

## 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 displays the GoNow Airport Agent interface. At the top, a menu bar includes options like Search, Security, Seats, Bags, Services, Payments, and Finalize. Below this, a table lists two passengers: SCHLAGOWSKI, ANDR... and HOLZHAUSER MICH... Both are assigned to flight 23E and 23F respectively, with a status of 'HBAG' circled in red. The 'Segments' section shows a flight from FRA to FUE. The 'BAGGAGE' section is active, showing a 'Bag Group 1 (2 Passengers)' with a fee of 0.00. The 'Add Bags' panel on the right shows the passenger 'SCHLAGOWSKI, ANDREA Mrs.' and 'Bags to Add' set to 0.

Passenger	Flight	Status
SCHLAGOWSKI, ANDR...	23E	HBAG
HOLZHAUSER MICH...	23F	HBAG

**BAGGAGE**

Bag Group 1 (2 Passengers) Fees: 0.00

Baggage Type: ANY Allowance: 2@30 Kg Remaining: 2@30 Kg

SCHLAGOWSKI, ANDREA Mrs.  
HOLZHAUSER MICHEL, GISELA Mrs.

**Add Bags**

Passenger: SCHLAGOWSKI, ANDREA Mrs.

Bags to Add: 0

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

The screenshot shows the DHS baggage management interface. The top navigation bar includes options like Process, Search, Security, Seats, Bags, Services, Payments, and Finalize. The main section is titled 'BAGGAGE' and shows details for passenger Reichelt, Christine Gertrud Frau, including flight segments and baggage allowance. The 'Add Bags' section is active, showing a list of bags to add. The 'HBAG' option is highlighted in a red box, indicating it is the selected baggage type.

## 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!

The screenshot shows the DHS Service Details form. The 'Service or Fee' section is highlighted in a red box, showing the option 'SSR additional piece of luggage with 20'. The form also includes fields for Passengers (Smit, Aaltje Frau), Segments (X3 2142(X3) FRA-TFS), and Total Price (€120,00 EUR). There is a Notes section at the bottom.

## 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.

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

Thank you!

Norbert