

The Baggage

What is baggage?



Such articles, effects and other personal property of a passenger, which are appropriate or necessary for cloth, comfort or convenience in connection with his trip. Unless otherwise specified, it shall include both Checked and Unchecked baggage of the passenger.

Checked Baggage



Checked baggage is the baggage that is checked in at the counter and loaded in the aircraft. The number of pieces or kilos that the passenger may carry free of charge depends on the fare paid, the class traveled or destination. The free allowance for checked baggage is based on two concepts either piece or weight concept.

Weight concept:

- The free allowance is determined by the fare paid and not by the class actually travelled.
- Within the rules and restrictions stated by IATA, the free allowance is based on the following fares.

Fare	No. of kilos
First class	40 kgs.
Business class	30 kgs.
Economy class	20 kgs.
Ships crew	40 kgs.
Infant	10 kgs.

The charge:

The charges per kilogram of baggage in excess of the free baggage allowance will be 1.5 % of the highest normal direct, adult one-way economy class fare.

Note:

- Child fare receives the same allowance as adults.
- The free allowances as given above are generally applicable in all airlines. However, most of the airline companies provide additional allowance.

- The piece concept is applicable on transpacific sectors.
- The allowance of the piece concept always is two pieces, but they have to be within 158 cm (height + width + depth) and they may not weigh more than 32 kilos.
- There are no differences between all the classes.
- In the ticket, letter 2PC in the allow box indicate that the piece concept applies.

Fare	Number of pieces	Weight per piece	Dimensions
First class	2	32 kgs.	2 pieces of 158 cm (62 inches)
Business class	2	32 kgs.	2 pieces of 158 cm (62 inches)
Economy class	2	32 kgs.	2 pieces of 158 cm (62 inches)

The charge:

The charges under the piece concept are applied in accordance with the Air Tariff General Rules Section B.01.

Note:

- Child fare receives the same allowance as adults.
- Infants are permitted one checked piece. The sum of the 3 dimensions must not exceed 45 inches. In addition, a fully collapsible stroller or pushchair may be checked.
- The free allowance as given above are generally applicable in all airlines. However, most of the airline companies provide additional allowance.

Unchecked Baggage



This is equivalent to hand luggage or cabin baggage which means baggage other than checked baggage.

Passengers may carry one piece of cabin baggage or hand baggage free of charge. These are articles such as overnight bags, portable computers, briefcases, beauty cases, etc.

- One handbag or purse
- A reasonable amount of reading matter for the flight
- Infant's basket, food and collapsible stroller
- An umbrella or walking stick
- An overcoat, wrap or blanket
- Small camera and/or a pair of binoculars
- Collapsible wheelchair or pair crutches



These articles will be carried as hand baggage and will not be weighted and will be part of the passenger's unchecked baggage remaining in his custody.

The weight of the hand carry differs from airline to airline. But, the maximum of the hand carry should not be exceed 10kgs. and the size also. For safety reasons and passengers comfort, cabin baggage should fit in the overhead locker or under the seat in front of the passenger.

The maximum total dimensions allowable for cabin stowage is:
50cm x 40 cm x 25xm = 115 cms. (45 inches)

Excess Baggage Ticket – EBT

If the passenger carries more than their free allowance permits, they have to pay 'excess baggage'.

Because more weight in an aircraft costs more fuel and excess baggage is an important source of income for the airlines.

