

# **Alaska Airlines**

## **Horizon Air**

### **Customer Service Manual**

**Volume 2 - Customer Services**

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The Customer Service Manual is an electronic manual. This is a printed version of the electronic manual.

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## Volume 2 - Passenger Service

### History of Changes

Revision date: 10/2/2023  
Supersede date: 9/28/2023

History of changes made to Customer Services Manual Volume 2 - Passenger Service.

Section/Title	Affected Topic	Summary of Change	Rev. Date	SRA	Bulletin
4.500/Customer Service/Star Flight Program Standards	STAR Flight Program Overview	Removed Q400	10/2/2023	N/A-no impact on policy or procedure	N/A
23.600/International Irregular Ops	International Outage Plans	Updated with new international stations	9/27/2023	N/A-no impact on policy or procedure	N/A
13.100/Accountable Documents	Obtain Refund Drafts & Deposit Slips	Updated the process for ordering Refund drafts and Deposit Slips	9/27/2023	N/A-no impact on policy or procedure	N/A
6.200/Baggage/Checked Baggage	Checked Baggage Charges and Waivers	Updated table footnotes, added GUA to LAX	9/20/2023	N/A-no impact on policy or procedure	N/A
6.200/Baggage/Checked Baggage	Seasonal Baggage Limits	Updated peak travel period table	9/20/2023	N/A-no impact on policy or procedure	N/A
6.700/Baggage/Baggage Service	Delayed	Updated link	9/13/2023	N/A-no impact on policy or procedure	N/A
5.100/Check-in	Upgrade Check-in	Added reference for PETC upgrade	9/6/2023	N/A-no impact on policy or procedure	BUL23-184
11.200/Denied Boarding	Involuntary First Class Downgrades	Added Downgrades when traveling with a PETC	9/6/2023	N/A-no impact on policy or procedure	BUL23-184
6.600/Baggage/Animals	Pet in Cabin(PETC)	Added Upgrade to First Class with PETC	9/6/2023	N/A-no impact on policy or procedure	BUL23-184

Section/Title	Affected Topic	Summary of Change	Rev. Date	SRA	Bulletin
11.100/Denied Boarding	Guest Misconduct and De-escalation Techniques	Clarified verbiage for safety	9/6/2023	N/A-no impact on policy or procedure	N/A
6.200/Baggage/Checked Baggage	Acceptance - Checked Baggage	Corrected ERJ-175 BMPA weight	9/6/2023	N/A-no impact on policy or procedure	N/A
6.400/Baggage/Battery Powered Mobility Aids	Acceptance, Preparation and Loading- Battery Powered Mobility Aids	Revised to notify QX CLP on QX E175	9/6/2023	N/A-no impact on policy or procedure	N/A
11.100/Denied Boarding/Refusal to Transport	Guest Misconduct - Suspension of Travel	Revised to direct GSC to use ban form	9/6/2023	Yes	BUL23-182
6.200/Baggage/Checked Baggage	Checked Baggage Charges and Waivers	Revised to fix grammar	8/31/2023	N/A-no impact on policy or procedure	BUL23-164
23.100/International/International Check-In	International Documents/TravelDoc	Updated to include Self-Service Documentation	8/29/2023	N/A-no impact on policy or procedure	BUL23-179
5.600/Check-In/Crewmember and Jumpseat Procedures	QX Flight Attendant Performing a Check Ride or Observation	Added topic	8/29/2023	Yes	BUL23-180
20.400/Hawaii/Hawaii Irregular Operations	Hawaii Headwinds	Updated from DC to CC	8/28/2023	N/A-no impact on policy or procedure	N/A
11.300/Denied Boarding/Weight Restricted Flights	Weight Restricted Flights- Overview	Updated from DC to CC	8/28/2023	N/A-no impact on policy or procedure	N/A
9.700/Flight Control/Regional Flight Process/Boarding	Initial Boarding	Updated from DC to CC	8/28/2023	N/A-no impact on policy or procedure	N/A

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<b>Section/Title</b>	<b>Affected Topic</b>	<b>Summary of Change</b>	<b>Rev. Date</b>	<b>SRA</b>	<b>Bulletin</b>
9.600/Flight Control/AS Flight Process/Boarding	Flight Close-Out	Updated from DC to CC	8/28/2023	N/A-no impact on policy or procedure	N/A
9.200/Flight Control/Non-Routine Flight Process	Inoperable Seat- MEL	Updated from DC to CC	8/28/2023	N/A-no impact on policy or procedure	N/A
9.200/Flight Control/Non-Routine Flight Process	Fueling While Guests are Onboard	Updated topic to guest and CC from DC	8/28/2023	N/A-no impact on policy or procedure	N/A
7.100/Guests with Disability/Nondiscrimination on the Basis of Disability in Air Travel	Medical Certificate	Updated Medlink Contact Phone	8/25/2023	N/A-no impact on policy or procedure	N/A
6.200/Baggage/Checked Baggage	Bag Tags- Checked Baggage	Added note to EBT not mark device	8/25/2023	N/A-no impact on policy or procedure	N/A
6.100/Baggage/Carry-On Baggage	Restricted Items for Carry-On Baggage	Added power status details	8/23/2023	N/A-no impact on policy or procedure	N/A
6.200/Baggage/Checked Baggage	Restricted Items for Checked Baggage	Added power status details	8/23/2023	N/A-no impact on policy or procedure	N/A
23.100/International/International Check-In	International Documents/TravelDoc	Added Self Service Documentation	8/23/2023	N/A-no impact on policy or procedure	BUL23-179
5.200/Passenger Type	Junior Jetsetters/Teen Assist	Clarified OAL and allowed items	8/21/2023	N/A-no impact on policy or procedure	N/A

Section/Title	Affected Topic	Summary of Change	Rev. Date	SRA	Bulletin
15.2/Security/Security Programs	Ground Security Coordinator (GSC)	Revised eligible steps to GSC	8/16/2023	N/A-no impact on policy or procedure	BUL23-171
15.2/Security/Security Programs	Secure Flight AAG	Revised language	8/16/2023	N/A-no impact on policy or procedure	BUL23-171
6.500/Baggage/Firearms	Acceptance	Revised to clarify acceptable locks	8/16/2023	N/A-no impact on policy or procedure	BUL23-171
6.600/Baggage/Animals	Pet in Cabin (PETC)	Updated Acceptance of PETC	8/16/2023	N/A-no impact on policy or procedure	N/A
5.200/Check-In/Passenger Type	Medlink	Updated contact information	8/14/2023	N/A-no impact on policy or procedure	N/A
18.100/Boarding Announcements	E175/ERJ 175 Single Door	Revised Final Boarding Verbiage	8/9/2023	N/A-no impact on policy or procedure	N/A
6.600/Baggage/Animals	Animal in Hold (AVIH)	Added language regarding muzzles, modified hedgehog states	8/9/2023	N/A-no impact on policy or procedure	BUL23-170
6.400/Baggage/Battery Powered Mobility Aids	Acceptance, Preparation and Loading - Battery Powered Mobility Aids	Revisions made to minimize damage to mobility aids	8/9/2023	Yes	BUL23-165
7.100/Guests With Disabilities/Nondiscrimination on the Basis Of Disablitiy in Air Travel	Wheelchair Assistance	Revisions made to minimize damage to mobility aids	8/9/2023	Yes	BUL23-165
6.100/Baggage/Carryon-On Baggage	Acceptance- Carry-On Baggage	Added medications to not limited amounts	8/2/2023	N/A-no impact on policy or procedure	N/A

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<b>Section/Title</b>	<b>Affected Topic</b>	<b>Summary of Change</b>	<b>Rev. Date</b>	<b>SRA</b>	<b>Bulletin</b>
9.300/Flight Control/Aircraft Arrival/Departure-Equipment	Initial Boarding	Removed grammar errors	7/26/2023	N/A-no impact on policy or procedure	N/A
9.300/Flight Control/Aircraft Arrival/Departure-Equipment	Jetbridge Overview	Removed grammar errors	7/26/2023	N/A-no impact on policy or procedure	N/A
15.500/Security/Suspicious Activities	Suspect Items, Obvious Threat, Incidents and Suspicious Activities	Added language if guest has left airport	7/26/2023	N/A-no impact on policy or procedure	N/A
7.100/Guests with Disabilities/Nondiscrimination on the Basis of Disability in Air Travel (Part 382)	Seating Priority	Clarified Seating with Seat Blocks	7/26/2023	N/A-no impact on policy or procedure	N/A
11.100/Denied Boarding/Refusal to Transport	Guest Misconduct - Suspension of Travel	Revised Abusive and Disorderly examples	7/26/2023	N/A-no impact on policy or procedure	N/A
11.100/Denied Boarding/Refusal to Transport	Guest Misconduct and De-escalation Techniques	Added link to reference of Guest Misconduct	7/26/2023	N/A-no impact on policy or procedure	N/A
6.400/Baggage/Battery Powered Mobility Aids	Acceptance, Preparation and Loading - Battery Powered Mobility Aids	Updated due to Embargo lift	7/18/2023	Yes	BUL23-147
5.800/Check-In/CSA Mobile Device	Shared CSA Mobile Device Overview	Updated Data limits	7/12/2023	N/A-no impact on policy or procedure	BUL23-150
5.800/Check-In/CSA Mobile Device	CSA Mobile Device Overview	Updated Data limits	7/12/2023	N/A-no impact on policy or procedure	BUL23-150

Section/Title	Affected Topic	Summary of Change	Rev. Date	SRA	Bulletin
6.200/Baggage/ Checked Baggage	Checked Baggage Charges and Waivers	Corrected formatting and verbiage	7/10/2023	N/A-no impact on policy or procedure	N/A
10.100/Irregular Operations	Lengthy Tarmac Delays	Updated Tarmac Delay Link	7/10/2023	N/A-no impact on policy or procedure	N/A
7.400/Guests With Disabilities/Portable Oxygen Concentrators	Acceptance	Revised accepted manufacturer list	7/3/2023	N/A-no impact on policy or procedure	N/A
5.200/Check-In/Passenger Type	PS (Private Suite) Concierge	Added Topic for guidance on PS Check-In	7/3/2023	N/A-no impact on policy or procedure	BUL23-143
6.200/Baggage/ Checked Baggage	Checked Baggage Charges and Waivers	Revised compounding bag fees	6/30/2023	Yes	BUL23-112
6.700/Baggage Service	Forwarding to CBS	Added verbiage for power banks	6/28/2023	N/A-no impact on policy or procedure	N/A
6.700/Baggage Service	Left on Board Items	Added verbiage for power banks	6/28/2023	N/A-no impact on policy or procedure	N/A
7.100/Guests with Disabilities	Guidelines for Handling a Wheelchair	Updated to include boarding ramps	6/28/2023	N/A-no impact on policy or procedure	N/A
4.300/Customer Service Standards/AS Lead CSA/QX Team Captain Task Definitions	Charter Check-In Coordinator	Removed Q400	6/26/2023	N/A-no impact on policy or procedure	N/A
5.100/Check-In	Premium Class Check-In	Updated Bulkhead Seats Process	6/26/2023	Yes	BUL23-128

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<b>Section/Title</b>	<b>Affected Topic</b>	<b>Summary of Change</b>	<b>Rev. Date</b>	<b>SRA</b>	<b>Bulletin</b>
9.700/Regional Flight Process/Boarding	Turn Timeline	Updated STAR Defination	6/23/2023	N/A-no impact on policy or procedure	N/A
11.200/Denied Boarding/Overbooked Flights	Unaccommodated Passenger Report (UPR S-40)	Removed Topic	6/21/2023	N/A-no impact on policy or procedure	BUL23-134
11.200/Denied Boarding/Overbooked Flights	Involuntary First Class Downgrade	Removed instructions for UPR form due to retirement	6/21/2023	N/A-no impact on policy or procedure	BUL23-134
9.200/Flight Control/Non-Routine Flight Process	Inoperable Seat - MEL	Removed instructions for UPR form due to retirement	6/21/2023	N/A-no impact on policy or procedure	BUL23-134
11.300/Denied Boarding/Weight Restricted Flights	Weight Restricted Flights - Overview	Removed instructions for UPR form due to retirement	6/21/2023	N/A-no impact on policy or procedure	BUL23-134
5.600/Check-In/Crewmember and Jumpseat Procedures	Working Crewmember Baggage	Added PPBM requirements	6/21/2023	N/A-no impact on policy or procedure	N/A
19.100/Seat Maps/Aircraft Types/Alaska Airlines Aircraft Types	Airbus A321	Clarified Accessible Seats (H)	6/20/2023	Yes	BUL23-128
19.100/Seat Maps/Aircraft Types/Alaska Airlines Aircraft Types	Boeing 737-MAX-9	Clarified Accessible Seats (H)	6/20/2023	Yes	BUL23-128
19.100/Seat Maps/Aircraft Types/Alaska Airlines Aircraft Types	Boeing 737-900ER	Clarified Accessible Seats (H)	6/20/2023	Yes	BUL23-128

Section/Title	Affected Topic	Summary of Change	Rev. Date	SRA	Bulletin
19.100/Seat Maps/Aircraft Types/Alaska Airlines Aircraft Types	Boeing 737-900	Clarified Accessible Seats (H)	6/20/2023	Yes	BUL23-128
19.100/Seat Maps/Aircraft Types/Alaska Airlines Aircraft Types	Boeing 737-800	Clarified Accessible Seats (H)	6/20/2023	Yes	BUL23-128
19.100/Seat Maps/Aircraft Types/Alaska Airlines Aircraft Types	Boeing 737-700	Clarified Accessible Seats (H)	6/20/2023	Yes	BUL23-128
7.100/Guests with Disabilities	Seating Priority	Added Reference for Bulkhead Seating	6/20/2023	Yes	BUL23-128
6.600/Baggage/Animals	Pet in Cabin (PETC)	Revised animal in kennel standing requirement and number allowed	6/19/2023	N/A-no impact on policy or procedure	N/A
23.100/Check-In/International/International Check-In	International Documents/TravelDoc	Added how to create the pillow key	6/16/2023	N/A-no impact on policy or procedure	N/A
4.200/Customer Service/Customer Service Agent Task Definitions	Boarding Procedures	Removed Q400 Reference	6/13/2023	N/A-no impact on policy or procedure	N/A
5.100/Check-In	Emergency Exit Row	Removed Q400 Reference and Airbus 319/320	6/13/2023	N/A-no impact on policy or procedure	N/A
12.300/Outage Procedures	JACS Outage Procedure	Removed Q400 Reference	6/13/2023	N/A-no impact on policy or procedure	N/A

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<b>Section/Title</b>	<b>Affected Topic</b>	<b>Summary of Change</b>	<b>Rev. Date</b>	<b>SRA</b>	<b>Bulletin</b>
20.300/Hawaii/Dogs and Cats to/from Hawaii	Dogs and Cats To Hawaii	Updated to include printed copy of Island Inspection Permit	6/12/2023	N/A-no impact on policy or procedure	N/A
20.300/Hawaii/Dogs and Cats to/from Hawaii	Service/Guide Dogs to Hawaii	Updated to include printed copy of Island Inspection Permit	6/12/2023	N/A-no impact on policy or procedure	N/A
6.100/Baggage/Carry-On Baggage	Acceptance- Carry-On Baggage	Updated to include Stroller-Wagon waiver	6/7/2023	Yes	BUL23-119
12.200/Outage Procedures	Sister Station Outage Procedures	Updated from DC to CC	6/7/2023	N/A-no impact on policy or procedure	N/A
6.600/Baggage/Animals	Pet in Cabin (PETC)	Revised language for PETC	6/7/2023	N/A-no impact on policy or procedure	N/A
2.100/Customer Service Training	Passenger Service Training Overview	Added link to CSM Volume 0 for Bulletin compliance	6/1/2023	N/A-no impact on policy or procedure	BUL23-118
4.100/Customer Service Agent Standards	Responsibilities	Added link to CSM Volume 0 for Bulletin compliance	6/1/2023	N/A-no impact on policy or procedure	BUL23-118
Section 7.500	Alaska's "Accessibility Plan" for Canada	Added new topic on Accessibility Plan for Canada	6/1/2023	Yes	BUL23-111
6.600/Animals	Pet in Cabin (PETC)	Updated verbiage on Non-rev PETC fees	5/31/2023	N/A-no impact on policy or procedure	N/A
22.100/RAC Functions	Holding a Flight	Updated holds for catering operations	5/31/2023	N/A-no impact on policy or procedure	BUL23-113
10.200/Irregular Operations/Servi	Types of Amenities	Updated Snack purchase and Supervisor Approval Required	5/24/2023	N/A-no impact on policy or procedure	BUL23-116

Section/Title	Affected Topic	Summary of Change	Rev. Date	SRA	Bulletin
Cabin Services and Amenities					
10.200/Irregular Operations/Services and Amenities	When to Offer/Not Offer Amenities	Revised UM to Junior Jetsetter	5/24/2023	N/A-no impact on policy or procedure	BUL23-116
9.700/Flight Control/Regional Flight Process/Boarding	Monitoring Carry-On Baggage	Changed TZ-911 Link to New Flag	5/22/2023	N/A-no impact on policy or procedure	N/A
6.100/Baggage/Carry-On Baggage	Restricted Carry-On Baggage Items	Changed TZ-911 Link to New Flag	5/22/2023	N/A-no impact on policy or procedure	N/A
6.200/Baggage/Checked Baggage	Restricted Items - Checked Baggage	Changed TZ-911 Link to New Flag	5/22/2023	N/A-no impact on policy or procedure	N/A
8.100/Reservations/Booking	Reservation Transaction	Updated to Care Framework	5/17/2023	N/A-no impact on policy or procedure	N/A
6.900/Baggage/Central Baggage Service	Missing Content and Pilferage Files	Updated to Care Framework	5/17/2023	N/A-no impact on policy or procedure	N/A
6.700//Baggage/Baggage Service	Delayed	Updated to Care Framework	5/17/2023	N/A-no impact on policy or procedure	N/A
6.700//Baggage/Baggage Service	Damaged Baggage	Updated to Care Framework	5/17/2023	N/A-no impact on policy or procedure	N/A
5.100/Check-In/Check-In	Upgrade Check-In	Updated Saver Fare Upgrade Eligibility	5/17/2023	N/A-no impact on policy or procedure	BUL23-105

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<b>Section/Title</b>	<b>Affected Topic</b>	<b>Summary of Change</b>	<b>Rev. Date</b>	<b>SRA</b>	<b>Bulletin</b>
11.100/Denied Boarding/Refusal to Transport	Guest Misconduct - Suspension of Travel	Updated to include Ban Card Link	5/17/2023	N/A-no impact on policy or procedure	BUL23-104
5.400/Check-In/Standby Check-In	Alternate Flight Same Day (AFSD)	Removed information regarding flight change	5/15/2023	N/A-no impact on policy or procedure	N/A
5.200/Check-In/Passenger Type	Teen No Assist	Updated Security Pass Verbiage	5/15/2023	N/A-no impact on policy or procedure	N/A
5.200/Check-In/Passenger Type	Junior Jetsetters/Teen Assist	Updated Security Pass Verbiage	5/15/2023	N/A-no impact on policy or procedure	N/A
15.400/Security/Security Checkpoint Sterile Area	Security Pass	Updated Security Pass Reason	5/15/2023	N/A-no impact on policy or procedure	N/A
8.300/Reservations/Form of Payment	Credit Cards	Removed Handwrite information	5/15/2023	Yes	BUL23-100
7.100/Guests with Disabilities/Nondiscrimination on the Basis of Disability in Air Travel (Part 382)	Wheelchair Assistance	Removed Planeside Bag Drop	5/15/2023	N/A-no impact on policy or procedure	N/A
23.400/International/International Flight Control	Comail To Canada	Removed Reference to Q400	5/11/2023	N/A-no impact on policy or procedure	N/A
23.400/International/International Flight Control	Arriving Flights	Removed Reference to Q400	5/11/2023	N/A-no impact on policy or procedure	N/A

Section/Title	Affected Topic	Summary of Change	Rev. Date	SRA	Bulletin
23.400/International/International Flight Control	International Document Envelope - IDE (X-54)	Removed Reference to Q400	5/11/2023	N/A-no impact on policy or procedure	N/A
23.200/International/International Baggage	Claim at Gate	Removed Reference to Q400	5/11/2023	N/A-no impact on policy or procedure	N/A
23.100/International/International Check-In	QX International Jumpseat & Crew Movement	Removed Reference to Q400	5/11/2023	N/A-no impact on policy or procedure	N/A
23.100/International/International Check-In	Canada Border Services Agency (CBSA)	Removed Reference to Q400	5/11/2023	N/A-no impact on policy or procedure	N/A
21.200 Private Charters/Controlling Station	International Charters	Removed Reference to Q400	5/10/2023	N/A-no impact on policy or procedure	N/A
21.200 Private Charters/Controlling Station	Irregular Operations	Removed Reference to Q400	5/10/2023	N/A-no impact on policy or procedure	N/A
21.200 Private Charters/Controlling Station	Flight Control and Boarding	Removed Reference to Q400	5/10/2023	N/A-no impact on policy or procedure	N/A
21.200 Private Charters/Controlling Station	Special Passenger Handling	Removed Reference to Q400	5/10/2023	N/A-no impact on policy or procedure	N/A
21.200 Private Charters/Controlling Station	Baggage	Removed Reference to Q400	5/10/2023	N/A-no impact on policy or procedure	N/A
21.200 Private Charters/Controlling Station	Check-In	Removed Reference to Q400	5/10/2023	N/A-no impact on policy or procedure	N/A

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<b>Section/Title</b>	<b>Affected Topic</b>	<b>Summary of Change</b>	<b>Rev. Date</b>	<b>SRA</b>	<b>Bulletin</b>
8.200/Reservations/Ticketing	Handwrite Tickets	Removed Topic for Handwrite Tickets	5/10/2023	Yes	BUL23-100
6.200/Checked Baggage	Equipment for Large Groups	Revised Fee Collection Steps	5/10/2023	Yes	BUL23-100
6.200/Checked Baggage	Baggage Liability	Revised Excess Valuation Steps	5/10/2023	Yes	BUL23-100
6.200/Checked Baggage	Checked Baggage Charges and Waivers	Updated International Codeshare flights	5/10/2023	N/A-no impact on policy or procedure	BUL23-101
21.100/Private Charters/Charter Overview	Flight Operations Support	Removed Reference to Q400 and revised DC to CC	5/9/2023	N/A-no impact on policy or procedure	N/A
21.100/Private Charters/Charter Overview	Charter Requests and Types	Removed Reference to Q400	5/9/2023	N/A-no impact on policy or procedure	N/A
19.100/Seat Maps/Aircraft Types/Horizon Air Aircraft	Bombardier Q400	Removed topic due to Q400 no longer in fleet	5/9/2023	N/A-no impact on policy or procedure	N/A
19.100/Seat Maps/Aircraft Types/Alaska Airlines Aircraft	Airbus A320B	Removed topic due to A320 no longer in fleet	5/9/2023	N/A-no impact on policy or procedure	N/A
19.100/Seat Maps/Aircraft Types/Alaska Airlines Aircraft	Airbus A320 and A320SE (3SE)	Removed topic due to A320 no longer in fleet	5/9/2023	N/A-no impact on policy or procedure	N/A
18.100/Announcements/Boarding Announcements	Q400 Single Door	Removed topic due to Q400 no longer in fleet	5/9/2023	N/A-no impact on policy or procedure	N/A

Section/Title	Affected Topic	Summary of Change	Rev. Date	SRA	Bulletin
18.100/Announcements/Boarding Annoucements	Q400 Dual Door	Removed topic due to Q400 no longer in fleet	5/9/2023	N/A-no impact on policy or procedure	N/A
15.400/Security/Security Checkpoint Sterile Area	Aircraft Searches	Removed Reference to Q400 and revised DC to CC	5/9/2023	N/A-no impact on policy or procedure	N/A
12.700/Outage Procedures/Systemwide Outage Procedures	Flight Control QX and OO	Removed Reference to Q400	5/9/2023	N/A-no impact on policy or procedure	N/A
15.400/Security/Security Checkpoint Sterile Area	Entry Through the Checkpoint	Removed Reference to Q400	5/9/2023	N/A-no impact on policy or procedure	N/A
12.700/Outage Procedures/Systemwide Outage Procedures	Horizon Air Electronic Flight Bag (EFB)/Aircraft Communications Addressing and Reporting System (ACARS) Outages	Removed Reference to Q400	5/9/2023	N/A-no impact on policy or procedure	N/A
11.100/Denied Boarding/Refusal to Transport	Refusal to Transport Overview	Removed Reference to Q400 and CRJ	5/9/2023	N/A-no impact on policy or procedure	N/A
11.100/Denied Boarding/Refusal to Transport	Intoxicated or Under the Influence of Drugs	Removed Reference to Q400 and CRJ	5/9/2023	N/A-no impact on policy or procedure	N/A
10.200/Irregular Operations/Services and Amenities	Extreme Flight Irregularity	Removed Reference to Q400 and CRJ	5/9/2023	N/A-no impact on policy or procedure	N/A
10.100/Irregular Operations/Types and Procedures	Irregular Operations Overview	Removed Reference to Q400	5/9/2023	N/A-no impact on policy or procedure	N/A

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<b>Section/Title</b>	<b>Affected Topic</b>	<b>Summary of Change</b>	<b>Rev. Date</b>	<b>SRA</b>	<b>Bulletin</b>
10.100/Irregular operations/Types and Procedures	Air Turn Back	Removed Reference to Q400	5/9/20 23	N/A-no impact on policy or procedure	N/A
9.700/Flight Control/Regional Flight Process/Boarding	Closing the Flight	Removed Reference to Q400	5/8/20 23	N/A-no impact on policy or procedure	N/A
9.700/Flight Control/Regional Flight Process/Boarding	Clearing Horizon Air E175 and Q400 Flights	Removed Reference to Q400 and revised topic to delete Q400	5/8/20 23	N/A-no impact on policy or procedure	N/A
9.700/Flight Control/Regional Flight Process/Boarding	Restrict to Gate Check-In/Priority List	Removed Reference to Q400	5/8/20 23	N/A-no impact on policy or procedure	N/A
9.700/Flight Control/Regional Flight Process/Boarding	ONing Procedures	Removed Reference to Q400	5/8/20 23	N/A-no impact on policy or procedure	N/A
9.700/Flight Control/Regional Flight Process/Boarding	Boarding Procedures	Removed Reference to Q400	5/8/20 23	N/A-no impact on policy or procedure	N/A
9.700/Flight Control/Regional Flight Process/Boarding	Thru Passenger Verification	Removed Reference to Q400	5/8/20 23	N/A-no impact on policy or procedure	N/A
9.700/Flight Control/Regional Flight Process/Boarding	Turn Timeline	Removed Reference to Q400	5/8/20 23	N/A-no impact on policy or procedure	N/A

Section/Title	Affected Topic	Summary of Change	Rev. Date	SRA	Bulletin
9.700/Flight Control/Regional Flight Process/Boarding	Ground Times/Turn Types	Removed Reference to Q400	5/8/20 23	N/A-no impact on policy or procedure	N/A
9.600/Flight Control/AS Flight Process/Boarding	Final Flight Paperwork and Door Closing Procedures	Removed A319/A320 Reference	5/8/20 23	N/A-no impact on policy or procedure	N/A
9.600/Flight Control/AS Flight Process/Boarding	Initial Boarding	Removed A319/A320 Reference	5/8/20 23	N/A-no impact on policy or procedure	N/A
9.600/Flight Control/AS Flight Process/Boarding	Monitoring Carry-On Baggage	Removed A319/A320 Trigger Points	5/8/20 23	N/A-no impact on policy or procedure	N/A
9.500/Flight Control/Flight Arrival	Boarding/Deplaning Passengers on Ramp	Removed Reference to Q400	5/8/20 23	N/A-no impact on policy or procedure	N/A
9.400/Flight Control/Pre-Flight Preparation	Crewmember Verification	Removed Reference to Q400	5/8/20 23	N/A-no impact on policy or procedure	N/A
9.400/Flight Control/Pre-Flight Preparation	Light Load Procedures for Horizon Air E174 and Q400	Removed Reference to Q400 and revised topic title	5/8/20 23	N/A-no impact on policy or procedure	N/A
9.400/Flight Control/Pre-Flight Preparation	AS Zone Limits/Seating Procedures	Removed A319/A320 Seating Procedures	5/8/20 23	N/A-no impact on policy or procedure	N/A
9.300/Flight Control/Aircraft Arrival/Departure - Equipment	Snow Mats	Removed Reference to Q400	5/8/20 23	N/A-no impact on policy or procedure	N/A

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<b>Section/Title</b>	<b>Affected Topic</b>	<b>Summary of Change</b>	<b>Rev. Date</b>	<b>SRA</b>	<b>Bulletin</b>
9.300/Flight Control/Aircraft Arrival/Departure - Equipment	Boarding Ramp Portable Airstair Equipment	Removed Reference to Q400 and CRJ	5/8/2023	N/A-no impact on policy or procedure	N/A
9.300/Flight Control/Aircraft Arrival/Departure - Equipment	Remain Overnight (RON) Aircraft/Aircraft Towed to Gate	Removed Reference to Q400	5/8/2023	N/A-no impact on policy or procedure	N/A
9.300/Flight Control/Aircraft Arrival/Departure - Equipment	Jetbridge Operations for Q400 Aircraft	Removed Topic Due to Retirement of Q400	5/8/2023	N/A-no impact on policy or procedure	N/A
9.300/Flight Control/Aircraft Arrival/Departure - Equipment	Passenger Boarding Equipment Safety	Removed Reference to Q400	5/8/2023	N/A-no impact on policy or procedure	N/A
9.200/Flight Control/Non-Routine Flight Process	Stub Flight	Removed Reference to Q400	5/8/2023	N/A-no impact on policy or procedure	N/A
9.200/Flight Control/Non-Routine Flight Process	QX Maintenance Ferry Flights	Removed Reference to Q400	5/8/2023	N/A-no impact on policy or procedure	N/A
9.200/Flight Control/Non-Routine Flight Process	QX Repositioning Flights	Removed Reference to Q400	5/8/2023	N/A-no impact on policy or procedure	N/A
9.200/Flight Control/Non-Routine Flight Process	Inoperable Seat-MEL	Removed Reference to Q400	5/8/2023	N/A-no impact on policy or procedure	N/A
9.200/Flight Control/Non-Routine Flight Process	Early Departure	Removed Reference to Q400	5/8/2023	N/A-no impact on policy or procedure	N/A

Section/Title	Affected Topic	Summary of Change	Rev. Date	SRA	Bulletin
9.200/Flight Control/Non-Routine Flight Process	Battery Containment Bag	Removed Reference to Q400	5/8/2023	N/A-no impact on policy or procedure	N/A
9.100/Flight Control/Control of Aircraft Arrivals and Departures	Captain's Authority	Removed Reference to Q400	5/8/2023	N/A-no impact on policy or procedure	N/A
7.400/Guests with Disabilities/Portable Oxygen Concentrator	Acceptance	Removed Reference to Q400	5/8/2023	N/A-no impact on policy or procedure	N/A
7.100/Guests with Disabilities/Nondiscrimination on the Basis of Disability in Air Travel	Seating Priority	Removed Reference to Q400	5/8/2023	N/A-no impact on policy or procedure	N/A
7.100/Guests with Disabilities/Nondiscrimination on the Basis of Disability in Air Travel	Wheelchair Assistance	Removed Reference to Q400	5/8/2023	N/A-no impact on policy or procedure	N/A
6.500/Baggage/Firearms	Acceptance	Removed Reference to Q400	5/8/2023	N/A-no impact on policy or procedure	N/A
6.200/Baggage/Checked Baggage	Sporting Equipment	Removed Reference to Q400	5/8/2023	N/A-no impact on policy or procedure	N/A
6.200/Baggage/Checked Baggage	Checked Baggage Charges and Waivers	Removed Reference to Q400 and CRJ	5/8/2023	N/A-no impact on policy or procedure	N/A

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<b>Section/Title</b>	<b>Affected Topic</b>	<b>Summary of Change</b>	<b>Rev. Date</b>	<b>SRA</b>	<b>Bulletin</b>
6.200/Baggage/ Checked Baggage	Acceptance- Checked Baggage	Removed Reference to Q400	5/8/20 23	N/A-no impact on policy or procedure	N/A
6.100/Baggage/ Carry-On Baggage	Cabin Seat Baggage	Removed Reference to Q400	5/8/20 23	N/A-no impact on policy or procedure	N/A
6.100/Baggage/ Carry-On Baggage	Acceptance - Carry-On Baggage	Removed Reference to Q400 and A319/A320	5/8/20 23	N/A-no impact on policy or procedure	N/A
5.600/Crewmem ber and Jumpseat Procedures	QX Flight Attendant Initial Operating Experience (IOE)	Removed Reference to Q400	5/8/20 23	N/A-no impact on policy or procedure	N/A
5.600/Crewmem ber and Jumpseat Procedures	QX Cabin Additional Crew Member (ACM) Seat	Removed Reference to Q400	5/8/20 23	N/A-no impact on policy or procedure	N/A
5.600/Crewmem ber and Jumpseat Procedures	AS Flight Attendant Jumpseat	Removed Information about A320 Jumpseat	5/8/20 23	N/A-no impact on policy or procedure	N/A
5.600/Crewmem ber and Jumpseat Procedures	QX Flight Deck Jumpseat	Removed Reference to Q400	5/8/20 23	N/A-no impact on policy or procedure	N/A
5.600/Crewmem ber and Jumpseat Procedures	QX Deadhead	Removed Reference to Q400	5/8/20 23	N/A-no impact on policy or procedure	N/A
5.600/Crewmem ber and Jumpseat Procedures	Jumpseat Access Control	Removed Reference to Q400	5/8/20 23	N/A-no impact on policy or procedure	N/A
5.500/Non- Revenue	Non-Revenue Minors Traveling Alone	Removed Reference to CRJ	5/8/20 23	N/A-no impact on policy or procedure	N/A

Section/Title	Affected Topic	Summary of Change	Rev. Date	SRA	Bulletin
5.500/Non-Revenue	Non-Revenue Confirmed Travel	Removed Reference to Q400	5/8/2023	N/A-no impact on policy or procedure	N/A
5.300/Armed Individual and Escorts	Federal Air Marshal (FAM) Program	Removed Reference to Q400	5/8/2023	N/A-no impact on policy or procedure	N/A
5.300/Armed Individual and Escorts	Transport of High/Low Risk Prisoners	Removed Reference to Q400	5/8/2023	N/A-no impact on policy or procedure	N/A
5.300/Armed Individual and Escorts	Escorts/Detainees	Removed Reference to Q400	5/8/2023	N/A-no impact on policy or procedure	N/A
5.300/Armed Individual and Escorts	Armed Individuals - Criteria for Acceptance	Removed Reference to Q400 and CRJ	5/8/2023	N/A-no impact on policy or procedure	N/A
5.300/Armed Individual and Escorts	Declaration of Armed Individual Form (AAG-10)	Removed Reference to Q400 and CRJ	5/8/2023	N/A-no impact on policy or procedure	N/A
5.200/Check-In/Passenger Type	Comfort Seat	Removed Reference to Q400	5/8/2023	N/A-no impact on policy or procedure	N/A
5.200/Check-In/Passenger Type	Lap Infants and Children	Removed Reference to Q400 and A319/A320	5/8/2023	N/A-no impact on policy or procedure	N/A
7.200/Guests With Disabilities/Service Animals	Other Working Service Dogs	Removed Reference to Q400	5/8/2023	N/A-no impact on policy or procedure	N/A
6.600/Baggage/Animals	Animal in Hold	Removed Reference to Q400	5/8/2023	N/A-no impact on policy or procedure	N/A

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<b>Section/Title</b>	<b>Affected Topic</b>	<b>Summary of Change</b>	<b>Rev. Date</b>	<b>SRA</b>	<b>Bulletin</b>
6.600/Baggage/Animals	Pet in Cabin	Removed Reference to Q400	5/8/2023	N/A-no impact on policy or procedure	N/A
5.600/Crewmember and Jumpseat Procedures	QX Deadhead	Revised to include name format identifiers	5/3/2023	N/A-no impact on policy or procedure	BUL23-087
5.200/Check_In/Passenger Type	Medlink	Updated discrete location	5/3/2023	N/A-no impact on policy or procedure	BUL23-090
7.200/Guests with Disabilities/Service Animals	Other Working Service Dogs	Updated to include HOPE	5/3/2023	N/A-no impact on policy or procedure	BUL23-091
6.600/Baggage/Animals	AVIH	Revised AVIH Fees	5/1/2023	Yes	BUL23-063
6.600/Baggage/Animals	Pet in Cabin	Revised verbiage to include guest and PRS	5/1/2023	Yes	BUL23-063
5.200/Check-In/Passenger Type	Junior Jetsetters/Teen Assist	Updated Language for Junior Jetsetters	4/26/2023	N/A-no impact on policy or procedure	N/A
9.700/Flight Control/Regional Flight Process/Boarding	Initial Boarding	Revised to Ask Boarding Questions in Person	4/26/2023	Yes	BUL23-079
9.600/AS Flight Process/Boarding	Initial Boarding	Revised to Ask Boarding Questions in Person	4/26/2023	Yes	BUL23-079
9.600/AS Flight Process/Boarding	Customer Service Agent/Flight Attendant Briefing	Revised to Ask Boarding Questions in Person	4/26/2023	Yes	BUL23-079

Section/Title	Affected Topic	Summary of Change	Rev. Date	SRA	Bulletin
5.600/Crewmember and Jumpseat Procedures	AS Flight Deck Jumpseat	Revised AS Pilot Jumpseat	4/26/2023	N/A-no impact on policy or procedure	BUL23-083
9.500/Flight Control/Flight Arrival	Simultaneous Deplaning Passengers - No Jetbridge	Updated to Communication Coordinator	4/25/2023	N/A-no impact on policy or procedure	N/A
19.300/Seat Maps/Aircraft Types/Skywest Aircraft Types	Embraer 175	Added Accessible Seats	4/24/2023	N/A-no impact on policy or procedure	N/A
19.200/Seat Maps/Aircraft Types/Horizon Air Aircraft	Embraer 175	Added Accessible Seats	4/24/2023	N/A-no impact on policy or procedure	N/A
19.100/Seat Maps/Aircraft Types/Alaska Airlines Aircraft Types	Boeing 737-MAX-9	Added Accessible Seats	4/24/2023	N/A-no impact on policy or procedure	N/A
19.100/Seat Maps/Aircraft Types/Alaska Airlines Aircraft Types	Boeing 737-900ER	Added Accessible Seats	4/24/2023	N/A-no impact on policy or procedure	N/A
19.100/Seat Maps/Aircraft Types/Alaska Airlines Aircraft Types	Boeing 737-900	Added Accessible Seats	4/24/2023	N/A-no impact on policy or procedure	N/A
19.100/Seat Maps/Aircraft Types/Alaska Airlines Aircraft Types	Boeing 737-800	Added Accessible Seats	4/24/2023	N/A-no impact on policy or procedure	N/A

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<b>Section/Title</b>	<b>Affected Topic</b>	<b>Summary of Change</b>	<b>Rev. Date</b>	<b>SRA</b>	<b>Bulletin</b>
19.100/Seat Maps/Aircraft Types/Alaska Airlines Aircraft Types	Boeing 737-700	Added Accessible Seats	4/24/2023	N/A-no impact on policy or procedure	N/A
19.100/Seat Maps/Aircraft Types/Alaska Airlines Aircraft Types	Airbus 321	Added Accessible Seats	4/24/2023	N/A-no impact on policy or procedure	N/A
6.700/Baggage/Baggage Service	Delayed	Updated primary method to electronic	4/21/2023	N/A-no impact on policy or procedure	N/A
22.100/Ramp Action Center/RAC Functions	RAC Functions	Updated to Communication Coordinator	4/19/2023	N/A-no impact on policy or procedure	N/A
23.100/International/International Check-In	APIS Quick Query (AQQ)	Removed LGA	4/19/2023	N/A-no impact on policy or procedure	N/A
23.600/International/International Irregular Ops	Costa Rica Wind Conditions/Wet Runway	Revised DC to CC	4/19/2023	N/A-no impact on policy or procedure	N/A
23.600/International/International Irregular Ops	Delays/Cancellations to/from Canada	Removed Customer Service Manager verbiage	4/19/2023	N/A-no impact on policy or procedure	N/A
23.400/International/International Flight Control	General Declaration	Updated to Communication Coordinator	4/19/2023	N/A-no impact on policy or procedure	N/A
7.200/Customers with Disabilities/Service Animals	Missing or Imcomplete Service Animal Form	Updated steps for missing SVAN Documentation	4/19/2023	N/A-no impact on policy or procedure	BUL23-077

Section/Title	Affected Topic	Summary of Change	Rev. Date	SRA	Bulletin
7.200/Customer s with Disabilities/Servi ce Animals	Service Animal Acceptance	Updated link to SAFP (was SATS)	4/19/2 023	N/A-no impact on policy or procedure	BUL23- 077
5.600/Crewmem ber and Jumpseat Procedures	AS Flight Attendant Jumpseat	Updated dress code	4/12/2 23	N/A-no impact on policy or procedure	N/A
5.600/Crewmem ber and Jumpseat Procedures	AS Flight Deck Jumpseat	Updated for Priority List	4/7/20 23	N/A-no impact on policy or procedure	BUL23- 061
23.100/Internati onal Check-In	Lap Infants and Minors	Updated lap Infants International Taxes	4/4/20 23	N/A-no impact on policy or procedure	N/A
23.100/Internati onal Check-In	Lap Infants and Minors	Removed FMM or FEM	4/4/20 23	N/A-no impact on policy or procedure	BUL23- 027
6.200/Checked Baggage	Checked Baggage Charges and Waivers	Added information to table about IB codeshare	3/29/2 023	N/A-no impact on policy or procedure	BUL23- 058
6.600/Animails	Animal in Hold (AVIH)	Removed wording regarding wheels on kennels	3/22/2 023	N/A-no impact on policy or procedure	N/A
5.500/Non- Revenue	Non-Revenue Confirmed Travel	Updated DOT Family Seating	3/15/2 023	N/A-no impact on policy or procedure	BUL23- 049
5.500/Non- Revenue	Non-Revenue Space Available Check-In	Updated DOT Family Seating	3/15/2 023	N/A-no impact on policy or procedure	BUL23- 049
5.200/Passenge r Type	Lap Infants and Children	Updated DOT Family Seating	3/15/2 023	N/A-no impact on policy or procedure	BUL23- 049

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<b>Section/Title</b>	<b>Affected Topic</b>	<b>Summary of Change</b>	<b>Rev. Date</b>	<b>SRA</b>	<b>Bulletin</b>
4.100/Customer Service Agent Standards	Responsibilities	Update Contract of Carriage Link	3/15/2023	N/A-no impact on policy or procedure	N/A
5.100/Check-In	Exit Row Upgrade Check-In	Added new topic for Emergency Row Upgrade Check-In	3/15/2023	N/A-no impact on policy or procedure	BUL23-051
5.100/Check-In	Premium Class Check-In	Revised to include Exit Row	3/15/2023	N/A-no impact on policy or procedure	BUL23-051
6.700/Baggage Service	Baggage Records	Fixed TSA Claims website link	3/3/2023	N/A-updated reference link	N/A
10.100/Types and Procedures	Reaccommodating Guests	Added change to reaccommodating guests within 200 miles of original city	2/22/2023	N/A-no impact on policy or procedure	BUL20-263
15.200/Security Programs	Ground Security Coordinator (GSC)	Updated to align with AOSSP verbiage	2/22/2023	N/A-no impact on policy or procedure	N/A
15.300/Baggage /Accessible Property	Military Escort of Human Remains	Updated to align with Contact Centers verbiage	2/22/2023	N/A-no impact on policy or procedure	N/A
9.500/Flight Arrival	Main Cabin Beverage Sales Report/Deposit Envelope (DH-18)	Removed page from CSM	2/20/2023	N/A-no impact on policy or procedure	N/A
13.200/Station Accounting Procedures	Onboard Sales/Deposit Procedures	Removed page from CSM	2/20/2023	N/A-no impact on policy or procedure	N/A
2.200/Training Record Keeping & Government Oversight	Initial CSA - On the Job Training (OJT)	Removed reference to CSL	2/20/2023	N/A-no impact on policy or procedure	N/A

Section/Title	Affected Topic	Summary of Change	Rev. Date	SRA	Bulletin
23.100/International Check-in	International Documents/TravelDoc	Added step to change back to the RES field in Sabre	2/20/2023	N/A-no impact on policy or procedure	N/A
6.100/Carry-On Baggage	Accommodating Carry-On Bags	Removed references to Q400 and added note regarding smart bags with multiple batteries	2/15/2023	N/A-no impact on policy or procedure	N/A
6.100/Carry-On Baggage	Restricted Carry-On Baggage Items	Added note regarding smart bags with multiple batteries	2/15/2023	N/A-no impact on policy or procedure	N/A
6.100/Carry-On Baggage	Prohibited Carry-On Baggage Items	Added note regarding smart bags with multiple batteries	2/15/2023	N/A-no impact on policy or procedure	N/A
6.200/Checked Baggage	Restricted Items - Checked Baggage	Added note regarding smart bags with multiple batteries	2/15/2023	N/A-no impact on policy or procedure	N/A
6.200/Checked Baggage	Prohibited Items - Checked Baggage	Added note regarding smart bags with multiple batteries	2/15/2023	N/A-no impact on policy or procedure	N/A
6.200/Checked Baggage	Seasonal Baggage Limits	Updated dates on seasonal baggage limits for AKN, DLG, and ADQ	2/15/2023	Yes	BUL23-038
9.400/Pre-Flight Preparation	Pre-Flight Tasks	Removed references to Q400 and added note regarding smart bags with multiple batteries	2/15/2023	N/A-no impact on policy or procedure	N/A
9.400/Pre-Flight Preparation	Advance Gate-Checking of Carry-On Baggage	Removed references to Q400 and added note regarding smart bags with multiple batteries	2/15/2023	N/A-no impact on policy or procedure	N/A
9.700/Regional Flight Process/Boarding	Monitoring Carry-On Baggage	Removed references to Q400 and added note regarding smart bags with multiple batteries	2/15/2023	N/A-no impact on policy or procedure	N/A

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<b>Section/Title</b>	<b>Affected Topic</b>	<b>Summary of Change</b>	<b>Rev. Date</b>	<b>SRA</b>	<b>Bulletin</b>
11.100/Refusal to Transport	Guest Misconduct and De-escalation Techniques	Changed title of topic and removed references to Q400	2/15/2023	N/A-no impact on policy or procedure	N/A
6.100/Carry-On Baggage	Restricted Carry-On Baggage Items	Updated verbiage to align with the regulation and removed Q400 aircraft	2/8/2023	N/A-no impact on policy or procedure	N/A
6.200/Checked Baggage	Restricted Items - Checked Baggage	Updated verbiage to align with the regulation and removed Q400 aircraft	2/8/2023	N/A-no impact on policy or procedure	N/A
6.400/Battery Powered Mobility Aids	Acceptance, Preparation, and Loading - Battery Powered Mobility Aids	Added accepted dimensions for battery-powered mobility aids	2/8/2023	Yes	BUL23-028
6.400/Battery Powered Mobility Aids	Acceptance, Preparation, and Loading - Battery Powered Mobility Aids	Updated verbiage to align with the regulation	2/8/2023	N/A-no impact on policy or procedure	N/A
7.400/Portable Oxygen Concentrator	Reservations	Updated verbiage to align with the regulation	2/8/2023	N/A-no impact on policy or procedure	N/A
20.300/Dogs and Cats to/from Hawaii	Dogs and Cats to Hawaii	Updated verbiage on airline responsibility flight changes when rerouting to HNL	2/8/2023	N/A-no impact on policy or procedure	N/A
23.400/International Flight Control	International Document Kits	Updated Doc Kit matrix documents for international flights	2/8/2023	N/A-link update	BUL23-027
20.300/Dogs and Cats to/from Hawaii	Dogs and Cats to Hawaii	Added a note about embargo of animals arriving after 2200 (10:00pm)	2/1/2023	N/A-no impact on policy or procedure	BUL23-023
20.300/Dogs and Cats to/from Hawaii	Service/Guide Dogs to Hawaii	Added a note about embargo of animals arriving after 2200 (10:00pm)	2/1/2023	N/A-no impact on policy or procedure	BUL23-023
5.600/Crewmember and	AS Flight Attendant Performing a Check-Ride or Observation	Added policy on FA performing observation	1/18/2023	Yes	BUL23-017

Section/Title	Affected Topic	Summary of Change	Rev. Date	SRA	Bulletin
Jumpseat Procedures					
9.600/AS Flight Process/Boarding	Flight Close-out	Removed guidance that paperwork needs to be filed for 90 days	1/18/2023	N/A-no impact on policy or procedure	BUL23-019
11.100/Refusal to Transport	Intoxicated or Under the Influence of Drugs	Relocated location of Guidelines for Rebooking and added reference to new guest misconduct policy topic.	1/18/2023	Yes	BUL23-016
11.100/Refusal to Transport	Fails to Comply with Rules and Regulations	Added reference to guide to new guest misconduct policy topic.	1/18/2023	Yes	BUL23-016
11.100/Refusal to Transport	Abusive and Disorderly	Added reference to guide to new guest misconduct policy topic.	1/18/2023	Yes	BUL23-016
11.100/Refusal to Transport	Mental/Physical Condition of Customer	Added reference to guide to new guest misconduct policy topic.	1/18/2023	Yes	BUL23-016
11.100/Refusal to Transport	Guest Misconduct - Suspension of Travel	Added topic entry to include new policy regarding guest misconduct.	1/18/2023	Yes	BUL23-016
5.100/Check-In	Upgrade Check-In	Updated AA Elite upgrade policy	1/11/2023	N/A-no impact on policy or procedure	BUL23-008
6.200/Checked Baggage	Checked Baggage Charges and Waivers	Updated policy around Visa Signature card waivers and perks	1/4/2023	N/A-no impact on policy or procedure	BUL22-258
9.400/Pre-Flight Preparation	Pre-Flight Tasks	Added Single Door Catering policy and verbiage	1/4/2023	Yes	BUL22-245
9.600/AS Flight Process/Boarding	Boarding Procedures	Updated boarding groups with new groups and process	1/4/2023	Yes	BUL22-257
9.700/Regional Flight Process/Boarding	Boarding Procedures	Updated boarding groups with new groups and process	1/4/2023	Yes	BUL22-257
18.100/Boarding Announcements	737 and Airbus Aircraft - Single Door	Updated boarding groups with new groups and process	1/4/2023	Yes	BUL22-257

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<b>Section/Title</b>	<b>Affected Topic</b>	<b>Summary of Change</b>	<b>Rev. Date</b>	<b>SRA</b>	<b>Bulletin</b>
18.100/Boarding Announcements	737 and Airbus Aircraft - Dual Door	Updated boarding groups with new groups and process	1/4/2023	Yes	BUL22-257
18.100/Boarding Announcements	737 and Airbus Aircraft - to/from Hawaii	Updated boarding groups with new groups and process	1/4/2023	Yes	BUL22-257
18.100/Boarding Announcements	Q400 Aircraft - Dual Door	Updated boarding groups with new groups and process	1/4/2023	Yes	BUL22-257
18.100/Boarding Announcements	Q400 Aircraft - Single Door	Updated boarding groups with new groups and process	1/4/2023	Yes	BUL22-257
18.100/Boarding Announcements	Horizon Air E175 Aircraft - Dual Door	Updated boarding groups with new groups and process	1/4/2023	Yes	BUL22-257
18.100/Boarding Announcements	E175/ERJ 175 Aircraft - Single Door	Updated boarding groups with new groups and process	1/4/2023	Yes	BUL22-257
18.200/Miscellaneous Announcements	Priority Boarding for Guests with Ugly Holiday Sweaters	Updated boarding groups with new groups and process	1/4/2023	Yes	BUL22-257
18.200/Miscellaneous Announcements	Early Boarding for Guests with Starbucks Holiday Red Cup	Updated boarding groups with new groups and process	1/4/2023	Yes	BUL22-257
6.400/Battery Powered Mobility Aids	Acceptance, Preparation, and Loading - Battery Powered Mobility Aids	Added a temporary embargo for E175	12/29/2022	N/A	BUL22-269
5.100/Check-In	Premium Class Check-In	Updated guidance on seating guests with a disability in premium class	12/21/2022	Yes	BUL22-260
7.100/Nondiscrimination on the Basis of Disability in Air Travel (Part 382)	Seating Priority	Updated guidance on seating guests with a disability in premium class	12/21/2022	Yes	BUL22-260
6.600/Animals	PETC/AVIH Health and Vaccination Requirements	Added note to refer to Service Animals in Training	12/21/2022	N/A-no impact on policy or procedure	BUL22-251
7.200/Service Animals	Service Animals in Training	Updated guidance on health documents for Service Animals	12/21/2022	N/A-no impact on	BUL22-251

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				policy or procedure	
23.100/International Check-In	Canada Electronic Travel Authorization	Updated eTA exceptions to show permanent residents	12/21/2022	N/A-no impact on policy or procedure	BUL22-256
5.100/Check-In	Upgrade Check-In	Removed steps about determining fees for paid upgrades	12/19/2022	N/A-no impact on policy or procedure	N/A
9.600/AS Flight Process/Boarding	Customer Service Agent/Flight Attendant Briefing	Added Single Door Catering as topic that should be held during briefing with FA	12/14/2022	Yes	BUL22-245
9.600/AS Flight Process/Boarding	Initial Boarding	Added Single Door Catering policy and verbiage	12/14/2022	Yes	BUL22-245
9.600/AS Flight Process/Boarding	Boarding Procedures	Updated boarding groups and verbiage for boarding	12/12/2022	Yes	BUL22-239
9.700/Regional Flight Process/Boarding	Boarding Procedures	Updated boarding groups and verbiage for boarding	12/12/2022	Yes	BUL22-239
10.100/Types and Procedures	QX SUN Bus Operations	Update to the SUN bussing program.	12/7/2022	N/A-no impact on policy or procedure	N/A
7.400/Portable Oxygen Concentrator	Acceptance	Added verbiage about adding an SSR	11/23/2022	N/A-no impact on policy or procedure	N/A
15.400/Security Checkpoint Sterile Area	Aircraft Security at the Gate	Add verbiage for aircraft security at the gate	11/23/2022	N/A-no impact on policy or procedure	BUL22-238
11.200/Overbooked Flights	Voluntary Compensation	Removed LGA from list of stations	11/17/2022	N/A-no impact on policy or procedure	N/A

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6.200/Checked Baggage	Bag Tags - Checked Baggage	Added electronic bag tag policy	11/16/22	Yes	BUL22-228
6.200/Checked Baggage	Equipment for Large Groups	Added verbiage to align with new process for collecting fees.	11/9/2022	Yes	BUL22-222
8.200/Ticketing	Handwrite Tickets	Updated verbiage to align with new process for collecting fees.	11/9/2022	Yes	BUL22-222
8.200/Form of Payment	Credit Cards	Updated verbiage to align with new process for collecting fees.	11/9/2022	Yes	BUL22-222
23.200/International Baggage	Overweight/Oversize/Excess	Updated verbiage to align with new process for collecting fees.	11/9/2022	Yes	BUL22-222
5.100/Check-in	Upgrade Check-in	Removed table of paid upgrades and replaced with new verbiage to align with dynamic pricing.	11/9/2022	N/A-no impact on policy or procedure	BUL22-212
9.600/AS Flight Process/Boarding	Upgrades to Premium Class	Removed verbiage of paid upgrades.	11/9/2022	N/A-no impact on policy or procedure	BUL22-212
5.600/Crewmember and Jumpseat Procedures	QX Cabin Additional Crew Member (ACM) Seat	Added QX FA Commuter guidelines.	11/2/2022	Yes	BUL22-218
6.600/Animals	Animal in Hold (AVIH)	Updated verbiage for AVIH and dimensions	10/27/2022	N/A-no impact on policy or procedure	N/A
6.700/Baggage Service	Delayed	Updated verbiage for PNI interim expenses	10/27/2022	N/A-typo/spelling/grammar correction	N/A
9.600/AS Flight Process/Boarding	Restrict to Gate Check-in/Clearing Priority List	Updated verbiage to align with J class of service	10/27/2022	N/A-typo/spelling/grammar correction	N/A
5.600/Crewmember and	AS Flight Attendant Initial Operating Experience (IOE)	Updated verbiage and process for Qualifying Flight Attendants	10/27/2022	N/A-no impact on policy or procedure	BUL22-210

Section/Title	Affected Topic	Summary of Change	Rev. Date	SRA	Bulletin
Jumpseat Procedures					
5.600/Crewmember and Jumpseat Procedures	AS Flight Attendant Initial Operating Experience (IOE)	Updated verbiage and process for Qualifying Flight Attendants	10/19/2022	N/A-no impact on policy or procedure	BUL22-210
5.600/Crewmember and Jumpseat Procedures	QX Deadhead	Updated seating procedures for deadheading crew on Horizon Air flights	10/16/2022	Yes	BUL22-206
5.500/Non-Revenue	Non-Revenue Confirmed Travel	Changed class of service for positive space same day flight changes from Q to S	10/14/2022	N/A-no impact on policy or procedure	N/A
5.100/Check-In	Upgrade Check-In	Revised Corporate Upgrade program (expanded beyond intra-California)	10/12/2022	N/A-no impact on policy or procedure	N/A
6.100/Carry-On Baggage	Cabin Seat Baggage	Added reference to Pet in Cabin limitations	10/12/2022	N/A-no impact on policy or procedure	N/A
6.600/Animals	Pet in Cabin (PETC)	Added reference to Cabin Seat Baggage procedures	10/12/2022	N/A-no impact on policy or procedure	N/A
6.600/Animals	PETC/AVIH Health and Vaccination Requirements	Updated requirements and references for PETC/AVIH going to Hawaii	9/21/2022	N/A-no impact on policy or procedure	N/A
7.200/Service Animals	Service Animals Acceptance	Added note referencing to 20.300 for guidance on service animals to Hawaii	9/21/2022	N/A-no impact on policy or procedure	N/A
20.300/Dogs and Cats to/from Hawaii	Dogs and Cats to Hawaii	Updated verbiage of acceptance of documentation to Hawaii	9/21/2022	N/A-no impact on policy or procedure	N/A
20.300/Dogs and Cats to/from Hawaii	Service/Guide Dogs to Hawaii	Updated verbiage of acceptance of documentation to/from Hawaii	9/21/2022	N/A-no impact on	N/A

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<b>Section/Title</b>	<b>Affected Topic</b>	<b>Summary of Change</b>	<b>Rev. Date</b>	<b>SRA</b>	<b>Bulletin</b>
				policy or procedure	
20.300/Dogs and Cats to/from Hawaii	Gate Agent Duties for Dogs and Cats to Hawaii	Updated verbiage and process for dogs, cats, and service dogs going to Hawaii	9/21/2022	N/A-no impact on policy or procedure	N/A
6.600/Animals	Pet in Cabin (PETC)	Updated capacity limits for PETC on aircrafts	9/12/2022	Yes	BUL22-187
4.200/Customer Service Agent Definitions	Lobby Concierge Elements	Removed procedure for online self-tag bags	9/7/2022	N/A-no impact on policy or procedure	BUL22-181
5.700/Self-Service Check-In	Self-Tag Express	Removed procedure for online self-tag bags	9/7/2022	N/A-no impact on policy or procedure	BUL22-181
5.800/CSA Mobile Device	Bag Scan App	Removed procedure for online self-tag bags	9/7/2022	N/A-no impact on policy or procedure	BUL22-181
6.200/Check Baggage	Bag Tags - Checked Baggage	Removed procedure for online self-tag bags	9/7/2022	N/A-no impact on policy or procedure	BUL22-181
6.200/Check Baggage	Checked Baggage Charges and Waivers	Added codeshare baggage agreement for TN	9/7/2022	N/A-no impact on policy or procedure	BUL22-179
10.200/Services and Amenities	When to Offer/Not Offer Amenities	Updated meal guidance to better align with DOT guidance.	9/6/2022	N/A-no impact on policy or procedure	N/A
10.200/Services and Amenities	Types of Amenities	Updated meal guidance to better align with DOT guidance.	9/6/2022	N/A-no impact on policy or procedure	N/A
6.200/Checked Baggage	Checked Baggage Charges and Waivers	Updated seasonal baggage limits for JAC and YLW	9/1/2022	Yes	BUL22-171
6.200/Checked Baggage	Seasonal Baggage Limits	Updated seasonal baggage limits for JAC and YLW	9/1/2022	Yes	BUL22-171

Section>Title	Affected Topic	Summary of Change	Rev. Date	SRA	Bulletin
5.100/Check-In	Upgrade Check-In	Added upgrade eligibility for AA Emerald members	8/31/2022	N/A-no impact on policy or procedure	BUL22-173
5.200/Passenger Type	Junior Jetsetters/Teen Assist	Removed references to Ravn and PenAir	8/29/2022	N/A-no impact on policy or procedure	N/A
5.200/Passenger Type	Teen No Assist	Removed references to Ravn and PenAir	8/29/2022	N/A-no impact on policy or procedure	N/A
6.600/Animals	Pet in Cabin (PETC)	Removed references to Ravn and PenAir	8/29/2022	N/A-no impact on policy or procedure	N/A
6.600/Animals	Animal in Hold (AVIH)	Removed references to Ravn and PenAir	8/29/2022	N/A-no impact on policy or procedure	N/A
9.600/AS Flight Process/Boarding	Customer Service Agent/Flight Attendant Briefing	Team Messaging becomes primary method of communicating with flight attendants regarding pre-boarding requirements	8/24/2022	Yes	BUL22-169
9.600/AS Flight Process/Boarding	Initial Boarding	Team Messaging becomes primary method of communicating with flight attendants regarding pre-boarding requirements	8/24/2022	Yes	BUL22-169
9.700/Regional Flight Process/Boarding	Initial Boarding	Team Messaging becomes primary method of communicating with flight attendants regarding pre-boarding requirements	8/24/2022	Yes	BUL22-169
7.200/Service Animals	Service Animal Acceptance	Added links to the ACAA to define Service Animal Handler	8/17/2022	N/A-link update	N/A
5.200/Passenger Type	Lap Infants and Children	Updated procedure on family seating guidance	8/3/2022	N/A-no impact on process	BUL22-158
5.300/Armed Individuals and Escorts	Federal Air Marshal (FAM) Program	Updated verbiage on FAM Check-in	8/3/2022	N/A-typo/spelling/grammar	N/A

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<b>Section/Title</b>	<b>Affected Topic</b>	<b>Summary of Change</b>	<b>Rev. Date</b>	<b>SRA</b>	<b>Bulletin</b>
				ar correction	
5.500/Non-Revenue	Non-Revenue Space Available Check-In	Updated procedure on family seating guidance	8/3/2022	N/A-no impact on process	BUL22-158
5.500/Non-Revenue	Non-Revenue Confirmed Travel	Updated procedure on family seating guidance	8/3/2022	N/A-no impact on process	BUL22-158
6.100/Carry-On Baggage	Acceptance - Carry-On Baggage	Removed Advance ROC Acceptance at the Ticket Counter/Lobby	8/1/2022	Yes	BUL22-156
9.400/Pre-Flight Preparation	Pre-Flight Tasks	Updated verbiage and process to ROC bags pre-flight	8/1/2022	Yes	BUL22-156
9.600/AS Flight Process/Boarding	Boarding Procedures	Added passengers who ROC bags to boarding groups	8/1/2022	Yes	BUL22-156
9.700/Regional Flight Process/Boarding	Boarding Procedures	Added passengers who ROC bags to boarding groups	8/1/2022	Yes	BUL22-156
9.700/Regional Flight Process/Boarding	ONing Passengers	Updated ONing process to match current procedure	8/1/2022	N/A-no impact on process	N/A
18.100/Boarding Announcements	737 and Airbus Aircraft - Single Door	Added ROC Early Boarding announcement	8/1/2022	Yes	BUL22-156
18.100/Boarding Announcements	737 and Airbus Aircraft - Dual Door	Added ROC Early Boarding announcement	8/1/2022	Yes	BUL22-156
18.100/Boarding Announcements	737 and Airbus Aircraft - to/from Hawaii	Added ROC Early Boarding announcement	8/1/2022	Yes	BUL22-156
18.100/Boarding Announcements	Horizon Air E175 Aircraft - Dual Door	Added ROC Early Boarding announcement	8/1/2022	Yes	BUL22-156
18.100/Boarding Announcements	E175/ERJ 175 Aircraft - Single Door	Added ROC Early Boarding announcement	8/1/2022	Yes	BUL22-156
18.100/Boarding Announcements	Anuncios Estandar de Abordaje de Aeronaves	Added ROC Early Boarding announcement and updated verbiage	8/1/2022	Yes	BUL22-156

Section/Title	Affected Topic	Summary of Change	Rev. Date	SRA	Bulletin
	737 y Airbus				
18.200/Miscellaneous Announcements	Carry-On Baggage	Updated sample announcement with new ROC process	8/1/2022	Yes	BUL22-156
6.600/Animals	PETC/AVIH Health and Vaccination Requirements	Added JNU,KTN, and SIT to Health Certificate Exception station list	7/20/2022	Yes	BUL22-152
6.600/Animals	Animal in Hold (AVIH)	Added note with reference to alaskaair for station specific cut off times for acceptance of AVIH	7/20/2022	Yes	BUL22-153
5.500/Non-Revenue	Non-Revenue Space Available Check-In	Added procedure on listing vendor employee non-rev travelers and changed verbiage of process for listing OAL non-rev travelers	7/5/2022	N/A-link update	N/A
7.100/Nondiscrimination on the Basis of Disability in Air Travel (Part 382)	Wheelchair Self-Assistance to the Gate	Added reference to CSM Vol.1 about wheelchair and aisle chair inspection procedures	7/5/2022	Yes	BUL22-143
7.100/Nondiscrimination on the Basis of Disability in Air Travel (Part 382)	Wheelchair Assistance	Added procedure and note on inspection of wheelchair and aisle chair	7/5/2022	Yes	BUL22-143
19.100/Alaska Airlines Aircraft	Airbus A321	Added Seat 11D as undesirable	6/24/2022	N/A-no impact on process	N/A
6.100/Carry-On Baggage	Accommodating Carry-On Bags	Added note on Claim at Gate tags with weight critical flights. Added all AS elite tiers.	6/22/2022	Yes	BUL22-141
6.400/Battery Powered Mobility Aids	Acceptance, Preparation, and Loading - Battery Powered Mobility Aids	Added guidance for accepting lithium batteries and defining what is not a mobility aid.	6/15/2022	Yes	BUL22-114
9.600/AS Flight Process/Boarding	Restrict to Gate Check-in/Clearing Priority List	Added exception and hyperlink to Section 11.200	6/15/2022	N/A-no impact on process	BUL22-131

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<b>Section/Title</b>	<b>Affected Topic</b>	<b>Summary of Change</b>	<b>Rev. Date</b>	<b>SRA</b>	<b>Bulletin</b>
9.700/Regional Flight Process/Boarding	Restrict to Gate Check-in/Priority List	Added exception and hyperlink to Section 11.200	6/15/2022	N/A-no impact on process	BUL22-131
11.200/Overbooked Flights	Involuntary Denied Boarding	Added Involuntary Denied Boarding for Flight Fully Boarded	6/15/2022	N/A-no impact on process	BUL22-131
11.200/Overbooked Flights	Soliciting Volunteers	Added Onboard procedure for Soliciting Volunteers	6/15/2022	N/A-no impact on process	BUL22-131
11.200/Overbooked Flights	Voluntary Compensation	Added note on seated revenue standby Voluntary Compensation eligibility	6/15/2022	N/A-no impact on process	BUL22-131
11.300/Irregular Operations	Oversold Volunteer Announcement	Added announcement for Involuntary Denied Boarding after boarding complete	6/15/2022	N/A-no impact on process	BUL22-131
6.500/Firearms	Acceptance	Added limitation for ammunition acceptance to guests 18 years old and older	6/1/2022	Yes	BUL22-116
12.100/Systemwide Outage Procedures/Domestic U.S. Flights Only	System Outage Overview	Added link to procedures in non-U.S. locations	6/1/2022	N/A-no impact on process	N/A
Section 12.200	Sister Station Outage Procedures	Added link to procedures in non-U.S. locations	6/1/2022	N/A-no impact on process	N/A
23.600/International Irregular Ops	International Outage Plans	Updated system outage procedures in non-U.S. locations	6/1/2022	N/A-no impact on process	N/A
5.200/Passenger Type	Allergies	Added link to Service Animals and Allergies in Section 7.100	5/24/2022	N/A-link update	N/A
6.200/Checked Baggage	Acceptance - Checked Baggage	Updated allowable stopover time for checked bags	5/24/2022	N/A-no impact on process	N/A
6.200/Checked Baggage	Checked Baggage Charges and Waivers	Corrected reference to AS*/QR codeshare	5/24/2022	N/A-no impact on process	N/A

Section/Title	Affected Topic	Summary of Change	Rev. Date	SRA	Bulletin
10.200/Services and Amenities	Types of Amenities	Updated StormX procedures	5/24/2022	N/A-no impact on process	N/A
15.200/Security Programs	Secure Flight AAG	Updated Secure Flight check-in restricted process	5/24/2022	Yes	BUL22-106
23.100/International Check-In	APIS Quick Query (AQQ)	Updated Secure Flight check-in restricted process	5/24/2022	Yes	BUL22-106
18.200/Miscellaneous Announcements	Russell Wilson and Portland Timbers Sponsorships	Deleted topic-removed reference to early boarding opportunity	5/10/2022	N/A-no impact on process	N/A
5.100/Check-In	Emergency Exit Row	Removed reference to emotional support animals	5/6/2022	N/A-no impact on process	N/A
7.100/Nondiscrimination on the Basis of Disability in Air Travel (Part 382)	Complaints Resolution Officials (CRO)	Removed reference to emotional support animals	5/6/2022	N/A-no impact on process	N/A
7.100/Nondiscrimination on the Basis of Disability in Air Travel (Part 382)	Seating Priority	Removed reference to emotional support animals	5/6/2022	N/A-no impact on process	N/A
18.100/Boarding Announcements	737 and Airbus Aircraft-to/from Hawaii	Removed reference to emotional support animals	5/6/2022	N/A-no impact on process	N/A
5.100/Check-In	Emergency Exit Row	Updated exit row numbers for A321 aircraft	4/27/2022	Yes	BUL22-090
5.100/Check-In	Baggage Acceptance	Removed reference to PenAir	4/27/2022	N/A-no impact on process	N/A
5.200/Passenger Type	Lap Infants and Children	Updated exit row numbers for A321 aircraft	4/27/2022	Yes	BUL22-090
10.100/Type and Procedures	Flight Diversion (Overfly)	Added guidance for handling a flight diversion with an example	4/27/2022	Yes	N/A

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19.100/Alaska Airlines Aircraft Types	Airbus A321	Updated exit row numbers for A321 aircraft	4/27/2022	Yes	BUL22-090
23.100/International Check-In	Checked Baggage Allowance	Updated allowable acceptance time	4/27/2022	N/A-no impact on process	N/A
6.600/Animals	PETC/AVIH Health and Vaccination Requirements	Added BRW to health certificate exception	4/22/2022	N/A-no impact on process	N/A
5.600.Crewmember and Jumpseat Procedures	AS Deadhead	Updated flightdeck jumpseat boarding guidance	4/12/2022	Yes	N/A
5.600.Crewmember and Jumpseat Procedures	QX Deadhead	Updated flightdeck jumpseat boarding guidance	4/12/2022	Yes	N/A
5.600.Crewmember and Jumpseat Procedures	AS Flight Deck Jumpseat	Updated flightdeck jumpseat boarding guidance	4/12/2022	Yes	N/A
5.600.Crewmember and Jumpseat Procedures	QX Flight Deck Jumpseat	Updated flightdeck jumpseat boarding guidance	4/12/2022	Yes	N/A
5.600.Crewmember and Jumpseat Procedures	AS Flight Attendant Jumpseat	Updated flightdeck jumpseat boarding guidance	4/12/2022	Yes	N/A
6.100/Carry-On Baggage	Restricted Carry-On Baggage Items	Added reference to acceptance of electric bikes and other similar devices	4/6/2022	Yes	BUL22-078
6.200/Checked Baggage	Sporting Equipment	Added reference to acceptance of electric bikes and other similar devices	4/6/2022	Yes	BUL22-078
6.200/Checked Baggage	Restricted Items - Checked Baggage	Added reference to acceptance of electric bikes and other similar	4/6/2022	Yes	BUL22-078

Section/Title	Affected Topic	Summary of Change	Rev. Date	SRA	Bulletin
		devices			
6.600/Animals	PETC/AVIH Health and Vaccination Requirements	Added link to international travel documentation requirements	4/6/2022	Yes	BUL22-085
11.200/Overbooked Flights	Involuntary First Class Downgrade	Updated downgrade priority order	4/6/2022	NA-no impact on process	BUL22-074
15.300/Baggage /Accessible Property	Positive Passenger Bag Match (PPBM)	Added YYC	4/6/2022	NA-no impact on process	BUL22-077
23.200/International Baggage	Pets to/from Belize, Canada, Costa Rica, or Mexico	Updated international travel documentation for pets	4/6/2022	Yes	BUL22-085
23.200/International Baggage	Firearms and Ammunition	Added YYC	4/6/2022	NA-no impact on process	BUL22-077
6.300/Undeclared Dangerous Goods	Undeclared Dangerous Goods Overview	Updated reporting requirements for undeclared dangerous goods	3/23/2022	N/A-reference update	N/A
6.500/Firearms	Acceptance	Removed reference to ORM-D label for ammunition	3/23/2022	N/A-reference update	BUL22-067
6.700/Baggage Service	Delayed	Updated Baggage Service Guarantee guidance	3/23/2022	N/A-new software functionality	BUL22-065
7.100/Nondiscrimination on the Basis of Disability in Air Travel (Part 382)	Service Animal Allergies and Part 382	Removed references to ESAN	3/23/2022	N/A-reference update	N/A
10.100/Types and Procedures	Irregular Operations Flight STAR	Topic deleted - Irregular operations flight STAR no longer used	3/23/2022	N/A-reference update	N/A
10.100/Types and Procedures	QX SUN Bus Operations	Removed references to Irregular Operations Flight STAR (no longer used)	3/23/2022	N/A-reference update	N/A

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23.200/International Baggage	Delayed	Updated Baggage Service Guarantee guidance	3/23/2022	N/A-new software functionality	BUL22-066
5.300/Armed Individuals and Escorts	Federal Flight Deck Officer (FFDO) Program	Standardized boarding/escort procedures for all aircraft types (per FFDO SOP)	3/16/2022	Yes	BUL22-061
6.200/Checked Baggage	Checked Baggage Charges and Waivers	Added AS*QR reference to table	3/16/2022	N/A-reference update	BUL22-056
6.100/Carry-On Baggage	Acceptance - Carry-On Baggage	Removed reference to A319 aircraft	3/14/2022	N/A-reference update	N/A
6.200/Checked Baggage	Checked Baggage Charges and Waivers	Wines Fly Free applies to travel within the U.S. only	3/14/2022	N/A-reference update	N/A
8.400/Refunds	Exchanges	Removed reference to IMAGE restriction for booking/changing a flight more than 6 days in the future.	3/14/2022	N/A-reference update	N/A
9.500/Flight Arrival	Receiving Forms from Inbound Crew Members	Updated reference from "flight attendant" to "crew member"	3/14/2022	N/A-reference update	N/A
10.100/Types and Procedures	Irregular Operations Overview	Removed reference to IMAGE restriction for booking/changing a flight more than 6 days in the future.	3/14/2022	N/A-reference update	N/A
10.100/Types and Procedures	Reaccommodating Customers	Removed reference to IMAGE restriction for booking/changing a flight more than 6 days in the future.	3/14/2022	N/A-reference update	N/A
10.100/Types and Procedures	Involuntary Reroute of Passengers	Removed reference to IMAGE restriction for booking/changing a flight more than 6 days in the future.	3/14/2022	N/A-reference update	N/A
19.100/Alaska Airlines Aircraft Types	Boeing 737-700	Updated preferred row for child seating	3/14/2022	N/A-reference update	N/A
19.100/Alaska Airlines Aircraft Types	Boeing 737-800	Updated preferred row for child seating	3/14/2022	N/A-reference update	N/A

Section/Title	Affected Topic	Summary of Change	Rev. Date	SRA	Bulletin
19.100/Alaska Airlines Aircraft Types	Boeing 737-900	Updated preferred row for child seating	3/14/2022	N/A-reference update	N/A
19.100/Alaska Airlines Aircraft Types	Boeing 737-900ER	Updated preferred row for child seating	3/14/2022	N/A-reference update	N/A
19.100/Alaska Airlines Aircraft Types	Boeing 737-MAX-9	Updated preferred row for undesirable seats and child seating	3/14/2022	N/A-reference update	N/A
19.100/Alaska Airlines Aircraft Types	Airbus A319 Renumbered Interior	Deleted topic; A319 aircraft no longer in fleet	3/14/2022	N/A-reference update	N/A
19.100/Alaska Airlines Aircraft Types	Airbus A319 Retrofit Interior	Deleted topic; A319 aircraft no longer in fleet	3/14/2022	N/A-reference update	N/A
19.100/Alaska Airlines Aircraft Types	Airbus A320 and A320SE (3SE) Renumbered Interior	Deleted topic; all A320s have been retrofitted	3/14/2022	N/A-reference update	N/A
19.100/Alaska Airlines Aircraft Types	Airbus A320B (32B)	Updated preferred row for child seating	3/14/2022	N/A-reference update	N/A
19.100/Alaska Airlines Aircraft Types	Airbus A320B (32B) Renumbered Interior	Deleted topic; all A320s have been retrofitted	3/14/2022	N/A-reference update	N/A
19.100/Alaska Airlines Aircraft Types	Airbus A320B (32B)	Updated preferred row for child seating	3/14/2022	N/A-reference update	N/A
19.100/Alaska Airlines Aircraft Types	Airbus A321 Renumbered Interior	Deleted topic; all A320s have been retrofitted	3/14/2022	N/A-reference update	N/A
19.100/Alaska Airlines Aircraft Types	Airbus A321	Updated preferred row for child seating	3/14/2022	N/A-reference update	N/A
19.200/Horizon Air Aircraft	Bombardier Q400	Updated preferred row for child seating	3/14/2022	N/A-reference update	N/A

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19.200/Horizon Air Aircraft	Embraer E175	Updated preferred row for child seating	3/14/2022	N/A-reference update	N/A
19.300/SkyWest Aircraft Types	Bombardier CRJ 200	Deleted topic	3/14/2022	N/A-reference update	N/A
19.300/SkyWest Aircraft Types	Bombardier CRJ 700	Deleted topic	3/14/2022	N/A-reference update	N/A
19.300/SkyWest Aircraft	Embraer ERJ 175	Updated preferred row for child seating	3/14/2022	N/A-reference update	N/A
6.600/Animals	PETC/AVIH Health and Vaccination Requirements	Removed reference to CDB	2/25/2022	N/A-reference update	N/A
6.600/Animals	Animal in Hold (AVIH)	Updated kennel table to remove kennel cost; removed references to PenAir; and added reference to using multiple Pet Check Record forms if itinerary contains more than 4 segments	2/16/2022	N/A-reference update	BUL22-042
6.200/Checked Baggage	Checked Baggage Charges and Waivers	Clarified applicability of seasonal baggage limits	2/14/2022	N/A-reference update	N/A
6.200/Checked Baggage	Seasonal Baggage Limits	Clarified applicability of seasonal baggage limits	2/14/2022	N/A-reference update	N/A
5.100/Check-In	Upgrade Check-In	Added Gold 100K	1/27/2022	N/A-reference update	BUL22-015
8.100/Booking	Waitlist Processing	Added Gold 100K	1/27/2022	N/A-reference update	BUL22-015
9.300/Aircraft Arrival/Departure - Equipment	Jetbridge Operations for Horizon Air E175 and SkyWest ERJ-175 Aircraft	Updated link to Horizon Air Passenger Loading Bridge with TJordan Air	1/27/2022	N/A-reference update	N/A
10.100/Types and Procedures	Involuntary Reroute of Passengers	Removed references to JetBlue as an airline that without an interline agreement	1/27/2022	N/A-reference update	N/A

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7.200/Service Animals	Service Animal Acceptance	Updated link to the DOT Service Animal Air Transportation form via SATS	1/26/2022	N/A-link update	N/A
18.100/Boarding Announcements	737 and Airbus Aircraft - Single Door	Added Gold 100K	1/26/2022	N/A-reference update	BUL22-015
18.100/Boarding Announcements	737 and Airbus Aircraft - Dual Door	Added Gold 100K	1/26/2022	N/A-reference update	BUL22-015
18.100/Boarding Announcements	737 and Airbus Aircraft - to/from Hawaii	Added Gold 100K	1/26/2022	N/A-reference update	BUL22-015
18.100/Boarding Announcements	Q400 Aircraft - Dual Door	Added Gold 100K	1/26/2022	N/A-reference update	BUL22-015
18.100/Boarding Announcements	Q400 Aircraft - Single Door	Added Gold 100K	1/26/2022	N/A-reference update	BUL22-015
18.100/Boarding Announcements	Horizon Air E175 Aircraft - Dual Door	Added Gold 100K	1/26/2022	N/A-reference update	BUL22-015
18.100/Boarding Announcements	E175/ERJ 175 Aircraft - Single Door	Added Gold 100K	1/26/2022	N/A-reference update	BUL22-015
18.100/Boarding Announcements	Anuncios Estandar de Abordaje de Areonaves 737 y Airbus	Added Gold 100K	1/26/2022	N/A-reference update	BUL22-015
5.100/Check-In	Same Day Confirmed	Added Gold 100K	1/19/2022	N/A-reference update	BUL22-015
5.100/Check-In	Premium Class Check-In	Added Gold 100K	1/19/2022	N/A-reference update	BUL22-015
5.200/Passenger Type	Junior Jetsetters/Teen Assist	Added Gold 100K	1/19/2022	N/A-reference update	BUL22-015
5.200/Passenger Type	Frequent Flyer and Mileage Plan	Added Gold 100K	1/19/2022	N/A-reference update	BUL22-015

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5.400/Standby Check-In	Alternate Flight Same Day (AFSD)	Added Gold 100K	1/19/2022	N/A-reference update	BUL22-015
6.100/Carry-On Baggage	Acceptance - Carry-On Baggage	Added Gold 100K	1/19/2022	N/A-reference update	BUL22-015
6.100/Carry-On Baggage	Accommodating Carry-On Bags	Added Gold 100K	1/19/2022	N/A-reference update	BUL22-015
6.200/Checked Baggage	oneworld Elite Priority Bag Tag/Flag	Added Gold 100K	1/19/2022	N/A-reference update	BUL22-015
6.200/Checked Baggage	Checked Baggage Charges and Waivers	Added Gold 100K	1/19/2022	N/A-reference update	BUL22-015
6.900/Central Baggage Service	Paying Claims	Added reference and link to PNI	1/19/2022	N/A-reference update	BUL22-021
8.600/Acceptance of Other Airline Customers Due to Bankruptcy	Bankruptcy Overview	Added Gold 100K	1/19/2022	N/A-reference update	BUL22-015
9.200/Non-Routine Flight Process	R1 Door Deplaning and Boarding	New topic to allow deplaning and boarding through R1 door in some locations in the state of Alaska under certain circumstances	1/19/2022	Yes	BUL22-008
9.600/AS Flight Process/Boarding	Upgrades to First Class	Added Gold 100K	1/19/2022	N/A-reference update	BUL22-015
9.600/AS Flight Process/Boarding	Boarding Procedures	Added Gold 100K	1/19/2022	N/A-reference update	BUL22-015
9.700/Regional Flight Process/Boarding	Boarding Procedures	Added Gold 100K	1/19/2022	N/A-reference update	BUL22-015

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11.200/Overbooked Flights	Involuntary First Class Downgrade	Added Gold 100K	1/19/2022	N/A-reference update	BUL22-015
12.100/Systemwide Outage Procedures/Domestic U.S. Flights Only	Flight Control - AS	Added Gold 100K	1/19/2022	N/A-reference update	BUL22-015
12.100/Systemwide Outage Procedures/Domestic U.S. Flights Only	Flight Control - QX and OO	Added Gold 100K	1/19/2022	N/A-reference update	BUL22-015
7.400/Portable Oxygen Concentrator	Check-In Agent Duties	Updated seating requirements for customers using a portable oxygen concentrator during their flight	1/12/2022	Yes	BUL22-004
11.300/Weight Restricted Flights	Weight Restricted Flights - Overview	Added link to the Bumping Priority List	1/12/2022	N/A-link update	N/A
6.600/Animals	Animal in Hold (AVIH)	Updated Pet Check Record (TZ-105); added note to contact QX CLP when animal weighs more than 100 lbs. on QX E175 and Q400 aircraft	1/11/2022	Yes	BUL22-002
11.200/Overbooked Flights	Voluntary Compensation	Voluntary compensation for travel to/from Belize	1/3/2022	N/A	N/A
6.500/Firearms	Acceptance	Updated firearm acceptance requirements	12/22/2021	Yes	BUL21-269
23.100/International Check-In	Contact Tracing	Added contact tracing requirements	12/16/2021	Yes	BUL21-263
5.100/Check-In	Same Day Confirmed	Updated service charge waiver applicability for AA <b>oneworld</b> Emerald level elite members	12/13/2021	N/A-no impact on process	BUL21-259
9.200/Non-Routine Flight Process	Cargo in Cabin	Removed topic - Cargo in Cabin program no longer used	12/13/2021	Yes	N/A

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<b>Section/Title</b>	<b>Affected Topic</b>	<b>Summary of Change</b>	<b>Rev. Date</b>	<b>SRA</b>	<b>Bulletin</b>
23.400/International Flight Control	COMAIL to Canada	Updated link to CSM Vol. 5 COMAIL reference	12/13/2021	N/A-link update	N/A
7.200/Service Animals	Service Animal Acceptance	Revised documentation requirements for guests traveling with a service animal	12/3/2021	Yes	BUL21-245
7.200/Service Animals	Missing or Incomplete Service Animal Form	New topic - Procedures for guests traveling with service animal that did not complete the DOT form prior to check-in	12/3/2021	Yes	BUL21-245
7.200/Service Animals	Other Working Service Dogs	New topic - Procedures for checking in guest with a working dog (other than a service animal)	12/3/2021	Yes	BUL21-246
23.100/International Check-In	Lap Infants and Minors	Added documentation for Belize	12/3/2021	Yes	BUL21-255
23.100/International Check-In	APIS Quick Query (AQQ)	Added Belize differences	11/19/2021	N/A-no impact on process	BUL21-251
12.400/International Flight Control	General Declaration	Added Belize differences	11/19/2021	N/A-no impact on process	BUL21-251
5.600/Crewmember and Jumpseat Procedures	Jumpseat Access Control	Clarified AS and QX employee jumpseat procedures	11/17/2021	Yes	BUL21-242
5.600/Crewmember and Jumpseat Procedures	AS Flight Deck Jumpseat	Clarified AS and QX employee jumpseat procedures	11/17/2021	Yes	BUL21-242
5.600/Crewmember and Jumpseat Procedures	QX Flight Deck Jumpseat	Clarified AS and QX employee jumpseat procedures	11/17/2021	Yes	BUL21-242
6.600/Animals	PETC/AVIH Health and Vaccination Requirements	Added reference to Belize	11/17/2021	Yes	BUL21-241

Section/Title	Affected Topic	Summary of Change	Rev. Date	SRA	Bulletin
6.600/Animals	Pet in Cabin (PETC)	Added reference to Belize	11/17/2021	Yes	BUL21-241
6.600/Animals	Animal in Hold (AVIH)	Added reference to Belize	11/17/2021	Yes	BUL21-241
7.200/Service Animals	Service Animal Acceptance	Added reference to Belize	11/17/2021	Yes	BUL21-241
Section 12 - Outage Procedures	300 - JACS Outage Procedures	Updated contact information	11/17/2021	Yes	BUL21-242
23.100/International Check-In	Service Animals to/from Belize, Canada, Costa Rica, and Mexico	Added reference to Belize	11/17/2021	Yes	BUL21-241
23.200/International Baggage	Pets to/from Belize, Canada, Costa Rica, and Mexico	Added reference to Belize	11/17/2021	Yes	BUL21-241
23.400/International Flight Control	International Document Kits	Added reference to Belize	11/17/2021	Yes	N/A
6.200/Checked Baggage	oneworld Elite Priority Bag Tag/Flag	Clarified benefits for passengers in the same PNR as the elite member	11/3/2021	N/A-no impact on process	BUL21-233
8.300/Form of Payment	Credit Cards	Added guidance for handling handwritten audit coupons	11/3/2021	N/A-no impact on process	BUL21-235
13.200/Station Accounting Procedures	Station Summary	Added PCI chain of custody log	11/3/2021	N/A-no impact on process	BUL21-235
13.200/Station Accounting Procedures	Mexico Station Summary	Added PCI chain of custody log	11/3/2021	N/A-no impact on process	BUL21-235
6.900/Central Baggage Service	Paying Claims	Updating with current procedure	10/20/2021	N/A-no impact on process	N/A
10.100/Type and Procedures	Irregular Operations Overview	Added rebooking signage	10/20/2021	Yes	BUL21-211

