How to redirect baggage and seating claims
Updated 05 April 2023

Step 1 - Starting point

Question   No linked steps

Please use the guidelines below and the new templates linked to a dedicated contact form for baggage/seating claims. The updated contact form is linked to a new Etrack inbox.

Baggage and seating claims(previously reviewed by Customer Relations) will be handled by First Line. Do not refer customers to the Customer Relations contact form.

Question

1. Checklist for all channels of communication	Step 5
2. Baggage Claims Scenarios	Step 6
3. Phone handling	Step 2
4. Email handling - Genesys	Step 3
5. Chat handling	Step 4

Step 2

Solution   Parent step: 1

Phone handling

1. Identify if baggage/seating was purchased . Follow checklist in this link before you proceed with step 2.

2. Inform the customers that an email will be forwarded redirecting them to complete a form for raising the issue to the respective department.

3. Send no-reply email from Edvin by using the respective template based on the brand of the order:

Order brand	Template title	Folder location in Edvin
ETG/B.com phase 0	"FL Baggage/seating claim receipts"	First line - Others - Redirect to FL Baggage/seating claim'
B.com phase 1/B.com Serko	"Booking.com- FL Baggage/seating claim receipts"	Booking.com - First line - Other
TUI	"TUI - FL Baggage/seating claim receipts"	First line - Others - Redirect to FL Baggage/seating claim
Businessclass.com	"Businessclass.com - FL Baggage/seating claim receipts"	First line - Others - Redirect to FL Baggage/seating claim

i.e: ETG/B.com phase 0 template can be found in Edvin by following below path:

📂 First line
　　🗀 Covid-19
　　🗀 CC2C
　　📂 Others
　　　　🗀 Baggage issues -temporary guidelines
　　　　🗀 BR installments
　　　　🗀 Redirect to CR
　　　　📂 FL Baggage/seating claim receipts
　　　　　　☆ 📄 FL Baggage/seating claim receipts
　　　　　　☆ 📄 TUI FL Baggage/seating claim receipts
　　　　　　☆ 📄 Businessclass.com - FL Baggage/seating claim receipts
　　　　　　☆ 📄 Flyandvisitrome [ADR] - FL Baggage/seating claim receipts
　　　　　　☆ 📄 NokAir - FL Baggage/seating claim receipts

For all the above scenarios the respective contact form will be auto-filled by Edvin based on the language selected by the agent in the template and the configurations made.

4. Register errand with:

For baggage claims
Channel   1. Phone in
Category   7:Baggage
Type   2: Baggage Claim
Action   1. Ask customer to send claim

For seating claims

Channel   1. Phone in
Category   8:Seating
Type   2: Seating Claim
Action   6. Ask customer to send claim

<div align="center">

Step 3

</div>

⬛ **Solution**   Parent step: 1

Email handling- Genesys

1. Identify if baggage/seating was purchased . Follow checklist in this link before you proceed with step 2.

2. Inform customer an email will be sent with instructions on how to proceed with the claim.

3. Send no-reply email from Edvin by using the respective template based on the brand of the order:

Order brand	Template title	Folder location in Edvin
ETG/B.com phase 0	"FL Baggage/seating claim receipts"	First line - Others - Redirect to FL Baggage/seating claim'
B.com phase 1/B.com Serko	"Booking.com- FL Baggage/seating claim receipts"	Booking.com - First line - Other
TUI	"TUI - FL Baggage/seating claim receipts"	First line - Others - Redirect to FL Baggage/seating claim
Businessclass.com	''Businessclass.com - FL Baggage/seating claim receipts''	First line - Others - Redirect to FL Baggage/seating claim

i.e: ETG/B.com phase 0 template can be found in Edvin by following below path:

First line
- Covid-19
- CC2C
- Others
    - Baggage issues -temporary guidelines
    - BR installments
    - Redirect to CR
    - FL Baggage/seating claim receipts
        - ☆ 📄 FL Baggage/seating claim receipts
        - ☆ 📄 TUI FL Baggage/seating claim receipts
        - ☆ 📄 Businessclass.com - FL Baggage/seating claim receipts
        - ☆ 📄 Flyandvisitrome [ADR] - FL Baggage/seating claim receipts
        - ☆ 📄 NokAir - FL Baggage/seating claim receipts

For all the above scenarios the respective contact form will be auto-filled by Edvin based on the language selected by the agent in the template and the configurations made.