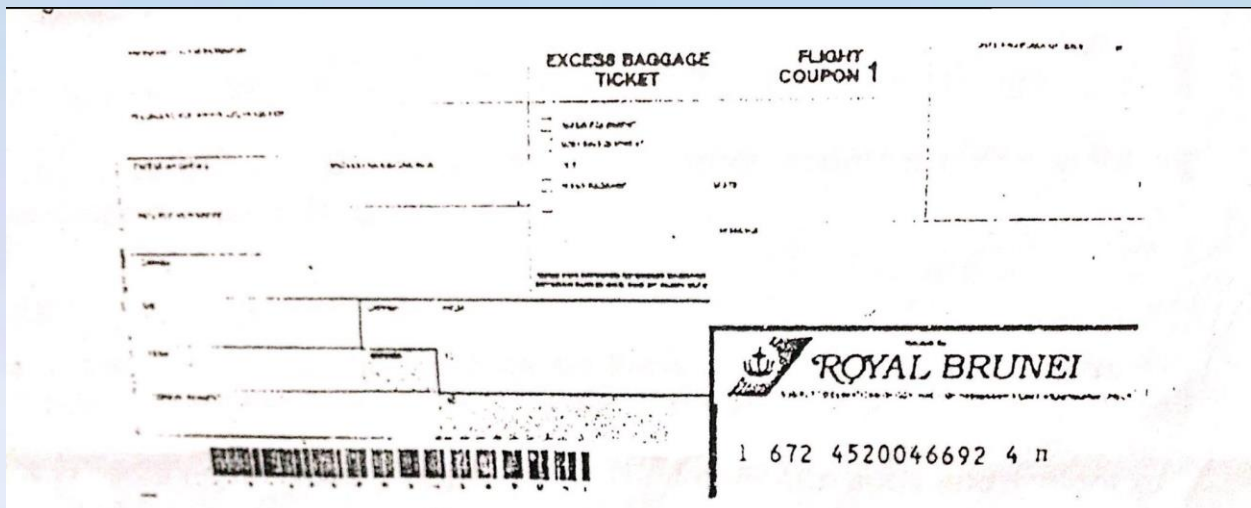
The excess baggage ticket is also used for a passenger who books a extra seat in order to carry special baggage on that seat.

The excess baggage ticket looks like a passenger's ticket.

It also has an:

- Audit coupons
- Agent coupon
- Flight coupons No. 1
- Flight coupons No.2
- Passenger coupon

The distribution of the coupons is the same as the passenger's ticket. After completion of the excess baggage ticket, the flight coupons have to be stapled behind the flight coupons of the passenger's ticket. If the passenger pays excess baggage for a single stretch, you'll have one 'void' coupon. This should be lifted and kept with the audit coupon. The passenger coupon is given as a receipt for the passenger.



EXCESS BAGGAGE
TICKET

FLIGHT
COUPON 1

ROYAL BRUNEI

1 672 4520046692 4 n

As part of our security program, excess baggage collection effort and to minimize illegal baggage pooling, the following questions should be asked, prior to check-in. After being satisfied on the answers to the question below, process the passengers as per existing check-in procedures.

1. Who packed your baggage?
2. Was there anybody who helped you packed these baggage?
3. Was there anybody who requested you to bring a baggage or something for him/her?
4. How many pieces and what are the contents of your baggage?
5. Were you separated from your baggage from the time they were packed till you checked-in?
6. Is there any restricted item in your checked-in and/or handcarry baggage?
7. Are you aware that you are responsible to Customs and/or the police for all the baggage you bring along with you?

Request passenger to place his baggage on the scale. Baggage shall then be checked and tagged accordingly (indicate flight number/date and passenger's sequence number in the baggage tag), making sure that all baggage are properly attended to. Attach the claim checks on the ticket cover. Enter the total number of pieces and weight of checked baggage on the flight coupon.

**FOUND
BAGGAGE**

Any checked baggage with an airline baggage tag attached, located at a station other than that to which it was tagged.

**ON-HAND
BAGGAGE**

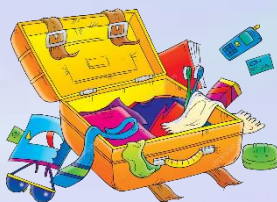
Any checked baggage left unclaimed in the customs area, airport hall, or any place in the airport after the owner passenger has had the opportunity to claim it.

**MISSING
BAGGAGE**

Any baggage not available to the passenger at the time he is claiming for it.