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<b>Section/Title</b>	<b>Affected Topic</b>	<b>Summary of Change</b>	<b>Rev. Date</b>	<b>SRA</b>	<b>Bulletin</b>
6.100/Carry-On Baggage	Acceptance - Carry-On Baggage	Removed reference to Emotional Support Animal (ESAN)	10/6/2021	Yes	21-001
6.600/Animals	PETC/AVIH Health and Vaccination Requirements	Verbiage and reference alignment	10/6/2021	N/A-no impact on process	N/A
6.600/Animals	Pet In Cabin (PETC)	Verbiage and reference alignment	10/6/2021	N/A-no impact on process	N/A
6.600/Animals	Animal in Hold (AVIH)	Verbiage and reference alignment	10/6/2021	N/A-no impact on process	N/A
Section 15 - Security	900 - International Security Interview	Process updates at ticket counter and boarding	10/6/2021	Yes	BUL21-213
20.300/Dogs and Cats to Hawaii	Dogs and Cats to Hawaii	Verbiage and reference alignment	10/6/2021	N/A-no impact on process	N/A
20.300/Dogs and Cats to/from Hawaii	Gate Agent Duties for Dogs and Cats to Hawaii	Verbiage and reference alignment	10/6/2021	N/A-no impact on process	N/A
6.200/Checked Baggage	Seasonal Baggage Limits	Added JAC baggage limitation and added link to Standby/Volunteer Flag (TZ-156)	9/22/2021	Yes	BUL21-204
6.400/Battery Powered Mobility Aids	Damaged Mobility Aid	Updated damage file and reporting procedures	9/22/2021	N/A-no impact on process	BUL21-205
9.400/Pre-Flight Preparation	Pre-Flight Tasks	Replaced Dasher with link to Operations Reporting SharePoint	9/17/2021	N/A-added reference link	N/A
9.600/AS Flight Process/Boarding	Turn Timeline Definitions and Goals	Replaced Dasher with link to Operations Reporting SharePoint	9/17/2021	N/A-added reference link	N/A
9.700/Regional Flight Process/Boarding	Turn Timeline	Replaced Dasher with link to Operations Reporting SharePoint	9/17/2021	N/A-added reference link	N/A

Section/Title	Affected Topic	Summary of Change	Rev. Date	SRA	Bulletin
20.300/Animals to/from Hawaii	Dogs and Cats to Hawaii	Clarified only AVIH not allowed on Airbus aircraft	9/17/2021	Yes	BUL21-189
22.100/RAC Functions	RAC Functions	Replaced Dasher with link to Operations Reporting SharePoint	9/17/2021	N/A-added reference link	N/A
6.600/Animals	Pet in Cabin (PETC)	Updated PETC allowed on Airbus aircraft	9/1/2021	Yes	BUL21-189
5.500/Non-Revenue	Non-Revenue Confirmed Travel	Added link to Premium Class check-in for non-rev upgrades	8/18/2021	N/A-added reference link	N/A
6.100/Carry-On Baggage	Restricted Carry-On Baggage Items	Updated requirements for cremated human remains as carry-on baggage	8/18/2021	Yes	BUL21-183
6.900/Central Baggage Service	Paying Claims	Added link to CBS claim payment guidelines	8/18/2021	N/A-added reference link	N/A
9.300Aircraft Arrival/Departure - Equipment	Jetbridge Overview	Updated Jetbridge OJT verbiage	8/11/2021	Yes	BUL21-178
9.300Aircraft Arrival/Departure - Equipment	Passenger Boarding Equipment Safety	Updated Jetbridge OJT verbiage	8/11/2021	Yes	BUL21-178
9.300Aircraft Arrival/Departure - Equipment	Jetbridge Operations for 737 and Airbus Aircraft	Updated Jetbridge OJT verbiage	8/11/2021	Yes	BUL21-178
9.300Aircraft Arrival/Departure - Equipment	Jetbridge Operations for Horizon Air E175 and SkyWest ERJ-175 Aircraft	Updated Jetbridge OJT verbiage	8/11/2021	Yes	BUL21-178
9.300Aircraft Arrival/Departure - Equipment	Jetbridge Operations for Q400 Aircraft	Updated Jetbridge OJT verbiage	8/11/2021	Yes	BUL21-178
9.500/Flight Arrival	Aircraft Cabin Doors	Updated Jetbridge OJT verbiage	8/11/2021	Yes	BUL21-178
8.500/Non-Revenue and	Guest Pass Ticketing/Reaccommodation	Updated reaccommodation reference for Guest Pass travelers	8/5/2021	N/A	N/A

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<b>Section/Title</b>	<b>Affected Topic</b>	<b>Summary of Change</b>	<b>Rev. Date</b>	<b>SRA</b>	<b>Bulletin</b>
Reduced Rate Ticketing	on				
9.600/AS Flight Process/Boarding	ONing Process and Lifting Documents	Updated ticket reconciliation procedures	8/5/2021	N/A	BUL21-174
9.600/AS Flight Process/Boarding	Reconciling Not Onboard Customers	Updated ticket reconciliation procedures	8/5/2021	N/A	BUL21-174
6.100/Carry-On Baggage	Accommodating Carry-On Bags	Removed Carry Down Tag procedures	8/3/2021	Yes	BUL21-173
9.400/Pre-Flight Preparation	Pre-Flight Tasks	Removed Carry Down Tag procedures	8/3/2021	Yes	BUL21-173
9.700/Regional Flight Process/Boarding	Monitoring Carry-On Baggage	Removed Carry Down Tag procedures	8/3/2021	Yes	BUL21-173
6.100/Carry-On Baggage	Accommodating Carry-On Bags	Added Carry Down Tag procedures for Horizon Air flights only	7/30/2021	Yes	BUL21-162
6.200/Checked Baggage	Acceptance - Checked Baggage	Clarified old bag tags need to be removed from bag at check-in	7/30/2021	Yes	N/A
9.400/Pre-Flight Preparation	Pre-Flight Tasks	Added Carry Down Tag procedures for Horizon Air flights only	7/30/2021	Yes	BUL21-162
9.700/Regional Flight Process/Boarding	Monitoring Carry-On Baggage	Added Carry Down Tag procedures for Horizon Air flights only	7/30/2021	Yes	BUL21-162
9.700/Regional Flight Process/Boarding	Boarding Procedures	Clarified a Verification Agent is needed when other airlines are also boarding via a shared walkway	7/28/2021	Yes	BUL21-160
10.100/Types and Procedures	Lengthy Tarmac Delays	Added reference to Deplaning Passengers After Boarding	7/28/2021	N/A-updated reference	N/A
2.200/Training Record Keeping	Initial CSA Training	Updated the length of classroom training for ICSA	7/21/2021	N/A-updated reference	N/A

Section/Title	Affected Topic	Summary of Change	Rev. Date	SRA	Bulletin
& Government Oversight					
2.200/Training Record Keeping & Government Oversight	Initial CSA - On the Job Training (OJT)	Updated OJT requirements	7/21/2021	N/A-updated reference	N/A
6.200/Checked Baggage	Checked Baggage Charges and Waivers	Added IDA and RDD to cities where wine flies free	7/8/2021	N/A-no change to process	N/A
20.300/Animals to/from Hawaii	Dogs and Cats to Hawaii	Updated Neighbor Island Inspection Permit form	7/8/2021	N/A-no change to process	BUL21-145
6.600/Animals	PETC/AVIH Health and Vaccination Requirements	Added allowance for digitally signed health certificate to be printed	6/30/2021	N/A-no change to process	N/A
6.200/Checked Baggage	Fish and Game Regulations - Checked Baggage	Updated acceptance of antlers and big game items	6/23/2021	Yes	BUL21-142
6.200/Checked Baggage	Checked Baggage Charges and Waivers	Replaced reference to "EDG" with "Primary Traveler"	6/18/2021	N/A-no change to process	N/A
9.600/AS Flight Processing/Boarding	Customer Service Agent/Flight Attendant Briefing	Updated briefing procedures	6/16/2021	Yes	BUL21-138
6.700/Baggage Service	Expedite	Updated COMAT/COMAIL expectations for items being sent to CBS	6/9/2021	N/A-no change to process	BUL21-133
6.700/Baggage Service	Left on Board Items	Updated COMAT/COMAIL expectations for items being sent to CBS	6/9/2021	N/A-no change to process	BUL21-133
6.700/Baggage Service	Forwarding Items to CBS	Updated COMAT/COMAIL expectations for items being sent to CBS	6/9/2021	N/A-no change to process	BUL21-133
6.800/COMAIL/COMAT	COMAIL Bags	Updated COMAT/COMAIL expectations for items being sent to CBS	6/9/2021	N/A-no change to process	BUL21-133

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<b>Section/Title</b>	<b>Affected Topic</b>	<b>Summary of Change</b>	<b>Rev. Date</b>	<b>SRA</b>	<b>Bulletin</b>
6.800/COMAIL/COMAT	COMAT	Updated COMAT/COMAIL expectations for items being sent to CBS	6/9/2021	N/A-no change to process	BUL21-133
5.100/Check-In	Check-in Cut Off Times	PDX and SLC added to 45 minute check-in exception, and AKN and DLG 60 minute check-in requirement is applicable at all times	6/2/2021	N/A-no change to process	N/A
15.400/Security Checkpoint Sterile Areas	Aircraft Searches	Added reference to Inoperable Seat MELs and clarified when a GSC should be contacted	6/2/2021	N/A-no change to process	N/A
7.100/Nondiscrimination on the Basis of Disability in Air Travel (Part 382)	Wheelchair Self-Assist to the Gate	Added new topic for procedures when a guest's companion fulfills their wheelchair assistance request to the gate	5/26/2021	Yes	BUL21-116
6.100/Carry-On Baggage	Restricted Carry-On Baggage Items	Added procedures for the Battery Removed Flag when a battery is removed from a smart or self-propelled bag placed on the Planeside Cart for Q400 flights	5/12/2021	Yes	BUL21-103
6.200/Checked Baggage	Restricted Items - Checked Baggage	Added procedures for the Battery Removed Flag when a battery is removed from a smart or self-propelled bag placed on the Planeside Cart for Q400 flights	5/12/2021	Yes	BUL21-103
9.400/Pre-Flight Preparation	Pre-Flight Tasks	Updated boarding procedures for Essential Clean Plus	5/12/2021	Yes	BUL21-097
9.400/Pre-Flight Preparation	Essential Clean Plus	Replaced certificate of cleanliness with updated clean aircraft expectations	5/12/2021	Yes	BUL21-097
9.600/AS Flight Process/Boarding	Initial Boarding	Expanded procedures for responding to the pre-boarding question to Flight Attendants about cabin cleanliness and safe temperature	5/12/2021	Yes	BUL21-097
9.600/AS Flight Process/Boarding	Boarding Procedures	Added reference to Initial Boarding procedures and to boarding oneworld	5/12/2021	Yes	BUL21-097

Section/Title	Affected Topic	Summary of Change	Rev. Date	SRA	Bulletin
g		elite customers			
9.600/AS Flight Process/Boarding	Final Flight Paperwork and Door Closing Procedures	Removed reference to certificate of cleanliness	5/12/2021	Yes	BUL21-097
9.700/Regional Flight Process/Boarding	Initial Boarding	Added new topic; procedures for responding to the pre-boarding question to Flight Attendants about cabin cleanliness and safe temperature	5/12/2021	Yes	BUL21-097
9.700/Regional Flight Process/Boarding	Boarding Procedures	Added reference to Initial Boarding procedures and to boarding <b>oneworld</b> elite customers	5/12/2021	Yes	BUL21-097
9.700/Regional Flight Process/Boarding	Monitoring Carry-On Baggage	Updated requirements for monitoring bags placed on the Planeside Cart at Q400 flights	5/12/2021	Yes	BUL21-102
9.700/Regional Flight Process/Boarding	Clearing Horizon Air E175 and Q400 Flights	Removed reference to certificate of cleanliness	5/12/2021	Yes	BUL21-097
9.700/Regional Flight Process/Boarding	Clearing SkyWest ERJ 175 Flights	Removed reference to certificate of cleanliness	5/12/2021	Yes	BUL21-097
5.100/Check-In	Premium Class Check-In	Added reference to American Airlines Elite	5/5/2021	N/A-no change to process	BUL21-100
6.100/Carry-On Baggage	Prohibited Carry-On Baggage Items	Clarified non-acceptance of battery-operated boards and other self-balancing devices	5/5/2021	N/A-no change to process	BUL21-099
6.200/Checked Baggage	Prohibited Items - Checked Baggage	Clarified non-acceptance of battery-operated boards and other self-balancing devices	5/5/2021	N/A-no change to process	BUL21-099
4.200/Customer Service Agent Task Definitions	Documenting Exceptions	Removed references to change fees	5/1/2021	N/A-no change to process	BUL21-087

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<b>Section/Title</b>	<b>Affected Topic</b>	<b>Summary of Change</b>	<b>Rev. Date</b>	<b>SRA</b>	<b>Bulletin</b>
5.100/Check-In	Codeshare	Removed reference to Delta as a codeshare partner, and reference to comfort animal	5/1/20 21	N/A-no change to process	BUL21-001
5.100/Check-In	Missed Flight Options	Removed references to change fees	5/1/20 21	N/A-no change to process	BUL21-087
5.200/Passenger Type	Junior Jetsetters/Teen Assist	Removed references to change fees	5/1/20 21	N/A-no change to process	BUL21-087
5.200/Passenger Type	Second Seat (Customer of Size)	Removed references to change fees	5/1/20 21	N/A-no change to process	BUL21-087
5.400/Standby Check-In	Alternate Flight Same Day	Removed references to change fees	5/1/20 21	N/A-no change to process	BUL21-087
8.100/Booking	No Show Customer	Removed references to change fees	5/1/20 21	N/A-no change to process	BUL21-087
8.200/Ticketing	OAL Customer and Space	Removed references to change fees	5/1/20 21	N/A-no change to process	BUL21-087
8.200/Ticketing	Express Ticketing	Removed references to change fees	5/1/20 21	N/A-no change to process	BUL21-087
8.200/Ticketing	Handwrite Tickets	Removed references to change fees	5/1/20 21	N/A-no change to process	BUL21-087
8.400/Refunds	Exchanges	Removed references to change fees	5/1/20 21	N/A-no change to process	BUL21-087
8.400/Refunds	Revalidation	Removed references to change fees	5/1/20 21	N/A-no change to process	BUL21-087
8.400/Refunds	Compassion Refund	Removed references to change fees	5/1/20 21	N/A-no change to process	BUL21-087
10.100/Types and Procedures	Irregular Operations Overview	Removed references to change fees	5/1/20 21	N/A-no change to process	BUL21-087

Section/Title	Affected Topic	Summary of Change	Rev. Date	SRA	Bulletin
10.100/Types and Procedures	Reaccommodating Customers	Removed references to change fees	5/1/2021	N/A-no change to process	BUL21-087
18.300/Irregular Operations	Weather	Removed references to change fees	5/1/2021	N/A-no change to process	BUL21-087
20.300/Animals to/from Hawaii	Service/Guide Dogs to Hawaii	Removed references to change fees	5/1/2021	N/A-no change to process	BUL21-087
23.300/International Ticketing	International Exchanges	Removed references to change fees	5/1/2021	N/A-no change to process	BUL21-087
5.100/Check-In	Upgrade Check-In	Updated the one way cost of Paid Upgrades for some trips	4/28/2021	N/A-no change to process	N/A
6.600/Animals	Animal in Hold (AVIH)	Updated kennel size allowed on SkyWest ERJ-175 aircraft	4/21/2021	Yes	BUL21-090
6.700/Baggage Service	Delayed	Updated interim expenses allowed for baggage delayed due to weather, ATC, and other extraordinary situations	4/21/2021	N/A-no change to process	BUL21-089
6.200/Checked Baggage	Sporting Equipment	Baggage item length limitation for Airbus aircraft	4/14/2021	Yes	BUL21-083
5.500/Non-Revenue	Non-Revenue Travel - Other Special Services	Removed reference to emotional support animals	4/13/2021	Yes	BUL21-001
6.200/Checked Baggage	Baggage Liability	Baggage liability limit increase	4/13/2021	N/A-no change to process	BUL21-075
6.700/Baggage Service	Delayed	Baggage liability limit increase	4/13/2021	N/A-no change to process	BUL21-075
11.200/Overbooked Flights	Involuntary Denied Boarding	Denied boarding compensation revision	4/13/2021	N/A-no change to process	BUL21-075
20.300/Animals to/from Hawaii	Animals from Hawaii	Removed reference to emotional support animals	4/13/2021	Yes	BUL21-001

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<b>Section/Title</b>	<b>Affected Topic</b>	<b>Summary of Change</b>	<b>Rev. Date</b>	<b>SRA</b>	<b>Bulletin</b>
23.200/International Baggage	Pets to/from Canada, Costa Rica, or Mexico	Pet limitation for guest traveling with animals from Mexico	4/13/2021	Yes	BUL21-084
23.700/Denied Boarding	Overbooked Flights - Involuntary Compensation	Denied boarding compensation revision	4/13/2021	N/A-no change to process	BUL21-075
11.200/Overbooked Flights	Involuntary First Class Downgrade	Added AA elite levels to the involuntary first class downgrade priority list	4/7/2021	Yes	BUL21-076
5.100/Check-In	Same Day Confirmed	Added oneworld elite levels and fare classes	3/31/2021	Yes	BUL21-044, 21-055, 21-064
5.100/Check-In	Upgrade Check-In	Added oneworld elite levels, fare classes, and upgrades	3/31/2021	Yes	BUL21-044, 21-055, 21-064
5.200/Passenger Type	Junior Jetsetters/Teen Assist	Added oneworld elite levels	3/31/2021	Yes	BUL21-044, 21-055, 21-064
5.400/Standby Check-in	Alternate Flight Same Day	Added oneworld elite levels and standby codes	3/31/2021	Yes	BUL21-064
5.500/Non-Revenue	Non-Revenue Confirmed Travel	Revised class of service for Positive Space employee travel	3/31/2021	Yes	BUL21-044
6.200/Checked Baggage	Bag Tags - Checked Baggage	Added reference to priority bag tag/flag procedures	3/31/2021	Yes	BUL21-058
6.200/Checked Baggage	oneworld Elite Priority Bag Tag/Flag	Added new topic for priority bag tag/flag procedures	3/31/2021	Yes	BUL21-058
6.200/Checked Baggage	Checked Baggage Charges and Waivers	Added charges and waivers for oneworld elite	3/31/2021	Yes	BUL21-059 BUL21-071
6.200/Checked Baggage	Seasonal Baggage Limits	Removed old date references	3/31/2021	Yes	N/A

Section/Title	Affected Topic	Summary of Change	Rev. Date	SRA	Bulletin
6.700/Baggage Service	Baggage Records	Added procedures for baggage files for oneworld guests	3/31/2021	Yes	N/A
8.100/Booking	Waitlist Processing	Updated fare class references	3/31/2021	Yes	BUL21-044
8.500/Non-Revenue and Reduced Rate Ticketing	Industry Ticketing	Updated fare class references	3/31/2021	Yes	BUL21-044
9.600/AS Flight Process/Boarding	Upgrades to First Class	Updated fare class reference	3/31/2021	Yes	BUL21-044
10.100/Irregular Operations	Irregular Operation Overview	Added reference to oWL Desk to assist with oneworld guests	3/31/2021	Yes	BUL21-063
10.100/Irregular Operations	Reaccommodating Customers	Added reference to oWL Desk to assist with oneworld guests	3/31/2021	Yes	BUL21-063
11.200/Overbooked Flights	Involuntary First Class Downgrade	Updated fare class reference	3/31/2021	Yes	BUL21-044
18.100/Boarding Announcements	737 and Airbus Aircraft - Single Door	Updated boarding announcement for oneworld guests	3/31/2021	Yes	BUL21-062
18.100/Boarding Announcements	737 and Airbus Aircraft - Dual Door	Updated boarding announcement for oneworld guests	3/31/2021	Yes	BUL21-062
18.100/Boarding Announcements	737 and Airbus Aircraft - to/from Hawaii	Updated boarding announcement for oneworld guests	3/31/2021	Yes	BUL21-062
18.100/Boarding Announcements	Q400 Aircraft - Dual Door	Updated boarding announcement for oneworld guests	3/31/2021	Yes	BUL21-062
18.100/Boarding Announcements	Q400 Aircraft - Single Door	Updated boarding announcement for oneworld guests	3/31/2021	Yes	BUL21-062
18.100/Boarding Announcements	Horizon Air E175 Aircraft - Dual Door	Updated boarding announcement for oneworld guests	3/31/2021	Yes	BUL21-062
18.100/Boarding Announcements	E175/ERJ 175 Aircraft - Single Door	Updated boarding announcement for oneworld guests	3/31/2021	Yes	BUL21-062
18.100/Boarding Announcements	Anuncios Estandar de Abordaje de Aeronaves	Updated boarding announcement for oneworld guests	3/31/2021	Yes	BUL21-062

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<b>Section/Title</b>	<b>Affected Topic</b>	<b>Summary of Change</b>	<b>Rev. Date</b>	<b>SRA</b>	<b>Bulletin</b>
	737 y Airbus				
9.700/Regional Flight Process/Boarding	Clearing SkyWest ERJ-175 Flights	Updated flight clearing procedures for OO flights	3/10/2021	N/A-no impact on process	BUL21-061
9.700/Regional Flight Process/Boarding	Turn Timeline	Updated D-15 boarding to 85% complete	3/3/2021	N/A-no impact on process	N/A
7.200/Service Animals	Emotional Support Animals	Topic deleted-emotional support animals no longer acceptable after 2/28/21	3/1/2021	Yes	BUL21-001
7.200/Service Animals	Missing or Incomplete Emotional Support Animals Forms	Topic deleted-emotional support animals no longer acceptable after 2/28/21	3/1/2021	Yes	BUL21-001
8.200/Ticketing	Handwrite Tickets	Updated link for Handwrites eTool	2/19/2021	N/A-reference update	N/A
6.900/Central Baggage Service	Mobility Claims	Added CBS claims policies and procedures	2/18/2021	Yes	BUL21-047
6.900/Central Baggage Service	Onboard Spills	Added CBS claims policies and procedures	2/18/2021	Yes	BUL21-047
6.900/Central Baggage Service	Missing Content and Pilferage Files	Added CBS claims policies and procedures	2/18/2021	Yes	BUL21-047
6.900/Central Baggage Service	Inventorying	Added CBS task policies and procedures	2/18/2021	Yes	BUL21-047
6.900/Central Baggage Service	Salvaging	Added CBS task policies and procedures	2/18/2021	Yes	BUL21-047
6.900/Central Baggage Service	Working Mail	Added CBS task policies and procedures	2/18/2021	Yes	BUL21-047

Section/Title	Affected Topic	Summary of Change	Rev. Date	SRA	Bulletin
6.900/Central Baggage Service	Interim Expenses	Added CBS payment policies and procedures	2/18/2021	Yes	BUL21-047
6.900/Central Baggage Service	Paying Claims	Added CBS payment policies and procedures	2/18/2021	Yes	BUL21-047
6.900/Central Baggage Service	Vendor Billing	Added CBS payment policies and procedures	2/18/2021	Yes	BUL21-047
6.900/Central Baggage Service	Batching Checks	Added CBS payment policies and procedures	2/18/2021	Yes	BUL21-047
2.200/Training Record Keeping and Government Oversight	Initial CSA Training	Revised title of training from "ICSA" to "Initial CSA"	2/10/2021	N/A-reference update	BUL21-040
2.200/Training Record Keeping and Government Oversight	Initial CSA-On the Job Training (OJT)	Revised title of training from "ICSA" to "Initial CSA"	2/10/2021	N/A-reference update	BUL21-040
5.200/Passenger Type	Junior Jetsetters/Teen Assist	Added birthdate verification question for Junior Jetsetter travel	2/10/2021	Yes	BUL21-033
18.200/Miscellaneous Announcements	Paging	Revised "Mr./Mrs." to "First name/Last name"	2/5/2021	N/A-reference update	N/A
18.200/Miscellaneous Announcements	Ticket Counter Baggage Recap	Revised "Mr./Mrs." to "First name/Last name"	2/5/2021	N/A-reference update	N/A
18.200/Miscellaneous Announcements	Gate Recap	Revised "Mr./Mrs." to "First name/Last name"	2/5/2021	N/A-reference update	N/A
18.200/Miscellaneous Announcements	Million Mile Flyer Recognition	Revised "Mr./Mrs." to "First name/Last name" and updated announcement	2/5/2021	N/A-reference update	N/A

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<b>Section/Title</b>	<b>Affected Topic</b>	<b>Summary of Change</b>	<b>Rev. Date</b>	<b>SRA</b>	<b>Bulletin</b>
18.200/Miscellaneous Announcements	Airbus Aircraft - Upgrades	Topic deleted - announcement no longer applicable	2/5/2021	N/A-reference update	N/A
18.200/Miscellaneous Announcements	Mileage Plan Enrollment	Topic deleted - announcement no longer applicable	2/5/2021	N/A-reference update	N/A
18.200/Miscellaneous Announcements	Carry-On Baggage	Updated announcement	2/5/2021	N/A-reference update	N/A
18.300/Irregular Operations	Automated Meal Vouchers	Revised "Mr./Mrs." to "First name/Last name"	2/5/2021	N/A-reference update	N/A
9.200/Non-Routine Flight Process	Inoperable Seat - MEL	Updated procedures for unavailable MAX-9 life vest	1/24/2021	N/A-reference update	BUL21-026
9.400/Pre-Flight Preparation	737 MAX-9 Missing/Damaged Life Vest	Updated procedures for unavailable MAX-9 life vest	1/24/2021	N/A-reference update	BUL21-026
5.100/Check-In	Baggage Acceptance	Updated baggage acceptance for AKN and DLG, and updated baggage connection time limitation	1/21/2021	N/A-reference update	N/A
4.100/Customer Service Agent Standards	Licensing and Identification Requirements	Revised interface reference from System Regulations to People Policies	1/11/2021	N/A-reference update	N/A
4.400/Uniform Standards	Uniform Ordering Procedures	Updated points for business partner uniform ordering	1/11/2021	N/A-reference update	N/A
5.500/Non-Revenue	Non-Revenue Space Available Check-In	Revised interface reference from System Regulations to Employee Travel Policies	1/11/2021	N/A-reference update	N/A
5.500/Non-Revenue	Non-Revenue Confirmed Travel	Revised interface reference from System Regulations to Employee Travel Policies	1/11/2021	N/A-reference update	N/A
5.500/Non-Revenue	Non-Revenue Charges and Waivers	Revised interface reference from System Regulations to Employee Travel Policies	1/11/2021	N/A-reference update	N/A

Section/Title	Affected Topic	Summary of Change	Rev. Date	SRA	Bulletin
5.500/Non-Revenue	Non-Revenue Minors Traveling Alone	Revised interface reference from System Regulations to Employee Travel Policies	1/11/2021	N/A-reference update	N/A
5.500/Non-Revenue	Non-Revenue Travel - Other Special Services	Revised interface reference from System Regulations to Employee Travel Policies	1/11/2021	N/A-reference update	N/A
6.600/Animals	PETC/AVIH Health and Vaccination Requirements	Removed reference to Emotional Support Animals	1/11/2021	Yes	BUL21-001
7.200/Service Animals	Service Animal Acceptance	Updated acceptance procedures for service dogs	1/11/2021	Yes	BUL21-001
7.200/Service Animals	Emotional Support Animals	Emotional support animals no longer accepted after 2/28/2021	1/11/2021	Yes	BUL21-001
7.200/Service Animals	Missing or Incomplete Emotional Support Animal Forms	Emotional support animals no longer accepted after 2/28/2021	1/11/2021	Yes	BUL21-001
8.500 Non-Revenue and Reduced Rate Ticketing	Industry Ticketing	Revised interface reference from System Regulations to Employee Travel Policies	1/11/2021	N/A-reference update	N/A
8.500 Non-Revenue and Reduced Rate Ticketing	Counter to Counter Program Agreements	Revised interface reference from System Regulations to Employee Travel Policies	1/11/2021	N/A-reference update	N/A
20.300/Animals to/from Hawaii	Service/Guide Dogs to Hawaii	Removed references to Emotional Support Animals	1/11/2021	Yes	BUL21-001
23.100/International Check-In	Service Animals to Canada, Costa Rica, and Mexico	Removed references to Emotional Support Animals	1/11/2021	Yes	BUL21-001
9.600/AS Flight Process/Boarding	Thru Passenger Verification	Added reference to intermediate stops in a non-U.S. location	11/16/2020	Yes	BUL20-242
9.700/Regional Flight Process Boarding	Thru Passenger Verification	Added reference to intermediate stops in a non-U.S. location	11/16/2020	Yes	BUL20-242

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<b>Section/Title</b>	<b>Affected Topic</b>	<b>Summary of Change</b>	<b>Rev. Date</b>	<b>SRA</b>	<b>Bulletin</b>
15.300/Baggage /Accessible Property	Positive Passenger Bag Match (PPBM)	Added reference to intermediate stops in a non-U.S. location	11/16/2020	Yes	BUL20-242
15.400/Security Checkpoint Sterile Area	Aircraft Searches	Added references to intermediate stops in a non-U.S. location	11/16/2020	Yes	BUL20-242
23.400/International Flight Control	Thru Passenger Verification - International	New topic for thru passenger verification in a non-U.S. location	11/16/2020	Yes	BUL20-242
9.700/Regional Flight Process/Boarding	Boarding Procedures	Added caution regarding E175 cabin door vent flap	11/4/2020	Yes	BUL20-237
19.100/Alaska Airlines Aircraft Types	Airbus A319 Legacy VX Interior	Deleted topic - interior no longer applicable	11/4/2020	Yes	N/A
19.100/Alaska Airlines Aircraft Types	Airbus A319 Renumbered Interior	Added overhead bin dimensions and moveable armrest information	11/4/2020	Yes	N/A
19.100/Alaska Airlines Aircraft Types	Airbus A319 Retrofit Interior	Added overhead bin dimensions	11/4/2020	Yes	N/A
19.100/Alaska Airlines Aircraft Types	Airbus A320 and A320SE (3SE) Legacy VX Interior	Deleted topic - interior no longer applicable	11/4/2020	Yes	N/A
19.100/Alaska Airlines Aircraft Types	Airbus A320 and A320SE (3SE) Renumbered Interior	Added overhead bin dimensions and moveable armrest information	11/4/2020	Yes	N/A
19.100/Alaska Airlines Aircraft Types	Airbus A320 and A320SE (3SE) Retrofit Interior	Added overhead bin dimensions	11/4/2020	Yes	N/A
19.100/Alaska Airlines Aircraft Types	Airbus A320B (32B) Legacy VX Interior	Deleted topic - interior no longer applicable	11/4/2020	Yes	N/A

Section/Title	Affected Topic	Summary of Change	Rev. Date	SRA	Bulletin
19.100/Alaska Airlines Aircraft Types	Airbus A320B (32B) Renumbered Interior	Added overhead bin dimensions and moveable armrest information	11/4/2020	Yes	N/A
19.100/Alaska Airlines Aircraft Types	Airbus A320B (32B) Retrofit Interior	Added overhead bin dimensions	11/4/2020	Yes	N/A
19.100/Alaska Airlines Aircraft Types	Airbus A321 Legacy VX Interior	Deleted topic - interior no longer applicable	11/4/2020	Yes	N/A
19.100/Alaska Airlines Aircraft Types	Airbus A321 Renumbered Interior	Added overhead bin dimensions and moveable armrest information	11/4/2020	Yes	N/A
19.100/Alaska Airlines Aircraft Types	Airbus A321 Retrofit Interior	Added overhead bin dimensions and moveable armrest information	11/4/2020	Yes	N/A
6.100/Carry-On Baggage	Acceptance - Carry-On Baggage	Added requirement to assess the applicable excess/oversize baggage fee at the gate	10/21/2020	Yes	BUL20-232
6.700/Baggage Service	Left on Board Items	Updated LOB procedures	10/21/2020	Yes	BUL20-228
6.700/Baggage Service	Sending Items to CBS	New topic - added instructions for forwarding LOB items to CBS	10/21/2020	Yes	BUL20-228
6.900Central Baggage Service	Left on Board (LOB) for CBS	New topic - procedures for processing LOB items for CBS agents	10/21/2020	Yes	BUL20-228
6.100/Carry-On Baggage	Accommodating Carry-On Bags	Added Claim at Gate used for mobility devices; removed references to CRJ aircraft	10/20/2020	Yes	BUL20-220
9.300/Aircraft Arrival/Departure - Equipment	Passenger Boarding Equipment Safety	Removed note regarding CRJ-700 aircraft	10/5/2020	N/A-no impact on process	N/A
6.700/Baggage Service	Central Baggage Service (CBS)	Revised title of "Statement of Loss" to "Statement of Mishandling"	9/14/2020	N/A-reference update	N/A

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<b>Section/Title</b>	<b>Affected Topic</b>	<b>Summary of Change</b>	<b>Rev. Date</b>	<b>SRA</b>	<b>Bulletin</b>
4.200/Customer Service Agent Task Definitions	Baggage Service	Updated baggage service tasks	8/18/2020	N/A-no impact on process	BUL20-192
6.700/Baggage Service	Baggage Records	Renamed page from "Claims" to Baggage Records; replaced the term "claim" with "file," and updated other baggage terms and verbiage	8/18/2020	N/A-no impact on process	BUL20-192
6.700/Baggage Service	Delayed	Updated baggage terms and verbiage	8/18/2020	N/A-no impact on process	BUL20-192
6.700/Baggage Service	Damaged Baggage	Updated baggage terms and verbiage	8/18/2020	N/A-no impact on process	BUL20-192
6.700/Baggage Service	Missing Contents/Pilferage	Updated baggage terms and verbiage	8/18/2020	N/A-no impact on process	BUL20-192
6.700/Baggage Service	On-Hand Baggage	Updated baggage terms and verbiage	8/18/2020	N/A-no impact on process	BUL20-192
6.700/Baggage Service	Expedite	Updated baggage terms and verbiage	8/18/2020	N/A-no impact on process	BUL20-192
6.700/Baggage Service	Delivery	Updated baggage terms and verbiage	8/18/2020	N/A-no impact on process	BUL20-192
6.700/Baggage Service	Coding and Closing	Updated baggage terms, verbiage, and bag codes	8/18/2020	N/A-no impact on process	BUL20-192
6.700/Baggage Service	Central Baggage Service	Updated baggage terms and verbiage	8/18/2020	N/A-no impact on process	BUL20-192
6.700/Baggage Service	Non-Revenue Baggage	Updated baggage terms and verbiage	8/18/2020	N/A-no impact on process	BUL20-192
5.500/Non-Revenue	Non-Revenue Minors Traveling Alone	Added clarification unaccompanied minors cannot use Guest Pass to travel internationally	8/14/2020	N/A-no impact on process	N/A

Section/Title	Affected Topic	Summary of Change	Rev. Date	SRA	Bulletin
5.300/Armed Individuals and Escorts	Escorts/Detainees	Reformat of content for clarification (no procedure change)	8/12/2020	N/A-no impact on process	N/A
5.300/Armed Individuals and Escorts	Transport of High/Low Risk Prisoners	Reformat of content for clarification (no procedure change); removed references to detainees	8/12/2020	N/A-no impact on process	N/A
6.200/Checked Baggage	Seasonal Baggage Limits	Added seasonal baggage limit for BIL, BZN, FCA and SUN	8/12/2020	Yes	BUL20-191
5.200/Passenger Type	Junior Jetsetters/Teen Assist	Added references to non-rev policies	8/7/2020	N/A-no impact on process	N/A
5.500/Non-Revenue	Non-Revenue Minors Traveling Alone	Added clarification for dependents of McGee employee	8/7/2020	N/A-no impact on process	N/A
5.800/CSA Mobile Device	CSA Mobile Device Overview	Updated references for Mobile Device care and security	8/7/2020	N/A-no impact on process	N/A
5.800/CSA Mobile Device	Shared CSA Mobile Device Overview	Updated references for Mobile Device care and security	8/7/2020	N/A-no impact on process	N/A
5.800/CSA Mobile Device	CSA Mobile Device Stands	Added new topic	8/7/2020	N/A-no impact on process	N/A
5.600/Crewmember and Jumpseat Procedures	AS Flight Deck Jumpseat	Updated procedures for flight deck jumpseat access for Department of Defense and other regulatory agencies	8/5/2020	Yes	BUL20-181
5.600/Crewmember and Jumpseat Procedures	QX Flight Deck Jumpseat	Updated procedures for flight deck jumpseat access for Department of Defense and other regulatory agencies	8/5/2020	Yes	BUL20-181
15.200/Security Programs	Secure Flight AAG	Removed reference to VID, and updated procedures to resolve an inhibited BPPR	8/5/2020	N/A-no impact on process	N/A
5.100/Check-In	Same Day Confirmed	Removed references to Bag Drop Application (BDA)	8/4/2020	Yes	BUL20-174

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<b>Section/Title</b>	<b>Affected Topic</b>	<b>Summary of Change</b>	<b>Rev. Date</b>	<b>SRA</b>	<b>Bulletin</b>
5.700/Self-Service Check-In	Self Tag Express	Removed references to Bag Drop Application (BDA)	8/4/2020	Yes	BUL20-174
4.200/Customer Service Agent Task Definitions	Boarding Procedures	Updated to include Essential Clean+ procedures	8/1/2020	Yes	BUL20-172
9.400/Pre-Flight Preparation	Pre-Flight Tasks	Updated to include Essential Clean+ procedures	8/1/2020	Yes	BUL20-172
9.400/Pre-Flight Preparation	Certificate of Cleanliness	New topic to include Essential Clean+ procedures	8/1/2020	Yes	BUL20-172
9.600/AS Flight Process/Boarding	Initial Boarding	Updated to include Essential Clean+ procedures	8/1/2020	Yes	BUL20-172
9.600/AS Flight Process/Boarding	Boarding Procedures	Updated to include Essential Clean+ procedures	8/1/2020	Yes	BUL20-172
9.600/AS Flight Process/Boarding	Final Flight Paperwork and Door Closing Procedures	Updated to include Essential Clean+ procedures	8/1/2020	Yes	BUL20-172
9.700/Regional Flight Process/Boarding	Boarding Procedures	Updated to include Essential Clean+ procedures	8/1/2020	Yes	BUL20-172
9.700/Regional Flight Process/Boarding	Clearing Horizon Air E175 and Q400 Flights	Updated to include Essential Clean+ procedures	8/1/2020	Yes	BUL20-172
9.700/Regional Flight Process/Boarding	Clearing SkyWest ERJ 175 Flights	Updated to include Essential Clean+ procedures	8/1/2020	Yes	BUL20-172
6.600/Animals	PETC/AVIH Health and Vaccination Requirements	Added CDB and UNK to exception for health certificates	7/29/2020	Yes	BUL20-171
23.200/International Baggage	Pets to/from Canada, Costa Rica or Mexico	Replaced reference to PetStreak product with PetConnect	7/29/2020	N/A-no impact on process	N/A

Section/Title	Affected Topic	Summary of Change	Rev. Date	SRA	Bulletin
5.200/Passenger Type	Lap Infants and Children	Clarified child age, and moved content regarding child restraint systems to new topic	7/15/2020	N/A-no impact on process	N/A
5.200/Passenger Type	Child Restraint Systems (CRS)	New topic to define procedures for child restraint systems	7/15/2020	N/A-no impact on process	N/A
9.300/Aircraft Arrival/Departure - Equipment	Jetbridge Operations for Horizon Air E175 and SkyWest ERJ-175 Aircraft	Added QX E175 dual door boarding	7/8/2020	Yes	BUL20-148
9.700/Regional Flight Process/Boarding	Boarding Procedures	Added QX E175 dual door boarding	7/8/2020	Yes	BUL20-148
18.100/Boarding Announcements	Horizon Air E175 Aircraft - Dual Door	New topic for QX E175 dual door boarding	7/8/2020	Yes	BUL20-148
4.200/Customer Service Agent Task Definitions	Check-In Elements	Added reference to CTA regulations for persons with disabilities	6/29/2020	Yes	BUL20-147
5.200/Passenger Type	Allergies	Added reference to CTA regulations for persons with disabilities	6/29/2020	Yes	BUL20-147
5.700/Self-Service Check-In Overview	Self-Service Check-In Overview	Added reference to CTA regulations for persons with disabilities	6/29/2020	Yes	BUL20-147
6.400/Battery Powered Mobility Aids	Acceptance, Preparation, and Loading - Battery Powered Mobility Aids	Added reference to CTA regulations for persons with disabilities and guidance for handling mobility aids that cannot be safely transported	6/29/2020	Yes	BUL20-147
7.100/Nondiscrimination on the Basis of Disability in Air Travel (Part 382)	14 CFR Part 382 Overview	Added reference to CTA regulations for persons with disabilities and updated folding/collapsible wheelchair allowance	6/29/2020	Yes	BUL20-147
7.100/Nondiscrimination on the Basis of Disability in Air	Safety Assistants	Added reference to CTA regulations for persons with disabilities and guidance for safety assistants	6/29/2020	Yes	BUL20-147

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<b>Section/Title</b>	<b>Affected Topic</b>	<b>Summary of Change</b>	<b>Rev. Date</b>	<b>SRA</b>	<b>Bulletin</b>
Travel (Part 382)					
7.100/Nondiscrimination on the Basis of Disability in Air Travel (Part 382)	Wheelchair Assistance	Added reference to CTA regulations for persons with disabilities and guidance for handling mobility aids that cannot be safely transported	6/29/2020	Yes	BUL20-147
7.100/Nondiscrimination on the Basis of Disability in Air Travel (Part 382)	Medical Certificate	Added AS-dedicated number for MedLink	6/29/2020	Yes	BUL20-147
7.200/Services Animals	Service Animal Acceptance	Added guidance for non-revenue and junior jetsetters/teen assist customers traveling with an emotional support animal	6/29/2020	Yes	BUL20-147
7.200/Service Animals	Emotional Support Animals	Added guidance for non-revenue and junior jetsetters/teen assist customers traveling with an emotional support animal	6/29/2020	Yes	BUL20-147
23.100/International Check-In	Service/Emotional Support Animals to Canada, Costa Rica or Mexico	Added guidance for accommodating large animals	6/29/2020	Yes	BUL20-147
23.200/International Baggage	Baggage Liability - International	Added exception to Montreal and Warsaw Conventions for mobility aids and devices	6/29/2020	Yes	BUL20-147
23.200/International Baggage	Damaged Baggage	Added exception to Montreal and Warsaw Conventions for mobility aids and devices	6/29/2020	Yes	BUL20-147
6.600/Animals	Pet in Cabin (PETC)	Added reference to health and vaccination requirements for puppies and kittens	6/23/2020	NA-no impact on process or procedure	BUL20-145
6.600/Animals	Animal in Hold (AVIH)	Added reference to health and vaccination requirements for puppies	6/23/2020	NA-no impact on	BUL20-145

Section/Title	Affected Topic	Summary of Change	Rev. Date	SRA	Bulletin
		and kittens		process or procedure	
5.600/Crewmember and Jumpseat Procedures	QX Flight Attendant Initial Operating Experience (IOE)	Updated responsibility for crew listing to Inflight Training	6/10/2020	NA-reference update	N/A
9.200.Non-Routine Flight Process	Cargo in Cabin	Added new topic for flights carrying cargo in the passenger cabin	5/27/2020	Yes	BUL20-128
6.400/Battery Powered Mobility Aids	Damaged Mobility Aid	Updated procedure for claims on manual folding wheelchairs stowed onboard 737 or Airbus aircraft	5/20/2020	Yes	BUL20-115 BUL20-116
7.100/Nondiscrimination on the Basis of Disability in Air Travel (Part 382)	Wheelchair Assistance	Updated onboard wheelchair stowage procedures for 737 and Airbus; updated documentation for Q400 and E175	5/20/2020	Yes	BUL20-115 BUL20-116
7.100/Nondiscrimination on the Basis of Disability in Air Travel (Part 382)	Collapsible Manual Wheelchair Closet Stowage	Deleted topic, all 737 aircraft can now accommodate manual folding wheelchairs onboard	5/20/2020	Yes	BUL20-115 BUL20-116
5.600/Crewmember and Jumpseat Procedures	QX Flight Deck Jumpseat	Updates to QX jumpseat priority and commuter policies	5/13/2020	Yes	BUL20-101
5.100/Check-In	Emergency Exit Row	Added link to Emergency Exit Row Seating Criteria Card (TZ-90)	5/8/2020	N/A-reference update	N/A
15.700/Canada	Checked Baggage	Added bags do not need to be re-screened prior to transport if customer separated from their baggage on flights from Canada	5/6/2020	Yes	BUL20-099

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<b>Section/Title</b>	<b>Affected Topic</b>	<b>Summary of Change</b>	<b>Rev. Date</b>	<b>SRA</b>	<b>Bulletin</b>
18.100/Boarding Announcements	737 and Airbus Aircraft - Single Door	Removed pre-boarding announcement regarding inflight entertainment (downloading Gogo app)	4/29/2020	N/A-reference update	N/A
18.100/Boarding Announcements	737 and Airbus Aircraft - Dual Door	Removed pre-boarding announcement regarding inflight entertainment (downloading Gogo app)	4/29/2020	N/A-reference update	N/A
18.100/Boarding Announcements	737 and Airbus Aircraft - to/from Hawaii	Removed pre-boarding announcement regarding inflight entertainment (downloading Gogo app)	4/29/2020	N/A-reference update	N/A
18.100/Boarding Announcements	E175/ERJ 175 Aircraft - Single Door	Removed pre-boarding announcement regarding inflight entertainment (downloading Gogo app)	4/29/2020	N/A-reference update	N/A
18.100/Boarding Announcements	Anuncios Estandar de Abordaje de Aeronaves 737 y Airbus	Removed pre-boarding announcement regarding inflight entertainment (downloading Gogo app)	4/29/2020	N/A-reference update	N/A
Where applicable	All applicable topics	Replaced "Central Reservations Control" and "CRC" with "Network Operations Support" and "NOS"	4/21/2020	N/A-reference update	N/A
6.700/Baggage Service	Baggage Service Overview	Updated sample phone message with reference to CBS hours on <a href="http://alaskaair.com">alaskaair.com</a>	4/21/2020	N/A-reference update	BUL20-085
6.700/Baggage Service	Central Baggage Service	Updated CBS hours of operations with link to <a href="http://alaskaair.com">alaskaair.com</a>	4/21/2020	N/A-reference update	BUL20-085
9.400/Pre-Flight Preparation	Crewmember Verification	Removed reference to AS Crewmember Verification Web Service	4/21/2020	N/A-reference update	BUL20-086
12.100/Systemwide Outage Procedures (Domestic U.S. Only)	Flight Control - AS	Removed reference to AS Crewmember Verification Web Service	4/21/2020	N/A-reference update	BUL20-086

Section/Title	Affected Topic	Summary of Change	Rev. Date	SRA	Bulletin
15.400/Security Checkpoint Sterile Area	Security Pass	Clarification and correction in security pass procedures	4/21/2020	N/A-reference update	N/A
23.400/International Flight Control	General Declaration	Removed reference to AS Crewmember Verification Web Service - replaced with CSA Mobile device	4/21/2020	N/A-reference update	BUL20-086
6.100/Carry-On Baggage	Restricted Carry-On Baggage Items	Added procedure for Battery Removed Flag (TZ-911)	4/10/2020	Yes	BUL20-069
6.200/Checked Baggage	Restricted Items - Checked Baggage	Added procedure for Battery Removed Flag (TZ-911)	4/10/2020	Yes	BUL20-069
9.600/AS Flight Process/Boarding	Thru Flight Verification	Updated thru passenger verification procedures	4/10*2020	N/A-no impact on procedures	N/A
9.600/AS Flight Process/Boarding	Boarding Procedures	Replaced reference to "unaccompanied minor" with "Junior Jetsetter"	4/3/2020	N/A-reference update	N/A
9.700/Regional Flight Process/Boarding	Boarding Procedures	Replaced reference to "unaccompanied minor" with "Junior Jetsetter"	4/3/2020	N/A-reference update	N/A
10.100/Types and Procedures	Air Turn Back/Return to Field	Updated Air Turn Back procedures	4/1/2020	Yes	BUL20-052
6.700/Baggage Service	Delayed	Updated Interim Expense guidance	3/31/2020	Yes	N/A
9.400/Pre-Flight Preparation	Crewmember Verification	Updated crew verification procedures for freighter aircraft	3/27/2020	Yes	N/A
4.400/Uniform Standards	Uniform Overview	Updated uniform references and link to the Uniforms website	3/25/2020	N/A-link and reference update	BUL20-026
4.400/Uniform Standards	Uniform Ordering Procedures	Updated uniform references and link to the Unisync website	3/25/2020	N/A-link and reference update	BUL20-026

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<b>Section/Title</b>	<b>Affected Topic</b>	<b>Summary of Change</b>	<b>Rev. Date</b>	<b>SRA</b>	<b>Bulletin</b>
4.400/Uniform Standards	Termination or Resignation	Updated uniform references and link to the Unisync website	3/25/2020	N/A-link and reference update	BUL20-026
5.600/Crewmember and Jumpseat Procedures	AS Flight Deck Jumpseat	Updated codes used for must ride personnel and Check Airman	3/18/2020	Yes	BUL20-051
5.600/Crewmember and Jumpseat Procedures	AS Check Airman/Management Performing an Evaluation (Line Check) or Observation	Updated codes used for must ride personnel and Check Airman	3/18/2020	Yes	BUL20-051
6.700/Baggage Service	Delayed	Revised interim claim guidance	3/18/2020	Yes	BUL20-050
6.700/Baggage Service	Damaged Baggage	Revised interim claim guidance	3/18/2020	Yes	BUL20-050
5.600/Crewmember and Jumpseat Procedures	AS/QX OAL Flight Attendant Reciprocal Cabin Seat Agreements	Updated QX Flight Attendant Cabin Seat Agreement procedures	3/12/2020	Yes	BUL20-037
6.600/Animals	Animal in Hold (AVIH)	Clarified AVIH fee applicability	3/12/2020	N/A	N/A
5.200/Passenger Type	MedLink	Updated UPK ordering information	2/14/2020	N/A-reference update	N/A
18.300/Irregular Operations	Lengthy Tarmac Delay Announcements	Verbiage edits	2/14/2020	N/A-no impact on procedures	N/A
5.200/Passenger Type	Junior Jetsetters/Teen Assist	Added Junior Jetsetter/Teen Assist seating limits per aircraft	2/5/2020	Yes	BUL20-021
6.700/Baggage Service	Baggage Service Overview	Updated baggage service guest contact requirements	2/5/2020	Yes	BUL20-020
6.700/Baggage Service	Claims	Updated baggage service guest contact requirements	2/5/2020	Yes	BUL20-020

Section/Title	Affected Topic	Summary of Change	Rev. Date	SRA	Bulletin
7.100/Nondiscrimination on the Basis of Disability in Air Travel (Part 382)	Complaints Resolution Officials (CRO)	Added link to training requirements outlined in CSM Vol. 1	2/5/2020	N/A-no impact on procedures	BUL20-019
10.200/Services and Amenities	Types of Amenities	Added procedures for Gate Delay Snacks via Boxed	2/5/2020	Yes	N/A
9.500/Flight Arrival	Tail Stand Failure	Added reference to MAX-9 aircraft	1/31/2020	N/A-no impact on procedures	N/A
11.100/Refusal to Transport	Abusive and Disorderly	Revised title of "guest resource card"	1/9/2020	N/A-no impact on procedures	N/A
Section 9/Flight Control	800 - Hardstand/Remote Parking - Bus Boarding/Airport Bus Transportation	Added link to the SEA-QX Bus Boarding plan	1/3/2020	N/A-no impact on procedures	N/A
10.100/Types and Procedures	Reaccommodating Customers	Added requirement to state operating carrier when reaccommodating customers	12/31/19	N/A-no impact on procedures	N/A
23.200/International Baggage	Baggage Liability - International	Updated SDR per the Montreal Convention	12/31/19	N/A-no impact on procedures	BUL19-236
2.200/Training Record Keeping & Government Oversight	Initial Customer Service Agent Training (ICSA)	Updated references to training certifications	12/30/19	N/A-no impact on procedures	N/A
2.200/Training Record Keeping & Government Oversight	Passenger Service Course Descriptions	Updated references to training certifications	12/30/19	N/A-no impact on procedures	N/A
4.100/Customer Service Agent Standards	Training	Updated references to training certifications	12/30/19	N/A-no impact on procedures	N/A

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<b>Section/Title</b>	<b>Affected Topic</b>	<b>Summary of Change</b>	<b>Rev. Date</b>	<b>SRA</b>	<b>Bulletin</b>
5.500/Non-Revenue	Non-Revenue Confirmed Travel	Clarified changes allowed for positive space non-revenue bookings	12/30/19	N/A-no impact on procedures	N/A
9.300/Aircraft Arrival/Departure-Equipment	Jetbridge Operations for 737 and Airbus Aircraft	Updated references to training certifications	12/30/19	N/A-no impact on procedures	N/A
9.300/Aircraft Arrival/Departure-Equipment	Jetbridge Operations for Horizon Air E175 and SkyWest ERJ-175 Aircraft	Updated references to training certifications	12/30/19	N/A-no impact on procedures	N/A
9.300/Aircraft Arrival/Departure-Equipment	Jetbridge Operations for Q400 Aircraft	Updated references to training certifications	12/30/19	N/A-no impact on procedures	N/A
5.200/Passenger Type	Junior Jetsetters/Teen Assist	Added requirement to verify name and destination of junior jetsetter and teen assist passengers	12/20/19	Yes	BUL19-257
6.600/Animals	Animal in Hold (AVIH)	Clarified kennel construction requirements	12/18/19	N/A-no impact on procedures	N/A
6.700/Baggage Service	Damaged Baggage	Moved existing content to improve clarity	12/18/19	N/A-no impact on procedures	N/A
7.100/Non-Discrimination on the Basis of Disability in Air Travel (Part 382)	Seating Priority	Updated Priority Seating Quick Reference	12/18/19	N/A-no impact on procedures	BUL19-254
7.200/Service Animals	Emotional Support Animals	Renamed the ESAN Document Verification Desk	12/18/19	N/A-no impact on procedures	BUL19-254
18.200/Miscellaneous Announcements	Priority Boarding for Guests with Ugly Holiday Sweaters	Updated announcement script	12/18/19	N/A-no impact on procedures	N/A

Section/Title	Affected Topic	Summary of Change	Rev. Date	SRA	Bulletin
9.300/Aircraft Arrival/Departure - Equipment	Jetbridge Operations for 737 and Airbus Aircraft	Added requirement for engines to be shut down before entering aircraft circle of safety	12/11/19	Yes	BUL19-246
9.300/Aircraft Arrival/Departure - Equipment	Boarding Ramp/Portable Airstair Equipment	Added requirement for engines to be shut down and Primary Marshaler give all clear signal before entering aircraft circle of safety	12/11/19	Yes	BUL19-246
23.100/International Check-In	Lap Infants and Minors	Updated requirements for seating unaccompanied minors on flights to/from Canada	12/11/19	N/A-no impact on procedures	BUL19-244
23.600/International Irregular Ops	Delays/Cancellations to/from Canada	Added new topic for guidance on Canadian requirements for delayed or cancelled flights to/from Canada	12/11/19	N/A-no impact on procedures	BUL19-244
Section 9/Flight Control	800 - Hardstand/Remote Parking - Bus Boarding/Airbus Bus Transportation	Updated procedures for guests who self-identify with a disability	12/5/19	Yes	BUL19-235
6.700/Baggage Service	Delayed	Updated child booster seat procedures	11/20/19	N/A-no impact on procedures	BUL19-236
23.200/International Baggage	Delayed Baggage	Updated timeframe allowed for delayed baggage reports on international itineraries	11/20/19	N/A-no impact on procedures	BUL19-236
9.400/Pre-Flight Preparation	Crewmember Verification	Revised QX crewmember verification procedure	11/19/19	Yes	BUL19-231
9.500/Flight Arrival	Aircraft Cabin Doors	Standardized 737 and Airbus cabin door opening/closing procedures	11/18/19	Yes	BUL19-214
9.600/AS Flight Process/Boarding	Final Flight Paperwork and Door Closing Procedures	Standardized 737 and Airbus cabin door opening/closing procedures	11/18/19	Yes	BUL19-214
5.300/Armed Individuals and Escorts	Armed Individuals - Criteria for Acceptance	Clarified captain or first officer must be advised of armed individual onboard	11/12/19	N/A-no impact on procedures	N/A

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<b>Section/Title</b>	<b>Affected Topic</b>	<b>Summary of Change</b>	<b>Rev. Date</b>	<b>SRA</b>	<b>Bulletin</b>
5.600/Crewmember and Jumpseat Procedures	QX Deadhead	Updated deadhead pilot seating requirements based on flight duration	11/12/19	Yes	BUL19-225
6.200/Checked Baggage	Sporting Equipment	Added guidance for kiteboard equipment	11/12/19	Yes	N/A
9.700/Regional Flight Process/Boarding	Turn Timeline	Updated Horizon Air turn timeline for STAR and Non-STAR flights	11/12/19	Yes	BUL19-230
18.200/Miscellaneous Announcements	Early Boarding for Guests with Starbucks Holiday Red Cup	Added announcement for Starbucks holiday cup promotion	11/7/19	N/A-no impact on procedures	N/A
5.800/CSA Mobile Device	Shared CSA Mobile Device Overview	Added new topic for the station check-out model for CSA Mobile Device	11/6/19	Yes	BUL19-224
6.200/Checked Baggage	Checked Baggage Charge Refunds	Added refund procedures for payment made with mobile point of sale	11/6/19	Yes	BUL19-224
8.400/Refunds	Form of Payment Refunds	Added refund procedures for payment made with mobile point of sale	11/6/19	Yes	BUL19-224
9.600/AS Flight Process/Boarding	Turn Timeline Definitions and Goals	Added link to Turn Timelines and Station Tiers in Tableau	11/6/19	N/A-added link	N/A
11.100/Refusal to Transport	Abusive and Disorderly	Added guidance for physical abuse and de-escalation techniques	11/6/19	Yes	BUL19-223
5.600/Crewmember and Jumpseat Procedures	AS Deadhead	Revised seating procedures for deadheading pilots on flights with a duration of less than five hours	11/1/19	Yes	BUL19-221
8.200/Ticketing	Express Ticketing	Added reference to mobile point of sale device reconciliation	11/1/19	N/A-no impact on procedures	N/A

Section/Title	Affected Topic	Summary of Change	Rev. Date	SRA	Bulletin
13.200/Station Accounting Procedures	Agent Cashout Procedures	Added reference to mobile point of sale device reconciliation	11/1/19	N/A-no impact on procedures	N/A
15.200/Security Programs	Ground Security Coordinator	Updated training requirements for GSC	11/1/19	N/A-no impact on procedures	N/A
23.100/International Check-In	AS International Jumpseat & Crew Movement	Clarified international document verification for crew	11/1/19	N/A-no impact on procedures	N/A
8.400/Refunds	Name Correction	Name transfers no longer allowed	10/29/19	N/A-no impact on procedures	BUL19-219
9.600/AS Flight Process/Boarding	Thru Passenger Verification	Clarified thru count process	10/29/19	Yes	N/A
5.100/Check-In	Emergency Exit Row	Clarified CSA check-in process	10/22/19	N/A-no impact on process	BUL18-226
6.700/Baggage Service	On-Hand Baggage	Added guidance when weapons, drugs or high-value items are discovered in baggage	10/22/19	Yes	BUL19-218
6.700/Baggage Service	Delivery	Added guidance when weapons, drugs or high-value items are discovered in baggage	10/22/19	Yes	BUL19-218
6.700/Baggage Service	Left On Board Items	Added guidance when weapons, drugs or high-value items are discovered in baggage	10/22/19	Yes	BUL19-218
Section 9/Flight Control	800 - Hardstand/Remote Parking - Bus Boarding/Airport Bus Transportation	Moved topic from Section 10-Irregular Operations to Section 9-Flight Control, and added guidance for transferring junior jetsetter to bus boarding	10/18/19	N/A-no impact on process	N/A
5.600/Crewmember and	QX Flight Attendant Initial Operating Experience (IOE)	Updated QX IOE procedures	10/9/19	Yes	BUL19-206

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<b>Section/Title</b>	<b>Affected Topic</b>	<b>Summary of Change</b>	<b>Rev. Date</b>	<b>SRA</b>	<b>Bulletin</b>
Jumpseat Procedures					
18.300/Irregular Operations	Automated Meal Vouchers	Added new topic with announcement verbiage when meal vouchers are emailed to the entire flight	10/3/19	Yes	BUL19-197
6.200/Checked Baggage	Checked Baggage Charges and Waivers	Clarified baggage waiver for guests upgraded to First Class	9/26/19	N/A-no impact on process	N/A
8.300/Form of Payment	Commercial Accounts	Updated phone contacts for Commercial Desk	9/26/19	N/A-no impact on process	N/A
7.200/Service Animals	Service Animal Acceptance	Updated Service Animal and Emotional Support Animal acceptance guidance	9/19/19	Yes	BUL19-190
7.200/Service Animals	Emotional Support Animals	Updated Service Animal and Emotional Support Animal acceptance guidance	9/19/19	Yes	BUL19-190
10.200/Services and Amenities	Types of Amenities	Added references to StormX email vouchers	9/19/19	Yes	BUL19-197
15.400/Security Checkpoint Sterile Area	Aircraft Security at the Gate	Aligning verbiage from the QX Services Manual and AAG CSM Volume 2	9/11/19	N/A-no impact on process	N/A
15.400/Security Checkpoint Sterile Area	Aircraft Searches	Aligning verbiage from the QX Services Manual and AAG CSM Volume 2	9/11/19	N/A-no impact on process	N/A
5.600/Crewmember and Jumpseat Procedures	Jumpseat Access Control	Updated jumpseat approval procedures	9/9/19	Yes	BUL19-184
6.100/Carry-On Baggage	Acceptance - Carry-On Baggage	Added breast pump as an example of an allowable MPED	9/9/19	Yes	N/A
6.100/Carry-On Baggage	Prohibited Carry-On Baggage Items	Added warning regarding not accepting damaged or recalled lithium batteries	9/9/19	N/A-no impact on process	N/A

Section/Title	Affected Topic	Summary of Change	Rev. Date	SRA	Bulletin
6.200/Checked Baggage	Acceptance - Checked Baggage	Added reference to attached items in Section 6.700-Damaged Baggage	9/9/19	N/A-no impact on process	N/A
7.300/Medical Portable Electronic Devices	MPED Acceptance	Added breast pump as an example of an allowable MPED, and added link to the Cabin Approved tag	9/9/19	Yes	N/A
9.600/AS Flight Process/Boarding	Upgrades to First Class	Revised meal shortage advisement procedures	9/9/19	N/A-no impact on process	N/A
22.100/RAC Functions	Holding a Flight	Revised meal shortage advisement procedures	9/9/19	N/A-no impact on process	N/A
6.200/Checked Baggage	Sporting Equipment	Clarified kayak acceptance	8/28/19	N/A-no impact on process	N/A
5.500/Non-Revenue	Non-Revenue Confirmed Travel	Updated expectations for making changes to PST travel	8/21/19	N/A-no impact on process	BUL19-181
5.100/Check-In	Upgrade Check-In	Updated elite member upgrade process	8/19/19	N/A-no impact on process	N/A
6.700/Baggage Service	Expedite	Removed requirement to print forwarding list	8/19/19	N/A-no impact on process	N/A
9.200/Non-Routine Flight Process	Early Departure	Removed references to OCC	8/14/19	N/A-no impact on process	N/A
10.100/Types and Procedures	Bus Operations - Weather or ATC	Removed references to OCC	8/14/19	N/A-no impact on process	N/A
20.400/Hawaii Irregular Operations	Hawaii Headwinds	Removed references to OCC	8/14/19	N/A-no impact on process	N/A
21.200/Charters/Controlling Station	Baggage	Added BP Charter (SCC) information	8/14/19	Yes	BUL19-176

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<b>Section/Title</b>	<b>Affected Topic</b>	<b>Summary of Change</b>	<b>Rev. Date</b>	<b>SRA</b>	<b>Bulletin</b>
22.100/RAC Functions	Holding a Flight	Removed reference to OCC	8/14/19	N/A-no impact on process	N/A
7.200/Service Animals	Service Animal Acceptance	Added applicability to non-rev travelers	8/7/19	N/A-no impact on process	N/A
7.200/Service Animals	Emotional Support Animals	Added applicability to non-rev travelers	8/7/19	N/A-no impact on process	N/A
23.200/International Baggage	Delayed Baggage	Clarified who refunds a bag fee for Canada itinerary by moving existing text	7/29/19	N/A-no impact on process	N/A
5.600/Crewmember and Jumpseat Procedures	QX Deadhead	Updated procedures for QX deadhead check-in	7/22/19	N/A-no impact on process	BUL19-146
8.400/Refunds	Exchanges	Added note regarding 6-day booking restriction	7/22/19	N/A-no impact on process	BUL19-157
9.400/Pre-Flight Preparation	Pre-Flight Tasks	Updated QX ROC bag procedures	7/22/19	Yes	BUL17-228
9.700/Regional Flight Process/Boarding	Carry-On Baggage	Updated QX ROC bag procedures	7/22/19	Yes	BUL17-228
10.100/Types and Procedures	Irregular Operations Overview	Added note regarding 6-day booking restriction	7/22/19	N/A-no impact on process	BUL19-157
10.100/Types and Procedures	Reaccommodating Customers	Added note regarding 6-day booking restriction	7/22/19	N/A-no impact on process	BUL19-157
10.100/Types and Procedures	Involuntary Reroute of Passengers	Added note regarding 6-day booking restriction	7/22/19	N/A-no impact on process	BUL19-157
6.700/Baggage Service	Claims	Added link to international baggage for Canadian itineraries	7/17/19	N/A-no impact on process	BUL19-158

Section/Title	Affected Topic	Summary of Change	Rev. Date	SRA	Bulletin
6.700/Baggage Service	Damaged Baggage	Added link to international baggage for Canadian itineraries	7/17/19	N/A-no impact on process	BUL19-158
6.700/Baggage Service	Central Baggage Service (CBS)	Updated CBS phone numbers	7/17/19	N/A-no impact on process	N/A
10.100/Types and Procedures	Reaccommodating Customers	Clarified reaccommodation on another airlines 6 or more days in the future requires a manual reissue	7/17/19	N/A-no impact on process	BUL19-160
11.100/Refusal to Transport	Abusive and Disorderly	Added example of the Guest Incident Card	7/17/19	N/A-no impact on process	N/A
11.200/Overbooked Flights	Voluntary Compensation	Updated compensation levels for extreme situations	7/17/19	N/A-no impact on process	BUL19-156
23.200/International Baggage	Baggage Liability	Added links to international damaged and delayed baggage for Canadian itineraries	7/17/19	N/A-no impact on process	BUL19-158
23.200/International Baggage	Damaged Baggage	Added differences for Canadian itineraries	7/17/19	N/A-no impact on process	BUL19-158
23.200/International Baggage	Delayed Baggage	Added differences for Canadian itineraries	7/17/19	N/A-no impact on process	BUL19-158
5.600/Crewmember and Jumpseat Procedures	AS Flight Deck Jumpseat	New AS Flight Attendants eligible for 737 or Airbus flight deck jumpseat familiarization trip	7/10/19	N/A-no impact on process	BUL19-145
9.300/Aircraft Arrival/Departure - Equipment	Jetbridge Operations for 737 and Airbus Aircraft	Verbiage edit	7/10/19	N/A-no impact on process	N/A
9.300/Aircraft Arrival/Departure - Equipment	Jetbridge Operations for Horizon Air E175 and SkyWest ERJ-175	Added note regarding guide person required for SkyWest operations only	7/10/19	N/A-no impact on process	N/A
8.300/Form of Payment	Credit Cards	Added PCI and device security requirements	7/3/19	N/A-no impact on process	BUL19-149

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<b>Section/Title</b>	<b>Affected Topic</b>	<b>Summary of Change</b>	<b>Rev. Date</b>	<b>SRA</b>	<b>Bulletin</b>
9.600/AS Flight Process/Boarding	Initial Boarding	Verbiage edits for clarity	7/3/19	N/A-no impact on process	BUL19-147
10.100/Types and Procedures	Reaccommodating Customers	Added guidance for reaccommodating on OAL	7/3/19	N/A-no impact on process	BUL19-148
13.200/Station Accounting Procedures	Payment Card Industry (PCI) and Device Security	Added PCI and device security reporting procedures	7/3/19	N/A-no impact on process	BUL19-149
5.600/Passenger Type	Junior Jetsetters/Teen Assist	Removed non-applicable fee information and added note about seating	6/27/19	N/A-no impact on process	N/A
9.400/Pre-Flight Preparation	737-MAX-9 Seat Block due to Missing/Damaged Life Vest	Added reference to providing eCert or bonus miles to guest when their seat is blocked	6/17/19	N/A-no impact on process	BUL19-143
9.600/AS Flight Process/Boarding	Turn Timeline Definitions and Goals	Added link to departure timeline instructions	6/17/19	N/A-no impact on process	N/A
9.700/Regional Flight Process/Boarding	Turn Timeline	Added link to departure timeline instructions	6/17/19	N/A-no impact on process	N/A
13.200/Station Accounting Procedures	Agent Cashout Procedures	Added link to the Cashout User Guide	6/17/19	N/A-no impact on process	N/A
19.100/Alaska Airlines Aircraft Types	Boeing 737-900	Revised number of Coach Class seats	6/17/19	N/A-no impact on process	BUL19-142
19.100/Alaska Airlines Aircraft Types	Boeing 737-900ER	Revised number of Coach Class seats	6/17/19	N/A-no impact on process	BUL19-142
19.100/Alaska Airlines Aircraft Types	Boeing 737-MAX-9	Revised number of Coach Class seats	6/17/19	N/A-no impact on process	BUL19-142
5.100/Check-In	Baggage Acceptance	Clarified baggage service guarantee for international flights	6/10/19	N/A-no impact on	N/A

Section/Title	Affected Topic	Summary of Change	Rev. Date	SRA	Bulletin
				process	
7.200/Service Animals	Missing or Incomplete Emotional Support Animal Forms	Updated ESAN desk hours	6/10/19	N/A-no impact on process	N/A
5.100/Check-In	Same Day Confirmed	Added SEA/PAE as co-terminals	6/5/19	N/A-no impact on process	BUL19-133
6.200/Checked Baggage	Seasonal Baggage Limits	Revised seasonal baggage limitations to the state of Alaska	6/5/19	Yes	BUL19-134
9.700/Regional Flight Process/Boarding	Ground Times/Turn Types	Replaced Horizon Air turn information with link to the QX Services Manual	6/5/19	N/A-no impact on process	N/A
11.100/Refusal to Transport	Abusive and Disorderly	Updated definition and procedures for personal space/assault violations	6/5/19	Yes	BUL19-137
15.400/Security Checkpoint Sterile Area	Security Procedures during Boarding (Domestic U.S. Locations)	Selectee boarding pass and screening changes	6/5/19	Yes	BUL19-135
6.200/Checked Baggage	Checked Baggage Charges and Waivers	Updated credit card bag waiver information	5/30/19	N/A-no impact on process	N/A
6.200/Checked Baggage	Seasonal Baggage Limits	Added seasonal baggage limitations for SDP, CDB, HOM, ENA, and ADQ	5/30/19	N/A-no impact on process	N/A
11.200/Overbooked Flights	Overbooked Flights Overview	Removed non-applicable sentence regarding overbooking	5/30/19	N/A-no impact on process	N/A
11.200/Overbooked Flights	Voluntary Compensation	Updated list of long-haul cities	5/30/19	N/A-no impact on process	N/A
5.300/Armed Individuals and Escorts	Transport of High/Low Risk Prisoners	Revised seating policy for seating prisoners or detainees with escorts	5/22/19	Yes	BUL19-127
15.200/Security Programs	Ground Security Coordinator (GSC)	Clarified policies for GSC off-hours/on-call, emergency, and training	5/22/19	N/A-no impact on process	BUL19-126

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<b>Section/Title</b>	<b>Affected Topic</b>	<b>Summary of Change</b>	<b>Rev. Date</b>	<b>SRA</b>	<b>Bulletin</b>
5.500/Non-Revenue	Non-Revenue Charges and Waivers	Added guidance for checking in McGee employees	5/16/19	N/A-no impact on process	N/A
1.100/Introduction	Shared Manual Content Revision Process	Added topic regarding manual content that is shared between AS and QX	5/15/19	Yes	N/A
5.100/Check-In	Emergency Exit Row	Added references to MAX-9 aircraft, and updated other aircraft applicability as needed	5/15/19	Yes	N/A
5.100/Check-In	Premium Class Check-In	Added references to MAX-9 aircraft, and updated other aircraft applicability as needed	5/15/19	Yes	N/A
5.200/Passenger Type	Lap Infants and Children	Added references to MAX-9 aircraft, and updated other aircraft applicability as needed	5/15/19	Yes	N/A
5.200/Passenger Type	Junior Jetsetters/Teen Assist	Added references to MAX-9 aircraft, and updated other aircraft applicability as needed	5/15/19	Yes	N/A
5.200/Passenger Type	MedLink	Consolidated MedLink information on one page, and moved from Section 7.100 (Customers with Disabilities)	5/15/19	N/A-no impact on process	N/A
5.600/Crewmember and Jumpseat Procedures	AS Flight Attendant Jumpseat	Added references to MAX-9 aircraft, and updated other aircraft applicability as needed	5/15/19	Yes	N/A
6.100/Carry-On Baggage	Acceptance - Carry-On Baggage	Added references to MAX-9 aircraft, and updated other aircraft applicability as needed	5/15/19	Yes	N/A
6.200/Checked Baggage	Acceptance - Checked Baggage	Added references to MAX-9 aircraft, and updated other aircraft applicability as needed	5/15/19	Yes	N/A
6.200/Checked Baggage	Sporting Equipment	Added references to MAX-9 aircraft, and updated other aircraft applicability as needed	5/15/19	Yes	N/A
6.400/Battery Powered	Acceptance, Preparation, and Loading - Battery	Added references to MAX-9 aircraft, and updated other aircraft	5/15/19	Yes	N/A

Section/Title	Affected Topic	Summary of Change	Rev. Date	SRA	Bulletin
Mobility Aids	Powered Mobility Aids	applicability as needed			
6.600/Animals	Pet in Cabin (PETC)	Added references to MAX-9 aircraft, and updated other aircraft applicability as needed	5/15/19	Yes	N/A
6.600/Animals	Animal in Hold (AVIH)	Added references to MAX-9 aircraft, and updated other aircraft applicability as needed	5/15/19	Yes	N/A
7.100/Nondiscrimination on the Basis of Disability in Air Travel (Part 382)	Medical Certificate	Added link to MedLink information in Section 5.200	5/15/19	N/A-no impact on process	N/A
7.300/MedLink	MedLink Overview	Topic moved to Section 5.200 (Passenger Type Check-In), and consolidated MedLink information on one page	5/15/19	N/A-no impact on process	N/A
7.300/MedLink	Contact Information	Topic deleted - content consolidated on MedLink page in Section 5.200 (Passenger Type Check-In)	5/15/19	N/A-no impact on process	N/A
7.300/MedLink	Assessment	Topic deleted - content consolidated on MedLink page in Section 5.200 (Passenger Type Check-In)	5/15/19	N/A-no impact on process	N/A
7.300/MedLink	Communicable Disease	Topic deleted - content consolidated on MedLink page in Section 5.200 (Passenger Type Check-In)	5/15/19	N/A-no impact on process	N/A
7.300/MedLink	DNR - Do Not Resuscitate	Topic deleted - content consolidated on MedLink page in Section 5.200 (Passenger Type Check-In)	5/15/19	N/A-no impact on process	N/A
9.400/Pre-Flight Preparation	Pre-Flight Tasks	Updated links to MedLink information in Section 5.200	5/15/19	N/A-no impact on process	N/A
9.400/Pre-Flight Preparation	AS Zone Limits/Seating Procedures	Added references to MAX-9 aircraft, and updated other aircraft applicability as needed	5/15/19	Yes	N/A

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<b>Section/Title</b>	<b>Affected Topic</b>	<b>Summary of Change</b>	<b>Rev. Date</b>	<b>SRA</b>	<b>Bulletin</b>
9.400/Pre-Flight Preparation	737-MAX-9 Seat Block due to Missing/Damaged Life Vest	Added references to MAX-9 aircraft, and updated other aircraft applicability as needed	5/15/19	Yes	N/A
9.600/AS Flight Process/Boarding	Monitoring Carry-On Baggage	Added references to MAX-9 aircraft, and updated other aircraft applicability as needed	5/15/19	Yes	N/A
9.600/AS Flight Process/Boarding	Initial Boarding	Added references to MAX-9 aircraft, and updated other aircraft applicability as needed	5/15/19	Yes	N/A
9.600/AS Flight Process/Boarding	Final Flight Paperwork and Door Closing Procedures	Added references to MAX-9 aircraft, and updated other aircraft applicability as needed	5/15/19	Yes	N/A
15.400/Security Checkpoint Sterile Area	Aircraft Searches	Added references to MAX-9 aircraft, and updated other aircraft applicability as needed	5/15/19	Yes	N/A
18.200/Miscellaneous Announcements	Carry-On Baggage	Added new topic with carry-on baggage announcements	5/15/19	N/A-no impact on process	BUL19-122
19.100/Alaska Airlines Aircraft Types	Boeing 737-700	Deleted topic	5/15/19	Yes	N/A
19.100/Alaska Airlines Aircraft Types	Boeing 737-700 with Premium Class	Added references to MAX-9 aircraft, and updated other aircraft applicability as needed	5/15/19	Yes	N/A
19.100/Alaska Airlines Aircraft Types	Boeing 737-MAX-9	Added new topic for MAX-9 aircraft	5/15/19	Yes	N/A
23.600/International Irregular Ops	Costa Rica Wind Conditions/Wet Runway	Added references to MAX-9 aircraft, and updated other aircraft applicability as needed	5/15/19	Yes	N/A
5.100/Check-In	Premium Class Check-In	Updated seating priority procedures for customers with disabilities	5/8/19	Yes	BUL19-117
7.100/Nondiscrimination on the Basis of	Seating Priority	Updated seating priority procedures for customers with disabilities	5/8/19	Yes	BUL19-117

Section/Title	Affected Topic	Summary of Change	Rev. Date	SRA	Bulletin
Disability in Air Travel (Part 382)					
9.600/AS Flight Process/Boarding	Upgrades to Premium Class	Updated seating priority procedures for customers with disabilities	5/8/19	Yes	BUL19-117
10.100/Types and Procedures	Irregular Operations Overview	Updated announcement frequency	5/8/19	Yes	BUL19-120
10.100/Types and Procedures	Bus Operations - Weather or ATC Events	Updated announcement frequency	5/8/19	Yes	BUL19-120
10.100/Types and Procedures	Extended Airport Closures	Updated announcement frequency	5/8/19	Yes	BUL19-120
18.300/Irregular Operations	Irregular Ops Announcement - Overview	Updated announcement frequency	5/8/19	Yes	BUL19-120
4.400/Uniform Standards	Optional Pieces	Added reference to Pride neckwear	5/6/19	N/A-no impact on process	N/A
4.400/Uniform Standards	Holiday and Event Standards	Added reference to Pride neckwear	5/6/19	N/A-no impact on process	N/A
5.100/Check-In	Seats with More Legroom (ML) Check-In	Deleted topic - no longer applicable	5/3/19	N/A-no impact on process	N/A
5.600/Crewmember and Jumpseat Procedures	Alaska Deadhead	System Ops verbiage changes	5/3/19	N/A-title change	BUL19-113
9.200/Non-Routine Flight Process	AS Positioning Flights	System Ops verbiage changes	5/3/19	N/A-title change	BUL19-113
9.200/Non-Routine Flight Process	Stub Flight	System Ops verbiage changes	5/3/19	N/A-title change	BUL19-113
9.200/Non-Routine Flight Process	Inoperable Seat - MEL	System Ops verbiage changes	5/3/19	N/A-title change	BUL19-113

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<b>Section/Title</b>	<b>Affected Topic</b>	<b>Summary of Change</b>	<b>Rev. Date</b>	<b>SRA</b>	<b>Bulletin</b>
9.200/Non-Routine Flight Process	Battery Containment Bag	System Ops verbiage changes	5/3/19	N/A-title change	BUL19-113
9.400/Pre-Flight Preparation	Crewmember Verification	System Ops verbiage changes	5/3/19	N/A-title change	BUL19-113
9.600/AS Flight Process/Boarding	Initial Boarding	System Ops verbiage changes	5/3/19	N/A-title change	BUL19-113
9.600/AS Flight Process/Boarding	Reconciling Not Onboard Customers	System Ops verbiage changes	5/3/19	N/A-title change	BUL19-113
10.100/Types and Procedures	Irregular Operations Overview	System Ops verbiage changes	5/3/19	N/A-title change	BUL19-113
10.100/Types and Procedures	Lengthy Tarmac Delays	System Ops verbiage changes	5/3/19	N/A-title change	BUL19-113
10.100/Types and Procedures	Deplaning Passengers After Boarding	System Ops verbiage changes	5/3/19	N/A-title change	BUL19-113
10.100/Types and Procedures	Flight Diversion (Overfly)	System Ops verbiage changes	5/3/19	N/A-title change	BUL19-113
10.100/Types and Procedures	Alternate Airport	System Ops verbiage changes	5/3/19	N/A-title change	BUL19-113
10.100/Types and Procedures	Guests Who Misconnect to a Cruise Ship	System Ops verbiage changes	5/3/19	N/A-title change	BUL19-113
10.100/Types and Procedures	Headwinds	System Ops verbiage changes	5/3/19	N/A-title change	BUL19-113
10.100/Types and Procedures	Remote Parking - Bus Boarding/Airport Bus Transportation	System Ops verbiage changes	5/3/19	N/A-title change	BUL19-113
10.200/Services and Amenities	Types of Amenities	System Ops verbiage changes	5/3/19	N/A-title change	BUL19-113
10.200/Services and Amenities	Extreme Flight Irregularity	System Ops verbiage changes	5/3/19	N/A-title change	BUL19-113

Section/Title	Affected Topic	Summary of Change	Rev. Date	SRA	Bulletin
11.100/Refusal to Transport	Security Conflict Resolution	System Ops verbiage changes	5/3/19	N/A-title change	BUL19-113
11.200/Overbooked Flights	Involuntary Premium Class Downgrades	System Ops verbiage changes	5/3/19	N/A-title change	BUL19-113
12.100/Systemwide Outage Procedures	System Outage Overview	System Ops verbiage changes	5/3/19	N/A-title change	BUL19-113
12.100/Systemwide Outage Procedures	Outage Plans	System Ops verbiage changes	5/3/19	N/A-title change	BUL19-113
12.100/Systemwide Outage Procedures	Ticket Counter	System Ops verbiage changes	5/3/19	N/A-title change	BUL19-113
15.200/Security Programs	Ground Security Coordinator (GSC)	System Ops verbiage changes	5/3/19	N/A-title change	BUL19-113
15.400/Security Checkpoint Sterile Area	Entry Through the Checkpoint	System Ops verbiage changes	5/3/19	N/A-title change	BUL19-113
15.400/Security Checkpoint Sterile Area	Entry Through the Checkpoint	System Ops verbiage changes	5/3/19	N/A-title change	BUL19-113
15.500/Suspicious Activities	Suspect Items, Obvious Threat, Incidents, and Suspicious Activities	System Ops verbiage changes	5/3/19	N/A-title change	BUL19-113
18.300/Irregular Operations	Lengthy Tarmac Delay Announcements	System Ops verbiage changes	5/3/19	N/A-title change	BUL19-113
21.200/Controlling Station	Irregular Operations	System Ops verbiage changes	5/3/19	N/A-title change	BUL19-113
22.100/RAC Functions	Holding a Flight	System Ops verbiage changes	5/3/19	N/A-title change	BUL19-113
22.100/RAC Functions	RAC Functions	System Ops verbiage changes	5/3/19	N/A-title change	BUL19-113
19.200/Horizon Air Aircraft	Embraer E175	Clarified seating with child restraint device	5/3/19	N/A-no impact on	N/A

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<b>Section/Title</b>	<b>Affected Topic</b>	<b>Summary of Change</b>	<b>Rev. Date</b>	<b>SRA</b>	<b>Bulletin</b>
				process	
6.600/Animals	PETC/AVIH Health and Vaccination Requirements	Updated rabies vaccination requirements	5/1/19	N/A-no impact on process	BUL19-111
7.100/Nondiscrimination on the Basis of Disability in Air Travel (Part 382)	Wheelchair Assistance	Clarified requirement to regularly check on customers at the gate or ticket counter who are not independently mobile	5/1/19	Yes	BUL19-106
7.200/Service Animals	Missing or Incomplete Emotional Support Animal Forms	Revised "Cargo Call Center" to "ESAN Document Verification Desk"	5/1/19	N/A-no impact on process	N/A
11.200/Overbooked Flights	Involuntary Premium Class Downgrades	Revised assistance from NOS (Network Operations Support) to PRS (Passenger Record Support)	5/1/19	Yes	BUL19-109
15.500/Suspicious Activities	Human Trafficking	Added topic with resources if human trafficking is suspected	5/1/19	N/A-no impact on process	BUL19-108
18.200/Miscellaneous Announcements	Early Boarding for Veterans	Added topic with early boarding announcements for Memorial Day, Independence Day, and Veteran's Day	5/1/19	N/A-no impact on process	BUL19-107
15.300/Baggage /Accessible Property	Control of Gate Checked Bags	Updated clarification regarding securing and controlling checked baggage	4/30/19	Yes	N/A
15.300/Baggage /Accessible Property	Accessible Property and Baggage	Updated clarification regarding securing and controlling checked baggage	4/30/19	Yes	N/A
5.500/Non-Revenue	Non-revenue Space Available Check-In	Added guidance for checking in McGee employees	4/25/19	N/A-no impact on process	N/A
18.300/Irregular Operations	Airbus Aircraft - Irregular Ops Announcements	Deleted topic - no longer applicable	4/25/19	N/A-no impact on process	N/A
7.500/Portable Oxygen	Acceptance	Revised guest/POC documentation requirements	4/24/19	Yes	BUL19-102

Section/Title	Affected Topic	Summary of Change	Rev. Date	SRA	Bulletin
Concentrator					
7.500/Portable Oxygen Concentrator	Certification Letter/Physician's Consent form/Escort	Deleted topic - letter no longer required	4/24/19	Yes	BUL19-102
7.500/Portable Oxygen Concentrator	Reservations	Revised guest/POC documentation requirements	4/24/19	Yes	BUL19-102
7.500/Portable Oxygen Concentrator	Check-In Duties	Revised guest/POC documentation requirements	4/24/19	Yes	BUL19-102
7.500/Portable Oxygen Concentrator	Gate Agent Duties	Revised guest/POC documentation requirements	4/24/19	Yes	BUL19-102
6.100 - Carry-On Baggage	Acceptance - Carry-On Baggage	Added reference to strollers with a battery or power pack	4/19/19	Yes	BUL19-091 BUL19-092
6.100 - Carry-On Baggage	Restricted Carry-On Baggage Items	Added battery limitations for smart bags, and procedures for carry-on and checked baggage	4/19/19	Yes	BUL19-091 BUL19-092
6.100 - Carry-On Baggage	Prohibited Carry-On Baggage Items	Added battery limitations for smart bags	4/19/19	Yes	BUL19-091 BUL19-092
6.200 - Checked Baggage	Acceptance - Checked Baggage	Added reference to strollers with a battery or power pack	4/19/19	Yes	BUL19-091 BUL19-092
6.200 - Checked Baggage	Restricted Carry-On Baggage Items	Added battery limitations for smart bags, and procedures for carry-on and checked baggage	4/19/19	Yes	BUL19-091 BUL19-092
6.200 - Checked Baggage	Prohibited Carry-On Baggage Items	Added battery limitations for smart bags	4/19/19	Yes	BUL19-091