4. Register errand with:

For baggage claims
Channel   2.Mail in
Category   7:Baggage
Type   2: Baggage Claim
Action   1. Ask customer to send claim

For seating claims

Channel   2.Mail in
Category   8:Seating
Type   2: Seating Claim
Action   6. Ask customer to send claim

Step 4

Solution   Parent step: 1

Chat handling

1. Identify if baggage/seating was purchased . Follow checklist in this link before you proceed with step 2.

2. Inform customer a separate email with instructions will be sent on how to proceed with the claim.
   - Use designated chat script *[Chat] - Redirect to CR/bag/seat claim ETG/B.com*

 3. Send no-reply email from Edvin by using the respective template based on the brand of the order:

Order brand	Template title	Folder location in Edvin
ETG/B.com phase 0	"FL Baggage/seating claim receipts"	First line - Others - Redirect to FL Baggage/seating claim'
B.com phase 1/B.com Serko	"Booking.com- FL Baggage/seating claim receipts"	Booking.com - First line - Other
TUI	"TUI - FL Baggage/seating claim receipts"	First line - Others - Redirect to FL Baggage/seating claim
Businessclass.com	"Businessclass.com - FL Baggage/seating claim receipts"	First line - Others - Redirect to FL Baggage/seating claim

i.e: ETG/B.com phase 0 template can be found in Edvin by following below path:

🗁 First line
   🗀 Covid-19
   🗀 CC2C
   🗁 Others
      🗀 Baggage issues -temporary guidelines
      🗀 BR installments
      🗀 Redirect to CR
      🗁 FL Baggage/seating claim receipts
         ☆ 📄 FL Baggage/seating claim receipts
         ☆ 📄 TUI FL Baggage/seating claim receipts
         ☆ 📄 Businessclass.com - FL Baggage/seating claim receipts
         ☆ 📄 Flyandvisitrome [ADR] - FL Baggage/seating claim receipts
         ☆ 📄 NokAir - FL Baggage/seating claim receipts

For all the above scenarios the respective contact form will be auto-filled by Edvin based on the language selected by the agent in the template and the configurations made.

3. Use the close standard canned response if customer has not communicated additional requests.

4. Register errand with:

For baggage claims
Channel   19:Chat
Category   7:Baggage
Type   2: Baggage Claim
Action   1. Ask customer to send claim

For seating claims

Channel   19:Chat
Category   8:Seating
Type   2: Seating Claim
Action   6. Ask customer to send claim

<div align="center">

Step 5

</div>

◼ **Solution**   Parent step: 1

Checklist

If you can identify that indeed baggage/seat was not added (no EMD in GDS, no baggage allowance in ticket) and the customer does not have an extra charge-just wants the original amount for service to be refunded DO NOT REDIRECT the customer. You can proceed with "Modify order" and " Ancillary -Voluntary" reasons choosing the specific product to be refunded.

If a customer contacts us before departure asking about baggage, and the FL agent can see that it has not been added while purchased, take action and make sure it is added, to avoid any issues for the customer at the airport.

Before you redirect a customer to the specific contact form to raise a claim, follow the below checklist.

1. Baggage/seating was purchased by the customer as separate add on or baggage is included in the ticket, and is stated in the order confirmation or travel document but not added by ETG. The customer was forced to buy baggage or seating at the airport and can provide proof -the invoice.

2. Check if the order is affected by any known baggage issues stated [here](#), if yes-follow the guidelines stated in the link, if no-follow the below guidelines depending on the channel of interaction.

<div align="center">

Step 6

</div>

◼ **Question**   Parent step: 1

Baggage Claim Scenarios

If a customer contacts us before departure asking about baggage, and the FL agent can see that it has not been added while purchased, take action and make sure it is added, to avoid any issues for the customer at the airport.

Only if the trip has been completed and the customer purchased baggage directly with the airline should we redirect the customer to raise a claim for baggage.

Below you will find the most common baggage claims scenarios.