**DAMAGED
BAGGAGE**

Any baggage with changes in its original condition, interior or exterior, that may have or has caused a reduction in value.

**PILFERED
BAGGAGE**

Any baggage with part or parts of its original contents was or were taken from it.

1. Assess acceptability of the baggage in terms of their nature, packing, size or weight and number of pieces.
2. Weigh the baggage and if beyond the Free Baggage Allowance, compute for excess baggage charges.
3. Issue an excess baggage ticket and accept different forms of payment.
4. Tag baggage and attach claim checks on the passenger's ticket.
5. Release baggage for loading.

1. Passenger's Nationality
2. Pieces and Weight of the Baggage
3. Seat Assignment / Number
4. Manifest Number / Sequence Number
5. Agent's Signature / Initial
6. Baggage Tag Number

TICKET NOTATION APPLICATION

Mr. Michael Concepcion is a Filipino contract worker bound for Dubai. Below is the ticket he is presenting to you. He has complied with all the travel document requirements including the POEA LAC stamp on the back of the last page of the passport. His manifest number is 135. He tag number is 80-44-24 PR 656 is utilizing a B747-N742.

Reflect the notations on his ticket.

Philippine Airlines

PASSENGER TICKET AND BAGGAGE CHECK

079:4205:275:451:3

FLIGHT COUPON

PHILIPPINE AIRLINES
PAL BLDG. 1
LEGASPI ST
LEGASPI VILLAGE
MAKATI

2030 OK

Filipino / PC 20K / A11 / 135 / 80-44-24

JUL 96 1.50

0a 13 FIRST CLASS plus 4 C/A

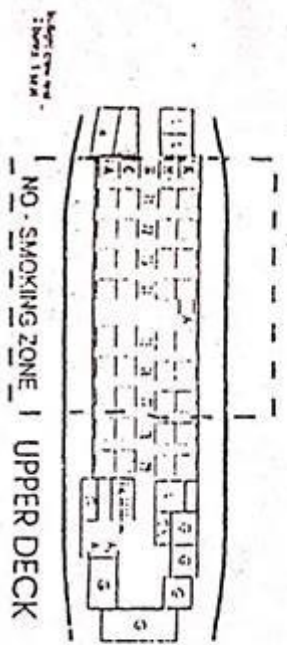
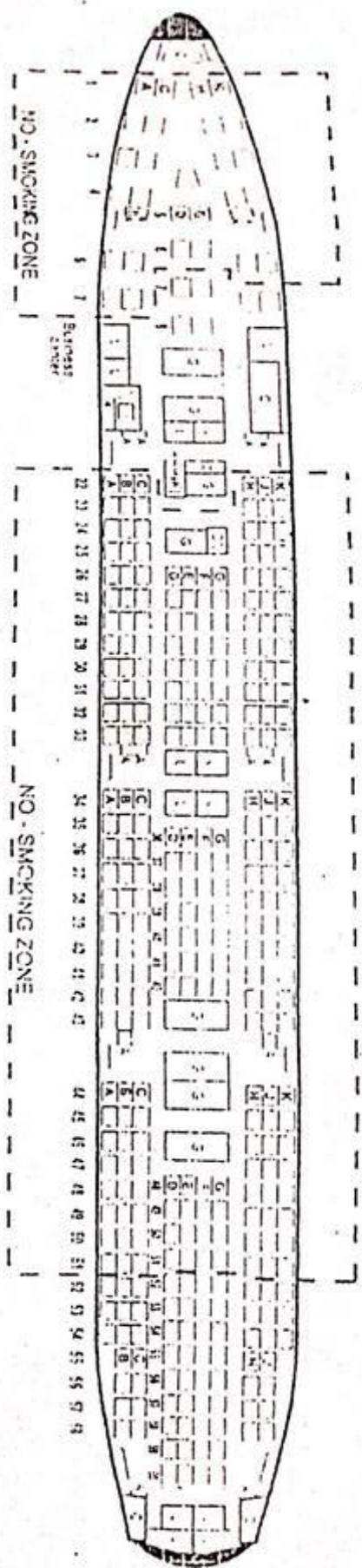
0b (MAIN DECK) 14 FIRST CLASS plus 4 C/A