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<b>Section/Title</b>	<b>Affected Topic</b>	<b>Summary of Change</b>	<b>Rev. Date</b>	<b>SRA</b>	<b>Bulletin</b>
					BUL19-092
7.200/Service Animals	Emotional Support Animals	Added references to procedure for resolving missing or incomplete ESAN documentation	4/15/19	Yes	BUL19-088 BUL19-089
7.200/Service Animals	Missing or Incomplete Emotional Support Animal Forms	New topic - procedures for resolving instances when guest does not have required ESAN documentation	4/15/19	Yes	BUL19-088 BUL19-089
6.700/Baggage Service	Damaged	Updated damaged bag compensation parameters	4/10/19	N/A-no impact on process	BUL19-085
10.100/Types and Procedures	Reaccommodating Customers	Added requirement to un-ON guests who deplane after boarding	4/10/19	Yes	BUL19-086
10.100/Types and Procedures	Deplaning Passengers After Boarding	Added requirement to un-ON guests who deplane after boarding	4/10/19	Yes	BUL19-086
15.300/Baggage /Accessible Property	Control of Gate Checked Bags	Added clarification regarding securing and controlling checked baggage	4/3/19	Yes	N/A
15.300/Baggage /Accessible Property	Accessible Property and Baggage	Added clarification regarding securing and controlling checked baggage	4/3/19	Yes	N/A
18.100/Boarding Announcements	737 and Airbus Aircraft - Single Door	Added pre-boarding inflight entertainment announcement	3/29/19	N/A-no impact on process	N/A
18.100/Boarding Announcements	737 and Airbus Aircraft - Dual Door	Added pre-boarding inflight entertainment announcement	3/29/19	N/A-no impact on process	N/A
18.100/Boarding Announcements	737 and Airbus Aircraft - to/from Hawaii	Added pre-boarding inflight entertainment announcement	3/29/19	N/A-no impact on process	N/A
18.100/Boarding Announcements	E175/ERJ 175 Aircraft - Single Door	Added pre-boarding inflight entertainment announcement	3/29/19	N/A-no impact on process	N/A
18.100/Boarding Announcements	Anuncios Estandar de Abordaje de Aeronaves	Added pre-boarding inflight entertainment announcement	3/29/19	N/A-no impact on	N/A

Section/Title	Affected Topic	Summary of Change	Rev. Date	SRA	Bulletin
	737 y Airbus			process	
23.100/International Check-In	APIS Quick Query (AQQ)	Added Lobby Agent App scan passport functionality	3/26/19	Yes	BUL19-079
23.100/International Check-In	International Documents/TravelDoc	Added Lobby Agent App scan passport functionality	3/26/19	Yes	BUL19-079
23.100/International Check-In	Canada Border Services Agency (CBSA)	Added Lobby Agent App scan passport functionality	3/26/19	Yes	BUL19-079
7.100/Nondiscrimination on the Basis of Disability in Air Travel	Disability Types	Revised disability descriptions	3/20/19	Yes	BUL19-080
8.100/Booking	Waitlist Processing	Added I class of service	3/20/19	N/A-no impact to process	BUL19-078
11.200/Overbooked Flights	Involuntary First Class Downgrade	Added I class of service	3/20/19	N/A-no impact to process	BUL19-078
7.200/Service Animals	Service Animal Acceptance	Added link to the Animal Boarding Pass (TZ-906)	3/19/19	Yes	BUL18-117
7.200/Service Animals	Emotional Support Animals	Added link to the Animal Boarding Pass (TZ-906)	3/19/19	Yes	BUL18-117
9.700/Regional Flight Process/Boarding	Clearing SkyWest ERJ 175 Flights	Revised flight close out procedures (discontinue final paperwork) for flights operated with SkyWest ERJ 175	3/19/19	Yes	BUL19-073
9.700/Regional Flight Process/Boarding	Closing the Flight	Revised flight close out procedures (discontinue final paperwork) for flights operated with SkyWest ERJ 175	3/19/19	Yes	BUL19-073
12.100/Systemwide Outage Procedures	Flight Control - QX and OO	Revised flight close out procedures (discontinue final paperwork) for flights operated with SkyWest ERJ 175	3/19/19	Yes	BUL19-073

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<b>Section/Title</b>	<b>Affected Topic</b>	<b>Summary of Change</b>	<b>Rev. Date</b>	<b>SRA</b>	<b>Bulletin</b>
5.100/Check-In	Upgrade Check-In	Added Intra-California upgrade check-in	3/13/19	Yes	BUL18-129
6.600/Animals	Animal in Hold (AVIH)	Added the AVIH Airbus Warning Label (TZ-910)	3/13/19	Yes	BUL19-066
4.400/Uniform Standards	Uniform Overview	Updated link to the uniform standards posted on our Lands' End website	3/8/19	N/A-no impact to process	N/A
9.200/Non-Routine Flight Process	AS Special Flight Permit Ferry	Revised verbiage ("Maintenance Ferry Flight" to "Special Flight Permit Ferry")	3/8/19	N/A-no impact to process	N/A
23.200/International Baggage	Overweight/Oversize/Excess	Updated link to International Airline Baggage Links eTool	3/8/19	N/A-link revision	N/A
23.600/International Irregular Ops	International Positioning Flights (Special Flight Permit Ferry)	Revised title ("Ferry Flight" to "Special Flight Permit Ferry")	3/8/19	N/A-no impact to process	N/A
6.200/Checked Baggage	Checked Baggage Charges and Waivers	Added checked bag fees for international codeshare with QF	3/1/19	Yes	BUL19-062
6.200/Checked Baggage	Checked Baggage Charges and Waivers	Added PAE for wine box waiver	3/1/19	N/A-no impact to process	N/A
7.300/MedLink	MedLink Overview	Added AS-designated phone number	3/1/19	N/A-no impact to process	N/A
9.400/Pre-Flight Preparation	AS Zone Limits/Seating Procedures	Reformatted aircraft zone charts (no content change)	2/15/19	N/A-no impact to process	N/A
6.300/Undeclared Dangerous Goods	Undeclared Dangerous Goods Overview	Clarified who can complete a DG Bag incident report	2/13/19	N/A-no impact to process	N/A
5.600/Crewmember and Jumpseat Procedures	QX Flight Deck Jumpseat	Revised priority code and edit for new hire flight attendant flight deck jumpseat access	2/6/19	Yes	BUL19-050
6.700/Baggage Service	Delayed	Updated reimbursement documentation in bag claim	2/6/19	N/A-no impact to process	BUL19-048

Section/Title	Affected Topic	Summary of Change	Rev. Date	SRA	Bulletin
6.700/Baggage Service	Damaged	Clarified damage due to normal wear and tear is not eligible for repair	2/6/19	N/A-no impact to process	BUL19-049
6.700/Baggage Service	Delivery	Revised expedite guidance with reference to Baggage Performance SharePoint site	2/6/19	N/A-no impact to process	N/A
6.700/Baggage Service	Central Baggage Service	Revised damage amount eligible for repair	2/6/19	N/A-no impact to process	N/A
9.600/AS Flight Process Boarding	Boarding Procedures	Added Boarding Group E	2/6/19	Yes	BUL19-031
9.700/Regional Flight Process/Boarding	Boarding Procedures	Added Boarding Group E	2/6/19	Yes	BUL19-031
11.100/Refusal to Transport	Fails to Comply with Rules and Regulations	Updated verbiage regarding refusal to transport, and guidance regarding obscene or offensive articles/materials	2/6/19	N/A-no impact to process	N/A
18.100/Boarding Announcements	737 and Airbus Aircraft - Single Door	Added Boarding Group E	2/6/19	Yes	BUL19-031
18.100/Boarding Announcements	737 and Airbus Aircraft - Dual Door	Added Boarding Group E	2/6/19	Yes	BUL19-031
18.100/Boarding Announcements	737 and Airbus Aircraft - to/from Hawaii	Added Boarding Group E	2/6/19	Yes	BUL19-031
18.100/Boarding Announcements	Q400 Aircraft - Dual Door	Added Boarding Group E	2/6/19	Yes	BUL19-031
18.100/Boarding Announcements	Q400 Aircraft - Single Door	Added Boarding Group E	2/6/19	Yes	BUL19-031
18.100/Boarding Announcements	E175/ERJ 175 Aircraft - Single Door	Added Boarding Group E	2/6/19	Yes	BUL19-031
18.100/Boarding Announcements	Anuncios Estandar de Abordaje de Aeronaves 737 y Airbus	Added Boarding Group E	2/6/19	Yes	BUL19-031

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<b>Section/Title</b>	<b>Affected Topic</b>	<b>Summary of Change</b>	<b>Rev. Date</b>	<b>SRA</b>	<b>Bulletin</b>
5.300/Armed Individuals and Escorts	Armed Individuals - Criteria for Acceptance	Added clarification that on-duty status is not required to be verified for armed law enforcement officers	2/4/19	N/A-no impact to process	N/A
5.600/Crewmember and Jumpseat Procedures	QX Flight Deck Jumpseat	Added new hire flight attendant flight deck jumpseat allowance	2/1/19	Yes	BUL19-035
15.400/Security Checkpoint Sterile Area	Aircraft Searches	Updated search procedures	2/1/19	Yes	BUL19-024
9.400/Pre-Flight Preparation	Crewmember Verification	Combined 737 and Airbus crew verification procedures	1/31/19	Yes	N/A
Section 12/Outage Procedures	300 - JACS Outage Procedures	Updated phone contact	1/31/19	Yes	N/A
9.300/Aircraft Arrival/Departure - Equipment	Jetbridge Operations for 737 and Airbus Aircraft	Revised topic to be specific to 737 and Airbus aircraft, and added guidance for reporting damage	1/30/19	Yes	BUL19-033
9.300/Aircraft Arrival/Departure - Equipment	Jetbridge Operations for Horizon Air E175 and SkyWest ERJ-175 Aircraft	Added new topic specific to E175/ERJ-175 aircraft, including new boarding transition plate and guidance for reporting damage	1/30/19	Yes	BUL19-033 BUL19-036
9.300/Aircraft Arrival/Departure - Equipment	Jetbridge Operations for Q400 Aircraft	Added new topic specific to Q400 aircraft, including guidance for reporting damage	1/30/19	Yes	BUL19-033
5.100/Check-In	Same Day Confirmed	Added Saver Fare limitations	1/25/19	N/A-no impact on process	N/A
5.100/Check-In	Missed Flight Options	Added Saver Fare limitations	1/25/19	N/A-no impact on process	N/A
5.400/Standby Check-In	Alternate Flight Same Day (AFSD)	Added Saver Fare limitations	1/25/19	N/A-no impact on process	N/A
5.600/Crewmember and	QX Flight Attendant Initial Operating Experience (IOE)	Flight attendant IOE seat assignments	1/23/19	N/A-no impact on process	BUL19-034

Section/Title	Affected Topic	Summary of Change	Rev. Date	SRA	Bulletin
Jumpseat Procedures					
10.200/Services and Amenities	Empowerment Toolkit for CSAs/PSAs	Updated Empowerment Toolkit amount limitations	1/16/19	N/A-no impact on process	N/A
10.200/Services and Amenities	Empowerment Toolkit for Lead CSAs, Supervisors, and Customer Service Managers	Updated Empowerment Toolkit guidance amounts	1/16/19	N/A-no impact on process	N/A
6.700/Baggage Service	Prorating Other Airlines	Updated prorating procedures	1/9/16	N/A-no impact on process	BUL19-020
9.300/Aircraft Arrival/Departure/Equipment	Jetbridge Operations	Verbiage edit	1/9/19	Yes	BUL19-008
9.400/Pre-Flight Preparation	Light Load Procedures for Horizon Air E175 and Q400	Revised light load procedures for QX E175 aircraft	1/9/19	Yes	BUL19-008
9.600/AS Flight Process/Boarding	Upgrades to Premium Class	Replaced aircraft swap procedures with link to PC Downgrade procedures in Section 11.200	1/9/19	Yes	BUL19-006
9.700/Regional Flight Process/Boarding	Clearing Horizon Air E175 and Q400 Flights	Revised procedures to reconcile passenger count issues for SkyWest aircraft	1/9/19	Yes	BUL17-355
9.700/Regional Flight Process/Boarding	Clearing SkyWest CRJ and ERJ 175 Flights	Revised procedures to reconcile passenger count issues for QX E175 and Q400 aircraft	1/9/19	Yes	BUL19-009
9.700/Regional Flight Process/Boarding	Passenger Count Verification (PCV)	New topic - revised procedures to clear departure for both QX E175 and Q400 aircraft	1/9/19	Yes	BUL19-009
11.200/Overbooked Flights	Involuntary Premium Class Downgrade	New topic - procedures for involuntary PC downgrade	1/9/19	Yes	BUL19-006

**Customer Service Manual**

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Section/Title	Affected Topic	Summary of Change	Rev. Date	SRA	Bulletin
12.100/Systemwide Outage Procedures/Domestic U.S. Flights Only	Flight Control - QX and OO	Revised procedures to reconcile passenger count issues for QX E175 and Q400 aircraft	1/9/19	Yes	BUL19-009
6.500/Firearms	Acceptance	Added requirement to ask customer about prohibited items	1/1/19	Yes	BUL19-004
6.600/Animlas	Pet in Cabin (PETC)	Added PETC seat restriction on A321 aircraft	1/1/19	Yes	BUL19-007
6.700/Baggage Service	Claims	Added requirement to take paper claims when the computer system is unavailable, and to document claim-at-gate or planeside drop bag claims	1/1/19	N/A-no impact on process	BUL18-354
6.700/Baggage Service	Delayed	Added examples of interim expense options, and links to baggage liability and prorating procedures	1/1/19	Yes	N/A
8.100/Booking	Reservation Transaction	Added requirement to provide Consumer Notices (TZ-48)	1/1/19	Yes	N/A
8.200/Ticketing	Ticketing Transaction	Added requirement to provide Consumer Notices (TZ-48)	1/1/19	Yes	N/A
23.200/International Baggage	Baggage Liability	Added baggage liability limitations	1/1/19	Yes	N/A

View previous changes to CSM Volume 2, click on a link below.

[2018](#)

[2017](#)

[2016](#)

[2015](#)

[2014](#)

[2013](#)

[April-December 2012](#)

[2004-March 2012](#)

## Section 1 - Introduction

### 100 - Passenger Service CSM Volume

Section 1 - Introduction > 100 - Passenger Service CSM Volume

#### CSM Administration

Revision date: 10/12/2018  
Supersede date: 7/20/2016

Information about the following topics resides in Customer Service Manual Volume 0 – CSM Administration. These topics are grouped in CSM Volume 0 because they apply to all volumes of the CSM set and to all work groups.

Click on a link below to view that section of CSM Volume 0.

#### Section 1 – Manual System

- [1.100 – Manual References](#)
- [1.200 – Ground Regulatory Compliance Overview](#)
- [1.300 – Hazardous Materials and Training Program](#)

#### Section 2 – CSM Content and Construction

- [2.100 – Controls](#)
- [2.200 – Purpose](#)
- [2.300 – Conventions](#)
- [2.400 – CSM Change Process](#)

#### Section 3 – Company Policies and Expectations

- [3.100 – Company Policies](#)
  - [Alcohol and Drug Use](#)
  - [Assault Protection Policy](#)
  - [Company Phone Use and Cell Phone Policy](#)
  - [Conflict Resolution](#)
  - [Equal Employment Opportunity and Affirmative Action](#)
  - [Identification](#)
  - [Internet and Company Email Use](#)
  - [Personal/Friend/Family Travel](#)
- [3.200 – Expectations](#)
  - [General Rules of Conduct](#)

Attendance

Work Performance

Personal Conduct

Sleeping

**Section 4 – Record, Information, and Access Control**

4.100 – Access Control Overview

4.200 – Irregular Operations and Schedule Changes

4.300 – Requests for Information

**Section 5 – Safety**

5.100 – Safety Overview

5.200 – Safety Reporting

5.300 – Health and Safety

5.400 – Lifting

5.500 – Safety Management System

**Section 6 – Regulations**

6.100 – Compliance Statement

6.200 – Hazmat Regulations

6.300 – TSA Regulations

6.400 – FAA Regulations

6.500 – DOT Regulations

Nondiscrimination on the Basis of Disability in Air Travel (14CFR Part 382)

Lengthy Tarmac Delays

6.600 – EPA Regulations

6.700 – USDA Regulations

6.800 – OSHA Regulations

Section 1 - Introduction > 100 - Passenger Service CSM Volume

### **Passenger Service Revision Process**

Revision date: 7/20/2015

Supersede date: 03/14/2014

**Controls:** [121.135\(a\)\(2-3\)](#), [121.137 \(b-c\)](#)

**CEME:** O2G

#### **Manual Administration**

Submit recommendations for manual changes or corrections to Airport Services.

#### **Manual Revision**

For information and details on the Manual Revision Process, see [CSM Vol. 0, Section 2.400 – CSM Change Process](#).

Section 1 - Introduction > 100 - Passenger Service CSM Volume

**Shared Manual Content Revision Process**

Revision date: 5/15/2019  
Supersede date: New

This volume of the Customer Service Manual (CSM Vol. 2 - Passenger Service) contains content prepared and shared jointly between Alaska Airlines and Horizon Air.

Advance notice of proposed revisions shall be given to representatives of both air carriers, and in some cases, to the FAA Certificate Management Office (CMO) of both air carriers prior to publication.

For more information and details about the shared manual content revision process, see the [Master Manual System](#) or the QX Administrative Guide.

Section 1 - Introduction > 100 - Passenger Service CSM Volume

**Passenger Service Support Organization**

Revision date: 7/20/2015  
Supersede date: 03/14/2014

Click [here](#) to view the agent support organization flow chart.

Section 1 - Introduction > 100 - Passenger Service CSM Volume

**Horizon Air Organization and Culture**

Revision date: 7/20/2016

Supersede date: 11/13/2015

For information and details about the Horizon Air People and Customer Services organization and culture,  
see [QX Services Manual Section 1](#).

## Section 2 - Training

### 100 - Customer Service Training

Section 2 - Training > 100 - Customer Service Training

#### Passenger Service Training Overview

Revision date: 6/1/2023

Supersede date: 12/13/2017

Training for passenger service falls within the Airport Operations and Customer Service (AOCS) department.

Passenger Service Policy and Procedure is responsible for working with Training Development in determining system wide training requirements and developing training material.

Training Delivery is responsible for communicating and monitoring system-wide training. Training may be delivered using any of the following methods:

- Classroom training (centralized and local)
- Workbook and/or video self-study
- Web/CD ROM computer-based training
- CSA Mobile Device (iPad)
- Online meetings via WebEx or other online meeting system
- On the Fly email publication and SharePoint website
- **Bulletins** issued via the learning management system
- Web-based training

Section 2 - Training > 100 - Customer Service Training

**Station Trainers**

Revision date: 12/13/2017

Supersede date: 06/15/2015

See [CSM Vol. 1, Section 10.300](#) for station trainer requirements, qualifications, and responsibilities.

Section 2 - Training > 100 - Customer Service Training

### Training Controls

Revision date: 10/12/2018  
Supersede date: 12/13/2017

Passenger Service Training is facilitated under the guidance of the following publications and agencies:

- [AOSSP](#) (Aircraft Operators Standard Security Program)
- [49CFR](#) Code of Federal Regulations
- [OSHA](#) (Occupational Safety and Health Administration)
- [DOT](#) (Department of Transportation)
- [FAA](#) (Federal Aviation Administration)
- [14CFR Part 382 - Nondiscrimination on the Basis of Disability in Air Travel](#) (Air Carrier Access Act or ACAA)
- Disabilities Act (ADA)
- [Air Group Customer Service Commitment Plan \(CSCP\)](#)

The FAA and DOT may, at any time, audit agent training records, to ensure compliance with published training requirements.

## **200 - Training Record Keeping & Government Oversight**

Section 2 - Training > 200 - Training Record Keeping & Government Oversight

### **Training and Training Records Expectations**

Revision date: 12/13/2017  
Supersede date: 07/20/2015

Refer to [CSM Vol. 1, Section 10.100 for Training and Training Record Expectations](#).

Refer to [CSM Vol. 1, Section 10.100 for Vendor Training](#).

Refer to [CSM Vol. 1, Section 3 for Vendor Employee Administration](#).

Section 2 - Training > 200 - Training Record Keeping & Government Oversight

### Initial CSA Training

Revision date: 7/21/2021  
Supersede date: 2/10/2021

Passenger Service requires a comprehensive training program for new customer service agents (Initial CSA Training) that includes:

- Classroom curriculum (6 Days) and Hands-on Learning Lab
- On-the-job training checklists

New hires are automatically registered for Initial CSA by local management.

Based on assigned duties, agents may be required to complete and maintain additional qualifications for other assigned job functions, including but not limited to:

- Jetbridge operation or Non-Jetbridge equipment operation
- Lead agent
- Compliant Resolution Official (CRO)
- Ground Security Coordinator (GSC)
- Baggage Service

See the [Training Matrix](#) for details about these and other qualifications.

Agents who have completed classroom/eCourse training but have not completed a required OJT period must work under the direct, one-on-one supervision of an assigned subject matter expert coach who actively holds the appropriate certification, until the prescribed OJT period is complete.

OJT coaching of an agent is permitted only when scheduled in conjunction with classroom training, and not intended for temporary or long-term use to fill a staff position.

Stations may, at the discretion of local management and local Station Trainer(s), require additional hours of OJT for specific individuals, based on their level of understanding and mastery of the job function.

Agents shall be provided with and wear an "Agent in Training" nametag while performing OJT.

#### **Applicable to SkyWest only.**

Agents in stations that handle the above-the-wing functions for SkyWest shall complete SkyWest differences training (see the [Training Matrix](#)).

#### **Applicable to Horizon Air only.**

All Horizon Air employees are required to have the following completed checklists on file prior to working alone:

- Hazardous Substance Employee Orientation Checklist
- Employee Orientation Safety Checklist

The forms are located under [QX Safety Reporting](#) on the AAG Safety Page.

**Note:** Additional requirements shown above  
in the ICSA training apply.

Section 2 - Training > 200 - Training Record Keeping & Government Oversight

### **Initial CSA - On the Job Training (OJT)**

Revision date: 2/20/2023  
Supersede date: 7/21/2021

Upon graduation of Initial CSA, the hiring station has the responsibility for completion of on-the-job training (OJT) for new-hires and transfers and evaluation of the agent's job performance includes an initial station orientation.

All resources and tools reside on [Training Delivery's Passenger Service Training Resource Site](#).

- CSA/PSA OJT Guide
- Initial CSA Curriculum Overview
- IMAGE User Guide
- CSA Mobile User Guide
- Practice Scenarios and Flights
- Initial CSA Learner Workbook
- OJT Checklist
- OJT Schedule Template
- OJT Sign Off Codes
- How To Guides for creating MSN Teams

#### **OJT Schedules**

All OJT schedules shall be completed by the local station trainer or station designee and communicated via email to Initial CSA instructor by the third day of class.

The OJT checklist template is located [here](#).

The workday hours scheduled for OJT should match those of the coach.

- It is permissible to schedule various start/end times during OJT week (in accordance with COPS bargaining unit rules, where applicable).

#### **Station Orientation**

The hiring station shall provide introduction and relevant information to new agents about the station.

The orientation template is located [here](#).

Orientation shall include but is not limited to:

- Local SIDA/Security training and airport badging, where applicable
- Local Station Emergency Response plans and location
- Orientation of the physical layout and facility locations within the airport, including screening checkpoint, TSA baggage screening, oversize, or odd-size baggage location.
- Local station management and administrative contact(s)
- Local scheduling procedures and attendance reporting
- Local cash-out and deposit procedures

#### **Evaluation of Job Performance**

The OJT portion of Initial CSA training is based on proficiency and requires a minimum of 80 hours of training.

The station trainer in coordination with station leadership will determine when the agent is proficient. Agents may require more OJT time in any area.

Stations may, at the discretion of local management, limit initial OJT to ticket counter functions, with scheduled OJT for gate functions at a later date.

A coach or designee (e.g. Station Leadership) may update the Learning Management System if a station trainer is unavailable at the local station.

#### **Applicable to SkyWest only:**

Agents in stations that handle the above-the-wing functions for SkyWest shall complete SkyWest differences training (reference the [Training Matrix](#)).

Section 2 - Training > 200 - Training Record Keeping & Government Oversight

**Dangerous Goods Training Certificate for Canadian Stations**

Revision date: 7/20/2015  
Supersede date: 07/15/2014

Transport Canada inspectors may demand an employee produce their Dangerous Goods Training Certificate “immediately.” For that reason, station trainers will issue direct employees in Canada a [Dangerous Goods Training Certificate \(TZ-605\)](#) upon successful completion of their Dangerous Goods training.

The Dangerous Goods Training Certificate expires 24 months from the date of issuance.

While vendor employees must complete our Dangerous Goods training, we only issue the paper certificates to our direct employees.

Section 2 - Training > 200 - Training Record Keeping & Government Oversight

**Return to Work Training**

Revision date: 7/20/2015  
Supersede date: 02/28/2014

Refer to the Return to Work Training guidelines in [CSM Vol. 1, Section 10.100](#).

Section 2 - Training > 200 - Training Record Keeping & Government Oversight

**Record Retention and Recurrent Training Forecast**

Revision date: 12/13/2017  
Supersede date: New

Upon successful completion of a course, the instructor shall enter the course code (e.g. CSA101.) into the learning management system. Course completion will then initiate future recurrent training. The training forecast report is used to track recurrent training dates.

Section 2 - Training > 200 - Training Record Keeping & Government Oversight

**Passenger Service Course Descriptions**

Revision date: 12/30/2019

Supersede date: 12/13/2017

There are several Passenger Service certifications based on the type of station and duties performed by agents. Refer to the [Training Matrix](#) to see a list of Passenger Service certifications, the courses that are required to be certified, and a description of each course.

Section 2 - Training > 200 - Training Record Keeping & Government Oversight

### **Customer Service Agent Transfer Training**

Revision date: 12/13/2017  
Supersede date: 08/19/2016

An agent who transfers to a new station must complete the applicable station-specific training/orientation outlined on the [Onboarding and Station Differences Checklist](#).

Station specific training shall include, but is not limited to:

- Jetbridge/Non-Jetbridge re-qualification on the new station's Jetbridge and/or boarding equipment (boarding ramps/portable stairs)
- Review of local emergency response procedures
- Review of local airport security policies and procedures

#### **Applicable to Skywest only.**

Agents in stations that handle the above-the-wing functions for SkyWest shall complete SkyWest differences training (refer to the [Training Matrix](#)).

#### **Applicable to Horizon Air only.**

All Horizon Air employees are required to have the following completed checklists on file prior to working alone:

- Hazardous Substance Employee Orientation Checklist
- Employee Orientation Safety Checklist

The forms are located under [QX Safety Reporting](#) on the AAG Safety Page.

## **Section 3 - Regulatory**

Revision date: 6/13/2018  
Supersede date: 7/20/2016

For references to regulations and regulatory requirements, see [CSM Vol. 0, Section 6](#).

| For requirements to control access to records, information, and work areas, see [CSM Vol. 0, Section 4](#).

## Section 4 - Customer Service

### 100 - Customer Service Agent Standards

Section 4 - Customer Service > 100 - Customer Service Agent Standards

#### Responsibilities

Revision date: 6/1/2023  
Supersede date: 3/15/2023

Customer Service/Passenger Service Agents shall:

- Serve the public in an efficient, thorough and courteous manner.
- Remain informed and aware of procedures, procedural changes and information published or contained in this manual, including all [bulletins](#), directives or memoranda issued in supplement.
- Cooperate with each other and with all related agencies with which Alaska Air Group conducts business.
- Maintain above average job performance.
- Maintain currency in all improvements and advancements affecting their job and avail themselves of all training aids.
- Complete annual recurrent training relative to regulatory and company requirements. Failure of examinations may result in time off without pay to correct deficiencies.
- Report any employee violations immediately to a Supervisor for prompt correction.
- Either print a hard copy or allow customers to view information at an Alaska Air Group computer when requesting one or more of the following:
  - [14CFR Part 382 - Nondiscrimination on the Basis of Disability in Air Travel \(Air Carrier Access Act\)](#)
  - [Baggage Service Information Brochure](#)
  - [Consumer Notices](#)
  - [Contract of Carriage](#)
  - [Involuntary Denied Boarding Explanation](#)
  - [Safety Information Card for Exit Row Seating](#)

### Section 4 - Customer Service > 100 - Customer Service Agent Standards

#### Behavior

Revision date: 4/25/2018  
Supersede date: 3/27/2014

Pleasant, helpful and friendly relations are to be maintained at all times with the public, fellow employees, and other airline personnel.

When mingling with the public, agents must not attract negative attention to Alaska Air Group or to themselves.

Uniforms and/or ID badges must not be worn during or outside of work when in a public establishment where alcoholic beverages are sold.

While in uniform, do not drink or appear to be drinking alcoholic beverages at any time in a public place.

- Agents must not discuss company affairs with customers or within hearing distance of customers.
- Items not pertaining to a professional appearance are prohibited from ticket counters and other work areas (e.g., commercial reading materials, food and beverages, chewing gum).

When a guest is consistently profane and/or obscene, the agent must tactfully request the guest to stop the use of such language.

- Call a supervisor when the guest continues.
- A LEO must be called to assist when all attempts have failed to control the situation.

Scheduled working hours must be closely observed.

- Be at assigned position at the designated start time.
- Keep work areas clean, stocked and organized.
- Make efficient use of time - Keep busy with work related activities.
- 
- Lunch periods and breaks shall be scheduled and properly observed.
- A single instance of insolence, mistreatment or insult to a customer, provoked or not, is grounds for disciplinary action.
- The ability to hold a temper in check under trying conditions is a job requirement for any agent position.
- Ensure correct and timely completion of employee time card.

Section 4 - Customer Service > 100 - Customer Service Agent Standards

### **Respecting Company Affairs**

Revision date: 7/20/2016  
Supersede date: 03/27/2014

All employees must respect the privacy status of certain company information. Refer to [CSM Vol. 0, Section 4.200](#) for information about protecting company information.

Alaska Airlines and Horizon Air shall disseminate any pertinent information deemed advisable as quickly as all facts are available.

- All other information is considered invalid.
- Agents must avoid participating in rumors so as not to jeopardize the integrity of Alaska Airlines and Horizon Air's policies, goals and objectives.

Section 4 - Customer Service > 100 - Customer Service Agent Standards

**Training**

Revision date: 6/15/2011  
Supersede date: 08/16/2010

Non-cargo airport/Customer Service agents must successfully complete initial customer service training, as outlined in Section 2 of this volume, in addition to all task-specific training applicable to job functions they are assigned to. Records for all certification training are maintained in the Company's learning management system.

Agents shall:

- Maintain currency in all certifications for all job functions to which they are assigned, as required by each qualification.
- Be responsible to check their training records on a monthly basis, to ensure accuracy.
- Immediately report any errors found in their training records to local station management.

Section 4 - Customer Service > 100 - Customer Service Agent Standards

### Licensing and Identification Requirements

Revision date: 1/11/2021  
Supersede date: 3/27/2014

#### Interfaces

##### People Policies - Rules of Conduct

Each agent must:

- Possess a valid driver's license (for agents who drive on the ramp only).
- Possess a valid SIDA badge for the airport in which he/she is working (where applicable).
- Possess any other specialized documentation or clearances dictated by local requirements.
- Present their required license(s)/badge(s) to their supervisor, upon request.
- Report to their supervisor on first knowledge of a lost, stolen, or revoked license(s)/badge(s).

Agents not in possession of required license(s)/badge(s) shall not be permitted to work.

#### Applicable to Alaska Airlines employees only:

- From the date of loss, an employee shall have thirty calendar days to obtain the required license(s)/badge(s) or he/she shall be subject to discharge. During this time, the employee shall be removed from active payroll and placed on an unexcused Leave of Absence.

#### Applicable to Horizon Air employees only:

See Policies/Guidelines on [onyourhorizon.com](http://onyourhorizon.com).

Refer to Training Record Keeping in [Section 2](#) of this volume for additional information.

Section 4 - Customer Service > 100 - Customer Service Agent Standards

### **Cell Phone and Company Phone Use**

Revision date: 12/19/2012  
Supersede date: New

#### **Company Telephone Use**

The use of company telephones to conduct personal matters is discouraged. Under no circumstances shall an employee use company telephones to place personal calls resulting in a cost to the company.

Office telephone numbers should be given to family members only as a means of contacting an employee in the event of an emergency or other urgent matter not related to company business.

#### **Personal Cell Phone Use**

While performing inside functions, Customer Service Agents (CSAs) and Passenger Service Agents (PSAs) may access their personal cell phones for information pertinent to their job, to receive company information or assist with customer service needs.

Personal cell phones may be carried and accessed subject to the following restrictions:

- All personal phone calls will be received or made during break periods or lunch periods except in case of emergency.
- All personal phone calls must be away from public areas where work is normally conducted.
- Employees will not use personal or company issued cell phones while operating any company equipment (e.g. jetbridge, vehicles).
- Cell phones may never be used on the ramp or in the bagwell.

## 200 - Customer Service Agent Task Definitions

Section 4 - Customer Service > 200 - Customer Service Agent Task Definitions

### Service Elements in Each Transactions

Revision date: 8/9/2010  
Supersede date: New

- Greet guest.
- Use appropriate body language.
- Make eye contact.
- Maintain audible tone of voice.
- Portray genuine helpfulness and concern.
- Wear name tag.
- Use guest's name.
- Offer additional services, when applicable.
- Thank guest.

### Section 4 - Customer Service > 200 - Customer Service Agent Task Definitions

#### Check-In Elements

Revision date: 6/29/2020  
Supersede date: 3/24/2014

**Controls:**

[14 CFR Part 382 \(Air Carrier Access Act\)](#)

[Canadian Transportation Agency: Accessible Transportation for Persons with Disabilities](#)

- Verify guest ID.
- Ensure guest is carrying correct documentation for admittance into a foreign country.
- Process “selectees”.
- Verify destination verbally.
- Charge the correct amount for excess baggage, sporting equipment, animals and other special items.
- Verify baggage has identification on the inside and outside.
- Correctly tag baggage and remove any old bag tags.
- Ensure all carry-on baggage and/or personal items meet size limitations and the customer baggage allowance.
- Seating - Place guest in a requested seat when possible.
- Recap the destination and number of bags checked.
- Advise boarding time, and gate assignments.

**Note:**A guest with a disability may advance to the front of the line for check-in with an agent.

Section 4 - Customer Service > 200 - Customer Service Agent Task Definitions

### **Group Check-In Elements**

Revision date: 10/21/2015  
Supersede date: 09/10/2012

Groups often have unique needs and should be handled with extra care during the check-in process.

Groups can:

- include minors
- have unusual checked baggage (e.g., sporting goods, musical instruments, etc.)
- have a leader that may or may not seek out assistance

#### **Concierge Guidelines**

When or if a group leader needs assistance, advise them they can check in at a full service position, kiosk, or with a designated agent.

Be sensitive to the group's documentation needs. One or more group leaders may be controlling the international documentation of minors traveling.

Section 4 - Customer Service > 200 - Customer Service Agent Task Definitions

**Ticketing Elements**

Revision date: 4/25/2018  
Supersede date: 1/11/2018

Apply fare rules - Observe fare rules and apply them correctly.

| Accurate fare breakdown - Accurately use IMAGE pricing to obtain and apply correct fares.

Follow regulatory procedures – State the operating carrier and provide a Consumer Notice to customers purchasing tickets with an agent at the airport.

Issue tickets accurately - Charge or refund the correct amount and use the appropriate procedures.

Apply form of payment procedures - Accept correct form of payment and follow the procedures outlined in this manual.

Issue electronic tickets.

Section 4 - Customer Service > 200 - Customer Service Agent Task Definitions

### Cashout Elements

Revision date: 1/11/2018  
Supersede date: 7/8/2015

**Applicable to transactions completed in IMAGE Airport only.**

- Cash sales - Must consistently balance with dollars on hand.
- Cash drawer security must be maintained at all times.
- Verify manually added ticket amounts match.
- Validate drafts.
- Put tickets in order.
- Process Universal Charge form correctly and legibly.
- Complete voids correctly.
- Attach authorization forms to Auditor Coupon.
- Process over/shortages correctly.
- Process and verify Cashout correctly.
- Close Cashout.

## Section 4 - Customer Service &gt; 200 - Customer Service Agent Task Definitions

**Lobby Concierge Elements**Revision date: 9/7/2022  
Supersede date: 10/21/2015

Lobby Concierges provide direct customer service to customers while in the lobby area. Individuals in this position are the first point of contact and are expected to welcome and ensure the guest is directed to the next service point. Lobby Concierges will be in constant communication with the Lead Agent regarding wait time, group check-in and any staffing concerns.

All agents shall fulfill the duties and qualities of the Lobby Concierge when this position is not designated on a station roster or schedule.

**Lobby Concierge Qualities**

- Possesses exceptional interpersonal and customer service skills
- Ability to anticipate needs of others
- Strong ability to listen and respond effectively to repetitive questions
- Ability to work unsupervised with a high level of self-motivation.
- Ability to influence and guide both guests and peers
- Friendly, knowledgeable and polite in all situations
- Excellent communication skills (both verbal and written)
- Strong diplomacy and teamwork skills
- Strong problem-solving skills
- Ability to juggle multiple tasks in a fast-paced and at times stressful environment
- Able to learn and operate a kiosk and resolve technology issues
- Able to adapt to performing work according to set procedures

Based on station level determined by the number of daily departures, the Customer Service Manager shall select the appropriate number of agents to be available for assistance in front of the ticket counter acting as Lobby Concierges.

<b>Station Level</b>	<b>Daily Departures</b>	<b>Lobby Concierge Requirements</b>
Level 1	more than 15	<ul style="list-style-type: none"><li>• A minimum of one agent during operating hours</li><li>• A minimum of two agents for Seattle only</li></ul>
Level 2	10-15	<ul style="list-style-type: none"><li>• A minimum of one agent during peak travel times during multiple departures</li></ul>

Level 3	less than 10	<ul style="list-style-type: none"><li>• One agent during peak travel times</li><li>• One agent during irregular operations where extra passenger assistance is warranted</li></ul>
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Prior to starting their duties, the Lobby Concierge must ensure they have:

- A radio or portable phone
- Pens and markers
- Baggage ID tags
- A daily flight schedule
- [CSA Mobile Device](#), if applicable in the location

Duties may include, but are not limited to the following:

- Welcome customers upon their arrival in the lobby.
- Ensure complete guest satisfaction.
- Assist and direct guest to the next service point.
- Clear lines for a seamless operation.
- Provide additional identification tags or plastic bags.
- Advise guests of baggage limitations (e.g. medication, fragile and valuable items, and dangerous goods).
- Monitor carry-on bags and special requests.
- Maintain lobby appearance and kiosk working conditions.
- Assist the ticket counter and gates by soliciting guests for oversold flights.
- Facilitate a hassle free, guest transition to flight boarding.
- Assist guest with preparing car seats/strollers in plastic bags and baggage tags.
- Assist guests with attaching bag tags.
- Perform other duties as assigned.

Down Time – When nothing more can be done to reduce the number of guests queued up:

- Stock supplies (e.g., plastic bags, boxes, name tags).

- Straighten and organize stanchions, if applicable.

Section 4 - Customer Service > 200 - Customer Service Agent Task Definitions

### Meeting Procedures

Revision date: 4/25/2018  
Supersede date: 3/27/2014

Comply with the standard turn process as outlined in [Section 9](#) of this volume.

- Monitor inbound Arrival Report - Be familiar with inbound load and outbound connections before arrival. Obtain any special service equipment and/or required signatures.
- Operate jetbridge correctly - Safely and efficiently maneuver the jetbridge to the arriving aircraft and open the aircraft door.
- Assist inbound customers - Guide guests as necessary to terminal area/connecting flights.
- Check with inflight crew regarding special assistance required for inbound guests, and advise where you will be standing (e.g., top or bottom of jetbridge).
- Maintain security of jetbridge/gate entrance - Ensure that no unauthorized person enters into the secured area during meeting or deplaning of arriving flight.
- Lock all jetbridge/gate entrances when deplaning is complete.

#### **Applicable to flights operated with 737 and Airbus aircraft only:**

- Obtain estimated arrival time for flight and always arrive at the gate at least 15 minutes prior to flight arrival.
- Check with inflight crew regarding special assistance required for inbound guests, and advise where you will be standing (e.g., top or bottom of jetbridge).

### Section 4 - Customer Service > 200 - Customer Service Agent Task Definitions

#### Flight Control

Revision date: 4/25/2018  
Supersede date: 7/20/2016

- Comply with the standard turn process as outlined in Section 9 of this volume.
- Complete pre-flight functions prior to departure (e.g. verify SSRs, passenger connections, etc).
- Use proper announcements - Outlined in [Section 18](#) of this volume and revise when situation dictates.
- Assign correct seating (e.g. know what seats are lap infant restricted).
- Actively page families not seated together and assist in reseating prior to boarding.
- Monitor flight activity - Be aware of unusual flight activity such as catering or mechanical delays.
- Ensure passenger counts are correct.
- Timely flight closeout.
- Lock podium - Maintain the security of baggage tags, FIMs, etc. by ensuring podium storage is locked when not staffed.

#### Applicable to flights operated with 737 and Airbus aircraft only:

- Conduct Customer Service Agent/ Flight Attendant Briefing, and provide the "A" Flight Attendant the preliminary report.
- Provide correct and accurate passenger count information to CLP.
- Complete and file Control Sheet - Fill out the Control Sheet correctly, attach post departure paperwork, including the CSA/FA Briefing form, and file accordingly.

**Exception:** Customer Service Managers may elect to not request the use of the Control Sheet in their station (with the exception of agents in training). However, all other paperwork must still be filed according to form instructions.

- Be aware of liquor envelope process in the rare situation of an inoperable POS device.

Section 4 - Customer Service > 200 - Customer Service Agent Task Definitions

## Boarding Procedures

Revision date: 6/13/2023  
Supersede date: 8/1/2020

- Comply with the standard turn process as outlined in [Section 9](#) of this volume.
- Communicate with the flight crew. Verify minimum crew is onboard, the cabin is clean, and the temperature is safe prior to boarding.
- Inform the flight crew of any delays due to Irregular Operations.
- Board in a timely manner after confirming minimum crew is onboard and the cabin is safe.
  - **Applicable to flights operated with 737 and Airbus aircraft:** begin boarding by 40 minutes prior to departure
  - **Applicable to flights operated with Horizon Air E175, and ERJ 175 aircraft:** begin boarding by 25 minutes prior to departure.
- Provide the “A” Flight Attendant with phone prior to boarding if applicable for station.
- Ensure international documents have been verified, when applicable.
- Screen for intoxicated guests - Do not allow them to board. Refer to [Section 11](#) of this volume.
- Screen carry-on baggage - Monitor the amount and size of carry-on baggage each guest is transporting to stay within regulations outlined in [Section 6](#) of this volume.
- Ensure infant edits have been added for all lap children.
- Perform ticket reconcile and stamped all paper tickets collected “USED”.
- Ensure all paper tickets collected from the flight are turned into Station Accounting for processing.
- Present the Flight Attendant with the Final Flight Paperwork if in a station where the Flight Attendant is unable to receive the flight information electronically.
- Close aircraft door for departure on time per the applicable timeline (AS, QX, or OO).
- Operate jetbridge safely - Assess for clearance/safety prior to operation and demonstrate the ability to operate the jetbridge effectively.
- Pull the jetbridge back outside the circle of safety to minimize chance of damaging next aircraft.

### **Applicable to flights operated with 737 and Airbus aircraft only:**

- Utilize the “Trigger Points” completing one of the following tasks based on local station procedures:
  - Contact Flight Attendant onboard asking, “How many more roller bags can you fit in the overhead bins and are there any passengers in the jetbridge?”
  - Hard stop – begin tagging all remaining roller bags.

- Ask the Flight Attendant "Are you ready to close?"
- The Flight Attendant shall begin door closing procedures by depressing the gust lock on both Airbus and 737 aircraft.
- The agent will assist in closing the door on 737 aircraft.
- The agent will close and secure the door on Airbus aircraft. Revision date: 8/1/2020

Section 4 - Customer Service > 200 - Customer Service Agent Task Definitions

### **Baggage Service**

Revision date: 8/18/2020  
Supersede date: 4/25/2018

When baggage is delayed, damaged or lost, the baggage service office or agent will assist the guest by performing the following:

- Complete the BDO correctly - Include all necessary information.
- Analyze baggage problems - Use check-in history and FLIFO when appropriate.
- Use the baggage system correctly - make accurate and timely entries.

**Note:** If a computer is unavailable (e.g., customs area) use the [AAG-13](#) to complete the delayed baggage or missing content report.

- Send messages correctly - Use proper message sending formats and send messages in a timely manner. Do not message all stations unless absolutely necessary.
- Onhand bags - Store all onhand bags neatly and orderly and in a secure area.
- Monitor baggage carousel - Remove unattended baggage from the carousel and store in a secure location.
- Lost articles - Left on board ([LOB](#)) or lost articles of high value are sent to CBS as outlined in LOB/CBS.
- Daily Station Report completed - Pull hard copy of the Bag Tracer Analysis and Station Baggage Activity Count.
- Guest contact - All guests with baggage claims shall be contacted at least once a day to provide a status update on their bag.
- Guests should be given unpublished toll-free number provided by Alaska Airlines.
- Offer discount coupons - Offer coupons in lieu of baggage delivery as outlined in Section 6.
- Monitor Task Lists - Update and monitor hourly.
- Provide mistag feedback - Send complete information to mis-tagging station for follow-up with the agent or Skycap who made the error.
- Ensure podium and office doors are locked and secure when unattended.

### Section 4 - Customer Service > 200 - Customer Service Agent Task Definitions

#### Documenting Exceptions

Revision date: 5/1/2021  
Supersede date: 7/13/2018

Agents are permitted to make exceptions to a policy or procedure, provided the exception balances the needs of the guest and the needs of the company, in times where the situation warranting an exception is beyond the guest's control (e.g. traffic accident on the freeway caused the customer to miss their flight).

Agents unsure if an exception is warranted or who feel the exception is not a normal exception, should contact their Lead agent or supervisor for assistance.

**Note:**Exceptions may not be made for any policy or procedure mandated by the FAA or DOT (e.g. allowing prohibited flammable items in checked baggage) or any policy or procedure administered by Alaska Airlines, Horizon Air, or SkyWest to ensure the safety of our customers, employees or equipment (e.g. allowing a child under the age of 5 to travel as a Junior Jetsetter).

Any exception shall be fully documented in the remarks section of the customer's PNR. Include the name of the Lead agent or supervisor if they were consulted on the exception.

The guest shall be fully advised of the exception and our current policy or procedure.

A typical exception is waiving excess/overweight baggage fees.

Exceptions previously documented in a guest's PNR shall be honored as written, provided the exception does not violate any FAA or DOT mandate and does not risk the safety of our customers, employees or equipment.

Section 4 - Customer Service > 200 - Customer Service Agent Task Definitions

**Language Line**

Revision date: 3/27/2014  
Supersede date: 04/11/2013

The Language Line is a service provided by Voiance for use in assisting customers who speak a foreign language. The Language Line provides interpreters 24 hours a day and 7 days a week.

The CSA shall:

- Call the Language Line toll-free at 877-389-2098
- Say the language you need
- Hold temporarily as you connect to an interpreter
- Brief the interpreter on the call
- Introduce the caller to the interpreter
- Pass the phone to the guest
- Complete the call with the interpreter

When speaking with the interpreter and guest:

- Speak in first person and remember that everything you say will be interpreted
- Speak clearly and be specific
- Pause frequently
- Do not exceed 2-3 short sentences
- Avoid using slang terms, pop culture references and figures of speech
- Do not speak too fast or too slow
- Be patient

Section 4 - Customer Service > 200 - Customer Service Agent Task Definitions

### **Flight Notifications - Customer Opt-Out Assistance**

Revision date: 10/21/2015  
Supersede date: New

Per the Federal Communications Commission (Telecommunications Privacy Act), Alaska must provide a way for guests to opt out of Flight Notifications by speaking directly with an employee. At a guest's request, CSAs are required to assist the guest to opt out of Flight Notifications by sending an email to [mileage.plan@alaskaair.com](mailto:mileage.plan@alaskaair.com) and include the following information:

- Subject: Flight Notification OPT-OUT
- Guest's First and Last Name
- Mileage Plan number
- Phone number
- Email address

**Note:** Guests can also end SMS text messages by replying with the word STOP. CSAs are still required to complete the above steps if the customer wishes.

## 300 - AS Lead CSA/QX Team Captain Task Definitions

Section 4 - Customer Service > 300 - AS Lead CSA/QX Team Captain Task Definitions

### Teamwork Support

Revision date: 8/16/2010  
Supersede date: New

- Provide encouragement - Inspire coworkers by instilling confidence.
- Support decisions - Be supportive of coworkers during a decision-making process.
- Display compassion - Show compassion for the well-being of employees and their families.
- Provide constructive feedback, coaching - Communicate positive feedback, promote improvement.
- Offer to provide assistance/training - Be willing and available to assist co-workers when they need help.
- Follow-through - Make certain that all aspects of a situation are covered and seen through to completion.
- Treat coworkers respectfully - Be conscious of their contribution. Respect their ideas, input and personal property. Be open to the opinions of others.
- Maintain positive relations - Encourage a positive/constructive approach to concerns with all coworkers.
- Display a positive attitude and discourage negativity.
- Maintain sense of humor - Perform well under pressure, keep personal emotions in balance during stressful situations.
- Be open to suggestions - Consider suggestions with an open mind.
- Keep confidences - Maintain the confidentiality of advice solicited from others or when given privileged information.

### Section 4 - Customer Service > 300 - AS Lead CSA/QX Team Captain Task Definitions

#### Work Habits

Revision date: 3/27/2014  
Supersede date: 08/16/2010

- Maintain proficiency - Perform agent/Lead agent duties as required.
- Provide technical support when asked.
- Handle supervisory tasks correctly, (e.g., scheduling agent duties, sales report, clearing passcodes, etc.).
- Lead Agent name tag shall include the word "Supervisor" (applicable to Alaska Airlines employees only).
- Prioritize duties - For a smooth and timely operation.
- Perform tasks and complete reports accurately.
- Reports shall be legible, paperwork filed, and work area kept neat.
- Maintain efficiency - Accomplish assigned tasks in an efficient manner. Adhere to deadlines whenever possible. Complete additional tasks when time allows.
- Establish and accomplish goals - Set goals and perform tasks in the manner directed and accomplish results.
- Provide operational feedback to manager - Provide the manager with timely, factually supported, unbiased information, ensuring agent views are represented.
- Lead by example - Observe all station and company guidelines and promote compliance within the agent group.
- Demonstrate adaptability - Willingness to accept change.
- Remain visible - Be seen by coworkers in work area, remain visible whether needed or not.
- Observe and comply with all policies and procedures.
- Comply with rules of conduct - Follow rules of conduct and monitor compliance of coworkers as outlined in the Customer Services Manual.
- Be dependable - Begin work on time and remain in assigned area throughout the shift, when not on an authorized break or lunch.
- Plan ahead - Evaluate and anticipate daily agent schedule, flight schedule, and weather concerns, plan staffing needs accordingly.
- Use good judgment - Make sound decisions independently.
- Focus on what can be done - Remain focused on what can be accomplished rather than simply advising what cannot be done.

- Resolve complaints successfully - Whenever possible strive to resolve complaints beneficially to both the guest and Alaska Air Group.
- Go the extra mile - Go out of the way to assist a guest and exceed guest's expectations.
- Follow contract - Comply with Union work agreement (applicable to Alaska Airlines COPS covered employees and Horizon Air Passenger Service Agents in Canada).

Section 4 - Customer Service > 300 - AS Lead CSA/QX Team Captain Task Definitions

**Charter Check-In Coordinator**

Revision date: 3/28/2017  
Supersede date: 03/27/2014

**Applicable to flights operated with 737 aircraft only.**

This position is voluntary up to the time of assignment for all Lead qualified Customer Service Agents and/or qualified management personnel.

All offline charters will have a Charter Check-in Coordinator (CCC) assigned to the flight from the Seattle Station.

All online charters will have a CCC assigned to the flight from the city of passenger origin.

This position may require overnight stays. The CCC will be reimbursed and shall keep track of all expenses and hours worked related to travel.

The CCC will be responsible for the passenger operations, including but not limited to, check-in, boarding, security procedures and communication.

This position will closely coordinate with Flight Operations Support, Operations, dispatch, and the PIC of their assigned flight(s).

**| Applicable to flights operated with Horizon Air E175 aircraft only.**

Refer to the Horizon Air Charter Operations Manual.

## 400 - Uniform Standards

Section 4 - Customer Service > 400 - Uniform Standards

### Uniform Overview

Revision date: 3/25/2020  
Supersede date: 3/8/2019

Safety, grooming, and appearance are an integral part of an agent's performance:

- Each agent is required to present a well-groomed and neatly attired appearance while in uniform.
- A conservative and businesslike image is desired.
- Failure to adhere to grooming and appearance requirements may result in corrective action.
- Violations of these standards will subject the individual to disciplinary action.

### Initial Uniform

The cost of the initial basic uniform shall be borne by the Company at the time of hire or entry into an agent classification.

The initial uniform set is selected by employee with an initial points allotment.

### Replacement Pieces

- Alaska Airlines shall provide an allotment of 125 points on January 1 of each year for replacement of uniform pieces.
- Agents are responsible for the cost of :
  - Accessory hosiery, socks, shoes
  - Additional pieces or accessory items in excess of the allowance. Items outside of the initial pieces
  - Replacement pieces that wear out sooner than the life expectancy due to improper care of the item.

Custom uniform standards are located on the Alaskaworld [Uniform Subsite](#).

Section 4 - Customer Service > 400 - Uniform Standards

### Uniform Ordering Procedures

Revision date: 1/11/2021  
Supersede date: 3/25/2020

**Applicable to Alaska Airlines CSA employees and Vendor Business Partners (CSA) only.**

#### General

**The Company shall provide the initial basic uniform.**

#### AS CSA Employees

- The initial basic uniform allotment is 125 points at the time of hire or initial entry into the CSA classification.
- Upon successful completion of probation, the Company shall provide a uniform allotment of 75 points for additional pieces and replacements during the remainder of the calendar year.
- On January 1 of each year, the uniform allotment for all non-probationary uniformed employees will be reset to the full allotment of 125 points to be used for replacements during such calendar year.
- The cost of any additional pieces or accessory items in excess of the allotment shall be borne by the employee. Contact Unisync Customer Service directly to use a personal credit card.

#### Vendor Business Partners (CSA):

- The initial basic uniform allotment is 125 points at the time of hire or initial entry into the CSA classification.
- Replacement pieces to be ordered with local manager approval and charged to the station budget.
- Uniform shipments to be shipped to the local station address.
- Contact the Unisync customer service at 1-833-525-2752 or [alaskaservice@unisyncgroup.com](mailto:alaskaservice@unisyncgroup.com) with questions regarding fit, or product information.

#### Placing Orders for New Hires

New hires will order their initial basic uniforms during ICSA training.

#### Name Tags

The station manager, Uniform Coordinator, or designee will order replacement name tags.

Section 4 - Customer Service > 400 - Uniform Standards

### **Termination or Resignation**

Revision date: 3/25/2020  
Supersede date: 11/30/2015

#### **Applicable to uniformed employees only.**

When an agent is terminated or resigns, the Customer Service Manager shall:

- Ensure all uniform pieces are collected from the agent.
- Return unworn uniform pieces to Unisync for credit or retain for "good as new" replacement program in station.

## 500 - STAR Flight Program Standards

Section 4 - Customer Service > 500 - STAR Flight Program Standards

### STAR Flight Program Overview

Revision date: 10/2/2023  
Supersede date: 4/25/2018

STAR (Start the Airline Right) flights are typically the first flights of the day at each station, departing between 5:00am and 9:00am local time.

Maintaining excellent STAR flight on time performance is critical to the success of system on time performance each day.

The following standards shall help in promoting the success of the STAR flight program.

| Applicable to flights operated with 737 aircraft only:

### STAR Performance Timeline for Ground Operations Functions

Departure Time Minus Minutes	Function
D-60	Aircraft is at the gate, all work is complete, aircraft has power temperature is safe.
D-45	Cabin cleaning of aircraft and <a href="#">first flight of the day aircraft search</a> is complete.
D-40	Cargo loading begins.
D-10	Equipment needed for departure (push back tug, headset, etc.) is in position.
D-5	All doors are closed, including cargo doors if possible.

| Applicable to flights operated with Horizon Air E175 aircraft only:

Ensure the first flight of the day aircraft search is complete, and refer to [Horizon Air Services Manual 3.7](#) and [Section 9.700](#) for Turn Timeline.

## Section 5 - Check-In

### 100 - Check-In

Section 5 - Check-In > 100 - Check-In

#### Check-in Cut Off Times

Revision date: 6/2/2021  
Supersede: 2/18/2015

Guests traveling on flights within the U.S. shall check in at least 40 minutes before departure.

**Exception:**

Guests shall check in at least 45 minutes before departure in ATL, DEN, LAS, PDX, PHL, and SLC.

Guests departing AKN and DLG shall check in at least 60 minutes prior to departure.

Guests traveling internationally to/from the U.S., shall check in at least 60 minutes before departure.

**Note:**

Guests departing Guadalajara (GDL) must be checked in at least 90 minutes prior to departure.

### Section 5 - Check-In > 100 - Check-In

#### Identification

Revision date: 5/12/2011  
Supersede date: 09/13/2010

#### Controls

**AOSSP**

Guests (includes employees) shall not be checked-in/issued a boarding pass more than 24 hours prior to flight departure time.

#### Identification Check

Each guest appearing to be over 18 years of age is required to present valid identification (ID) at Initial Point of Contact (IPC) with an Agent, designee and/or at the Security Checkpoint.

**Note:** For ID to be valid it must not be expired.

#### Acceptable ID - Domestic

One of the following must apply to be considered acceptable ID:

- One non-expired government issued photo ID such as:
  - Driver's license
  - State ID card
  - Military ID card
  - Passport
  - Resident Alien card
  - Photo employment ID issued by county, state or federal agency
- Two pieces of ID (no photos required), one of which is non-expired government issued such as
  - Social Security card and credit card
  - Government issued birth certificate and health club membership card
  - Voter Registration card and check cashing card
  - Airman's certificate and other airline ID
- Valid Alaska Airlines or Horizon Air company ID for employees traveling on either carrier.
  - Employees of OAL must present a government issued ID.
  - Employees of codeshare carriers may present company ID.

**Note:** Prisoners under the escort of armed or unarmed LEOs do not need to

present ID at IPC.

#### **Invalid ID and ID Resolution**

Refer to Security, [Section 15.100](#) in this volume.

#### **Escorted Passengers**

A passenger who is being escorted by a Federal Law Enforcement Officer (FLEO) is not required to present ID at check in.

- The FLEO must present ID.
- The FLEO is not required to travel with passenger they are escorting.

**Note:** A military prisoner being escorted by military personnel does not need to present ID upon verification of the military escort's ID.

Section 5 - Check-In > 100 - Check-In

### Ticketing Verification

Revision date: 11/14/2018  
Supersede date: 1/16/2014

#### Electronic Tickets

"VCR not found" error response:

- Perform a VCR search in Alaska Airlines/Horizon Air and OAL database through IMAGE.
- Call Station Support (877-451-1825) if no VCR found (they will contact OAL).

When there is still no VCR found, follow lost ticket procedures:

- Have guest fill out LTA.
- Sell guest new ticket at equivalent fare.

**Note:** CSAs must not board a guest without "control" of their electronic coupon, or if it cannot be found.

#### VCR Change of Status Request

When a VCR shows "USED", guests must purchase a new ticket in the following situations:

- Coupon status has been previously changed from "USED" to "OK".
- Coupon shows "USED" on previous day and there is no way to determine that the guest did not travel (e.g., guest with same last name was ON'd to the flight by mistake and no way to verify).
- "USED" VCR coupon was issued by another carrier (not 027 ticket stock).
- "USED" VCR coupon is for travel on another carrier.

When a VCR shows "PRT", guests do not need to purchase a new ticket in the following situations:

- The guest is in possession of the paper flight coupons.
- If the VCR is printed in error, exchange the printed paper coupons back into another electronic ticket.

Reservations can change from "USED" to "OK" if VCR coupon shows, "USED" on the same day and the error can be verified.

- Check with the boarding/control agent to verify their count (similar name was ONd in error, etc.).
- Call Station Support (877-451-1825) with information so they can make the status change.
- Reservations will log the status change for future tracking.

Reservations can change from "PRT" to "OK" if the printer jams.

- Try to reprint the coupon first, using F7/f5 (must be from the computer that originally printed the VCR).
- If reprint is unsuccessful, call Reservations to change status back to "OK" for reprinting.

### VCR with No-Go Status

A VCR is manually changed to "NOGO" status by Reservations or NOS (Network Operations Support) whenever further investigation is needed, such as:

- When a guest pays by credit card via Res but the address they provided for the credit cardholder could not be verified by our system.
- Fraudulent credit card activity is suspected or confirmed.
- U.S. Customs and Border Protection determine guest is not able to be boarded on an international flight due to passport or other documentation issues.

For any VCRs with NOGO status, display the PNR and follow any instructions listed.

A VCR with NOGO status is not valid for travel – if the situation cannot be resolved, the guest must purchase a new ticket.

- Contact Station Support (877-451-1825). Choose the "VCR Status" option.
- For VCRs with a NOGO status due to a passport or other documentation issue, the guest must contact the phone number listed in the PNR. The guest may not purchase a new ticket for travel.

### Cancelling a LFTD VCR Segment

When canceling a segment and the warning message "Passenger On Board Flight. Offload and Retry", displays, further investigation is required.

- Confirm the guest is not onboard the aircraft.

**Note:** This could include ID verification, a phone call to the gate agent, or asking the guest to verify information in the PNR to confirm they truly aren't on the aircraft.

- Change the VCR status from LFTD to CK-IN by UN-ONing the guest
- Continue with PNR Rebook.

**Note:** The warning message will alert Call Center agents, Customer Care agents, NOS agents and Crew scheduling; however, it will not prevent

travel agents or other air carriers from  
canceling an ON'd (LFTD) segment.

Section 5 - Check-In > 100 - Check-In

## Passenger Type Edits

Revision date: 3/27/2014  
Supersede date: 04/23/2013

### Controls

14CFR Part 121.693

EFR

### Weight Designator

It is necessary to designate every guest's "weight category" for aircraft weight and balance calculations.

Weight and balance calculations use established averages, based on the guest's age, rather than their actual weight.

At check-in, IMAGE will read the birth date of every guest. If a birth date indicates a child who has not reached their 13th birthday, IMAGE will apply the CHD edit to accurately account for a child weight average.

When a family is traveling with a lap infant, drop down each family member using the Alt + A command and check the Lap Infant checkbox.

The Lap Infant screen ensures the lap infant is associated with an adult and that one lap infant is not added to multiple individuals in a family.

Section 5 - Check-In > 100 - Check-In

### **Emergency Exit Row**

Revision date: 6/13/2023  
Supersede date: 5/6/2022

#### **Controls**

[14CFR Part 121.585](#)

[AS Ops Spec A022](#)

QX Ops Spec A022

EFR

#### **Interfaces**

[AS FOM](#), [AS FAM](#), [QX FOM](#), [QX FAM](#)

**CEME: Q9, Q9E, L2D1**

***Policy and procedures regarding exit seats cannot be revised without prior regulatory approval and revision of Operations Specification A022 (Ops Spec A022) for [Alaska Airlines](#), and/or Horizon Air.***

#### **General Exit Seating**

An “exit seat” is defined as:

- A guest seat having direct access to an exit. This means a seat from which a guest can proceed directly to the exit without having to enter an aisle or pass around an obstruction (e.g., bulkhead, lavatory, closet, galley, etc.).
- Each seat in a row of seats through which passenger would have to pass to gain access to an exit, from the first seat inboard of the exit to the first aisle inboard of the exit.

The following are designated exit seats and/or rows:

Aircraft Type	Exit Row
737-700/-800/-900/-900ER/MAX-9	16 and 17
Horizon Air E175 and SkyWest ERJ 175	No Exit Row seats
A321	Rows:10 and 26; Seats: 27A, 27B, 27C

Access to exit row seating criteria must be made available for public inspection upon request. References include:

- [Exit Row Seating Criteria Card \(TZ-90\)](#)
- [www.alaskaair.com](http://www.alaskaair.com)
- This section of the CSM: Vol. 2, Sec. 5.100
- [Skywestconnex](#)

### Exit Row Seating Criteria

To sit in an exit seat, a person must:

- Have sufficient mobility, strength, or dexterity in both arms and hands, and both legs to:
  - Reach upward, sideways, and downward to the location of emergency exit and exit slide operating mechanisms.
  - Grasp and push, pull, turn, or otherwise manipulate those mechanisms.
  - Push, shove, pull, turn, or otherwise open emergency exits.
  - Lift out, hold, and deposit out the window, objects the size and weight of window exit doors.
  - Remove obstructions similar in size and weight to exit doors.
  - Reach the emergency exit expeditiously.
  - Maintain balance while removing obstructions.
  - Exit expeditiously.
  - Stabilize the escape slide after deployment.
  - Assist others in getting off the escape slide.

**Note:** A guest with a prosthetic(s) is eligible to sit in an exit seat provided they can perform the duties associated with that seat.

If they remove the prosthesis for comfort or the prosthesis is in a sling or arm-brace, it is Alaska's assessment they do not meet the exit row criteria.

- Be able to locate emergency exit, recognize opening mechanism, and operate exit in an emergency.
- Be at least 15 years old and be able to perform these functions without assistance.
- Have ability to read and understand instructions which are provided in printed or graphic form and be able to understand oral crew commands in the English language
- Have sufficient visual capacity to perform these functions without assistance or visual aids beyond contact lenses or eyeglasses
- Have sufficient aural capacity to hear and understand crewmember instructions without assistance beyond a hearing aid
- Have ability to adequately impart information orally to other guests

- Not have a responsibility, such as a child under 15 years old, unless a second parent or guardian is seated elsewhere with child
- **VDRP** Not have a non-discriminable condition that might prevent person from performing these functions
- Be willing and able to perform these functions without assistance
- Not have a condition that might cause person to suffer bodily harm while performing these functions
- **VDRP** Not be using an assistive device (e.g., wheelchair, cane, crutches, MPEDs, cast, brace etc.)
- Not require a seat belt extension (it is Alaska's assessment these could become a tripping hazard)
- Not be using a POC, MPED, traveling with a pet in cabin, service animal
- Not be a prisoner

**Note:** In addition, prisoners must not be seated in a row adjacent to the exit row.

Transportation may be denied to a passenger on basis of exit seating requirements, if passenger refuses to comply with crewmember or other authorized employee instructions implementing exit seating restrictions, or if only seat that will physically accommodate person's disability is an exit seat.

### Non-Discriminatory Statement

- Ensure passengers meet the exit seat criteria in a non-discriminatory manner.
- In the event we determine a passenger assigned to an exit seat would be unable to perform the applicable functions, or a passenger requests a non-exit seat, we must expeditiously relocate the passenger to a non-exit seat.

### Customer Service/Passenger Service Agent Procedures

The agent is responsible for:

- Solicit emergency exit row seats in a non-discriminatory manner early in the check-in process.
- Determine if each guest seated in the exit row is qualified using the exit row seating criteria.
- Reseat guests who do not qualify under the criteria.
- Reseat guests who may have previously accepted the exit row responsibilities but wish to be reseated. Guests do not need to disclose their reasons for reseating.

**VDRP** The agent is responsible for verifying suitability of exit row customers by visually inspecting guest for eligibility when:

- Assigning an exit row seat at the ticket counter or gate.
- ONing a guest in an exit row seat at the gate. 

In addition to visually inspecting a guest for eligibility, the agent shall ask if they are traveling with anyone under the age of 15 years old at the boarding door. If the customer says yes, and there isn't another adult sitting elsewhere in the cabin, the customer must be reseated prior to boarding the aircraft.

If the agent has any doubts regarding the passenger's suitability for exit row seating, the agent shall:

- Engage the guest in further conversation and make determination based on responses.
- Contact a CRO if the concern is related to a passenger with a disability.

### **Reseating Guests in Exit Rows after Boarding**

When an agent must come onboard to reseat a passenger to an empty non-exit seat or relocate a passenger to an exit seat prior to the aircraft doors closing, the agent shall:

- Ensure the passenger occupying the exit seat is qualified by using the exit seat criteria and applicable functions.
- Notify the A flight attendant.

### **Denied Transportation due to Exit Row Physical Accommodation**

If an exit row seat is the only seat available on the aircraft that can physically accommodate a guest's disability, but the guest does not meet exit row seating requirements, the guest may be denied transportation.

**Note:** A guest shall not be denied transportation if an alternative non-exit seat is available that can accommodate the guest's disability.

### **Complaint Resolution for Exit Row Seating Issues**

A guest with a disability may not be excluded from any seat or be required to sit in any seat, on the basis of disability, except to comply with FAA safety requirements.

CROs are trained to resolve disability related complaints and may be called to consult with the Flight Attendant for how to address the situation in accordance with 14 CFR Part 382 if an exit seat "disability concern" is expressed by a customer.

**VDRP** Flight Attendants have the final authority and are responsible to determine the suitability of exit seat occupants onboard the aircraft in a non-discriminatory manner, and shall reseat exit seat occupants if they have a condition or disability that does not comply with FAA safety requirements for exit seating. 

**Note:** A person who does not have sufficient mobility, strength, or dexterity in one or more of their limbs does not meet the suitability criteria to sit in an Exit Seat per FAA Regulations.

The CRO shall complete the [Complaints Resolution Form](#) and applicable online irregularity report found in the AAG Safety Reporting System.

- Select “CRO” in the Reaction to Event.
- Select “Disability” and CRO form completed” in Passenger Related Events.

Section 5 - Check-In > 100 - Check-In

### Baggage Acceptance

Revision date: 4/27/2022  
Supersede date: 1/21/2021

#### CEME: Q4

Only authorized personnel (e.g. CSAs, PSAs, etc.) or authorized representatives (e.g., vendors, Skycaps, tour managers, charter representatives, etc.) shall accept baggage for check-in.

- Baggage shall not be accepted more than four hours prior to the flight departure unless the baggage is for the following flight departure from the station on the same day.

**Exception:** YVR can only accept bags three hours prior to departure.

YYC can only accept bags two hours prior to departure.

- Baggage shall not remain overnight at any airline facility waiting for departure of a guest's flight.

**Exception:** At stations where competitive practice dictates, a Customer Service Manager may authorize early acceptance of baggage, including overnight, providing reasonable security of unattended baggage is provided.

- Baggage shall be accepted only on the flight the guest is traveling on or for the flight the guest is standing by for.
- Baggage shall be checked only to the destination or next designated stopover point unless multiple tickets are used to reach a destination (see below). To qualify:
  - All minimum connect times must be met between segments.
  - A ticketing and baggage agreement must be in place with the downline carriers.
- Ask "*Do you have any prohibited items or lithium batteries in your bag?*" If they answer "Yes," they will need to take the device(s) and/or batteries in the cabin with them.
- Bag tags shall be placed on the specific baggage pieces presented by the guest. Pooling or combining checked bags under one guest's name is prohibited.

**Note:** For baggage belonging to sports teams or musical bands, see [Equipment for Large Groups](#) for procedures.

- Unused printed bag tags shall be removed in IMAGE and destroyed by rendering them useless and disabling the barcode.

**Example:** Destroying bag tags correctly:



- Baggage must have an ID label firmly affixed to each piece.

When previous damage is observed to a bag that the guest is checking in, advise the guest of the damaged condition. Place a Received Damaged label (T-8-12-A) on the bag before acceptance

Determine whether an item shall be accepted at owner's risk and advise the guest that Alaska Airlines will only cover loss of the item. We will not accept responsibility for damage or spoilage of the item.

Applicable stickers shall be placed on the item(s)

**Note:** Manual bag tags must be edited into the passenger item.

Mishandled baggage being expedited shall have standard Expedite Baggage tags affixed with destination and intended disposition entries. Employee personal effects, other than mishandled baggage, will not be accepted for transportation as expedite baggage.

The guest's name and phone number must be written on the bag in English and must match the name on the ticket.

Free Baggage Identification labels ([TZ-30](#)) are available for guests who need them.

### **Guests Using Multiple Tickets**

Guest using a second OAL ticket to reach a U.S. destination:

(e.g. SEA/LAX on AS, LAS/DFW on AA)

- Check bags through to the destination on the second ticket.
- Collect fees as noted in the Fee Collection Mask.

Guests using a second OAL ticket to reach a non-U.S. destination:

(e.g. SEA/LAX on AS, LAX/SYD on QF)

- Check bags through to the destination on the second ticket.
- Manually determine allowance and fees by viewing the other carrier's website.

Guests using a second Alaska Airlines ticket to reach a U.S. or non-U.S. destination:

(e.g. SEA/LAX on AS, LAX/PVR on AS)

- Check bags through to the destination on the second ticket.
- Collect fees as noted in the Fee Collection Mask.

### **Baggage Acceptance Cut Off**

Domestic flights: 40 minutes

International flights: 60 minutes

**Exception:** Checked baggage must be presented and processed at least 45 minutes prior to departure in these cities:

ATL/DEN/LAS/PHL

**Exception:** Checked baggage must be presented and processed at least 90 minutes prior to departure in GDL.

**Note:** Checked bags must be presented and processed at least 60 minutes prior to departure for all flights departing AKN and DLG.

### **Baggage Limitation Embargo**

Guests traveling to/from GDL between November 15 and January 15 may only check a maximum of two bags per person. Additional, overweight and/or oversize baggage will not be accepted during this period.

### **Accepting Baggage for Connections**

- When the guest's connection is 18 hours or less, the guest must agree to the through checking. When the stopover exceeds 18 hours, the bag may only be checked to the stopover point.
- Baggage shall not be checked beyond the city to which excess baggage charges have been collected.
- Guests using electronic tickets and connecting to another carrier must provide documentation (e.g., IT confirmation letter, agency/airline issued itinerary, etc.) to process their baggage to a final destination.

**Note:**If OAL itinerary is in a different language, contact carrier to confirm customer reservation.

- Pets shall not be checked as interline.

**Exception:**Checked interline is Ravn Alaska (7H) within the state of Alaska only.

Refer to [Firearms and Ammunition](#), Section 6 in this volume.

### **Baggage Service Guarantee**

The Baggage Service Guarantee (BSG) promises guests their checked baggage will be delivered to baggage claim within 20 minutes of their flight parking at the gate or they will receive a BSG voucher to claim either a \$25 Discount Code or 2,500 Mileage Plan miles.

All revenue guests, travelers on Positive Space Travel (PST) awards, and Confirmed Employee Travel (CET) are eligible regardless if the customer paid any baggage service charges.

Eligible itineraries arrive on flights operated by Alaska Airlines (flights 0001 - 1999), Horizon Air (flights 2000 - 2999), and SkyWest (flights 3300-3499), except for any international arrival requiring customs clearance, and flights between Anchorage and Dutch Harbor.

### **At the Ticket Counter**

Agents shall incorporate the Baggage Service Guarantee into the conversation with each eligible guest who checks bags.

## **Checked Alcohol to Barrow**

The Barrow Municipal Code limits the amount of alcoholic beverages that a person may import into that city. Any person bringing alcohol into Barrow is responsible for complying with proper import procedures. Checked alcohol to Barrow is limited to:

- Two (2) liters of wine, or
- One gallon of malt beverages, or
- One liter of distilled beverages

Alcohol above these quantities must be shipped Air Cargo.

Agents shall advise all guests traveling to Barrow the limits of alcohol in checked baggage to Barrow.

Guests must be of legal age to check alcohol.

Section 5 - Check-In > 100 - Check-In

### **Same Day Confirmed**

Revision date: 1/19/2022  
Supersede date: 12/13/2021

Subject to seat availability at the time of the request, all guests are eligible for Same Day Confirmed (SDC) flight change. Changes can be made anytime during the 24-hour check-in period for available flights on the same calendar day as the original flight. Limited airport options available for guests traveling on Saver Fares.

**Note:** Guests who missed their original flight may be eligible for Same Day Confirmed. Refer to [Missed Flight Options](#) for more info.

Available on and between AS, and AS CPA flights (QX, OO, or Pen Air between DUT/ANC).

Available only for identical routings (same origin, destination, connection and thru city, if applicable). Co-terminal changes not allowed, with the exception of:

- SEA/PAE
- SFO/SJC/OAK
- LAX/BUR/ONT/SNA

**Note:** Changes from non-stop to connection flights and vice versa or co-terminals stated above can be processed through the call center station support line. Saver Fares are not eligible for this change.

On flights with no seat availability, AS Gold, AS Gold 75K, AS Gold 100K **oneworld** Sapphire, **oneworld** Emerald, and travelers in the same PNR, guests booked in J or Y class and guests booked on a Shuttle Market flight (SEA/PDX, SEA/GEG, ANC/FAI) shall be offered free AFSD.

IMAGE and Kiosk takes into consideration the guest type, itinerary routing and flight departure time to determine Same Day Confirmed Flight Change options.

**Note:** Guests wishing to change their routing, change to depart or arrive from a different co-terminal shall be referred to Reservations or [alaskaair.com](#) to exchange the ticket. Saver Fare guests do not qualify for co-terminal use.

### Service Charge

A Same Day Confirmed Flight Change service charge is collected at the time a seat is confirmed, and is the following amount:

\$25	<ul style="list-style-type: none"> <li>• Shuttle market (SEA/PDX, SEA/GEG, and ANC/FAI)</li> <li>• Intra-California markets</li> </ul>
\$50	<ul style="list-style-type: none"> <li>• All other markets</li> </ul>

The service charge is waived for:

- Alaska Gold, Gold 75K, Gold 100K Mileage Plan members, AA oneworld Emerald level elite members (AA Concierge Key, AA Executive Platinum, and AA Platinum Pro), including travelers in the same PNR (not including Group PNRs).
- Guests confirmed in J, D, or Y class
- IMAGE, Kiosk, web, or the mobile app will automatically determine if the service charge is waived.
- AS/QX employee/retiree/travel dependent when traveling on Confirmed Employee Travel (CET) or on regularly purchased tickets upon presentation of employee/travel ID.

**Note:** Complete a Refund Application for all guests confirmed in the First Class cabin of their original flight and confirmed in the Coach Class cabin of the new flight (does not apply to complimentary upgrades).

### Same Day Confirmed at the Gate

When a guest checks baggage at the ticket counter and requests Same Day Confirmed at the gate, agents shall:

- Attempt to transfer guest's baggage to the desired flight according to local station procedures.
- Advise guests that the airline shall not deliver Voluntary Separation (V/S) baggage and inform the guest to retrieve the baggage at the destination station upon the original flight's arrival.
- Obtain the guest's signature on the back of the baggage claim check.
- Document the PNR in the remarks section with the statement "V/S – NO DELIVERY" and with a phone contact for the guest at the destination city.

Mark guest baggage claim check(s) V/S to indicate customer was advised.

**Note:** Refer to [Section 23.100](#) for Same Day  
Confirmed International procedures.

Section 5 - Check-In > 100 - Check-In

**Same Day Return Check-In**

Revision date: 10/11/2017  
Supersede date: 03/27/2104

An agent or Kiosk may print boarding passes for revenue guests that travel roundtrip on any Alaska Air Group flights on the same day.

- An agent may print a return boarding pass for a guest returning within the same 24-hour period.
- If the guest checks bags on their return, the agent shall verify ID at the time the checked bags are accepted.

Section 5 - Check-In &gt; 100 - Check-In

**Upgrade Check-In**Revision date: 9/6/2023  
Supersede date: 5/17/2023**Applicable to flights operated with 737, Airbus, Horizon Air E175, and SkyWest ERJ 175 aircraft only.**

Alaska Airlines offers several methods for guests to upgrade to First Class. Some upgrades are only available to Mileage Plan members while others may be utilized by anyone.

If First Class seats are available, the following upgrade options should be used to ensure the First-Class cabin is full.

**Upgrade Check-In Options**

Click on the type of upgrade to display eligibility and limitations.

**Complimentary Upgrades** **Elites - Tier Status**

- Complimentary Tier Status upgrades are booked into "U" class of service and are subject to availability.
- Qualifying Alaska Elites shall have their Alaska Mileage Plan number in the reservation to qualify for a complimentary upgrade.
- Qualifying American Elites shall have their American Advantage number in the reservation to qualify for a complimentary upgrade.
- Elite members qualify for upgrades based on their status and class of service as early as:

Class of Service	AS Gold 100K	AS Gold 75K	AA Emerald	AS Gold	AA Sapphire	MVP	AA Ruby
Y	Booking	Booking	5 Days	Booking	2 Days	Booking	1 Day
B	Booking	Booking	5 Days	Booking	2 Days	Booking	1 Day
H	Booking	Booking	5 Days	Booking	2 Days	2 Days	1 Day
K	Booking	Booking	5 Days	Booking	2 Days	2 Days	1 Day
M	Booking	Booking	5 Days	3 Days	2 Days	2 Days	1 Day
L	5 Days	5 Days	5 Days	3 Days	2 Days	2 Days	1 Day

V	5 Days	5 Days	5 Days	3 Days	2 Days	2 Days	1 Day
S	5 Days	5 Days	5 Days	3 Days	2 Days	2 Days	1 Day
N	5 Days	5 Days	5 Days	3 Days	2 Days	2 Days	1 Day
Q	5 Days	5 Days	5 Days	3 Days	2 Days	2 Days	1 Day
O	5 Days	5 Days	5 Days	3 Days	2 Days	2 Days	1 Day
G	5 Days	5 Days	5 Days	3 Days	2 Days	2 Days	1 Day
T	5 Days	5 Days	5 Days	3 Days	2 Days	2 Days	1 Day
X (Saver Fare)	115 Minutes prior to departure	115 Minutes prior to departure	NOT Eligible	115 Minutes prior to departure	NOT Eligible	115 Minutes prior to departure	NOT Eligible
Non-Elite Companion	1	1	1	1	1	N/A	1

- Not eligible for a complimentary visit to the Alaska Lounge.
- Refer to the [Elite Benefits Matrix eTool](#) for a detailed list of benefits offered to elite tier mileage plan members.

**Note:** Elites from other **oneworld** partners are not eligible for complimentary upgrades.

#### ■ MVP® Gold, Gold 75K, and Gold 100K Companion Upgrades

- MVP® Gold, Gold 75K, Gold 100K, AA Emerald, AA Sapphire, and AA Ruby Elite members may upgrade one companion traveling with them in the same PNR.
- Valid on AS-operated and codeshare flights, even when PNR includes a header that states \*\*Codeshare PNR Limited Changes Allowed\*\*.
- Allowed on qualifying purchased fares (including bereavement fares, BTCs, PFD fares, and web specials).
- Not eligible for a complimentary visit to the Alaska Lounge.

**□ Complimentary Guest Upgrades**

- Complimentary Guest Upgrades are electronic upgrade coupons given to MVP® Gold, Gold 75K, and Gold 100K members to upgrade friends or family members who are not traveling with them, or for their own use for immediate upgrade when not purchasing a qualifying fare.
- Only available for use on as.com after a PNR has been created.
- Four Guest Upgrades will be created annually in SOLAR.
- Provided as a Customer Care gesture in the event of a downgrade or service failure.
- Electronic Guest Upgrades are valid on flights operated with 737, Airbus, Horizon Air E175, or SkyWest ERJ 175 aircraft only.
- Electronic Guest Upgrades are booked into "U" class of service and are subject to availability.
- Complimentary Guest Upgrades may not utilize the upgrade waitlist.
- Tickets purchased in Q, O, G, or X (Saver) fares are not eligible for Electronic Guest Upgrades.
- Each Electronic Guest Upgrade is valid for one-way travel for one person.
- Connecting flights must have no more than a 4-hour stopover between them.
- An OSI in the PNR will identify the complimentary Guest upgrade.
- The system cannot split multiple customer PNRs. Guests must have enough upgrades for all guests in the PNR.

**Note:** Guests may contact the Call Center to have their PNR split. PNRs that have a Companion Fare shall not be split/divided.

- Groups must be ticketed in order to apply the upgrade.
- Complimentary Guest Upgrades may not be used as a placeholder for a Complimentary Upgrade by an Elite Level member.
- Once a Complimentary Guest Upgrade has been processed, you may not remove it in order to be placed on the upgrade request queue, upgrade waitlist, or receive a Complimentary Upgrade based on Elite Level.
- Complimentary upgrades are available when traveling on an award ticket, including the Money & Miles award.
- Electronic Guest Upgrades are transferable.
- Ticket reissues or flight cancellations will drop the upgrade and the guest must contact Customer Care to add upgrade back to their My Account.

 **Corporate Upgrades**

- Corporate account guests (e.g., Google, Apple, Oracle, etc.).
- Eligible on Alaska, Horizon, and SkyWest operated flights in specified markets as determined by Corporate Sales.
- One (1) guest maximum per PNR.
- Eligible for Premium Class and First-Class upgrades.
- Corporate guest bookings are identified by account designators in the fare basis.
- PNR eligibility is determined by the automated upgrade engine only.
- Upgrade OSIs are inserted at time of booking (as with other upgrade eligible groups).
- Agents shall not add manual upgrade requests in this category.
- Corporate customer upgrade priority (JCCO) is after MVPs (JCMV).
- Guests will not be offered the complimentary upgrade via our website or web check-in.
- Eligible for auto-upgrade between 90 to 61 minutes prior to departure
  - If U is available, the automated upgrade engine will process the upgrade, recheck-in, notify, and place guest on airport Priority List as AUPG.
  - If U is not available, the guest will be put on waitlist and added to airport Priority List with JCCO priority.

**Purchased Upgrades**

 **Mileage Plan Upgrades**

- Available to AS Mileage Plan guests.
- Booked in U class and subject to availability.
- 15,000 miles per person one way.
- Valid on Full Flex and Value fare categories booked in Y, B, H, K, or M.
- Can be used in combination with money and miles (AS50) award ticket.
- Not valid on Industry, promotional discounts, or two-for-one fares.
- Not eligible for a complimentary visit to the Alaska Lounge.
- Stopovers are not allowed.
- Available on employee booked in Q class of service (must be redeemed through a Reservation Lead).
- Waitlisting not allowed.

## Paid Upgrades

- Available to all guests (including Saver Fare).
- Booked in U class and subject to availability.
- Paid Upgrades may be available within 24 hours of flight departure through web check-in.
- Paid Upgrades may be available on the calendar day of departure in the airport lobby or at the departure gate.
- Not valid on Industry tickets.
- Available on employee [Positive Space Travel awards](#) booked in Q class of service.
- Valid on all fare categories.
- Not eligible for a complimentary visit to the Alaska Lounge.
- Lap Children and Junior Jetsetters are allowed.
- Waitlisting is not allowed.
- First Class upgrade pricing is dynamic based on availability and flight duration.

## No Meal Advisory

When there is an indication of an aircraft swap (gauge change), prior to upgrading a guest from the Priority List or selling a First-Class upgrade, advise the guest they may not receive a meal on the flight.

- Display Availability (Ctrl + A) to determine if paid/complimentary upgrades are available (U Class).
- Display the Flight Status (Ctrl + G) to determine aircraft type and if there has been an aircraft swap.
- Advise the guest an upgrade is available, but they may not receive a meal onboard.
- Process the upgrade for the guest if they still wish to upgrade.

## Check-in Agent:

The following Elite guests are automatically added via the [standby list to waitlist process](#) unless they “opt out.”

- JC1K - AS MVP Gold 100K
- JC75 – AS MVP Gold 75K
- JCEM - AA Emerald
- JCGD – AS MVP Gold

- JCSP - AA Sapphire
- JCMV - AS MVP
- JCRB - AA Ruby
- JCCO - Corporate Upgrade Program

**Note:** When the guest decides to “opt out” of an upgrade, an “OSI” will be added to the PNR. The OSI will tell the system to ignore the PNR for an auto upgrade. Below is an example of the OSI you will see in the guest’s PNR:

AS FACTS 2. OSI AS\*OPT  
OUT\*AUTO-COMP UPGRADE.

To add the guest who has opted out back into the waitlist que, delete the Opt Out OSI. In IMAGE, display the PNR, then proceed to Res/Modify PNR (Shift F5/f8). Select Special Service Request, OSI, and Delete. Once the OSI has been deleted, End and Retrieve the PNR.

Sabre IX (automated upgrade engine) will continually process all auto upgrades until 61 minutes (D-61) prior to departure. At D-61, all upgrade requests for guests not currently on the Priority List shall be processed using Shift F1/f2, (Check-In/Misc. Check-In).

At 60 minutes (D-60), Sabre IX will transfer the Upgrade List to the Priority List in IMAGE. Agents can view the Upgrade List before D-60 using the CSA Mobile device.

Non-Elite guests who request a paid or mileage upgrade shall be processed using Misc. Check-in (Shift F1/f2). Then collect additional fees or miles. They are activated to the upgrade list with the (JPR) priority code.

**Note:** Complimentary upgrades (e.g., Wedding, nice, etc.) are not permitted unless approved by management.

#### Gate Agent:

If First Class becomes available at the gate, process the Priority List using the Standby Process (Shift F3/f4) in IMAGE or the CSA Mobile device.