1. Baggage is shown as included in the ticket during the booking process on the website The order confirmation email states baggage is included, but not stated in the travel document. Ticket when opened on GDS/airlines website or in the portal does not include baggage, no EMD for baggage has been issued.

2. Baggage is shown as included in the ticket during the booking process on the website. Baggage allowance in order confirmation and travel document shows that baggage is included. Ticket when opened on GDS/airlines website or in the portal does not include baggage, no EMD for baggage has been issued.

3. The baggage was purchased as an add-on and the ticket should have been upgraded to fare including baggage. The ticket has not been upgraded due to an error and remained with zero bag allowance. Order confirmation and travel document state baggage is included. The ticket when opened in GDS has zero bag allowance and no EMD has been issued.

4. Baggage was purchased as an add-on. Due to an error, baggage was not added as an EMD or as an additional service for LCC carriers. The order confirmation email states baggage is included and the travel document has no baggage allowance stated.

5. Wrong information regarding baggage allowance or dimensions was provided in the order confirmation or travel document, the customer had to pay directly to the carrier for extra kg or size baggage due to incorrect information provided by ETG.

6. Baggage was purchased for round trip but is added only for outbound or inbound segments. Order confirmation and travel documents may indicate that baggage is included for all segments of the trip.

Detailed Scenarios

1. How to identify if the baggage was included in the expired ticket? Step 7

Step 7

■ **Solution** Parent step: 6

How to identify if the baggage was included in the expired ticket?

Purged Tickets - Baggage Info

Sabre

Example 1

1. Display the purged PNR with *XXXX-ABCDEG-P

```
*XXXX-        ⊦-P«
------------------------------------------------
PAST DATE PNR - NO EDITS ALLOWED
ZNJGFD
  1.              . MR
  1 UX1676S 04FEB 4 ZRHMAD*HK1    1120   1340 /DCUX*      ⊦ /E
  2 UX7703S 04FEB 4 MADBCN*HK1    1500   1625 /DCUX*      ⊦ /E
TKT/TIME LIMIT
  1.T-03FEB-2BPB*AW1
  2.TE 9963           -AT MAWN/M 2BPB*AW1 1251/03FEB I
PHONES
  1.ZRH00
  2.ZRH00
  3.ZRH GOTOGATE.CH
  4.ZRH *** ETICKET ***
  5.ZRH *** USRORGCTX LEISURE ***
EMAIL ADDRESS
  1.¥                   @GMAIL.COM¥
     TO
INVOICED
FORM OF PAYMENT                                            ¥
```

No EMDs are included in the reservation

  2. Use **MD** to move down until you see the price quote:

```
MD«
------------------------------------------------
RECEIVED FROM - A                                          ¥
XY0F.XY0F*AWS 0546/03FEB21          H
PRICE RETENTION
PRICE QUOTE RECORD - DETAILS
PQ  1  VALIDATING CARRIER SPECIFIED - UX
BASE FARE           EQUIV AMT            TAXES            TOTAL
CHF195.00           EUR181.00            45.44XT          EUR226.44
   ADT
XT          32.36CH        10.18JD          2.90XT
ADT-01 SLYOEE
ZRH UX X/MAD UX BCN221.21NUC221.21END ROE0.881476
CHGS AND REF RESTRICTED
01 O ZRHMAD UX 1676 S  04FEB 1120A  SLYOEE           04FEB04FEB
   01P
02 X MADBCN UX 7703 S  04FEB  300P  SLYOEE           04FEB04FEB
   01P
2BP    2BP    *AW1    0551 /20210203  STATUS              EXP-
    /19660102        PRICE-SYS PRICED
PRICE QUOTE RECORD - HISTORY DETAILS                       ¥
```

Here **01P** means that the price quote 1 included <u>1 piece of baggage</u>

3. Also, beneath you will see that there was another PQ stored, but it was a history before the PNR got expired:

```
MD«
--------------------------------------------------------------------------------
PQH  1   VALIDATING CARRIER SPECIFIED - UX                              ¥
BASE FARE           EQUIV AMT              TAXES              TOTAL
CHF165.00           EUR153.00              45.44XT            EUR198.44
  ADT
XT          32.36CH         10.18JD            2.90XT
ADT-01 SLYO5L
ZRH UX X/MAD UX BCN187.18NUC187.18END ROE0.881476
CHGS AND REF RESTRICTED
01 O ZRHMAD UX 1676 S  04FEB 1120A  SLYO5L              04FEB04FEB
   NIN
02 X MADBCN UX 7703 S  04FEB  300P  SLYO5L              04FEB04FEB
   NIN
2BP    2BP    *AW1    0550 /20210203  STATUS                  EXP-
   /19660102        PRICE-SYS PRICED
```