0c 104 ECONOMY plus 4 C/A

0d 88 ECONOMY plus 2 C/A

0e 134 ECONOMY plus 2 C/A

(UPPER DECK)
40 MAELHAY CLASS
plus 3 C/A



B747-400 (N754PR)
Seat Configuration 32F / 40C / 326Y



Boarding Pass

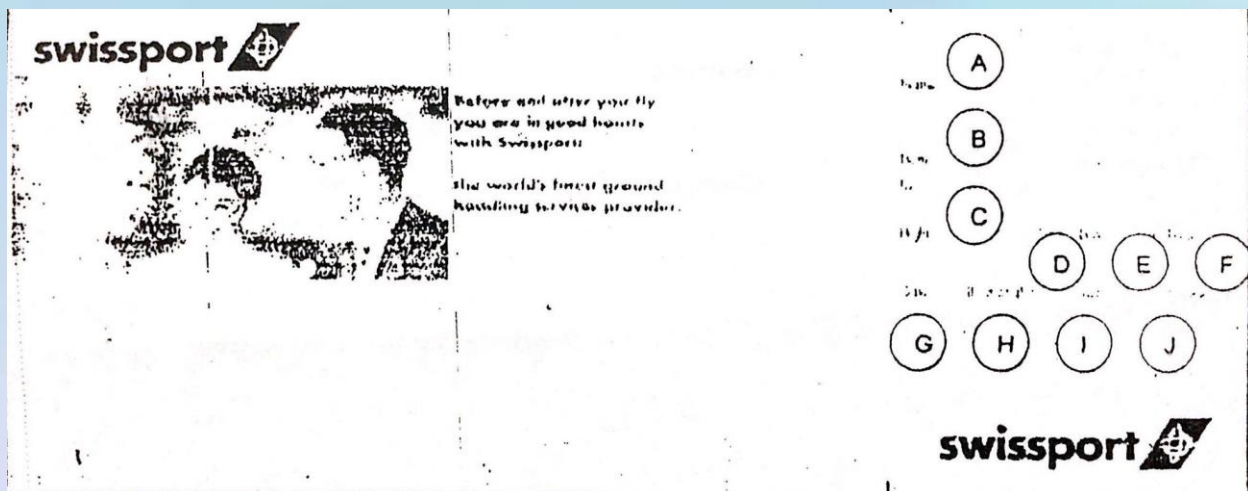
The boarding pass issued against the ticket as the legal document between a passenger and an airline company. Being a staff, you should be familiar with the various types of boarding passes used and the procedures for its issue under different circumstances.

There are two types of boarding passes:

- Manual boarding pass
- Automated boarding pass

Here are the details of the Boarding Pass:

- | | |
|----------------------|------------------------|
| A. Name of Passenger | G. Gate |
| B. Passenger's route | H. Boarding Time |
| C. Flight Number | I. Seat Number |
| D. Class | J. Smoker / Non-Smoker |
| E. Date | |
| F. Time checked in | |




Functions of the Boarding Pass are:

- To inform the passenger of his allocated seat, class of travel and the flight number he has been checked-in for.
- To serve as a security document for entry into the Departure area and for boarding aircraft.
- To be used for verification at transit stations or during a head-count.
- To serve as identification tag for overcoats, raincoat, etc which are handed over to cabin crew during flight.

ISSUANCE OF BOARDING PASS APPLICATION

Mr. Joseph Joe is a first class passenger acceptable for carriage. He is going to Cairo on PR472 a B747-N743PR, aircraft today. He would like to occupy a non-smoking seat on the window side. His manifest number 88 and PR 742 is departing at gate 3.