- Upgrade in Priority List Order.

- If the guest is traveling with a PETC, refer to [CSM Section 6.600 Pet in Cabin](#) for additional information before processing the upgrade.
- If the flight has experienced an aircraft swap, advise the guest they may not receive a meal prior to processing the upgrade.
- Verify all First-Class guests have a boarding pass that reflects their First-Class seat assignment.

**Note:** Guests who purchased a First-Class fare (check the VCR for a fare basis starting with J) but do not have a First-Class seat are not automatically added to the Priority List. Manually add the guest to the Priority List with a J VCR remark and clear the guest out of order in this situation.

Section 5 - Check-In > 100 - Check-In

### Premium Class Check-In

Revision date: 06/26/2023  
Supersede date: 03/15/2023

Alaska Airlines offers several methods for guests to upgrade to Premium Class (PC) seating. Premium Class includes priority boarding and complimentary premium beverages.

When available, day-of-travel Premium Class upgrades shall be sold through the Control Agent app (CSA Mobile) upon request. Both same-day and advanced Exit Row upgrades may also be purchased through self-service (web, mobile app, kiosk) or Contact Centers (Reservations).

The following are Premium Class seats:

Aircraft Type	First Class (FC)	Premium Class (PC)	Exit Row	Main Cabin (MC)
737-700	Rows 1-3 (12 FC Seats)	Rows 6-8 (18 PC Seats)	Rows 16-17 (10 Seats)	Rows 9-15 and 18-28 (84 MC Seats)
737-800	Rows 1-3 (12 FC Seats)	Rows 6-10 (30 PC Seats)	Rows 16-17 (12 Seats)	Rows 11-15 and 18-32 (105 MC Seats)
737-900/900ER/ MAX-9	Rows 1-4 (16 FC Seats)	Rows 6-9 (24 PC Seats)	Rows 16-17 (12 Seats)	Rows 10-15 and 18-34 (126 MC Seats)
Horizon Air E175 and SkyWest ERJ 175	Rows 1-4 (12 FC Seats)	Rows 6-8 (12 PC Seats)	N/A	Rows 9-21 (52 MC Seats)
A321	Rows 1-4 (16 FC Seats)	Rows 6-9 (24 PC Seats)	N/A	Rows 10-38 (150 MC Seats)

If Premium Class seats are available, the following guests qualify to sit in Premium Class free of charge.

- AS Elite (Gold/Gold 75K/Gold 100K) and one companion listed in the same PNR.
- AA Elites (Emerald/Sapphire) and one companion listed in the same PNR.
- AS Elites (MVP/Gold/Gold 75K/Gold 100K).
- A guest being reaccommodated due to a First Class downgrade (if available).

- A guest being reaccommodated due to an IRRP situation (if available).
- A guest self-identifies they have a qualifying disability: traveling with a service animal or has a fused/immobilized leg when requesting the bulkhead seat (if available).

All other guests must purchase a seat in Premium Class to sit in the section. If only Premium Class seating is available at check-in and the guest does not want to purchase a Premium Class seat:

- Assign best seats available in the Main Cabin
- Place the guest on the OS list and advise that gate agent will assign seat.

### Premium Class Pricing

- Available to all guests.
- Subject to availability.
- Fee is determined by one of the following methods:
  - Looking at a seat map for the associated flight in the Flight Info App on the CSA Mobile device.
  - Displaying the guest's flight on the kiosk.
- Using the Express Ticketing mask (Shift F6/f3) in IMAGE:
  - Pricing Designator Category: Paid Upgrade
  - Pricing Designator: PRST Premium Class
  - Name Field
  - Segment Number
- Premium Class seats may be purchased from time of booking up to 24 hours prior to departure through alaskaair.com or the Call Center. Within 24 hours of flight departure, guests can purchase PC seats through alaskaair.com or the Call Center, or when checking in on the web, kiosk, mobile device, or with an agent at the airport.
  - Valid on all fare categories.
  - If available, Premium Class seats may also be available at the departure gate on the day of departure for all paid fares (credit card only).
  - Not eligible for a complimentary visit to the Alaska Lounge.

### Premium Class Upgrade Selling

1. Look at the Seat Map to determine if a Premium Class seat is available.
2. If the guest is not an Alaska or American Elite, quote the Premium Class price found in the Flight Info App.

3. Reseat the guest into the available PC seat.
4. Display the PNR and proceed to the “Express TKting” Mask to collect the fee, if applicable (e.g., An Alaska MVP would not be charged for the PC seat).

### Premium Class Priority List

If Premium Class seating is not available and the customer wishes to upgrade, place the customer on the Priority List using the following steps:

1. In IMAGE, go to Shift F1/f2 (Check In/Misc. Check-in).
2. Select “Upgrade Check-in”.
3. Complete the Upgrade mask.
4. Ask the guest what kind of upgrade they would like. (First Class – FC Only, Premium Class – PC Only, or First or Premium Class – FC or PC).
5. Proceed to Shift F1/f6 (Check-In/Edits) and input the customer’s Flight, Date, and Departure City. Select “Priority List Remarks”.
6. Select “Get Priority List”.
7. Complete the mask:
  - a. Select “Add Remarks”
  - b. Enter the Item Number associated to the guest’s name
  - c. Add the remark (e.g., FC or PC)
  - d. Press Enter

### Electronic Miscellaneous Documents (EMDs) verses Paper Tickets

Premium Class seat fees collected through alaskaair.com, the kiosk, and the Alaska mobile app will display in the PNR as an EMD (TE with an “UP” indicator).

Premium Class seat fees collected through airport IMAGE will display in the PNR as a paper ticket (TK).

### Miles Accrual and Redemption

Guests will not earn extra miles for purchasing PC seats. Additionally, guests will not be able to redeem PC seats using miles.

### Refunds

For voluntary changes, the following scenarios are eligible for a refund:

- Guest cancels the entire flight within 24 hours of purchase.
- Guest changes the flight more than 24 hours prior to departure on a refundable fare or award ticket, including cancellation of the entire itinerary.
- Guest pays or redeems miles to upgrade to a First Class seat.

For involuntary changes, the following scenarios are eligible for a refund:

- Downgrade from Premium Class to a non-Premium Class aircraft.
- Irregular ops, such as broken seat or schedule change.
- Downgrade from Premium Class to Main Cabin to accommodate a guest with a qualifying disability (travel with a service animal or fused/immobilized leg)

Refunds are made to the original form of payment.

### Refunds – Same Day Confirmed (SDC)/Alternate Flight Same Day (AFSD)

The guest does not qualify to have their premium seat fee refunded when electing to change flights using SDC or AFSD.

### Refunding an EMD

To refund an entire Single Segment/Multi-Segment EMD, use the Fee Refund mask found at Shift F9/f2 to refund the fee by selecting the “Refund” option. If the EMD is in a CKIN or LFTD status, contact NOS (Network Operations Support) to return the EMD back to an OK status before processing the refund.

**Note:**Do not process Premium Class refund using the handwrite Refund Application ([TZ-72](#)).

To process a partial refund on Multi-Segment EMDs, use the Fee Refund mask found at Shift F9/f2 to refund by selecting only the checkbox(es) next to the segment(s) to be refunded.

To process refunds for EMDs in a USED/EXCH status, use the following steps:

1. Assist the guest first, making all necessary changes to their PNR/VCR
2. Email [refunds@alaskaair.com](mailto:refunds@alaskaair.com) with the following information:
  - Guest's first and last name
  - Travel date and routing
  - Segment(s) to refund
  - EMD number
  - Reason for refund

To refund a Premium Class seat paper ticket:

1. Assist the guest first, making all necessary changes to their PNR/VCR
2. Email [refunds@alaskaair.com](mailto:refunds@alaskaair.com) with the following information:
  - Guest's first and last name
  - Travel date and routing
  - Segment(s) to refund
  - EMD number
  - Reason for refund

#### Premium Class Bulkhead/“H” Seat

Guests that do not have a qualifying disability (service animal or fused/immobilized leg) shall be charged the applicable fee to sit in Premium Class. We are not required to provide a seat in a different class/cabin which the guest has not purchased. Premium Class is considered a separate cabin/class of service from the Main Cabin.

When requested, the air carrier must provide a bulkhead or other seat which provides the same or greater legroom than other seats in the same class/cabin which the guest has purchased, on the side of the aisle that better accommodates the guest's disability.

As an exception, guests that self-identify they are traveling with a service animal or have a fused/immobilized leg (qualifying disabilities) and request a bulkhead or seat with additional legroom shall be accommodated at no charge in Premium Class if space is available.

If Premium Class is full, we shall collect the applicable fee and downgrade a guest(s) currently in the bulkhead seat(s) only to Main Cabin/Coach Class for a guest with a qualifying disability when they request a bulkhead seat.

**Note:** This would also apply if the guest with a qualified disability is traveling with a safety assistant or personal care attendant.

#### Premium Class Seating Talking Points

Seating a guest with a disability in Premium Class:

- Seat the guest on the side of the aircraft that best accommodates their disability.
- If an H seat (bulkhead) is not available in Premium Class, a non-qualified guest currently assigned an H seat shall be re-seated in another Premium Class seat to accommodate the qualified individual.
- Check for any SSRs or remarks indicating whether guests already assigned H seats have a qualifying disability.

**Note:** Many bulkhead seats are designated as "H" seats, but do not have moveable armrests. If a guest must be transferred into a seat, it is best to assign another seat with movable armrests that is more accessible within the same cabin/class of service the guest purchased.

A guest with a disability may be seated in any seat on either side of the aircraft in Premium Class that best accommodates their needs if a bulkhead seat is not available.

If an Elite Member or paying guest is re-seated to accommodate a guest with a disability, perform the following:

- Reseat to another Premium Class seat.
- Offer \$25 discount or 2500 bonus miles from the Empowerment Toolkit for the inconvenience of having their seat changed.

If Premium Class is booked full:

- We shall only downgrade a guest(s) in the bulkhead seat(s) to Main Cabin to accommodate a guest with a disability, including the adjacent seat if they are traveling with a safety assistant or personal care attendant.
- Accommodating a guest with a qualifying disability (and the safety assistant or personal care attendant if applicable) in Premium Class:
  - Advise the guest with the disability the fee to upgrade to Premium Class from the Flight Info or Control Agent Apps
  - If they wish to proceed, ask the guest which side of the aircraft will best accommodate them
  - Verify the guest(s) in the bulkhead seats do not have a qualifying disability
  - Downgrade the applicable guest(s) from the bulkhead to a comparable seat in the Main Cabin (e.g., PC aisle to aisle in Main if available)
  - Seat the guest with a qualifying disability (and personal care attendant or safety assistant if applicable) in the bulkhead
  - Collect the Premium Class Upgrade Fee

Note:

When quoting the fee to upgrade say  
“The price for Premium Class starts  
at...” because the price may vary if  
they purchased a Saver Fare.

- Guest(s) involuntarily downgraded from Premium Class:

- Advise they were downgraded to accommodate a guest with a disability
  - Provide them their new seat assignments
  - Offer to seat them in exit row (737 or Airbus) at no charge if they meet the Exit Row Criteria and seats are available
  - Refund the Premium Class Upgrade Fee when applicable
  - Offer a \$75 Discount Code or 3000 AS Mileage Plan Bonus Miles from the Empowerment App
- Guests that do not have a qualifying disability and request a bulkhead seat:
    - Premium Class must be available, guests shall not be involuntarily downgraded from Premium Class to accommodate a guest that does not have a qualifying disability
    - Shall be charged the Premium Class Upgrade Fee
    - Seat them on the side that best accommodates their disability

A CRO shall be contacted if a guest with any disability has a question, complaint, or concern about our bulkhead seating policy. The CRO shall complete a CRO Form and GIR when contacted to assist with bulkhead PC Seating.

#### **Non-Revenue**

1. Revenue guests will have the first opportunity to purchase and sit in Premium class seats.
2. Premium Class can be purchased in advance by employees who purchase tickets using the Confirmed Employee Travel (CET) 20% discounted ticket option.
3. For all other employees and non-revenue, Premium Class may not be purchased in advance. At 30 minutes prior to departure, any open seats can be cleared at no charge. This applies to Employees, Guest Pass travelers, Positive Space, Business Travel, and all other airline employees.

Section 5 - Check-In > 100 - Check-In

### **Codeshare**

Revision date: 5/1/2021  
Supersede date: 7/13/2018

#### **CEME: L2F1**

##### **Overview**

- Tickets may be plated on AS 027 or OAL ticket stock. If ticketed on AS 027 ticket stock, there must be an AS/QX segment in the itinerary.
- Itinerary shall be included on same ticket and show as one airline.

Flights shall show as Alaska Airlines, Horizon Air or the OAL.

- At origin, guest must check in with the operating carrier.
- The check-in carriers collect their own change fees.
- Guests receive boarding passes to their final destination.
- Guests accrue Mileage Plan credit on codeshare flights.
- For detailed unaccompanied minor acceptance, see the [codeshare chart](#).
- Oversize/overweight baggage fees are collected by the originating carrier and only their fees will apply.
- The strictest rule of the airlines involved must be followed for maximum baggage weights and/or dimensions.
- Excess baggage fees are collected by the originating carrier and only their fees will apply.

Airline	Phone Numbers	Website
Aeromexico	Reservations: 800-237-6639	<a href="http://www.aeromexico.com">www.aeromexico.com</a>
Air France	Reservations: 800-237-2747 FF#: 800-375-8723	<a href="http://www.airfrance.com/us">www.airfrance.com/us</a>
American	Reservations: 800-433-7300 AAdvantage: 800-883-8880	<a href="http://www.aa.com">www.aa.com</a>
British Airways	Reservations: 800-247-9297	<a href="http://www.britishairways.com">www.britishairways.com</a>
Cathay Pacific	Reservations: 800-268-6868	<a href="http://www.cathaypacific.com">www.cathaypacific.com</a>
Emirates	Reservations 800-777-3999	<a href="http://www.emirates.com">www.emirates.com</a>
Fiji Airways	Reservations: 800-227-4446	<a href="http://www.fijiairways.com">www.fijiairways.com</a>
Hainan Airlines	Reservations: 868-688-8813	<a href="http://www.hainanairlines.com">www.hainanairlines.com</a>
IcelandAir	Reservations: 800-223-5500	<a href="http://www.icelandair.com">www.icelandair.com</a>
Japan Airlines	Reservations: 800-525-3663	<a href="http://www.jal.co.jp/en/">www.jal.co.jp/en/</a>
KLM Royal Dutch Airlines	Reservations: 800-225-2525 FF#: 800-375-8723	<a href="http://www.klm.com">www.klm.com</a>
Korean	Reservations: 800-438-5000 FF#: 800-438-5000	<a href="http://www.koreanair.com">www.koreanair.com</a>
LAN	Reservations: 866-435-9526 FF#: 866-435-9526	<a href="http://www.lan.com">www.lan.com</a>
PenAir	Reservations: 800-448-4226	<a href="http://www.penair.com">www.penair.com</a>
Qantas	Reservations: 800-227-4500 FF#: 800-227-4220	<a href="http://www.qantas.com">www.qantas.com</a>
Ravn Alaska	Reservations: 800-866-8394	<a href="http://www.flyravn.com">www.flyravn.com</a>

	<b>Domestic Interline Connections (including all codeshare)</b>	<b>International Interline Connections (including all codeshare)</b>
Unaccompanied Minor Acceptance	No Interline/Codeshare Transfer Agreement  <b>Exception:</b> Ravn Alaska (7H) and PenAir (KS)	No Interline/Codeshare Transfer Agreement
Baggage Allowance	Follow AS/QX policy	Follow international carrier's policy
Overweight/Excess Baggage	Follow AS/QX policy	Follow international carrier's policy
Passenger at Gate	Follow AS/QX policy	Follow international carrier's policy
Baggage Acceptance Cut-Off	Follow AS/QX policy	Follow AS/QX policy
Change Fee	Follow AS/QX policy	Follow international carrier's policy
Pets as Baggage	No pets accepted for interline transfer.	No pets accepted for interline transfer.
Pets in Cabin	Follow AS/QX policy	Passenger responsible to contact carrier for policy and fee.
Service Animals	Follow AS/QX policy	Passenger responsible to contact carrier for policy and fee.
Firearms	Follow AS/QX policy. Verify OAL policy.	No codeshare/interline transfer - check only to the last AS city in the itinerary.
Second Seat	Follow AS/QX policy for AS/QX space Passenger responsible to contact carrier for policy and fee	Passenger responsible to contact carrier for policy and fee.
Frequent Flyer Information	See individual airline website	See individual airline website

### **Definition**

We participate in three types of codeshare agreements:

- Traditional
- Local market
- One way

### Traditional Codeshare

Allows our AS/QX to market an OAL connecting flight as if it belonged to Alaska Airlines or Horizon Air.

**Example:** ANCSEA on AS connecting SEAIAH  
on AS\*/operated by AA.

Allows OAL to market an Alaska Airlines or Horizon Air connecting flight as if it were their own.

**Example:** IAHSEA on AA connecting SEAJNU  
on AA\*/operated by AS.

### Local Market Codeshare

Allows codeshare partners to sell flights on a particular route without requiring a connecting flight between the two.

**Example:** SFOLAX can be sold solely on AS or  
on AS\*/operated by AA.

### One Way Codeshare

Allows one partner to market the other partner's flight as their own, but they do not allow their flights to be sold in the same manner.

**Exception:** QF can sell QF\*/operated by AS flight  
between LAX and SEA, but QF flights  
cannot be sold as AS\* flights.

### Codeshare Itineraries

Allows Alaska Airlines and Horizon Air to market OAL connecting flights as if they belong to Alaska Airlines and Horizon Air. (A seamless process to the customer.)

**Example:** QF can sell QF\*/operated by AS flight  
between LAX and SEA, but QF flights  
cannot be sold as AS\* flights.

Allows OAL to market an Alaska Airlines or Horizon Air connecting flight as if it were their own.

**Example:** DFWSEA on AA connecting SEAJNU on AA\*/operated  
by AS.

1 \* 6042Y 15SEP T DFWSEA HK1 1100A 107P  
/OPERATED BY AMERICAN AIRLINES /AA 0823B/  
2 71Y 15SEP T SEAJNU HK1 221P 341P

Allows local market codeshare partners to sell flights one-way codeshare on a particular route without requiring a connecting flight between the two.

**Example:** SFOSEA can be sold solely as AS or on AS\*/operated by AA.

1 \* 1842Y 15SEP T SFOLAX HK1 1243P 204P  
/OPERATED BY AMERICAN AIRLINES /AA  
0768Y/

Allows one-way codeshare to market the other partner's flight as their own, however they do not allow their flights to be sold in the same manner.

**Example:** QF can sell QF\*/operated by AS flight between LAX and SEA, - QF flights cannot be sold as AS\* flights.

Section 5 - Check-In > 100 - Check-In

### Missed Flight Options

Revision date: 5/1/2021  
Supersede date: 1/25/2019

If a No Show Customer misses their scheduled flight and arrives at the airport within six hours of the flight's departure, the customer shall be offered the following options, regardless of the reason why the flight was missed.

**Exception:** For customers who misconnect, follow the Reaccommodations procedures in [Section 10.100](#).

### Rebooking Options

- Same Day Confirmed (SDC) on another flight on the same calendar day of the no-showed flight's departure. Co-terminal and routing changes not permitted.
  - If original segment is still in the customer's PNR, choose the Same Day Confirmed option in the PNR Rebook mask.
  - If the guest has purchased a Saver Fare choose the Saver Guest Exception option in the PNR Rebook mask. Collect fee in Express Ticketing.
  - If original segment has canceled, rebook using Passenger Request. Collect fee in Express Ticketing using the ticket designator.

**Note:** For customers who choose SDC, refer to [Section 5.100-Same Day Confirmed procedures](#).

- Rebooking to another day. Add-collect may apply. Refer customer to a Call Center Agent or alaskaair.com for assistance. Saver Fare guests do not qualify.
- Customers who purchased fully refundable or government fare ticket may request a full refund.

Rebook any downline/return segments that were canceled due to the no show.

### Refundability Rules

#### Non-Refundable Tickets and Saver Fares

Customers traveling with non-refundable tickets who do not notify the airline or arrive at the airport within six hours of schedule departure lose the value of the flight coupon of each no-showed flight. All funds or miles used to pay for all no-showed flights associated with the fare are forfeited.

#### Refundable Fare Tickets

Refundable fares qualify for a full refund back to the original form of payment when requested through the Call Centers within the ticket's validity period, regardless of the reason the flight was missed.

**Government Fare Tickets**

Government fares qualify for a full refund back to original form of payment when requested through the Call Centers within the ticket's validity period, regardless of the reason the flight was missed.

Section 5 - Check-In > 100 - Check-In

### **Exit Row Upgrade Check In**

Revision date: New

Alaska Airlines offers guests the option to upgrade to Exit Row seats that provide extra legroom. Exit Row upgrades do not include priority boarding or complimentary premium beverages, and thus are priced lower than Premium Class upgrades on any given flight.

When available, day-of-travel Exit Row upgrades shall be sold through the Control Agent app (CSA Mobile) upon request. Both same-day and advanced Exit Row upgrades may also be purchased through self-service (web, mobile app, kiosk) or Contact Centers (Reservations).

The following table displays seat category by aircraft type:

Aircraft Type	First Class (FC)	Premium Class (PC)	Exit Row	Main Cabin (MC)
737-700	Rows 1-3 (12 FC Seats)	Rows 6-8 (18 PC Seats)	Rows 16-17 (10 Seats)	Rows 9-15 and 18-28 (84 MC Seats)
737-800	Rows 1-3 (12 FC Seats)	Rows 6-10 (30 PC Seats)	Rows 16-17 (12 Seats)	Rows 11-15 and 18-32 (105 MC Seats)
737-900/900ER/MAX-9	Rows 1-4 (16 FC Seats)	Rows 6-9 (24 PC Seats)	Rows 16-17 (12 Seats)	Rows 10-15 and 18-34 (126 MC Seats)
Horizon Air E175 and SkyWest ERJ 175	Rows 1-4 (12 FC Seats)	Rows 6-8 (12 PC Seats)	N/A	Rows 9-21 (52 MC Seats)
A320	Rows 1-3 (12 FC Seats)	Rows 6-9 (24 PC Seats)	Rows 16-17 (12 Seats)	Rows 10-15 and 18-32 (102 MC Seats)
A321	Rows 1-4 (16 FC Seats)	Rows 6-9 (24 PC Seats)	N/A	Rows 10-38 (150 MC Seats)

If Exit Row seats are available, the following guests qualify free of charge.

- AS Elites (Gold/Gold 75K/Gold 100K) and one companion listed in the same PNR.

- AA Elites (Emerald/Sapphire) and one companion listed in the same PNR.
- AS Elites (MVP/Gold/Gold 75K/Gold 100K).
- Guests being reaccommodated due to a First Class or Premium Class downgrade (if available).
- Guests being reaccommodated due to an IRROP situation (if available).
- Non-Revenue passengers, including those on both business and pleasure positive space (B3)

Exit Row upgrade fee applies to all other guests. If only Exit Row seating is available at check-in and the customer does not want to purchase a Premium Class seat:

- Assign best seats available in the Main Cabin
- Place guest on the OS list and advise that gate agent will be assign seating.

### Exit Row Pricing

Exit Row upgrades include additional legroom only and do not include other benefits offered in Premium Class. As such, Exit Row upgrades are priced lower than Premium Class upgrades on the same flight.

- Available only to guests who meet [Exit Row Seating Criteria](#).
- Subject to availability.
- Fee is displayed in the Control Agent app in CSA Mobile:
  - Select guest, then select the desired Exit Row seat.
  - Upgrade price will be displayed under the ‘Upgrade’ button when applicable.

### Exit Row Upgrade Selling

1. Look at the Seat Map to determine if an Exit Row seat is available.
2. Select the guest (by selecting current seat or name on passenger list), then select their desired Exit Row seat.
3. Quote the Exit Row upgrade price displayed (if applicable), then select ‘Upgrade’ if guest wishes to proceed.
4. Ensure mobile point-of-sale device is active and paired, then collect payment by proceeding through steps ‘Payment details’ page.

## 200 - Passenger Type

Section 5 - Check-In > 200 - Passenger Type

### Lap Infants and Children

Revision date: 5/8/2023  
Supersede date: 3/15/2023

#### Controls

[14CFR 121.311\(b\)\(2\)\(i\), 121.329, 121.333](#)

[AS Ops Spec A022](#)

[QX Ops Spec A022](#)

EFR

#### Interfaces

[AS FAM](#), QX FAM

#### QX CEME: L2F2 L2F

**Policy and procedures regarding exit seats cannot be revised without prior regulatory approval and revision of Operations Specification A022 (Ops Spec A022) for [Alaska Airlines](#) and/or [Horizon Air](#) ([QX Approved Exit Seat Program resides in the QX Flight Attendant Manual](#)).**

The following are procedures for lap infants and child passenger types.

#### Definitions:

- Lap Infant - A lap infant is defined as a child who has not reached their second (2) birthday, accompanied by an adult and transported, with or without a ticket, on the adult's lap.
- Adult - An adult is defined as a person age 18 or over, except for a child's parent who is under the age of 18.
- Child – A child is defined by the FAA as a person ages 2 to 12 and is required to be ticketed and occupy an assigned seat.

**Note:** When a child turns two enroute (e.g., under two on origin segment but has reached their second birthday by return segment), a ticket shall be purchased by the parent/guardian for the return segment.

### VDRP Age Verification

Alaska Air Group reserves the right to require proof of age for any lap infant before permitting travel.

At check-in:

- Ask for the lap infant's date of birth for all guests checking in with a lap infant, regardless if the lap infant edit was added during Kiosk or Web Check-in
- Verify the date of birth was less than two years ago

At the departure gate:

- If not already present in the PNR, ask for the lap infant's date of birth when adding the INF edit in the Lobby app during the boarding process
- Verify the date of birth occurred less than two years ago

If a ticket is necessary because the child does not meet the lap infant restrictions:

- Call the Call Center via the Station Support Line.
- Provide the agent with the record locator of the parent/guardian and explain a child needs a ticket issued for the same itinerary.
- Hand the phone to the guest to complete the ticketing transaction.
- Once complete, check in the child and assign seats together.

**Note:**The price of the child ticket is the same as the original fare. If the fare cannot be determined (e.g. bulk or group fare), the lowest available fare will be provided.

**Note:**If a ticket is required because of international travel the guest will need to reach out to the issuing carrier or booking source. Electronic tickets will be accepted.

Agents shall to the greatest extent possible seat at least one accompanying adult with the child (age 13 and younger) if unable to seat the family together when requested by the guest without delaying the flight when certain conditions are met. This includes guests who purchased a Saver Fare. Refer to [Family Seating on alaskaair.com](#) for the conditions.

- This should be done at the first point of contact at the airport.
- Advise the customer to alert the gate agent as soon as possible if unable to resolve at the first point of contact.
- Guests should be asked to change seats, but they are not required or forced to change seats to accommodate a family. Provide the guest a discount code or AS Mileage Plan Bonus Miles from the Empowerment App if they agree to change seats.
- Guests may be accommodated in Premium Class when other Main Cabin options have been exhausted to seat one accompanying adult with a child (age 13 and younger)

- If unable to seat at least one parent/guardian with a child (age 13 and younger), offer the guest the option to be booked on a later flight at no charge.
  - Re-booked in the same class of service / cabin and same routing (co-terminal not permitted)

**Note:** Refer to [Section 5.500 Non-Revenue Space Available Check-in](#) or [5.500 Confirmed Travel](#) for non-revenue family seating guidance.

### Documentation

FAA regulations require air carriers to document the name and number of lap infants on board each flight.

**Note:** The lap infant count does not include infant passengers who are ticketed and assigned a seat. Those will already be included in the general passenger count.

### Seating Restrictions

Passengers with lap infants shall be seated according to these restrictions for each aircraft.

Discrepancies in seating shall be addressed prior to boarding. Agents may need to swap seats prior to boarding to accommodate lap infants. When this is necessary, apologize for any inconvenience to the passengers involved, but emphasize we are meeting FAA regulations for emergency oxygen availability on the aircraft. Passengers traveling with lap infants shall have an Infant edit in the computer prior to boarding that indicates first and last name of the lap infant. Infant edits will not be allowed in restricted infant seating areas as identified for each aircraft below.

#### 737 and Airbus Aircraft Restrictions

Guests with lap infants shall not be seated in:

- Any exit row seat
- The row immediately forward or aft of the exit row
- A Jumpseat

When all seats in a row are occupied, only one lap infant per row is permitted regardless of cabin or aircraft type. This is due to the limited number of oxygen masks per row.

**Exception:** Due to the limited number oxygen masks available:

- 737-800 and A319 lap infants shall not be seated in the last row.

- 737-900/900ER/MAX-9, lap infants shall not be seated in the last two rows.
- A321, lap infants shall not be seated in Row 25, seats 28 ABC, and seats 38 DEF.

### **Horizon Air E175 Aircraft Restrictions**

- Guests traveling with lap infants may be seated on either side of the aircraft. The passenger service unit above each row contains three masks.
  - One lap infant on each side in every row.
- Child Restraint Seats:
  - Preferred location in A or D seats.
  - Shall not occupy First Class A seats.
- A maximum of six lap infants are allowed when all passenger cabin seats are occupied (82 passengers total with lap infants - there are 82 floatation devices onboard).

### **SkyWest ERJ 175 Aircraft Restrictions**

- Guests traveling with lap infants may be seated on either side of the aircraft. Each passenger service unit contains three masks.
  - One lap infant on each side in every row.
- Child Restraint Seats:
  - Preferred location in A or D seats.
  - Shall not occupy First Class A seats.
- A maximum of eight lap infants are allowed when all passenger cabin seats are occupied (84 passengers total with lap infants).

### **Boarding**

During boarding, the agent must verify all infants boarding the aircraft have either:

- Their own boarding pass with a specific seat assignment, or
- Are in a lap infant edit in the computer with the infant's name

**Child Restraint Systems (CRS)**

See [Section 5.200 - Child Restraint Systems \(CRS\)](#).

Section 5 - Check-In > 200 - Passenger Type

### Child Restraint Systems (CRS)

Revision date: 7/15/2020  
Supersede date: New

#### Controls

[14CFR 121.311\(b\)\(2\)\(i\)](#),  
EFR

#### Interfaces

[AS FAM](#), QX FAM

#### Types

- AmSafe CARES (Child Aviation Restraint) – Vest/harness-type child restraint system (CRS) that attaches directly to the airplane seat. AmSafe CARES is manufactured exclusively by AmSafe Aviation, Inc. and certified by the Federal Aviation Administration (FAA) as the only alternative to a car seat/booster seat for use in flight.
- Booster seat – Portable seat with no backrest designed to be secured on top of airplane seat. Booster seat must carry manufacturer's label indicating US, foreign national government, or UN approval for use onboard aircraft. Booster seats may not be used during takeoff, landing, or taxiing regardless of what stamp/seal of approval they carry.
- Car seat – Portable seat with backrest designed to be secured to airplane seat. Car seat must carry manufacturer's label indicating US, foreign national government, or UN approval for use onboard aircraft. Car seats may be used during takeoff, landing, or taxiing.

#### Use Onboard

Child restraint systems (CRS) must be secured to a passenger seat at all times during flight, even when it is unoccupied by a child/infant.

- No other customer may occupy that same seat.
- When no seat is available for CRS, it shall be tagged as claim at gate.
- Customers may choose to use an FAA-approved booster seat or car seat for an infant or child up to 40 lbs. and 40 inches tall (about four years of age).
- Customers may choose to use the FAA-approved AmSafe CARES restraint for children over 1 year old, weighing between 22 and 44 pounds, and sitting in their own seat.
- CRS are provided and installed by the customer.
- Booster seat/car seat-type CRS shall be tagged with a [Cabin Approved Tag](#) after agent has verified it is approved to be used onboard. (See Labeling below)
- Applicable AmSafe CARES-type CRS for use onboard Q400 aircraft only: use of the restraint may be limited to takeoff and landing and when the seatbelt sign is on only. The device may be used for the total duration of the flight if the tray table will remain unused.

Customers who have purchased a seat for a child shall be allowed to use their approved personal child restraint system (CRS)

- A CRS with a base that is too wide to fit properly in a seat with rigid armrests shall be moved to a seat in the same cabin with moveable armrests that can be raised to accommodate the CRS.
- An aft-facing CRS that cannot be installed properly because of minimal pitch (distance between seats) between rows shall be moved to a seat in the same cabin in a row with additional pitch. If there is no such seat/row, the CRS may not be used.
- AmSafe CARES-type CRS with an upper strap that is unable to encircle a First Class seat shall be moved to another seat that can accommodate the strap.

### Seat Location

Child restraint systems (CRS) shall be placed in an acceptable seat/row based on CRS type.

- CRS of any type are not permitted in:
  - emergency exit rows
  - rows immediately forward or aft of any exit row on all aircraft
  - First Class A seats (1-4A) on E175 aircraft

**Note:** A seat belt extension shall be used to secure the child restraint seat in a row with air belts.

Window seats are the preferred location for CRS.

- CRS may be placed in the middle seat, if it does not block another passenger's access to the aisle.
- Booster seat/car seat-type CRS shall not be placed in aisle seats.
- AmSafe CARES-type CRS may be used in any seat (aisle, window, or middle) within any acceptable row if use does not block access to the aisle.

### Labeling (applicable for AmSafe CARES vest/harness-type CRS only)

- AmSafe CARES (Child Aviation Restraint) is a belt-and-buckle device that attaches directly to the airplane seat belt.
- AmSafe CARES are manufactured exclusively by AmSafe Aviation, Inc. and are the only aviation Child Safety Device to be certified by the Federal Aviation Administration (FAA) as an alternative to a booster seat/car seat for use in flight.
- AmSafe CARES (Child Aviation Restraint) shall carry a manufacturers label noting approval for use in aircraft.

**Example:**



**Labeling (applicable to booster seat and car seat-type CRS only)**

Agent shall verify CRS that will be used onboard the aircraft are properly labeled as certified for use in motor vehicles and aircraft and conform to all applicable Federal motor vehicle safety standards.

FAR 121.311 requires the restraint device be properly labeled as follows:

Seats manufactured to US standards between January 1, 1981 and February 25, 1985 shall bear the label:

- "This child restraint system conforms to all applicable Federal motor vehicle safety standards."

Seats manufactured to US standards on or after February 26, 1985 shall bear two labels:

- "This child restraint system conforms to all applicable Federal motor vehicle safety standards."
- "This Restraint is certified for Use in motor Vehicles and Aircraft."

Internationally manufactured seats are acceptable and must have stamp indicating foreign national government approval, or seat was manufactured under standards of United Nations.

- Safety seats manufactured prior to January 1, 1981 or unlabeled are not acceptable for use during takeoff, landing and surface movement.
- Labels that indicate US or foreign government approval, or show that the seat was manufactured under the standards of the United Nations are acceptable.
- Safety seats manufactured after February 26, 1985 are acceptable provided they bear the previous label and a second label stating in red letters:

**Example:** "This restraint is certified for use in  
motor vehicles and aircraft."

<b>CRS must meet one of the following label requirements:</b>	
"This child restraint system conforms to all applicable Federal Motor Vehicle Safety Standards" and "This Restraint is Certified for Use in Motor Vehicles and Aircraft," in red lettering.	
Approval of a foreign government with label showing the CRS was manufactured under the standards of the United Nations. The U.N. label will have a circle surrounding the letter "E" and a number distinguishing the country that granted approval.	
A label or marking showing FAA approval through a STC.	<b>Conforms To: PAT NO. STC STO10781LA Approved for aircraft use only</b>
CRSs approved under TSO C-100b.	<b>TSO C-100b</b>
A label stating "FAA Approved in Accordance with 14CFR 21.305(d)"	

Section 5 - Check-In > 200 - Passenger Type

**Junior Jetsetters/Teen Assist**

Revision date:8/21/2023  
Supersede date:5/15/2023

**CEME: L2F1**

**Junior Jetsetters**

All children **aged 5 through 12 years** traveling without an adult are considered Junior Jetsetters.

Guests under age 18 are not allowed to:

- Carry on or check a firearm or ammunition.
- Travel with a PETC.

<b>Age</b>	<b>Acceptance Criteria</b>
0 - 4 years	Must be accompanied by an adult (minimum age 18 years) or parent.
5 - 7 years	Non-Stop/Direct
8 - 12 years	Non-Stop/Direct/Connection

**Note:**When an unaccompanied child is suspected of being less than the age of five, proof of age in the form of a birth certificate or passport may be required. Update the PNR relating details of the incident. Refund the non-refundable ticket.

**Note:**Additional information about non-revenue Junior Jetsetters can be found in [Section 5.500 Non-Revenue Minors Traveling Alone](#).

Adult travelers who have cognitive and/or developmental disabilities may not travel as a Junior Jetsetter (JJ). The DPNA SSR shall be used to assist these guests.

The number of Junior Jetsetters that can travel on any one flight is limited to six on mainline (AS) aircraft and four on regional (QX and OO) aircraft. The maximum number can be exceeded only when a Junior Jetsetter experiences a flight disruption and needs to be reaccommodated and when non-rev Junior Jetsetter desires to travel on a flight where JJ capacity has already been met.

### Service Charge

A service charge shall be collected in each direction of travel for all Junior Jetsetter travel on domestic or international itineraries.

The service charge is waived for the following:

- Junior Jetsetters who hold Alaska Mileage Plan MVP, MVP Gold, MVP Gold 75K, MVP Gold 100K status or **oneworld Ruby, Sapphire, or Emerald** status
- Children of AS/QX employees
- Children of dedicated and non-dedicated OO employees when checking in or connecting to a flight operated with SkyWest ERJ 175 aircraft.

**Note:** Additional information about non-revenue Junior Jetsetters can be found in [Section 5.500 Non-Revenue Minors Traveling Alone](#).

	<u>Non-stop/Direct itinerary</u>	<u>Connection itinerary</u>
Junior Jetsetter charge per child	\$50	\$75

### Acceptance of Junior Jetsetter

Junior Jetsetters must be brought to the airport and met at their destination by an adult, or their parent.

Even if the guest's PNR was booked online or via the Call Centers, the agent shall fully understand the acceptance guidelines of Junior Jetsetters and confirm all guidelines are met.

If the Junior Jetsetter is traveling with a Teen No Assist, both SSRs (UMNR and Teen No Assist) may be present in the same PNR. Do not charge the Teen No Assist for Junior Jetsetter fees if they will not be receiving the Junior Jetsetter service.

The youngest child's flight restrictions will apply to all the other children flying together, including those not requesting Junior Jetsetter service.

Upon acceptance, the agent shall verbally confirm at all points the full name, birthdate (month and day only), and final destination of the Junior Jetsetter by asking...

- "What is your name?"
- "What is your birthday?"
- "What is your final destination?"

Ensure the verbal response matches the Guardian Contact Form and CSA Mobile.

**Note:**Junior Jetsetters must answer at least 2 of the 3 questions correctly.

If the Junior Jetsetter cannot verbally communicate their answers, the listed guardian shall verify their identity

### **Exceptions**

- The first flight in a Junior Jetsetter's itinerary may not depart between 9:00 PM and 5:00 AM. A connecting flight may depart within this time frame unless it is the last flight of the day for that station.
- The only exception is when the flight or the connection flight is the only flight of the day that is available in the market.
- Junior Jetsetters shall not be accepted if weather or other factors are likely to interrupt the routing operation of the flight at the child's destination or connection point.

### **Documentation**

- A [Guardian Contact Form](#) must be completed for all Junior Jetsetters.
- A maximum of three Junior Jetsetters may be placed on the same Guardian Contact Form (GCF) if the guardians who will be bringing them to the airport and picking them up at their final destination are the same. If the guardian contact information is different, complete additional GCFs.

At check-in, the delivering adult must provide the required information and the form must be completed.

The non-traveling parent or guardian checking in the Junior Jetsetter must accompany the child to the departure gate.

- The escorting parent or guardian must be cleared from the No-Fly and Selectee Lists prior to entering the security checkpoint.

**Note:**Junior Jetsetters must be brought to the airport and met at their destination by an adult, or their parent.

Information required from the parent includes name and telephone contact of person:

- Bringing the child to the airport.
- Meeting child for transfer at an intermediate connection point (if applicable).
- Meeting the child upon arrival at the final destination.

The meeting party is required to present government issued photo ID prior to being given custody of the Junior Jetsetter

Junior Jetsetter/Teen Assist transferring online shall be transferred by a CSA/PSA, or an authorized representative, when online connections are two hours or less. Connections greater than two hours are only allowed if the market does not provide connections less than two hours.

**Transfers:**

- AS will only transfer Junior Jetsetters between our own flights (including flights operated by Horizon Air or SkyWest). Junior Jetsetter shall not be transferred to other airlines, including codeshare flights, or **oneworld** partners.
- The child's parent or guardian shall make arrangements for another responsible adult (e.g., friend, relative) to escort and supervise the child to the connecting offline flight before the Junior Jetsetter may be accepted.

**Exceptions:**

Origin Point: When a Junior Jetsetter checks in at the originating station, check the PNR for any connections. If the Junior Jetsetter has a connection to another airline, the Junior Jetsetter must be rebooked on AS. If there is not a viable routing to rebook them on, refund the unused portion of the ticket (if AS stock) or refer them to original issuing carrier.

Connection Point: If AA transfers an unaccompanied minor, or the child shows up on their own from an AA flight, accept the child for transportation.

- Try to contact the Junior Jetsetter's guardian so they can assist in completing the [Guardian Contact Form](#). If unable to contact the guardian, complete the form with information from the Junior Jetsetter or from their PNR.
- Continue the documentation process in IMAGE and document the Junior Jetsetter's PNR with as much information as possible. Continue to process the Junior Jetsetter as normal but waive the Junior Jetsetter fee. Ensure the UMNR is escorted at all times.
- The return trip must be rebooked according to all current Junior Jetsetter rules.

**Guardian Contact Form**

Have guest complete the form, print their name, sign, and date the [Guardian Contact Form](#).

Once verified, the agent shall check the Verified JJ info boxes:

- Name,
- Date of Birth (Month/Day)
- Destination
- SSR
- Flight Status
- JJ has been issued the lanyard and wristband

- International Forms Completed box and the Hawaii Agricultural Form Completed, if applicable.

Complete the Final Destination box.

Place bag claim checks inside the [Guardian Contact Form](#) (envelope).

### Seat Assignment

- All Junior Jetsetters should be seated in the designated area on each aircraft.
- Refer to "Seating" in this section for additional information.

### Documentation Process

The Agent shall enter:

- Special Service Request information
- Age of the Junior Jetsetter
- Name of guardian the Junior Jetsetter is to be met by
- Relationship guardian has to the Junior Jetsetter
- Phone number of the guardian

While not required, the SSR remark with additional information concerning the Junior Jetsetter (e.g., first time flyer, allergies, etc.) will provide essential information for the Gate Agents and Flight Attendants.

### Connection Guardian

- When a child traveler is met by a guardian in a connection city the origin guardian must add the connection guardian information on the form at the time of check-in.
- The connection guardian must "start over." They must complete another [Guardian Contact Form](#) in order for the airline to accept the unaccompanied minor for the next leg of his/her journey.
- No additional Junior Jetsetter fees shall be collected.

**Note:**

Alaska Airlines shall only transfer Junior Jetsetters between our own flights (including flights operated by Horizon Air or SkyWest). No interline, codeshare, or oneworld partner Junior Jetsetter transfers shall be performed.

### Arrival Guardian

- If the child's guardian is not present at time of arrival call the phone number for the arrival contact and alternate contact.
- If no response is received, call the phone number for the departure guardian.
- If you are unable to reach the arrival or departure guardian after attempting to call 3 times take the child to a service center or Unaccompanied Minor room, if available.
- The handoff agent shall attempt to call the guardians until one answers. Contact a supervisor or Manager for further assistance.

### **Junior Jetsetter Lanyard and Wristband**

Provide each Junior Jetsetter with a lanyard and wristband.

### **Security Pass**

On departure, agent shall:

- Provide security passes for the departing unaccompanied minor (Junior Jetsetter/Teen Assist/Teen No Assist) to have an escort to and from the gate.
- Attach Junior Jetsetter wristband to the Junior Jetsetter/Teen Assist ensuring a snug fit and advise to keep the lanyard and wristband on while traveling.
- Advise the guardian to check-in with the agent at the departure gate podium.

On arrival, ticket counter agent shall:

- Verify that ID of arrival guardian matches name(s) listed in TBMB information in the SSR of arriving flight and/or PNR of arriving unaccompanied minor (Junior Jetsetter/Teen Assist/Teen No Assist).

Note: If advised of change in arrival guardian not listed in TBMB info, contact the listed arrival guardian for approval using the contact info provided in the SSR/PNR. If they are unavailable, contact the departure guardian. Document change of arrival guardian in PNR remarks. Do not issue security pass or release JJ/Teen Assist until confirmation is received.

- Provide security passes in order to meet arriving unaccompanied at arrival gate.

- Advise the guardian of arrival gate and time, that Junior Jetsetter/Teen Asist will be last to deplane, and that they will be required to show ID to the escorting agent.

**Note:** See section [15.400](#) regarding security passes for non-traveling guests.

### **Teens Age 13-17**

Teens, aged 13 through 17 are:

- Not considered Junior Jetsetters when traveling alone.
- Not permitted to travel with PETC.
- Not permitted to carry on or check a firearm or ammunition.

Refer to [Section 5.200 - Teen No Assist](#) if they are a Teen No Assist.

Follow the steps for a Teen Assist if the parent/guardian requests the Junior Jetsetter service, or if the airline they are connecting to requires them to travel as an unaccompanied minor on their flight.

### **Teen Assist**

All standard Junior Jetsetter fees and conditions apply when parents request Junior Jetsetter service or the airline they are connecting to requires them to travel as an unaccompanied minor on their flight.

When a teen traveling alone will use Junior Jetsetter services, the same SSRs and remarks for Junior Jetsetters shall be used.

- Special Service Request information
- Age of the Junior Jetsetter
- Name of guardian the Junior Jetsetter is to be met by
- Relationship guardian has to Junior Jetsetter
- Phone number of guardian

Complete the Guardian Contact Form, and the agent shall verbally confirm at all points the full name, birthday (month and day only), and final destination of the Teen Assist (Junior Jetsetter) by asking...

- "What is your name?"
- "What is your birthday?"
- "What is your final destination?"

Ensure the verbal response matches the Guardian Contact Form and CSA Mobile.

**Note:**Teen Assist must answer at least 2 of the 3 questions correctly.

If the Teen Assist cannot verbally communicate their answers, the listed guardian shall verify their identity.

## Seating

To ensure greater attention and safety monitoring from flight attendants, Junior Jetsetters shall be seated in the last full row of every aircraft type. Assign an aisle seat in the designated area ("L"-blocked seats) of the aircraft, unless seating in First or Premium Class.

If multiple Junior Jetsetters are traveling on one flight, they shall be assigned adjacent seats in the rows designated, from the aisle moving outward (aisle, middle, then window).

For flights with more Junior Jetsetters than designated seats, seat them as close to the designated row as possible, aisle first.

When deciding who to seat next to Junior Jetsetters, consider:

1. Keeping the seat next to the Junior Jetsetter open
2. Choosing a non-revenue guest
3. Seating the Junior Jetsetter with a party of two traveling together

If possible, avoid assigning a Junior Jetsetter a seat immediately adjacent to a male guest traveling alone. If a Junior Jetsetter is already assigned to a seat adjacent to a male guest traveling alone, you must reseat the Junior Jetsetter, but not the male guest.

<b>Junior Jetsetter Seating</b>	
<b>Aircraft</b>	<b>Seats</b>
737-700	28 ABCDEF
737-800	31 ABCDEF
737-900/900ER/MAX-9	32 ABCDEF
Horizon Air E175	21 ABCD
SkyWest ERJ 175	21 ABCD
A321 (Renumbered and Retrofit Interior)	38 ABCDEF

**Note:** A child not requiring an escort traveling with a Junior Jetsetter (such as a sibling) may be seated together or as close to each other as possible.

## **Boarding**

The boarding agent shall advise the Junior Jetsetter/Teen Assist's guardian to remain in the boarding area until the flight has departed.

Junior Jetsetters shall be boarded prior to general boarding and shall be escorted to the door of the aircraft where custody shall be turned over to the "A" flight attendant.

The CSA/PSA or authorized representative and flight attendant shall sign the Guardian Contact Form with their Arctic or Employee Number in the space provided in the presence of the transferring employee or authorized representative when escorting the Junior Jetsetter or Teen Assist.

If the Junior Jetsetter approaches once boarding has begun, it is acceptable to ask the guest to wait until the end of the boarding process.

Upon boarding, the agent/authorized representative and Flight Attendant shall verbally confirm the full name, birthday, and final destination of the Junior Jetsetter by asking...

- "What is your name?"
- "What is your birthday?"
- "What is your final destination?"

Ensure the verbal response matches the Guardian Contact Form and CSA Mobile.

**Notes:**Junior Jetsetters/Teen Assist must answer at least 2 of the 3 questions correctly.

If the Junior Jetsetter/Teen Assist cannot verbally communicate their answers, the listed guardian shall verify their identity.

## **Inflight Service**

A complimentary Main Cabin meal is offered to Junior Jetsetters when traveling on flights where service is provided.

## **Arrival Guardian**

The agent shall generate a security pass for the guardian listed in the SSR of the arriving flight

- Ask the arrival guardian for the Junior Jetsetters name and inbound flight information
- Verify the TBMB information matches the ID of the guardian.

**Notes:** In the event the information does not match, contact the listed arrival guardian for approval. If they are unavailable contact the departure guardian.

- Upon creation of the security pass, provide the guardian with arrival gate and time.
- Advise guardian the Junior Jetsetter will be the last off the aircraft and they will be required to show their ID to the escorting agent.

### Flight Arrival Meeting Agent

The meeting agent shall complete the [Guardian Contact Form](#) as follows:

- The CSA/PSA or authorized representative and flight attendant shall sign with their Arctic or Employee Number in the space provided in the presence of the transferring employee or authorized representative when escorting the Junior Jetsetter or Teen Assist.
- Upon arrival, the agent/authorized representative shall verbally confirm the full name, birthday, and final destination of the Junior Jetsetter by asking...
  - "What is your name?"
  - "What is your birthday?"
  - "What is your final destination?"
- Ensure the verbal response matches the Guardian Contact Form and CSA Mobile.

**Notes:** Junior Jetsetters must answer at least 2 of the 3 questions correctly.

If the Junior Jetsetter cannot verbally communicate their answers, the listed guardian shall verify their identity.

- Verify arrival guardian information and valid photo ID. Have guardian print their name, sign, and date in the appropriate spaces.
- The meeting agent shall write their employee number in the appropriate space and retain it in the designated station file.

### Irregular Ops

When a flight is delayed or canceled, agents shall display the Special Service Request list and check for UMNR and TEEN remarks to initiate a plan.

**Note:** In the case of Irregular Ops or other involuntary changes, the maximum number of Junior Jetsetters may be exceeded.

When delays or cancellations cause the minor's itinerary to change en route, all standard Customer Service Commitment Plan provisions apply including the following:

**Parent or guardian reroute approval:**

Minors shall remain at the point of flight interruption until at least one named guardian has approved the alternate flight plan.

Contact the meeting party first and if unable to be reached, consult the originating party.

When the originating guardian is being consulted and agrees for the child to continue to their planned destination, the agent must ensure the meeting guardian is advised of the change prior to boarding.

- PNR remarks must be added to indicate the following:
  - Recording of all attempted phone calls using standard PNR codes of LMTC (left message to call) and UTR (unable to reach), time of call and agent name.
  - Attempts of contact must be made at least every 30 minutes.
  - Record the name of the consenting guardian, time, and name of agent.

**Overnight**

When a flight irregularity requires a minor less than 18 years of age to overnight, the named guardians must be consulted to determine the best course of action.

When neither party is available, the decision shall be made by the Station Manager or Supervisor.

In order of preference, the following applies:

- A contracted security guard from the local airport authority shall always be posted outside the child's hotel door.

The station shall cover the cost of security service.

- An airline representative may always be posted outside the hotel door in the event a guard service is not available.
- Only with approval of both origin and destination guardians and the station manager, two employees (both the same gender as the child), may stay in the hotel room with the child.

This option may only be necessary for younger Junior Jetsetters who are afraid to sleep in the hotel room by themselves.

- Children who are not related must be booked into separate hotel rooms.

- As per the Customer Service Commitment Plan, hotel costs shall be at the expense of the station.

### **Origin Station**

When the aircraft returns to the gate after the parent or guardian leaves the airport, contact that person as soon as possible and advise them of the situation.

- When there is a maintenance delay that is anticipated to be long (i.e., three or four hours), the responsible adult may decide to come back to the airport to pick up the child.
- The named guardians must be consulted before the minor is rerouted.
- Minor may be rebooked for a later date or refund their ticket when necessary if the guardians decide.

### **Minor Boarded on Incorrect Flight**

- When a minor is boarded on an incorrect flight and the error is not noticed until after departure, immediately contact the person(s) meeting the child and the person who brought the child to the airport.
- Contact the destination station so they are aware of the situation.
- The downline station shall rebook the minor to their final destination once the named guardians are consulted.

### Section 5 - Check-In > 200 - Passenger Type

#### Teen No Assist

Revision date: 5/15/2023  
Supersede date: 8/29/2022

When a teen traveling alone does not use Junior Jetsetter services, a pop-up appears with the following verbiage: "This reservation may contain an undeclared teen." The agent shall confirm the status of the teen: Teen Assist, traveling with an adult, and/or using SSR code Teen Assist.

#### Teens Age 13-17

Teens, aged 13 through 17 are:

- Not considered Junior Jetsetters when traveling alone.
- Not permitted to travel with PETC.

Guests under age 18 are not permitted to carry on or check a firearm.

#### First Point of Contact

At the first point of contact, the agent shall:

- Verify final destination for all teens, aged 13 through 17.
- If the teen is making a connection to another carrier, verify the teen is not considered an unaccompanied minor under the connecting airline's rule. Contact the other airline through their website or by calling their Reservations Department

**Note:** Junior Jetsetters will only transfer between our own flights (including those operated by Horizon Air or SkyWest). No interline or codeshare Junior Jetsetter transfers will be performed.

- If the teen is not considered an unaccompanied minor on the connecting carrier, continue the check-in process by adding the SSR Teen No Assist as directed by the guardian.
- If the teen is considered an unaccompanied minor on the connecting carrier, the teen must travel as a Teen Assist. This includes identifying a guardian who will meet the teen at their connection point to complete the transfer to the connecting airline. Enter appropriate SSR OTHS for TEEN ASSIST.
- If this option is not acceptable, the ticket may be refunded.

#### Security Pass

The agent shall provide security passes in order for the TEEN NO ASSIST to have an escort to and from the gates.

**Note:** See [section 15.400](#) regarding security passes for non-traveling guests.

### Gate Agent

The Agent shall verify a SSR OTHS TEEN ASSIST or TEEN NO ASSIST is entered in teen's PNR.

- If the SSR edit is not showing, ask the teen to step to the control podium or you may complete the edits once the majority of boarding has been completed
- If unable to complete the edits and still maintain an on-time departure, the teen will need to rebooked on a later flight.

### Section 5 - Check-In > 200 - Passenger Type

#### Second Seat (Customer of Size)

Revision date: 5/1/2021  
Supersede date: 6/4/2018

##### Interfaces

###### FOM

[CSM Vol. 4-Final Passenger Count Verification](#)

[CSM Vol.7-Passenger Counts by Exception](#)

##### CEME: L2AC

A customer who cannot fit within one seat with the armrests in the down position must purchase an additional seat. The armrest is considered to be the definitive boundary between seats.

The purchase of a second seat is required to ensure the safety and comfort of customers in adjacent seats, as well as the customer in question. The second seat is to be purchased for all flight segments in the ticketed itinerary before the customer boards the initial flight.

This should be addressed at the first point of contact if a customer appears to require a second seat.

#### Second Seat Check-In

Check in both the customer and the Second Seat using normal check-in procedures.

Verify the first name for the second seat is EXST (e.g. 1.2ESPERSON/JEAN/EXST).

- Contact a trainer, lead, supervisor or manager if anything but EXST is noted in the first name field.
- First name of second seat must be corrected to EXST prior to completing the check-in process to ensure an accurate Souls Onboard Count and proper weight and balance.

Add the Special Service Request, OTHS with the comments EXST SECOND SEAT.

Assign the customer two adjacent seats.

- If two adjacent seats are not available, refer customer to the gate agent.
- Staple the second boarding pass to the top of the customer's regular boarding pass
- Stagger the bar codes for scanning ease.
- Provide both boarding passes to the customer.

Advise customer to present both boarding passes to the agent at the boarding door.

**Note:** Customers requiring a second seat shall not be seated in a row with armrests that do not move (e.g. bulkhead).

**Note:** Check for and scan both mobile boarding passes on the customer's device.

### International Second Seat Passenger

If the passenger wants/requires a Second Seat (EXST) enter all the APIS documentation exactly the same as the passenger with the exception of the first name. The first name should reflect EXST.

### Boarding Gate

Review the SSR list and check for code "OTHS with the comments EXST SECOND SEAT"

The agent shall scan and ON both boarding passes, checking for the customer's name on one boarding pass and NAME/EXST on the Second Seat boarding pass.

Refer to Second Seat Process below if it's determined after boarding begins that a customer may need a Second Seat.

### Final Count

The customer requiring two seats is counted as one passenger.

In cities where the Flight Paperwork is printed, included is an automated Total Onboard Count. This count shows the number of actual Second Seat customers. The number of second seats is subtracted from the Total Souls Onboard Count.

```
SEATZAS  
• SEATZAS 101709/CKW589704  
  
TOTAL ONBOARD COUNT  
  
TOTAL SOULS ONBOARD /MINUS CREW// 153  
*****  
BREAKDOWN  
-PLUS- NUMBER OF OCCUPIED SEATS/ F16Y135  
-PLUS- NUMBER OF OCCUPIED JUMPSEATS/ W0X0  
-PLUS- NUMBER OF LAP INFANTS/ F0Y1  
-MINUS- NUMBER OF CABIN BAGGAGE SEATS/ 0  
-MINUS- NUMBER OF SECOND SEATS/ 0  
-MINUS- NUMBER OF STRETCHER SEATS/ 0  
  
10SEP08 1709Z 10SEP08 1714Z *1832
```

### Refunds

Once travel is complete, if all segments of the trip had open seats, the customer is eligible for a refund of the second seat. Customers can request the refund by calling AS Customer Care 1-800-654-5669 or via [alaskaair.com](http://alaskaair.com).

The outbound and return trip will be treated separately when determining a refund.

**Example:** A ticket issued ANC-SEA-SFO RT has an extra seat available on both the ANC-SEA and SEA-SFO segments. On the return, there were only seats available on the SFO-SEA segment. The customer will be eligible for a refund on the ANC-SEA-SFO segment but not on the SFO-SEA-ANC portion.

### Second Seat Process

The agent at the first point of contact (ticket counter or gate) shall:

- Scan for potential Second Seat customers.
- Determine if the customer requires a Second Seat.
- Verify the purchase of a second seat. If not, ask the customer to review the **Second Seat Brochure TZ-149**.

Suggested Verbiage: *"I'm committed to providing a comfortable and safe flight for you today. I kindly ask that you take a moment to read through this brochure and please let me know if you have any questions."*

- Time permitting and with minimum crew onboard, coordinate a visit onto the aircraft to check if the customer is able to sit with both armrests in the down position.

**Note:** If time does not permit an aircraft visit and the customer does not believe they need the Second Seat, you may book them on a later flight and coordinate an aircraft visit.

### Booking and Ticketing

If a customer must purchase a Second Seat at the airport:

- The CSA will contact the Station Support Line, 877-451-1825.
- Give the initial information to the Call Center Agent.
- Connect the customer with the Call Center Agent to finish and pay for the new Second Seat ticket.

The Second Seat will be priced the same as the original fare.

- If we cannot determine the original ticket price due to a group fare or if the customer is traveling on a free ticket, the Call Center Agent will offer them the lowest available fare at the time of booking for the Second Seat.

A companion certificate and/or miles may be used to purchase a Second Seat.

A new PNR will be created for the Second Seat. The name field will show: 1.2ESPERSON/JEAN/EXST.

If two customers are traveling together and they each need an extra seat:

- It is possible for only one of the customers to buy the extra seat.
  - Ask other customers to change seats if there aren't seats together.
- In the event of a full flight or an aircraft change we cannot guarantee accommodations for the traveler who does not purchase an extra seat.

### **Non-Revenue Travelers**

The requirement of being able to fit within one seat with the armrests in the down position applies to every customer on our aircraft including non-revenue customers. However, our non-revenue customers will not be required to purchase or use credits for additional seats.

All non-revenue customers are required to advise the gate agent of their need for a Second Seat at the gate.

If a non-rev customer requires a Second Seat:

- The Second Seat will be blocked based on their seniority.
- The agent shall "A" block the second seat.
- Attempt to accommodate for two adjacent seats, timer permitting.

The non-revenue customer shall be reaccommodated on the next available flight if there is an insufficient number of seats available. The next customer on the list will be given the single seat.

### **Onboard the Aircraft**

If a Second Seat situation occurs onboard:

- Flight Attendants are empowered to try to resolve the issue by utilizing open seats and using items from the Empowerment Toolkit.
- If the issue cannot be resolved, an agent may be called to address the complaint

When either a passenger being encroached upon or the customer needing the second seat complains, the agent shall try to resolve onboard the aircraft.

When a passenger is feeling encroached upon:

- If open seats are onboard, apologize for the situation and offer to move the encroached-upon passenger to another seat and offer items from the Empowerment Toolkit.
- If no seats are available and the passenger cannot sit with both armrests in the down position:
  - Approach the passenger that needs the second seat
  - Remove them from the aircraft and rebook them on the next available flight.
  - The rebooked passenger will need to purchase the extra seat for the next available flight.

### Mileage

The customer can contact Customer Care (1-800-654-5669) and receive bonus miles for the Second Seat after travel is complete and no refund is processed. The additional miles are equivalent to the mileage the customer received for each eligible flown segment.

**Note:** Additional miles do not count toward MVP or MVP Gold status.

### Checked Baggage Allowance

Standard checked baggage charges and waivers apply for each purchased seat.

All baggage for the customer who has booked a second seat must be checked in under the customer's name. No baggage shall be checked under the LAST NAME/EXST name.

### Carry-on Baggage Allowance

Each customer is limited to only one carry-on item (not to exceed 9" x 14" x 22") plus one personal item (such as a purse, briefcase or laptop), regardless how many seats are purchased.

### Denied Boarding

#### When two seats are purchased:

If the customer has purchased two seats, and is voluntarily or involuntarily denied boarding while still in the boarding area:

- The customer is entitled to compensation for both seats.
- Shall be rebooked on the next available flight with two seats.

#### When one seat is purchased and customer refuses to purchase a Second Seat:

- The customer will be denied boarding without compensation.
- The customer is entitled to a full refund if they do not travel.

An Incident report shall be completed and forwarded to Customer Care.

**Note:**In the extreme example where the armrests cannot be placed in the down position, and all options have been exhausted but neither customer is satisfied, the agent shall offer the standard denied boarding compensation for any customer on the flight to travel on the next available flight.

Section 5 - Check-In > 200 - Passenger Type

### **Seat Belt Extensions**

Revision date: 12/13/2017  
Supersede date: 04/17/2014

#### **Interfaces**

[AS FAM](#)

[QX FAM](#)

#### **CEME: L2D1**

Guests requiring the use of a seat belt extension are only allowed to use one provided by the operating carrier.

Guests may ask a flight attendant for one after boarding the aircraft.

| Seat belt extensions may be used in rows with air belts.

Seat belt extensions may not be used in these situations:

- In an exit row seat due to the possibility of entanglement of the extensions in the event of an evacuation.

Section 5 - Check-In > 200 - Passenger Type

### **Comfort Seat**

Revision date: 5/8/2023  
Supersede date: 6/4/2018

A guest may use two adjacent coach seats when purchased and arranged in advance.

Comfort Seats are typically purchased when:

- A guest wishes to have additional room
- A guest has two pets in the cabin (PETC)

**Note:** Agent shall collect PETC fee for each kennel.

**Note:** Refer to [Second Seat](#) for guests who cannot fit within one seat with the armrests in the down position.

A Comfort Seat ticket is non-refundable if the flight departs with empty seats.

- Standard fare rules apply if a Comfort Seat ticket is not used.

### **Comfort Seat Check-in**

Check-in both the guest and the Comfort Seat.

Verify the first name for the second seat is EXST (e.g. SANCHEZ/EXST).

- Contact a trainer, lead, supervisor or manager if anything but EXST is noted in the first name field.
- First name of comfort seat must be corrected to EXST prior to completing the check-in process.

Add the Special Service Request OTHS with the comments EXST COMFORT SEAT

Assign the guest adjacent seats.

- If adjacent seats are not available, refer guest to the gate agent.

Check in both seats using normal check-in procedures.

- Staple the second boarding pass to the top of the guest's regular boarding pass.
- Stagger the bar codes for scanning ease.
- Provide both boarding passes to the guest.

Advise guest to present both boarding passes to the agent at the boarding door.

### **Seat Assignments**

Unless specifically requested by the guest, avoid bulkhead rows since the armrests do not move.

### **Checked Baggage**

Standard checked baggage charges and waivers apply for each purchased seat.

All baggage for the guest who has booked a Comfort Seat must be checked under the guest's name.

- No baggage shall be checked under the Comfort Seat name (e.g. SANCHEZ/EXST).

### **Carry-on Baggage**

Each guest is limited to only one carry-on item (not to exceed 9" x 14" x 22") plus one personal item (such as a purse, briefcase or laptop) regardless of how many seats are purchased.

### **Mileage**

The guest is eligible to receive miles for both seats.

**Note:** Additional miles do not count toward MVP or MVP Gold status.

### **Purchasing a Comfort Seat at the Airport**

Confirm two adjacent seats are available.

Contact Station Support Line on behalf of the guest to have the Comfort Seat PNR built and ticketed by a Reservations Agent.

- The Comfort Seat is priced at the equivalent paid fare of the guest's ticket.
- If the original ticket price cannot be determined due to a group fare, or the guest is traveling on a free ticket, the Comfort Seat will be priced at the lowest available fare at the time of booking.

Provide the Reservations Agent with the guest's travel information.

Provide telephone to the guest to complete the purchase.

Once purchased, check in the Comfort Seat and provide the boarding pass to the guest.

### **Unused Purchased Seats as Comfort Seats**

If a party of two or more purchases non-refundable tickets and one of them is unable to travel and the remaining guests request to use the ticket to keep an open spot between them:

- Contact the Station Support Line on behalf of the guest to have the first name of the Comfort Seat changed to reflect EXST.

In a denied boarding situation, offer to refund the unused, non-refundable ticket as an incentive to persuade the guest holding a “comfort seat” to relinquish it so an additional guest may board.

- The final decision rests with the guest holding the comfort seat.

When the guest decides to refund the ticket, process the refund noting “Unused Comfort Seat/Full Flight”.

### **Comfort Seat Boarding**

ON both the guest and Comfort Seat.

- Confirm the Comfort Seat is booked with EXST as the first name.
- If EXST is not the first name of the Comfort Seat, refer to Unused Purchased Seats as Comfort Seats above.

**Applicable to flights operated with Horizon Air E175 aircraft only:**

Refer to [Section 9.400 - Pre-Flight Tasks: Cabin Seat Baggage and Large Service Animals](#).

Section 5 - Check-In > 200 - Passenger Type

### Frequent Flyer and Mileage Plan

Revision date: 1/19/2022  
Supersede date: 4/25/2018

Customer Care uses the SOLAR (Service Oriented Loyalty and Recognition) database to store Mileage Plan™ account information.

Mileage Plan™ members can access their “My account” information on [alaskaair.com](http://alaskaair.com).

A Mileage Plan™ member's actual frequent flyer number can be entered into their PNR for all travel.

SOLAR uses FANTEM (Flight Activity Not Truly Eligible for Miles) to track guest travel and recognize when a guest is eligible to accrue miles and when they are not (e.g. mileage awards).

In addition, FANTEM will:

- Perform name validation checks to ensure the person in the PNR matches the frequent flyer number in the PNR.
- Allow application of benefits as appropriate to the Mileage Plan™ member (e.g. free bags, priority boarding).
  - Non-MVP members who are booked in the same reservation as the MVP member will get all the benefits they are eligible for when traveling with an elite member on revenue tickets.
  - If an MVP member or above books an award ticket for someone who isn't an elite guest, the guest's frequent flyer number is applied to the PNR and the guest will no longer receive the MVP benefits. Those benefits are now reserved for MVP and above similar to revenue tickets.
- Allow our elite members to receive elite level benefits when traveling on award tickets on our partner airlines.

#### Applicable to all AAG-operated flights:

#### Elite Mileage Plan

See the [Elite Benefits Matrix](#) eTool for a detailed list of benefits offered to elite tier mileage plan members.

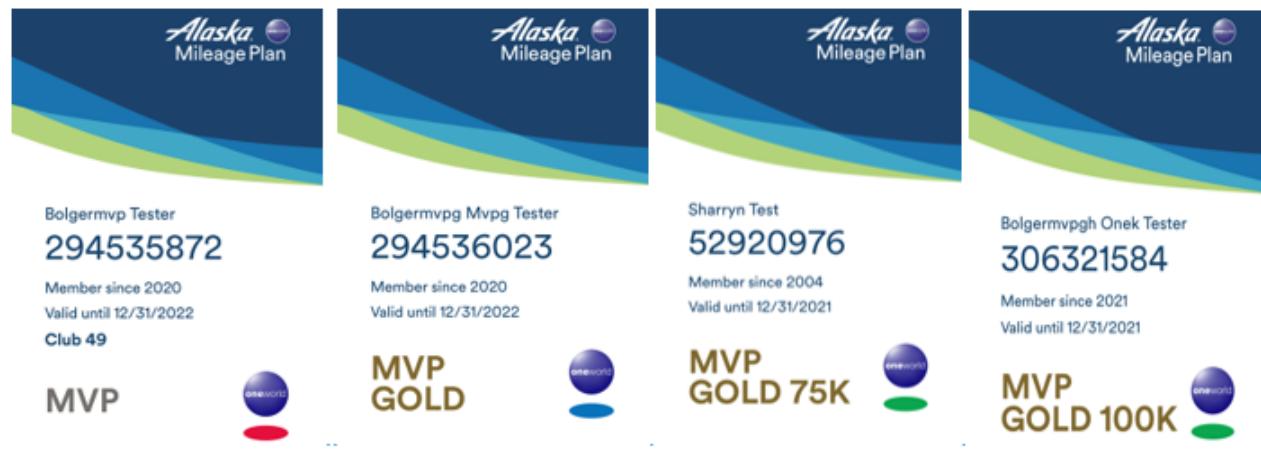
To qualify for elite benefits, the appropriate frequent flyer number must be in the PNR at the time benefits are used (e.g. checked baggage charge waiver, complimentary upgrade) and remain in the PNR for the flights which the guest is checked in.

Frequent flyer numbers cannot be changed after a benefit has been used unless the guest agrees to forfeit the benefit.

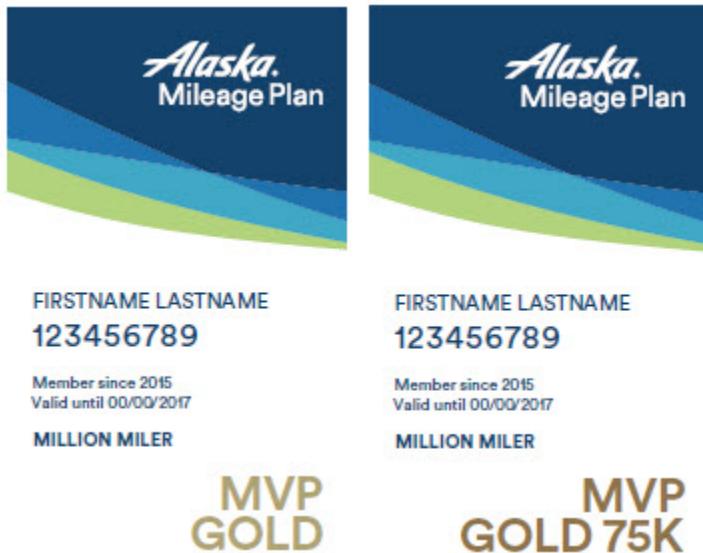
**Note:** If you are unsure of the guest's tier status and the status is not reflected in their PNR, delete their mileage plan number and re-add it to the PNR. If a guest reaches a new tier after flight

initialization is performed (seventy two hours prior) then the mileage plan tier status is not updated with the new tier. By deleting and re-adding the mileage plan number, the guest's new tier status will be accurate.

### Mileage Plan Cards: MVP/MVP Gold/MVP Gold 75K/MVP Gold 100K (including Club 49 Status)



### Million Miler: MVP Gold/MVP Gold 75K



**Club 49 Members:**



FIRSTNAME LASTNAME  
**123456789**

Member since 2015  
Valid until 00/00/2017

**CLUB 49**

## Section 5 - Check-In &gt; 200 - Passenger Type

**Groups**

Revision date: 10/11/2017  
 Supersede date: 04/25/2017

A group is defined as ten or more guests traveling as a single unit.

Example of a Group PNR:

```
BGRXPB
1.C/23ALASKA FLIGHT BASKETBALL 2.1FINNEY/SEAN
3.1POKRIVNAK/CHRISTOPHER 4.1DAY/KYLE 5.1MADURO/STEVEN
6.1NORMAN/TYLER 7.1WITHROW/EVAN 8.1YADAO/ANTHONY
9.1SWINTON/TYLER 10.1WILLIAMS/TRAVANTE 11.1HALL/DOMINIQUE
12.1TERRY/JALEN 13.1BROWN/KYLELLE 14.1LOONEY/CONNOR
15.1SELMER/BRIAN 16.1ALMENZOR/DONTE 17.1CLEMONS/LOGAN
18.1PUSICH/JEFFREY 19.1ROBINSON/MARQUES 20.1HALE/MICHAEL
21.1BUCHANAN/JEFF 22.1YOUNG/COLTON 23.1ZAMORA/JHAYDE
24.1HOLLISTER/KEENAN
1      52K 19JUL T FAIANC HK23 1020P 1116P HRS /E
TKT/TIME LIMIT
1.T-
2.TE 0272171099775 FINNE/S VRV5GJW 1616/01JUL
3.TE 0272171099776 POKRI/C VRV5GJW 1616/01JUL
4.TE 0272171099777 DAY/K VRV5GJW 1616/01JUL
5.TE 0272171099778 MCCR/S VRV5GJW 1616/01JUL
```

**Group Desk**

The Group Desk has special telephone numbers separate from general reservations, which may be given to tour operators, travel agents, or other group organizers.

Group Desk	1-800-445-4435	Travel agents, tour operators, or group organizers.
Fish/Cruise Desk	1-206-878-0933 or 1-800-747-0101	Travel agents only.

**Group Registration Process**

Groups have unique needs and should be handled with extra care during the check-in process. When they book their reservation with the Group Desk, groups that require special services, have equipment to check, or have special payment requirements will receive a notification asking them to complete a registration process.

The Group Desk will log the group information in the [Group Registration website](#). This allows the station to plan for the group's arrival and adjust staffing levels as necessary. This also allows the station to reach out to the group leader directly if needed. Stations shall monitor the site for any groups departing from their station.

### Group Check-In

The group registration provides details for each specific group. Stations shall use this information to identify the best way to provide a hassle-free check-in experience for the group.

**Note:** Groups that do not have special requests or equipment to check in will not be asked to register. These groups may choose to check in online or on the kiosk. For this reason, group PNRs should not be divided prior to departure unless individual guests in the group are continuing on a different flight on their own and the agent needs to add a connecting segment to issue bag tags.

### Equipment for Large Groups

| Refer to [Section 6.200 - Equipment for Large Groups](#).

Section 5 - Check-In > 200 - Passenger Type

### Allergies

Revision date: 5/24/2022  
Supersede date: 6/29/2020

#### Control:

[Canadian Transportation Agency: Accessible Transportation for Persons with Disabilities](#)

#### CEME: L2AB

We acknowledge guest concerns regarding allergies. For this reason, we do not want to create false expectations with regard to the aircraft environment.

We are unable to guarantee a peanut/nut or allergen-free flight, nor can we prevent other guests from bringing peanuts or products containing peanuts or other nuts onboard our flights.

When a guest asks to be seated away from pets due to allergies, reseat if possible away from guests traveling with PETC or a service animal.

Guests may request to pre-board to cleanse their immediate seating area onboard.

- They shall self-identify to the Gate Agent they want to pre-board.
- May provide their own cleansing wipes.
- Pre-board with other guests who request additional time or assistance.
- Shall not be called or singled out in any announcements.

Upon the guest's request, Flight Attendants may advise guests seated one row ahead and behind about their allergy concern.

#### Exception: Peanut Allergies only:

- If the guest self-identifies they have a peanut allergy, advise them to notify the Flight Attendant onboard.
- The Flight Attendant will make an announcement regarding the peanut allergy if guest agrees to the announcement to all guests prior to departure.
- This exception is not applicable to other allergens (e.g. tree nuts, animals, etc.)

### Guests who may be sensitive to allergens

Most common triggers for airline passengers:

- Types of foods
- Medication
- Insect bites
- Dog and cat allergies
- Chemicals

Certain substances may cause allergic reactions.

For animal allergies, our guest can request Reservations and the station agent assign a seat as far from any passenger listed as seated with a pet as possible.

Even if no pets are on board, Alaska Airlines and Horizon Air cannot guarantee no exposure to animal dander on flight as most animal allergens are carried on passenger clothing.

For severe chemical allergies (e.g. Lavatory Deodorant Disk), the guest may request the lavatory disk to be removed from only one lavatory on their flight with advanced notice.

- PNR should have an OTHS SSR with the remark "Allergy remove deodorant disc in one a/c lav".
- CSA shall advise the Flight Attendant a guest has requested a deodorant disc be removed from one of the lavatories onboard.

Refer to [Section 7.100 – Service Animal Allergies and Part 382](#) for additional information if a guest has an allergy that may impact their ability to travel safely.

Section 5 - Check-In > 200 - Passenger Type

### **MedLink**

Revision date: 8/14/2023  
Supersede date: 5/3/2023

#### **Overview**

MedLink utilizes emergency room physicians 24 hours a day to provide informed recommendations regarding medical issues on-board the aircraft or in the boarding area. The physicians have extensive experience in aviation specific medical issues and can remove Company liability for guest health.

When a guest appears ill and there is doubt whether the guest is healthy enough to fly, contact MedLink for consultation with a healthcare professional. For medical emergencies on the ground (e.g., uncontrolled bleeding, loss of consciousness, other life-threatening conditions), agents should call 911.

#### **Responsibility for Contacting MedLink**

##### On Ground

The Flight Crew, Flight Attendants, station personnel, and MedLink work together to determine if the guest is fit to fly. If paramedics are called to assist a guest in the boarding area or on the aircraft, MedLink shall still be contacted to clear the guest to fly. Alaska Airlines' policy is to follow MedLink's recommendation. However, the Captain has final authority based on input from all parties. Dispatch must be contacted if a delay is anticipated.

- **At the Gate/Prior to Pushback:** The CSA shall initiate contact with MedLink.
- **After Pushback/Prior to Takeoff:** The Flight Crew initiates contact with MedLink.
- **After Landing:** The Flight Crew initiates contact with MedLink if an expeditious arrival at the gate is possible. Flight Crew will advise ATC that medical assistance is required when they arrive at the gate.
  - Advise Operations when medical assistance will be present at the gate.

#### **Contact Information**

Contact MedLink prior to guest boarding to ensure a timely departure

| (602) 282-6647 (AS dedicated number) or (602) 282-6639 (QX dedicated number)

Pre-screening of any guest who appears ill or contagious is important in maintaining the health and safety of other guests and crews.

The agent shall follow instructions given by MedLink.

MedLink:

- Provides direct, 24 hour-a-day contact with nurse and/or physician.
- Should be contacted whenever a medical situation develops and when the agent feels they need support or advice.

- Should be contacted if guest has boarded or plans to board the aircraft and the agent is uncertain if guest is contagious or medically fit to fly.
- Assesses problems and makes recommendations to airline personnel.
- Makes arrangements for emergency transport to facility capable of treating guest.
- Assumes liability for actions taken by AAG personnel assisting medical professionals following advice of MedLink.

For medical emergencies on the ground (e.g., uncontrolled bleeding, loss of consciousness, other life-threatening conditions), agents should call 911.

### Assessment

MedLink is a team of medical doctors who can be contacted for advice regarding ill guests and crew.

Provide MedLink with the following:

- Guest name
- Flight number
- Destination
- Description of the illness/symptoms

When a guest has an illness, disease or infection contagious to others, the guest must provide a medical certificate including precautions necessary to prevent transmission of the disease.

Travel must be refused when a guest is unable to provide the medical certification, or if precautionary steps cannot be implemented to prevent transmission of illness, disease, or infection to others.

Use the following guidelines when assessing a guest(s) fitness to fly:

- Make determination if MedLink should be contacted prior to boarding the guest.
- Immediately advise Lead, Supervisor and/or CRO of situation.
- Move to a discreet location in the terminal with the guest if safe to do so prior to contacting MedLink. The guest shall be present and explain MedLink's relevance and guidance.
  - MedLink may ask to talk directly to the guest.

If the guest is onboard the aircraft:

- Speak with guest onboard and ask them to deplane if safe to do so
- Escort them to a discrete location in the terminal

Note:

The Jetbridge or planeside is not a discrete location, and the assessment shall be done inside the terminal.

Do not allow guest to board until they have been cleared to fly by MedLink.

If the advice given by MedLink differs from the guest's physician, you may offer the information to MedLink for consideration. However, MedLink will provide the final recommendation on whether a guest's health will permit travel.

If travel is not recommended, reaccommodate the guest for future dates, when they will be able to travel, waiving any penalties and restrictions.

Use the [MedLink Printable Card](#) for guidance to health assessment and MedLink contact information.

### **Communicable Disease**

Communicable diseases are illnesses transmitted from an infected person to another person.

Many diseases are spread through contact or close proximity due to airborne bacteria or viruses.

The diagnosis of a communicable disease must always be made by a healthcare professional or MedLink.

In assessing whether the guest's condition poses a direct threat, an agent shall:

- Ask recognized public health questions such as:
  - Are you feeling well today?
  - Do you have a fever now or have you had one recently?
- Listen for trigger terms and conditions to assist in determining when to contact MedLink, such as fever, skin rash, swollen glands, jaundice, persistent cough, vomiting, difficulty breathing, muscle pain, headache with stiff neck, decreased consciousness, unexplained bleeding, or persistent diarrhea.
- Contact MedLink when a guest appears ill and there is doubt regarding whether the guest is fit to fly.
- Make an assessment based on recommendations from MedLink.
- Understand the nature, duration, and severity of the risk
- Determine the probability the potential harm to the health and safety of others will actually occur; and
- Judge whether reasonable modifications of policies, practices or procedures will mitigate the risk.

In making this assessment, the agent may rely on directives issued by public health authorities, (e.g. U.S. Centers for Disease Control or Public Health Service) in addition to MedLink.

If a guest with a communicable disease meeting the direct threat criteria (e.g., a significant risk to the health or safety of others that cannot be eliminated by modification of policies, practices or procedures or the addition of aids or services) provides you with a medical certificate describing measures for preventing transmission of the disease during the normal course of the flight, you must provide transportation to the guest, unless you are unable to carry out the measures.

If an agent denies boarding to a customer after consulting with MedLink:

- A CRO shall fill out the Complaints Resolution Form ([TM-94/HA-107](#)) and have it signed by both the CRO and the customer.

- Document the guest's PNR with all pertinent information.
- Complete an online Ground Irregularity ([GIR](#)), using the "Disability Related" option.

The guest must be permitted to travel later (up to 90 days from the date of the postponed travel) at the fare that would have applied to the guests originally scheduled flight without penalty or, the guest may choose to have their ticket refunded for any unused flights.

### Bodily Fluids

Clean-up of any bodily fluids should be handled with the utmost care and treated as infectious. Upon discovery of bodily fluid in or near your workspace, immediately contact local janitorial staff to advise of the need for bodily fluid cleanup. Wear personal protective equipment (PPE), such as nitrile gloves, if contact is unavoidable.

**Note:** If no janitorial staff is on site, an employee shall utilize the contents of a Universal Precaution Kit before attempting any clean-up.

Universal Precaution Kits (UPKs) can be ordered through Print Services (Supply Chain Management) for storage at any station. Refer to the [AAG Safety Manual](#) for further direction on ordering UPKs.

Any exposure to bodily fluid should be reported with the assistance of a supervisor via the Bodily Fluid Exposure Form ([WS-4](#)). The original copy shall be sent to SEAWO and a copy shall be made and kept for local records.

### Do Not Resuscitate (DNR)

Some individuals whose death is imminent because of terminal illness elect to have life sustaining/resuscitation procedures withheld in the event of a medical emergency. These wishes will be honored by emergency medical providers only when the person is in possession of a valid Do Not Resuscitate (DNR) directive.

It is difficult for Alaska Airlines and Horizon Air to determine the validity of a DNR directive because requirements vary from state to state. As a result, Alaska Airlines and Horizon Air do not honor DNR directives or other written requests to withhold medical care. Alaska Airlines and Horizon Air will not refuse travel to a guest holding a DNR directive or require an escort unless that person is refused travel or required to have an escort for other reasons.

Flight crews are obligated to perform resuscitation attempts for any guest that has a medical emergency onboard – unless that person is conscious during the emergency and refuses treatment. If a medical emergency occurs in the boarding area for a guest with a DNR directive, the CSA should call for paramedics just as they would for any other person. The paramedics will be in a better position than Alaska Airlines or Horizon Air to determine whether the DNR directive is valid.

This is a delicate issue and even though we cannot honor a DNR directive, we must reflect concern and do everything possible to be respectful of the guest's wishes.

Section 5 - Check-In > 200 - Passenger Type

**PS (Private Suite) Concierge Services**

Revision date: 7/3/2023  
Supersede date: NEW

**For Departures and Arrivals to/from LAX when working with P/S (Private Suite) Concierge services.**

- P/S cannot access Alaska systems to process or check-in guests.
- P/S cannot verify international documentation on Alaska's behalf.
- P/S cannot accept baggage or verify dangerous goods on Alaska's behalf.

Above Wing Procedure

- P/S shall advise Leadership daily on upcoming Departure and Arrival guests utilizing their services.
- P/S shall advise of any international guests to coordinate agent check-in assistance.

Check-In Domestic

- Guest utilizes self-service to receive their boarding pass via the Alaska app or AS.com.
- Guest adds and pays for baggage via the check-in process within the Alaska app or AS.com.
- P/S shall notify an Alaska agent of guests checking baggage requiring bag tags be generated
- P/S shall transport an Alaska agent to verify guest identification and tag baggage.
- P/S shall transport baggage from their facility to be inducted into the baggage system.

International Check-In

- P/S shall notify an Alaska agent of guests needing to have bag tags generated.
- P/S shall notify an Alaska agent of guests checking baggage requiring bag tags be generated
- P/S shall transport an Alaska agent to verify guest identification and tag baggage.
- Using CSA Mobile, the Alaska agent shall verify international documentation and travel docs to clear guests for travel.
- Using CSA Mobile, text the guests boarding pass to the desired phone number.

-P/S will transport baggage from their facility to be inducted into the baggage system.

Note: Any baggage fees for Domestic or International travel will be paid by P/S on behalf of the guest.

Note: Guests traveling with a SVAN, PETC, or AVIH will be directed by P/S to the Alaska ticket counter to be checked in prior to arriving to the P/S facility.

#### **Boarding Procedures**

-P/S gate agent shall notify the Alaska gate agents to coordinate the arrival of the planeside guest boarding.

-Alaska agent will brief inflight teams of guest arriving planeside for boarding

-P/S gate agent shall notify the Alaska gate agents when the guest has arrived and is ready to be ON'd.

-P/S agent will escort the guest up the jetway stairs or ramp and into the jetway to board the aircraft.

Note: For International travel on Alaska physical verification of the passport is required prior to the guest boarding the aircraft.

Note: All guests arriving for planeside enplaning have been processed through the TSA Security check point at the P/S facility.

#### **Arrival Procedures**

-P/S gate agent shall notify the Alaska gate agents to coordinate planeside escort.

-P/S agent shall be in the jetway to greet guest as they deplane the aircraft.

-P/S agent will escort the guest out of the jetway to a waiting vehicle for transport to their facility.

Note: For international arrivals, P/S shall transport the guest to their facility to be screened by Customs and Border Patrol on site.

#### **Below Wing Procedure**

##### **Baggage Procedures (Arrival)**

-P/S ground agent shall coordinate with the designated ramp lead/captain to advise the quantity of bags and tag numbers to be claimed planeside.

