small personal item.

If the HBAG SSR is not booked, it means the customer can carry a small personal item only.

Furthermore, please always label the 10 kgs handluggages with the cabin admitted tag and weight it at the check-in.



The screenshot shows the GoNow software interface for flight SCGF3K from SYLTURY to FUE. The flight departs in 1h 09m at 06:00-09:40. The 'Segments' section shows 1 segment to FUE with flight X3 2138(X3) FRA-FUE. The 'Passengers' section lists 2 passengers: SCHLAGOWSKI, ANDR... and HOLZHAEUSER MICH... Both passengers are assigned to seat 23E. The 'BAGGAGE' section shows 'Bag Group 1 (2 Passengers)' with 'Fees: 0.00'. The 'Bag Group Type' is set to 'ANY' with an allowance of '2@30 Kg' and a remaining weight of '2@30 Kg'. The 'Add Bags' dialog box is open, showing the passenger 'SCHLAGOWSKI, ANDREA Mrs.' and the number of bags to add '0'. The 'Bags' section also shows the same information for the two passengers.

Carry-ons can also get dropped of free of charge at the check-in.

GO NOW FRADHS PROD28, Airport Agent - Prod4X

Process F2 Search F3 Security F4 Seats F5 Bags F6 Services F7 Payments F8 Finalize F10

11:23

Passengers | 1 I9CYRT M:BM Segments | 1 To TFS Departs in 3h 26m Balance EUR

1 Reichelt, Christine Ge... 9A BI20, DCKI, ME... 1 X3 2142(X3) FRA-TFS 07:50-11:40 0stp 0,00

BAGGAGE Bag Tags Automated

Bags

Add bags Insert

Bag Group 1 (1 Passenger) Fees: 0.00

Baggage Type: ANY Allowance: 1@20 Kg Remaining: 0

Reichelt, Christine Gertrud Frau

1 TFS 0617325559 20 Kg STND Checked

Add Bags

Passenger: Reichelt, Christine Gertrud Frau

Bags to Add: 1

Bag 1: Kg HBAG

Destination: Teneriffa Süd (TFS)

XBAG:

In case customers did not book bags in advance or an additional bag, they should be charged at the check in. In this case choose the SSR for the bag as shown below. Do not just charge the Kilos!

Service Details

Service or Fee: SSR additional piece of luggage with 20 Kg

Passengers: Smit, Aaltje Frau

Segments: X3 2142(X3) FRA-TFS

Total Price: €120,00 EUR

Notes:

Check-In Fee Collection

Please note, airport check-in is not free on TUI. It is the same just like on airBaltic, HiSky or Corendon. In general, every passenger needs to check-in online.

Should the customer approach your counter not being checked-in, the check-in fee of 25€ needs to be collected.

Exceptions are the passengers who already have the DCKI SSR booked.

The screenshot shows the GoNow software interface. The top menu bar includes buttons for GoNow, Process, Search, Security, Seats, Bags, Services, Payments, and Finalize. The 'Bags' button is highlighted with a red circle. The main screen displays passenger information: 19CYRT, M:BM, 1 BI20, DCKI, ME... and segments: 1 X3 2142(X3) FRA-TFS 07:50-11:40. Below this, the 'BAGGAGE' section shows a 'Bags' list with an 'Add bags' button and an 'Insert' button. A sub-menu 'Add Bags' is open, showing a 'Passenger' dropdown set to 'Reichert, Christine Gertrud Mrs.' and a 'Bags to Add' field containing '0'. The 'Fees: 0.00' is also visible.

How to add the SSR to the system and how to collect the payment:

The screenshot shows the GoNow software interface. The top menu bar includes buttons for GoNow, Process, Search, Security, Seats, Bags, Services, Payments, and Finalize. The 'Services' button is highlighted with a red box. The main screen displays passenger information: 19CYRT, M:BM, 1 BI20, DCKI, ME... and segments: 1 X3 2142(X3) FRA-TFS 07:50-11:40. Below this, the 'SERVICES' section shows a 'Services and Fees' list with an 'Add new service / fee' button and an 'Insert' button. A sub-menu 'Service Details' is open, showing a 'Service or Fee' dropdown menu with various SSR options. The 'SSR Desk Check In (DCKI)' option is highlighted with a red box.

Thank you!

Norbert