4. This means that there was an upsell of baggage and the fare basis was changed in the ticket.

Example: 2

In another example, where the EMD for seating was issued, it is visible once we retrieve the purged PNR:

```
*XXXX-B          P«
------------------------------------------------------------
PAST DATE PNR - NO EDITS ALLOWED
EDODDZ
 1.              MS
 1 OS 121L 15FEB 1 VIEFRA*HK1   0735  0905 HRS /DCOS*        /E
 2 OS8281L 15FEB 1 FRAYYZ*TK1   1020  1255 /DCOS*4IXTEV /E
OPERATED BY AC
 3 OS8263L 15FEB 1 YYZYYC*HK1   1420  1639 /DCOS*4IXTEV /E
OPERATED BY AC
TKT/TIME LIMIT
  1.T-04FEB-80PJ*AWS
  2.TE 257          -TC BEQA/L 80PJ*AWS 0626/04FEB*I
  3.ME 257           TC BEQA/L 80PJ*AWS 0652/04FEB*A
PHONES
  1.YVR0014039993484-C
  2.YVR0014039993484-H
  3.YVR FLIGHTNETWORK.CA.EN
  4.YVR *** ETICKET MULTI ***
  5.YVR *** BOOKING LCC EXISTS ***
  6.YVR *** USRORGCTX LEISURE ***                          ¥
```

To see what this EMD is related to, simply move down with MD until you see the below info:

```
MD«
   7.YVR *** PRODUCT FLEXIBLETKT EXISTS ***                      ¥
   8.YVR *** PRODUCT SEATINGSEATMAP EXISTS ***
EMAIL ADDRESS
   1.¥           @HOTMAIL.COM¥
     TO
INVOICED
ANCILLARY SERVICES
   1.PRE RESERVED SEAT ASSIGNMENT      1.1              MS
     STATUS - HI1/FULFILLED
     AMOUNT - 40.00CAD
     TOTAL  - 40.00CAD
     ORIGINAL AMOUNT -
     FLIGHT - OS121L15FEBVIEFRA
     DOC/CF - 2571866061082           CPN - 01
     GROUP    - SA                    SSR - RQST
     RFIC     - A                     RFISC - 0B5
     EMD TYPE - 2                     WAIVE -
     ETKT     - 2573737601021         CPN - 01
     REFUND   - R                     COMMISSION - N             ¥
MD«
     SEAT PDC    - 07D                                            ¥
     TRAVEL DATE - 15FEB21 TO 15FEB21 GUARANTEED -
     PURCHASE BY - 13FEB21/2359       TKT - N
     TAX EXEMPT - N
     MKT/OP CARRIER - OS/OS
     FEE OWNER   - OS                 INTERLINE - Y
     SVC CITY   -                     TOUR -
     NET AMT    -
     PRESENT TO -
```

Amadeus

Example: 1

1. Display the purged PNR with RPP/RLC-pnr

```
>  rpp/rlc-KY

PDR LIST        00003
STOSG34AA/1030VG/GS                              03FEB23/0820Z
RPP/RLC-KYIO3Z
001                    MS(ADT)    KYI(    29APR21 MJFWF080A
002                    MS(CHD)(ID KYI(    29APR21 MJFWF080A
003                    MR(ADT)    KYI(    13JUN22 TPESG38SR
```