-P/S ground agent shall identify baggage during download process.

-P/S ground agent shall take custody of the baggage for transport to their facility.

Note: For international arrivals, P/S shall transport baggage via a secure vehicle for inspection by Customs and Border Patrol on site.

## 300 - Armed Individuals and Escorts

Section 5 - Check-In > 300 - Armed Individuals and Escorts

### Armed Individual Overview

Revision date: 9/23/2016  
Supersede date: 04/25/2013

#### Controls

[49 CFR 1544.219](#)

[49 CFR 1544.221](#)

[AOSSP](#)

EFR

#### Interfaces

[FOM](#), [FAM](#)

**CEME: L2H L2Y L2J**

Firearms loaded or unloaded, are not permitted in the passenger cabin or flight deck of an aircraft.

Exceptions may be made for certain individuals (e.g. Federal Flight Deck Officers and Law Enforcement Officers).

The following apply to all armed individuals:

- Shall not be served and may not consume alcoholic beverages (include prisoners and detainees)
- Shall not reveal their weapon at any time unless in uniform

**Example:** When a weapon is carried in a shoulder holster, the armed individual may not remove their jacket thus revealing the firearm.

Section 5 - Check-In > 300 - Armed Individuals and Escorts

**National Law Enforcement Telecommunications System (NLETS)/Unique Federal Agency Number (UFAN)**

Revision date: 11/18/2013

Supersede date: 10/09/2012

**Control**

EFR

The following are required by the TSA to have NLETS or UFAN authorization to travel armed:

- State, city and local law enforcement personnel
- Officials of states, political subdivisions of states, or municipalities
- Other persons authorized by the TSA in coordination with Alaska Airlines and Horizon Air Aviation Security.
- Officers who have been given "limited special commissions" to act on behalf of Alaska State Troopers (AST)
- Military, Tribal or Territorial LEOs

**Exception:** Letters for diplomatic bodyguard personnel, or for other persons authorized by Alaska Airlines or Horizon Air, but not listed above, must be signed by the AAG Director, Security and Compliance or the Alaska Airlines Manager, Aviation Security.

The following are not required by the TSA to have NLETS or UFAN authorization:

- Federal Law Enforcement Officers (FBI, Department of Tobacco and Firearms, etc.)
- Officials of the US Government (who have weapons issued to them)
- FFDOs

At check in the agent shall:

- Refer the LEO to the TSA checkpoint if they do not have the NLETS or UFAN authorization. TSA can assist the LEO in obtaining a NLETS or UFAN authorization.
- Agents are not required to review the NLETS or UFAN authorization at check-in.

### Section 5 - Check-In > 300 - Armed Individuals and Escorts

#### **Declaration of Armed Individual Form (AAG-10)**

Revision date: 5/8/2023

Supersede date: 4/25/2018

##### **Control**

EFR

The [Declaration of Armed Individual \(AAG-10\)](#) form is governed by the Code of Federal Regulations 49 CFR 1544.219, 221 and 223. The form when completed in its entirety serves as our documentation that we obtained and verified vital information necessary to allow the armed individual to travel armed aboard our aircraft.

The armed individual must certify through proper completion of the [Declaration of Armed Individual \(AAG-10\)](#) form that they have a specific need to have the weapon accessible in connection with the performance of their duty.

**Applicable to flights operated with 737 and Airbus aircraft:** Advise the Armed Individual to check in with the gate agent and relinquish the station (white) copy of the AAG-10 form.

**Applicable to flights operated with Horizon Air E175 and SkyWest ERJ 175:** Advise the Armed Individual to check in with the gate agent and relinquish the station (white) and pilot copies (yellow/pink) of the [AAG-10](#) form.

The following individuals are not required to complete an [AAG-10](#) Form:

- Unarmed escorts
- FAMs on mission status
- FFDOs on mission or non-mission status

Section 5 - Check-In > 300 - Armed Individuals and Escorts

### Armed Individuals - Criteria for Acceptance

Revision date: 5/8/2023

Supersede date: 11/12/2019

#### Controls

AOSSP

EFR

Officials or employees of the U.S., a state, political subdivision of a state, military, tribal, territorial, or of a municipality, who are authorized by their agency to have a weapon, may be entitled to carry a weapon onboard an aircraft provided all the following conditions are met:

- The airline must be notified by the armed individual (or responsible government entity) at least one hour prior to the scheduled departure time of the desired flight, except in emergency situations.
- The officer must be on-duty (on official business) at the time of travel.

**Note:** Alaska Airlines/Horizon Air is not required to verify the on-duty status of a traveling LEO. Many law enforcement departments require their agents to be armed at all times. If there is a question regarding the ability to be armed, CSAs should contact the GSC on duty.

- The armed individual must certify through proper completion of the Declaration of Armed Individuals ([AAG-10](#)) that they have a specific need to have the weapon accessible in connection with the performance of their duty.

**Note:** When there is no specific need to have the weapon accessible, the weapon must be checked. A concern about the weapon being stolen from baggage is not an acceptable reason to carry a weapon onboard.

- The armed individual must present credentials that include their clear, full-face photo, their signature, and the signature or official seal of the authorizing official of their service.

**Note:** A badge or shield may not be used as acceptable identification.

**Note:** For Law Enforcement Officers (LEO) traveling armed in support of U.S. Government operations, the agency shown on their U.S. Government credential need not match the agency

shown on their badge (e.g. local LEO working under cover with Federal Law Enforcement).

They are considered to be working for a Federal law enforcement agency and traveling under the auspices of that agency.

- The armed individual must have completed certified FAA training as outlined in 49 CFR 1544.219.

### **Ticket Counter/Check-In**

Law Enforcement Officers (LEOs) traveling armed aboard Alaska Airlines flights (including flights operated by Horizon Air or SkyWest Airlines on behalf of Alaska Airlines) must comply with all applicable requirements of Title 49, sections 1544.219, 1544.221, and 1544.223 of the US Code of Federal Regulations (CFR) and applicable company policies.

The agents shall use the following procedures when checking in armed individuals whether or not they are escorting a prisoner:

- Verify the armed individual meets all requirements documented on the Declaration of Armed Individuals ([AAG-10](#)).

**Note:** Agents are not required to review the NLETS or UFAN authorization at check-in.

- Refer the LEO to the TSA checkpoint if they do not have the NLETS or UFAN authorization as TSA can assist the LEO in obtaining a NLETS or UFAN authorization
- An individual who is being escorted by a Federal Law Enforcement Officer (FLEO) is not required to present ID at check-in.
  - FLEO shall present ID
  - FLEO is not required to travel with individual they are escorting

**Note:** A military prisoner being escorted by military personnel does not need to present ID upon verification of the military escort's ID.

- Upon Check-In, ensure the appropriate SSR edit code is added to the Passenger Item.
- Add affiliation (e.g. FBI, NTSB etc.) to the Passenger Item.
- The Declaration of Armed Individuals ([AAG-10](#)) must be completed.

- **Applicable to flights operated with 737 and Airbus aircraft:** Advise the Armed Individual to check in with the gate agents and relinquish the station (white) copy of the [AAG-10](#) form.
- **Applicable to flights operated with Horizon Air E175 or SkyWest ERJ 175:** Advise the Armed Individual to check in with the gate agent and relinquish the station (white) and pilot copies (yellow/pink) of the [AAG-10](#) form.
- Unarmed escorts are not required to complete a Declaration of Armed Individuals ([AAG-10](#)) form, show credentials or authorization letter.

Upon check-in select Exemption Type, Unarmed LEOs Escorting. The SSR edit LEOP will be added to the Passenger Item.

When the individual is unescorted (e.g. detainee), add the SSR OTHS to the Passenger Item and identify the type of detainee (e.g., juvenile runaway, INS deportee, etc.).

### **Control Agent/Verification**

Gate agent(s) shall use the following procedures when the armed individual presents him/herself at the gate:

- Obtain the station copy of the Declaration of Armed Individuals ([AAG-10](#)) from the armed individual and attach it to the flight control paperwork
- Verify the appropriate Security Exemption SSR edit code has been added to the Passenger Item

### **Boarding**

The Code of Federal Regulations requires that armed individuals and prisoners/detainees be pre-boarded before all other customers.

When pre-boarding is not possible, the boarding agent shall board the escort and prisoner/detainee last.

#### **Applicable to flights operated with 737 and Airbus aircraft:**

The boarding agent must use the following procedures when boarding the armed individual.

If the captain or first officer are onboard:

- Escort the armed individual to the flight deck and introduce him/her to the captain or first officer.

If the captain or first officer is not onboard:

- Escort the armed individual onto the aircraft and make introductions to the "A" flight attendant. The "A" flight attendant will confirm the captain or first officer is advised and notify the other flight attendants.
- Advise all armed individuals of other armed individuals traveling on the same flight. Refer to "Multiple Armed Individuals" below.
- Confirm with the "A" flight attendant that the captain or first officer has been advised of the armed individuals.

- In cities where the final crew report could not be transmitted electronically and for flights operated with an Airbus, present the printed Flight Deck Report to the "A" flight attendant.

The armed individual shall never board unescorted.

The aircraft door cannot be closed until the flight crew is aware of all armed individuals.

**Applicable to flights operated with Horizon Air E175 or Skywest ERJ 175 aircraft:**

The boarding agent must use the following procedures when boarding the armed individual:

- Bring the Declaration of Armed Individuals ([AAG-10](#)) and escort the armed individual to the flight deck and introduce him/her to the captain or first officer.
- Advise all armed individuals of other armed individuals traveling on the same flight including mission and non-mission FAMs and FFDOs. Refer to "Multiple Armed Individuals" below.
- Confirm with the flight attendant the captain or first officer has been advised of the armed individual(s).

**Note:** The armed individual shall never board unescorted. The armed individual is not expected to deliver the Declaration of Armed Individuals ([AAG-10](#)) to the Captain. Delivery of the form is always the responsibility of the agent.

- The aircraft door cannot be closed until the flight crew is aware of all armed individuals

**Multiple Armed Individuals**

When more than one local boarding armed individual travels on the same flight, the boarding agent shall:

- Ensure each armed individual is aware of the seat number of other armed individual(s) including mission and non-mission FAMs and FFDOs.
- When time permits, call individuals together prior to boarding and ensure each armed individual is aware of any other armed individuals to include names or agencies being represented.
- When an armed individual is traveling through a station, the captain shall advise the boarding agent, so both the through armed individual(s) and the local boarding armed individual(s) can be notified of each other by the agent.

**Through Station**

When an armed individual(s) is traveling through a station, the captain shall advise the boarding agent. This ensures the through armed individual(s) and any local boarding armed individual(s) are aware of each other's presence on the flight.

**Applicable to flights operated with Horizon Air E175 aircraft:** When a crew change occurs enroute, a copy of the Declaration of Armed Individuals ([AAG-10](#)) shall be left on the captain's yoke clip for the oncoming crew.

### Captain's Final Authority

The Captain has final authority regarding the presence of armed or unarmed escorts and detainees in their custody.

The Captain shall brief the armed individuals with the following information:

- When to get involved during an altercation aboard
- When getting involved, to announce their presence loudly and clearly
- The flight deck door shall remain closed and no one will pass through it during an in-flight disturbance.

The Captain may refuse passage to any armed or unarmed escorts and the detainees in their custody regardless of whether the procedures are met.

When the Captain has reviewed the information on the Declaration of Armed Individuals ([AAG-10](#)) and chooses to refuse boarding to the armed individual, he/she must note on the yellow/pink copies "Refused to Board" and sign the form.

The agent shall forward the signed yellow/pink copies of the Declaration of Armed Individuals ([AAG-10](#)) to the Customer Service Manager.

The Customer Service Manager shall forward one copy from the Declaration of Armed Individuals ([AAG-10](#)) to the Chief Pilot's office for review.

The captain has final authority and has the right to direct any person(s) to deplane at intermediate points.

Continuing transportation may be arranged on an "involuntary rerouting" basis for the armed individual.

Section 5 - Check-In > 300 - Armed Individuals and Escorts

**Diplomats**

Revision date: 10/9/2012  
Supersede date: 09/02/2010

**Control**  
EFR

**Protected Individuals - Escorted by Government Officials**

The escort may or may not be armed. When the escort is armed, armed individual rules apply.

There are no restrictions regarding seating and service for guests being protected by government escort.

The escort and the protected individual are not required to be seated together, though they may be when requested.

The protected customer is not required to preboard.

Section 5 - Check-In > 300 - Armed Individuals and Escorts

### **Escorts/Detainees**

Revision date: 5/8/2023  
Supersede date: 8/12/2020

#### **Controls**

[49CFR 1544.221](#) 14 CFR: 121.575(b) (2)

EFR

#### **Interface**

[AOSSP](#)

**REF: AC 120-34**

**CEME: L2Z**

Detainees are persons who are being escorted by law enforcement or government authorized agent, and/or may be subjects of judicial review. They may be restrained or not, and do not require the Law Enforcement Officer to be armed.

Government agencies may transport individuals who are being detained or escorted for various reasons including court ordered appearances, court-ordered visitation, etc.

Detainees are not prisoners, but certain policies apply to "restrained" detainees.

Agents shall advise the Pilot-in-Command (PIC) when aware a Detainee (a passenger subject to judicial or administrative proceedings) will be transported on his/her flight. This statement to the PIC does not need to be documented and is advisory in nature.

**Note:** Government Officials/Foreign  
Dignitaries who are escorted by LEOs  
do not fall under these policies. Refer  
to [CSM Vol. 2, Section 5.300](#)  
[Diplomats](#) for the procedure.

#### Captain's Authority – Transportation of Detainees

The Captain is the final authority regarding the presence of armed individuals and prisoners or unarmed LEO/Escorts and detainees in their custody and may refuse passage to these persons even if the procedures outlined are met.

#### Restrained Detainee Guard/Escort Actions

- Guards/Escort shall not carry mace, tear gas or similar devices.
- The guard/escort may or may not be armed. Armed individual rules shall apply when the guard/escort is armed.

- Detainee must be adequately restrained from full use of their hands with restraining device throughout the flight.
- Leg irons shall not be used onboard the aircraft.

#### Restrained Detainee Seating and Movement

- Guard/Escort/LEO shall always accompany and control detainee onboard the aircraft.
- May not change seats without advising the Flight Attendant.
- Preboarding is preferred but not required.
- Detainee shall not leave seat unescorted.
- Detainee shall not be handcuffed to any portion of aircraft.
- Escort must be seated between detainee and aisle.
- Detainee must not be seated next to any guest, unless guest agrees to seating arrangement.
- Restrained detainees shall not be seated in an emergency exit row or rows with Junior Jetsetters.
- Detainees shall deplane after all other customers have exited the aircraft.

There shall be one guard/escort for each two detainees.

**Note:** A maximum of one detainee per escort is permitted on Horizon Air E175 or SkyWest ERJ 175.

#### Unrestrained Detainees/Individuals brought to travel by Government Entities

Government agencies may drop off individuals for travel and await their boarding of a flight. The agency representative may refer to them as detainees, escorted persons, or other reference names. These passengers may be INS individuals transported for immigration hearings, deportation, returning runaway children, etc.

Unrestrained individuals with or without escorts are not to be considered prisoners or detainees and the Company is not responsible for their custody.

These passengers should be accepted as regular, fare-paying passengers unless other factors become evident which would make them unacceptable for transport.

No restrictions apply to unrestrained detainees.

Unescorted detainees should be met at the destination station by an applicable authorized representative (e.g. parents, a court representative, military representative, etc.).

#### Detainee Quick Reference

Status of Individual (Determined by Government Agency)	Escort Required?	Escort to Detainee Ratio	Boarding Priority	Seating Restriction
Detainee - Restrained	Yes (*May* be Armed)	1:2	Pre-boarding Preferred	Rear-most available seats at the time of booking or as available
Detainee – Unrestrained	No	1:1 if escorted or may be unescorted	None	None

| Applicable to flights operated with Horizon Air E175 aircraft only:

#### **Escorted Mental Patients**

Escorted mental patients may be accepted for transportation if:

- Advance arrangements are made with Horizon Air.
- A competent medical authority has certified the patient can be transported safely.

The policies and procedures governing the transportation of prisoners and escorts also apply to the transportation of mental patients and escorts with the addition of the following:

The Escort shall:

- Be equipped with adequate restraining devices.
- Sit between the escorted person and the aisle. No passenger may sit between the escorted person and the escort.
- At all times, accompany the escorted person and keep him under surveillance.

The Patient:

- May not carry any article that could be used as a weapon, including matches and cigarette lighters.

### Section 5 - Check-In > 300 - Armed Individuals and Escorts

#### Transport of High/Low Risk Prisoners

Revision date: 5/8/2023  
Supersede date: 8/12/2020

<b>Control</b> EFR
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Prisoners are persons involuntarily in custody of an armed local, state or federal LEO and are restrained.

#### Captain's Authority – Transportation of Prisoners

The Captain is the final authority regarding the presence of armed individuals and prisoners or unarmed LEO/Escorts and detainees in their custody and may refuse passage to these persons even if the procedures outlined are met.

#### Low Risk Prisoner

- A minimum of one armed law enforcement officer (LEO) must control a low risk prisoner on a flight scheduled for 4 hours or less. One armed law enforcement officer may control no more than two low risk prisoners.

**Exception:** A maximum of one prisoner per LEO is permitted on Horizon Air E175 or SkyWest ERJ 175.

- A minimum of two armed law enforcement officers must control a low risk prisoner on a flight scheduled for more than 4 hours. Two armed law enforcement officers may control no more than two low risk prisoners.
- There is no limit to the number of low risk prisoners on a flight segment provided escort requirements are complied with.

#### High Risk Prisoner

- Only one high risk prisoner is allowed per flight.

**Note:** Low risk and high risk prisoners may be accommodated aboard the same flight provided escort requirements are complied with.

- A minimum of two armed law enforcement officers must control a high risk prisoner.
- The two armed law enforcement officers shall not be responsible for any other prisoners on board the flight.

**Exception:** TSA may authorize exceptions to this regulation in advance.

### **Restraining Devices**

Restraining devices in the form of manacles (hand or wrist restraints) are permitted only for escorted individuals/prisoners. Armed individuals must possess adequate restraining devices for the individual/prisoner.

Individuals/prisoners may not be handcuffed to any portion of the aircraft. Persons with leg irons are not allowed.

The armed individual may not carry mace, pepper spray, tear gas, or similar devices onboard the airplane as they are considered Dangerous Goods.

The prisoners and their property must be free of deadly or dangerous weapons.

Seating restrictions listed for armed officers and prisoners must be followed when manacles are used.

Prisoners must be adequately restrained from full use of their hands with restraining device throughout flight.

### **Reservations for Prisoners**

A prisoner considered maximum risk or dangerous by a law enforcement agency shall only be confirmed by a Reservations Lead.

Space is controlled by the Reservations Lead and is limited to one dangerous prisoner per flight segment.

The following information must be added as an SSR OTHS to the PNR(s) of both the law enforcement officer and the prisoner:

- Names of prisoner and armed individual
- Prisoner classified as high or low risk by law enforcement agencies
- Means of restraint to be used on prisoner (e.g., handcuffed, etc.)

### **Checking in Prisoners**

Ensure armed escorts meet the armed individuals criteria for acceptance.

Arrive for check-in at least one hour prior to the scheduled departure

After checking in escort, add an SSR OTHS with the following:

- Name of prisoner

After checking in prisoner, add an SSR OTHS with the following:

- Names of escort
- Whether prisoner is classified as high or low risk by law enforcement agencies
- Means of restraint used on prisoner (e.g. handcuffs).

Ensure seating requirements are met (see below).

### **Interline and Codeshare Flights**

Given advance notice from the delivering carrier, interline armed individuals/officers/prisoners may be accepted from another air carrier.

Upon flight segment confirmation, the reservations agent shall add an SSR OTHS to the PNR advising the armed individuals name and if the prisoner is high/low risk.

- The armed individual must complete the AAG-10 form.

### **Delivering Interline**

When armed officers/prisoners originate on an AAG flight, the reservations agent must contact the receiving carrier with the officer's name, government agency name, and prisoner risk assessment.

### **Codeshare**

Armed individuals/prisoners may be received and delivered on a codeshare basis.

- To ensure the officer checks-in with the receiving codeshare partner, do not issue the codeshare boarding pass.

The armed individual shall complete the codeshare carrier's equivalent of the AAG-10 form.

### **Seating of Prisoners**

Armed individuals may be seated anywhere, subject to class of ticket, unless they are escorting a prisoner in their custody.

To reduce guest impact, agents shall not seat prisoners with escorts in the same row as Junior Jetsetters.

**Note:** Agents shall seat prisoners in the rearmost available seat of the aircraft, and never in the same row as a Junior Jetsetter or Teen Assist.

The following are seating requirements for prisoners with escorts:

- Prisoners with escorts shall be seated in the rear most available seats of the aircraft.

- Prisoners with escorts shall not be seated in the same row as Junior Jetsetters.
- Must be seated together in the designated seats of the aircraft at the time of check-in where the flight originates.
- The agent must reassign the seats when seats were pre-reserved.
- When checking in at a thru station, the agent must seat prisoners with escorts in the designated seats at the time of check-in.
- The prisoner shall not be seated in an aisle seat.
- The escort shall be seated between the prisoner and the aisle.
- The escort and prisoner shall not sit in an exit row or adjacent to an exit.
- The escort and prisoner may not change seats without advising the “A” Flight Attendant.
- The prisoner must not be seated next to any customer other than an armed individual, unless the customer agrees to the seating arrangement.

**Example:** The customer would rather sit next to the prisoner than give up their window seat.

- If “open” seating has been implemented, the agent shall notify the “A” Flight Attendant so the flight attendant can place an “occupied” sign on the appropriate seats.
- Shall deplane after all other customers have exited the aircraft.

Section 5 - Check-In > 300 - Armed Individuals and Escorts

### Federal Air Marshal (FAM) Program

Revision date: 5/8/2023  
Supersede date: 8/3/2022

#### Controls

[CFR 49 1544.223](#) and AOSSP

EFR

#### Interfaces

FAM, FOM

#### CEME: L2G

Federal Air Marshals (FAMs) are Federal Law Enforcement Officers (FLEO) specially trained for duty onboard air carrier aircraft. They may be assigned to any scheduled flight and usually work in teams.

- Mission Status-Two or more FAMs traveling together
- Positioning flight-A FAM traveling alone for positioning purposes. The standard Armed Federal Law Enforcement procedures apply for check-in, documentation and boarding.

FAMs must travel as discreetly as possible when on mission status. A FAM's presence must be on an operational need-to-know basis.

#### Check-in

FAMs may present themselves and check in at the following locations:

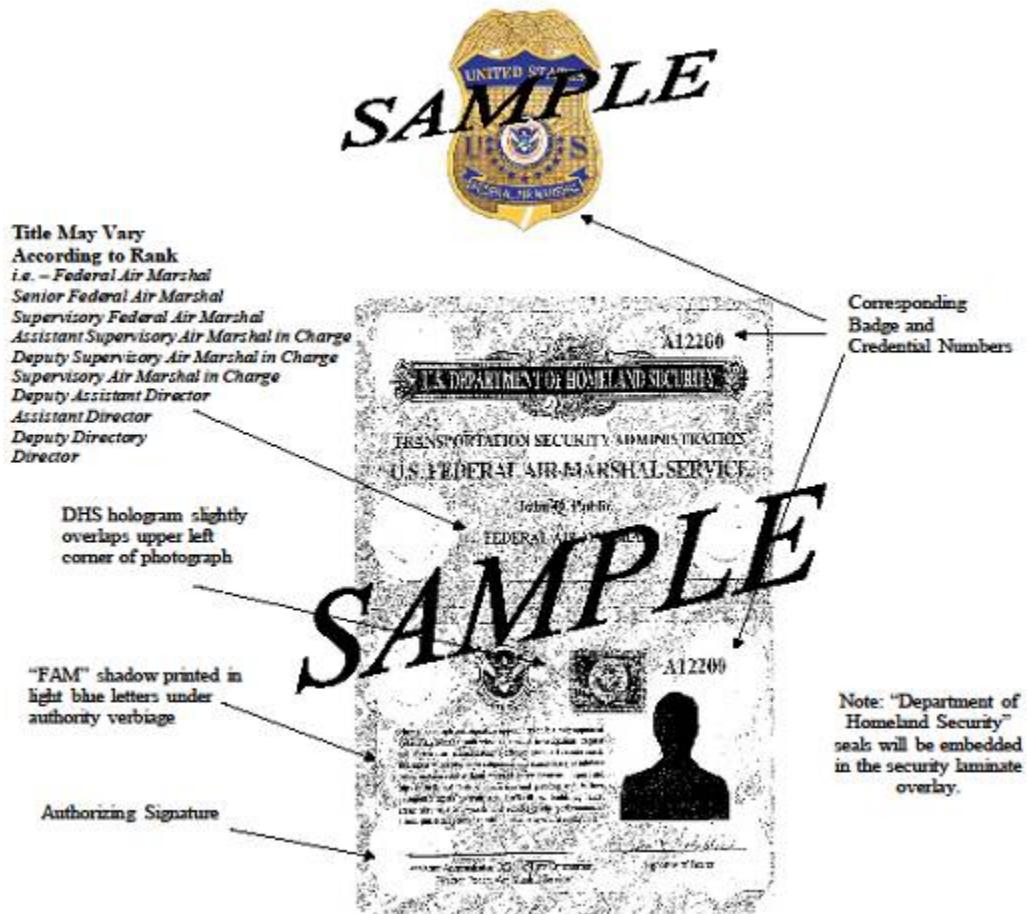
- Web
- Kiosk
- Ticket Counter
- Gate- Agents at any gate location must accommodate the check in of a FAM even for another gate's departure

When FAMs have SIDA ID for the departure airport, they may bypass the ticket counter and proceed directly to the gate.

The agent shall verify the FAM Team Lead's credentials. Ensure the credential presented includes:

- A clear full-face photograph
- Signature of the FAM
- Signature of the Secretary for the Defense of Homeland Security

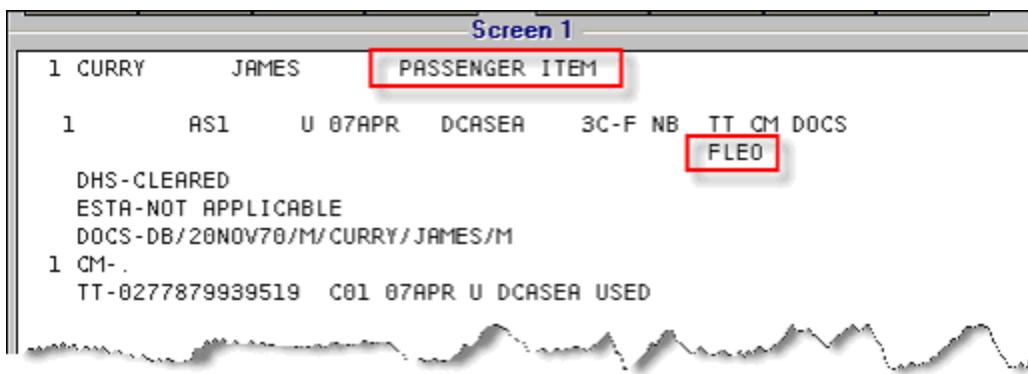
**Note:** The GSC is the only person authorized to contact the FAM Operations Center with questions concerning validity of FAM ID.



The Agent shall check in the FAM Team for the flight.

- Select “Security Exemption Type” Federal Air Marshal.
- Do not complete an AAG-10 form for mission status FAMs.
- Verify each mission status FAM's Passenger Item contains the SSR edit code FLEO. If not, the agent must add the edit code by using the IMAGE Security Exemption mask.

Sample FAM Mission Status Passenger Item:



The FLEO SSR edit code is required to be documented in the Passenger Item for the following reasons:

- The AOSSP directs air carriers to exempt FAMs upon check in every time regardless of whether or not they are a Selectee.
- Behind the scenes, IMAGE will search for FLEO SSRs and create a FLEO list. This list is included in the Flight Deck Report Paperwork the Captain receives prior to departure.
- The FLEO list will act as final notification to the pilots in the event you can not verbally communicate with the pilots prior to departure regarding mission status FAMs onboard.

Flight Deck Report FLEO list of Mission Status FAMs example:

FLEO						
AS	3 23OCT	DCA 14	615P	738 FLEO LIST	F2Y0	
1			U	SEA 4D-F NB TT CM DOCS	FLEO	
	1 .					
	2 .					
2			U	SEA 4F-F NB TT CM DOCS	FLEO	
	1 .					
	2 .					

### Crew Communication

Prior to FAM boarding, the agent shall be responsible for discretely communicating to the Captain or other crewmember the identity or seat assignment of the FAM Team Leader.

- Communication shall be done away from customers and is prohibited via the radio.

Discretely notify the Flight Attendant when verifying if the minimum crew is onboard.  
For example:

*Agent: "Good morning. Is the minimum crew onboard?"*

*FA: "Yes, we're ready for boarding."*

*Agent: "Great. I also want to let you know you have a FAM team onboard today in 2C and 3D."*

*FA: "Thanks."*

**Note:** Additionally, the Captain and/or First Officer should be advised upon ID verification or upon request.

If there are last minute changes to armed individuals; notify the FA.

The aircraft door cannot close until the flight crew is aware of all armed individuals.

**Applicable to flights operated with 737 and Airbus aircraft:** The final SSR list the flight deck receives either electronically or in paper form includes any FLEOs who have been properly exempted with the Federal Air Marshal Exemption type (FLEO SSR).

### **Communication with the FAM Team Leader**

The FAM Team Leader will act as a single point of contact for the gate agent. They will disclose the identity or seat location of any additional FAM team members.

The agent shall inform the FAM Team Leader of the identity and seat location of each armed LEO, mission and non-mission status FFDOs or other armed individuals on the aircraft as soon as possible.

1. The FAM Team Leader will make required notifications of each other's presence to all armed individuals and FFDOs onboard the flight.

And
2. Other armed individuals shall be advised of the FAMs' presence.

### **Boarding**

The FAM Team Leader shall advise the agent how they intend to board (before, during, after or split).

- FAMs may board at their discretion.

**Note:** Late arriving FAM Teams will not interrupt the boarding process.

- FAMs shall not be selected for random screening.
- FAMs may board the aircraft and conduct an aircraft search prior to departure, even when there are no crewmembers onboard.

### **Applicable to Horizon Air E175 aircraft only.**

The regulations allow FAMs on mission status to board and/or remain onboard the aircraft without a uniformed crewmember onboard.

However, per Horizon Air policy, FAMs are not allowed to be onboard a Horizon Air aircraft unless at least one uniformed crewmember or a GSC or Supervisor or their designee is also onboard the aircraft.

**Note:** The FAM Team Leader must still check in with an agent prior to boarding the aircraft.

### Reservations and Seat Assignments

FAM teams shall be accommodated in the class of service booked by their reservations center.

The FAM Operations Center must be contacted immediately if:

- The FAM team shows up without a reservation.
- The FAM team requests a seat assignment change without prior authorization from the FAM Operations Center.

**Note:** Only a GSC may contact the FAM Operations Center.

FAMS may change seats once they are onboard the aircraft if the need to do so maintains their anonymity. Example: If a family requests to sit together, it becomes conspicuous if a FAM refuses to change seats to accommodate the family's request.

If a revenue customer requires displacement from First class to accommodate a FAM, advise the customer using the following verbiage:

*"I'm sorry, but it was necessary to change your seat assignment due to operational needs."*

To displace customers from First class, use the order as described in [Section 11.200 - Involuntary First Class Downgrade](#).

**Note:** When a customer is not satisfied with being downgraded due to a FAM, the agent shall process appropriate refunds of paid upgrades and offer compensation from the Empowerment Toolkit.

Section 5 - Check-In > 300 - Armed Individuals and Escorts

### Federal Flight Deck Officer (FFDO) Program

Revision date: 3/16/2022  
Supersede date: 8/1/2018

#### Controls

[CFR 49 1544.223](#)

[AOSSP](#)

EFR

#### Interfaces

[AS FAM](#), [AS FOM](#), [QX FAM](#), [QX FOM](#)

**CEME F19**

The Federal Flight Deck Officer (FFDO) program allows FFDOs to transport their firearm to/from work or to/from training/qualification.

FFDOs:

- Must travel as discreetly as possible.
- Mission status FFDOs are TSA trained flight deck crew members authorized to carry (wear) their firearm while assigned (working) in the flight deck. This includes Check Airmen assigned to the flight deck jumpseat.
- Non-mission status FFDOs (deadheading/jumpseating/commuting), are only allowed to transport (move in a non-descript bag) their firearm.
- FFDOs authorized to occupy the flight deck jumpseat rider, shall "transport" their firearm with them on the flight deck

FFDOs "transporting" their firearm in the cabin:

- Are not permitted to sit in a bulkhead seat.
- Must stow their firearm in the cabin, under the seat in front of them as their NDB (non-descript bag) cannot be placed in overhead storage bins.
- Are allowed to sleep.
- Shall not consume alcohol.
- May deadhead or commute in plain clothes.

#### Check-In

Mission status FFDOs must present themselves to the boarding agent working the flight. They are not required to present their credentials for verification.

Non- Mission status FFDOs shall present themselves to the boarding agent working the flight. They shall present their FFDO credentials as well as their air carrier issued company ID for the boarding agent to verify.

The verification should be done as discreetly as possible to maintain the anonymity of the FFDO.

When possible, these notifications must take place prior to the start of the boarding process.

FFDOs TSA credentials and their air carrier operator identification

Department of Homeland Security (DHS) issued badge and credentials:



Use the Federal Flight Deck Officer Exemption type for non-mission status FFDOs.

The Declaration of Armed Individual Form ([AAG-10](#)) is not required.

## **Communication**

The presence of Mission and Non-Mission FFDOs shall be communicated to any FAM Team Leader or other armed individuals onboard the flight. When possible, this notification must take place prior to the start of the boarding process.

### **Boarding**

The FFDO shall identify himself/herself to the Captain when boarding their flight.

The FFDO shall again contact the Captain at any enroute stops unless the FFDO is able to determine a Captain crew change has not occurred.

If practical, the FFDO will pre-board the flight, otherwise they will board the aircraft last.

## **400 - Standby Check-In**

Section 5 - Check-In > 400 - Standby Check-In

### **Standby Process**

Revision date: 4/25/2018  
Supersede date: 7/20/2015

A standby guest does not have a confirmed reservation, including all AFSD, space available non-revs, and jumpseat riders, whether or not employed by Alaska Airlines or Horizon Air.

- Guests may only be activated to a priority list at the origin boarding city.

### **Standby Baggage**

All standby baggage shall be checked to the desired standby destination or first stopover point and shall always be marked V/S (Voluntary Separation).

Refer to "[Standby Flags](#) in [Baggage](#)", Section 6 for additional information.

Each station shall use one of the following options to handle standby checked baggage.

#### **Option 1:**

- Standby guest shall be added to priority list and bags checked for standby flight.
- After screening, the bag may be marked by the TSA, according to local station procedures, to indicate the bag has been screened.
- All screened bags may be loaded on the designated domestic flight.
- Bags shall remain onboard the aircraft even when the guest does not travel on that flight.

**Exception:** Complete and attach a STANDBY/VOLUNTEER flag ([TZ-156](#)) to the checked bag(s) of standby guests who wish to reclaim their checked bag(s) if they do not secure a seat on the flight. The bag(s) will return to the local baggage claim if the guest is not accommodated.

#### **Option 2:**

[PPBM](#) procedures for standby handling are located in Section 15.300 of this manual.

Section 5 - Check-In > 400 - Standby Check-In

### **Alternate Flight Same Day (AFSD)**

Revision date: 5/15/2023  
Supersede date: 1/19/2022

AFSD is when a guest requests to standby for an earlier flight than scheduled, for the same day as the original itinerary.

AFSD is permitted only for the following eligible guests:

- AS Gold 75K or AS Gold 100K/**oneworld** Emerald and AS Gold/**oneworld** Sapphire members, including travelers in the same PNR (not applicable to Group PNRs) who are eligible for an SDC, but space is not available on the desired flight

OR

- Guests booked in Y, D, or J class who are eligible for an SDC but space is not available on the desired flight.
- Guests booked in the SEA/PDX, SEA/GEG, and ANC/FAI shuttle markets

Saver fare guests do not qualify for AFSD regardless of market or status.

The Agent shall check in the guest for their desired (AFSD) flight first.

- If the guest is not automatically assigned a seat and issued a boarding pass, check-in the guest for their confirmed flight.

**Note:** When the guest is boarded on an earlier flight, their confirmed flight segment and seat assignment will be automatically canceled when the alternate flight is closed.

The guest's baggage shall be checked on the alternate flight.

Use the AFSD entry in IMAGE to place the guest on the priority list.

- The guest shall be activated onto the Priority List with the use of one of the following codes:

<b>RX</b>	Extreme circumstances (e.g., traveling to meet a gravely ill person in the hospital at a destination.)
<b>R1K</b>	AS MVP Gold 100K
<b>R75</b>	AS MVP Gold 75K
<b>REM</b>	<b>oneworld</b> Emerald
<b>RG</b>	AS MVP Gold

<b>RSP</b>	oneworld Sapphire
<b>RM</b>	AS MVP
<b>RRB</b>	oneworld Ruby
<b>R</b>	Revenue Standby

When a guest checks baggage at the ticket counter and requests to standby for an alternate flight at the gate:

- Attempt to transfer guest's baggage to the desired flight according to local stations procedures.
- Advise guest the airline will not deliver Voluntary Separation (V/S) baggage and inform the guest to retrieve the baggage at the destination station upon baggage arrival.
- Obtain the guest's signature on the back of the baggage claim check.
- Document the PNR in the remarks section with the statement "V/S-NO DELIVERY" and with a phone contact for the guest at the destination city.
- Mark guest baggage claim check(s) V/S to indicate guest was advised.

**Note:** Refer to [Section 23.100](#) for Same Day  
Confirmed International procedures.

## 500 - Non-Revenue

Section 5 - Check-In > 500 - Non-Revenue

### Non-Revenue Space Available Check-In

Revision date: 3/15/2023  
Supersede date: 8/3/2022

#### Interface

[Employee Travel Policies](#)

#### Listing

AS/QX and dedicated OO employees and travel dependents shall list via Fly prior to travel whenever possible.

- In the event the AS/QX employee/travel dependent was unable to list in Fly, list the travelers using Non-Rev Not Listed (F1/f4) in IMAGE.
- Dedicated OO employees cannot be listed in IMAGE and must be listed through Fly.

McGee employees traveling with a companion cannot be separated and must travel together. Dependents may travel without the employee.

Vendor employees who cannot list via ID90 and all vendor employee dependents and/or companions require listing day-of-travel. See “Listing Vendor Employee Non-Revenue Travelers” below.

Other airline (OAL) employees (e.g., AA, UA) may be listed through [ID90T](#) online (preferred option), Reservations, or at the airport. See “Listing OAL Non-Revenue Travelers” below.

#### Listing Vendor Employee Non-Revenue Travelers

Verify the vendor non-rev traveler (and/or their companion) is not already listed using Space Available Non-Rev Listed (F1/f4). If listed, proceed with check-in to activate traveler to the Priority List.

If the vendor non-rev traveler (and/or their companion) is not listed, proceed with listing using the H3Y Vendor/Contractor: Pleasure passcode.

Ask the vendor non-rev traveler if they are using a paper or electronic ticket.

- If using a paper ticket (most common), list the non-rev traveler using Non-Rev Not Listed (F1/f4), then proceed with check-in.
- If using an electronic ticket (uncommon), verify the eTicket number using Search VCR (F7/f1), then list the vendor non-rev using Non-Rev Not Listed (F1/f4), associate the eTicket to the PNR using VCR Associate (F7/f2), and proceed with check-in.

#### Listing OAL Non-Revenue Travelers

Verify the OAL non-rev traveler is not already listed using Space Available Non-Rev Listed (F1/f4). If listed, proceed with check-in to activate traveler to the Priority List.

If the OAL non-rev traveler is not listed, proceed with listing. View the Passcodes Help in IMAGE to determine the appropriate Passcode for listing.

Ask the OAL non-rev traveler if they are using a paper or electronic ticket.

- If using a paper ticket, list the non-rev traveler using Non-Rev Not Listed (F1/f4), then proceed with check-in
- If using an electronic ticket, verify the eTicket number using Search VCR (F7/f1), then list the OAL non-rev using Non-Rev Not Listed (F1/f4), associate the eTicket to the PNR, using VCR Associate (F7/f2), and proceed with check-in.

For employees wishing to jumpseat on AS or OO flights, click [here](#) for listing details/procedures.

For employees wishing to jumpseat on QX flights, click [here](#) for listing details/procedures.

**Note:** When traveling with a minor age 12 and under, an eligible positive space or space available AAG or OAL employee may not occupy a jumpseat (Flight Deck or Flight Attendant ACM) unless another adult occupying a cabin seat is responsible for their care.

For employees wishing to jumpseat on an international flight, click [here](#) for listing details/procedures.

For other airline flight attendants wishing to travel on the Flight Attendant Reciprocal Cabin Seat Agreement, click [here](#) for listing details/procedures.

### Identification

Employees listed via Fly are not required to present airline identification to travel.

AS/QX Employees not listed in advance shall present employee/travel identification to be listed in IMAGE.

AS/QX dependents not listed in advance shall present identification as well as their airline dependent ID.

Travel identification is not required for companions when traveling with the AS/QX employee, spouse, or domestic partner.

Airline identification is required for employees wishing to occupy the flight deck jumpseat or a flight attendant jumpseat.

AS/QX employees traveling on confirmed (revenue) tickets must present AS/QX identification to qualify for employee benefits (e.g. checked baggage charge waiver).

In the event AS/QX identification is required, but the employee/travel dependent does not have it available (e.g. lost or stolen), a Letter of Identification (SP-30/HA-42) signed by the employee and their immediate supervisor is acceptable.

Other airline employees are not required to present other airline identification when traveling on business or pleasure travel passes.

### **Seat Assignments**

Unless a Priority Restriction is set, seats shall be assigned by the gate agent in the order they appear on the Priority List.

Seats shall not be assigned at the ticket counter if a Priority Restriction is in place (even if it appears the non-rev will be assigned a seat by the departure gate).

### **Family Seating**

Agents shall to the greatest extent possible seat at least one parent/guardian with the child (age 13 and younger) if unable to seat the family together without delaying the flight.

Attempt to seat a parent with a child in adjacent seats before clearing other space available non-revs on the list if possible.

Revenue guests shall not be asked or forced to change seats for a space available non-rev parent and child to be seated together.

### **Checked Baggage**

See procedures at [Section 5.600-Working Crewmember Baggage](#) for AS/QX working flight crewmembers wishing to check baggage.

Refer to section [6.700-Non-Revenue Baggage](#) for baggage that is delayed, damaged, or pilfered/have missing items.

### **First Class**

AS/QX employees and travel dependents are eligible for First Class upgrades, based on availability, 30 minutes prior to departure.

OO-dedicated employees who work Alaska-operated flights are eligible for First Class upgrades on the SkyWest ERJ 175 aircraft, based on availability, 30 minutes prior to departure.

Dependents must be at least eight (8) years of age to be seated in First Class.

Lap infants are not permitted in First Class.

Guest Pass travelers and McGee employees are not eligible for upgrades to First Class.

Select Other Airline Employees are eligible for upgrades to First Class.

- Refer to the Passcode Help screen in IMAGE for the current list of airlines eligible for complimentary and ticketed upgrades.

- AA Valued Airline Partner (VAL) program will allow AA employees/retirees, spouses, domestic partners or primary travelers and dependent children ages 12 to 24 to purchase upgradeable standby tickets on Alaska.
- Will be listed in J Class on the Priority List
- AA Parents and children 11 and under are not eligible for an upgrade

**First Class Zonal Employee Discount (ZED)**

Other Airline Employees standing by for First Class require a separate J class listing.

When prompted by the non-rev they are listed for Coach and First Class, check both listings in.

Other airline employees are not required to present other airline identification when traveling on business or pleasure travel passes.

Section 5 - Check-In > 500 - Non-Revenue

### Non-Revenue Confirmed Travel

Revision date: 5/8/2023

Supersede date: 03/15/2023

#### Interface

##### [Employee Travel Policies](#)

#### Listing

AS/QX and dedicated OO employees and travel dependents traveling on Positive Space Travel (PST) must list via Fly prior to travel.

Other Airline Employees (e.g., AA) may be listed either through Reservations or at the airport.

- Use Non-Rev Not Listed (F1/f4) to list other airline employees in IMAGE
- If applicable, associate the traveler's VCR to the new PNR.

#### Identification

Employees listed via Fly are not required to present airline identification to travel.

AS/QX Employees not listed in advance shall present employee/travel identification to be listed in IMAGE.

Travel identification is not required for companions when traveling with the AS/QX employee, spouse or domestic partner.

Airline identification is required for employees wishing to occupy the Flight Deck Jumpseat or a Flight Attendant Jumpseat.

In the event AS/QX identification is required, but the employee/travel dependent does not have it available (e.g. lost or stolen), a Letter of Identification (SP-30/HA-42) signed by the employee and their immediate supervisor is acceptable.

Other airline employees are not required to present other airline identification when traveling on confirmed business passes.

#### Seat Assignments

**Applicable to flights operated with 737, Airbus, or SkyWest ERJ 175 aircraft:** Seats assigned to A, B or C Priority travel shall not be removed, changed or assigned to another customer.

- In the event the flight is oversold, C Priority travelers shall be considered "volunteers."
- Seats for C Priority travelers may not be removed until it is determined their seat is needed.

**Applicable to flights operated with Horizon Air E175 aircraft:** Seats assigned to Q and T Priority travel shall not be removed, changed or assigned to another customer.

- In the event the flight is oversold, T Priority travelers shall be considered "volunteers."

- Seats for T Priority travelers may not be removed until it is determined their seat is needed.

### **Family Seating (PST or CET Travel)**

Similar to revenue guests, agents shall to the greatest extent possible seat at least one parent/guardian with the child (age 13 and younger) if unable to seat the family together when requested by the guest without delaying the flight.

Revenue guests may be asked, but not forced or required to change to accommodate a family. Provide the guest a discount code or AS Mileage Plan Bonus Miles from the Empowerment App if they agree to change seats.

Only seat a family in H designated seats if all other options have been exhausted to prevent them from being moved again to accommodate a guest with a disability (travel with a service animal, fused/immobilized leg)

Guests may be accommodated in Premium Class when other Main Cabin options have been exhausted to seat one accompanying adult with a child (age 13 and younger)

Similar to revenue guests, if unable to seat at least one parent/guardian with a child (age 13 and younger), offer them the option to be booked on a later flight at no charge.

- Rebook in the same class of service / cabin and same routing (co-terminal not permitted)

### **Positive Space Travel Same Day Flight Changes**

Employees traveling on Positive Space Travel may only make a voluntary change to an alternate flight on the same day provided the same class of service (S) is available.

For any voluntary change, refer the employee to the Self-Service Kiosk or [alaskaair.com](http://alaskaair.com) to change a PST flight (subject to S class availability).

**Note:** Involuntary changes (such as flight disruptions) may be processed by customer service agents or reservations.

- If S class of service is not available, agents may overbook class of service.
- PST passengers shall not be accommodated on another airline.

### **Premium Class**

Refer to [Section 5.100 - Premium Class Check-in](#) for upgrade options for employees traveling Positive Space.

**Applicable to flights operated with 737, Airbus, and SkyWest ERJ 175 aircraft only:**

**First Class**

A Priority travelers are eligible for complimentary First Class seating at the time of booking.

B and C Priority travelers are eligible for complimentary First Class upgrades, based on availability, 30 minutes prior to departure.

**Exception:** Complimentary upgrades are not available for employees using Positive Space Employee (PST) travel.  
PST travelers may upgrade at any time "U" class is available following the standard Mileage Plan Upgrade or Paid Upgrade programs.

**Applicable to flights operated with Horizon Air E175 aircraft only:**

**First Class**

Q and T Priority travelers are eligible for complimentary First Class upgrades, based on availability, 30 minutes prior to departure.

**Exception:** Complimentary upgrades are not available for employees using Positive Space Employee (PST) travel.  
PST travelers may upgrade at any time "U" class is available following the standard Mileage Plan Upgrade or Paid Upgrade programs.

Section 5 - Check-In > 500 - Non-Revenue

### **Non-Revenue Charges and Waivers**

Revision date: 1/11/2021  
Supersede date: 5/16/2019

#### **Interface**

##### **Employee Travel Policies**

Refer to the [Non-Revenue Charges and Waivers eTool](#) for a complete list of charges and waivers for:

- AS/QX retirees/employees and dependents
- Guest Pass travelers
- Other Airline/McGee Employees

Other airline employees traveling on confirmed (revenue) tickets are not eligible for non-revenue benefits (e.g. baggage charge waivers).

Section 5 - Check-In > 500 - Non-Revenue

### **Non-Revenue Minors Traveling Alone**

Revision date: 5/8/2023  
Supersede date: 1/11/2021

#### **Interface**

##### **Employee Travel Policies**

### **Minors of Alaska Airlines and Horizon Air Employees**

Travel dependents of AS/QX employees shall follow the standard [Junior Jetsetter](#), [Teen Assist](#) and [Teen No Assist](#) policies and procedures (e.g., itinerary type, etc.).

The Unaccompanied Minor and Teen Assist fee shall be waived for travel dependents of AS/QX employees traveling unaccompanied.

### **Minors of OO Employee**

Travel dependents of dedicated and non-dedicated employees shall follow the standard [Unaccompanied Minor](#), [Teen Assist](#) and [Teen No Assist](#) policies and procedures (e.g., itinerary type, etc.).

The Unaccompanied Minor and Teen Assist fee shall be waived for travel dependents of OO employees traveling unaccompanied when checking in or connecting to a flight operated with SkyWest ERJ 175 aircraft.

### **Minors of McGee Employee**

Dependent children of McGee employees must be at least 13 years of age.

Dependent children of McGee employees aged 13-17 may travel as [Teen Assist](#) or [Teen No Assist](#).

Standard Teen Assist fee applies.

### **Minors Traveling on a Guest Pass**

Guest Pass travelers must be at least 13 years of age.

Guest Pass travelers aged 13-17 may travel as [Teen Assist](#) or [Teen No Assist](#).

Standard Teen Assist fee applies.

International Travel: Guest Passes may not be used for children under 18 years old traveling unaccompanied.

### **Minors Traveling on Zonal Employee Discount (ZED) Travel**

ZED travelers must be at least 16 years of age.

ZED travelers aged 16-17 may travel as [Teen Assist](#) or [Teen No Assist](#).

Standard Teen Assist fee applies.

**Minors Traveling on Non-ZED Travel (e.g. ID90, Service Charge)**

Dependents of other airline employees traveling on a non-ZED ticket (e.g. ID90, Service Charge) shall follow the standard [Junior Jetsetter](#) and [Teen No Assist](#) policies and procedures (e.g., itinerary type, etc.).

Standard Unaccompanied Minor and Teen Assist fee applies.

Section 5 - Check-In > 500 - Non-Revenue

### Non-Revenue Travel - Other Special Services

Revision date: 4/13/2021  
Supersede date: 1/11/2021

#### Interface

[Employee Travel Policies](#)

#### Wheelchair Assistance

Wheelchair and other disability assistance shall be provided, upon request, to all non-revenue travelers.

Alaska Airlines is required to follow all rules from 14CFR Part 382 (the Air Carrier Access Act) for non-revenue travelers (e.g. not left unattended in a wheelchair for more than 30 minutes).

- Refer to [Wheelchair Assistance](#) for more information.

#### Service Animals

Standard policies apply.

- Refer to [Service Animal Acceptance](#)

#### PETC/AVIH

**AVIH is not accepted on flights operated with Airbus aircraft.**

To confirm any day of non-revenue PETC/AVIH requests, use the Pet Automation Program.

- Click [here](#) for information on the Pet Automation Program.

**Note:** Requests may only be made within 24 hours prior to departure.

Refer to the [Non-Revenue Charges and Waivers eTool](#) for a complete list of those eligible for PETC or AVIH charges and waivers for:

- Other airline employees traveling on confirmed (revenue) tickets are not eligible for non-revenue benefits.

Complete and attach a [Standy/Volunteer flag \(TZ-156\)](#) to the AVIH kennel when a seat was not assigned at check-in.

Refer to [Animal in Hold \(AVIH\)](#) for additional procedures (e.g. Pet Check Record).

#### Second Seat Customers

Refer to [Second Seat](#) for more information.

**Comfort Seat**

Not available to space available travelers.

## 600 - Crewmember and Jumpseat Procedures

Section 5 - Check-In > 600 - Crewmember and Jumpseat Procedures

### Jumpseat Access Control

Revision date: 5/8/2023  
Supersede date: 11/17/2021

#### Controls

[AS Ops Spec A048](#)

QX Ops Spec A025 and A048

EFR

***Policy and procedures regarding flightdeck jumpseat verification cannot be revised without prior regulatory approval and revision of Operations Specification A048 (Ops Spec A048) for Alaska Airlines and/or Ops Spec A025 and A048 for Horizon Air.***

Applicable to flights operated by 737, Airbus, and Horizon Air E175 aircraft only.

The agent shall use JACS for every jumpseat request, regardless of employer or job title.

The following must be validated in JACS for approval to sit in the jumpseat:

- Employee authorized Airline or Government Agency
- Employee number of the individual making the request

JACS may request additional information to be entered or validated for approval or denial of the jumpseat.

**Note:** This step may require DOT/FAA Certificate Issue Date to be entered.

Once information is submitted, JACS will return a response that must be followed.

JACS response may include the picture of the individual requesting the flight deck jumpseat access. Contact a Lead or Supervisor if you have any digital photo image discrepancies.

It is important to read both the text and graphic in the JACS response, as well as any additional instructions the AGENT must follow.

#### JACS Responses

APPROVED: Requestor is approved to be accommodated in the jumpseat.

APPROVED FOR PASSENGER CABIN ONLY: Requestor is approved for a seat in the passenger cabin only.

DENIED: Requestor shall not travel in the jumpseat or passenger cabin as a jumpseat rider.

**Note:** The JACS decision cannot be overridden.

**Applicable to flights operated with 737 and Airbus aircraft only.**

- A PJUMP Priority List remark is added for all JACS approved flight deck jumpseat requests.
- An FJUMP Priority List remark is added for all JACS approved flight attendant jumpseat requests

Below is a list of identification and documents required to be physically verified during the JACS approval process. JACS is programmed to know which items are required for each jumpseat requestor.

**Flight Deck - To approve access to the flight deck jumpseat you must:**

For Alaska Airlines and Horizon Employees:

- See AS/QX Company ID
- Verify the ID photo is the person

JACS returns a digital image to assist in photo verification

JACS approval of Air Group Personnel is valid without photo

For other airline personnel:

- See their company ID and pilot, dispatcher license or Airmen Certificate

**Note:** When a digital photo displays with a valid JACS response, verify it matches the individual requesting flight deck jumpseat access.

For non-airline personnel:

- See a valid government issued photo ID
- Verify name and photo all match the person
- Any other documentation requested by JACS.

**JACS Outage Procedures**

In the event of a JACS Outage, refer to Section 12.300 for Outage Procedures for Alaska and Horizon Air eligible employees and FAA Inspectors.

If, for any reason, a JACS check cannot be performed, OAL jumpseat requests shall not be accommodated in any of the jumpseats or cabin seats. This includes AS eligible employees requesting the jumpseat on QX aircraft, and QX eligible employees requesting the jumpseat on AS aircraft.

Section 5 - Check-In > 600 - Crewmember and Jumpseat Procedures

**AS Deadhead**

Revision date: 4/12/2022  
Supersede date: 11/1/2019

**Controls**

[FAR 121.547](#), [121.548](#), [121.548a](#), [121.550](#)

[Ops Spec A022](#)

EFR

**Interfaces**

[FOM](#) and [FAM](#)

***Policy and procedures regarding exit seats cannot be revised without prior regulatory approval and revision of Operations Specification A022 (Ops Spec A022) for Alaska Airlines.***

**Applicable to flights operated with 737 and Airbus aircraft only.**

Deadheading crewmembers travel as non-working passengers in order to position for their next work assignment or return to their base.

Flight crews shall be booked by Crew Scheduling using appropriate priority codes and class of service.

When a positive space listing cannot be found, the crew member shall contact Crew Scheduling for verification.

Pilots or Flight Attendants performing a Line Check or Check Ride, refer to [CSM Vol. 2, Section 5.600 - AS Check Airmen/Management Performing an Evaluation or Observation](#) or [Section 5.600 - AS Flight Attendant Performing a Check Ride](#) for check-in and boarding procedures.

Crewmembers holding positive-space deadhead reservations are exempt from the 30-minute rule.

- Crewmembers will make every effort to check in prior to the 30-minute rule but are not required to do so.
- Crewmembers connecting from other flights are encouraged to check in at an up-line station, or online

If they have not checked in by D30:

- Check-in any crewmembers before releasing seats. This will ensure they are assigned to their contractual seat when they arrive at the gate.
- Contact Scheduling at D15 if they have not arrived at the gate to confirm if they are traveling.

Agents shall not remove a crewmember from a flight unless approved by Crew Scheduling or SOC.

**AS Pilots deadheading over five hours:**

First Class seating is mandatory for Pilots exceeding 5 hours in a single flying segment.

First Class seating is also mandatory for Pilots for all flight segments when a combination of flying segments is scheduled to exceed 5 hours, and a flying segment immediately follows the deadhead segments within the same duty period.

### **AS Pilots deadheading under 5 hours:**

Deadheading Pilots shall not be assigned a middle seat.

They shall be assigned a contractual seat specified below:

1. Reclining exit row aisle or window seat.
2. Non-Premium Class aisle or window seat forward of the wing.

Customers may need to be moved from their aisle or window seat to accommodate the contractual seat agreement.

Before moving a customer, agents shall check the PNR or call Pilot Scheduling to verify the deadhead segment is in the same duty period as a flying segment.

If the pilot does not have a flying segment in the same duty period as the deadhead segment, they shall be assigned a contractual seat specified below if available:

1. Reclining exit row aisle or window seat.
2. Non-Premium Class aisle or window seat forward of the wing.

If neither is available, any available aisle or window seat may be assigned.

If a customer is moved to accommodate a deadheading Pilot, they should be offered AS Mileage Plan Miles or Discount Code for the inconvenience.

**Note:** Alaska Airlines can be penalized if the seating guidance in the contract is not followed.

### **Pilot Upgrades**

Revenue customers shall have priority when processing upgrade requests.

If there is an unassigned seat at 45 minutes prior to departure it shall be assigned in the preferred order.

1. First Class
2. Reclining exit row aisle or window
3. Premium Class aisle or window

Assigned seats shall be released at 30 minutes prior to departure and assigned in the preferred order when processing upgrades/seat changes for revenue customers.

Priority First Class or Premium Class among deadheading pilots shall be granted by rank (e.g. Captain, First Officer).

### **Check-In**

Check-in may occur at the ticket counter, Service Center, gate, or through a kiosk.

Locate the passenger listing from the positive space passenger list. Most crewmembers are listed using the codes below in the last name field:

- DHDCA/ Last name =
- DHDFD/ Last name =
- DHDFA/ Last name =

**Example:** DHDCA/ Smith =  
Deadheading Captain, last  
name Smith

Crewmembers wishing to take a different flight than the one they are listed for may do so on a standby basis.

- Use Non-rev, Not Listed Check-in mask in IMAGE.
- Cancel original positive space reservation.

Deadheading travel is electronic. All Alaska Airlines and Horizon Air crewmembers may check-in at the Kiosk or at the gate with a Customer Service Agent to receive a boarding pass.

### **Seat Assignments**

Deadheading AS Captains or First Officers may standby for first class.

Pilots and Flight Attendants shall be seated in the cabin. They may be asked if they are willing to occupy the jumpseat, but they are not required to do so.

### **Boarding**

Crewmembers shall:

- Board the aircraft during passenger boarding.
- Be ON'd as they pass through the boarding door.

### Section 5 - Check-In > 600 - Crewmember and Jumpseat Procedures

#### **QX Deadhead**

Revision date: 5/8/2023  
Supersede date: 5/3/2023

##### **Controls**

QX Ops Spec A022  
EFR

##### **CEME: E25**

***Policy and procedures regarding exit seats cannot be revised without prior regulatory approval and revision of Operations Specification A022 (Ops Spec A022) for Horizon Air.***

**Applicable to flights operated with Horizon Air E175 aircraft only.**

The Company routinely positions crewmembers from one city to another for the purpose of either beginning or ending a duty assignment.

#### **Reservations/Authorization**

Crewmembers deadheading to and from a duty assignment are booked positive space by Crew Scheduling Services. They are considered "must-ride" passengers and are not to be bumped. All crewmembers shall be accommodated in a cabin seat.

A crewmember returning from assignment may deadhead with the Q4 priority code only if returning to their domicile. If the crewmember wishes to travel on an earlier flight than the one they are scheduled for, they shall contact Crew Scheduling Services to rebook them if there are seats available.

Crewmembers that choose to travel to any other destination or on a flight other than the one for which they hold a reservation, shall travel non-revenue, space available with the X1 priority code. Crewmembers commuting or traveling for business have a W4 priority code.

#### **Horizon Air Pilot Deadhead Seating**

Horizon Pilots Deadheading shall be assigned a seat in the cabin. They shall not be asked or assigned to the Flight Deck Jumpseat or Cabin ACM when Deadheading. Horizon Air Pilots shall have seating priority over any other persons Deadheading on Horizon Air aircraft.

**Note:** If the Pilot volunteers to take the Jumpseat they may do so. Document their PNR they volunteered to take the Jumpseat.

However, they shall not be asked or required to take the Jumpseat or Cabin ACM.

They shall be assigned an aisle or window seat by Crew Scheduling if available. If an aisle or window seat was not available at the time of booking, the gate agent shall assign an available seat to the Pilot.

If necessary, the gate agent shall solicit for volunteers or involuntarily deny boarding to a revenue guest to ensure a Deadheading Pilot has a cabin seat on the flight. Follow the guidance in CSM Vol. 2, Sections 11.200 - Soliciting Volunteers or 11.200 - Involuntary Denied Boarding.

#### First Class and Premium Class Seating on Horizon Operated Flights

First Class seats shall be made available to Deadheading Horizon Air Pilots if space is available and shall not displace First Class Revenue guests.

If First Class seats are not available, Premium Class seats shall be made available to Deadheading Horizon Air Pilots if space is available and shall not displace Premium Class Revenue guests.

If Premium Class seats are not available, a Coach Class seat shall be provided to Deadheading Horizon Air Pilots.

Priority for First Class/Premium Class seating among Deadheading Horizon Air Pilots shall be granted in Seniority order by position (e.g., seat a Captain in First or Premium Class before a First Officer).

Revenue guests shall have priority when processing upgrade requests. If there are unassigned seats at 30 minutes prior to departure, they shall be assigned to Deadheading Horizon Pilots before other non-revs in the preferred order when processing upgrade requests:

1. First Class
2. Premium Class
3. Coach Cabin

If there are no-shows (D15 or less) in First or Premium Class after the Deadheading Horizon Pilots are onboard, they should be upgraded to those seats before they are assigned to other non-revs not yet onboard if it does not delay the flight.

Note:

Horizon Air can be penalized if the seating guidance in the contract is not followed.

#### AS Pilots Deadheading on Horizon Operated Flights

AS Deadheading crewmembers shall be seated in the cabin. They may be asked to take the Flight Deck Jumpseat if the JACS verification allows flight deck access, but they are not required to do so.

**Note:** Horizon Air can be penalized if the seating guidance in the contract is not followed.

### **Deadhead Check-in**

QX deadheading crewmembers normally check-in and receive their seat assignments via ticket counter, service center, gate or self-service (e.g. Web, Mobile, or Kiosk). Deadhead crew shall be checked-in by 40 minutes prior to departure to secure their seat.

If a QX Mechanic is booked in the jumpseat, they are not eligible to use a self-service check-in option, and must see an agent to check-in.

**Note:** Horizon deadheading crewmembers will be identified by the following (e.g., QXCA Smith/John):

- Captain – QXCA Last Name/First Name
- First Officer – QXFO Last Name/First Name
- Flight Attendant – QXFA Last Name/First Name

Horizon Dispatchers will use their last and first name when traveling to maintain their qualification (e.g., Jones/Paul).

Horizon mechanics will have the last name QXMTX when booked in a cabin seat, and use their last and first name when booked in the Jumpseat.

Crewmembers deadheading to/from Canada may be booked with their last and first name only to comply with Transport Canada (e.g. Smith/John).

In the event the crewmember cannot meet the 40-minute requirement they shall call ahead to notify the station of their late arrival. Once notified, the station shall ensure they do not release the crewmembers' seats. Deadhead crew will not bump a revenue passenger if they check-in and present themselves at the boarding gate less than twelve (12) minutes prior to departure unless the station has been notified to expect their late arrival. If the station has not been notified to expect a late arrival/check-in at least twelve (12) minutes prior to departure, the station may unseat the deadheading crewmembers at this point to accommodate standby passengers. Late check-ins, which may cause delays, need to be coordinated with Crew Scheduling Services and Dispatch.

Deadheads booked in the Flight Deck Jumpseat or the cabin ACM shall be verified via JACS as eligible for that seat.

Crewmembers deadheading from Canada shall obtain boarding passes at the ticket counter, due to Customs and screening point requirements.

## Boarding

Crewmembers shall:

- Board the aircraft during passenger boarding.
- Be ON'd as they pass through the boarding door.

**Note:** QX Pilots or Flight Attendants performing a Line Check, may access the aircraft before minimum crew is onboard.

Section 5 - Check-In > 600 - Crewmember and Jumpseat Procedures

### **AS Flight Deck Jumpseat**

Revision date: 4/26/2023

Supersede date: 4/7/2023

#### **Controls**

[FAR 121.547](#), [121.548](#), [121.548a](#), [121.550](#)

[Ops Spec A048](#)

AOSSP 6.11 - Jumpseat Access

EFR

#### **Interfaces**

[FOM](#), [FAM](#), [CSM Vol. 4](#), Section 4.300 - Final Passenger Count Verification

***Policy and procedures regarding flight deck jumpseat verification cannot be revised without prior regulatory approval and revision of Operations Specification A048 (Ops Spec A048) for Alaska Airlines.***

**Applicable to flights operated with 737 and Airbus aircraft only.**

Personnel who request the Flight Deck jumpseat and are authorized by [JACS](#) will be added to the jumpseat priority list using the appropriate "J" codes.

- The Captain has the authority to refuse jumpseat riders at any time, except for authorized Federal personnel.
- Jumpseat riders may not have facial hair, except for a well-trimmed mustache, to ensure adequate oxygen mask seal (including Federal Officials).

### **Cockpit Access Security System (CASS)**

CASS authorizes pilots, dispatchers, and other authorized personnel from participating carriers to occupy the flight deck jumpseat. Valid company identification is required to process CASS jumpseat requests. CASS approvals are received via JACS. Pilots, dispatchers and other personnel from non-CASS participating carriers are only eligible to occupy a seat in the main cabin.

### **Gate Check in - General**

All persons admitted to the aircraft via jumpseat authority, whether they ride in an actual flight deck jumpseat or in the passenger cabin, must be given a boarding pass with their seat assignment.

Flight deck jumpseat riders can be assigned the actual flight deck jumpseat or a coach cabin passenger seat based on JACS approval.

- All aircraft have two flight deck jumpseats: 1W and 2W

To assign the Flight Deck jumpseat on an international flight, refer to [AS International Jumpseat and Crew Movement](#).

| There is no limit to the number of jumpseat riders that may be cleared seats in the main cabin as long as coach class seats are available.

Only those with a P JUMP edit can ride in the actual flight deck jumpseat. All others on the priority list must be assigned a coach seat.

Only the following individuals will be granted space available access to the Flight Deck jumpseat(s) or cabin seats, if approved using the mandatory JACS verification system.

The agent shall activate these individuals to the priority list as follows:

J1	FAA Air Safety Inspectors conducting inspections AS Check Airman conducting checks or evaluations DOD Air Transportation Program Evaluators Secret Service Agents NTSB performing official duties
J2Y	AS employees on Company Business Corporate officers AS Pilots or Dispatchers fulfilling training program requirements AS Pilots on deadhead who volunteer to take the Jumpseat in lieu of bumping a revenue passenger
J3Y	Alaska Airlines Pilots
J4Y	Alaska Airlines Dispatchers
J5Y	Alaska Airlines Mechanics
J6Y	Other Authorized Alaska Airlines Employees
J7Y	Horizon Pilots and Dispatchers
J8Y	Other Airline Pilots and Dispatchers
J9Y	Other individuals specially authorized by the FAA (Form 8430-6) and FAA Air Traffic Controller

**Gate Check in – Alaska Airlines Pilots & Other Alaska Airlines Authorized Personnel**

Alaska Airlines Pilots may choose to list for a cabin seat and request the jumpseat on the same flight.

AS Pilots requesting the jumpseat at the gate shall check in and be cleared in JACS no more than 1 hour prior, but no less than 30 minutes prior to scheduled departure time.

- A late request shall be accepted at the discretion of the agent, only when time and workload permit.

List the Alaska Airlines Pilot for the Flight Deck Jumpseat using the J3Y priority code and P JUMP edit based on JACS response.

**Note:** J3Y listings appear on the priority list in check-in order.

The Jumpseat shall be cleared when processing cabin seat requests in Priority List order at D-30. When an AS Pilot's cabin seat listing (D8Y or E1Y) is reached on the Priority List, the CSA shall ask the Pilot their seating preference.

- If the AS Pilot prefers the jumpseat, CSA/PSA shall remove the AS Pilots' cabin seat listing (D8Y or E1Y) from the Priority List after they have been assigned the Flight Deck Jumpseat (1W/2W)
- If the AS Pilot prefers an available cabin seat, CSA/PSA shall assign the available cabin seat and remove the Pilot's jumpseat request.

Assign any remaining jumpseats after all cabin seats are full.

- Assign the first two AS Pilots the Jumpseat (1W/2W) using the J3Y listing based on first come, first serve
- After AS Pilots have been assigned, assign remaining Jumpseats based on first come, first serve.

**Note:** After an AS Pilot has been assigned a cabin seat or the jumpseat and their other listing is removed, they cannot change it.

Alaska Pilots may only be bumped from the Flight Deck jumpseat for a Must Ride jumpseat (e.g., FAA, Check Airman etc.), or to prevent removing revenue passengers, bags and Cargo from the flight.

Refer to Flight Deck - Weight Restricted below for who should be removed if a flight has a weight and balance restriction.

Refer to [Section 5.500 - Non-rev Space Available Check-in](#) if the individual eligible for the jumpseat is traveling with a minor age 12 and under.

When AS Pilot or Pilot Management is performing a Line Check or Check ride refer to [CSM Vol. 2, Section 5.600 - AS Check Airmen/Management Performing an Evaluation or Observation](#) for check-in and boarding procedures.

### New Hire AS Flight Attendant Flight Deck Jumpseat

New hire AS flight attendants have the option to ride in the Flight Deck jumpseat within 60 days of their hire date. This is a one-time opportunity and is not valid on Horizon Air or SkyWest flights.

AS flight attendants shall list via Fly as Company Business/C1.

At the gate, the flight attendant will provide a letter to the gate agent from Inflight Training approving their access to the flight deck jumpseat.

Add the flight attendant to the Priority List using the J6Y priority code and P JUMP edit based on the JACS response following the gate check-in guidelines above.

### Gate Check in – OAL (Other Airline) Pilots & Other Authorized Personnel

OAL pilots (including Horizon) shall list at the gate beginning at 60 minutes prior to departure, but no later than 30 minutes prior to departure.

- A late request shall be accepted at the discretion of the agent, only when time and workload permit.

List the pilot using the appropriate "J" code as previously stated in this section and add the P JUMP Priority List remark when applicable based on the JACS response.

OAL jumpseats shall be cleared in priority order beginning at D-30, after all Alaska Airlines pilot jumpseat requests have been cleared.

Refer to [Section 5.500 Non-rev Space Available Check-in](#) if the individual eligible for the jumpseat is traveling with a minor age 12 and under.

### Canadian OAL Pilot and Other Authorized Personnel Jumpseat Requests

Pilots from Canadian carriers (e.g., Air Canada, WestJet), shall present their valid Restricted Access ID Card (RAIC) in addition to the other forms of ID requested by JACS.

**Note:** The expiration date on the ID is in  
Year, Month, Day format.

The RAIC card is issued by Transport Canada.



### Must Ride

JACS is the authorization tool for all jumpseat riders and no other listing or reservation is required.

However, occasionally a person requesting the flight deck jumpseat may already be listed with a BB status (as opposed to an MM status). These would be either an:

- FAA Inspector
- AS Check Airman
- Individuals the company has authorized in order to provide them with a higher priority code based on the necessity of their presence in the flight deck jumpseat.

### Captain's Authority for Flight Deck Jumpseat

Final authority for the flight deck jumpseat belongs to the Captain. The Captain may refuse an individual assigned to the flight deck jumpseat (other than FAA Inspectors, NTSB, Secret Service, and DOD evaluators) by sending them back to the gate. If the Captain refuses a flight deck jumpseat rider, no other flight deck jumpseat riders may be assigned to that jumpseat.

### Federal Officials – Identification

FAA Aviation Safety Inspector:

- Must be given free and uninterrupted access to the flight deck.
- May exercise displacement rights and bump any other flight deck jumpseat rider.

- Must not be bumped for weight and balance.
- May be accommodated in either flight deck or the passenger cabin.
- A revenue guest in the cabin may not be displaced if it will result in voluntary or involuntary denied boarding.

**Credentials**



Request for Access to Aircraft form 8430-13

## **Customer Service Manual**

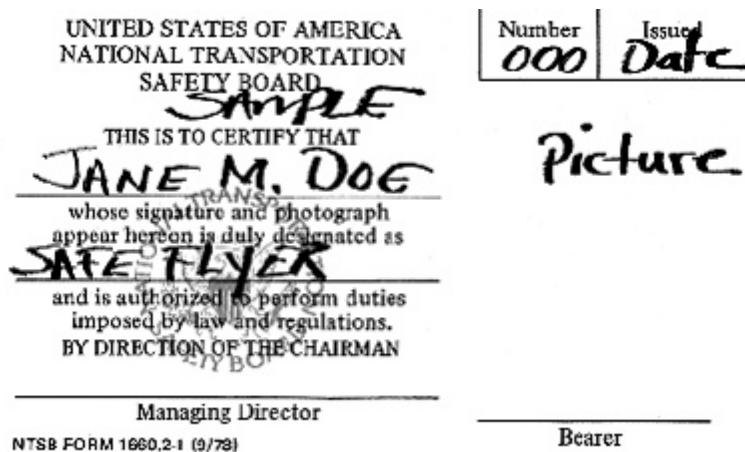
- Place Access to Aircraft form(s) inside a Flight Revenue Envelope (FRE).
  - If FAA credentials are in question, contact the FAA-Northwest Mountain Regional Operations Center at (206) 231-2000.
  - En Route ID #110A with a full-face photo in vertical orientation, a blue background, and an expiration date (the FAA symbol is light blue)

National Transportation Safety Board (NTSB) Officials:

- May be permitted access to the flight deck on a space available basis.
  - Shall have priority over all other flight deck jumpseat riders except the FAA Inspectors, Check Airmen, or Secret Service.

## Credentials:

Government ID# 1660.2-1 with a full-face photo.



Government ID# 1660.2-2 with a full-face photo.

Pursuant to the authority granted under Title 49 U.S.C. Code Chapter 11, the holder of this credential is authorized in the course of a transportation accident or incident investigation or study to:

- \* Question any person who may possess relevant information;
- \* Inspect, examine, photograph, copy, or take possession of any document, record, file, process, contract, item, or facility; and
- \* Enter property pertaining to an investigation or where wreckage from an accident is located and do anything necessary to conduct the investigation or study.

The holder of this credential is authorized, in the performance of his or her official duties, to obtain access to an aircraft and enter the flight deck of such aircraft.

No. 100



NTSB Form 1660.2-2 (9/78)  
Exp. 3/6/2014

MANAGING DIRECTOR

SIGNATURE OF BEARER

En route ID# 7000-5

UNIFORM FORM 1660.2-1	UNITED STATES OF AMERICA NATIONAL TRANSPORTATION SAFETY BOARD REQUEST FOR ACCESS TO AIRCRAFT OR PIPE TRANSPORTATION	123776	
Permit to be issued regardless of cost to aircraft or airline. Reason is required for the government employee being named.		SIGNATURE OF REQUESTOR (BEARER)	
Reason for request		NAME OF EVALUATOR	
<input type="checkbox"/> Visit By -- Accident Investigation Duties <input type="checkbox"/> Special Available -- Observation and Penitentiary		NAME OF PERSON	
NAME OF PERSON	TYPE AND DATE	IN 1660.2-1 USE	IN 1660.2-1 USE
HON.	TO	PERIOD OF REQUEST	

- When NTSB credentials are in question, contact the FAA-Northwest Mountain Regional Operations Center at (206) 231-2000
- Government ID# 1660.2-1 with a full-face photo

#### Department of Defense (DoD):

- The DoD Evaluator's credential is an S&E Form 110B. It is similar to the FAA form 110A, except Form 110B states the individual is a DoD Evaluator.
- Must be given free and uninterrupted access to the flight deck.
- Shall have priority over all other jumpseat riders except for FAA Safety Inspectors, Check Airmen, Secret Service, or NTSB.

#### Secret Service Agents:

- Secret Service Agents and officials assigned the duty of protecting a person onboard an Alaska Airlines flight shall, have priority over all other jumpseat riders except for FAA Safety Inspectors or Check Airmen

### Credentials:

- Government ID with a full-face photo.

### FAA Air Traffic Controllers:

- Shall be assigned to the flight deck jumpseat upon JACS approval as part of their flight deck training program.
- On return flight only a cabin seat may be assigned if the flight deck jumpseat is not available.

### Credentials:

- FAA form 3120-37 (Flight Deck Training Request)
- FAA form 3120-38 (Flight Deck Training Authorization)

FLIGHT DECK TRAINING AUTHORIZATION					Authorization Number
Carrier Name	Flight Number	Date	Departure Airport	Arrival Airport	
Confirmation Number	Duty Station/Facility				
Printed Name of Traveler	CASS ID Number	Signature of Traveler	Date		
Printed Name of Approving Authority	Signature of Approving Authority			Date	
The Traveler as identified above is authorized access to the flight deck for training purposes. Presentation of this form must be accompanied by FAA Form 3120-39, Authorization to Flight Deck Facility Identification, and the Traveler's DOT/FAA identification card.					
FAA Form 3120-38					

- FAA form 3120-39 (Authorization to Flight Deck Facility Identification)



U.S. Department  
of Transportation  
Federal Aviation  
Administration

### Authorization to Flight Deck Facility Identification

This form void if not accompanied by FAA Form 3120-37, Flight Deck Training Request, FAA Form 3120-38, Flight Deck Training Authorization, and valid DOT/FAA identification card.

The bearer of this form is authorized by the Administrator, Federal Aviation Administration, to enter the flight deck of an aircraft at the discretion of the pilot in command, in accordance with Title 14 Part 121.547 of the Federal Aviation Regulations for the purpose of observing flight deck operations as they relate to air traffic control, navigation and communication.

**Authorization Number: SAMPLE**

FAA Form 3120-39

- Valid DOT/FAA identification card

### Required Credentials for Flight Deck Jumpseat Access

Personnel	Required Credentials
FAA Aviation Safety Inspectors	FAA Form 110A and Form 8430-13
NTSB Air Safety Inspectors/NTSB Board Members	NTSB ID Form 1660.2-1 or 1660.2-2 and NTSB Form 7000-5
DOD Commercial Air Carrier Evaluator	Form 110B  <b>Note:</b> DoD personnel without Form 110B must be issued Form 8430-6 and must have a seat available in the passenger cabin.
Alaska Airlines pilots, Dispatchers, licensed mechanics, other authorized Alaska Airlines employees, and Horizon Air Pilots and Dispatchers	AS employees: Valid Alaska Airlines ID badge with picture  QX employees: Valid Horizon Air ID badge with picture
Other Airline Pilots and licensed Dispatchers approved via JACS	Valid company ID, valid airman's certificate, passport, and current medical (if applicable)  RAIC for Canadian air carrier pilots only.

<b>Personnel</b>	<b>Required Credentials</b>
Individuals specifically approved by the FAA in accordance with FAR 121.547	FAA form 8430-6
ATC Controllers	FAA form 3120-37 (Flight Deck Training Request) FAA form 3120-38 (Flight Deck Training Authorization) FAA form 3120-39 (Authorization to Flight Deck) and Department of Transportation (DOT)/FAA picture ID

### **Flight Deck Jumpseat - Baggage**

Jumpseat riders who are assigned the Flight Deck jumpseat may stow their carry-on baggage in the designated flight crew stowage location on board the aircraft, if space permits.

If flight crew baggage storage areas are full, jumpseat rider baggage must be gate-checked.

- Jumpseat riders who are deadheading, commuting, or traveling on company business may have their bags checked as "Crew" bags, or as Claim-at-Gate.
- Jumpseat riders traveling on pleasure are not eligible for Claim-at-Gate service and must have their bags checked to baggage claim.

"Crew" bag tags are to be completed and attached to baggage by crew members and jumpseat riders only and carried to the ramp by the crew member.

Skycaps may not check bags for jumpseat riders.

### **Flight Deck Jumpseat – Weight Restricted**

Applicable to space available jumpseat requests only.

CSA/PSAs shall follow the instructions from the Communication Coordinator or CLP when advised their flight is weight restricted. Refer to and apply the [Bumping Priority List](#) when advised guests or bags need to be removed from the aircraft starting with the Flight Deck jumpseat (1W/2W), unless there is an AS Pilot(s) in the Flight Deck jumpseat(s).

**Note:** Must Ride jumpseat requests (e.g., FAA) shall not be bumped when a flight is weight restricted.

If the person in the jumpseat is an AS Pilot:

- Space available non-revs in the cabin shall be removed first from the flight by boarding priority starting at the bottom, and working towards the top of the Priority List
- AS Pilots shall only be removed from the jumpseat to prevent revenue guests (including positive space non-revs), bags, and Cargo from being removed from the flight

If the AS Pilot is not removed from the flight, they shall:

- Travel in the Flight Deck jumpseat
- Not be moved to a cabin seat when space available non-revs were removed from the flight to accommodate them in the Flight Deck jumpseat

### **Flight Deck Jumpseat - Boarding**

Jumpseat requests assigned a cabin seat or the Flight Deck jumpseat shall board the aircraft during guest boarding.

Individuals assigned the Flight Deck jumpseat shall be assigned 1W or 2W.

All jumpseat riders shall be ON'd as they pass through the boarding door.

- Advise the jumpseat rider to have their boarding pass and identification available upon boarding. This is not necessary if they are assigned a cabin seat.

### **Flight Deck Jumpseat - Flight Close Out**

Actual flight deck jumpseat riders shall be automatically transmitted to Centralized Load Planning upon closing out the flight in IMAGE.

If the final guest count has 10 or less open seats, one (1) flight deck jumpseat rider may be moved to sit in a cabin seat without revising the final count. In such cases, the flight does not need to be re-opened and the Communication Coordinator does not need to be notified.

If the final passenger count has more than 10 open seats and/or more than one (1) jumpseat rider is moved to a cabin seat, the flight must be re-opened and the final passenger count shall be adjusted.

**Note:** Through flight deck jumpseat riders are allowed.

Do not roll over flight deck jumpseat riders.

**Note:** If the jumpseat requestor is not accommodated on the flight, the agent shall re-verify JACS and check in the jumpseat rider for the next desired flight.



Section 5 - Check-In > 600 - Crewmember and Jumpseat Procedures

### **QX Flight Deck Jumpseat**

Revision date: 5/8/2023

Supersede date: 4/12/2022

#### **Controls**

[QX Ops Spec A022](#)

EFR

#### **Interface**

[FAR 121.547](#), [121.548](#), [121.548a](#), [121.550](#) [121.581\(a\)](#)

**REF: FSAT 02-06 HBAT 99-05**

**CEME: E21, H9**

*Policy and procedures regarding flight deck jumpseat verification cannot be revised without prior regulatory approval and revision of Operations Specifications A025 and A048 (Ops Specs A025 and A048) for [Horizon Air](#).*

| **Applicable to flights operated with Horizon Air E175 aircraft only.**

- Aircraft certification requirements mandate the installation of a flight deck jumpseat in transport-category aircraft for the primary purpose of facilitating the job requirements of certain government employees (FAA Inspectors, NTSB, DOD, and US Secret Service Agents).
- The secondary purpose of the jumpseat is to provide a means by which other personnel can observe flight crew procedures or whose familiarity with flight deck procedures would enhance their job performance.
- Only personnel who meet the criteria of FAR 121.547, HBAT 99-05, and applicable security directives are permitted to occupy the flight deck jumpseat.

### **Jumpseat Access Control System (JACS)**

| All flight deck Jumpseat access is authorized via [JACS](#). The CSA assigns all approved jumpseat requests including flight deck jumpseat, Horizon Air E175 cabin ACM jumpseat, and cabin seats. If the JACS computer system is unavailable, only jumpseat requests from Horizon Air pilots and flight attendants may be approved via a call to QX Crew Scheduling Services.

### **Cockpit Access Security System (CASS)**

CASS authorizes pilots and dispatchers from other carriers (non-codeshare, non-wholly-owned subsidiaries) to occupy the flight deck jumpseat. Valid company identification is required to process CASS jumpseat requests. CASS approvals are received via JACS.

### **Appearance**

Personal appearance for all jumpseat riders whether Horizon Air flight officers or not, on any priority, must either be in:

- Men – Full uniform or pants, slacks, khakis, clean jeans; collared shirt, sweater; shoes shall be closed heel/toe.
  - May not have facial hair, with the exception of a well-trimmed mustache, in order to ensure adequate oxygen mask seal (including Federal Officials).
- Women – Full uniform or pants, slacks, khakis, clean jeans, dress, skirt; collared shirt or blouse, sweater; shoes shall be closed heel/toe.

#### **Inspector Access (FAA Aviation Safety Inspectors and DoD Commercial Air Carrier Evaluators)**

FAA Aviation Safety Inspectors and DoD Commercial Air Carrier Evaluators conducting an inspection/audit shall:

- Be given free and uninterrupted access to the flight deck.
- Be permitted to board the aircraft at any time without minimum crew onboard.
- FAA opt to exercise displacement rights and bump any other flight deck Jumpseat rider.
- DoD shall have priority over all other Jumpseat requests except for FAA Safety Inspectors, Check Pilots, Secret Service, or NTSB.
- Not be bumped for weight and balance.
- Be listed at the gate if necessary.

#### **Horizon Air Check Airmen (Check Pilot)**

Horizon Air Check Pilot in the performance of their duties are permitted to board the aircraft at any time.

- Permitted to board prior to minimum crew being onboard to perform required FAA Evaluations or company observations.
- Check Pilot shall make prior arrangements to pick up their boarding pass from the Customer Service Agent.

Prior to allowing the individual to board the aircraft, the agent shall:

- Verify the Horizon Air Crew/Employee ID.
- Complete appropriate JACS procedure.
- Scan the boarding pass to ON the individual.

#### **Jumpseat Priority**

### Must Ride

The following jumpseat riders are considered positive space and have priority to the flight deck jumpseat unless specifically prohibited by the Captain.

1. FAA Aviation Safety Inspector
2. Horizon Air Check Pilot on official Company business
3. Secret Service Agents on official business
4. NTSB Inspectors performing official duties
5. DoD Commercial Air Carrier Evaluators
6. Horizon Air Pilots deadheading
7. Horizon Air Maintenance when monitoring systems or repairing an aircraft
8. Horizon Air Dispatchers and Flight Operations personnel maintaining qualifications
9. Other Horizon Air authorized personnel traveling on company business

### Space Available

The following personnel are authorized to occupy the jumpseat on a space available basis.

10. Horizon Air Pilots
11. Horizon Air Dispatchers
12. Horizon Air Mechanics
13. Other authorized Horizon Air personnel
14. Alaska Airlines Pilots and Dispatchers
15. OAL Pilots and licensed Dispatchers from CASS-participating airlines listed in JACS
16. FAA Air Traffic Controller
17. Other individuals specially authorized by the FAA (Form 8430-6)
18. Other personnel authorized by the Managing Director of Flight Operations

### Jumpseat Priority List Codes

FAA/Govt. Must-Ride Jumpseat:	J1
QX Positive space/must-ride:	Q4 for must-rides or T1
Authorized QX/AS personnel:	X1 for QX, X5A for AS

OAL authorized Pilots and Dispatchers	Z5
ATC Controller - Jumpseat only	Z7

**Priority List Remark Edits for the Flight Deck or Flight Attendant Jumpseat**

Eligible for flight deck jumpseat (1W)	JUMP(Priority #) e.g. JUMP5
Eligible for Horizon Air E175 cabin ACM seat (1X)	ACM(ACM Priority #) e.g. ACM1
Eligible for both 1W and 1X	JUMP(Priority #)/ACM(ACM Priority #) e.g. JUMP7/ACM7
Eligible for cabin seat only	No edit

**Gate Check-In - Horizon Air Pilots and Other Horizon Air Authorized Personnel**

Horizon Air Pilots, Dispatchers, and other authorized Horizon Air employees may choose to list in Fly and request the jumpseat on the same flight.