		Philippine Airlines	
Flight/Date PR742/08-26-15	Name Mr. Joseph Joe	Seal No. C12	
Destination Cairo	Flight/Date PR742/8-26-15	Destination Cairo	Manifest No. 88
Manifest No. 88	Gate No. 3	<input type="checkbox"/> SMOKING	<input checked="" type="checkbox"/> NON-SMOKING
FIRST CLASS Boarding Pass			

DOWNGRADING of passengers occurs when a First Class passenger is not accommodated in the First Class section and instead is accommodated at the Economy Class section.

HANDLING PROCEDURE

1. If passenger agrees to be downgraded, he is entitled to a refund of the difference in the fare.
2. Inform the passenger that he will be accommodated when a seat is made available in the First Class section.
3. Assign seats in the first row of the economy section provided he did not accept a refund.
4. Notify next station of downgraded passengers.
5. If the above alternatives are not acceptable to the passenger, act on CAB Economic Regulation No. 7 which is the Denied Boarding Compensation to be handled by the Station Manager.

UPGRADING of passengers occur when passengers move to a higher class of service

STEPS TO BE FOLLOWED WHEN UPGRADING

1. Check catering supplies and order extra portions if necessary.
2. Screen passenger list for upgrading of VIP passengers.
3. Assign seats if possible on last rows of the First Class cabin.
4. Advise upgraded passengers that they have to be re accommodated in the Economy Class cabin as soon as Economy seats are available again.
5. Advise next station of upgraded passengers.

UPGRADING PRIORITY LIST

1. Previously downgraded First Class passengers (except those who accepted a refund)
2. Previously downgraded Industry 50 % RR in possession of an "F" ticket and service free passengers in possession of "F" ticket.
3. Service free passengers in possession of a "Y/C/F" ticket with Extra Crew member in sequence of their "Passenger Priority Classification".
4. Full paying "Y" Class passengers to Mabuhay Class.
5. Full paying "C" Class passengers to First Class.



CONDITIONS WHERE PASSENGERS ARE ENTITLED TO DBC:

1. Passenger was advised that PAL cannot accommodate him on the flight and in the class of service for which he has a confirmed reserved space at the time he checks-in for the flight.
2. Passenger is acceptable for carriage under PAL tariffs.
3. Passenger has complied with all ticketing and reservations requirements including reconfirmation when required.
4. Passenger checks-in at the required time and place.

CONDITIONS WHERE PASSENGERS ARE NOT ENTITLED TO DBC:

1. Passenger cannot be accommodated on the flight for which he is holding a confirmed reserved space due to:
 - a. Government requisition of space.
 - b. Equipment substitution to one of lesser capacity due to operational or safety reasons or other causes beyond the control of PAL.
 - c. Cancellation of flights due to operational and / or safety reasons, force majeure, weather, strikes or other causes beyond the company's control.
2. Passenger is accommodated on the flight but is seated in a class section other than that specified on the ticket without additional cost to him; or he is seated in a section with a lower fare provided he is given the appropriate refund.
3. PAL is able to arrange for comparable air transportation which is planned to arrive at his destination / stopover point not later than four hours after the flight he had confirmed reserved space is planned to arrive.
4. Passenger is a non-revenue passenger.

The PSM provides disembarking and transit stations with information on any passengers on a flight requiring assistance or special handling.

EXAMPLE:

A. QD MNLKPPR
 B. .SYDKZPR 261245
 C. PSM
 D. PR212/26
 E. -MNL
 F. RAMOS / F STCR TRVLG W/ DR AGUSTIN
 REYES / I CIP VP - SALES ALPHA CO
 SANTOS / MEDA / RECENT BACK OPERATION CAN NOT WALK
 LONG DISTANCE
 PRUDENCIO / B UM08
 BELTRAN / M BLIND
 G. =