2. Since there are a few same PNRs, open the correct one based on the name using the below command, by adding the date of PNR creation:

```
>  rpp/rlc-KY    /13jun22

PDR * READ MODE *
STOSG34AA/1030VG/GS                              03FEB23/0821Z
RPP/RLC-K)    /13JUN22
--- TST RLR MSC ---
RP/TPESG38SR/TPESG38SR            WS/SU  13JUN22/2120Z   KY
ROMSG38SR/9999WS/13JUN22
RF WS
  1.               MR(ADT)
  2   AZ1430 W 23JUL 6 TRNFCO         FLWN
  3   AZ1735 W 23JUL 6 FCOCTA         FLWN
  4 AP TICKET=ETICKET
  5 AP BOOKING_IT
  6 AP 00393471156303
  7 AP USRORGCTX LEISURE
  8 APE              AT GMAIL.COM
  9 APM 0039 3471156303
 10 TK OK13JUN/HELSG34AA//ETAZ
 11 SSR ADTK 1A TO AZ BY 14JUN 0711 ROM OR AZ FLTS WILL BE CNLD
 12 SSR CTCM AZ HK1 39347
 13 SSR CTCE AZ HK1              //GMAIL.COM
 14 RM BKNGSKCH
 15 RM IBE ORDER
 16 RM TICKET: ETICKET
```

3. Move down with **MD** until you have the FA lines:

```
31 RM TOTAL AMOUNT EUR101.99
32 RM *ARV=EUR-8.09
33 RM *CODEA=IBEORDER, CODEV=LNRIPT
34 RM *CNTR=IT
35 RM *LANG=IT
36 RM *LAND=BKIT
37 RM *PRINT=ETICKETBKIT
38 RM *DEB=BCOMINVOICE
39 RM *AUTO=JA
40 RM *SSRC=MPTB
41 RM *INVOONAMOUNT=101.99
42 RM *PROD=FLYGXYZ
43 RM QB/NOCNOC/ITER PROC-13JUN22/2318//FROMQ-STOSG38AA/Q1C0
44 RM QB/NOC NO ITIN CONDITION OR NEW MSG IN PNR. PNR REMOVED.
        13JUN22/2318
45 RM SCP LAST PROC 13JUN22/2318
46 FA PAX 055-                   .0.08/14JUN22/HELSG34AA/19210
        376/S2-3
47 FB PAX 0000000000 TTP/P1/S2,3/RT OK ETICKET/S2-3
48 FE PAX NOENDO CONDITIONS APPLY/S2-3
49 FM *M*0.00
50 FP PAX CAXXXXXXXXXXXX6502/0624/A187671/S2-3
51 FV PAX AZ/S2-3
```

4. Above we see that there are no EMDs issued. Hence, we will need to check whether the TST included the baggage if the ticket is expired:

```
> rpp/tth

PDR * READ MODE *
STOSG34AA/1030VG/GS                          03FEB23/0821Z
RPP/RLC-KY      /13JUN22
T    P/S  NAME               TOTAL                        SEGMENTS
2    .1                  MR     EUR      110.08               2-3

DELETED TSTS
1                       :+ EUR      110.08

> rpp/tth2

PDR * READ MODE *
STOSG34AA/1030VG/GS                          03FEB23/0821Z
RPP/RLC-I       /13JUN22
** CURRENT HISTORY
AN                   MR
AT   I
AS    TRN AZ1430 W 23JUL22 1915 OK
AV    23JUL 23JUL TRN AZ1430 W 23JUL22 1915 OK
AA    0PC TRN AZ1430 W 23JUL22 1915 OK
AB    WOWLGN4 TRN AZ1430 W 23JUL22 1915 OK
AS    FCO AZ1735 W 23JUL22 2150 OK
AX    FCO AZ1735 W 23JUL22 2150 OK
AV    23JUL 23JUL FCO AZ1735 W 23JUL22 2150 OK
AA    0PC FCO AZ1735 W 23JUL22 2150 OK
AB    WOWLGN4 FCO AZ1735 W 23JUL22 2150 OK
AFF   FFC-ECOLIGHT FFO-AZ TRN AZ1430 W 23JUL22 1915 OK
AFF   FFC-ECOLIGHT FFO-AZ FCO AZ1735 W 23JUL22 2150 OK
AD    TRNCTA
AF/F EUR57.00/XEUR15.00-YQAD/XEUR11.00-YRVB/XEUR1.50-EXAE/XEUR2.
```

The commands to be used are **RPP/TTH** to get the list of the TSTs, while **RPP/TTH2** is the command to display a specific TST, under number 2.

The above shows us that the baggage was not included in the TST either.