They shall list via FLY using their standard priority code (X1 or W5). They may be listed at the gate as an X1 when necessary.

**Note:** QX Pilot/Dispatcher Commuters with a W5 Priority Code, refer to "Horizon Pilot/Dispatcher Commuters" below.

If they also want to list for the jumpseat at the gate, they shall check in and be cleared in JACS no more than 1 hour prior, but no less than 30 minutes prior to scheduled departure time.

Exceptions to the time guidelines are acceptable when circumstances warrant, although they should never interfere with normal processing and boarding of a flight.

The jumpseat shall be cleared beginning at D-30. When the Pilot or Dispatcher's W5 or X1 listing is reached on the priority list, assign a cabin seat if available. If no cabin seat is available, assign the jumpseat using the X1 listing, based on the JUMP edit in the Priority List remarks.

Refer to the Jumpseat Priority List above or the STAR: QXJUMP to determine priority for the Jumpseat.

- Add JUMP followed by the applicable Jumpseat Priority Number as a Priority List Remark for each authorized individual. (e.g. "JUMP10" for a Horizon Air Pilot)
- If no cabin seats are available, seat the authorized individual in the jumpseat using the JUMP edit to determine who should be seated in the jumpseat.
- For example, an individual with the JUMP 10 edit shall be given the Jumpseat before an individual with a JUMP 11 edit.

Pilots, Dispatchers and other authorized employees may be bumped for a Must Ride jumpseat request.

Refer to [Section 5.500 - Non-Rev Space Available Check-in](#) if the individual eligible for the jumpseat is traveling with a minor age 12 and under.

### **Horizon Air Pilot/Dispatcher Commuters**

Horizon Air Pilots and Dispatchers that are part of the Registered Commuter Program may commute to/from their base location with the W5 Priority Code. They must list in FLY to receive the W5 priority, and only valid on Horizon Air flights.

They are eligible to list for the Jumpseat for the same flight. The gate agent shall add them to the Priority List with the X1 Priority Code and applicable JUMP Edit. Refer to the Jumpseat Priority List above.

Their name will appear on the Priority List twice. The W5 listing is for a cabin seat only. The X1 listing with the applicable JUMP Edit is for the Jumpseat to ensure it is cleared in the correct priority order.

**Note:** The jumpseat is assigned by seniority for space available requests.

### **New Hire QX Flight Attendant Flight Deck Jumpseat – Horizon Air E175 Aircraft Only**

Horizon Air Flight Attendants that are new hires have the option to ride in the flight deck jumpseat within 60 days of their graduation from training. This is a one-time opportunity and not valid on Airbus, 737, or SkyWest flights.

Horizon Flight Attendants shall list via Fly as Space Available/X1.

At the gate, the flight attendant will provide a letter to the gate agent from Inflight Training approving their access to the flight deck Jumpseat.

Activate the flight attendant to the Priority List with a X1 priority code and Jump 13 edit based on JACS response.

Upon receiving JACS approval, assign them to the jumpseat after all higher priority jumpseat requests.

### **Gate Check in – OAL Pilots and Other Authorized Personnel**

OAL pilots (including Alaska) shall list for the jumpseat at the gate beginning at 60 minutes prior to departure, but no later than 30 minutes prior to departure.

- A late request shall be accepted at the discretion of the agent, only when time and workload permits.

List the pilot using the appropriate Priority Code and Priority List Remark as previously stated in this section, and add the applicable JUMP Priority List Remark when applicable based on the JACS response.

OAL jumpseats shall be cleared by priority beginning at D-30, after all Horizon Air pilot and authorized employee jumpseat requests have been cleared.

Refer to [Section 5.500 - Non-Rev Space Available Check-in](#) if the individual eligible for the jumpseat is traveling with a minor age 12 and under.

### **Must-ride Reservations**

Flight deck jumpseat occupants who have contacted QX Crew Scheduling in advance will have a reservation for the flight deck jumpseat. Crew Scheduling Services will confirm the must-ride occupant into the flight deck jumpseat with the BB status code, and the occupant should be checked in after JACS verification.

If a must-ride jumpseat rider would like to book the flight deck jumpseat for future travel, the station agent shall contact QX Crew Scheduling on behalf of the rider, if time and workload permits.

If advance arrangements are not made, the flight deck jumpseat shall be assigned at the time of check-in after JACS verification.

**Note:** Crew Scheduling will book crewmembers with QXCREW in the last name field, and Horizon Dispatchers will be booked with just their legal last and first name.

### **Required Credentials for Flight Deck Jumpseat Access**

Personnel	Required Credentials
FAA Aviation Safety Inspectors	FAA Form 110A and Form 8430-13
NTSB Air Safety Inspectors/NTSB Board Members	NTSB ID Form 1660.2-1 or 1660.2-2, and NTSB Form 7000-5
DOD Commercial Air Carrier Evaluator	Form 110B  <b>Note:</b> DoD personnel without Form 110B must be issued Form 8430-6 and must have a seat available in the passenger cabin.
Horizon Air pilots, Dispatchers, licensed mechanics, other authorized Horizon Air employees, and Alaska Airlines Pilots and Dispatchers	QX employees: Valid Horizon Air ID badge with picture  AS employees: Valid Alaska Airlines ID badge with picture
Other Airline Pilots and licensed Dispatchers approved via JACS	Valid company ID, valid airman's certificate, passport, and current medical (if applicable).

	RAIC for Canadian air carrier pilots only.
Individuals specifically approved by the FAA in accordance with FAR 121.547	FAA form 8430-6 and government-issued photo ID
ATC Controllers	FAA form 3120-37 (Flight Deck Training Request) FAA form 3120-38 (Flight Deck Training Authorization) FAA form 3120-39 (Authorization to Flight Deck) and Department of Transportation (DOT)/FAA picture ID

### Captain's Authority for Flight Deck Jumpseat

Final authority for the flight deck jumpseat belongs to the Captain. The Captain may refuse an individual assigned to the flight deck jumpseat (other than FAA Inspectors, NTSB, Secret Service, and DOD evaluators) by sending them back to the gate. If the Captain refuses a flight deck jumpseat rider, no other flight deck jumpseat riders may be assigned to that jumpseat.

### International Flights – Flight Deck Jumpseat

Refer to [QX International Jumpseat and Crew Movement](#) for procedures.

### Charter Flights – Flight Deck Jumpseat

All flight deck Jumpseat requirements, policies, and procedures listed in this section apply for charter flights.

### Canadian OAL Pilot and Other Authorized Personnel Jumpseat Requests

Pilots from Canadian carriers (e.g. Air Canada, WestJet), shall present their valid Restricted Access ID Card (RAIC) in addition to the other forms of ID requested by JACS.

**Note:** The expiration date on the ID is in Year, Month, Day format.

The RAIC card is issued by Transport Canada.



### Jumpseat Boarding

Jumpseat requests assigned a cabin seat or the jumpseat shall board the aircraft during passenger boarding.

Individuals assigned the Flight Deck Jumpseat shall be assigned 1W. Individuals assigned the Flight Attendant ACM shall be assigned 1X.

All jumpseat riders shall be ON'd as they pass through the boarding door.

- Advise the jumpseat rider to have their boarding pass and identification available for the Flight Attendant upon boarding. This is not necessary if they are assigned a cabin seat.

Individuals assigned to the flight deck jumpseat shall board the aircraft at the end of passenger boarding.

- They shall present their boarding pass and company ID to the Flight Attendant who will direct them to the flight deck.
- If a cabin seat is available after the flight is cleared, the flight deck jumpseat rider may take a cabin seat.

**Exception:** QX Pilots or Flight Attendants performing a Line Check, may access the aircraft before minimum crew is onboard.

Section 5 - Check-In > 600 - Crewmember and Jumpseat Procedures

**AS Check Airman/Management Performing an Evaluation (Line Check) or Observation**

Revision date: 3/18/2020  
Supersedes date: 4/25/2018

**Controls**

[FAR 121.547](#), [121.548](#), [121.548a](#), [121.550](#)

[Ops Spec A048](#)

AOSSP 6.11 - Jumpseat Access

EFR

**Interfaces**

[FOM](#), [FAM](#), [CSM Vol. 4](#), [Section 4.300 - Final Passenger Count Verification](#)

**Applicable to flights operated with 737 and Airbus aircraft only**

AS Check Airman may perform evaluations on the assigned crew. Management Pilot (e.g. Fleet Captain, Director of Operations, etc.) may need to interact with and observe the crew to evaluate operational procedures.

Check Airman or Management Pilot is:

- Permitted to board the aircraft prior to the minimum crew being onboard in order to perform required FAA Evaluations or company observations.
- Will normally be listed as a "Must Ride" which verifies their status for 737 flights.
- Will be listed as EF (extra crewmember) when verifying the Crew List in CSA Mobile for Airbus flights. This may happen on some 737 flights, usually in the State of Alaska.

If they are not listed:

- Verbal confirmation of their position is acceptable

**Note:** If there are concerns about the Check Airman/Instructor status:

- Contact Flight Ops Training / Scheduling during business hours or Crew Scheduling 24/7:

For Airbus and 737 aircraft: 800-327-5241

- List the individual for the Flight Deck Jumpseat as J1Y (Must Ride Check Airman).

Prior to allowing the individual to board the aircraft, the agent shall:

- Verify the Alaska Airlines Crew / Employee ID.
- Complete appropriate JACS procedure.
- Scan the boarding pass to ON the individual.

### **AS Flight Attendant Jumpseat**

Revision date: 5/8/2023

Supersede date: 4/12/2023

#### **Interfaces**

[FOM, FAM, CSM Vol. 4, Section 4.300 - Final Passenger Count Verification](#)

**Applicable to flights operated with 737 and Airbus aircraft only.**

#### **General**

- Flight Attendant (F/A) jumpseat may be occupied by Alaska Airlines or Horizon Air F/As and other authorized Alaska Airlines or Horizon Air Inflight employees only, who remain current in F/A training.
- Deadheading Flight Attendants shall be seated in the cabin. They may be asked if they are willing to occupy the jumpseat, but they are not required to do so.

**Note:** Deadheading QX F/As shall not occupy the jumpseat.

**Note:** When traveling on Positive Space Company Business, QX F/A or QX Inflight personnel may elect to occupy the F/A Jumpseat if no other qualified AS or QX Inflight jumpseater wishes to travel.

- F/A may list for the jumpseat if a cabin seat may not be available on the same flight. The jumpseat is assigned in company seniority order when requested at least 30 minutes prior to departure and then first come, first served for requests 29 minutes or less prior to departure.
- F/A will list for flight as a non-revenue customer and check in for the flight at a kiosk or on the web.
- If the F/A also wants to list for the jumpseat at the gate, the F/A shall check in and be cleared in JACS no more than one hour prior, but no less than 30 minutes prior to scheduled departure time. Exceptions to the time guidelines are acceptable when circumstances warrant, although they should never interfere with normal processing and boarding of a flight.
- Add the F JUMP edit based on the JACS response.
- The jumpsesat shall be cleared beginning at D-30.

**Note:** In most cases, company seniority is dictated by the flight attendant's position on the priority list. For flight attendants listed as D8Y, check the

PNR for their company seniority to determine jumpseat priority.

For example, a flight attendant listed as E1Y with 1985 seniority would receive the jumpseat before a flight attendant listed as D8Y with 2012 seniority, even though the D8Y appears higher on the priority list.

- F/As requesting jumpseat must stand in line with customers (do not go behind podium to check in with CSA)
- Jumpseat shall be awarded by seniority (commuters do not have priority for the jumpseat, only a cabin seat).
- CSA will verify employment and jumpseat authorization through the Jumpseat Access Control System (JACS)
- Boarding pass will be issued when assigned the F/A Jumpseat:
  - 737 and Airbus aircraft have 2 available jumpseats: 1X and 2X
- Board with regular customers during passenger boarding.
- Flight attendant jumpseat rider seat assignments are ON'd as they pass thru the boarding door.
- Introduce self to Captain and show "A" F/A their crew ID and provide name and base.
- Jumpseating on international flights is permitted. Refer to [CSM Vol. 2, Section 23.100-AS International Jumpseat and Crew Movement](#).
- Flight Attendants from other airlines, with the exception of Horizon Air, are not authorized to ride in the cabin jumpseat to and from an international destination at any time.
- Individuals occupying the jumpseat shall not travel with a cabin animal, unless traveling with another adult.
- Jumpseating not permitted on charter flights.
- Crew Scheduling can utilize F/A jumpseat on freighter flights for positioning purposes only (freighter jumpseat cannot be occupied by non-revenue F/A).
- A Company-assigned individual, such as a loadmaster or supernumerary, can occupy F/A jumpseat on freighter flights.

Flight attendant jumpseat requests must check in no later than 30 minutes prior to departure.

- Any late request shall be accepted at the discretion of the Agent.

Refer to [Section 5.500 Non-rev Space Available Check-in](#) if the individual eligible for the jumpseat is traveling with a minor age 12 and under.

### **Flight Attendant Jumpseat Dress Code**

Personal appearance is to be in uniform or:

- Men – Pants, slacks, khakis, clean jeans. Shirt, sweater. Shoes must be close-toe and closed-heel.
- Women – Dress, skirt, pants, slacks, khakis, clean jeans, calf-length capris, shirt, blouse, sweater. Shoes must be closed-toe and closed-heel.
- Unacceptable attire: Clothing that is stained, frayed, soiled or tattered; shorts, short skirts (shorter than 3 inches above the knee, undergarment t-shirts, sweatshirts/shirts with offensive/inappropriate words, tank tops, halter tops, flip flops, bare feet.

### **Flight Attendant Jumpseat - Baggage**

Jumpseat riders who are assigned the Flight Attendant jumpseat may stow their carry-on baggage in the designated flight crew stowage location on board the aircraft, if space permits.

If flight crew baggage storage areas are full, jumpseat rider baggage must be gate-checked.

- Jumpseat riders who are deadheading, commuting, or traveling on company business may have their bags checked as "Crew" bags, or as Claim-at-Gate.
- Jumpseat riders traveling on pleasure are not eligible for Claim-at-Gate service, and must have their bags checked to baggage claim.

"Crew" bag tags are to be completed and attached to baggage by crew members and jumpseat riders only, and carried to the ramp by the crew member.

Skycaps may not check bags for jumpseat riders.

### **Flight Attendant Jumpseat - Flight Close Out**

Flight attendant jumpseat riders shall be automatically transmitted to Centralized Load Planning (CLP) upon flight close out in IMAGE.

- Total number of flight attendant jumpseat riders and their final destination will be included when the final passenger count is automatically transmitted to CLP.

**Note:** Through flight attendant jumpseat riders are allowed, and shall not be bumped for a higher seniority jumpseat rider at a through station.

A non-rev flight attendant may be rolled over to the next flight; however, the F JUMP edit code must be removed.

The flight attendant jumpseat priority will start over in seniority order 60 minutes prior to departure of the next flight.



Section 5 - Check-In > 600 - Crewmember and Jumpseat Procedures

**QX Cabin Additional Crew Member (ACM) Seat**

Revision date: 5/8/2023

Supersede date: 11/2/2022

**CEME: L2AA**

**Applicable to flights operated with Horizon Air E175 aircraft only.**

Only authorized Horizon Air or Alaska Airlines personnel may occupy the cabin Additional Crew Member (ACM) seat on Horizon Air E175 aircraft. Other airline personnel are not authorized to occupy this seat. This seat, located on the aft bulkhead of the cabin, is separate from the flight deck jumpseat in policies, procedures, and priority.

More than one cabin ACM may be approved for travel on one aircraft. The approval for multiple cabin ACMs will be given by the Customer Services Agent if seats are available in the cabin of the aircraft. JACS approval is required to be seated in the cabin ACM seat.

The ACM seat may be requested up until 30 minutes prior to departure. The ACM seat shall be assigned beginning at 30 minutes prior to departure. It is assigned in ACM priority (see Cabin ACM Seat Priority below) order when requested at least 30 minutes prior to departure and then first come, first served for requests 29 minutes or less prior to departure.

Individuals occupying the ACM shall not travel with a cabin animal unless traveling with another adult.

**Cabin ACM International Flights**

Refer to procedures in [CSM Vol. 2, Section 23.100 - QX International Jumpseat and Crew Movement](#).

**Authorized Personnel**

The following Horizon Air personnel are authorized to occupy the cabin ACM seat:

- Inflight Personnel (includes Flight Attendants, Directors, Managers, Supervisors, Specialists, Instructors, Trainers, Trainees, and employees qualified and current to perform the duties of a flight attendant)
- Pilots
- Mechanics
- Dispatchers

The following Alaska Airlines personnel are authorized to occupy the cabin ACM seat:

- Inflight Personnel (includes Flight Attendants and Inflight management employees qualified and current to perform the duties of a flight attendant)

**Note:** Deadheading AS F/As shall not occupy the jumpseat.

**Note:** When traveling on Positive Space Company Business, AS F/A or AS Inflight personnel may elect to occupy the F/A Jumpseat if no other qualified QX employee or AS Inflight jumpseater wishes to travel.

Refer to [Section 5.500 Non-rev Space Available Check-in](#) if the individual eligible for the jumpseat is traveling with a minor age 12 and under.

### Cabin ACM Seat Priority

The cabin ACM seat is assigned according to the following priority:

1. Horizon Air Flight Attendant trainees acquiring initial operating experience (IOE).
2. Horizon Air crewmembers deadheading to or from trip coverage or training.
3. Horizon Air Maintenance personnel traveling to or from repairing company aircraft.
4. Horizon Air Inflight personnel (includes Flight Attendants, directors, managers, supervisors, specialists, instructors, and trainers) traveling on company business.
5. Horizon Air Inflight personnel Registered Commuters.
6. Horizon Air Inflight personnel (includes Flight Attendants, directors, managers, supervisors, specialists, instructors, trainers, trainees, and employees qualified and current to perform the duties of a Flight Attendant) traveling for personal reasons.
7. Alaska Airlines Inflight personnel traveling for personal reasons (see note above for authorized personnel).
8. Horizon Air pilots, mechanics, and Dispatchers traveling for personal reasons. Assign the cabin ACM seat only if 1W is unavailable or already assigned.

**Note:** If multiple cabin ACMs have the same priority and there are less available seats than the number of cabin ACMs, priority will be determined by seniority, which will be based on date of hire with longer company employment having the higher priority.

Thru ACM seat riders are allowed, and shall not be bumped for a higher seniority rider at a thru station.

### Horizon Air Flight Attendant Commuters

Horizon Air Flight Attendants that are part of the Registered Commuter Program may commute to/from their base location with the W5 Priority Code. They must list in FLY to receive the W5 priority, and only valid on Horizon Air Flights.

The Flight Attendant's W5 listing may be used for either a seat in the passenger cabin or the Cabin ACM. Commuting Flight Attendants shall have priority for the Cabin ACM over other eligible personnel listed as an X1 or lower on the Priority List, regardless of Seniority, when the Cabin ACM is the only available seat on the flight.

**Note:** Horizon Flight Attendant Commuters shall not be added to the list as an X1 if they are taking the Cabin ACM.

Horizon Air can be penalized if the guidance in the contract is not followed.

The Commuting Flight Attendant shall be asked to take the Cabin ACM to prevent displacing a revenue customer or a space available non-rev that is not eligible for the Jumpseat or Cabin ACM.

Upon approval in JACS, update the Flight Attendant's W5 listing with the ACM 5 edit.

Refer to [CSM Vol. 2, Section 5.600 QX Flight Deck Jumpseat](#) for Horizon Air Pilot/Dispatcher Commuters.

**Note:** Transfers resulting in a change of Priority Code are not permitted (e.g., listed as W5 on QX operated flight wishing to be transferred to an AS operated flight as an X5).

The gate agent shall list the non-revenue traveler for the new flight.

### Cabin ACM Seat Dress Code

Personal appearance is to be in uniform or:

- Masculine – Pants, slacks, khakis, clean jeans, shirt, sweater. Shoes shall be closed-heel/toe.
- Feminine – Dress, skirt, pants, slacks, khakis, clean jeans, calf-length capris, shirt, blouse, sweater. Shoes shall be closed-heel/toe.
  - Unacceptable attire: Clothing that is stained, frayed, soiled or tattered; shorts, short skirts (shorter than 3 inches above the knee, undergarment t-shirts, sweatshirts/shirts with offensive/inappropriate words, tank tops, halter tops, flip flops, bare feet.

### **Cabin ACM Seat Reservations**

Crew Scheduling Services is authorized to book cabin jumpseats for Horizon Air E175 aircraft for Flight Attendant Trainees acquiring IOE or other authorized company personnel traveling on company business.

### **Check-in and Boarding**

See [Jumpseat Check-in](#) and [Jumpseat Boarding](#) in this section.

Section 5 - Check-In > 600 - Crewmember and Jumpseat Procedures

### **AS Flight Attendant Performing a Check-Ride or Observation**

Revision date: 1/18/2023

Supersede date: 4/25/2018

**Applicable to flights operated with 737 and Airbus aircraft only.**

AS Flight Attendant Observer or AS Inflight Management personnel may perform an observation (e.g. LOSA) or check-ride for the assigned flight crew.

The Flight Attendant Observer or AS Inflight Management personnel performing an observation, or a check-ride is:

- Booked on a confirmed business priority code with a pre-assigned seat and will identify themselves to the agent(s) working the flight.
- Allowed to board the aircraft prior to the minimum crew being onboard.
- Qualified as a working crewmember.

Prior to allowing the AS Flight Attendant Observer or AS Inflight Management personnel to board the aircraft, the agent shall:

- Verify the employee ID.
- Confirm their seat assignment on the flight.
- Scan the boarding pass to ON them before they access the aircraft.

**Note:** If the identity and flight assignment of the crewmember cannot be verified, the agent shall deny boarding to the crewmember and contact an LEO and TSOC at 703-563-3240 or 877-456-8722.

If the Flight Attendant Observer or AS Inflight Management personnel are seated in 6B or 6C, they shall be moved to another seat if a guest with a qualifying disability (e.g., traveling with a service dog or has fused/immobilized leg) has requested a bulkhead seat and there is space available in Premium Class. Refer to [CSM Vol. 2, 5.100 - Premium Class Check-in](#) for more information.

The agent shall coordinate with the Observer or Management personnel on accommodating them in a different seat on the flight. If other guests need to be moved to accommodate the Observer or Management personnel, they shall be provided applicable compensation from the Empower App.

#### **LOSA – Line Operation Safety Audit Observations Differences:**

The AS Flight Attendant Observer shall check-in at least 40 minutes prior to departure

If the Flight Attendant Observer is dismissed by the Flight Crew, they shall inform the agent, and the agent shall Un-ON the Flight Attendant Observer

- The Observer should confirm with the agent they were Un-ON'd

The Flight Attendant Observer may be in plain clothes or in uniform

Section 5 - Check-In > 600 - Crewmember and Jumpseat Procedures

### **QX Flight Attendant Performing a Check-Ride or Observation**

Supersede date:New

**Applicable to flights operated with Horizon Air E175 aircraft only.**

Horizon Air Flight Attendant Observer or Inflight Management personnel may perform an observation (e.g., LOSA) or check-ride for the assigned flight crew.

#### **LOSA (Line Operation Safety Audit) Observations**

The Flight Attendant Observer:

- Shall check-in at least 30 minutes prior to departure
- Is booked on a confirmed business priority code with a pre-assigned seat and will identify themselves to the agent(s) working the flight.
- Qualified as a working crewmember.
- Will be in plain clothes.

Prior to allowing the Flight Attendant Observer to board the aircraft, the agent shall:

- Verify the employee ID.
- Confirm their seat assignment on the flight.
- Scan the boarding pass to ON them before they access the aircraft. Minimum crew must be onboard the aircraft.

Note: If the identity and flight assignment of the crewmember cannot be verified, the agent shall deny boarding to the crewmember and contact an LEO and TSOC at 703-563-3240 or 877-456-8722.

If other guests need to be moved to accommodate the Flight Attendant Observer, they shall be provided applicable compensation from the Empower App.

If the Flight Attendant Observer is dismissed by the Flight Crew, they shall inform the agent, and the agent shall Un-ON the Flight Attendant Observer

- The Observer should confirm with the agent they were Un-ON'd

#### **Horizon Air Management Performing a Check Ride**

Horizon Inflight Management performing a check ride will be booked as a third Inflight Crewmember.

May board the aircraft early since they are considered part of the working crew and will occupy the ACM.

No Horizon Air Inflight or other authorized personnel shall occupy the ACM when a Check Ride is being performed.

Section 5 - Check-In > 600 - Crewmember and Jumpseat Procedures

**AS Flight Attendant Initial Operating Experience (IOE)**

Revision date: 10/27/2022  
Supersede date: 10/19/2022

**Applicable to flights operated by 737 and Airbus aircraft only.**

**IOE Bookings**

Qualifying Flight Attendant(s) (QFA) performing their Initial Operating Experience (IOE) will be listed in advance traveling as space available (E1Y or E5YA). Any additional F/A in training will be listed as Positive Space Non-Bumpable (B3).

**Check-in and ONing**

Use the following to check in a Qualifying Flight Attendant for their outbound and return travel at their origin station:

- Outbound flight:
  - Check-in QFA using Basic Check-in (F1/f1) or Non-Rev Check-in (F1/f4)
    - QFA traveling B3 will be assigned a cabin seat.
  - Any QFA listed as a E1Y/E5YA shall be seated in the Flight Attendant Jumpseat (1X/2X) after obtaining JACS approval from the JACS desktop application.
  - Add the Priority List Remark (F1/f6) "FJump IOE" to indicate the QFA is Jumpseat approved and traveling as a must ride IOE.

**Note:** If the Qualifying Flight Attendant is transferring from Horizon, enter Horizon Air as the Employee Airline and their Horizon ID number in JACS. If approved, seat them in the F/A Jumpseat.  
  
If JACS returns a not approved response, upon review of the [Authorization Letter](#), seat them in the F/A Jumpseat

- Return flight:
  - Check-in QFA using Basic Check-in (F1/f1) or Non-Rev Check-in (F1/f4) for their return trip.
    - QFA traveling B3 will be assigned a cabin seat.

- Obtain JACS approval for any QFA listed as a E1Y/E5YA.
- Add the Priority List Remark (F1/f6) "FJump IOE" to indicate the QFA is Jumpseat approved and traveling as a must ride IOE.
  - Note: the return station will need to seat the QFA in the Flight Attendant Jumpseat (1X/2X)

If the Qualifying Flight Attendant cannot be found in JACS, the Supervisor/Check Flight Attendant accompanying them will present you with an [Authorization Letter](#) that allows them to occupy the F/A Jumpseat. When using the [Authorization Letter](#) for Jumpseat access, IMAGE must be used to seat them in the F/A Jumpseat.

**Note:** The Qualifying Flight Attendant shall be assigned to the non-required Jumpseats (1X and/or 2X) even if there are open seats in the cabin.

If there are additional IOE Flight Attendants, they may be seated in the coach cabin and are listed Positive Space Non-Bumpable (B3).

ON the Qualifying Flight Attendant(s) seated in the F/A Jumpseat and passenger cabin seat(s).

Section 5 - Check-In > 600 - Crewmember and Jumpseat Procedures

### **QX Flight Attendant Initial Operating Experience (IOE)**

Revision date: 5/8/2023  
Supersede date: 6/10/2020

**Applicable to flights operated with Horizon Air E175 aircraft only.**

#### **Horizon Air IOE Overview**

Inflight Training is responsible for making the trip pairings for the Flight Attendant trainees.

Only one Flight Attendant trainee for Flight Attendant Initial Operating Experience (IOE) on Horizon Air E175 aircraft.

The Flight Attendant Trainee will appear with the working crew as the third Flight Attendant. Their name will appear (e.g. John Smith) with the names of the other crewmembers working the flight. There are only two working Flight Attendants when there is not an IOE.

JACS verification is not required. Their ID and flight assignment shall be verified just like the rest of the crew using current crewmember verification procedures.

#### **IOE Day of Departure**

Use the Crew Listing in the Boarding Agent or Control Agent App in CSA Mobile to determine if there is an IOE (third Flight Attendant) on your flight. This shall be done when completing your pre-flight tasks for every flight.

When a third Flight Attendant is listed with the rest of the crew, that is your indication an IOE will be on your flight.

- The IOE shall be seated in the Additional Crewmember Seat / Flight Attendant Jumpseat (ACM).
- No Horizon Air or other authorized personnel shall occupy the ACM when there is an IOE.

The IOE is working crew and shall not be included in the total Souls Onboard Count.

**Note:** Other approved methods used to verify crew flight assignment may also be used to determine if an IOE is on your flight.

When there is an IOE, the FA ACM (1X) will appear as available in IMAGE/Sabre and in CSA Mobile. Do not add or assign the IOE to seat 1X.

#### **Connections and Through Flights**

The IOE and Flight Attendant Trainer cannot leave the aircraft while it is on the ground in order to complete required training. Therefore, Operations shall notify the control or boarding agent for the outbound flight there is an IOE onboard so the IOE and Trainer are ON'd for the flight.

### **Flight Attendant ACM is INOP**

If the Flight Attendant ACM is INOP and there is an IOE, they will occupy a cabin seat.

The crew may advise on the inbound call the IOE is occupying a blocked cabin seat.

The MCO shall:

- Apply an N Block seat or 21B on the E175 for the IOE to occupy.
- Notify the impacted station(s) the Flight Attendant ACM is INOP and the IOE will be occupying a cabin seat.

Stations shall not add, assign, or ON the IOE if they are occupying a cabin seat.

Follow denied boarding procedures if a customer is displaced by the IOE taking a seat in the cabin, if necessary.

If the applicable seat is not blocked on the seat map for the IOE:

- Apply an N Block the seat for the IOE.
- Notify the MCO so they are aware, and can block the applicable seat for downline segments.
- Follow denied boarding procedures if a customer will be displaced due to the IOE taking a seat in the cabin, if necessary.

The IOE is working crew and shall not be included in the total Souls Onboard count when occupying a cabin seat.

Section 5 - Check-In > 600 - Crewmember and Jumpseat Procedures

**AS/QX OAL Flight Attendant Reciprocal Cabin Seat Agreement**

Revision date: 3/12/2020

Supersede date: 12/11/2018

**Applicable to Alaska Airlines Only.**

Flight Attendants of participating carriers may standby for space available travel with no service charge in the Coach Cabin only with no service charge.

A list of participating carriers can be found on the AOCS Customer Service Agent webpage or the CSA-PSA Panel. Open the More Links tab, and select [AS FA Cabin Seat Agreements](#) to view the most current list.

If an OAL Cabin Seat Agreement can't be verified for any reason (e.g. outage), the OAL FA shall not travel.

**Note:** It is not necessary to verify these flight attendants in JACS as they are not requesting jumpseat access.

Check-in for this agreement shall be with any agent at the ticket counter or gate. Follow applicable check-in and baggage acceptance cut-off times.

- Flight Attendants from eligible airlines requesting a cabin seat shall present a valid airline ID displaying the word "CREW."
- Upon verification of the flight attendants' airline "CREW" ID activate on the priority list using the passcode K2Y in Airport IMAGE. The K2Y passcode will appear on the priority list following any "J" passcodes.

**Note:** Only Alaska Airlines and Horizon Air flight attendants and AS/QX Inflight management may occupy the flight attendant jumpseat.

- The flight attendant must pay applicable taxes and fees at the departure station's ticket counter prior to being allowed to board.

**Applicable to Horizon Air Only.**

The Horizon Air Inflight group has entered into reciprocal agreements to allow free travel on Horizon Air flights to their Flight Attendants on a space-available basis for business or pleasure.

A list of participating carriers can be found on the AOCS Customer Service Agent webpage or the CSA-PSA Panel. Open the More Links tab, and select [QX FA Cabin Seat Agreements](#) to view the most current list.

If an OAL Cabin Seat Agreement can't be verified for any reason (e.g. outage), the OAL FA shall not travel.

**Note:** It is not necessary to verify these flight attendants in JACS as they are not requesting jumpseat access.

Check-in for this agreement shall be with any agent at the ticket counter or gate. Follow applicable check-in and baggage acceptance cut-off times.

- Flight Attendants from eligible airlines requesting a cabin seat shall present a valid airline ID displaying the word "CREW."
- Upon verification of the flight attendants' airline "CREW" ID activate on the priority list using the passcode K2Y in Airport IMAGE. The K2Y passcode will appear on the priority list following any "J" passcodes.

**Note:** Only Horizon Air and Alaska Airlines flight attendants and QX/AS Inflight management may occupy the flight attendant jumpseat.

- The flight attendant must pay applicable taxes and fees at the departure station's ticket counter prior to being allowed to board.

**Note:** Access [SkyWestconnex](#) to access the procedures and list of SkyWest FA Cabin Seat Agreements.

### Section 5 - Check-In > 600 - Crewmember and Jumpseat Procedures

#### Working Crewmember Baggage

Revision date: 6/21/2023  
Supersede date: 4/25/2018

Pilots and Flight Attendants may check baggage for their assigned flight provided they are in uniform and properly identified (e.g. valid company ID).

Rules governing acceptance of passenger baggage also apply to baggage checked by working flight crewmembers.

No special tagging or loading/unloading shall be provided, and baggage shall be picked up at the baggage claim area at the destination.

Checking baggage for working crew:

- Create a listing for the flight the crewmember is working.
- After issuing the tag, remove the crewmember's name from the Priority List

**Note:** Notify the gate to remove the crewmember from the Priority List.

**Note:** If the crewmember listed ahead of time, use that listing for checking their bag.

**Note:** Due to [Positive Passenger Bag Match \(PPBM\)](#) requirements on international flights, this procedure applies to domestic flights only.

Crewmembers deadheading or jumpseating wishing to check baggage, issue bag tags using their deadhead or jumpseat listing.

**Note:** Refer to [Accommodating Carry-On Bags](#) who qualifies for Claim at Gate tag use

Section 5 - Check-In > 600 - Crewmember and Jumpseat Procedures

**AS Kenmore Air Pilot Cabin Seat Agreement**

Revision date: 4/25/2018  
Supersede: 12/9/2015

**Applicable to flights operated with 737 and Airbus aircraft only.**

Pilots from Kenmore Air (M5) may standby for space available travel with no service charge in the Coach Cabin only.

Kenmore Air pilots are not authorized to jumpseat. Do not verify in JACS as they are not requesting jumpseat access.

Pilots shall comply with Alaska's non-revenue travel dress codes standards, and aren't required to be in uniform.

Check-in for this agreement shall be with any agent at the ticket counter or gate. Follow applicable check-in and baggage acceptance cut-off times.

- Kenmore Air Pilots requesting a cabin seat shall present a valid airline ID displaying the word "CREW."
- Upon verification of the pilot's airline "CREW" ID activate on the priority list using the passcode K2Y.
- The pilot must pay applicable international taxes and fees at the departure station's ticket counter prior to being allowed to board.

**Note:** This agreement does not apply to flights operated by Horizon Air, SkyWest, and other codeshare partners.

## **700 - Self-Service Check-In**

Section 5 - Check-In > 700 - Self-Service Check-In

### **Self-Service Check-In Overview**

Revision date: 6/29/2020  
Supersede date: 4/25/2018

**Controls:**

[14 CFR Part 382 \(Air Carrier Access Act\)](#)

[Canadian Transportation Agency: Accessible Transportation for Persons with Disabilities](#)

#### **Self Service Check-In**

Guests may elect check in online at [alaskaair.com](#) prior to arrival at the airport, or at the airport with a self-service kiosk. Guests may use any of the following methods for check-in:

- Confirmation code
- Electronic Ticket Number
- Mileage Plan Number (If mileage plan number is present in the PNR)
- Credit Card Number
- Passport (kiosk only- will retrieve reservation only; will not add APIS information)

Non-Revenue customers must use their Confirmation Code when checking in online.

**Note:** If a guest with a disability is unable to complete check-in on the kiosk, they may advance to the front of the line for check-in with an agent.

Section 5 - Check-In > 700 - Self-Service Check-In

### Self-Tag Express

Revision date: 9/7/2022  
Supersede date: 8/4/2020

#### Controls

AOSSP – ASAA 12-01 Passenger Application of Checked Baggage Destination Tags

AOSSP – ASAA 12-06 Off-Airport Printing and Application of Checked Baggage Destination Tags

Self-Tag Express™ allows customers to print their own bag tags when checking in using a Kiosk or during Web Check-in.

Once printed, customers attach their bag tags prior to presenting to an agent for activation and acceptance.

#### Designated Agent Roles for Self-Tag Express Stations with CSA Mobile Device

Alaska Concierge:	Kiosk Concierge:	Gate Keeper Concierge:
<p><b>Alaska Concierge:</b></p> <ul style="list-style-type: none"> <li>• Welcomes guests upon arrival in the lobby.</li> <li>• Assists and directs guests to the next service point.</li> <li>• Directs “unqualified” guests to the Full-Service line, including: <ul style="list-style-type: none"> <li>– Guests checking firearms</li> <li>– Guests traveling internationally connecting on other carriers</li> <li>– Guests paying with cash</li> <li>– Guests traveling with pets (AVIH)</li> <li>– Unaccompanied Minors</li> <li>– Armed Law Enforcement Officers</li> </ul> </li> <li>• Assists with stocking of the Re-Pack station and Kiosk area (Baggage ID tags, car seat bags, etc.).</li> </ul>	<p><b>Kiosk Concierge:</b></p> <ul style="list-style-type: none"> <li>• Assists guests with the Kiosk.</li> <li>• Ensure items the guests wants to check are tagged.</li> <li>• Ensures guests have a current Baggage ID tag or other form of identification on the checked item(s).</li> <li>• Provides Self-Tag Online holders to customers who printed their bag tags at home.</li> <li>• Instructs/assists guests with packaging car seats/strollers.</li> <li>• Ensure guests have their ID out and available when checking in with Gate Keeper.</li> <li>• Directs “qualified” guests to the Gate Keeper.</li> <li>• Ensures Kiosks are functioning properly and</li> </ul>	<p><b>Gate Keeper Concierge:</b></p> <ul style="list-style-type: none"> <li>• Ensures guests has ID out and available.</li> <li>• Verify bag tags are attached to checked item(s).</li> <li>• Verifies a Baggage ID tag or some form of ID is attached to checked item(s).</li> <li>• Directs any unqualified guests to the Re-pack station or Other/Full-Service line.</li> <li>• Ensures guests have strollers/car seats pre-packed.</li> <li>• Directs guests to Bag Drop Acceptance Agent or Post Drop Agent depending on individual situation.</li> </ul>

	<p>maintains bag tag/boarding pass stock.</p> <ul style="list-style-type: none"><li>• Stocks the re-pack station, tag holders, and Kiosk area(s).</li><li>• Checks kiosk credit card slots for skimmers and other potential security risks. If any such risks are found, kiosk concierges should shut down that specific kiosk and contact their manager immediately.</li></ul>	
<b>Bag Drop Acceptance Agent:</b> <ul style="list-style-type: none"><li>• Scans bag tag using CSA Mobile Bag Scan App.</li><li>• Directs guests with additional questions/needs to Post Bag Drop Agent.</li></ul>	<b>Post Bag Drop Agent processes:</b> <ul style="list-style-type: none"><li>• Overweight baggage fees</li><li>• Seat changes</li><li>• Paid/mileage upgrades or adding the customer to the upgrade standby list</li><li>• International passenger with travel on Alaska flights only</li><li>• Guests traveling with pets (PETC only)</li><li>• Assists with wheelchair documentation/edits</li><li>• Ski boot/helmet waivers</li></ul>	

#### **Self Tag Kiosk Check-In**

The kiosk self tag check-in system allows customers to retrieve their boarding pass and print bag tags from a self-service kiosk.

The following customers/SSRs are not eligible to use self tag kiosk check-in:

- Firearm in checked baggage

Bag tags generated from a self-service kiosk will have a blue stripe on the edges of the tag for identification purposes.

To prevent the use of any unused printed bag tags produced at self-service kiosks, the agent shall:

1. Remove bag tag(s) in IMAGE.
2. Destroy the bag tag(s).

### **Baggage Drop – CSA Mobile Device**

Self Tag bag tags must be scanned and accepted using the CSA Mobile device. The Bag Drop Acceptance Agent shall follow procedures found in the [Bag Scan App](#).

**Note:** Guests are limited to checking five (5) bags or less each at the kiosk, or ten (10) bags or less on the web.

If a single guest needs to check more than these allowances, the agent shall first activate any bags previously checked at the kiosk, then generate and charge for any additional bags.

Bag tags generated by an agent are automatically activated.

### **Baggage Drop – Guest Verification in Stations without the CSA Mobile Device**

Prior to activating a Self Tag bag tag, the agent shall verify:

1. The guest's photo ID.
2. The name on the boarding pass matches the name on the bag tag.
3. The date on the boarding pass and bag tag matches the date of travel.
4. The number of bag tags presented by the guest matches the number of bag tags printed on the boarding pass.

If any of the above guest information does not match, the agent shall complete the following steps:

1. Consult with the guest to determine what information does not match (i.e., photo ID, boarding pass name, bag tag information, and/or number of bag tags).
2. Resolve any of the discrepancies and accept the checked baggage.
  - Account for any unused bag tags that may have been accidentally printed by the guest.
  - Process checked baggage charges refunds when applicable.
3. If unable to resolve discrepancies, reject the checked baggage and contact a GSC.

### **Removing Bag Tags - All Stations**

In the event a guest prints more bag tags than bags to check or unattended bag tags are found at a Kiosk, destroy the tags, and remove from the customer's PNR. To remove tags from the PNR:

1. Proceed to Shift F1/f12 - Check In/Bag Tags.
2. Remove Bag Tags.
3. Type guest's Flight Number, Last Name, and Bag Tag Number to Remove.
4. Process checked baggage charges refunds when applicable.
5. Destroy bag tags.

Do not hold or store any checked baggage with inactive tags.

### **Bag Scan Application Outage**

In the case of a system outage of the Bag Scan application, issue bag tags using IMAGE. Any inactive bag tags shall be canceled and destroyed.

Section 5 - Check-In > 700 - Self-Service Check-In

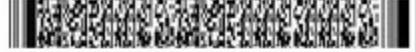
### Exchange Documents

Revision date: 3/27/2012  
Supersede date: 04/19/2011

There are times when the kiosk or web is not able to issue a boarding pass due to additional, required action needed by the agent.

The guest will receive an exchange document.

	<b>SCHULTZ/Margaret</b> MVP Gold ***4587 Boardroom Departure Time & Gate May Change. Check Airport Monitors <b>SEE AGENT FOR SEAT/WCHR</b>						
	Gate	Flight	From	To	Boards	Departs	
[Redacted]	4149 Y	Buffalo Operated by American Eagle	Chicago O'Hare	10:10 AM	10:40 AM 06Feb09	[Redacted]	
[Redacted]	23 Y	Chicago O'Hare	Seattle	3:30 PM	3:30 PM	[Redacted]	
Ticket #0272578549136 Conf Code: RJDURY						SEAXXITMTP2C10	2 Bags SSSS

	<b>SCHULTZ/Margaret</b> Departure time & gate may change. Check airport monitors. <b>AIRPORT SERVICE DOCUMENT/XBAGS</b>						
	Gate	Flight	From	To	Boards	Departs	
[Redacted]	259	<b>*NOT VALID FOR SECURITY*</b>				[Redacted]	
Bag fees apply. Please present a form of payment and this document to a Customer Service Agent. ATTN AGT: Collect bag fees.							
Ticket #0272578549136 Conf Code: RJDURY						2 Bags	

## Customer Service Manual

**SCHULTZ/Margaret**  
Departure time & gate may change. Check airport monitors.  
**ADDED TO STANDBY LIST/NON-REV**

Gate	Flight	From	To	Boards	Departs	Seat
B3	3510 v	Portland	Seattle	7:20 AM	7:50 AM 06Feb09	<input type="text"/>
Ticket #	Conf Code: RJDURY				2 Bags	

*Alaska Airlines / Horizon Air.*

The reason for the exchange document is displayed below the guest's name. These documents require the agent to research the response and complete additional steps (e.g. call for wheelchair assistance and document the guest's record) prior to issuing a valid boarding pass.

Section 5 - Check-In > 700 - Self-Service Check-In

### Kiosk Maintenance

Revision date: 4/25/2018  
Supersede date: 9/19/2016

Agents shall refill kiosk boarding pass paper in a timely manner.

Alerts to assist in identifying a kiosk that is out of paper:

- The kiosk background screen changes to a yellow "Closed" screen.
- An automated "paper out/low" reminder prints every hour to the station's TTY printer.

A [Kiosk Maintenance quick reference guide](#) for changing boarding pass paper is available in eTools.

Boarding pass stock (ARCTIC 2-2800) can be ordered through Workflow One.

If a kiosk is not working properly, place a "Temporarily Closed" sign on the kiosk and notify the IT Help Desk immediately.

### Section 5 - Check-In > 700 - Self-Service Check-In

#### Mobile Boarding Pass

Revision date: 4/25/2018  
Supersede date: 3/28/2014

All web-enabled mobile devices (including iPhone and Android phones) are eligible for mobile check-in.

- Guest can check in 1-24 hours prior to flight departure.
- Travel must be solely on Alaska Airlines flights 001-999, 1000-1999, 2000-2999, and 3450-3499.

**Note:** Extreme care should be given when holding or touching a customer's web-enabled mobile device.

- Upon successful check-in, the customer will receive a bar code for each traveler as part of their mobile boarding pass.
  - If the local TSA cannot scan mobile boarding passes, customers will not receive a bar code on their mobile boarding pass.
  - Guests will receive a response to check in at a Kiosk or see an agent for a paper boarding pass.
  - Provide a paper boarding pass to guests when necessary.

#### At Check-In/Bag Drop

- Scan the bar-code on the guest's mobile boarding pass.
- Issue bag tags, collect fees (if applicable) and complete check-in as normal.

#### At the Security Check-Point

- TSA will scan the mobile boarding pass with a handheld scanner.
- If the barcode does not scan or is invalid, TSA will provide an Alaska Airlines laminated instruction card to the guest.
- Instruction card advises the guest to see an agent to receive a paper boarding pass.
- After providing the guest with a paper boarding pass, remind them to return to the front of the security line or enter through the Express Lane (if available).

#### At the Boarding Door

- Scan the bar code on the guest's mobile boarding pass.
- Verify the response in OnBoard Manager.

- Verbally confirm the name in OnBoard Manager is the guest boarding.
- Either select or have the guest press the right arrow on the app to display additional bar codes, if necessary.
  - The bar code of each traveler must be scanned
- If the mobile boarding pass does not scan, manually enter the seat assignment found on the mobile boarding pass.
- If the OnBoard Manager name response is not the guest boarding, refer the guest to the agent controlling the flight to have the correct boarding pass printed.

## **800 - CSA Mobile Device**

Section 5 - Check-In > 800 - CSA Mobile Device

### **CSA Mobile Device Overview**

Revision date: 7/12/2023  
Supersede date: 8/7/2020

#### **Control:**

##### [Information Security and Technology Policies](#)

The CSA Mobile Device paired with the MPOS (Mobile Point of Sale) are one tool used to assist with relational service by creating a culture of hospitality from every touch point.

Agents can provide best in class service uninhibited by a podium, hands free carrying and quick stowage, to provide seamless customer service from anywhere.

- Agents assist guests where they encounter them
- Service at greeting point
- Collaboration between CSAs, other workgroups, and guests
- Better engagement with guests' questions

Screensaver and Home Screen shall remain with Alaska branding; this is a guest-facing device and identifies it as a company-issued.

The CSA Mobile Device is a tool required to do the CSA job. Agents shall bring and use their CSA Mobile Device during each and every shift worked.

Customizing the outside of the iPad is not permitted (e.g.,stickers, custom case, etc.).

Agents have a responsibility to secure and protect company data from threats and performance issues. No electronic modification or resetting of the basic security protocol is permitted.

Customizing the CSA Mobile device is permitted for any unrestricted function such as pictures, music, calendar applications etc.

The required minimum battery charge status to begin a shift is 80%.

Daily update of manuals and apps while on shift is required.

There are 10GB (gigabytes) of free space available on the iPad hard drive for agent personal use. Performance degrades significantly when the flash drive gets close to full usage.

#### **Cellular Data**

Agents should only use cellular data for work-related functions unless company Wi-Fi (AGMobile) is installed and approved for use in certain locations due to poor cellular data connectivity. Any personal use, whether at home or at work, must be done using WiFi. Refer to [iPad Wi-Fi Instructions](#) as needed.

Agents may monitor their data usage and reset statistics (data usage counter) for their company-issued device on the 26th of each month. This date aligns with the company cellular data plan billing cycle. Refer to [iPad Reset Statistics instructions](#) as needed.

International roaming is strictly prohibited.

Any company issued mobile device inactive on a cellular data connection for 30 days or more becomes eligible for deactivation.

If a device is deactivated, contact the ITS Service Desk (1-877-238-1077 and select option 4). Under certain circumstances, a device may not be reactivated easily and will require replacement. In these scenarios, a loaner device will be issued to the employee until a replacement device is issued.

### Email

- Access to Outlook on authorized iPad is permitted using the desktop client, web access and iPad app
- Access from the AAG network to a personal email account including but not limited to Hotmail, Gmail, and Comcast email is expressly forbidden. When necessary for business purposes, exceptions for individual users may be granted with the approval of their director and IT.
- Agents may not use AAG internet or resources to download entertainment software, games, or play games over the Internet.
- Unless it is for a specific business purpose, users will not enter Internet Chat rooms while on company network.

### Social Media

Personal use of company issued mobile device is permissible if usage does not interfere with job performance, does not deny other users access to the system resources, does not incur additional costs and is not otherwise excessive, or inappropriate.

- Agents have a responsibility to protect the brand, reputation and assets of the company, regardless of interaction method or location. Whether using social media technologies from the company network, home or any other network location as set forth in this policy.
- Users will not presume to speak on behalf of AAG without pre-approval by Corporate Communications.

More information can be found in the [Information Security and Technology Policies](#).

### Photos

Photos may be taken using the iPad and agents are encouraged to post them via #iamalaska tag board. This is to share excitement about the company and the future we can build together. Use good judgment. Stay away from derogatory comments about others, including competitors. For proprietary or confidential matters, do not talk about it on social media under any circumstances.

### **Lost/Stolen Device**

Any lost/stolen company-issued mobile device must be reported immediately by contacting the ITS Service Desk (1-877-238-1077 option 4), local leadership, and provide the following information:

- Employee name
- Peoplesoft number
- Station
- Any other information regarding the circumstances of how the device was lost/stolen

If CSA Mobile Device is:	Action			
Not Recoverable	<ul style="list-style-type: none"><li>• Device is immediately wiped remotely.</li><li>• Station Leadership will follow-up regarding the lost/stolen device</li></ul>			
Misplaced	<ul style="list-style-type: none"><li>• Device is locked remotely.</li><li>• Station Leadership will follow up regarding lost/stolen device.</li></ul>			
	<table border="1"><tr><td>If found within 24 hrs:</td><td>Not found within 24 hrs:</td></tr><tr><td><ul style="list-style-type: none"><li>• Call the ITS Service Desk to unlock device.</li></ul></td><td><ul style="list-style-type: none"><li>• Refer to "Not Recoverable" Action</li></ul></td></tr></table>	If found within 24 hrs:	Not found within 24 hrs:	<ul style="list-style-type: none"><li>• Call the ITS Service Desk to unlock device.</li></ul>
If found within 24 hrs:	Not found within 24 hrs:			
<ul style="list-style-type: none"><li>• Call the ITS Service Desk to unlock device.</li></ul>	<ul style="list-style-type: none"><li>• Refer to "Not Recoverable" Action</li></ul>			
Stolen	<ul style="list-style-type: none"><li>• A police report must be obtained if a device is reported as stolen.</li><li>• Stolen devices with a submitted police report will not be subject to progressive discipline.</li></ul>			

Regardless of location, company equipment and software remains the exclusive property of AAG and is intended for employees and authorized contractor use only. No other party is authorized to use the equipment under any circumstances. Equipment and software may not be transferred, given, or loaned to any other individuals, organization or entity without authorization from IT. It is the employee's responsibility to prevent unauthorized access to company equipment.

Modifications are subject to the Mobile Device policy and the ITS Policy Portal available from the [Information Security and Technology Policies](#)

### **Lost Device Penalty**

Time Frame	Penalty

First device within 12-month period	Oral Warning
Second device within 12-month period	Written Warning
Third device within 12-month period	Suspension
Fourth device within 12-month period	Discharge

### Transfer

When a CSA/PSA is transferring to another station/airport location, the agent shall bring their CSA Mobile Device to their new designated airport location. If transferring to a location where they are no longer performing the job duties of a CSA/PSA, station leadership shall collect the device and contact the ITS Service Desk for a return kit.

### Replacement Devices

Advise local station leadership, contact the ITS Service Desk at 1-877-238-1077 option 4 and provide the following information:

- IMEI number of the device being replaced (found on the back of the device)
- Employee's Peoplesoft number
- Station address
- Reason for replacement

**Note:** Damaged/unused devices shall not be returned via Comail or COMAT.

### Replacement Accessories

Contact the ITS Service Desk at 1-877-238-1077 option 4 or visit a [SpotOn](#) location for replacement accessories.

Section 5 - Check-In > 800 - CSA Mobile Device

### Shared CSA Mobile Device Overview

Revision date: 7/12/2023  
Supersede date: 8/7/2020

#### Control:

##### [Information Security and Technology Policies](#)

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Agents can provide best in class service uninhibited by a podium, hands free carrying and quick stowage, to provide seamless customer service from anywhere.

- Agents assist guests where they encounter them
- Service at greeting point
- Collaboration between CSAs, other workgroups, and customers
- Better engagement with customer questions

Screensaver and Home Screen shall remain with Alaska branding; this is a customer-facing device and identifies it as a company-issued.

The CSA Mobile Device is a tool required to do the CSA job. Agents shall check out and check in a CSA Mobile Device during each and every shift worked. In the event the device is taken home, it must be immediately returned to the station.

Customizing the outside of the iPad is not permitted (e.g. stickers, custom case, etc.).

Agents have a responsibility to secure and protect company data from threats and performance issues. No electronic modification or resetting of the basic security protocol is permitted.

Required minimum battery charge status to begin a shift is 80%.

Daily update of manuals and apps is required.

### Cellular Data

Agents should only use cellular data for work-related functions unless company Wi-Fi (AGMobile) is installed and approved for use in certain locations due to poor cellular data connectivity. Any personal use, whether at home or at work, must be done using WiFi. Refer to iPad Wi-Fi Instructions as needed.

Stations may monitor the data usage and reset statistics (data usage counter) for their company-issued device on the 26th of each month. This date aligns with the company cellular data plan billing cycle. Refer to [iPad Reset Statistics instructions](#) as needed.

If a device becomes inactivated, contact the ITS Service Desk (1-877-238-1077 and select option 4). Under certain circumstances, a device may not be reactivated easily and will require replacement.

## Email

- Access to Outlook on authorized iPad is permitted using the desktop client, web access and iPad app.
- Access from the AAG network to a personal email account including but not limited to Hotmail, Gmail, and Comcast email is expressly forbidden. When necessary for business purposes, exceptions for individual's users may be granted with the approval of their director and IT.
- Agents may not use AAG internet or resources to download entertainment software, games, or play games over the Internet.
- Unless it is for a specific business purpose, users will not enter Internet Chat rooms while on company network.

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Personal use of company issued mobile device is permissible as long as the usage does not interfere with job performance, does not deny other users access to the system resources, does not incur additional costs and is not otherwise excessive, or inappropriate.

- Agents have a responsibility to protect the brand, reputation and assets of the company, regardless of interaction method or location. Whether using social media technologies from the company network or any other location the items set forth in this policy.
- Users will not presume to speak on behalf of AAG without pre-approval by Corporate Communications.

More information can be found in the Mobile Device policy and the IT Security Policy available from the [Information Security and Technology Policies](#).

## Photos

Photos may be taken using the iPad and agents are encouraged to post them via #iamalaska tag board. This is to share excitement about the company and the future we can build together. Use good judgment. Stay away from derogatory comments about others, including competitors. For proprietary or confidential matters, do not talk about it on social media under any circumstances.

## Lost/Stolen Device

Each agent is responsible for the security of a device, and it should never be left unattended. Any lost/stolen company issued mobile device must be reported immediately by contacting the ITS Service Desk at 1-877-238-1077 option 4 and local leadership. Provide the following information:

- Station
- Any other information regarding the circumstances of how the device was lost/stolen.

**Note:** A police report must be obtained if a device is reported as stolen.

For security reasons, if the device is lost or stolen while in an agents' possession, the user must reset their password.

Regardless of location, company equipment and software remain the exclusive property of AAG and is intended for employees and authorized contractor use only. No other party is authorized to use the equipment under any circumstances. Equipment and software may not be transferred, given or loaned to any other individuals, organization or entity without authorization from IT. It is the employee's responsibility to prevent unauthorized access to company equipment.

Modifications are subject to the Mobile Device policy and the IT Security Policy available from the [Information Security and Technology Policies](#).

### Replacement Devices

Advise local station leadership, contact the ITS Service Desk at 1-877-238-1077 option 4 and provide the following information:

- IMEI number of the device being replaced (found on the back of the device)
- Station address
- Reason for replacement

**Note:** Broken/unused devices shall not be returned via Comail or COMAT.

### Replacement Accessories

Contact the ITS Service Desk at 1-877-238-1077 option 4 or visit a [SpotOn](#) location for replacement accessories.

### Replacement Stands

Contact the ITS Service Desk (1-877-238-1077 option 4) or submit a Service Request for a replacement stand.

Section 5 - Check-In > 800 - CSA Mobile Device

### **CSA Mobile Device Stands**

Revision date: 8/7/2020  
Supersede date: New

**Control:**

[\*\*Information Security and Technology Policies\*\*](#)

The desktop stand was custom made to hold an agents CSA Mobile device allowing them to be hands free while helping a guest. The stand's base diameter is small enough to fit on most surfaces while still being sturdy and portable. In addition, the stand can be adjusted multiple ways for better viewing.

For the security of the CSA Mobile device, it shall not be left unattended while affixed to the stand.

More information about the [desktop stand](#) can be found on the [CSA Mobile site](#).

### **Transporting Stands**

In stations where a stand is to be brought out to a gate for use each day, a mobile gate bag is recommended for transport.

### **Replacement Stands**

Contact the ITS Service Desk (1-877-238-1077 option 4) or submit a Service Request for a replacement stand.

### Section 5 - Check-In > 800 - CSA Mobile Device

#### Bag Scan App

Revision date: 9/7/2022  
Supersede date: 4/25/2018

##### Controls

AOSSP – ASAA 12-01 Passenger Application of Checked Baggage Destination Tags

AOSSP – ASAA 12-06 Off-Airport Printing and Application of Checked Baggage Destination Tags

Bag Scan App allows agents to scan guest printed [Self Tag Kiosk](#) generated bag tags.

#### Bag Scan – Customer Verification

After scanning a Self-Tag bag tag, the agent shall verify:

1. The guest's photo ID.

#### Bag Scan – Bag Tag Scan

1. Select "Scan Bag Tag" button.
2. Using the camera screen, capture each bag tag that was printed by the selected guest.
3. Verify Active-Duty Military ID or Dependent ID with orders if "Military" is notated, or verify guest is checking the "Waived" item if notated.
  - Guests can obtain free bag tags at the kiosk for the following waived items:
    - Car seats, strollers, active-duty military/dependents traveling on orders, wheelchairs/assistive devices/medical equipment, wine/pineapple case (in stations with wine/pineapple promotions)
4. If the guest is only dropping off bags for acceptance, select the "Complete Bag Check In" button to review gate and boarding time with the guest.
5. Recap with guest the following: baggage destination, number of bags checked, boarding time and gate assignments.
6. If the guest requests additional service (e.g., additional bags to check, a seat change, SSR, or upgrades), process using IMAGE or direct guest to a Post-Bag Drop Agent.
7. Place luggage on the bag belt using proper lifting techniques.

Section 5 - Check-In > 800 - CSA Mobile Device

### **Empower App**

Revision date: 4/25/2018  
Supersede date: 10/13/2015

The Empower app is the mobile version of the Empowerment Toolkit. It is a quick and easy way to provide compensation for guest(s) to resolve customer service failures directly on the CSA Mobile device (iPad).

#### **To use the Empower App on the CSA Mobile device:**

1. Tap on the Empower app icon.
2. Sign in using your simplified sign on.
3. Complete all blank fields:
  - For the Department, select Stations.
  - Enter your Location.
  - Scan the customer's boarding pass to update the customer information or add it manually.
  - Select the reason for the award.
  - Select compensation amount - use guidelines to determine appropriate amount.
  - Add comments, if necessary.
4. Tap Submit.
5. When the confirmation page appears, tap Done.

Section 5 - Check-In > 800 - CSA Mobile Device

**Bag Tracker App**

Revision date: 6/22/2016  
Supersede date: New

The Bag Tracker app accurately identifies where a guest's bag is located.

Bag scanning done by the Ramp agent while loading and offloading baggage is used by the Bag Tracker app to provide the location of the guest's bag. This information is used to proactively notify the guest where their delayed bag is located.

To use the Bag Tracker on the CSA Mobile device:

1. Scan or manually enter the guest's bag tag number.
2. The bag scan and tracking information will display on the screen

**Acronyms**

PSU - Planeside Upload

PSD - Planeside Download

TKT - Ticket Counter Check-In

TTT - Tail to Tail

Section 5 - Check-In > 800 - CSA Mobile Device

### **Flight Info App**

Revision date: 4/25/2018  
Supersede date: 6/22/2016

The Flight Info app is an informational app that allows agents to quickly give flight details to guests using the CSA Mobile device.

The app uses location services based on the closest airport to the device. Your station name will be listed on the left hand side.

Features include:

- A list of departure and arrival flights from airport location
- Seats available per designated flight
- SSR, Upgrade and Standby List
- Gate Information
- Inbound Connection List
- Aircraft type
- Aircraft amenities
- Crew list

To refresh the app, pull down on the flight list.

## Section 6 - Baggage

### 100 - Carry-On Baggage

Section 6 - Baggage > 100 - Carry-On Baggage

#### Acceptance - Carry-On Baggage

Revision date: 8/2/2023  
Supersede date: 6/07/2023

##### Controls

[FAR 121.285, FAR 121.589](#)

[AS Ops Spec A011](#)

QX Carry-On Baggage Program

EFR

##### Interfaces

[AS FOM](#), [AS FAM](#), QX FOM, QX FAM

##### CEME: Q4 Q4F

The Alaska Airlines and the Horizon Air carry-on baggage policies are 100% in compliance with their respective approved Carry-On Baggage Programs.

***These policies and procedures cannot be changed or revised without prior approval by the FAA in conjunction with Operations Specification (Ops Spec) A011 for Alaska Airlines and/or Horizon Air's Carry-On Baggage Program.***

#### Free Carry-On Allowance

In accordance with TSA regulations, carry-on items are limited to every ticketed guest, including ticketed infants. Each ticketed guest is allowed:

- one carry-on bag (measuring 22" x 14" x 9" OR total 45 linear inches or less) (e.g. roller bag, backpack, duffle bag, garment bag)

AND

- one personal item (e.g., a purse, briefcase, diaper bag, Pet in Cabin, musical instrument or laptop)

**Note:** Federal Air Marshals (FAMs), uniformed crewmembers, deadheading crewmembers, and crewmembers commuting to or from work assignments are exempt from the number of allowable carry-ons and bag size restrictions.

A seated (ticketed) infant would follow the standard carry-on policy allowance.

The following items do not count toward the above stated carry-on limits:

- Coats, hats, umbrellas (compact size that easily fits into an overhead bin, under the seat, or in a suitcase)
- Reasonable amount of reading material
- FAA approved child/infant restraint seats to be occupied by a child, strollers, baby carrier backpack (space based on availability and guaranteed only with the purchase of a ticket for the infant). Refer to [Section 6.100 - Restricted Items - Carry-On Baggage](#) for information on strollers with a batter or power bank.

**Note:**

Collapsible stroller-wagons are considered “strollers” under our baggage policies when all the following apply:

- Purpose built for carrying children.
- Maximum folded dimensions of 90 linear inches
- Maximum weight of 35 pounds.

Web search make/model of wagon to verify as needed.

Standard bag rules/fees apply to wagons that do not meet these criteria or those carried in addition to a standard stroller.

- Mobility/Medical assistive devices such as wheelchairs, canes, crutches, continuous positive airway pressure (CPAP) machines, portable oxygen concentrator (POC), breast pumps, medications etc.
- Service animals (SVAN)
- Food for immediate consumption
- A pillow for personal use
- Duty free items
- One bag of photographic equipment
- A small musical instrument (e.g., flute, clarinet)

Visit Travelers with Disabilities and Medical Conditions on the TSA website for more information on allowed medical items and screening procedures.

The following items count as the guest's one bag and may exceed the carry-on dimensions if they can be safely accommodated in a proper stowage compartment in the cabin of the aircraft. Items which exceed placard weight limitations shall not be accepted for cabin stowage.

**Note:** In the event the item cannot be properly stowed onboard, the item may be tagged as Claim at Gate.

- Live organs
- Art/Advertising portfolios
- Delicate scientific equipment
- Fishing poles
- Any musical instrument (e.g., oversized or odd-shaped) that cannot be properly stowed, must be checked or travel as cabin seat baggage.

**Note:** Refer to [Cabin Seat Baggage](#).

**Refer to CSM Vol 2, Section 6.100 [Restricted Carry-On Baggage](#) items and [Prohibited Carry-on Baggage](#) items.**

## **Monitoring**

Agents shall ensure all carry-on baggage and/or personal items meet size limitations and the guest baggage allowance.

**Note:** Uniformed crewmembers, deadheading crewmembers, and crewmembers commuting to or from work assignments are exempt from the number of allowable carry-ons and bag size restrictions.

- When applicable, confirm crewmember eligibility by verifying one of the following:
  - “Crew” is shown on the employee identification badge.
  - Identity of the crewmember in possession of a Temporary Crewmember Identification document issued by Crew Scheduling.

Check oversized and excess pieces prior to the guest's arrival at the gate.

When a guest refuses to check their item, the agent shall use the baggage sizer as the final authority to determine if the bag will fit onboard.

Baggage sizers may be available at gate and ticket counter locations.

## Training

Training will be provided to Customer Service Agents, Flight Attendants, and Pilots. The training program for employee groups will include the following, as appropriate:

- Carry-on baggage limitations
- Scanning
- Processing of carry-on baggage not boarded
- Stowage of carry-on baggage
- Stowage of cargo in the cabin
- Crew coordination
- Information given to guests
- Types of and limitations of stowage provisions
- Handling of carry-on baggage in an emergency

## Excess/Oversize Carry-On Charges

Guests who arrive at the boarding gate with carry-on baggage that exceeds the free carry-on piece allowance (one carry-on plus one small personal item) or the free maximum dimensions (22 in x 14 in x 9 in) shall be assessed the applicable baggage fee per piece when they have excess or oversized carry-on items. The amount may vary based on if any bags were previously checked.

**Exception:** The following are exempt from excess carry-on charges:

- AS Gold/Gold 75K/Gold 100K Mileage Plan members
- Guests seated in the First Class cabin
- Guests adhering to the 1+1 free carry-on allowance, yet require gate checking when the onboard storage is full
- Uniformed crew members (AS, QX and OAL), deadheading or commuting crewmembers to/from work assignment (not required to be in uniform)

- Federal Air Marshals

Excess and oversize carry-on items, including those exempt from the excess/oversize carry-on baggage charge, shall be tagged to baggage claim at the guest's destination using a Generic Destination Tag ([TZ-46](#)).

**Exception:** Refer to [CSM 6.100 Accommodating Carry-on Bags, Claim at Gate \(TZ-830\)](#) tags for those who may qualify for a Claim at Gate tag for their tag excess or oversize carry-on.

If a guest in the boarding area has their bag tagged to go into the aircraft's cargo compartment, ask them "Do you have any prohibited items or lithium batteries in your bag?" May need to give examples of prohibited items to the guest (e.g., e-cigarettes, lighters, power banks, etc.). If they answer "Yes," they will need to take the device(s) and/or batteries in the passenger cabin with them. Also remind them to remove all medications and valuable items.

Refer to [CSM Section 6.200-Restricted Items-Checked Baggage](#) for additional Smart/eBag information.

**Note:** An agent can show the customer the [LZ-17](#) to assist with identifying prohibited items.

The following electronic devices shall be acceptable for use at all times:

- Electric watches
- Hearing aids
- Heart pacemakers
- Voice recorders (Dictaphones)
- Digital Cameras

## Stowage Accommodations

### Alaska Airlines Bin Dimensions

Click on the aircraft type below for aircraft specifics, including bin dimensions.

- [737-700](#)
- [737-800](#)
- [737-900](#)
- [737-900ER](#)
- [737-MAX-9](#)

- [A321](#)

#### **Horizon Air Bin Dimensions**

Click on the aircraft type below for aircraft specifics, including bin dimensions.

- [Horizon Air E175](#)

#### **SkyWest Bin Dimensions**

Click on the aircraft type below for aircraft specifics, including bin dimensions.

- [SkyWest ERJ 175](#)

Section 6 - Baggage > 100 - Carry-On Baggage

### **Accommodating Carry-On Bags**

Revision date: 2/15/2023  
Supersede date: 6/22/2022

#### **Control**

EFR

#### **Interface:**

Aviation Security Manual - 2.1.5.1-Accessible Property

#### **CEME: Q4 Q4F**

#### **Gate Checking**

Agents may pre-tag carry-on items prior to actual boarding. Items may only be pre-tagged under the following conditions:

- Within one hour of the scheduled departure time of the guest's flight.
- At the actual departure gate area of the guest's flight.

**Exception:** Stations with limited gate access due to TSA space limitations, may tag bags for guests prior to the security checkpoint.

- Tagged by the agent(s) or a designated representative for flight.
- Tags must be completed by an agent prior to being attached to the item. *"Have you packed any lighters, matches, e-cigarettes, spare batteries for laptops, cellphones, cameras, or anything else?"* If they answer "Yes," they will need to take the device(s) and/or batteries in the passenger cabin with them.
- Edit bag tag number into PNR.

After tagging, it is not necessary to monitor or maintain control of the tagged item prior to boarding.

**Exception:** When a would-be carry-on bag containing dry ice ends up tagged at the gate, it must follow the labeling procedures for checked baggage.

Carry-on items accommodated at the gate are subject to applicable tariff rules, including limitations of liability contained therein. Fragile or valuable articles are accepted at the guest's own risk.

If a guest in the boarding area has their bag tagged to go into the aircraft's cargo compartment, ask the guest *"Do you have any prohibited items or lithium batteries in your bag?"* May need to give examples of prohibited items to the guest (e.g., e-cigarettes, lighters, power banks, etc.). If they answer "Yes," they will need to take the device(s) and/or batteries in the passenger cabin with them. Also remind them to remove all medications and valuable items. Also remind the customer to remove all medications and valuable items.

Refer to [CSM Section 6.200-Restricted Items-Checked Baggage](#) for additional Smart/eBag information.

**Note:** Some smart bags contain more than one battery. Ensure all batteries have been removed.

Carry-on items tagged for baggage claim or Claim at Gate shall have a completed guest ID tag.

**Note:** An external ID tag is not required if the guest has their contact information on the inside of their carry-on.

### **Claim at Gate ([TZ-830](#)) tags**

Claim at Gate items are checked at the gate, transported in the aircraft hold, and returned directly to the aircraft door on arrival at the destination.

Agents shall complete an orange Claim at Gate tag ([TZ-830](#)) to identify a Claim at Gate item by indicating:

- Flight number
- Destination

When attaching a Claim at Gate tag, advise the guest to:

- Place their tagged bag just outside the aircraft door prior to boarding the aircraft
- Retrieve their tagged Claim at Gate outside the aircraft door at the destination.
- Take all fragile, electronic, or perishable items onboard with them.

#### **Claim at Gate is available for the following:**

- AS Gold/Gold 75K/Gold 100K (approved carry-on bags only)
- Guests seated in the First-Class cabin (approved carry-on bags only)
- Deadhead crew members (AS/QX) excess carry-on bags (not required to be in uniform)
- Mobility assistive devices (e.g., WCHRs, walkers, etc.)

**Note:** Mobility aids (e.g., wheelchairs, walkers, etc.) shall not be sent down on the jetbridge slide.

- Child/infant equipment (e.g., strollers, car seats, baby carrier backpack)
- Uniformed crew member (AS/QX and OAL) excess carry-on bags
- Federal Air Marshals

- Guest making an offline connection
- Stow Below Tag indicates "Connecting" in the Claim at Gate box
- Senior guests and Junior Jetsetters (approved carry-on bags only)

**Note:** **Applicable to 737 and Airbus operated flights only:** When advised of a weight critical (weight restricted) flight by CLP and/or CC, apply a Claim at Gate tag (TZ-830) to all bags/items that cannot be accommodated in the passenger cabin.

A Claim at Gate Tag ([TZ-830](#)) may be used for the following items when the guest has followed the carry-on policy:

- Live organs
- Art/Advertising portfolios
- Delicate scientific equipment
- Fishing poles
- [Duty free items](#)
- Small musical instruments (e.g., violin, flute, clarinet, guitar)

**Note:** Medium and large musical instruments that cannot be properly stowed, must be checked or may travel as cabin seat baggage.

### **Cabin Approved Tag (TZ-625)**

The agent at the initial point of contact shall attach a [Cabin Approved Tag](#) to medical assistive devices and child restraint seats the guest is intending to take in the aircraft cabin.

- Tags should be stored in a drawer or gate supply bag.

The tag will help identify medical devices as an exempt carry-on item. It will indicate to Inflight the guest has been advised by the CSA the child restraint seat will be in an approved seat location.

#### Medical Assistive Devices:

- Determine if the guest is traveling with a medical assistive device and apply the tag to the device or travel case containing the device.
- The agent at the first point of contact shall verify with the guest the tag is on an approved item if it was previously tagged.

- Apply the tag to CPAPs, POCs, dialysis machines, and other medical devices.
- Do not apply to wheelchairs, canes, crutches, and other mobility aids.

**Note:** To qualify as an exception to the carry-on limit, nothing other than the medical device may be in the bag or case.

#### Child Restraint Seats:

- Apply the tag to the child restraint seat after verifying it is approved to be used onboard, and advise the guest to place the child restraint seat in an approved seat location onboard the aircraft.
- Refer to [Section 5.200-Lap Infants and Children](#) for preferred seat locations on each aircraft type.

**Note:** CSA shall verify the child restraint seat has the approved for aircraft use sticker

If the medical device or child restraint seat cannot be accommodated in the cabin, apply a Claim at Gate tag and load in the cargo compartment.

#### **Delivery to Baggage Claim**

Any item not eligible for Claim at Gate (e.g., guests with excess or oversize carry-on bags) is accepted using an auto-generated bag tag. This includes any item tagged as part of the Reduced Overhead Carry-on (ROC) procedures.

**Note:** If your station does not have a bag tag printer installed at the gates use Generic Destination Tag ([TZ-46](#)).

Items tagged with an auto-generated bag tag at departure gate and loaded into the cargo hold of the aircraft, are retrieved and delivered to the baggage carousel at the guest's final destination.

Agents shall issue auto-generated bag tag using CSA Mobile.

When attaching an auto-generated bag tag, advise the guest to place their tagged bag just outside the aircraft door.

Ask “*Do you have any prohibited items or lithium batteries in your bag?*” If they answer “Yes,” they will need to take the device(s) and/or batteries in the passenger cabin with them. Also remind them to remove all medications and valuable items.

Refer to [CSM Section 6.200-Restricted Items-Checked Baggage](#) for additional Smart/eBag information.

When applicable, collect the applicable excess/oversize carry-on bag fee for each item tagged with an auto-generated bag tag.

**Exception:** The following guests with items tagged with an auto-generated bag tag are not subject to excess/oversize carry-on charges:

- AS Gold/Gold 75K/Gold 100K
- Guests seated in First Class
- Uniformed crew members (AS/QX and OAL)
- Guests adhering to the 1+1 free carry-on allowance, yet require gate checking when the onboard storage is full

Section 6 - Baggage > 100 - Carry-On Baggage

### Restricted Carry-On Baggage Items

Revision date: 8/23/2023  
Supersede date: 5/22/2023

#### Controls

[AOSSP](#)  
[49 CFR 175](#)  
[AS Ops Spec A055](#)  
[QX Ops Spec A055](#)  
[EFR](#)

#### Interface

[AS FOM](#)

**QX CEME: Q4**

***Policy and procedures regarding dangerous goods limitations and NOTOC communications cannot be revised without prior regulatory approval and revision of Operations Specification A055 (Ops Spec A055) for Alaska Airlines and/or Horizon Air.***

See the [Pack Safe](#) page on the FAA.gov website for a comprehensive list of hazardous materials allowed and prohibited from checked and carry-on baggage. Some of the more common items are listed below.

Personal electronic devices are approved as carry-on baggage, but categorized as acceptable, restricted, or prohibited for use on board an aircraft.

The following items may travel in carry-on baggage once they have been screened, but with restrictions.

Transportation Security Administration (TSA) has mandated a 3-1-1 carry-on rule.

- All liquids, gels and aerosols must be in three ounce or smaller containers.
- Containers must be placed in one-quart size, clear, plastic, zip-top bag.
- Only one zip-top bag is permitted per guest.

**Alcohol** (Must be purchased after screening checkpoint to travel as a carry-on.)

Greater than 24% up to and including 70% (140 proof)

- Must not exceed five liters per package
- Must not exceed five liters per person
- Must be in retail packaging

### Safety Matches and Lighters

- One book of safety (non-strike anywhere) matchbooks or one common lighter (e.g., Bic or Zippo) per guest.

- Must be carried in pocket, carry-on bag or any other item under guest's control.

#### **Dry Ice**

- May not exceed 5.5 pounds per guest.
- Must be packaged to permit the release of carbon dioxide gas to prevent buildup of pressure possibly rupturing packaging.

#### **Electronic Smoking Devices**

- Battery operated or USB-charged cigars, cigarettes/e-cigarettes, or pipes that simulate smoking.
- May be in carry-on baggage when set in safety mode but may not be used onboard the aircraft at any time.
- May not charge devices using the onboard power outlets.

#### **Gel Ice**

- May not exceed 3 ounces per container.
- Must be in a quart-sized clear plastic bag unless being used to cool disability- or medically- related items.

#### **Electric/Motorized Bicycles and Similar Devices**

Include but not limited to electric/motorized bicycles, electric/motorized operated kick scooter, or similar devices shall have the battery removed prior to acceptance, and the battery meets the criteria below. Devices with non-removable batteries or batteries that do not meet the criteria below shall not be accepted.

The removable battery shall:

- Not exceed 160-Watt hours (Wh)
- Be protected from short circuit and carried with the passenger into the cabin
- Be marked by the manufacturer with the WH rating or V and Ah in English

**Note:** FAA, TSA, DOT, and other government agency "approved" batteries are not accepted unless they conform to the above requirements. Government/regulatory agencies do not approve batteries.

### **Mercury Barometers**

- Restricted to representatives of a government weather bureau or similar official agency.
- Must be given to "A" Flight Attendant for stowage in the closet (pilot must be notified).
- Shall bear the guest's name and flight destination.
- Shall be packaged in a strong leak-proof and puncture-resistant material impervious to mercury.

### **Toys, Hobby Items, Etc.**

After inspection, items including knitting/crochet needles, toy transformer robots, non-realistic toy weapons shall be permitted on board.

### **Heat Producing Articles**

- Battery operated equipment (e.g., underwater torches and soldering equipment)
- The heat-producing component or the energy source must be moved.
- Flight deck must be advised.

### **Human Remains, Ashes and Urns**

Cremated Human Remains (ashes) may be carried onboard if the following conditions are met.

The container shall be:

- Sealed or leak-proof
- Temporary or permanent
- Made of a lighter weight material, such as wood or plastic

**Note:** If the container is made of material preventing the Transportation Security Administration (TSA) screener from clearly screening the contents, the container will not be allowed on board the aircraft. TSA has final say on what is allowed through the checkpoint.

### **Lithium Batteries (for personal use)**

## Customer Service Manual

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Follow the guidance in the chart below when determining how or if a lithium battery or battery-powered device may be accepted in checked or carry-on baggage.

Type of Battery  (Used to power portable electronic devices, see 49CFR175.10(a)(18))	Carry-on Baggage		Checked Baggage	
	Installed in Equipment	Spares	Installed in Equipment	Spares
Lithium-ion  rechargeable lithium, lithium polymer, LIPO)  As used in small consumer electronics, such as cell phones, cameras, PDAs, and most laptops.  <b>Limits:</b> 100 watt-hours (Wh) or less per battery as marked	Yes	<b>Yes</b> <sup>1</sup>  See guidance below for <sup>1</sup> Spare Batteries	<b>Yes</b> <sup>1,2</sup>  See guidance below for <sup>1</sup> Spare Batteries and <sup>2</sup> Smart Luggage.  Devices with batteries installed must be completely powered off (not in sleep/standby /hibernation mode) and protected to prevent unintentional activation or damage.	No
Larger Lithium-Ion  100-160 watt-hours (Wh) per battery as marked  <b>Limits:</b> Two (2) spare batteries per passenger	Yes	<b>Yes</b> <sup>1</sup>  See guidance below for <sup>1</sup> Spare Batteries	<b>Yes</b> <sup>1,2</sup>  See guidance below for <sup>1</sup> Spare Batteries and <sup>2</sup> Smart Luggage.  Devices with batteries installed must be completely	No

			powered off (not in sleep/standby /hibernation mode) and protected to prevent unintentional activation or damage.	
<b>Lithium Metal</b>  (non-rechargeable)  As used in small consumer electronics such as cameras, LED flashlights, etc.  Examples: AA, AAA, 123, CR123A, CR1, CR2, CRV3, CR22, 2CR5 and button cells.  <b>Limits:</b> Two (2) grams or less lithium per battery	Yes	<b>Yes</b> <sup>1</sup>  See guidance below for <a href="#">1 Spare Batteries</a>	<b>Yes</b>  Devices with batteries installed must be completely powered off (not in sleep/standby /hibernation mode) and protected to prevent unintentional activation or damage.	No

**<sup>1</sup>Spare Batteries**

When gate-checking carry-on baggage, it is required to ask if baggage contains lithium batteries.

\*Spares shall be free of damage. To protect spare batteries from short circuit, guests shall pack spare batteries in their original packaging or otherwise insulating the terminal(s) e.g., by taping over exposed terminals or placing each battery in a separate plastic bag or protective pouch.

In addition, every attempt should be made to pack spare batteries so they cannot move around.

**<sup>2</sup>Smart Luggage / Self-Propelled Luggage**

“Smart Luggage, Smart Bags, eBags, Self-Riding, Self-Propelled, etc.” are bags with an integral battery(power) bank to power or recharge devices (e.g., mobile phone, tablets, etc.) The lithium battery banks pose a safety risk when placed in the aircraft cargo compartment.

- Only smart bags with batteries/power banks that can be removed without the use of a tool (e.g., push button, connected to the bag via USB or similar connection, or removed with a “key”) will be accepted.
  - **Carry-on:** The battery/power bank may remain attached to the bag when taken into the cabin if it is removable, and not used during the flight. The battery/power bank must be removed from the bag if it will be used during the flight.
  - **Checked/Gate-checked:**
    - The battery/power bank shall be removed from the bag prior to acceptance.
    - Once removed, the battery/power bank shall be protected from short-circuit by placing it in the original packaging or otherwise insulating the terminal(s) e.g. by taping over exposed terminals or placing each battery in a separate plastic bag or protective pouch and the battery is taken into the passenger cabin. (Refer to the [Spare Battery guidelines](#) above).
    - After the battery has been removed and the [Battery Removed Flag \(TZ-911\)](#) has been applied to the bag tag, the bag may be transported in the cargo compartment.

**Note:** Some smart bags contain more than one battery. Ensure all batteries have been removed.

- Smart bags with non-removable lithium batteries, power banks, or batteries that require a tool to be removed (e.g., screwdriver) shall not be accepted as checked or carry-on baggage, or transported as comail/comat, or cargo.
- Stations shall not do the following to ensure the safety of our employees and guests:
  - Accept or hold battery packs or bags with non-removable battery packs
  - Assist guests or provide tools to remove non-removable batteries from smart bags
- The guest is responsible for properly taking care of their bag or battery pack.
- Rebook the guest if necessary if they have a bag with a non-removable battery pack.
- Refer to [CSM Section 6.200-Restricted Items – Checked Baggage](#) for features of “Smart Luggage.”

**Example:** Battery/power bank “charger” that may be found in a smart bag.



Anker PowerCore 26800 Portable Charger,

**Battery Powered Folding Strollers and/or Strollers that Charge/Power PEDs**

The lithium battery banks pose a safety risk when placed in the aircraft cargo compartment.

Only strollers with batteries/power banks that can be removed without the use of a tool (e.g., push button, connected to the bag via USB or similar connection, or removed with a “key”) will be accepted.

- The battery/power bank shall be no more than 160 whours.
- Strollers do not meet the definition of a mobility aid / assistive device.

Strollers with non-removable lithium batteries, power banks, or batteries that require a tool to be removed (e.g., screwdriver) shall not be accepted as checked or carry-on baggage, or transported as comail/comat, or cargo.

- Stations shall not hold the stroller or battery for the guest if the battery is not removable.

**Note:** If a tool is required to only remove the battery cover, it may be accepted. The guest must supply their own tool.



Indications the stroller may contain a battery (but not limited to): LCD screen, USB or similar charging ports/cables, battery cover, etc.

Ask the guest if the battery has been removed from the stroller.

Once the battery/power bank is removed, follow the [Spare Battery guidelines](#) above for transporting the battery in the cabin.

After the battery has been removed and the [Battery Removed Flag \(TZ-911\)](#) has been applied to the bag tag, the stroller may be transported in the cargo compartment.

## **Portable Electronic Devices**

A portable electronic device (PED) is a lightweight, electrical, or battery-powered piece of equipment. These devices are typically consumer electronic devices capable of communications and data processing, such as a tablet, eReader or handheld computer games.

Electronic devices that exceed the size/weight restrictions or are the size of a laptop computer or larger are considered carry-ons and shall be turned off and stowed during taxi, takeoff, and landing.

The following PEDs, limited to small, lightweight devices less than 2 lbs., may be used from gate to gate during all phases of flight:

- Portable voice recorders
- Hearing aids
- Cochlear implants
- Heart pacemakers
- Electric shavers
- Cameras
- Handheld electronic games/virtual pets
- Portable handheld computers
- CD, MP3, Tape and DVD players
- eReaders
- Noise cancellation/reduction headsets
- Global Positioning Device
- Short range Bluetooth accessories (i.e., wireless mouse/keyboards)

Section 6 - Baggage > 100 - Carry-On Baggage

### Prohibited Carry-On Baggage Items

Revision date: 2/15/2023  
Supersede date: 5/5/2021

#### Controls

AOSSP

49 CFR 175

AS Ops Spec A055

QX Ops Spec A055

EFR

CEME: P2C

***Policy and procedures regarding dangerous goods limitations cannot be revised without prior regulatory approval and revision of Operations Specification A055 (Ops Spec A055) for Alaska Airlines and/or Horizon Air.***

The following items shall not be permitted beyond the security checkpoint or in the sterile area. The list is not all-inclusive and security personnel may deem other items to be dangerous that should not be allowed into the sterile area.

See the [Pack Safe](#) page on the FAA.gov website for a comprehensive list of hazardous materials items allowed and prohibited from checked and carry-on baggage. Some of the more common items are listed below.

The TSA frequently modifies the list of items restricted from passage through security checkpoints.

**Note:** Articles made of pottery, glass, or wood are not allowed as carry-on items on flights departing from Mexico cities.

The following items shall be prohibited from operation at any time:

- Air purifiers
- Electronic smoking devices - battery-operated or USB-charged cigars/cigarettes/pipes that simulate smoking
- Electronic voice communications of any kind (i.e., cell, VoIP, Skype calls)
- Radios- AM, FM, VHF, CB
- Televisions
- Remote-controlled games and toys

**!!! WARNING !!!**  
Alaska Airlines does not accept damaged, defective, or recalled batteries. Damaged or safety-recalled lithium batteries (including those installed in equipment or devices) may be restricted from carriage or use on aircraft.

### **Battery-Operated Boards and other Self-Balancing Devices**

Devices include but are not limited to: Hoverboards, electric boards, gliders, electric unicycles, or intelligent scooters, are examples of self-balancing devices powered by lithium-ion batteries. They are not classified as personal electronic devices.