EXPLANATION

A.	QD	Teletype Priority Code
	MNL	Address (Airport / City Code)
	KP	Airline Office Designator Code
	PR	Airline Code
B.	SYD	Sender (Airport/City Code)
	KZ	Office Designator Code
	PR	Airline Code
	261245	Date and Time (GMT) of transmission of message
C.	PSM	Message Identifier
D.	PR212 / 26	Flight Identifier / Date
E.	- MNL	Station involved / concerned (always preceded by a hyphen)
F.	1)	Pax Ramos – on a stretcher travelling with Dr. Agustin
	2)	Pax Reyes – Commercially Important Passenger
	3)	Pax Santos – Medical Assistance required
	4)	Pax Prudencio – Unaccompanied Minor age 8 yrs.
	5)	Pax Beltran – Blind passenger
G.	=	End of Message

F. -HKG Pax's destination on connecting flight

- 1) Pax Jones 02 First Class 01 Infant with 03 pieces of baggage
- 2) Pax Teng / GMR 01 Economy Class with 01 piece of baggage
- 3) Pax Baker / SMS 01 Economy Class with 01 piece of baggage
- 4) Pax Chan / DMR travelling on Request Status on Economy Class with 01 piece of baggage

H. PR213 Connecting Flight

I. -SYD Pax's Destination on connecting flight

J.

- 1) Pax Karlson 02 Economy Class and 02 children with pieces of baggage
- 2) Pax Nasse 01 Economy Class with 01 piece of baggage
- 3) Pax Abel travelling on Request Status on Economy Class with 01 piece of baggage
- 4) Pax Marcial party of two travelling on Space Available with 03 pieces of baggage

K. = End of Message



The PTM provides enroute stations with information regarding transfer passengers and their checked baggage. It is sent to downline stations separately immediately after flight departure.

Example:

A. QD MNLKPPR
B. .SFOKZPR 121450
C. PTM
D. PR107 / 12
E. PR300
F. - HKG
G. 2JONES / BMR / SMRS/ INF F2 INF1 B3
1TENG / GMR Y1 B1
1BAKER / SMS Y1 B1
1CHAN / SMR RQ1 B1
H. PR213
I. - SYD
J. 4KARLSON / NMR / JMRS / CHD2 Y2 CHD2 B5
1NASSE / EMRS Y1 B1
1ABEL / WMR RQ1 B1
2MARCIAL / RMR / MMRS / SA1 B3
K. =

Explanation:

A. QD Teletype Priority Code
MNL Address (City/Airport Code)
KP Airline Office Designator Code
PR Airline Code
B. .SFO Sender (City/Airport Code)
KZ Airline Office Designator Code
PR Airline Code
121450 Date / Time (in GMT) of Transmission of Message
C. PTM Message Identifier Code for Passenger Transfer Message
D. PR107 / 12 Flight Identifier / Date
E. PR300 Connecting flight



1. Greet the passenger.
2. Request for his ticket and travel documents.
3. Request the passenger to put his baggage on the weighing scale.
4. Examine his ticket and travel documents. By this time you will be able to address the passenger by his name.
5. Provide the E / D card if the passenger does not have one yet.
6. Assess and weigh the baggage. If beyond the FBA, compute for the EBC and inform the passenger.
7. Get the pieces and weight and reflect on the ticket.
8. Ask for his seat preference, then print the Boarding Pass.
9. Put all necessary notations on the ticket (Sequence or Manifest Number, Nationality, Initials, Seat Number, Baggage Pieces and Weight).
10. Tag the baggage; Put the Baggage Claim Checks on the ticket jacket and reflect the Baggage Tag Numbers on the coupon.
11. Do not forget to lift the appropriate coupon.
12. Return documents (tickets, travel documents, Boarding Pass and Claim Checks) to the passenger. Recap the transactions to check if mistakes have been made like mistagging the baggage or checking-in the passenger on the wrong flight and destination.
13. Give instructions on where to proceed. Instruct the passenger to proceed to the Immigration Counters.
14. End with pleasantries like "Have a nice flight!"