These devices regardless of battery type (e.g., rechargeable, LifePo, NMC, etd.) shall not be accepted under any circumstances due to the safety risks associated with lithium-ion batteries in these devices.

**Notes:** FAA, TSA, and other government agencies do not "endorse or approve" batteries for travel or use on passenger aircraft and shall not be accepted.

Refer to [CSM Section 6.400 - Acceptance, Prep, and Loading Battery Powered Mobility Aids](#) if the guest's mobility aid is a Segway.

### **Guns and Firearms**

BB guns, compressed air guns, firearms, flare guns, gun lighters, parts of guns and firearms, pellet guns, realistic replicas of firearms, spear guns, starter pistols, stun guns, cattle prods, shocking devices, paintball cylinders

### **Sharp Objects**

Axes and hatchets, bows and arrows, drills (including cordless portable power drills) & drill bits, ice axes/ice picks, knives of any length (except round-blade butter knives and plastic cutlery), meat cleavers, razor-type blades (e.g., box cutters, utility knives), and razor blades not in a cartridge (excludes safety razors), sabers, saws (including portable power saws), metal scissors with pointed tips over four inches, screwdrivers over seven inches in length (except in eyeglass repair kits), swords, throwing stars used in martial arts

### **Club-like Items**

Baseball bats, Billy clubs, blackjack, brass knuckles, cricket bats, crowbars, golf clubs, hammers, hockey sticks, lacrosse sticks, martial arts weapons (includes Nunchaku and Kubotan), night sticks, pool cues, ski poles, tools greater than seven inches in length

### **Incendiaries**

Aerosol (except medicinal or toiletries in limited quantities), spray paints, fuels (includes cooking and flammable liquid fuels), gasoline, gas torches, torch lighters, lighter fluid, alcohol greater than 70% (140 proof), flammable solids such as strike-anywhere matches, self-heating meals (e.g., MREs, flameless ration meals, beverage soup cans), flammable liquids such as turpentine, paint thinner and paint; realistic replicas of incendiaries

### **Disabling Chemicals and Other Dangerous Items**

Corrosive materials, such as chlorine for pools and spas, liquid bleach, spillable batteries (except wheelchair batteries properly stowed) and acids, compressed gas cylinders (includes fire extinguishers), compressed gas cartridges (e.g., avalanche rescue airbags), mace, pepper spray, tear gas, bear repellent, compressed oxygen, liquid oxygen, chemical oxygen generators; infectious substances (e.g. blood, urine specimen, or anything under Packing Instructions for UN3373), and any substance required to bear a "toxic" label or a "toxic gas" label; radioactive material and miscellaneous dangerous goods such as lithium batteries and hazardous waste

### **Explosives**

Ammunition, blasting caps, dynamite, fireworks, flares of any type, gunpowder, hand grenades, plastic explosives, and realistic replicas of explosives

### **Compressed Gas**

Compressed gas cylinders (e.g., fire extinguishers) or compressed gas cartridges (e.g., avalanche rescue airbags, canned, recreational or flavored oxygen)

**Exception:** Two cartridges may be fitted inside an inflatable life jacket/float coat along with two spare cartridges. In addition, spare cylinders of a similar size for a mechanical limb are permitted in sufficient quantities for the duration of the trip.

### **Illegal drugs, marijuana, THC oil**

While some states allow recreational or medical marijuana possession within their borders, possession of marijuana continues to be illegal under Federal Law. Accordingly, Alaska Airlines does not allow guests to transport marijuana on any of our flights.

### **Medical Devices for Needle-Free Injections**

Permitted as exception to dangerous goods regulations for non-radioactive medicinal items carried by guests for personal use.

### **Medical Thermometers**

A small medical or clinical mercury thermometer for personal use is permitted if in a protective case.

### **Nitroglycerine Pills or Spray for Medical Use**

Must be properly marked with professionally printed label identifying the medication or manufacturer name or pharmaceutical label.

### **Prosthetic Device Tools/Appliances**

Includes drills and drill bits, Allen wrenches, pullsleeves used to put on or remove prosthetic devices.

Must be carried by the individual with the prosthetic or his/her companion.

### **Smart Luggage/Self-Propelled Luggage**

“Smart Luggage, Smart Bags, eBags, Self-Riding, Self-Propelled, etc.” are bags with an integral battery (power) bank to power or recharge devices (e.g., mobile phone, tablets, etc.) The lithium battery banks pose a safety risk when placed in the aircraft cargo compartment.

- Only smart bags with batteries/power banks that can be removed without the use of a tool (e.g. push button, connected to the bag via USB or similar connection, or removed with a “key”) will be accepted.
- Smart bags with non-removable lithium batteries, power banks, or batteries that require a tool to be removed (e.g. screwdriver) shall not be accepted as checked or carry-on baggage or transported as COMAIL/COMAT, or cargo.

**Note:** Some smart bags contain more than one battery. Ensure all batteries have been removed.

- Trigger Terms from guests:

- Talk about charging their devices.
  - I can track my bag.
  - Has a built-in electronic bag tag.
- Stations shall not do the following to ensure the safety of our employees and guests:
    - Accept or hold battery packs or bags with non-removable battery packs
    - Assist guests or provide tools to remove non-removable batteries from smart bags
  - The guest is responsible for properly taking care of their bag or battery pack.
  - Rebook the guest if necessary if they have a bag with a non-removable battery pack.
  - Refer to [CSM Section 6.200-Restricted Items – Checked Baggage](#) for features of “Smart Luggage.”

**Example:** Battery/power bank “charger” that may be found in a smart bag.



Anker PowerCore 26800 Portable Charger,

## Syringes

Allowed if guest has medication with professionally printed label identifying the medication or manufacturer's name or pharmaceutical label.

Once inspected for concealed items, the following are also permitted:

- Insulin and dispensing products, vials or boxes of vials, jet injectors, pens, infusers, lancets, blood glucose meters and test strips, insulin pumps and supplies

## Walking Canes

Allowed once inspected for concealed items.

## Butane Curling Irons

One curling iron containing a hydrocarbon (e.g., butane) cartridge per person

- May not be used onboard.

- Safety cover must fit securely over heating element.
- Gas refills are not permitted.

#### **Miscellaneous Personal Items (Once Inspected)**

Braille note taker/slate/stylus/augmentation devices, cigar cutters, corkscrews, cuticle cutters, nail clippers/files, eyelash curlers, tweezers, safety razors (includes disposable), scissors (plastic or metal with pointed tips and blades shorter than 4 inches in length), knives (round-blade butter or plastic only), eyeglass repair tools (includes screwdrivers)

#### **Toiletries**

Rubbing alcohol, aerosol hairspray, aerosol shave cream, aerosol deodorant, insect repellent, perfumes, lotions, etc.

- Release valves on aerosols must be protected by a cap or other suitable means to prevent inadvertent release of the contents.
- Each container must not exceed 18 ounces.
- Total combined number of preceding items must not exceed 68 ounces per person.

#### **Items Causing Annoyance or Alarm**

Articles that can cause annoyance or alarm to guests, damage to the aircraft, or other guest's property are not allowed as a carry-on item.

Some examples:

- Fake/rubber snakes and reptiles
- Toy weapons
- Helium filled balloons

#### **Guest Disclosure or TSA Confiscated Articles**

TSA regulations require, at the security checkpoint, any guest property identified as being prohibited on the aircraft should be confiscated. Restricted items may also be found in a guest's bag after security screening, but before loading on the aircraft (e.g., the guest's bag breaks open, or the guest discloses the information).

If the item is not a prohibited item, the guest may elect to:

- Dispose of the item.
- Give the article to someone to hold for them (e.g., friend, relative).

- Remain behind or travel on a later flight after disposing of the item.
- Permit the airline to transport the confiscated article in a secure compartment (if it is permitted under the Dangerous Goods Regulations). Agents may place the guest's item (e.g., knife), into a suitable box or container which shall be checked onto the same flight as the guest's. Standard limited liability applies. Ensure the guest completes an ID tag for each item checked.

If the guest refuses any of these options, contact your local law enforcement for assistance.

### Section 6 - Baggage > 100 - Carry-On Baggage

#### Cabin Seat Baggage

Revision date: 5/8/2023  
Supersede date: 10/12/2022

##### Controls

FAR 121.285

AS Ops Spec A011

QX Carry-On Baggage Program

EFR

##### Interfaces

AS FOM, QX FOM

CEME: Q4F

**VDRP** *These policies and procedures cannot be changed or revised without prior approval by the FAA in conjunction with Operations Specification (Ops Spec) A011 for Alaska Airlines and/or Horizon Air's Carry-On Baggage Program.*

Any carry-on item (e.g., musical instrument, media camera, pets in carrier-PETC, artifacts, large portfolios, garment bags, live organs, or similar items of a delicate nature or unusual size) that is too large for stowage under the seat or in the overhead bin, or which the customer requires to be hand-carried in the cabin, may be acceptable as cabin seat baggage subject to the terms and conditions described below.

Prior to boarding any cabin seat baggage, the gate agent must coordinate with the "A" flight attendant.

When the customer does not want to pay for a seat, the item may be tagged with a Claim-at-Gate tag, Planeside Bag Drop tag, or checked at the ticket counter.

- Standard excess/oversize carry-on baggage charges apply.

Cabin seat baggage shall be accepted for interline transport when the air carrier is a participant in a cabin seat baggage program.

**Note:** Large scale bulk loading of cargo is not allowed in the passenger cabin.  
(e.g., Checked baggage from the cargo compartment)

#### Cabin Seat Baggage Check-in

Check-in both the guest and the Cabin Seat Baggage.

Verify the first name for the second seat is CBBG (e.g. SANCHEZ/CBBG).

- Contact a trainer, lead, supervisor or manager if anything but CBBG is noted in the first name field.
- First name of cabin seat baggage must be corrected to CBBG prior to completing the check-in process.

Add the Special Service Request OTHS with the comments CBBG CABIN SEAT BAGGAGE

Assign the guest appropriate seats.

- Refer to Seat Assignments and Stowage Requirements below
- If two adjacent seats are not available, refer guest to the gate agent.

Check in both seats using normal check-in procedures.

- Staple the cabin seat baggage boarding pass to the top of the guest's regular boarding pass.
- Stagger the bar codes for scanning ease.
- Provide both boarding passes to the guest.

Advise guest to present both boarding passes to the agent at the boarding door.

**Note:** Check for and scan both mobile boarding passes on the guest's device.

### **Seat Assignments and Stowage Requirements**

A window seat shall be assigned to a Cabin Seat Baggage item.

Cabin Seat Baggage items shall:

- Be properly secured by an approved safety belt or seat belt extensions certified as having enough strength to eliminate the possibility of shifting under all normally anticipated flight conditions,
- Not be secured/stowed against a passenger class divider or bulkhead,
- Not exceed load limitations on seat or floor structure (weight that can be easily handled by one person),
- Not restrict access to or use of any required emergency or regular exit path or aisle in the cabin,
- Not be located in any designated exit row(s), the rows forward or aft of the exit row, nor in a row with air belts installed.
- Be covered or packaged to avoid injury to customers or flight attendants and,
- Be secured so it does not obscure customer view of the Fasten Seat Belt, No Smoking and Exit signs.
- Not be seated in a bulkhead seat if pet in cabin (PETC) is traveling as cabin seat baggage due to PETC seating restrictions.

### **Checked Baggage**

Standard checked baggage charges and waivers apply for each purchased seat.

All baggage for the guest who has booked Cabin Seat Baggage must be checked under the guest's name.

- No baggage shall be checked under the Cabin Seat Baggage name (e.g. SANCHEZ/CBBG).

### Carry-on Baggage

In addition to the Cabin Seat Baggage piece, each guest is limited to only one carry-on item (not to exceed 9" x 14" x 22") (such as roller bag, backpack, duffle bag, garment bag) plus one personal item (such as a purse, briefcase or laptop) regardless of how many seats are purchased.

### Mileage

The guest is eligible to receive miles for both seats.

**Note:** Additional miles do not count toward MVP or MVP Gold status.

### Purchasing Cabin Seat Baggage at the Airport

Contact Station Support Line on behalf of the guest to have the Cabin Seat Baggage PNR built and ticketed by a Call Center Agent.

- The Cabin Seat Baggage ticket is priced at the equivalent paid fare of the guest's ticket.
- If the original ticket price cannot be determined due to a group fare, or the guest is traveling on a free ticket, the Cabin Seat Baggage ticket will be priced at the lowest available fare at the time of booking.

Provide the Call Center Agent with the guest's travel information.

Provide telephone to the guest to complete the purchase.

Once purchased, check in the Cabin Seat Baggage and provide the boarding pass to the guest.

### Incorrectly Booked Cabin Seat Baggage PNRs

Contact the Station Support Line to have the first name of the Cabin Seat Baggage changed to reflect CBBG.

Once corrected, check in the Cabin Seat Baggage and provide the boarding pass to the guest.

### Cabin Seat Baggage Boarding

Both the guest and the Cabin Seat Baggage must be ONd.

- Confirm the Cabin Seat Baggage is booked with CBBG as the first name.

- If CBBG is not the first name of the Cabin Seat Baggage, refer to Incorrectly Booked Cabin Seat Baggage PNRs above.

#### **International Cabin Seat Baggage**

If a guest is traveling with Cabin Seat Baggage (CBBG) enter all the APIS documentation exactly the same as the guest with the exception of the first name. The first name should reflect CBBG.

#### **Applicable to flights operated with Horizon Air E175 aircraft only:**

Refer to [Section 9.400 - Pre-Flight Tasks: Cabin Seat Baggage and Large Service Animals](#).

### Section 6 - Baggage > 100 - Carry-On Baggage

#### Live Organs

Revision date: 6/19/2018  
Supersede date: 7/20/2015

##### Control

EFR

##### Interfaces

AS FOM, AS FAM

##### CEME: Q4

Live organs are accepted for transportation when traveling with an attendant.

Refer to Cargo procedures in [CSM Vol. 5, Section 9.500 - Human Organs and Remains](#) for additional information.

#### Containers

Containers for transporting organs may vary in size and construction materials, and must meet standard carry-on dimensions.

Styrofoam containers are accepted for carry-on only.

#### Dry Ice

When a unit contains dry ice as the only hazardous material present, it is exempt from the provisions of the Dangerous Goods Regulations provided the following conditions are met:

- The unit shall be identified with a Dry Ice Label.
- The label shall be completed to show the contents or what is being cooled (i.e., human organ)
- The net weight of the dry ice inside the container.

**Note:**

The amount of dry ice shall not exceed 5.5 lbs. total per guest, not per container.

If a Dry Ice Label is not available, the following additional items shall be written on the outside of the container:

- Dry Ice
- UN 1845
- Class 9
- Packing Group III

### **Wet Ice**

Wet ice may be used to maintain human organs, tissue samples, etc.

- Ice must be sealed in a heavy grade plastic bag which is then sealed in another plastic bag to prevent leakage.
- Ice must be transported in a leakproof container (a cooler is recommended).

Refer to [Carry-On Baggage Restricted Items](#) or [Checked Baggage Restricted Items](#) for additional information.

### **Carry-On Live Organs**

Allow the guest pre-boarding to ensure proper stowage on board the aircraft.

### **Checked Baggage Live Organs**

When human organs are sent as checked baggage, an agent shall:

- Monitor the loading in the cargo compartment.
- Confirm to the guest when loading is completed.
- Notify the destination station and all intermediate stations regarding the live organs as checked baggage, and (if applicable) the cargo compartment location.

At the destination, an agent shall:

- Monitor the handling of the shipment.
- Immediately divert the shipment from normal baggage handling activities.
- Deliver the shipment to the guest as soon as possible in the baggage claim area.

## 200 - Checked Baggage

Section 6 - Baggage > 200 - Checked Baggage

### Acceptance - Checked Baggage

Revision date: 9/6/2023  
Supersede date: 5/8/2023

#### Controls

AOSSP

AS Ops Spec A099

QX Ops Spec A099

EFR

**CEME: Q6C6**

***Policy and procedures regarding baggage weights cannot be revised without prior regulatory approval and revision of Operations Specification A099 (Ops Spec A099) for Alaska Airlines and/or Horizon Air.***

Baggage is acceptable and conditionally acceptable according to the Contracts of Carriage. Checked baggage cannot be transported unless it has been screened by the TSA prior to loading.

When requested by the TSA, agents must assist the TSA in locating and escorting guests to the designated baggage screening location.

The TSA may mandate additional measures during periods of heightened security.

Baggage that exits a sterile or secure area for any reason shall be rescreened prior to being loaded onto an aircraft. Examples of this include but are not limited to:

- Transfer bag taken to baggage claim inadvertently.
- Mishandled/misdirected baggage that arrives in baggage claim for reroute.
- Guest has contact with checked baggage after the baggage has been screened.

Baggage may only be accepted from guests at:

- Ticket counter and boarding gates located inside the airport terminal.
- Curbside locations at the airport terminal provided an authorized representative maintains positive control of all checked baggage accepted.
- On-airport locations (not listed above) when accepted checked baggage remains in control while enroute to the baggage make-up area or the aircraft.
- Off-airport and on-airport locations not described above only when the Security and Compliance department has established processes put in place.

**Note:** Baggage can be checked from a scheduled flight to a charter flight (e.g., Red Dog Mine); however,

baggage cannot be checked from a charter to a scheduled flight.

Checked baggage must be checked to the guest's destination, or the first stopover of 18 hours or more. All old bag tags shall be removed before accepting any checked baggage.

**Exception:** Agents may short check a guest's bag to the connection point, upon request (e.g., staying overnight in connection city).

When requested, all bags must be short checked to the connection point.

The airline reserves the right to:

- Refuse baggage for transportation on any flight other than the one on which the guest is traveling.
- Refuse to accept any property for transportation which cannot withstand ordinary handling or if its weight, size, or character renders it unsuitable for transportation.
- Require items strapped, taped, or tied to be checked separately if deemed reasonably likely to become separated, lost, or damaged because of normal handling during transportation. Refer to "Attached Items" in [Section 6.700 - Damaged Baggage](#) for additional information.
- Examine any baggage presented by a guest for transportation on its aircraft. Refer to "Suspect Items" in [section 15.500](#) for additional information.
- Refuse baggage that does not have the guest's name and contact information on the outside.
- Refuse items which are classified as Dangerous Goods under ICAO/IATA.
- Ask "*Do you have any prohibited items or lithium batteries in your bag?*" May need to give examples of prohibited items to the guest (e.g. e-cigarettes, lighters, power banks, etc.). If they answer "Yes," they will need to take the device(s) and/or batteries in the cabin with them.
- Trigger Terms from guests:
  - Talk about charging their devices.
  - I can track my bag.
  - Has a built-in electronic bag tag.
    - The AS branded electronic bag tag is the only one permitted to be used.
- Stations shall not accept or hold battery packs or bags with non-removable battery packs for guests.
  - The guest is responsible for properly taking care of their bag or battery pack.
  - Rebook the guest if necessary if they have a bag with a non-removable battery pack.

Checked baggage accepted will be subject to the standard charges outlined below.

Each bag (including bags accepted free of charge) must weigh 50 pounds or less and have a maximum dimension of 62 linear inches (length + height + width) to avoid additional charges.

**Exception:** Free checked baggage for active-duty U.S. Military and dependents shall weigh 70 pounds or less and a maximum dimension of 115 linear inches. See [Checked Baggage Charges and Waivers](#) for U.S. Military requirements.

Each piece of checked baggage shall be weighed.

Baggage weighing more than 100 pounds cannot be accepted.

**Exception:** Kennels containing live animals and large musical instruments. Kennels cannot exceed 150 lbs. and large musical instruments cannot exceed 165 lbs.  
  
AVIH is not accepted on flights operated by Airbus aircraft.

**Exception:** The maximum weight allowed per Mobility/Medical Assistive Device for each aircraft type is:  
  
737 aircraft: 500 lbs.  
Airbus A321: 500 lbs.  
ERJ 175 aircraft: 300 lbs.

Checked baggage pieces weighing 51-100 pounds shall be labeled with a HEAVY Flag ([TZ-157](#)).

Section 6 - Baggage > 200 - Checked Baggage

**Liability For Disabled Individual's Mobility Devices**

Revision date: 10/12/2018  
Supersede date: 3/12/2015

**Controls**

**14CFR 382.43**

In accordance with 14CFR Part 382 (the Air Carrier Access Act), there is no defined cap maximum on an airline's liability for damage or loss to wheelchairs or other assistive devices. The criterion for calculating compensation for damage or loss may be based on the original purchase price of the device.

### Section 6 - Baggage > 200 - Checked Baggage

#### Baggage Liability

Revision date: 5/10/2023  
Supersede date: 4/13/2021

When a bag is lost or damaged beyond recovery, the guest is entitled to a settlement, equal to the bag's value or loss of property.

#### Domestic

For travel wholly between points in the US, baggage liability is limited to \$3,800 per fare-paying guest (except for disability devices), unless excess valuation coverage is purchased. The airline assumes no liability for fragile, valuable, or perishable articles. Further information may be obtained in the Contract of Carriage.

- This "valuation" or liability covers a guest's baggage from origin to destination, on both single airline and multiple-airline itineraries.
- Liability is further limited when transportation is provided by Alaska Air Group and another airline, and the other carrier's limitation is less than Alaska Air Group's limits.
- When it cannot be determined which carrier is responsible for the loss, damage or delay of baggage, the total liability of the combined carriers is the lowest maximum liability.
- In accordance with 14CFR Part 382 (the Air Carrier Access Act), there is no defined cap maximum on an airline's liability for damage or loss to wheelchairs or other assistive devices. The criterion for calculating compensation for damage or loss may be based on the original purchase price of the device.

#### Liability Limitations - Checked Baggage

##### Perishable Items

The guest must be advised and fully understand we do not accept liability if spoilage occurs, regardless of delay.

Raw game meat and fish may be accepted as baggage if:

- Packaged in leak-proof containers (not Styrofoam, unless a commercially manufactured seafood shipping box)
- Labeled appropriately (e.g., "FROZEN" or "COOL")
- Dry ice (up to 5.5 pounds) or gel ice is used

Refer to STAR **CTYSTO** for availability of freezer/cooler facilities.

Under special circumstances, frozen articles can be stored overnight for a guest, to prevent spoilage.

The airline is not liable for any spoilage of checked baggage tendered for freezer storage.

##### Game Fish

Due to TSA hand-carry search requirements at stations without x-ray inspection, guests shall be encouraged to check game fish as baggage and remove all wrapping to accomplish the required search.

### **Limited Release Advisory**

The Limited Release Advisory is an advisement the accepting agents must tell guests when accepting fragile, valuable or perishable items. It designates the airline will only assume liability for loss of such items, not damage.

Determine whether an item shall be accepted at owner's risk and advise the guest of the limited release advisory policy.

**Example:** Item is not in a sturdy hard sided travel type case, has weak fasteners, or the baggage has been previously damaged.

Items in the original manufacturer's packing may be accepted when the original seal has not been broken.

If a guest refuses to acknowledge that the airline will only cover loss, accept the item and document the PNR.

### **Christmas Trees**

The airline does accept Christmas trees as checked baggage under the following conditions:

- It is securely packaged in a box or plastic wrapping with all sharp edges covered
- Wrapping ensures no sap may leak out and cause damage to other baggage or equipment

Christmas trees shall follow the same checked baggage piece/overweight/oversize charges as regular checked baggage.

### **Fragile Items**

Transported items must be able to withstand ordinary handling.

An item's weight, size, or character must be suitable for transportation on the aircraft on which it is to be transported.

Some fragile items shall be accepted. When accepting any fragile item, advise the guest that the airline will only cover loss of the item, not damage. Advise the guest the item must be packaged in a way it can withstand ordinary handling procedures.

For international flights, fragile items such as pottery, glass or wood are shipped at guest's own risk; however, International Baggage liability regulations require payment for any damaged, lost or missing contents.

For domestic flights, fragile items conditionally acceptable at guest's risk include, but are not limited to the following:

- Computers, TV's, radios, tape recorders, phonographs, etc., in their own carrying cases
- Fishing rods in non-rigid carrying case

- Guitars or other instruments in non-rigid cases
- Pictures, paintings
- Sewing machine in its own carrying case

Refer to Contract of Carriage, "Fragile Items" for a complete list.

Items in original manufacturer's packing may be accepted without advising the guest of limited liability advisory when the original seal has not been broken.

### **Excess Valuation**

Excess valuation is an extension of liability in the event of loss or damage.

- Advise the guest that the below, listed articles are carried at owner's risk.
- Ensure the guest understands and agrees to the terms of acceptance. For a fee, the airline shall accept the risk for a value higher than the liability limitation.
- Additional coverage for excess value up to \$5,000US may be purchased at the rate of \$1US per \$100US coverage over the limited liability.
- The transaction shall take place at the ticket counter. In IMAGE, go to Express Ticketing (F6/f3) and select Excess Valuation Domestic or Excess Valuation International.
  - Choose the appropriate fee based on the amount of excess value they would like to add. (\$12 max for Domestic itineraries and \$33 for international itineraries)

When excess valuation has been declared and paid for, liability shall not exceed the new valuation.

Guests declaring excess valuation shall be asked to describe the contents of the baggage presented. Add this information to Remarks in the PNR.

Excess valuation may be purchased for fragile items when documented in the PNR.

- Liability extends to loss only.
- Liability for damage under normal handling conditions is not covered.

**Example:** Golf clubs checked in a soft-sided case.

### **Interline**

Baggage with excess valuation may be checked interline provided an additional charge is made for each carrier on which the property is to be transported.

Contact interline carrier for rules on excess valuation.

### **Excess Valuation Exclusions for Checked Baggage**

For domestic itineraries, the airline is not liable for loss, damage, delay or pilferage of the following items (with or without knowledge the items are contained in checked baggage).

Before baggage acceptance, the Agent shall:

- Advise the guest the below, listed articles are carried at owner's risk.
- Ensure the guest understands and agrees to the terms of acceptance.

Excess valuation cannot be purchased for the following items:

- Antiques, heirlooms
- Art objects, sculptures
- Binoculars, telescopes, optical devices (including eyeglasses)
- Brachycephalic (short-nosed), purebred animals
- Business contracts, documents
- Cameras, video and photographic equipment, camcorders, audio equipment, film, camera equipment, photographs
- Cash, currency
- Computers and related equipment
- Furs
- Game trophies, antlers, pelts
- Historical artifacts
- Irreplaceable books, publications, collectibles (e.g., baseball cards)
- Jewelry, watches
- Keys
- Medication
- Negotiable papers
- Original manuscripts
- Personal electronic devices (e.g., compact discs and video game cartridges)
- Precious metals
- Sales samples
- Securities
- Silverware

Section 6 - Baggage > 200 - Checked Baggage

### **Bag Tags - Checked Baggage**

Revision date: 8/25/2023  
Supersede date: 11/16/2022

#### **Interface**

CSM Vol. 3, Section 11.300 - Loading Procedures > Lower Cargo Compartment Procedures - Cargo and Baggage Loading Procedures

#### **Baggage Tags**

The airline uses automated and manual (handwrite) bag tags.

**Note:** Automated bag tags are the preferred method to be used for online and offline baggage.

- The distribution of checked baggage tags (either auto-generated or manual) must be limited to Alaska Air Group employees and authorized representatives, except bag tags generated by a guest using kiosk or an approved electronic bag tag.
- Includes expedite tags.
- Stock must be stored in a controlled area.
- Blank auto-generated bag tags are required to be controlled but do not need to be locked/ secured.

**Note:** Baggage tag receipt shall be stapled, or adhesive can be removed to stick onto customer boarding pass.

#### **Oneworld Priority Tag/Flag**

Refer to [Section 6.200 - oneworld Elite Priority Bag Tag/Flag](#) for information.

#### **Manual/Handwrite**

- Manual tags must be completed by Customer Service Agent or authorized representative.
- When a guest is checking a box or other article not having a handle to affix a bag tag to, use a clear plastic window that attaches to the item with adhesive.
- Clear tape may be used if no portion of the bag tag is covered.
- Edit bag tag number into PNR.

#### **Electronic Bag Tag (EBT)**

EBTs are paperless, electronic versions of an auto-generated baggage tag, and supports Alaska's sustainability goals and will save guests time in the lobby.

The [BAGTAG Flex](#) is the only model of EBT accepted for flights operated by Alaska, Horizon, and SkyWest. It supports up to 3 flight segments, and the routing is read from bottom to top, like a paper bag tag. EBTs will have Alaska or BAGTAG printed on the case of the EBT. BAGTAG Flex [EBTs from their supported airlines](#) and BAGTAG itself may also be accepted.

Guests can check-in and update the EBT using the Alaska Mobile App on their compatible mobile device.

Agents activate/scan the EBT using their CSA Mobile Device, or EBTs can be accepted at an Automated Bag Drop (ABD) if applicable at your airport. The EBTs are also compatible for scanning with RSA Mobile.

The EBT should be covered or removed from the bag when rerouted due to irregular operations or mis-routed.

[Electronic Bag Tag FAQ](#) for more information.

**Note:** Do not stamp or mark the EBT anywhere on the device.

### **Claim at Gate Tag**

Refer to [Section 6.100 "Carry-on Baggage Policy"](#) for information.

### **Continuation of Interline**

When a guest's itinerary requires more transfer stubs than are available on one tag, a second interline tag shall be used.

- Cross out the numbers on the second bag tag and replace with the numbers from the first bag tag.
- Staple the tags together, exposing the transfer stubs on both tags.

### **Interline Baggage Tag**

- Use this bag tag for all baggage connecting from Alaska flights to an interline destination.
- Use the self-adhesive tag when a guest checks a box or other article that does not have a handle for affixing a bag tag.
- Clear tape may be used if no portion of the bag tag is covered.
- The [Handwrite Interline Tag](#) may also be used online.

### **Expedite**

Use the [Expedite Tag](#) for mishandled or damaged baggage that must be shipped from one point to another.

### **Online Baggage**

- [Bags to Carousel Tags](#) are used to check baggage to Alaska Airlines destinations only and may include online connections.
- These bag tags are most used at the gates for last minute carry-on bags.

Section 6 - Baggage > 200 - Checked Baggage

### **oneworld Elite Priority Bag Tag/Flag**

Revision date: 1/19/2022  
Supersede date: 11/3/2021

One of the benefits offered to our guests with a **oneworld** membership is a commitment to will receive their checked baggage first at the carousel.

**oneworld** members will provide reciprocal priority baggage handling for all **oneworld** Emerald and Sapphire status customers, when travelling in any cabin on an eligible **oneworld** flight or itinerary.

**oneworld** Emerald and Sapphire status customers and any travelers in the same PNR shall have their baggage tagged with a **oneworld** priority tag when traveling in any cabin on an eligible **oneworld** flight or itinerary, and this baggage will be delivered to baggage claim before all non-priority baggage.

**Note:** Oversize baggage such as Snowboards, Skis, Golf bags, etc. shall be tagged with the priority tag, but are exempt from the **oneworld** baggage guarantee and shall be handled and delivered per local procedures.

The **oneworld priority flag/tag** shall be applied to eligible checked bags when the customer:

- Checks-in and has bags tagged at the ticket counter.
- Generates a boarding pass at the kiosk and the baggage is tagged at the ticket counter.
- Generates a boarding pass and bag tags at the kiosk, then drops their bags at the ticket counter or Bag Drop Agent.
- Generates a boarding pass and bag tags off-airport (e.g. home-printed), then drops their bags at the ticket counter or Bag Drop Agent.
- Generate a boarding pass off-airport and has a permanent digital bag tag (e.g. Alaska Electronic Bag tag) and drops their bag at the ticket counter or Bag Drop Agent.

**Note:** Apply the **oneworld priority inline flag** to bags tags issued by an agent, and apply the **oneworld priority swing tag** to bag tags generated using the Web, Kiosk, or Mobile check-in.

This delivery requirement is only applicable to checked baggage. Claim-at-gates and planeside bags shall be handled following our current procedures.

Apply the **oneworld priority tag/flag** to the following members checked baggage:

- Alaska Mileage Plan Gold, Gold 75K, and Gold 100K (including any travelers in the same PNR)

- oneworld Emerald and Sapphire (including any travelers in the same PNR)

Refer to the guest's elite status on their boarding pass, check-in response in IMAGE, Bag Scan, Lobby Agent, or their PNR to know when the **oneworld** priority tag/flag shall be applied.

**Note:** **oneworld** Ruby status guests should be advised any priority baggage handling they receive on their home carrier may not be honored by other **oneworld** members.

Section 6 - Baggage > 200 - Checked Baggage

### Checked Baggage Charges and Waivers

Revision date: 9/20/2023  
Supersede date: 8/31/2023

#### Fee Determination - Domestic Itineraries

Charges are assessed to the destination or first stopover point of 12 hours or more.

**Note:** For guests with two or more tickets, a ticketing and baggage agreement must be in place with the other airline(s).

Advise guests on their return trip originating on AA, F9, UA, or HA they will need to pick up their checked baggage with the applicable airline and recheck it with Alaska when ticketed separately. Fees apply when checking bags at each airline.

Checked baggage charges must be paid again by guests who continue their journey and check bags after a stopover of 12 hours or more.

**Note:** Club 49 members traveling to or from the state of Alaska are entitled to two free checked bags even when the ticket involves multiple segments and stopovers over 12 hours or more. The PNR must contain the MP number.

#### Fee Determination - International Itineraries

The following rules apply for guests who have one or more tickets to complete their international itinerary.

**Note:** For guests with two or more tickets, a ticketing and baggage agreement must be in place with the other airline(s) AND bags must be checked through to the other carrier to qualify for their baggage charges and allowances.

#### Outbound/Return Check-in Traveling to/from the United States

On international itineraries where travel is wholly on Alaska Airlines or AS coded flights (e.g., AS\*QF):

- Alaska Airlines bag rules and fees apply.

- Collect fees to the first stopover of 24 hours or more.

On all other non-AS codeshare international itineraries:

- The international carrier's bag rules and fees apply.
- Collect fees for entire outbound or return trip, regardless of length of stopovers.

Connection City/Stopover City Check-in:

On international itineraries where travel is wholly on Alaska Airlines or AS coded flights (e.g., AS\*QF):

- Waive fees for items rechecked within 24 hours of arriving in the connection city.
- Use the "Rechecked at connection" waiver in the Fee Collection Mask.

On all other international itineraries:

- Waive fees for items rechecked, regardless of length of stopover.
- Use the "Rechecked at connection" waiver in the Fee Collection Mask.

Transiting the United States from Canada or Mexico to another country (e.g., YVR/LAX/SYD):

- Follow the other international carrier's baggage rules if the guest has a transit time in the United States of 24 hours or less.
- Follow Alaska Airlines' baggage rules if the guest has a transit time greater than 24 hours.

Refer to [Sports Equipment](#) in this section for additional checked baggage information.

### **Charges and Waivers**

The charges outlined below are applicable to itineraries where Alaska Airlines baggage rules and charges apply.

- Refer to the Fee Determination Web Service to determine correct bag fee and ticket purchase date, and which airlines' rules and charges apply.

Applicable baggage waivers cannot be combined with other free baggage allowances.

**Oversize, overweight, and seasonal baggage limits and/or restrictions may also apply to every traveler type shown below, regardless of elite status.** See [Seasonal Baggage Limits](#) or oversize/overweight for details.

### **Charges and Waivers (applicable to tickets issued before/on June 29, 2023)**

Traveler Type	1st	2nd	3rd	4th	5th	6th or more each
Regular Traveler	\$30	\$40	\$100	\$100	\$100	\$100

Credential Media Rate <sup>11</sup>	\$30	\$40	\$50	\$50	\$50	\$50
MVP Mileage Plan members/ <b>oneworld</b> Ruby members <sup>2</sup>	Free	Free	\$100	\$100	\$100	\$100
Gold Mileage Plan members/ <b>oneworld</b> Sapphire members <sup>2</sup>	Free	Free	\$100	\$100	\$100	\$100
Gold75KGold 100K Mileage Plan members/ <b>oneworld</b> Emerald members <sup>1,12</sup>	Free	Free	Free	\$100	\$100	\$100
Confirmed in First Class at check-in/baggage check <sup>7,12</sup>	Free	Free	\$100	\$100	\$100	\$100
To/From GDL <sup>3</sup>	\$30	\$40	\$100	\$100	\$100	\$100
Non-revenue travelers <sup>5</sup>	Free	Free	\$100	\$100	\$100	\$100
Club 49 members <sup>8</sup>	Free	Free	\$100	\$100	\$100	\$100
Ticket and itinerary wholly within the state of Alaska <sup>12</sup>	Free	Free	Free	\$100	\$100	\$100
U.S. Military personnel with active-duty ID <sup>6</sup>	Free	Free	Free	Free	Free	\$100
Active-duty US Military dependents on travel orders and US Military dependent ID <sup>6</sup>	Free	Free	Free	Free	Free	\$100
Visa Signature Cardholders <sup>9</sup>	Free	\$40	\$100	\$100	\$100	\$100
Platinum Plus Visa Cardholders <sup>9,10</sup>	Free	\$40	\$100	\$100	\$100	\$100
Visa Small Business Cardholder <sup>9</sup>	Free	\$40	\$100	\$100	\$100	\$100
World Elite MasterCard (Canada) <sup>9</sup>	Free	\$40	\$100	\$100	\$100	\$100

International codeshare flights <sup>12</sup>	Refer to the <a href="#">alaskaair.com Checked Baggage international codeshare page</a> for fees and rules
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**Charges and Waivers (applicable to tickets issued on/after June 30, 2023)**

Traveler Type	1st	2nd	3rd	4th	5th	6th or more each
Regular Traveler	\$30	\$40	\$150	\$150	\$150	\$150
Credential Media Rate <sup>11</sup>	\$30	\$40	\$50	\$50	\$50	\$50
MVP Mileage Plan members/ <b>oneworld Ruby</b> members <sup>2</sup>	Free	Free	\$150	\$150	\$150	\$150
Gold Mileage Plan members/ <b>oneworld Sapphire</b> members <sup>2</sup>	Free	Free	\$150	\$150	\$150	\$150
Gold75KGold 100K Mileage Plan members/ <b>oneworld Emerald</b> members <sup>1,12</sup>	Free	Free	Free	\$150	\$150	\$150
Confirmed in First Class at check-in/baggage check <sup>7,12</sup>	Free	Free	\$150	\$150	\$150	\$150
To/From GDL <sup>4</sup>	\$30	\$40	\$150	\$150	\$150	\$150
Non-revenue travelers <sup>5</sup>	Free	Free	\$150	\$150	\$150	\$150
Club 49 members <sup>8</sup>	Free	Free	\$150	\$150	\$150	\$150
Ticket and itinerary wholly within the state of Alaska <sup>12</sup>	Free	Free	Free	\$150	\$150	\$150
U.S. Military personnel with active-duty ID <sup>6</sup>	Free	Free	Free	Free	Free	\$150
Active-duty US Military dependents on travel orders and US Military	Free	Free	Free	Free	Free	\$150

dependent ID <sup>6</sup>						
Visa Signature Cardholders <sup>9</sup>	Free	\$40	\$150	\$150	\$150	\$150
Platinum Plus Visa Cardholders <sup>9,10</sup>	Free	\$40	\$150	\$150	\$150	\$150
Visa Small Business Cardholder <sup>9</sup>	Free	\$40	\$150	\$150	\$150	\$150
World Elite MasterCard (Canada) <sup>9</sup>	Free	\$40	\$150	\$150	\$150	\$150
International codeshare flights <sup>12</sup>	Refer to the <a href="#">alaskaair.com Checked Baggage international codeshare page</a> for fees and rules					

<sup>1</sup> Includes guest traveling with the Gold 75K/Gold 100K member in the same PNR. For group bookings made by the Alaska Airlines Group Desk, only actual Gold 75K/Gold 100K/**oneworld** Emerald members may check three bags free of charge. Also includes Gold 75K/Gold 100K/**oneworld** Emerald member traveling on award travel purchased with elite miles.

<sup>2</sup> Includes guests traveling with the Gold or MVP member in the same PNR. For group bookings made by the Alaska Airlines Group Desk, only actual Gold/**oneworld** Sapphire or MVP/**oneworld** Ruby members may check two bags free of charge. Also includes Gold/**oneworld** Sapphire or MVP/**oneworld** Ruby member traveling on award travel purchased with elite miles.

<sup>3</sup> Guests traveling to/from GDL November 15 through January 15 may only check a maximum of two bags per person. Additional, overweight and/or oversize baggage will not be accepted during this period

<sup>4</sup>Guests traveling from GUA (GUA-LAX) November 15 through January 15 may only check a maximum of two bags per person. Additional, overweight and/or oversize baggage will not be accepted during this period.

Note: This restriction does not apply on flights to GUA (LAX-GUA).

<sup>5</sup>Non-revenue traveler includes:

- AS/QX employees/retirees, spouse/domestic partner, dependents, parents, companions, Primary Travelers, Positive Space Travel (PST) awards, Confirmed Employee Travel (CET), mileage award, or regularly priced tickets upon presentation of AS/QX ID or dependent ID (companions exempt).
- Guest Pass travelers
- Other airline employees on space available pleasure travel
- Other airline employees on confirmed ID50 travel.
- Travel Agent (e.g., AD90SA) on space available pleasure travel

**Exception:** Employees traveling on a company business pass (e.g., C1, B3 on AS flights, or T1, Q3 on QX flights) may check unlimited bags as well as overweight/oversize without a charge.

<sup>6</sup> Refer to U.S. Military Requirements below for details.

<sup>7</sup>Includes guest confirmed in First Class on the connecting AS flight. Upgraded guests must be confirmed in First Class before baggage has been accepted to receive fee waiver.

<sup>8</sup> Itinerary must contain at least one Alaskan city and the member's MP number. Refer to [Club 49 Terms and Conditions](#) and [Club 49 FAQ](#) for more information.

- If fraudulent activity having to do with the Club 49 program is suspected, the agent should send the information via email to [Anchorage.Sales.Office@alaskaair.com](mailto:Anchorage.Sales.Office@alaskaair.com). Do not refuse the guest the benefits or confront the guest. Simply send "ANC Sales" the information. No documentation of the PNR is necessary.

<sup>9</sup> Waiver applies to cardholder, authorized user, or co-applicant and up to 6 other guests in the same reservation (totaling 7 bags). All fees are waived automatically provided the Mileage Plan number is in the reservation at the time of check-in and the credit card was used to pay for the reservation.

**Note:** Guests with their company EasyBiz Mileage Plan number in the PNR are not eligible and would not receive the free bag unless they present their Signature credit card.

<sup>10</sup>Platinum Plus Visa cardholders will receive the same rewards as Visa Signature cardholders for those guests approved on or after June 4, 2018. All fees are waived automatically provided the Mileage Plan number is in the reservation at the time of check-in and the credit card was used to pay for the reservation.

<sup>11</sup>Guest must show proof of active credentials upon check-in at ticket counter (i.e., Radio, TV, and/or Film). Standard checked baggage size and weight limitations apply.

<sup>12</sup>Gold 75K/Gold 100K/oneworld Emerald members will receive 3 free checked bags in all cabins/classes of service. When traveling on an intra-Alaska itinerary, they shall receive 4 free checked bags. Seasonal baggage limits/restrictions apply.

### **Checked Baggage Exceptions**

The following checked baggage exceptions are applicable to all guests:

- Strollers, car seats, and baby carrier backpacks may be checked without charge.
- Mobility Aids or medical assistive devices for guests with a disability may be checked without charge.
  - Guests may check more than one without charge

## Wines Fly Free

One box of wine (properly packaged) may be checked without charge for each Mileage Plan member traveling to domestic U.S. locations only.

- Fees will apply on additional checked wine cases

**Note:** Guest must be of legal age to transport alcohol.

To qualify for Wine Box waiver:

- Be an Alaska Mileage Plan member.
- Mileage Plan number must in the PNR.
- Applies when departing from one of the following cities:

<b>California:</b> <ul style="list-style-type: none"> <li>• Burbank</li> <li>• Fresno</li> <li>• Los Angeles</li> <li>• Monterey</li> <li>• Oakland</li> <li>• Ontario</li> <li>• Orange County</li> <li>• Palm Springs</li> <li>• Redding</li> <li>• Sacramento</li> <li>• San Diego</li> <li>• San Francisco</li> <li>• San Jose</li> <li>• San Luis Obispo</li> <li>• Santa Barbara</li> <li>• Santa Rosa/Sonoma</li> </ul>	<b>Oregon:</b> <ul style="list-style-type: none"> <li>• Eugene</li> <li>• Medford</li> <li>• Portland</li> <li>• Redmond/Bend</li> </ul> <b>Idaho:</b> <ul style="list-style-type: none"> <li>• Boise</li> <li>• Idaho Falls</li> <li>• Sun Valley</li> </ul> <b>Washington:</b> <ul style="list-style-type: none"> <li>• Bellingham</li> <li>• Everett (Paine Field)</li> <li>• Pasco/Tri-cities</li> <li>• Pullman</li> <li>• Seattle</li> <li>• Spokane</li> <li>• Walla Walla</li> <li>• Wenatchee</li> <li>• Yakima</li> </ul>
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**Note:** See [Section 20.200 - Checked Baggage Acceptance](#) for exceptions from Hawaii.

## **Overweight/Oversize**

Checked baggage exceeding 50 pounds or 62 inches (including baggage accepted free of charge) shall be accepted upon payment of overweight or oversize baggage charges.

**Note:** (Applicable to tickets purchased on/before June 29, 2023) The greater charge shall apply when baggage falls into more than one category (piece charge, overweight or oversize).

**Note:** (Applicable to tickets purchased on/after June 30, 2023) More than one fee may apply to a bag. For example, if a bag is oversize, we shall collect the standard checked bag fee + oversize fee.  
  
If a bag is oversize and overweight, we shall collect the greater of the two fees + the checked bag fee.

<b>Weight</b>	<b>US Dollar Rate</b>
51-100 pounds	\$100 each piece

**Note:** Attach one [Heavy Flag](#) to the bag tag for all bags weighing 51-100 pounds. On boxes or bags without a handle, fold the bag tag over one end of the box and adhere two HEAVY flags using the adhesive of the bag tag.

**Exception:** Free checked baggage for active-duty U.S. Military and dependents may weigh up to 70 lbs. without incurring an overweight fee.

Dimension (L+W+H)	US Dollar Rate
63-115 inches	\$100 each piece ( <b>applicable to tickets issued before/on June 29, 2023</b> )
63-115 inches	\$150 each piece (applicable to tickets issued on/after June 30, 2023)

**Exception:** U.S. Military personnel and dependents eligible for the U.S. Military baggage charge waiver may check bags up to 115 linear inches without incurring an oversize fee.

Any items over the above weights and/or dimensions may be shipped via Air Cargo.

**Note:** Certain security measures apply for cargo. Contact the cargo department for details.

All overweight/oversize items tendered for carriage are subject to conditional acceptance.

- On the reverse side of the bag tag, check "Load only if space/time permits - V/S"
- Advise the guest that due to limited space or time, the airline is not able to ensure items will be loaded on the same flight.
- Advise the guest they shall be responsible for collecting their overweight/oversize baggage when it arrives at the destination.
- Have the guest sign on the bag tag and receipt to acknowledge conditional acceptance.

**Note:** The Alaska Air Group facilities department has authority and responsibility for the scale calibration program.

## Musical Instruments

**Applicable to 737 and Airbus aircraft:** Checked Musical Instrument Baggage shall be accepted up to 165 pounds or 150 combined linear inches in length + height + width.

**Applicable to Horizon Air E175 or SkyWest ERJ 175:** Checked Musical Instrument Baggage shall be accepted up to 165 pounds or 115 combined linear inches in length + height + width.

- Attach generated bag tag
- Complete and attach [Musical Instrument Tag](#)

**Note:** Attach Heavy Flag for item(s) weighing over 51 lbs.

- Collect oversize when applicable

<b>Musical Instrument Weight</b>	<b>Fee Per Bag</b>
50 pounds or less	\$30 (USD)
51-165 pounds	<p>\$100 (USD) (<b>Applicable to tickets purchased on/before June 29, 2023</b>)</p> <p>Standard Checked Bag Fee + Overweight Fee - \$100 (USD) (<b>Applicable to tickets purchased on/after June 30, 2023</b>)</p>

<b>Musical Instrument Bag Dimensions</b>	<b>Fee per Bag</b>
Up to 62 inches	\$30 (USD)
63-150 inches*  *Applicable to 737 and Airbus aircraft only	<p>\$100 (USD) (<b>Applicable to tickets purchased on/before June 29, 2023</b>)</p> <p>Standard Checked Bag Fee + Oversize Fee - \$150 (USD) (<b>Applicable to tickets purchased on/after June 30, 2023</b>)</p>
63-115 inches*  *Applicable to Horizon Air E175 or Sky West ERJ 175 aircraft only	<p>\$100 (USD) (<b>Applicable to tickets purchased on/before June 29, 2023</b>)</p> <p>Standard Checked Bag Fee + Oversize Fee - \$150 (USD) (<b>Applicable to tickets purchased on/after June 30, 2023</b>)</p>

## **U.S. Military Requirements**

The U.S. Military personnel baggage waiver is applicable for U.S. Military personnel and their dependents.

To qualify:

- Active-duty U.S. Military shall present active duty U.S. Military ID.
- Retired U.S. Military shall present retired U.S. Military ID with U.S. Military travel orders.
- Dependents of active-duty U.S. Military shall present active duty U.S. Military ID with U.S. Military travel orders.

**Exception:** Newly enlisted U.S. Military recruits are exempt from presenting Military ID.

Military Identification must indicate one of the following branches of the armed forces:

- Army
- Marine Corps
- Navy
- Air Force
- Coast Guard
- Army National Guard Reserves
- Army Reserves
- Marine Forces Reserves
- Navy Reserve
- Air National Guard Reserve
- Air Force Reserve
- Coast Guard Reserve

**Military Identification may also indicate:**

- Academy
- Military
- Enlisted
- Officer
- Retired
- Dependent

**Note:** Baggage charges for other government employees are not waived.

### Section 6 - Baggage > 200 - Checked Baggage

#### Sporting Equipment

Revision date: 5/8/2023  
Supersede date: 4/6/2022

The following sporting equipment items are accepted as checked baggage provided each piece is properly packed in a soft or hard sided case designed specifically for the sporting equipment piece.

In the event a sporting equipment piece is improperly packed, advise the guest that the airline is only liable for loss of the item. We are not liable for damage. If the guest refuses to acknowledge the Limited Release Advisory, document the PNR.

#### Individual Sporting Equipment Pieces

Each checked piece listed below is subject to our standard checked baggage fees and waivers. Oversize or overweight fee may be waived for the items listed in this section, but if content unrelated to the equipment are included, additional baggage fees may apply. No items exceeding our maximum weight and size dimensions shall be accepted for transport.

Refer to [Checked Baggage Charges and Waivers](#) for charges.

- Archery
- Bicycles (non-motorized)
- Boogie boards
- Bowling
- Fishing Equipment
- Golf bags
- Hockey/Lacrosse Equipment
- Pole Vaults
- Scuba Equipment
- Skateboards
- Skis/Snowboard
- Surfboards/Paddleboards
- Windsurfing Equipment
- Kiteboard Equipment

#### | **Bicycles, eBikes, and Similar Devices:**

When accepting bicycles or scooters as baggage, the CSA/PSA shall ask the guest if this is an electric bike or scooter.

If they are traveling with an electric/motorized bicycle, kick scooter or similar device, ask the guest where is the battery and refer to CSM [Section 6.100 - Restricted Carry-on Baggage Items](#) or [6.200 - Restricted Items – Checked Baggage](#) for information about whether the eBike and/or battery can be accepted for transport.

The eBike or similar device may be accepted without the battery, and the guest shall not transport the battery on the flight. The station shall not hold the battery if it does not meet the acceptance criteria.

### **Oversize Sporting Equipment**

The following sporting equipment may exceed our standard size allowance (not to exceed 115" in length). Oversize or overweight charges (51-100 pounds) apply for each piece checked.

Refer to [Checked Baggage Charges and Waivers](#) for charges.

- Kayaks
  - One set of paddles (per kayak) may be boxed with or taped to the kayak for no additional fee.
  - Case not required for acceptance.
  - Kayaks are not accepted on Horizon Air E175 and SkyWest ERJ 175 aircraft.
  - Glass kayaks are not accepted.

### **Multiple Sporting Piece Exceptions**

The following sporting items allow for multiple pieces to be considered one checked piece. Multiple-piece sporting equipment, as defined below, is subject to our standard checked baggage service charge.

Refer to [Checked Baggage Waivers and Charges](#) for charges.

#### **Fishing**

One piece of fishing equipment is defined as two rods, two reels, and one tackle box.

#### **Hockey/Lacrosse**

One piece of Hockey/Lacrosse equipment consists of hockey/lacrosse sticks (multiple sticks must be taped/attached together) and one bag/box of miscellaneous hockey equipment (skates, pads, pucks, gloves, etc.).

#### **Pole Vaults**

One piece of pole vaulting equipment is defined as one or two pole vaults with maximum dimensions of 6" x 6" x 17'.

- 737 aircraft - 6" x 6" x 17'
- Airbus aircraft - 6" x 6" x 12'
- Horizon E175, and SkyWest ERJ 175 aircraft - maximum single dimension is 8 ft.

### **Scuba**

One piece of scuba equipment is defined as one scuba gear container. The scuba gear container is limited to one regulator, one tank harness, one pressure gauge, one mask, two fins, one snorkel, one knife, one spear gun and one safety vest). Scuba equipment may exceed 62 linear inches, but must be no more than 115 linear inches, without incurring an oversize fee.

Scuba tanks may be included as part of the scuba gear container. The tank's regulator valve must be disconnected and the tank must have an open end for visual inspection.

### **Skis/Snowboards**

One piece of ski/snowboard equipment is defined as one pair of skis with poles or one snowboard, plus one boot/helmet bag. Each item shall have a baggage tag affixed. Process the second item of ski equipment as a waived bag fee.

If additional items are packed with the ski/snowboard equipment, standard checked baggage fees will apply to the boots, bindings and helmet bag.

If more than one set of ski equipment is checked, each additional set of equipment (as outlined above) will be counted as one special item, and the associated fee(s) will apply.

### **Windsurfing**

One piece of windsurfing equipment is defined as one windsurfing board and one mast, boom and sail.

On Airbus aircraft, the maximum mast length is 12'.

On Horizon E175, and SkyWest ERJ 175 aircraft the maximum single dimension is 8 ft.

### **Surfboards/Paddleboards**

One item of surfing or paddle equipment is defined as a surfboard or paddleboard case with up to two boards inside (including paddle for paddleboard only). On flights operated solely by 737 and Airbus aircraft, the equipment may measure up to 115" (9 ft., 7 in.) in length alone. For flights operated by Horizon Air E175 or SkyWest ERJ 175 aircraft, the equipment may not exceed 115" in combined linear dimensions (height + length + width).

Up to two boards in the same case may be checked for one charge.

### **Kiteboards**

One set of kiteboard equipment may be checked as two separate pieces for one charge. One set of kiteboard equipment may include:

- One kiteboard and fin(s) (fins exceeding 3 inches in length must be removed)
- One foil or leading-edge inflatable (LEI) kite
- One control bar with flying lines

- One helmet and personal floatation device (PFD)

## **Additional Sporting Topics**

### **Camping**

Camping equipment and fuel containers that once contained liquid fuel (i.e.: camping stoves, portable heaters, and flammable liquid lanterns) are allowed as long as the fuel system is completely dry with no fuel remaining in the tank, hoses, or parts and no remaining fuel odor is evident. Any type of fuel is forbidden from transport in checked baggage. Fuel can be shipped as regulated dangerous goods through the cargo facility.

Self-heating meals (i.e.: MREs, flameless ration meals) are not permitted as carry-on or checked baggage due to the risk of unintentional activation of the heating source. Guests may transport these via air cargo only.

Propane and empty propane tanks may only be shipped on all-cargo aircraft.

No matches/lighters are permitted in checked luggage.

### **Firearms / Shooting Equipment**

For more details on firearm and shooting equipment restrictions, [Transporting Firearms](#).

### Section 6 - Baggage > 200 - Checked Baggage

#### Equipment for Large Groups

Revision date: 5/10/2023  
Supersede date: 11/9/2022

##### Controls **AOSSP**

The following process shall be completed for checking equipment for **large groups**:

Equipment for large groups (e.g., sports teams, music bands, television crew and theater production companies) may be accepted from a designated representative of the large group.

**Note:** Personal baggage may not be included.

- Verify the number and type of equipment being accepted for check-in corresponds with the information documented in the PNR by the Group Sales Desk.
- If the equipment presented does not match the information documented in the PNR, the agent shall:
  - Consult with the representative to determine what is missing or what additional equipment pieces are present.
  - Document the PNR with the information regarding the missing or additional equipment.
  - Contact a GSC when there are additional or missing pieces of equipment that do not belong to the group and treat them as a suspicious incident until the missing or additional items can be accounted for.
- If baggage fees have not been prepaid through the Group Sales Desk, an excess standard baggage fee per piece of equipment shall be charged whether the equipment is being checked in ahead of time by a designated individual, each individual, or if a team member checks in and pays for the item.

**Note:** Oversize and overweight fees still apply.

If one person pays for all baggage fees:

- In IMAGE, choose “Handwrite” in the Waive Fee Collection Mask..
- Indicate amount collected manually.
- Standard baggage fees apply for each bag checked.
- Station to decide how to keep track of bags (bingo tags, stroke count, etc.)
  - Total the bag count to determine the fee to be collected
  - In Express Ticketing (F6/f3) select Baggage and the appropriate amount to collect
    - NOTE: This may require two transactions to collect the total amount due

- NOTE: If an exact total cannot be collected in Express Ticketing the agent shall select the nearest amount without going over the total. (ie. \$660 owed collect \$650)
- Ensure all equipment is referred to TSA for screening prior to loading on the aircraft.

### Section 6 - Baggage > 200 - Checked Baggage

#### Restricted Items - Checked Baggage

Revision date: 8/23/2023  
Supersede date: 5/22/2023

##### Controls

49 CFR 175, Ops Spec A055

EFR

***Policy and procedures regarding dangerous goods limitations and NOTOC communications cannot be revised without prior regulatory approval and revision of Operations Specification A055 (Ops Spec A055) for Alaska Airlines.***

See the [Pack Safe](#) page on the FAA.gov website for a comprehensive list of hazardous materials items allowed and prohibited from checked and carry-on baggage. Some of the more common items are listed below.

The following items may travel in checked baggage, with restrictions:

##### Alcohol greater than 24% up to and including 70% (140 proof)

- Must not exceed five liters per package
- Must not exceed five liters per person
- Must be in retail packaging

##### Ammunition

- Refer to the [Section 6.500-Firearm Acceptance](#).

##### Butane curling irons

- One curling iron containing a hydrocarbon (e.g., butane) cartridge per person
- Safety cover must fit securely over heating element
- Gas refills are not permitted

##### Dry ice

- Limited to 5.5 pounds total (checked and carry-on) per guest
- Must be packaged to permit the release of carbon dioxide gas and be marked with:

Must bear "DRY ICE" or "Carbon Dioxide Solid" labeling.

Net weight or a statement that the net weight is 5.5 pounds or less.

**Note:**Do not check dry ice to other airlines.

### Gel Ice

- Sealed containers of gel ice have no limit on the volume, up to our standard size and weight allowances in checked luggage.

### Electric/Motorized Bicycles and Similar Devices

Includes electric/motorized bicycles, electric/ motorized operated kick scooter, or similar devices shall have the battery removed prior to acceptance, and the battery meets the criteria below. Devices with non-removable batteries or batteries that do not meet the criteria below shall not be accepted.

The removable battery shall:

- Not exceed 160-Watt hours (Wh)
- Be protected from short circuit and carried with the passenger into the cabin
- Be marked by the manufacturer with the WH rating or V and Ah in English

**Note:**FAA, TSA, DOT, and other government agency "approved" batteries are not accepted unless they conform to the above requirements. Government/regulatory agencies do not approve batteries.

### Lighters

- Lighters that do not and have never contained fuel are allowed in checked baggage.
- Two liquid-fueled metal lighters per passenger are allowed in checked baggage.
- The lighter must be placed in a DOT-approved solid plastic box. The box should state verbiage such as "packaging conforms to DOT regulations."
- Each lighter shall be placed in its own DOT-approved solid plastic box. (i.e., Only one lighter per box is permitted.)

### Medical devices for needle-free injections

- Permitted as exception to dangerous goods regulations for non-radioactive medicinal items carried by guests for personal use.

### Mercury thermometers (personal use)

- Must be placed in a protective storage case.

### Non-spillable batteries

- Must be plainly and durably marked "non-spillable" on battery and outer packaging.
- Terminals must be protected from short circuit by wrapping them with tape from battery connection kit or similar.
- Must be securely packed in sturdy outer packaging or Alaska Airlines battery box.
- When accompanying wheelchairs and/or mobility aids, may remain attached to the apparatus providing terminals are insulated to prevent short-circuit.

### Lithium Batteries (for personal use)

Follow the guidance in the chart below when determining how or if a lithium battery or battery-powered device may be accepted in checked or carry-on baggage. Additional information about batteries can be found at [PHMSA DOT Safe Travel](#).

Type of Battery  (Used to power portable electronic devices, see <a href="#">49CFR175.10(a)(18)</a> )	Carry-on Baggage		Checked Baggage	
	Installed in Equipment	Spares	Installed in Equipment	Spares
Lithium-ion  rechargeable lithium, lithium polymer, LIPO)  As used in small consumer electronics, such as cell phones, cameras, PDAs, and most laptops.  <b>Limits:</b> 100 watt-hours (Wh) or less per battery as marked	Yes	Yes <sup>1</sup>  See guidance below for <a href="#">1 Spare Batteries</a>	Yes <sup>1, 2</sup>  *See guidance below for <a href="#">1 Spare Batteries and 2 Smart Luggage</a>  Devices with batteries installed must be completely powered off (not in sleep/standby /hibernation mode) and	No

			protected to prevent unintentional activation or damage.	
<b>Larger Lithium-Ion</b> 100-160 watt-hours (Wh) per battery as marked  <b>Limits:</b> Two (2) spare batteries per passenger	Yes	<b>Yes</b> <sup>1</sup> See guidance below for <a href="#">1Spare Batteries</a>	<b>Yes</b> <sup>1, 2</sup> *See guidance below for <a href="#">1Spare Batteries and 2Smart Luggage</a>  Devices with batteries installed must be completely powered off (not in sleep/standby /hibernation mode) and protected to prevent unintentional activation or damage.	No
<b>Lithium Metal*</b> (non-rechargeable) As used in small consumer electronics such as cameras, LED flashlights, etc.  Examples: AA, AAA, 123, CR123A, CR1, CR2, CRV3, CR22, 2CR5 and button cells.	Yes	<b>Yes</b> <sup>1</sup> See guidance below for <a href="#">1Spare Batteries</a>	<b>Yes</b> <sup>1, 2</sup> *See guidance below for <a href="#">1Spare Batteries and 2Smart Luggage</a>  Devices with batteries installed must be completely powered off	No

<b>Limits:</b> Two (2) grams or less lithium per battery			(not in sleep/standby /hibernation mode) and protected to prevent unintentional activation or damage.	
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### **<sup>1</sup>Spare Batteries**

When gate-checking carry-on baggage, it is required to ask if baggage contains lithium batteries.

\*Spares shall be free of damage. To protect spare batteries from short circuit, guests shall pack spare batteries in original retail packaging or otherwise insulating the terminal(s) e.g., by taping over exposed terminals or placing each battery in a separate plastic bag or protective pouch.

In addition, every attempt should be made to pack spare batteries so they cannot move around.

### **Battery-Operated Self-Balancing Devices**

Hoverboards, two-wheel electric boards, gliders, electric unicycles, or intelligent scooters, are examples of self-balancing devices powered by lithium-ion batteries. They are not classified as personal electronic devices.

Due to the safety risks associated with unstable lithium batteries in these devices, hoverboards and like devices are not allowed under any circumstances.

### **<sup>2</sup>Smart Luggage/Self-Propelled Luggage**

“Smart Luggage, Smart Bags, eBags, Self-Riding, Self-Propelled, etc.” are bags with an integral battery bank to power or recharge devices (e.g., mobile phone, tablets, etc.). The lithium battery banks pose a safety risk when placed in the aircraft cargo compartment.

- Only smart bags with batteries/power banks that can be removed without the use of a tool (e.g., push button, connected to the bag via USB or similar connection, or removed with a “key”) will be accepted.
- **Carry-on:** The battery/power bank may remain attached to the bag when taken into the cabin if it is removable, and not used during the flight. The battery/power bank must be removed from the bag if it will be used during the flight.
- **Checked/Gate-checked Bags:**
  - The battery/power bank shall be removed from the bag prior to acceptance.

- Once removed, the battery/power bank shall be protected from short-circuit (e.g., in original retail packaging or otherwise insulating the terminal i.e., by taping over exposed terminals or placing each battery in a separate plastic bag or protective pouch) and the battery is taken into the passenger cabin. (Refer to the [Spare Battery guidelines](#) above).
- After the battery has been removed and the [Battery Removed Flag \(TZ-911\)](#) has been applied to the bag tag, the bag may be transported in the cargo compartment.

**Note:** Some smart bags contain more than one battery. Ensure all batteries have been removed.

- Smart bags with non-removable lithium batteries, power banks, or batteries that require a tool to be removed (e.g., screwdriver) shall not be accepted as checked or carry-on baggage, or transported as comail/comat, or Cargo.
- Stations shall not do the following to ensure the safety of our employees and guests:
  - Accept or hold battery packs or bags with non-removable battery packs
  - Assist guests or provide tools to remove non-removable batteries from smart bags
  - The guest is responsible for properly taking care of their bag or battery pack.
  - Rebook the guest if necessary if they have a bag with a non-removable battery pack.

May include features such as but not limited to:

- Lithium-ion battery and motor allowing it to be used as a personal transportation device either as a stand-up scooter or sit-on vehicle.
  - These devices do not meet the criteria of a mobility aid.
- Lithium-ion battery power bank that allows charging of other electronic devices (e.g., mobile phone, tablets, laptops, etc.)
- GPS tracking devices with or without Global System for Mobile (GSM) capability.
- Bluetooth, RFID and Wi-Fi capability
- Electronic bag tags
  - Only the Alaska Electronic Bag Tag (EBT) is OK for travel (refer to [CSM Vol. 2, 6.200 - Bag Tags - Checked Baggage](#) for more information about which EBTs are accepted).
- Electronic lock(s)
- Lithium-ion battery, motor, and tracking device (GPS) allowing the bag to self-propel and “follow” the owner.

**Example:** Battery/power bank “charger” that may be found in a smart bag.



Anker PowerCore 26800 Portable Charger,

**Battery Powered Folding Strollers and/or Strollers that Charge/Power PEDs**



The lithium battery banks pose a safety risk when placed in the aircraft cargo compartment.

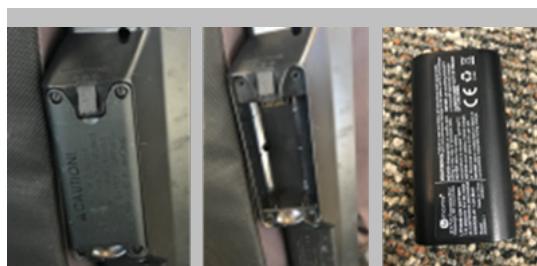
Only strollers with batteries/power banks that can be removed without the use of a tool (e.g., push button, connected to the bag via USB or similar connection, or removed with a “key”) will be accepted.

- The battery/power bank shall be no more than 160 whours.
- Strollers do not meet the definition of a mobility aid / assistive device.

Strollers with non-removable lithium batteries, power banks, or batteries that require a tool to be removed (e.g., screwdriver) shall not be accepted as checked or carry-on baggage, or transported as comail/comat, or Cargo.

- Stations shall not hold the stroller or battery for the guest if the battery is not removable.

**Note:** If a tool is required to only remove the battery cover, it may be accepted. The guest must supply their own tool.



Indications the stroller may contain a battery (but not limited to): LCD screen, USB or similar charging ports/cables, battery cover, etc.

Ask the guest if the battery has been removed from the stroller.

Once the battery/power bank is removed, follow the [Spare Battery guidelines](#) above for transporting the battery in the cabin.

After the battery has been removed and the [Battery Removed Flag \(TZ-911\)](#) has been applied to the bag tag, the bag may be transported in the cargo compartment.

### Oxygen concentrators

- Acceptable as checked baggage.

### Oxygen bottles

- Permitted ONLY if the regulator valve is completely disconnected from the cylinder and the cylinder is no longer sealed (i.e., the cylinder has an open end.) The cylinder must have an opening to allow for visual inspection inside.
- If the cylinder is sealed (i.e., the regulator value is still attached), the cylinder is prohibited and not permitted through the security checkpoint, regardless of the reading on the pressure gauge indicator.

**Note:** Empty liquid oxygen bottles (i.e., HELiOS®) are permitted as checked baggage.

### Paint with flashpoint of more than 141° F. or boiling point of more than 200° F.

- Lids must be secured with metal retainer clips or double strapping of strapping tape.

### Paintball cylinders

- Refillable type cylinders may travel as checked baggage under the following conditions:

Regulator valve must be completely disconnected from the cylinder.

Cylinder must have an opening to allow for a visual inspection inside.

### **Paintball guns**

- Permitted ONLY if the regulator valve is completely disconnected from the cylinder and the cylinder is no longer sealed (i.e., the cylinder has an open end.) The cylinder must have an opening to allow for visual inspection inside.
- If the cylinder is sealed (i.e., the regulator value is still attached), the cylinder is prohibited and not permitted through the security checkpoint, regardless of the reading on the pressure gauge indicator.
- Paintballs must contain no harmful chemicals and be packaged in a leak-proof container, original manufacturer packaging, or strong Ziplock-style bag.

### **Self-defense sprays (e.g., pepper spray, mace)**

- One four-ounce container per bag (domestic only).
- Only canister-style pepper spray shall be accepted. (No pepper balls, grenades, etc.)
- Must have cap or case or other mechanism to prevent accidental discharge.

### **Toiletry articles**

Examples - Rubbing alcohol, aerosol hairspray, aerosol shave cream, aerosol deodorant, personal insect repellent, perfumes, lotions

- Release valves on aerosols must be protected by a cap or other suitable means to prevent inadvertent release of the contents.
- Any single article may not exceed sixteen ounces.
- Total amount per guest must not exceed 68 ounces.

### **Tires and tire assemblies**

- Must be serviceable and inflated to a pressure not greater than their rated inflation pressure.

### **Oxygen as Checked Baggage**

**Applicable to flights operated with 737 and Airbus aircraft only.**

**Controls**

[49 CFR 175](#)

### **Compressed oxygen**

- May be transported as air cargo, under certain conditions. Contact Air Cargo Services.
- Empty oxygen canisters or cylinders are allowed as checked baggage only if the regulator valve is completely disconnected from the cylinder and the cylinder is no longer sealed (i.e., the cylinder has an open end). The cylinder must have an opening to allow for a visual inspection inside.

### **Liquid oxygen**

- Must not be transported.
- A completely empty and depressurized tank is acceptable as checked baggage only if the regulator valve is completely disconnected from the cylinder and the cylinder is no longer sealed (i.e., the cylinder has an open end). The cylinder must have an opening to allow for a visual inspection inside.

### **Chemical oxygen generators**

- Must not be transported.

### Section 6 - Baggage > 200 - Checked Baggage

#### Prohibited Items - Checked Baggage

Revision date: 2/15/2023  
Supersede date: 5/5/2021

##### Controls

49 CFR 175

EFR

CEME: Q5

See the [Pack Safe](#) page on the FAA.gov website for a comprehensive list of hazardous materials items allowed and prohibited from checked and carry-on baggage.

The following items shall not be permitted in checked baggage:

- Alcohol greater than 70% (140 proof)
- Battery-operated Boards, Hoverboards, and other similar self-balancing devices
- Bear repellent
- Chemical oxygen generators
- Compressed gas cartridges (e.g., avalanche rescue airbags)

**Exception:** Two cartridges may be fitted inside an inflatable life jacket/float coat along with two spare cartridges. In addition, spare cylinders of a similar size for a mechanical limb are permitted in sufficient quantities for the duration of the trip.

- Compressed oxygen including canned, recreational, or flavored oxygen
- Corrosive materials such as chlorine for pools and spas, liquid bleach, spillable batteries (except those used to power mobility devices), and acids
- Dangerous Goods articles classified by IATA/ICAO regulations
- Dragon breath shotgun shells
- E-cigarettes (e.g., personal vaporizers or other smoke/vape simulating devices)
- Explosives (e.g., fireworks, signal flares, sparklers)
- Flammable liquids such as turpentine, paint thinner, and paint with flashpoint below 140° F. or boiling point below 200° F.
- Fuel (e.g., white gas, butane, isobutane, propane, lighter fluid, sterno)

- Heat producing articles (e.g., battery operated equipment such as underwater torches or soldering equipment)
- Illegal drugs, marijuana, THC oil
- Illegal weapons (e.g., machine guns, short-barreled shotguns, or rifles, nunchucks)
- Internal Combustion Engines (e.g. chainsaws, outboard motors, generators), new or used
- Infectious substances (e.g., blood, urine specimen or anything under Packing Instructions for UN3373), and any substance required to bear a "toxic" label or "toxic gas" label
- Lighters or matches

**Exception:** Lighters that do not and have never contained fuel are allowed in checked baggage.

- Liquid oxygen
- Lithium batteries that are spare and not installed in a device
- Lithium batteries used to power mobility devices
- Liquids that cannot be adequately secured against spillage or breakage
- ORM-D, ORM-D Air Marked/Labeled Items
- Radioactive material and Miscellaneous dangerous goods such as hazardous waste
- Self-heating meals (e.g., MREs, Flameless Ration Meals)

**Exception:** Unopened military issued MREs are permitted in checked baggage on military charter flights only.

- Smart Luggage, Self-propelled, eBags, baby strollers, etc. with non-removable batteries/battery(power) banks

**Note:** Some smart bags contain more than one battery. Ensure all batteries have been removed.

- Spray Paint
- Styrofoam coolers or containers
- Tasers
- Wet ice

### Section 6 - Baggage > 200 - Checked Baggage

#### Fish and Game Regulations - Checked Baggage

Revision date: 6/23/2021  
Supersede date: 6/19/2018

##### Federal Lacey Act

The Federal Lacey Act requires specific labeling information on all seafood, game, and/or animal antlers shipped across all state lines as either baggage or cargo.

The [Lacey Act Label](#) meets the requirement. The label is stocked at check-in locations and is available through Relizon or PeopleSoft.

When a label is not available, the customer may write the following required information on the container:

- Name and address of the shipper and consignee or customer
- Commodity as Fish or Wildlife
- Specific species name (e.g., King Salmon, Bluefin Tuna, or Whitetail Deer)
- Number of each species or the weight of each container

##### Big Game Trophy Exports

Antlers, horns and cape may be accepted as checked baggage. The following guidelines shall be met:

- Be encased in shrink wrap or in a heavy-duty polyethylene bag.
- Be free of raw meat, blood, other residue, and noticeable odors.
- Antler tips protected and padded to prevent punctures.
- Meet the size and weight restrictions for checked baggage.
  - Total maximum allowable dimension shall not exceed 115 linear inches (292 cm)
  - Single maximum allowable dimension shall not exceed 38 inches deep, 24 inches wide, or 70 inches long/high

**Note:** The single maximum allowable dimensions for accepting Antlers/Big Game as checked baggage differ from the single maximum allowable dimensions for Cargo.

- Excess charges apply for an oversize/overweight item that is more than 50 pounds or is more than 62 linear inches.
- Any animal or rack/antler that exceeds 115 linear inches or 100 pounds shall not be accepted as checked baggage and must be shipped as Cargo.

- Limit of 1 animal or rack/antler per passenger flight. Accepted first come, first serve. Additional cape or rack/antler may be accepted on a space available basis.
- Advise the customer and document their PNR if the animal or rack/antler does not arrive on the same flight, they will need to return to the airport to pick them up, or delivered at the customer's expense.

Antlers, horns and cape that exceed the weight/dimensions acceptable for checked baggage, must be transported via air cargo only. Refer to [CSM Vol. 5, Section 9.300 Big Game, Meat, Trophies, Hides and Furs](#). For airport to door service, refer to [CSM Vol. 5, Section 5.100 Antler Express](#) for more information.

Hides may be accepted as baggage as long as they are packed under guidelines established for raw meat and perishable items. Refer to [Liability Limitations for Perishable Items](#) in this section for additional information.

### Egg Boxes/Egg Cartons

- The US Department of Agriculture (USDA) prohibits egg boxes/cartons from entering the US when soiled with any chicken waste or egg residue.
- Any boxes or cartons that appear to be soiled or contaminated must be refused.
- Remind the customer the USDA has the authority to confiscate the box should it be found to be contaminated. The airline will not be liable for the loss of any contents.
- The airline will not be liable for the loss of any contents.
  - Advise the customer we will only cover loss of the item, not damage.

## Section 6 - Baggage &gt; 200 - Checked Baggage

**Seasonal Baggage Limits**Revision date: 9/20/2023  
Supersede date: 2/15/2023

During peak travel periods, we limit the number of bags checked by each guest, including elites, to and from the following locations.

To/From	City	Checked Baggage Restriction Period	Max checked bags per guest	Additional bags accepted on standby/space available basis?
To/from	ADQ	June 1-August 31 (applicable to tickets purchased before March 1, 2023)  January 1-December 31 (applicable to tickets purchased on/after March 1, 2023)	2	Yes <sup>1</sup>
To/from	AKN	June 1-August 31 (applicable to tickets purchased before March 1, 2023)  January 1-December 31 (applicable to tickets purchased on/after March 1, 2023)	2	Yes <sup>1</sup>
To/from	BET	January 1-December 31	2	Yes <sup>1</sup>
To/from	BIL	November 15-March 1	1	Yes <sup>1</sup>
To/from	BRW	January 1-December 31	2	Yes <sup>1</sup>
To/from	BZN	November 15-March 1	1	Yes <sup>1</sup>
To/from	DLG	June 1-August 31 (applicable to tickets purchased before March 1, 2023)	2	Yes <sup>1</sup>

		January 1-December 31 (applicable to tickets purchased on/after March 1, 2023)		
To/from	FCA	November 15-March 2	1	Yes <sup>1</sup>
To/from	GDL	November 15-January 15	2	No
From <sup>2</sup>	GUA	November 15-January 15	2	No
To/from	JAC	November 15-March 1 June 1-August 31	1	Yes <sup>1</sup>
To/from	OME	January 1-December 31	2	Yes <sup>1</sup>
To/from	OTZ	January 1-December 31	2	Yes <sup>1</sup>
To/from	SUN	November 15-March 1	1	Yes <sup>1</sup>
To/from	YLW	November 15-March 31	1	Yes <sup>1</sup>

**Note:** One piece of ski/snowboard equipment is defined as one pair of skis with poles or one snowboard, plus one boot/helmet bag. Each item shall have a baggage tag affixed.

<sup>1</sup>When indicated, additional checked baggage may be accepted on a standby/space available basis. The following procedures apply when accepting items in excess of the limits shown above:

- Advise guest there is a seasonal baggage limit currently in place for their route and additional items will only be loaded if payload permits.
- Advise guest they will need to return to the airport to pick up their baggage if/when it arrives.
- Ask guest which bag(s) will travel standby/space available and attach a [Standby/Volunteer Flag \(TZ-156\)](#) to those items.
- The arrival station shall notify the guest if/when their baggage has arrived for pickup.

**Note:** Delayed baggage compensation/interim expenses do not apply to standby baggage checked under this exception.

<sup>2</sup>Baggage limits apply one way only (i.e., to or from indicated destination only) rather than both ways (i.e. to/from).

## 300 - Undeclared Dangerous Goods

Section 6 - Baggage > 300 - Undeclared Dangerous Goods

### Undeclared Dangerous Goods Overview

Revision date: 3/23/2022  
Supersede date: 2/13/2019

#### Controls

[AS Ops Spec A055](#)

QX Ops Spec A055

EFR

***Policy and procedures regarding dangerous goods limitations and NOTOC communications cannot be revised without prior regulatory approval and revision of Operations Specification A055 (Ops Spec A055) for Alaska Airlines and/or Horizon Air.***

Dangerous goods, restricted articles and hazardous materials are defined as those articles or substances that could pose a risk to health, safety, or property when transported by air.

Some dangerous goods or hazardous materials are not permitted as baggage and must be removed before the bag can be accepted.

Dangerous goods found in carry-on baggage (at the security checkpoint) shall be removed and disposed of by the TSA.

IATA Regulations for carriage of Dangerous Goods are available in every air freight office. For information regarding applicability, agents may call the local air freight office.

- Violations can lead to fines of up to \$250,000 and/or imprisonment for up to five years.

### Undeclared Procedures

The following procedures shall apply when undeclared dangerous goods are discovered in checked baggage:

If found at ticket counter when guest is present:

- Have guest remove item and dispose of properly. A DG Report is not required when dangerous goods are removed before the bag is accepted.

If found by the TSA during baggage screening or by Alaska Airlines or Horizon Air at any time the bag is in our control.

- Remove item from the bag, if item doesn't present any danger.
- If item is suspect see [section 15.500](#) in this volume.
- Report incident to the Lead or Supervisor on duty immediately.

**Note:** See [Management of Confiscated Dangerous Goods Policy](#) in the AAG Environmental Manual for instructions

on storage and disposal of confiscated materials.

### **Reporting**

U.S. Regulations require airlines to report undeclared Dangerous Goods or DG that exceeds the amount allowed in baggage. This should be done as soon as possible after a flight. The name and address of the passenger should be included in the report.

Every hazmat item on the TSA log Alaska signs for shall be reported.

Any agent may file the Dangerous Goods: Baggage – Undeclared Report found in the [AAG Safety Reporting System](#). Only use this report for TSA-discovered DG in checked baggage. This report has the required questions and goes to FAA.

**Note:** Completeness and accuracy are very important, as each report is emailed automatically to the FAA Hazmat Office, which uses these reports in enforcement cases. In Belize, Canada, Costa Rica, and Mexico, they also go to the appropriate government official for handling.

Photographs shall be taken of the item if necessary and included with the report. A photo of one common lighter isn't needed if your description is clear. However, photos of many loose rounds of ammunition or other prohibited items are helpful for the FAA. Photos should show brand name(s), quantity, sizes, and details that can help them identify the problem.

If your report is for an expired PNR, you can request the date fields you need from [Passenger.Record.Support@alaskaair.com](mailto:Passenger.Record.Support@alaskaair.com).

### **Old/Reused Dangerous Goods Packaging**

Guests may present baggage that bear dangerous goods labels from a previous shipment (e.g. a re-used box). If a guest presents baggage that bears dangerous goods labels/markings but does not actually contain dangerous goods:

- The guest must open the bag and an agent shall visually inspect the contents to confirm the bag does not contain dangerous goods. If not all contents in the bag are visible, ask the guest to rearrange items in the bag so all contents can be visually inspected.
- The guest must completely remove or cover the entire label or marking.

**Note:** Baggage containing up to 5.5 lbs. of dry ice shall be labeled "Dry Ice" or

"Carbon Dioxide, Solid." See  
[Restricted Items – Checked Baggage.](#)

## **400 - Battery Powered Mobility Aids**

Section 6 - Baggage > 400 - Battery Powered Mobility Aids

### **Wheelchair Information Form**

Revision date: 7/20/2015  
Supersede date: 01/09/2014

Guests have the option to complete a [Wheelchair Information form \(TZ-616\)](#), available on [alaskaair.com](#) for their battery powered mobility device.

The guest will present the form to the agent who in turn will attach it to the [Mobility Device Acceptance Checklist \(T-600\)](#) form.

The Wheelchair Information form is not required.

The guest may laminate the form if they would like to re-use it.

When a guest presents a Wheelchair Information form ([TZ-616](#)) the agent will ensure the following:

- It is filled out with as much information possible.
- The blank white empty space on the sides of the form are cut or folded down to the size of the [T-600](#) form.
- It is stapled to the [T-600](#) on the Acceptance Agent Checklist side.

Section 6 - Baggage > 400 - Battery Powered Mobility Aids

### Acceptance, Preparation, and Loading - Battery Powered Mobility Aids

Revision date: 9/6/2023  
Supersede date: 8/9/2023

#### Controls

14CFR Part 382 - Air Carrier Access Act

14CFR 382.43,

Canadian Transportation Agency: Accessible Transportation for Persons with Disabilities

49CFR parts 172, 173 and 175

AS Ops Spec A055

QX Ops Spec A055

EFR

#### Interfaces

AS FOM,

CSM Vol. 3 Section 11.100 - Commodities > Special Commodities>Segway Devices

CSM Vol. 5 Section 12.600 - Lithium Batteries (transported as cargo)

#### CEME: Q7I

***Policy and procedures regarding dangerous goods limitations and NOTOC communications cannot be revised without prior regulatory approval and revision of Operations Specification A055 (Ops Spec A055) for Alaska Airlines and/or Horizon Air.***

#### Acceptance

Battery-powered wheelchairs and other mobility aids (including batteries) may be accepted as checked baggage, consistent with the Department of Transportation (DOT) hazardous materials rules and regulations. Because all electric storage batteries are considered hazardous material, special handling is required for the purposes of air travel.

- May be checked with no excess baggage charge.
- Liability is unlimited for loss or damage, based on original purchase cost.

Advise guest to remove easily removable parts and stow in cabin (joystick control arm, headrest, seat cushion, etc.)

Notify the ground handling agent as soon as possible when battery powered mobility aid is being checked, so they can make all necessary preparations.

**Note:** Only Lithium-ion batteries used to power mobility aids [not exceeding 300WH (25 grams)] for a single battery or 2 batteries not exceeding 160 WH each] can be carried and stowed in the passenger cabin. They

shall be properly packaged to prevent a short circuit and/or damage.

All other mobility aid batteries need to be prepared, loaded, and stowed in the cargo compartment.

The maximum dimensions for a wheelchair or mobility aid that can be accepted is as follows:

- Boeing 737 – 34" (86 cm) in height by 45" (114 cm) in width
- Airbus A321 - 46" (116 cm) in height by 71" (180 cm) in width
- Embraer ERJ 175 – 34" (86 cm) in height by 39" (99 cm) in width

The maximum weight for a wheelchair or mobility aid that can be accepted for the following aircraft:

- Boeing 737 – 500 lbs.
- Airbus A321 - 500 lbs.
- Embraer ERJ 175 – 300 lbs.

**Notes:** Until further notice, only one (1) battery-powered mobility aid (BPMA) weighing between 51-300 lbs. can be transported per flight on E175 aircraft (QX and OO) due to a limited stock of shoring equipment required for stowage of BPMA's over 50 lbs. on regional aircraft.

BPMAs up to 50 lbs. are not limited.

Agents shall notify QX CLP when a BPMA will be transported on a Horizon Air E175 aircraft so the weight can be accounted for on the Load Plan.

The following shall not be accepted as mobility aids/assistive devices:

- Hoverboards and other self-balancing devices (except some Segway Devices refer to the information on this page)
- Skateboards
- Riding suitcases
- Inline/kick scooters

- eBikes and similar devices
- Any mobility aid not for use by a customer with a disability
- Batteries labeled in a language other than English
- Any device powered by damaged, defective, or recalled battery due to safety
- Any device unable to be disconnected from the power source or excluded by HAZMAT requirements [in accordance with 14 CFR 382.125 (b)]

There are three distinct types of mobility aid batteries:

#### **Spillable (Wet Cell) Battery**

Often resembling automobile batteries, these are filled with liquid, and can create a hazardous situation if tipped or spilled. Common terms and labels associated with spillable batteries:

- Deep cycle
- Electrolyte
- High-rate cycler
- Marine starting
- Non-spillable caps
- Sulfuric Acid

**Horizon Air E175 aircraft:** refer to QX DGM section 2.6 for preparation and loading instructions.

**737 and Airbus aircraft:** refer to [AS CSM Vol. 3, section 11.100](#) for preparation and loading instructions.

**SkyWest ERJ 175 aircraft:** refer to OO DGM SP 5205 Appendix B Quick Reference Guide in [Skywestconnex](#) for preparation and loading instructions.

#### **Non-Spillable (Gel or Dry Cell) Battery**

Various shapes and sizes. These can be tipped on their side (during loading/unloading and stowage) without any spillage concerns. Common terms and labels associated with non-spillable batteries:

- Gelyte
- Immobilized electrolyte
- Sealed lead acid gel battery

**Horizon Air E175 aircraft:** refer to QX DGM section 2.6 for preparation and loading instructions.

**737 and Airbus aircraft:** refer to [AS CSM Vol. 3, section 11.100](#) for preparation and loading instructions.

**SkyWest ERJ 175 aircraft:** refer to OO DGM SP 5205 Appendix B Quick Reference Guide in [Skywestconnex](#) for preparation and loading instructions.

### **Lithium-ion (Li-ion) Battery**

The carrier shall easily access the battery to determine it is acceptable for transportation.

The battery label must be legible and in English.

The battery must not show signs of any defects or damage.

Batteries vary in shape and size. This battery type shall be removed from the mobility device and terminals protected from short circuit by placement in original retail packaging or otherwise insulating the terminal e.g., by taping over exposed terminals or placing each battery in a separate plastic bag or protective pouch.

There is a single battery size limit of 300 watt-hours (Wh). If the device uses two batteries, each battery shall not exceed 160 Wh. A maximum of one spare battery not exceeding 300 Wh or two spares not exceeding 160 Wh each may be carried onboard by the guest.

Common terms and labels associated with lithium-ion batteries:

- Lithium-ion (Li-ion) as installed in Segway® – NOT ACCEPTABLE FOR AIR TRANSPORTATION

**Horizon Air E175 aircraft:** refer to QX DGM section 2.6 for preparation and loading instructions.

**737 and Airbus aircraft:** refer to AS CSM Vol. 3, section 11.100 for preparation and loading instructions.

**SkyWest ERJ 175 aircraft:** refer to OO DGM SP 5205 Appendix B Quick Reference Guide in [Skywestconnex](#) for preparation and loading instructions.

**Note:** Mobility aids where the battery is fully enclosed and cannot be easily removed, or the mobility aid has a lithium battery that exceeds 300 Wh (single battery) / 160 Wh each (two batteries) shall not be accepted for transport.

Refer to the Unable to Safely Transport the Mobility Aid Guidance for possible options to assist the guest.

### **Unable to Safely Transport the Mobility Aid**

If we are unable to safely transport their mobility aid in the cabin or cargo compartment due to size or weight restrictions of the aircraft or concerns about transporting the battery:

- Find an alternate flight(s) to the same destination that will be able to accommodate the mobility aid with the guest.

- Contact a CRO to assist
  - Complete the CRO Form and provide the guest with their copy. This will comply with the 10 day written notification requirements
  - Complete an online incident report in Report It!

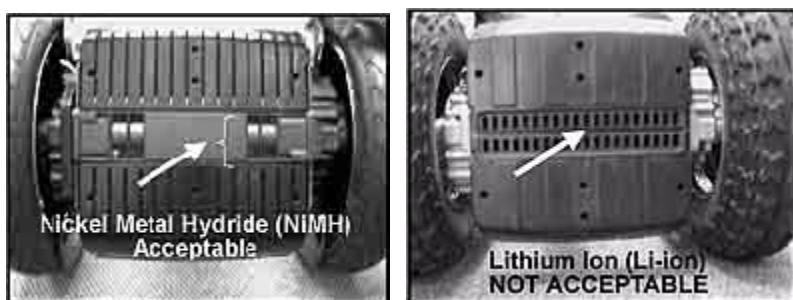
**Note:** Guests and their mobility aids shall travel on the same flight(s).

### Segway® Devices

Only Segways® equipped with Nickel Metal Hydride (NiMH) batteries are acceptable for transport.

Segways® powered by lithium-ion batteries exceed the 25-gram (300wh) limitation and are NOT acceptable for air transport.

The agent must identify battery type prior to acceptance. Nickel Metal Hydride (NiMH) batteries can be distinguished by a smooth plate over the wheel axle separating the two battery packs.



- Verify that power to the unit is turned off using the key switch.
- The key must be removed from the key slot between the handlebars and given to the guest.
- The battery and all associated wires/cables shall remain intact regardless of loading position. It is not necessary to disconnect wiring or insulate the battery terminals.
- The unit's telescoping handlebar, if attached, shall be adjusted to its lowest position.
- The unit shall be lifted using two people, each grasping the base frame with one hand and the handlebars with the other hand. Do not lift the unit by the wheels.

See the [Mobility Aid Acceptance Flowchart](#) for battery-powered mobility aid acceptance guidance.

**AS/QX:** Both CSAs/PSAs and RSAs are responsible for the preparation and stowage of mobility devices and the batteries they use to operate. The CSA/PSA is considered the “Accepting Agent” and the RSA is the “Loading Agent.”

**QX/OO:** In some locations, the same employee is responsible for handling the duties as outlined in the "Accepting Agent" and the "Loading Agent."

### **Wheelchair Toolkit**

A wheelchair toolkit should be accessible at each departure gate. The following items are required to be in the wheelchair toolkit:

Battery ID Card TM-16	Print Services	2-1530	EA
Mobility Aid Acceptance Checklist (T-600)	Print Services	2-0798	25/PK
6" Wrench	Any hardware store		EA
1/2" - 9/16" Wrench	Any hardware store		EA
Screwdriver -Standard	Any hardware store		EA
Measuring Tape	Any hardware store or PeopleSoft	107279	EA
Wheelchair Tie Down	Email <a href="mailto:StoresSEA@alaskaair.com">StoresSEA@alaskaair.com</a> ; include budget account to charge	70181-10-08	EA
Red Anti-Static Tape	PeopleSoft	102209	RL

Safety Glasses	PeopleSoft	106156	EA
Numbered Toolkit Sticker	Print Services	2-1526	5/PK

Complete wheelchair toolkits can be ordered from Print Services.

Wheelchair Tool Kit	Print Services	2-5198	EA
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### **Mobility Aid Acceptance Checklist (T-600)**

The Mobility Aid Acceptance Checklist ([T-600](#)) is used to document vital information about the device and assist customer service, passenger service, and ramp agents in properly accepting and loading the device.

#### **Accepting Agent Checklist (front side of the form)**

The accepting agent shall:

- Obtain the weight of the mobility aid and components either from the guest or other resources, such as device placarding or reviewing the manufacturer's website.
- Record the weight of the mobility aid on the T-600.
- Visually inspect the battery.
- Remove any hazardous materials (e.g., oxygen, mace, etc.) and all other loose items from the mobility aid (e.g., seat cushions, personal backpacks).
- Identify the battery type.
- Mark-off the means for de-activation if determined to be a non-spillable battery.
- Sign name and employee number upon completion of the T-600.
- Attach the T-600 to the mobility aid to ensure proper battery reconnection and handling at the down-line station.
- Attach a Claim-at-Gate tag to the mobility aid.

For Lithium-Ion batteries, the agent shall complete the following in addition to the above steps:

- Confirm battery does not exceed 300wh (25 grams of Lithium) if powered by a single battery; each battery shall not exceed 160 wh if the device uses two batteries.
- Check for UN label or guest-provided Material Data Safety Sheet (MSDS).

- Remove battery from the mobility aid.
- Package the battery in original retail packaging or otherwise insulating the terminal e.g., by taping over exposed terminals or placing each battery in a separate plastic bag or protective pouch for stowage in the aircraft cabin.
- Add the “WCLB” SSR code with remark “Li-ion Battery – Onboard Stowage.”

#### **Loading Agent Checklist (back side of the form)**

The loading agent shall:

- Prepare the mobility aid for transport using one of the three loading procedures.
- De-activate the mobility aid using available means determined from the checkmarks on the front side of the T-600 (non-spillable battery).
- Disconnect, remove, and package the mobility aid battery (for spillable batteries and non-spillable batteries not secured to device).

#### **Device Stowage**

Upon request and if permitted by local port authority, lead CSA or designee may escort one guest/[Safety Assistant](#) on the ramp to conduct final preparation of the device for transport and to observe and advise ramp crew while handling/loading/offloading battery-powered mobility aid.

Guest/Safety Assistant shall be provided with a high visibility vest, shall be escorted at all times, and shall not be permitted to operate ground support equipment or enter the aircraft cargo compartment.

Mobility aids with spillable batteries shall never be tipped during loading or secured on their side. They must always remain upright

Mobility aids with non-spillable batteries securely attached may only be tipped and/or secured on the side if it is not possible to secure upright inside the cargo compartment. The following conditions apply when it has been determined that side stowage is necessary:

- Contact CRO to work with the guest and obtain consent to stow device on side.
  - CRO shall complete the [Complaints Resolution Form \(TM-94\)](#) and GIR.
- Remark the guest's PNR if consent was granted for side stowage of device.
- Guest shall remove easily removable parts and stow in cabin (joystick control arm, headrest, etc.)
- Advise ramp crew of guest's consent and ensure ramp supervisor/manager is present to observe loading.

Section 6 - Baggage > 400 - Battery Powered Mobility Aids

**Damaged Mobility Aid**

Revision date: 9/22/2021  
Supersede date: 5/20/2020

All delayed or damage claims for mobility aids are handled by Global Repair Group. The vendor will arrange for the repair, loaner or replacement of our customer's mobility aid.

**Global Repair Group Contact information**

Global Repair Group can be reached 7-days a week regardless of weekends or holidays. They can be reached after business hours. Calls after business hours will be forwarded to their after hours group.

Phone: 877-852-1576 or 1-847-412-9000

Hours: Daily 0800-1700 Central Time

Email (Non-urgent claims): [Repaireteam@globalrepairgroup.com](mailto:Repaireteam@globalrepairgroup.com)

**Damaged Baggage Record Procedure**

The agent shall:

- Apologize to the guest
- Inspect the device for damage or missing parts
- Open and document a baggage record:
  - If this file is for a manual folding wheelchair, review the SSR remarks or ask the guest and document this in the remarks section of the file:
    - Wheelchair storage location (e.g. onboard closet, Airbus Bag, cargo compartment)
    - Aircraft type (e.g. 737, Airbus, etc.)
    - If stowed on an Airbus, ask if the Airbus Protective Bag was used and note it in the file
- Transfer the file to Central Baggage (CBS) after contacting Global Repair Group
- Print a hard copy of the record and attach to the mobility aid
  - Provide the customer with a completed [Mobile Aid Claim Form \(TZ-604\)](#) with:
    - Flight number
    - Airport/arrival city

- Claim locator
    - Mobility equipment type
  - Assist the guest with contacting Global Repair Group to initiate the mobility aid repair, replacement or loaner
  - If necessary, confirm the pickup location of the mobility aid prior to the customer departing the airport

### **Ground Irregularity Report (GIR)**

The agent must file a GIR when a damaged mobility aid is discovered.

- GIRs can be filed in the AAG Safety Reporting System, [Report It!](#)
  - Ensure that all pertinent information is included in the GIR:
    - Date
    - Flight number
    - Full description of damage and how damage occurred (if known)
    - Include pictures whenever possible
    - Any additional information that will assist in providing the “full picture” during the DAG and SRB review process.

### **Pickup and Delivery**

- Global Repair Group personnel will gather the damaged equipment from its location- airport, home or business. This will be determined via the customer and Global Repair Group during the initial phone call prior to leaving the airport.
- Once the equipment is repaired, it will be delivered to the guest's location and the rental equipment will be picked up, if such was required.

## 500 - Firearms

Section 6 - Baggage > 500 - Firearms

### Acceptance

Revision date:8/16/2023  
Supersede date:5/8/2023

#### Controls

CFR 1540.111, AOSSP CFR49 1544.203

AS Ops Spec A055

QX Ops Spec A055

EFR

**QX CEME: P2C**

***Policy and procedures regarding dangerous goods limitations for ammunition cannot be revised without prior regulatory approval and revision of Operations Specification A055 (Ops Spec A055) for Alaska Airlines and/or Horizon Air.***

### Firearms/Semiautomatic/Automatic Firearms

Specific guidelines must be followed for to allow the transportation of firearms.

Refer to [Armed Individuals](#) and Special Escort Situations, Section 5.300 in this volume for additional information.

Guests connecting to another carrier with an international destination will need to reclaim their firearm(s) and ammunition at the final Alaska Airlines destination and check it directly with the receiving carrier.

- Refer to [CSM Vol. 2, Section 23.200 Firearms and Ammunition](#) when the last Alaska Airlines destination is a non-U.S. location.

Guests connecting to another carrier with a domestic destination may check the firearm to the other airline. Verify the specific OAL policy prior to checking these items.

Guests under age 18 are not allowed to carry on or check a firearm.

### Firearms

The term "firearm" describes any weapon that will or is designed to or may be readily converted to expel a projectile by the action of an explosive, or the frame or receiver of any such weapon. This includes:

- Sporting rifles, shotguns, and handguns.
- Handguns of authorized law enforcement officers while traveling on official duty.
- Starter pistols, compressed air or BB guns, and flare pistols.
- Antique firearms
- Silencers/Suppressors

Except for cases of certain law enforcement officers, hand carriage of firearms aboard Alaska Airlines, including flights operated by Horizon Air or SkyWest on behalf of Alaska Airlines are not permitted.

There is no limit to the number of rifles/shotguns/pistols per case, up to 62 in./50 lbs. Excess, overweight or oversize items shall be subject to applicable fees.

### **Firearms Packaging**

- Firearms checked as baggage must be unloaded and checked in a hard-sided locked case. The hard-sided case may be checked by itself or inside another case.
- The container shall be completely secure, so it does not allow for accidental or unauthorized access.
- Multiple locks may be required on some cases (e.g. both ends and middle) to prevent unauthorized access to the firearm; making it inaccessible and prevent someone from prying/opening the case with the firearm. Locks that do not prevent unauthorized access to the firearm (e.g. TSA Locks, long, or cable locks, etc.) do not meet this requirement, and shall not be accepted



- The container must lock with a key or combination lock(s) that remains in possession of the guest.
- Firearms unsuitably packed shall not be accepted for transportation.
- When accepting firearms for baggage, the agent shall ask if they have any dangerous goods or prohibited items (e.g. ammunition, flammable liquids, black powder, primers or bear spray) inside the case. If the guest replies "YES," follow current AS procedures regarding transportation of Dangerous Goods in checked baggage.
- A physical inspection is not required; we do not want the guest to physically handle the firearm.

## Military Personnel

Military units consisting of two or more individuals, may present weapons for travel without screening, when all the following criteria is met:

The military personnel declare the weapons and the weapons must be secured either in a banded crate, or contained in individually locked, hard-sided case(s).

The military personnel provide an inventory list of weapons, to include:

- Number of crates or hard-sided cases.
- Number of weapons in container.

One member from the unit must provide in writing that:

- Weapons are not loaded.
- Containers have been inspected.

These weapon cases should not be opened unless directed by the FSD.

Individual military personnel traveling on his/her own with a weapon must comply with normal firearm acceptance procedures.

## Automatic/Semiautomatic Firearms

- Automatic weapons must be transported only as checked baggage or air cargo by either active duty military personnel or law enforcement officers on official duty.
- Proper identification and documentation stating the need for the firearm is required.
- Legally owned semiautomatic weapons may be transported when standard firearm guidelines are followed.

## Ammunition

Ammunition for firearms must be securely packed in the original manufacturer's package or in a container designed for ammunition and of sufficient strength to protect it from accidental crushing or discharge (i.e., a crush-proof wood, fiber, plastic or metal container designed for ammunition).

- Guests under age 18 are not allowed to carry on or check ammunition.
- Ammunition must be securely packed and not loose in the container.

**Note:** Ammunition being sold in "original manufacturer packaging" where ammo is loose in a box or bucket cannot be accepted.

- Ammunition can only be accepted inside an ammunition clip if the magazine or clip has a complete and secure enclosure of the ammunition (e.g. with a metal, plastic, or cardboard "over sleeve" designed to fit the magazine, clip, or speed loader) inside a suitcase, firearm case, etc.
- **Reminder:** ORM-D, ORM-D Air Marked/Labeled Items are prohibited and shall not be accepted.

**Applicable to flights operated with 737, Airbus, or Horizon Air E175 aircraft:** Guests may check a maximum of 50 pounds of ammunition on domestic flights.

**Applicable to flights operated with SkyWest ERJ 175 aircraft:** Guests checking in or connecting may check a maximum of 11 pounds of ammunition on domestic flights.

Guests traveling internationally may check a maximum of 11 pounds of ammunition.

- Ammunition may be checked with or separately from the firearm.
- Ammunition purchased over the counter for rifles and pistols (.50 caliber or smaller, and 8, 10, 12, 16, 20, 28 and .410 shotgun shells) are acceptable as baggage, provided they are packaged properly.
- Dragon Breath shotgun shells are forbidden.

Spent ammunition shells will be accepted in checked baggage provided they meet the same acceptance procedures as live ammunition (e.g. packed in a crush-proof case).

### **Firearm Declaration Retrieval**

When a firearm is presented for transport as baggage, or a guest verbally advises the airline they have a firearm, the guest is required to declare the firearm is unloaded.

**Note:** Firearm parts (not a frame or receiver) such as a bolt, are not required to be declared. It is acceptable for parts of a firearm to be unlocked inside a checked bag.

A signed Firearm Declaration and appropriate packaging (locked, hard-side case) is required for a firearm.

Request the guest to read and acknowledge terms on the Firearm(s) Unloaded Declaration ([TZ-09](#)) by signing the form on the "Passenger Signature" line.

If the guest refuses to sign the TZ-09, the firearm shall not be transported.

Ensure that one TZ-09 is completed for each bag/container holding a firearm.

Remove the top copy of the TZ-09 and attach it to the corresponding baggage claim check and hand both to the guest.

The declaration must be placed inside the suitcase or gun case containing the firearm so the contents cannot be easily identified as a firearm.

The agent must observe the guest placing the signed Firearm(s) Unloaded Declaration ([TZ-09](#)) inside the suitcase or gun case containing the firearm.

**Note:** The intent of having an agent observe the guest placing the signed TZ-09 in the suitcase or gun case with the firearm is the agent's safety, and to comply with the intent of the AOSSP regulation.

**Exception:** If the firearm inside the hard-sided, locked container is inside a piece of checked baggage, the declaration must be placed inside the checked baggage and proximate to, but not inside of, the hard-sided, locked container.

**!!!WARNING!!!**  
Under no circumstances shall a supervisor, agent or other authorized representative physically inspect a firearm presented for carriage.

Should checked baggage containing a firearm trigger the alarm at the EDS equipment, agents must make every effort to locate and accompany the bag's owner to the designated screening location.

When the EDS alarm cannot be resolved, the checked baggage containing the firearm will not be transported.

### **Retrieval of Rifle Case/Box by Passenger**

Guests picking up their rifle case(s) are required to present photo ID or claim checks at the baggage claim or ticket counter area.

- This policy applies to all containers appearing to be a rifle case, whether or not they actually contain a firearm.
- Containers with special handling requirements are done so for security measures.
- The agent shall page the guest to claim his/her rifle.

## **600 - Animals**

Section 6 - Baggage > 600 - Animals

### **PETC/AVIH Health and Vaccination Requirements**

Revision date: 12/21/2022  
Supersede date: 9/21/2022

**AVIH is not accepted on flights operated with Airbus aircraft.**

#### **Health Certificate**

A health certificate is required to be presented for each animal accepted for transport as checked baggage (AVIH).

The certificate must show the breed, sex, age, and description of the animal(s), as well as the date of the examination.

The certificate must be signed by a licensed veterinarian and state that the animal(s) appears healthy for transport and free of any apparent infectious, contagious and/or communicable disease.

- A printed copy of an electronic health certificate with a digital signature is acceptable.

A health certificate is valid for travel when issued:

- Within 10 days of originating travel.
- Within 30 days of return travel on the same ticket.
- Within 10 days of travel if the return is on a separate ticket.

**Exception:** Guests originating in ADK, AKN, BET, BRW, CDV, DLG, DUT, GST, JNU, KTN, OME, OTZ, PSG, SCC, SIT, UNK, YAK, or WRG are not required to provide a health certificate for AVIH transport.

In its place, a [Health Certificate Exception Form \(TZ-104\)](#) must be completed at check-in for each AVIH animal transported. It will be valid for return travel up to 30 days when returning to the same point of origin.

Return travel beyond 30 days from issue date will require a valid health certificate for AVIH transport.

The owner of the pet is responsible for compliance with all governmental regulations and restrictions by the state to which the animal is traveling, such as whether a health certificate is required when transported in the cabin (PETC).

The guest is responsible for any costs incurred if they do not have the required health documentation.

### **AVIH/PETC to Hawaii**

Dogs, cats and service dogs are the ONLY animals permitted to travel as AVIH and PETC to Hawaii. For information about pets traveling to Hawaii, refer to Section 20.300-Dogs and Cats to/from Hawaii.

### **Service Animals**

- Health certificates are not required for service animals that cannot be accommodated in the cabin.
- For health certificate, vaccination and Neighbor Island Inspection Permit requirements for service dogs to Hawaii, refer to [Section 20.300-Service/Guide Dogs to Hawaii](#).
- Refer to [CSM Section 6.600-Animals in Hold](#) for aircraft, breed, and kennel restrictions if unable to be accommodated in the cabin.

**Note:**If the CRO has determined that the service animal shall travel as a pet. Alaska's AVIH policy, fees, and a health certificate shall be required for travel.

**Note:**For service animals in training, refer to [7.200-Service Animals in Training](#)

### **Animal Vaccination**

The owner of the pet is responsible for compliance with all governmental regulations and restrictions by the state to which the animal is traveling, such as whether vaccinations are required.

The guest is responsible for any costs incurred if they do not have the required vaccination(s).

Kotzebue Requirement - Guests traveling to Kotzebue with a dog must have proof of the animal's parvovirus and rabies vaccination.

- Deny boarding to guests traveling to Kotzebue without proof of vaccination.
- Refer guests to the Kotzebue City Clerk (907-442-3401) for assistance or questions.

Nome Requirement - Guests traveling to Nome with a dog must have proof of the animal's parvovirus vaccination.

- Deny boarding to guests traveling to Nome without proof of vaccination.
- Refer guests to the Nome City Clerk (907-443-6663) for assistance or questions.

**Vaccination Requirements for Dogs and Cats Entering the U.S.**

Refer to [CSM Section 23.200, Pets to/from Belize, Canada, Costa Rica or Mexico](#).

**AVIH/PETC to/from Non-U.S. Locations**

Dogs and Cats are the ONLY pets permitted to travel as AVIH and PETC internationally. For information about pets traveling to/from non-U.S. locations, refer to [CSM Section 23.200, Pets to/from Belize, Canada, Costa Rica or Mexico](#).

Section 6 - Baggage > 600 - Animals

### Pet in Cabin (PETC)

Revision date:09/6/2023  
Supersede date: 8/16/2023

#### Control

EFR

Animals trained to provide a service for a person with a disability are allowed in the guest cabin with their owner/handler free of charge.

- Refer to Guests with Disabilities, [Section 7](#) for additional information.

Dogs trained for search and rescue, or for explosive or drug detection can travel in the guest cabin free of charge.

- Limit of one per flight, unless trained to work as a team.
- [Refer to Animals](#), for additional information.

Animals approved to travel in the cabin are restricted to:

- Small dogs
- House cats
- Domesticated rabbits
- Household birds
- Two birds may be carried in the same carry-on container in either class.

**Exception:** Dogs and Cats are the ONLY pets permitted to travel as PETC to Hawaii.  
Refer to [Section 20.300](#)

For pets traveling to Belize, Canada, Costa Rica, or Mexico, refer to [Section 23.200](#) for additional information.

### Kennel Requirements

- The USDA does not regulate kennel requirements for carry-on pets, only for animals transported in baggage compartments.
- Soft-sided and/or collapsible cabin kennels are not allowed in any aircraft hold as they do not meet USDA requirements.
- Carriers/kennels accepted for travel must meet requirements for space, cleanliness, leak-proof and fully enclose the animal.

- Carrier/kennel structure and closure(s) must not be torn, cracked, or broken, allow for air ventilation and prevent the animal from escaping.
- Pets carried in the guest cabin must remain in the guest's custody and be fully contained (always including head and tail) inside the carrier/kennel in the boarding area (during boarding and deplaning), in the Alaska Lounge, and while onboard the aircraft.



**Note:** Any requests for an exception to these policies or a deviation from them must be approved by the AS Director, Inflight Safety and Compliance, or the QX Director, Inflight Standards and Training.

- Pets must be small enough to fit and stay comfortably in a kennel under the seat, unless traveling as cabin seat baggage (CBBG). Refer to Service Fee Note below.
- Pets are not required to be able to stand up and should not appear to be in distress in the kennel.

**Note:** Some kennels may not fit under a First Class seat on an A321, 737-700 or 737-MAX-9 aircraft. If a kennel does not fit, coordinate to the extent possible with the flight attendants to accommodate the animal under a coach seat for takeoff and landing.

- Soft sided kennel/container maximum size is 9.5" by 11" by 17".
- Hard sided kennel/container maximum size is 7.5" by 11" by 17".

**Note:** PETC kennels that do not fit comfortably under the seat shall not be checked as AVIH unless the kennel also meets the AVIH kennel requirements, and the Pet Check Record is completed and attached to the kennel. Refer to [Animals in the Hold \(AVIH\)](#).

### Procedures

Pets in the Cabin PETC count toward the guest's carry-on allotment.

- A guest may bring either a pet carrier and a personal item, or a pet carrier and a standard size carry-on bag.
- Pet strollers shall be checked to their final destination (preferably at the ticket counter) and standard checked bag fees apply.

- Guests must be 18 years or older to travel with PETC.

The following regulations apply:

- Dogs and cats must be at least 8 weeks of age and weaned.

**Note:** Refer to [Section 6.600 - PETC/AVIH Health and Vaccination Requirements](#) for dogs/puppies entering the U.S.

- Up to 2 pets of the same species and of equivalent size may travel in the same carrier, provided they fit comfortably in the carrier (no body parts/fur protruding from the carrier) and are not in distress.
- Animals shall be harmless, inoffensive (not destructive to itself or the carrier)
- A guest may travel with a maximum of two carry-on pet carriers in the main cabin, only when the adjacent seat is purchased by the same guest. The PETC fee is applicable to each kennel.
- Guests traveling with a PETC shall not occupy an emergency exit row or bulkhead seat.

**Exception:** When helping guests who have purchased an additional cabin baggage seat CBBG for their PETC please refer to [Cabin Seat Baggage](#) in Section 6.100.

**Note:** PETC are not permitted in the following seats 11D and 27A on the A321 due to there not being a seat directly in front to safely stow the kennel/carrier and have been restricted in IMAGE/Sabre.

- Three pet carriers are allowed in the First Class cabin.
- Eight pet carriers are allowed in the Main Cabin.
- Seats B and C are the preferred seats for guest's traveling with a pet in cabin on Horizon Air E175 or SkyWest ERJ 175 aircraft.
- Keep one to three rows between each one when multiple animals are onboard

#### Upgrading to First Class with a PETC

Guests may be upgraded to First Class when traveling with a pet in cabin if the limit of three (3) pet carriers is not exceeded.

The limit of 3 three pet carriers in First Class shall not be exceeded.

Seating and spacing requirements of 1 to 3 rows between animals applies. This is to ensure the safety of our guests and their animals in the cabin. Agents may need to reseat guests to ensure there is adequate spacing between the animals (e.g., service dogs, other PETCs) in the cabin.

Sabre IX will upgrade the guest to First Class if there is space available to accommodate their pet in First Class. If there are 3 pet carriers in First Class, the next guest on the Upgrade List will be bypassed, and move on to the next guest eligible for an automatic upgrade. A remark will be added to the guest's PNR indicating there was not space available to accommodate the request.

When agents are upgrading guests at the gate, and they have a PETC, verify there is space available to accommodate the pet carrier in First Class before upgrading.

If there are 3 pet carriers in First Class, upgrade the next person on the list who does not have a PETC. Advise the guest who was bypassed on the Upgrade List the reason why, and document their PNR stating there was not space available in First Class to accommodate the PETC.

Refer to [CSM 11.200 Involuntary First Class Downgrade](#) if there are more than 3 pet carriers in First Class.

### Service Fee

The fee for PETC travel is \$100 USD/CAD each way (regardless of connection or stopover time) per kennel for travel on Alaska Airlines, including flights operated by Horizon Air and SkyWest.

- Note:**
- Collect Alaska's PETC fee when guest connects to or from an OAL (e.g., American).
  - Pet Fee shall be collected for pets traveling as CBBG and the seat price.

- PETC fee is waived for all Alaska/Horizon employees, retirees, and their registered pass riders (including spouse, domestic partner, parents, dependent children and EDGs). This applies to both space available and confirmed tickets.
- PETC fee is waived for dedicated and non-dedicated OO employees when checking in or connecting to an AS flight operated by OO.
- This waiver does not apply to McGee Employees, Guest Pass, or other airline non-revenue travelers.
- Refer to the [Non-rev Changes and Waivers eTool](#) for more information on these waivers.

### Pet Automation Program

Pet requests shall be added to the guest's PNR in IMAGE.

Agents shall use this process during irregular ops or when an advanced reservation does not appear in the PNR.

To add a pet request:

- Use special service request - Pets (F5/f8).
- End/Retrieve the PNR via IMAGE. The PNR will be placed on queue.
- To confirm pet request, Ignore/Retrieve the record. Confirmation may take up to 2-3 minutes.
- Remarks will appear in PNR.
- If flight confirms, advise guest and finish check-in process.
- If the flight has exceeded its maximum PETC capacity and cannot be confirmed, book a new flight.

The following pet requests will need to be confirmed manually by calling PRS:

- Multiple requests for the same kennel size on same flight

Section 6 - Baggage > 600 - Animals

**Animal in Hold (AVIH)**

Revision date:8/9/2023  
Supersede date:5/8/2023

**Applicable to 737, Horizon Air E175, and SkyWest ERJ 175 Aircraft.**

**AVIH is not accepted on flights operated with Airbus aircraft.**

**Accepted Animals**

The following is a partial list of animals acceptable for transport on flights to the Lower 48 and State of Alaska ONLY:

- Birds (household pet types only)
- Hamsters
- Most Cats (see Brachycephalic section)
- Rats (no lab rats)
- Most Dogs (see Brachycephalic section)
- Pot-bellied pigs
- Ferrets - not allowed to/from California
- Rabbits
- Gerbils - not allowed to/from California
- Tropical fish
- Guinea pigs
- Hedgehogs - not allowed into California, Georgia, or Hawaii
- Chinchillas
- Wolf hybrids
- Turtles (non-poisonous)
- Lizards (non-poisonous)
- Chameleons (non-poisonous)
- Snakes (non-poisonous)
- Iguanas - not allowed to depart Mexico (non-poisonous)

Contact the Cargo Call Center (1-800-225-2752) or your local cargo office for assistance in determining kennel requirements for unusual animals (e.g., snakes, lizards, hedgehogs, etc.).

**Notes:** Supervisor's discretion must prevail for animals not listed.

Dogs and Cats are the ONLY pets permitted to travel as AVIH to Hawaii. Refer to [Section 20.300 Dogs and Cats to Hawaii](#) for more information.

For pets traveling to/from Belize, Canada, Mexico, or Costa Rica, refer to [Section 23.200](#) for additional information.

### **Brachycephalic**

Brachycephalic (short-nosed) animals are not accepted for transport due to respiratory problems resulting from travel, stress, and temperature variances.

Agents must inquire about an animal's breed and shall deny transportation to any animal whose breed (pure or mixed) is included in the list below.

- For the safety of the animal, no exceptions shall be made to allow these breeds to be transported in the cargo hold.

#### **Dogs**

- Boston Terrier
- Boxer (all breeds)
- Brussels Griffon
- Bulldog (all breeds)
- Bull Terrier
- Chow Chow
- English Toy Spaniel
- Japanese Spaniel/Japanese Chin
- Mastiff (all breeds)
- Pekingese
- Pit Bull (all breeds)
- Pug (all breeds)

- Shih Tzu
- Staffordshire Terrier

#### **Cats**

- Burmese
- Exotic Shorthair
- Himalayan
- Persian

#### **Animals Not Accepted for Transport as Baggage**

The following animals are not accepted for transport as baggage, although they may be accepted as air cargo:

- Any animal, including the kennel, weighing over 150 lbs.
- Any animal that does not comfortably fit in an appropriately sized kennel according to USDA guidelines.
- Farm animals (livestock), including horses, cows, chickens, and pigs (except pot-bellied)
- Poisonous animals
- Venomous Animals
- Wild animals
- Birds other than small household pet types.
- Amphibians (frogs, etc.)
- Reptiles, other than those listed on previous page
- Sugar Gliders
- Primates

#### **Kennel Requirements**

The check-in agent shall determine whether to accept a kennel for transport.

The kennel must:

- Be constructed of solid material suitable for air transportation, such as rigid plastic, wood, metal, or material of comparable strength. Collapsible, wire, mesh, wicker, and cardboard kennels are not acceptable for transport.

- Be secured with nuts and bolts if the kennel is not constructed as one piece. Kennels secured by other methods, such as twist, snap or slide locks are not acceptable.
- Be constructed with original parts or standard replacement parts. Parts shall not be replaced by zip ties, duct tape, rubber bands, or nuts and bolts not installed as designed.
- Have a solid roof and one metal grate door. Ventilation holes are permitted provided roof integrity remains intact.
- Have adequate air ventilation. Vents must be covered with permanent bars or other sturdy material.
- Have handles or handholds on the exterior of the kennel to lift without tilting, to ensure no personnel come in physical contact with the animal when handling.
- Be escape-proof with a metal grated door fastened securely to prevent accidental opening.
- Be able to withstand normal rigors of transportation.
- Provide sufficient space for the animal to turn about freely in a standing position using normal body movements; stand and sit erect; lie down in a natural and comfortable position.

**Note:** The animal shall not be restrained or on a leash while inside their kennel at any time. Doing so could severely injure the animal.

- Be clean and leak-proof, with absorbent bedding made of material which is safe and non-toxic to the animal.
- Be free of sharp points or edges and have no protrusions that could injure the animal(s).
- Not have permanently attached wheels. If the kennel has detachable wheels, they must be removed.
- Be easily accessible at all times for emergency removal of the animal(s).
- If wooden, be constructed to permit staff to give any necessary attention to the animal(s) without risk or harm.
- Have a means of administering food or water without opening the container.
- Have food and water dishes attached to the inside of the kennel for dogs and cats. Food or water provided by the guest must be in spill-proof containers.
- Have adequate air vents with at least one third ventilation on the upper half of the containers. Vents must be covered with permanent bars or other sturdy material.
- Be constructed to prevent the animal from putting any part of its body outside the kennel in such a way that it could injure itself, people, or other animals.
- Be free from plastic or fabric covering such as a tarp or kennel cover.
- Not be locked.

- Be marked on the outside with the animal's name and the name, address, and guest telephone number.
- Be marked on the top and on at least one side of the kennel with the words "LIVE ANIMALS" in letters at least one inch high. [Live Animal stickers \(T-836\)](#) may be used.
- Be marked on the sides of the kennel with the words "THIS SIDE UP". [This Side Up stickers \(T-821\)](#) may be used.
- Have at least one releasable zip tie securing the closed door to the frame, utilizing all original drill holes (up to four). For kennels without accessible drill holes, alternative methods may be used (e.g., link multiple zip ties to secure closed door to side vent).

**Note:** Zip ties may not be used to construct a kennel in place of nuts and bolts.

**Note:** For pets traveling to/from Canada, Mexico, or Costa Rica, refer to [Section 23.200](#) for additional information.

### **Kennel Dimensions**

The dimensions listed below are the approximate size dimensions accepted as AVIH.

<b>Kennel Type</b>	<b>Kennel Size</b>	<b>Average Dimensions (length x width x height)</b>
Cabin Only (plastic)	50	17" x 12" x 7.5"
Cabin Only (nylon)	50	17" x 12" x 7.5"
Small	100	21" x 16" x 15"
Medium	200	27" x 20" x 19"
Intermediate	300	32" x 22" x 23"
Large	400	36" x 24" x 26"
Extra Large	500	40" x 27" x 30"

**Note:** AVIH is not permitted on flights operated with Airbus aircraft.

## AVIH Procedures

The following regulations apply:

- Dogs and cats must be at least eight weeks of age and weaned.

**Note:** Refer to [Section 6.600 - PETC/AVIH Health and Vaccination Requirements](#) for dogs/puppies entering the U.S.

- No more than one live dog or cat, six months of age or older, may be transported in the same kennel.
- No more than one live puppy, eight weeks to six months of age, and weighing over 20 pounds, may be transported in the same kennel.
- Animals checked as baggage must be offered food and water within four (4) hours of check-in.
- No more than two live puppies or kittens, eight weeks to six months of age, that are of comparable size, and weighing 20 pounds or less each, may be transported in the same kennel.

**Exception:** A litter in the same kennel with the mother traveling to a research facility.

- Other animals in multiple quantities in one kennel may be allowed (e.g., rabbits, baby chicks). Contact the Cargo Call Center (1-800-225-2752) or your local Cargo office for assistance in determining kennel requirements.

Animals traveling as AVIH status shall not be accepted for check-in more than two hours prior to flight departure but must be checked in at least one hour prior to flight departure.

Animals shall be harmless, inoffensive (not destructive to themselves or the carrier) and require no attention during transit.

**Note:** Refer to [AS.com](#) for station specific check-in times that may differ from the check-in time listed above.

Guests with a connection of four or more hours shall short check their animals.

- Advise the guest of their responsibility to re-check the animal in the connection city.
- Advise the guest to retain the paid AVIH receipt to show when rechecking the animal.

Pets shall not be checked as interline.

- Pets traveling in the cabin are permitted and shall comply with PETC guidelines.

Commercial animal shipments (e.g., sled dog teams) may require special handling.

Advance reservations are required for animals traveling as baggage by using the appropriate SSR.

**Note:** The AVIH allotment is based on cubic feet. Passenger Record Support (PRS) will not provide exceptions above the allotted AVIH units. This determination is left up to the respective stations as a visual inspection would be needed to determine air circulation around the kennels. Refer to the STAR CUBIC for information on the dimensions of each kennel and the AVIH unit equivalent.

**Note:** Pet Automation will recognize when a seasonal embargo is in effect. Refer to [alaskaair.com](http://alaskaair.com) for embargo dates.

Animals shall not be accepted when:

- Under distress or experiencing high levels of anxiety.
- Wearing a muzzle or similar restraining device.
- They may be of harm to themselves, their carrier/kennel/crate, or employees/authorized representatives.

### **Pet Check Record**

One [Pet Check Record \(TZ-105\)](#) shall be completed for each kennel.

- The guest will complete the appropriate section.
  - The check-in agent shall:
    - Calculate the total animal weight plus the kennel weight in pounds and mark the appropriate box.
    - Indicate the total animal and kennel weight in the appropriate space. (150 pounds is the maximum acceptable weight of a kennel accepted for Horizon and SkyWest flights).
- **Applicable to flights operated with Horizon Air E175 aircraft only:** Contact QX CLP when the total weight (animal + kennel) is over 100 pounds.

**Note:** Options to calculate animal and kennel total weight include:

- Separately weighing the pet and kennel on a scale and adding both weights together.
- Placing the kennel with the pet inside on a scale.

- Complete the appropriate section of the Pet Check Record.
- Complete the routing box from the bottom to the top (final destination on the top).
- Complete one "Welcome Aboard" tag for each flight.
- Ensure the [AVIH Airbus Warning Label \(TZ-910\)](#) is applied to the "Welcome Aboard" tag for each flight. This should be placed above the pet's name, guest's name, and flight number.

Attach a [Heavy Flag \(TZ-157\)](#) flag for total pet and kennel weights between 51-150 pounds.

Securely attach a completed Pet Check Record ([TZ-105](#)) to the exterior of the kennel.

**Note:** Attach two Pet Check Record forms ([TZ-105](#)) to the kennel for itineraries with four or more legs that do not exceed 4 hours and are online only.

### AVIH Charge

The fee for AVIH travel is assessed each way (regardless of connection or stopover time) for travel on Alaska Airlines, including flights operated by Horizon Air and SkyWest.

- Ticketed before/on April 30, 2023 – AVIH Fee is \$100 USD/CAD for all itineraries and guest types
- Ticketed on/after May 1, 2023 - AVIH Fee is \$150 USD/CAD except for the following:
  - Intra-State of Alaska - \$100 USD/CAD
  - U.S. Military - \$100 USD/CAD (Refer to the U.S. Military Requirements to qualify the guest on [6.200 Checked Baggage Charges and Waivers](#) in the CSM)
- AVIH fees are assessed per kennel/carrier and include transport dolly, if applicable. Process the transport dolly as a waived bag fee.
- Each item shall have a baggage tag affixed.
- AVIH fee is waived for all AS and QX employees, retirees, and their registered pass riders (including spouse, domestic partners, parents, dependent children, companion passes, and Primary Travelers). This applies to both space available and confirmed tickets. AVIH does not count toward the free checked bag allotment but is based on space availability.
- AVIH fee is waived for dedicated and non-dedicated OO employees when checking in or connecting to an OO-operated AS flight.
- This waiver does not apply to Guest Pass or other airline non-revenue travelers.

### **Temperature Restrictions**

For the welfare of the pet, we reserve the right to elect on the day of departure to deny transportation of the animal if extreme temperatures are evident.

Temperature measurements must not be more than 3' (three feet) from the animal kennel and midway up the side of the animal kennel.

#### **Inside Air Temperatures (in the terminal and/or cargo hold)**

- Animals must not be subjected to inside air temperature below 45 degrees Fahrenheit (7.2 degrees Celsius) for more than 4 consecutive hours.
- Animals must not be subjected to inside air temperatures above 85 degrees Fahrenheit (29.5 degrees Celsius) for more than 4 consecutive hours.

#### **Outside Air Temperatures**

- Animals must not be subjected to outside air temperatures below 45 degrees Fahrenheit (7.2 degrees Celsius) for more than 45 minutes when transferring to/from a facility/aircraft.
- Animals must not be subjected to outside air temperatures above 85 degrees Fahrenheit (29.5 degrees Celsius) for more than 45 minutes when transferring to/from a facility/aircraft.

### **Priority Pet Program**

The following service is provided for all animals that travel as AVIH.

- After the agent fills out the [TZ-105](#) form, the agent loading the kennel shall remove the appropriate detachable portion of the live animal tag and deliver it to a flight attendant no later than ten minutes prior to departure.
- The flight attendant shall give the tag to the guest, providing confirmation that their animal is onboard.

### **Pet Automation Program**

Pet requests shall be added to the guest's PNR in IMAGE.

Agents shall use this process during irregular ops or when an advanced reservation does not appear in the PNR.

To add a pet request:

- Use special service request - Pets (F5/f8).
- End/Retrieve the PNR via IMAGE. The PNR will be placed on queue.
- To confirm pet request, Ignore/Retrieve the record. Confirmation may take up to 2-3 minutes.
- Remarks will appear in PNR.

- If flight confirms, advise guest and finish check-in process.
- If the flight has exceeded its maximum AVIH capacity and cannot be confirmed, book a new flight.

The following pet requests will need to be confirmed manually by calling PRS:

- Multiple requests for the same kennel size on same flight
- Junior Jetsetter traveling with AVIH

## **700 - Baggage Service**

Section 6 - Baggage > 700 - Baggage Service

### **Baggage Service Overview**

Revision date: 4/21/2020  
Supersede date: 2/5/2020

#### **Standard Phone/Voicemail Message**

A standard phone message has been created for use in the Baggage Service Office. The number for the Central Baggage Services should be included in all messages for guest assistance.

*Thank you for calling the Alaska Airlines (your station) Baggage Service Office. We're sorry we missed your call. We are on the line or in the operation assisting another guest. Our hours of operation are \_\_\_\_ am to \_\_\_\_pm M-F and \_\_\_\_am to \_\_\_\_pm Sat-Sun. Please leave a message with your first and last name, contact phone number, your baggage incident number, and we'll contact you as soon as possible. For assistance with claims filed 5 or more days ago, please contact our Central Baggage Service Office at 877-815-8253. Their hours can be found on [alaskaair.com/baggage](http://alaskaair.com/baggage). Thank you for flying with Alaska Airlines and have a great day!*

The station shall monitor their voicemail messages regularly during their shift and follow up the customers about their bag/claim.

#### **Baggage Service Information Brochure**

Each guest filing a baggage report must be given a [Baggage Service Information Brochure](#).

- The [Baggage Service Information Brochure](#) answers commonly asked questions about what typically happens when baggage is delayed or damaged.
- The local station telephone number or e-mail address should be written on the back of the brochure.

The [Baggage Service Information Brochure](#) is not a substitute for discussing the situation directly with the customer.

#### **Tag Off**

When a tag-off bag is received and the customer's itinerary can be located prior to travel:

- Complete a manual bag tag and edit the number in the PNR.
- When the guest has checked only one bag, cancel the bag tag number.
- When the guest has checked more than one bag, do not cancel any of the bag tag numbers.

#### **Irregular Operations**

When a bag is claimed by a guest prior to travel due to a delayed or canceled flight:

- Cancel the bag tag(s) in the PNR.

### **Accidental Opening**

When luggage accidentally becomes opened or broken:

- The employee discovering the accident should secure the item.
- Dispatch the items for transport on the intended flight.

The employee must report the incident to a Supervisor immediately.

The Supervisor shall record the incident and forward it to the Customer Service Manager.

### Section 6 - Baggage > 700 - Baggage Service

#### Baggage Records

Revision date: 3/3/2023  
Supersede date: 3/31/2021

#### Baggage Terms

**Baggage Files/Records:** A term used in NetTracer to refer to baggage records when a guest reports their bag or item is delayed, damaged, or is missing/pilfered.

**Baggage Claims:** A paper or electronic written demand for compensation, prepared and/or acknowledged by or on behalf of the guest. In the case of baggage, the claim shall contain an itemized list and value of goods for which compensation is being requested. For example, when CBS is paying out a final settlement to a guest for a bag or item lost, damaged or missing/pilfered.

#### When to Create a Baggage Record

We shall never refuse to take a Delayed, Damage, or Pilferage/Missing Item file when the guest requests upon arrival of an AAG flight.

Paper files shall only be completed when the system is down (iBR and NetTracer) or when a computer/CSA Mobile device is not available.

- Use the [Delayed Baggage/Missing Content Report \(AAG-13\)](#).
- Paper files shall be entered into the iBR/NetTracer system immediately upon system restoration, or when a computer/CSA Mobile device is available.

This includes:

- All revenue and non-revenue standby customers.
- Claim at Gate or Planeside Bag Drop bags

**Note:** Add remark in claim noting if the bag is a Claim at Gate or Planeside Bag Drop.

- Guests who have voluntarily separated from their baggage.
- Guests who feel that the TSA has lost or removed an item from their checked baggage.

**Note:** Customers may file an additional claim with the TSA using the contact information (see "TSA Contact Info").

Refer to [Section 23.200 – Damaged Baggage](#) for Canadian itineraries.

### **oneworld Files**

As a **oneworld** carrier, we may be asked to open files (Delay, Damage, Missing item) for guests that arrive at a station on a **oneworld** partner (e.g. guest arrives in SEA on BA) upon the guest's request if the arriving carrier is not available or unable to open a file for the guest. **oneworld** partners will do the same on our behalf.

The file shall be opened using NetTracer. These files cannot be opened using Baggage Suite.

The file will be pushed to the **oneworld** partner from NetTracer to their World Tracer Action files.

Select the **oneworld** arriving carrier and station where the file is being created in NetTracer.

Follow Alaska policies and procedures if the guest is requesting interims or we need to replace a damaged bag. Add the details to the file remarks and it will be reconciled with our **oneworld** partner.

Once all the required information is completed select Save. Also, select Save to WT to save the file to World Tracer and push it to the **oneworld** partner.

If a **oneworld** partner opens a file on our behalf for a guest, the file will be in our World Tracer Action Files and will need to be worked accordingly.

### **File Management**

The station is responsible for managing and updating files during the first 5 days, unless a file (e.g. Damage or Missing Item/Pilferage) is immediately transferred to CBS. Other open files (e.g. Delayed) are transferred to CBS on the sixth day.

During the first 5 days the local station shall:

- Maintain complete control over the delayed baggage file.
- Contact and update the guest at least once per day on the baggage status. Even if there is no new information about the status of their bag. Let them know we are still actively searching for their bag.
- Contact and update the guest when the bag arrives and set it up for delivery.
- Ensure the guest file information (i.e. address, phone etc.) is accurate and complete.
- Document the bag record each time when there is new information about the bag or anytime we contact the guest about the status of their bag.

### **When Not to Create a Baggage Record**

- A customer has arrived at their destination on another airline and has missing baggage.

**Exception:** Upon guest request if they arrived at your station on a **oneworld** partner. Files should not be opened if they arrive on DL, UA, WN, or other non-**oneworld** partners.

- The customer must open a delayed baggage report with the carrier that brought them to their destination, including baggage:
  - Originally checked on AAG flight.
  - Due to arrive on an AAG flight.
- A customer is missing an item left at a TSA screening checkpoint.
- A customer feels the TSA has damaged their carry-on baggage.

**Note:** If the customer insists we open a file,  
a courtesy file may be opened in these  
situations.

### TSA Contact Information

All claim forms may be found on the [TSA Claims website](#).

Call the TSA Contact Center by phone at (866) 289-9673.

Email the TSA contact Center at [tsa-contactcenter@dhs.gov](mailto:tsa-contactcenter@dhs.gov)

Correspond with TSA Contact Center by writing to:

TSA Contact Center  
601 South 12th Street  
TSA-22  
Arlington, VA 22202

Email the TSA Claims Management Office at [tsaclaimsoffice@dhs.gov](mailto:tsaclaimsoffice@dhs.gov)

Correspond with TSA Claims office by writing to:

TSA Claims Management Office  
601 South 12th Street  
TSA-9  
Arlington, VA 22202

FAX the TSA Claims Management Office at: (571) 227-1904

Section 6 - Baggage > 700 - Baggage Service

**Delayed**

Revision date: 9/13/2023  
Supersede date: 5/17/2023

**Proactive Baggage Communication**

The origin station shall proactively communicate with the arrival station about mishandled baggage not loaded on the flight it is tagged for.

The Baggage Agent in the arrival station shall use this information to prepare to notify the customer before they inquire about their delayed baggage.

Arrival stations can provide an extraordinary guest experience when proactively informing the guest of their mishandled bag when they know with confidence and accuracy the location of the guest's bag and when it will arrive.

Communication to the Arrival city shall include a well-documented Forwarding message or an email with baggage reroute information.

**Note:** Never refuse to take a file/baggage record from a customer.

**Origin Station:**

- Compile the affected guest and baggage information when bags are mishandled on a flight.
- Send a well-documented Forward Message with the new flight information and the reason for the failure.
  - Forward messaging is critical and can be created using the bag scanner or the baggage system.
  - Forward shall include the new flight routing and details why the bag(s) missed the flight (e.g., expedite on AS 2100, pulled due to weight and balance)
- Contact the arrival station's Baggage Service Office (or station if they do not have a BSO) and receive positive confirmation they are aware of the baggage failure.
  - This may be done by the Forwarding agent or designee (e.g., another agent, Baggage Office, re-route coordinator, RAC agent, etc.)
  - Local Baggage Office phone numbers can be found in [SharePoint](#) or the station STAR XXXFTO (e.g. GEGFTO) in IMAGE.

**Note:** The arrival station only needs to be notified if the guest arrives at their final destination on an Alaska, Horizon, or SkyWest operated flight.

- Complete the [Bumped Bag Report](#) in addition to the above procedures when there is a major baggage failure on a flight (5 or more bags are mishandled).

### Arrival Station:

- Proactively notify the affected guests their baggage has been delayed, when it is expected to arrive, and apologize for the inconvenience.
  - Give the customer the [Baggage Service Information Brochure](#)
- Use the resources available to compensate the guest, included but not limited to:
  - Issue the Delayed Baggage Apology
  - Upon guest request, advise them of the interim expense process (refer to Interim Expenses below).
  - Add compensation information to the Remarks.
- Open a delayed bag file and provide the guest with arrival details and the incident number.
- Confirm and document the guest's delivery address, phone number, and email in the appropriate fields.
  - In addition, add the following remark: Proactive Delay Notification Bag. Deliver upon arrival.
- Add the Delivery Information to the Baggage Record Claim and deliver the bag(s).

**Note:** A well-documented Forwarding Message or handwrite BDO is sufficient for bag delivery.

### **Baggage Service Guarantee**

The Baggage Service Guarantee (BSG) promises guests their checked baggage will be delivered to baggage claim within 20 minutes of their flight parking at the gate or they will receive a BSG Voucher to claim either a \$25 Discount Code or 2,500 Mileage Plan miles.

The guarantee is for all revenue guests, travelers on Positive Space Travel (PST) awards and Confirmed Employee Travel (CET), regardless if the guest paid any baggage service charges.

The primary method for issuing BSG vouchers is electronically using the Empower app in CSA Mobile. [Paper BSG vouchers](#) may be used as a back-up method until further notice.

Provide one (1) BSG voucher to each guest who advises their checked baggage did not arrive in baggage claim within 20 minutes of flight arrival.

A Voucher must be claimed within two hours of flight arrival.

For parties of two or more, BSG vouchers shall only be provided to the guest(s) whose checked bags do not meet our 20-minute guarantee.

**Note:** The [Delayed Baggage Apology](#) is issued in lieu of the BSG for guests who open a file for lost/delayed baggage. Guests shall continue to receive compensation if their bag is damaged per DOT Regulations

A BSG shall not be provided in the following situations:

- More than two hours after the flight's arrival time
- Oversize/odd-size baggage not delivered to the main baggage carousel
- Airport baggage system malfunctions, severe weather, or other conditions out of the airlines' control that prohibit timely baggage delivery.
- Flights to/from DUT
- International flights requiring customs clearance upon arrival

**Note:** All AS/QX international routes require customs clearance upon arrival except arrivals into the U.S. from airports with CBP Preclearance (YEG, YVR, and YYC).

**Note:** Paper [BSG Vouchers](#) may be used as a backup until further notice. Additional steps are required for paper BSG vouchers as follows:

BSG Vouchers shall be kept under lock and key. Each "stub" in the voucher booklet must be completed as directed.

The agent providing the voucher shall complete the information on the stub remaining in the BSG voucher booklet. In addition, the agent shall either:

- Adhere a "bingo" tag from one of the guest's bag tags to the stub, or
- Write the Claim Record Locator when a claim is filed, or

- Write the guest's last name, first name and flight number on the stub.

Completed paper BSG voucher booklets shall be co-mailed to BSG Accounting - SEAAJ within 24 hours of the final voucher distributed.

Baggage Service Guarantee Terms and Conditions can be found [here](#).

Discount Code Terms and Conditions for ticketing can be found [here](#).

### **RON Kit**

The RON kit shall be given without charge to all guests whose trip terminates with Alaska Airlines.

- The kit is given to those guests separated from their baggage by:

The baggage not arriving at the destination.

The guest was not able to board the flight his/her baggage was loaded on.

- Do not sell RON kits.
- Do not give RON kits to guests desiring souvenirs.

### **Child Car Safety Seats and Booster Seats**

New and unused child car safety seats should be stocked at every location for when a guest's car safety seat or booster seat fails to arrive.

**Note:** Booster seats may be reused if they are free of damage and clean.

Stations should have different sizes of car safety seats and booster seats to best accommodate infants and toddlers of different ages.

The airline could be found liable if a child in a used car safety seat is injured in an accident.

Advise the guest the car safety seat does not need to be returned, and we will deliver their car safety seat or booster seat when it arrives.

Advise guest loaned booster seats will be retrieved by the delivery company when their original booster seat is delivered. CSA shall ensure the instructions to swap items are made clear to the delivery driver.

Child car safety seats and booster seats can be purchased through PeopleSoft or a local retailer (e.g., Costco, Target, etc.)

Work with other airlines or rental car companies at your location if the station does not have a car safety seat or booster seat that is the correct size for the child or reimburse the guests for the cost of a new car safety seat or booster seat.

Returned car safety seats shall not be reused, and disposed of using one of the following:

- Contact a local birthing center to see if they can use the car safety seat in their parent education classes.
- Inquire with your local police or fire department if they have a recycling program for used car safety seats.
- Recycle the car safety seat (if plastic):
  - Remove all metal, padding, and straps.
  - Most are made using No. 5 or No. 7 plastic.

### **Interim Expenses**

Interim expenses are guest expenditures for replacement of necessary clothing and toiletry items while a bag is lost, damaged, or delayed. Interim expenses shall only be offered upon guest request. Expenses shall be covered using Payout Networks, Inc. (PNI) ([click here for PNI User Guide](#)).

- If interim expenses are requested by guest, agent shall ask guest to estimate the amount they will need to spend, and issue estimated amount.
- Agents may issue up to \$300 per voucher (multiple guests on one PNR may be issued multiple vouchers).
- Amounts between \$301-\$3800 must be approved by station leadership.
- Guest must have a U.S.-issued Visa or MasterCard and access to email.
- Agent shall document in NetTracer total amount issued in PNI.

**Exception:** If guest does not have a U.S.-issued Visa or MasterCard, access to email, or other circumstances prevent the use of PNI, they shall be asked what items are needed and advised to return with receipts for reimbursement. Document all details in NetTracer. See “Issuing Reimbursement” below.

Apply the Care Framework when advising and reimbursing the guest for interim purchases.

- Example: Delayed Ski Bag - If a guest asks, they should be advised renting equipment for the day would be considered reasonable but purchasing new equipment would not.
- Example: Bag delayed with cosmetics - If a guest asks, they should be told interim is not intended to replace the items in the bag; it is provided to get by until the bag arrives. Cosmetics purchased from

the drug store are considered reasonable, but cosmetics purchased from a high-end brand name store would not.

- Guests needing to rent sporting equipment, (for example skis or golf clubs) or formal wear shall be reimbursed at 100%.
- Guests with delayed baggage due to weather conditions, air traffic control or other extraordinary circumstances beyond the airline's control are eligible for interim reimbursement.
- A RON (Remain Over Night) Kit is available for guests waiting for their delayed baggage when their bag is not expected to arrive the same day the guest arrived.

**Note:** It may be necessary to assist guests traveling on a cruise. If guests are leaving immediately for a cruise and will not receive their baggage for several days at the next port of call, authorize payment to cover the cost of purchasing toiletries and clothing on board the ship.

### Baggage Liability

- Domestic baggage liability, refer to [Section 6.200 - Baggage Liability](#).
- International baggage liability, refer to [Section 23.200 - Baggage Liability](#).

### Issuing Reimbursement

The Agent shall:

- Obtain an original itemized receipt for reimbursement from the guest.
- Enter file related expenses (e.g., damage, delivery, interims, or other baggage related expenses) into the Expense Payout Field in guest's baggage record in NetTracer for the amount(s) issued.
- Turn in the Refund draft with original receipts and a copy of the record for the issued amount.
- If another airline was involved, complete prorate paperwork to bill the other airline.
- Contact CBS for guidance if there are any questions or concerns about the receipts.

Refer to [Section 6.700 - Prorating Other Airlines](#) for completing the prorate paperwork.

Any disbursements will be deducted from the final settlement if the bag is not located.

Section 6 - Baggage > 700 - Baggage Service

### Delayed Baggage Apology

Revision date: 1/11/2018  
Supersede date: 5/31/2017

Guests shall receive an [Apology Bag Tag](#) and a \$50 discount code if their checked baggage does not arrive with them on their Alaska, Horizon, or SkyWest operated flight.

One discount code from the Empowerment Toolkit is issued per guest if they check one or more items.

The discount code is issued in lieu of the Baggage Service Guarantee.

Guests shall continue to receive compensation for interim expenses per DOT Regulations.

This applies to baggage eligible for delivery. Non-revenue space available travelers are not eligible for this program. Refer to [CSM 6.700 Delivery](#).

This is not applicable for delayed baggage due to weather or other events/circumstances beyond our control.

**Note:** If the guest requests, 4000 AS Mileage Plan Bonus miles can be issued in lieu of the \$50 discount code. The guest must make the request in person.

#### Baggage Service Office

- Confirm the guest's contact information when taking a claim:
  - Email or mailing address for Empowerment Toolkit
  - Baggage delivery address
- Set up baggage for delivery or guest pickup.
- Attach [Apology Bag Tag](#) to the delayed bags.
- Use the Empowerment Toolkit to issue the \$50 discount code.
  - Issue one discount code to each affected guest.
  - Select Baggage Apology Program from the Reason drop-down list.
  - Request the discount code be mailed if the guest doesn't have email.

**Note:** The \$50 discount code can be issued when taking the claim, time permitting or guest request.

### Section 6 - Baggage > 700 - Baggage Service

#### Damaged Baggage

Revision date: 5/17/2023  
Supersede date: 8/18/2020

Alaska Airlines shall not be liable for minor damage resulting from normal wear and tear or due to inherent defeat or quality of checked items.

Never refuse to create a baggage file. If a guest presents themselves to open a file for the below items and the damage is believed to be caused by normal wear and tear, the Customer Service Agent shall advise the following:

*"Unfortunately, this item is not covered under our contract of carriage. I would be happy to open a file for you, however I'm unable to provide you with compensation at this time. Once I open the file, I will forward it to our central baggage office for their review. Our central baggage office will respond to you in writing via email within 30 days."*

1. Open the Damage File.
2. Add documentation on the reason for denial and include your initials.
3. Agent shall take a picture of the wear and tear or damage and send it to CBS.
  - Email the photo to CBS at [bsophoto@alaskaair.com](mailto:bsophoto@alaskaair.com).
  - Enter the Incident Number in subject line of the email (e.g. GEGAS00123456)
  - CBS will associate the photo with the claim after it has been transferred
4. Forward the file to CBS by changing the responsible File Station in NetTracer to CBS.

Damage due to normal wear and tear is not covered under the Alaska Airlines Contract of Carriage.  
Examples of damage not covered due to normal wear and tear:

- Scuffs
- Dents
- Stains
- Punctures
- Marks
- Dirt
- Scratches
- Cuts
- Refer to the [Contract of Carriage](#) for the complete of items.

Damage of protruding parts **due to normal wear and tear** is not covered under the Alaska Airlines Contract of Carriage. Examples of items included but not limited to:

- Wheels or feet
- Pockets
- Hanger hooks
- Pull handles
- Straps
- Zippers
- Locks, and telescoping handles that are attached to the exterior.
- Refer to the [Contract of Carriage](#) for the complete list of items.

**Incidents we consider that may cause damage beyond normal wear and tear and may require compensation for non-covered items:**

- Visual evidence of mishandling (e.g. witness statements, video evidence)
- Known system equipment failures resulting in baggage to be jammed or stuck between belts
- Employees Reports of Accidental Damage.

**Previously Damaged Items**

Alaska assumes no responsibility and will not be liable for further damage to previously damaged items.

**Unsuitable, Valuable Articles**

The following items are judged to be unsuitable as contents of checked baggage, with the exception of international carriage of such items subject to the terms of the Montreal Convention or Warsaw Convention, whichever may apply, Alaska assumes no liability for loss, theft, damage or delay in the delivery of (not limited to):

- Cash, currency;
- Negotiable papers;
- Securities;
- Business or personal contracts, documents;
- Jewelry, watches;
- Cameras, videos and photographic equipment, camcorders, audio equipment, film, camera equipment, photographs;
- Electronic equipment/devices and personal electronic equipment/devices, including components thereof;

- Computers and related components;
- Binoculars, telescopes, optical devices including eyeglasses;
- Silverware, pottery, porcelain and china;
- Precious metals, stones or materials;
- Art objects, sculptures, paintings;
- Historical artifacts;
- Original manuscripts;
- Irreplaceable books, publications, collectibles (such as baseball cards);
- Antiques, heirlooms, collector's items, and artifacts;
- Keys;
- Sales samples and items intended for sale;
- Medications;
- Furs, including coats, gloves, hats; or
- Game trophies, antlers, and pelts.
- Refer to the [Contract of Carriage](#) for a complete list of items.

### Attached Items

Alaska will not be liable for tents, sleeping bags, or similar articles which are strapped, taped, or tied to another piece of baggage and may become separated as a result of normal handling during transportation

### Guidelines when settling claims deemed to be beyond normal wear and tear:

For damage items the station does not deem as normal wear and tear as outlined above, the station has the authority to settle damage files up to \$200 USD.

CBS shall settle any damage file greater than \$200 USD.

The Agent shall offer the customer one of following options (listed in order of preference):

- Compensation from the Empowerment Toolkit
- Replacement bag
- Cash settlement up to \$200 USD
- Repair Authorization Card (see Damage Baggage Repair Authorization below).

**Note:** For all designer-type bags over \$200 USD, see Damaged Baggage Repair Authorization Form below.

For Briggs & Riley bags, send to Briggs & Riley or authorized dealer for repair.

- Retain and attach a copy of the receipts to the customer's baggage record.
- Refer to Payment and Reporting Procedures below.
- For damage instances that are not considered normal wear and tear, stations shall have a stock of replacement bags on hand.
  - Bags can be ordered through PeopleSoft or purchased through a local retailer with a station P-Card (e.g. Target, Costco, and Amazon).

**Note:** Applies to positive space and space available non-revenue customers.

International travelers who live outside of the U.S.:

- Ensure the baggage record has a valid email address to contact the customer, if applicable.
- Shall try to settle locally, due to check cashing issues outside of the USA.

### Payment and Reporting Procedures

- Detailed information must be documented in the baggage record with an accurate description of damage.
- Include the compensation offered and compensation given.
- The satisfaction of the customer and other pertinent information regarding the situation.
- Always include document numbers and date of issue.
- Enter all settlement information into baggage record remarks when settling files at the station.
  - Print and retain in the station for 30 days.
  - If unable to settle the file locally, transfer the file to CBS for further handling.
  - CBS shall settle all files greater than \$200 USD.

Note:

If a file already exists (e.g., Delayed Bag Claim) add Damage settlement information to the settlement field of the claim.

**Do not open a separate Damage File.**

Use the general guidelines and Care Framework when offering a cash settlement of damaged items not deemed to be beyond normal wear and tear (e.g., resulting from bag jams due to major belt system failure).

**General guidelines for items deemed to be caused by damage beyond normal wear and tear:**

<b>Damaged Item</b>	<b>Rate (USD)</b>	<b>Alternative Settlement Suggestion</b>
Zipper pull replacement	\$20	\$25 eCert or 1,000 miles
Zipper replacement (usually not economical)	\$80	\$75 eCert or 3,000 miles
Zipper repair	\$30	\$25 eCert or 1,000 miles
Luggage locks (TSA or non-TSA locks)	\$15	\$25 eCert or 1,000 miles
Wheel replacement, per wheel	\$25	\$25 eCert or 1,000 miles
Bag Handle	\$30	\$25 eCert or 1,000 miles
Telescoping handle	\$50	\$50 eCert or 2,500 miles
Hard shell case cracks (usually not economical)	\$150	Replacement bag or \$100 eCert
Straighten baggage frame	\$30	\$25 eCert or 1,000 miles
Nick, hole, tear damage (add \$2 for each additional)	\$15	\$25 eCert or 1,000 miles
Hinge	\$30	\$25 eCert or 1,000 miles
Stitching and/or patches	\$50	\$50 eCert or 2,500 miles
Minor cleaning (small spots, light staining)	\$25	\$25 eCert or 1,000 miles
Moderate cleaning (1/3 of bag soiled, moderate staining)	\$50	\$50 eCert or 2,500 miles, or replacement bag
Extensive cleaning (majority of bag soiled, deep staining)	\$80	Replacement bag or \$75 eCert
Other Misc.	N/A	\$15 eCert or 500 miles

### **Damage to Unchecked Articles**

The airline may be held liable for damage to carry-on or cabin baggage.

| Use the Care Framework in situations beyond the airline's control to satisfy the customer.

Damaged files shall not be opened for unchecked carry-on or cabin baggage.

**Note:**A courtesy file may be taken in situations when the customer insists we open a file.

### **Damaged Baggage Timelines/Exclusions**

Reports of damaged baggage must be made in person at the station where the passenger arrived within 24 hours of flight arrival time for domestic itineraries (7 days for international itineraries).

A customer must have a damaged bag inspected by station personnel for determination of what action to take.

When a bag has been identified as opened by TSA, the agent must open a file and immediately transfer the file to CBS' Damage Queue.

Certain items may not be covered from the airline's liability as checked baggage:

- Refer to Excess Valuation Exclusions in the [Contract of Carriage](#).

**Note:**All items are covered for international itineraries.

Refer to [Section.23.200 - Damaged Baggage](#) for claims with Canadian itineraries.

### **Damaged Baggage-Repair Authorization Form**

The Agent shall:

- Offer the guest a [Repair Authorization Form \(RAC Card\)](#) if the damage is more than \$200.
- Offer the guest a [Repair Authorization Form \(RAC Card\)](#) if the customer has rejected all offers of compensation.
- Complete the reverse side of the form and return it to the customer.
- Document the PNR that a RAC Card was given to the guest, and the guest has declined all other compensation options.
- Advise the guest the repair must be completed within 60 days of travel date.
- Encourage the guest to use an Alaska Airlines vendor where applicable.

- Advise the guest to send in their original bag claim check, repair receipt, and ticket with the RAC Card to CBS for reimbursement.
- CBS will open a file when the guest submits their RAC Card and receipts for reimbursement.

### Sending Guest Bags for Repair

If the guest requests, stations can send the bag out for repair.

Do not forward items that are minor (e.g., zipper pull or similar), doubtful, or beyond repair. Offer a replacement bag or equivalent compensation (e.g. Discount Code or monetary compensation).

Stations shall open a file, send the damaged item to a local vendor, or FedEx the damaged bags directly to TW Carrol with a printed copy of the baggage record.

**Note:** FedEx to: TW Carrol  
305 Upland Dr  
Tukwila, WA 98188

Do not attach plastic window envelope  
to baggage.

Advise the guest repairs and/or replacements are usually completed within three to four weeks, excluding transit time.

- Baggage is returned to the guest via FedEx in the lower 48 and in several cities in Alaska.
- FedEx requires a street address and telephone number to deliver the bags.
- Where FedEx is not available, bags must be sent via an expedite tag and the receiving station shall arrange for local delivery.

If the guest refuses the repaired or replaced baggage:

- Return the bag to the repair company in the original carton or wrapping to prevent further damage.
- Add remarks to the record and transfer to CBS. CBS will offer cash settlement to the guest.

### Files Involving CBS (Central Baggage Service)

CBS will handle all damage files under the following circumstances:

- Review of files for items deemed normal wear and tear
- When the guest cannot or will not accept local settlement, Baggage Certificate, Refund Draft, or refuses repaired or replacement bag.
- Damage is not repairable or requiring replacement of bag higher than \$200USD in value.
- Damage involves special baggage items (anything other than luggage).

- There is reason to believe that the damage is directly associated with missing valuables.
- Damage involves high-quality, expensive designer baggage.
- Any file CBS will be settling shall immediately be transferred to CBS in the Baggage System.

**CBS Action for managing files deemed normal wear and tear by the station**

- Review files for supporting documentation and pictures from the station.
- Confirm the customer did travel to mitigate potential fraud.
- If a claim is determined to be beyond normal wear and tear, issue appropriate compensation.
- If a claim is determined to be normal wear and tear issue a denial letter without compensation.

Section 6 - Baggage > 700 - Baggage Service

### **Missing Contents/Pilferage**

Revision date: 8/18/2020  
Supersede date: 5/31/2017

A report of item(s) missing from a customer's baggage must be thoroughly investigated.

| Stations shall not settle Pilferage files. These are handled by CBS and AAG Corporate Security.

**Exception:** | Stations may settle a Pilferage claim if it was part of a previous damage file.

| When a bag has been identified as opened by the TSA (e.g. TSA note or tape), the agent must open a file, and immediately transfer it to CBS (P/CBS) with the baggage claim check.

When theft is suspected, the agent shall:

- Give the guest options.
- Reassure the guest there may be ordinary explanations for the disturbance or loss.
- Ask open-ended questions and write down all facts.
- Involve station leadership.

When a crime has been committed, advise the customer to file a police report with local authorities.

- The owner of the baggage must file the report.

Advise the guest:

- The airline shall continue to search for the missing possessions.
- CBS shall contact them as soon as possible.
- Obtain a detailed description of the missing item(s) and approximate value.
  - Advise the guest proof of purchase/ownership is required for items over \$200.
- Note any signs of mishandling to the exterior of the container in the remarks section.
- When a loss was not reported on arrival, indicate why the guest lapsed reporting time.

When the lost article was inside a delayed bag, send a copy of the original baggage record to CBS.

- | • Add the pilferage claim to the Delayed File if still open.

When the file is received at CBS, an investigation and search shall be initiated and shall include:

- AAG Corporate Security
- Police department
- Any interline carrier involved

- Customer Service Managers of the stations through which the baggage was transported.

The guest is sent correspondence with a "Statement of Missing Contents" form and a claim shall be processed.

### Section 6 - Baggage > 700 - Baggage Service

#### On-Hand Baggage

Revision date: 8/18/2020  
Supersede date: 10/22/2019

When a bag remains unclaimed after flight arrival, the agent must enter the bag as on-hand in the baggage system within 60 minutes.

| When the bag does not have ID, or it becomes necessary to open the bag, consult the Lead agent.

The following steps must be followed when opening a shipment:

- Open only in the presence of management or designee.
- Two persons must be present whenever baggage, freight or GoldStreak shipments are opened.
- Complete a [Record of Baggage Inspection](#) prior to the opening that includes:
  - Reason(s) for inspection
  - Description of package
  - Air Waybill or Bag Tag number
  - Date, time, location of inspection
  - Signatures of the witness and person making the inspection.
- Attach the Record of Baggage Inspection to a printed copy of the record
- Forward completed record to the station Customer Service Manager.
- All articles must be protected until they are returned to their owners.

The station safe must be used for valuable lost items.

#### Weapons and Suspected Drugs

If a weapon eligible to be checked in baggage is found during inspection of on-hand baggage, Agents may continue to attempt to contact the guest for local pickup or delivery.

If any item presents an immediate sense of danger, contact local police.

In any of the following situations, do not expedite a bag containing weapons or suspected drugs to CBS:

- Owner cannot be determined
- Contact cannot be made or no reasonable expectation exists that the owner will be claiming the bag
- Bag contains a weapon not eligible to be in checked baggage
- Suspected drugs are found
  - Clearly used drug paraphernalia with residue shall be treated as a potentially illegal substance

In these cases, Agents shall:

- Call local police for them to take possession of the item from its current location
  - If law enforcement refuses to pick up or accept these items contact corporate security ([security@alaskaair.com](mailto:security@alaskaair.com)) with a summary to determine next steps
  - Do not deliver these items from the secure storage location to local police

Storage location if/while in our possession shall be in a lockable safe or cage. If too large for a safe, seek a lockable drawer and/or room.

### **Unclaimed Items**

Unclaimed or "found" baggage is considered:

- "Tag off" and unclaimed baggage.
- Any bag found unclaimed after flight arrival.

All unclaimed on-hands shall be held at the station for five days, then forwarded to CBS.

The on-hand incident number must be written on the expedite tag when forwarding the bag to CBS.

When a bag has been out of immediate airline control (e.g., left unattended in a public area or on a baggage carousel), it must be screened by the TSA prior to travel.

### **The Forwarding Message On-Hand Record**

A Forwarding Message on-hand record must be created for any bag forwarded to another station without a request.

**Example:** A Forwarding Message would be sent if a bag did not get loaded on the aircraft.

### Section 6 - Baggage > 700 - Baggage Service

#### Expedite

Revision date: 6/9/2021  
Supersede date: 8/18/2020

#### Transporting of Unaccompanied Baggage - Offline

Prior to forwarding an unaccompanied checked bag to OAL for transport or prior to accepting an unaccompanied bag from another carrier, a written message must be provided or obtained from the requesting air carrier, stating one of the following reasons:

- The baggage was mishandled, and the passenger boarded the flight for which the baggage was intended.
- A delayed baggage file has been opened.
- The checked baggage could not be accommodated on the intended flight with the guest due to weight restrictions.
- The checked baggage has been cleared using EDS, AT or physical search.

When one of the previous items has been verified the baggage agent must:

- Send a BIS message.
- Complete an expedite tag and attach a copy of the Forwarding Message or a copy of the baggage record.

**Note:** Prior to acceptance of an unaccompanied bag from OAL, a written message must accompany the bag.

When a bag has been out of immediate airline control (e.g., left unattended in a public area or on a baggage carousel), it must be screened by the TSA prior to travel.

#### Transporting of Unaccompanied Baggage - Online

Bags may only be sent without the customer if:

- The bag has been cleared through an approved screening method.

When a bag has been out of immediate airline control (e.g., left unattended in a public area or on a baggage carousel), it must be screened by the TSA prior to travel.

When one of the previous items has been verified, the Baggage agent must:

- Send a BIS message.
- Complete an expedite tag (the incident number may be written on the expedite tag in lieu of an attached copy).

**Note:**The origin station is responsible for screening and reporting undeclared dangerous goods before sending any expedite bag online or offline. Complete a DG – Baggage Undeclared if any dangerous goods are found.

### **Expedite Log**

Each station shall keep an electronic log of all bags forwarded out of their station.

### **Expedite Tags**

When expediting a delayed bag, the original bag tag shall be included. The original tag shall remain attached to the bag, rolled up, and a bingo tag used to secure the rolled original tag.

Stations may use either the [Auto-Generated Expedite Tag](#) or the handwrite [Expedite Tag](#).

- Auto-Generated Expedite Tags are the preferred option for expediting delayed baggage.
- Scanned bag tags can be tracked using WebTRACC or Baggage Suite App.

#### **Auto-Generated Expedite Tags**

- Bags are handled just like other expedites that have the handwritten Expedite Tag.
- Expedite Bag Tag stock shall be used (Workflow One, 2-5232).
- Steps to issue the tags are located in the [Auto-Generated Expedite Tag Quick Reference eTool](#).
- The tag stock has red dash marks along both ends of the tag to indicate it is an expedite bag.
- AS must be the first segment when generating an expedite tag with an offline connection.

**Note:**If expediting a bag completely on another carrier (single or multiple segments) a handwrite Expedite Tag must be used.

- Station shall complete a BIS/Forwarding Message just like a handwrite Expedite Tag.

### Section 6 - Baggage > 700 - Baggage Service

#### Delivery

Revision date: 8/18/2020  
Supersede date: 10/22/2019

**Delivery Billing Notice** shall be used to back bill interline carriers for bag delivery expenses incurred due to other carrier's mishandling or not re-routing the baggage with the guest.

Amount of delivery cost must exceed \$25.00 for reimbursement.

The following procedures shall be completed for Central Baggage Service (CBS) to be able to back bill interline carriers.

1. Complete the [Delivery Billing Notice](#) and attach the following documentation:

- A copy of the customer baggage record
- Copy of the Baggage Delivery Order (BDO) or manual [Delayed Baggage Delivery Tag](#)
- Copy of the bag tag documentation (e.g. expedite, re-route, or original bag tag from another carrier showing the bag was not transported with the guest)
- Submit a copy of the invoice from the delivery company.

2. Provide one or more of the following:

- Copy of re-validated VCR history showing reroute
- Copy of baggage forwarding message
- Copy of teletype message authorizing delivery
- Copy of teletype message showing fail to load
- Other documentation showing passenger transported without bag

3. Completed Delivery Billing Notice shall be submitted to Central Baggage Service (CBS) on a daily basis. CBS will submit Delivery Billing Notice and required documents to the interline carrier for the reimbursement of the delivery cost within 30 days.

#### Delivery to Another City

Expedite mishandled baggage to the customer using the [Expedite Tag](#) or auto-generated expedite tag.

When baggage cannot be expedited to a guest via airline, forward it via:

- FedEx
- Air freight
- Parcel post
- Ferry

When expediting online is not possible, follow the guidelines on the [Baggage Performance SharePoint Site](#) when expediting to the specific stations on the list.

If we already have a file open and the only expedite option is a flight tomorrow, please use FedEx whenever possible.

### **Delayed Delivery Tag**

A white [Delayed Delivery Tag - Additional Bag](#) lot tag must be completed and attached to each bag being delivered.

Complete a single [Delayed Delivery Tag - Additional Bag](#) showing additional names in the remarks section for:

- Multiple bags being delivered to the same person.
- Several bags with different names being delivered to the same address.

### **Manual Delayed Baggage Tag**

Use a manual [Delayed Baggage Delivery Tag \(BDO\)](#) when:

- A computer outage occurs.

When the computers are available, update the baggage record with the baggage delivery information.

Other special situations occur:

- Delivery of a bag for off-line carrier.
- Retrieval of a loaner item.

### **Cruise Baggage**

When a guest's bag has been delayed and the customer is connecting to a cruise ship, expedite the delayed baggage when:

- The guest traveled on any airline and the baggage remained in the control of the airline.

Delayed baggage should be expedited/delivered to the guest's next cruise destination.

Baggage must not be expedited/delivered when the guest did not initially check the baggage with an airline.

**Example:** The guest checks in for his/her return flight home, and the cruise company has lost their baggage. As the baggage was not checked with Alaska Airlines, a file will not be opened, nor will the baggage be

expedited to the guest when found by the cruise company.

**Exception:** We can expedite baggage if it has been screened by the TSA and has been under aircraft operator control.

### **Non-Revenue Travelers**

Refer to [Section 6.700 - Non-Revenue Baggage](#).

### **Weather Problems/Delivery Expense**

- The airline may not deliver a guest's bag when the delay is weather related.
- Each situation differs, and the agent involved may make a decision in the best interest of the customer and the airline regarding delivery of baggage.

### **Delivery Expenses**

If a guest travels Alternate Flight Same Day (AFSD) or Same Day Confirmed (SDC), and their Voluntary Separation baggage arrives on the guest's original flight the delivery charge will be the responsibility of the guest.

Voluntary Separation baggage not arriving on the original flight is the responsibility of the airline.

- Agents may offer an Empowerment Toolkit item in lieu of baggage delivery when the guest finds this as an acceptable alternative.
- The Customer Service Manager shall research and determine the most economical method of delivery when a guest opts for baggage delivery over a Baggage Certificate.
- When the airline delivers baggage, delivery information must be entered into the baggage system.
- Print a delivery receipt when the delivery information is updated in the baggage record.
- Complete a [Delayed Baggage Delivery Tag](#) in computer outages.

### **Baggage Delivery**

Employees are not permitted to personally deliver items to guests. FedEx or trackable delivery method is to be utilized.

When mishandled baggage is received, contact the guest with the following information:

- How the baggage shall be delivered to them.

- When they can expect the baggage.
- The baggage delivery order number or FedEx airway bill number.
- The routing/carrier information.

When delivery is scheduled, ask the guest of any preference regarding time of delivery.

Record all details of the delivery.

**Note:** When delivering baggage containing a declared firearm, ensure any published regulations and shipper rules are followed.

The baggage record must be updated in the baggage system when the guest has either picked up his/her delayed baggage or when it has been sent out for delivery.

Baggage arrival information must be entered in the record before adding the delivery information.

### Section 6 - Baggage > 700 - Baggage Service

#### Coding and Closing

Revision date: 8/18/2020  
Supersede date: 4/25/2018

Alaska Airlines complies with IATA's established standardized coding system for baggage descriptions. This system is outlined in the published Baggage Identification Chart. These standards aid in the tracing process for all carriers.

Refer to this chart when creating a record.

Baggage Identification Charts can be ordered through Workflow One (2-1291).

#### Baggage Lists

Each station shall monitor, review, and work their lists hourly in order to effectively manage the workload.

The baggage system provides a variety of lists to assist in matching baggage and returning baggage to their owners.

#### Baggage Coding Team

The Baggage Coding Team is responsible for reviewing and coding all baggage records for Alaska Air Group.

- Review each station's closed baggage tracers.
- Use the information added to each tracer to appropriately code each tracer.
- Use scan data, forward message, reservation Information to appropriately code each tracer.
- Arbitrate any baggage tracer mishandle coding.

The claim will be charged to the station responsible after determining the appropriate mishandling code.

Stations may ask for the Mishandling code to be reviewed by the Coding Team.

- Submit a request via NetTracer
- Select the Close Incident tab
- Select Dispute Fault and complete the Dispute Resolution

#### Baggage Mishandling Reason Codes and Code Description

Code	Description
2	Transfer Failure

5	Cruise Ship Mishandling
6	Unloading/Override Error
8	Baggage Misload by Grnd Svcs
9	Domestic CAG/Planeside cart with Intl Itinerary
11	Fail to Load
12	System/Equipment Failure
13	Needs Failure Code
14	CSA Mishandling/Tagging Error
15	Security Delay
16	Baggage Service Mishandling
17	OA No Scan/Late Scan
18	AAG Non-Reporter
19	AAG CSA
31	Intl OA No Scan/Late Scan/Non-Reporter
32	Intl Transfer Failure
34	Intl Tag Off
35	Intl Cruise Ship Mishandling
36	Intl Unloading/Override Error
38	Intl Bag Misload by Grnd Svcs
40	Intl Offload Bulk out/AC Change
41	Intl Fail to Load

42	Intl System/Equipment Failure
43	Intl offload WT and Balance
44	Intl CSA Mishandling/Tagging Error
45	Intl Security Delay
46	Intl Baggage Service Mishandling
47	Intl Bag Switch on Delivery
48	Intl Invol Separate Online Re Route
49	Intl Voluntary Separation
50	Damage Baggage
51	Pilferage
52	Assistive Device
53	Bag Theft
58	Courtesy Tracer
59	Voluntary Separation
60	Involuntary Separation Online Re Route
61	Bag Swap
62	Tracer Opened in Error
63	Offload WT and Balance
64	Tag Off
65	Offload Bulk out/AC Change
70	Pending

81	Aged Damage Record
82	Aged Pilferage Record
83	AS CBS Bag Found
84	AS CBS Claim Settled
93	QX CBS Bag Found
94	QX CBS Claim Settled
97	Default City Failed to Code
98	Primary Contested Charges
99	Secondary Contested Charges

### Section 6 - Baggage > 700 - Baggage Service

#### Left on Board Items

Revision date: 6/28/2023  
Supersede date: 6/9/2021

##### Non-LOB Items

Non-LOB items include articles left at boarding gates, ticket counters or baggage carousels.

These items shall be placed in the local airport lost and found or given to port police.

Provide the guest with the appropriate airport lost and found number or airport police number. (see STAR CTYAPT).

**Exception:** In stations without an airport lost and found office, give item to the airport police.

##### LOB Items

Left onboard articles are unchecked guest belongings found onboard an Alaska flight, including flights operated by Horizon and SkyWest, (in the cabin or baggage compartment) or in an Alaska Lounge.

Check the item for information that could identify the guest or owner to help with immediate return of the item(s).

If shipping the item directly to the guest, it shall be at their expense using a trackable delivery/shipping method (e.g., FedEx).

- Employees shall not take any LOB items off company property, including taking an item to the SEA station (e.g. hand deliver a LOB to a guest)

**Note:** If shipping to another country to return their item, have the owner arrange the shipping in the event the item contains possible contraband (e.g. pictures or video). This will ensure Alaska is not liable if the content is not legal in that country.

If the item can't be immediately returned to the guest, all LOB items (including low value) shall be sent to Central Baggage Service (CBS), SEALZ within 24 hours or on the next available flight as COMAT (COMAIL if less than one pound).

Refer to Sections [6.700 - Sending Items to CBS](#), [6.800 - COMAIL Bags](#), and [6.800 - COMAT](#) when forwarding LOB items to CBS.

Non-U.S. stations, refer to [Sending LOBs to CBS from Non-U.S. Locations](#) section below for additional guidance.

A Left on Board Tag shall be completed and affixed to all LOB items before they are sent to CBS. Do not use adhesive stickers that will remain on the item for an extended period.

**Note:** Cables and other electronic accessories shall only be forwarded to CBS when included with the device. Secure the accessory to the device. Document any damage before sending to CBS. If a left on board item is damaged or turns up missing while in our possession, we may be liable for replacement.

CBS shall receive the items and create a Found Report in NetTracer's LOB partition using a barcode scanner and the information on the LOB Tag.

### **Left On Board (LOB) Tag**

The [LOB Tag](#) shall be affixed to all LOB items.

The LOB tag must contain the following information when known:

- Description of the item
- Inbound flight number
- Aircraft number
- Seat number or location where found on aircraft
- Name of agent who found the LOB
- CSA names and signatures handling the item prior to sending it to CBS (SEALZ)

When a LOB item is located onboard an aircraft (in the cabin or cargo compartment), the agent shall:

- Complete a LOB tag and ask the Fleet Service Agent or agent finding the item to sign and keep the top copy.
- Attach the LOB tag to the found item.
- Take the item to the station lost and found or baggage service office and give the item to the on-duty personnel.
- Sign the LOB tag and keep the second copy.
- Affix the last copy to the LOB item.

LOB items not immediately delivered to a CSA shall be:

- Properly tagged with the LOB tag including name of agent that found and handled the LOB.
- Deliver the item to the designated baggage claim office for signature.

### Cash in LOBs

When cash is found, the station shall:

- Have two employees count and verify the cash and item contents It is preferred one of the employees is a Lead/TC or other member of station leadership, but not required

**Note:**It should be counted ASAP by two employees/authorized representatives and taken to Baggage or the central location for LOBs immediately.

- Place the item with the cash in a tamperproof sealed bag (e.g. station cash deposit bag)
  - If found in a jacket, purse, wallet, etc. store the cash in the bag with the item it was found in, in the safe or secured location
- Log the item with the two (2) names who inventoried the contents, date, and time it was received
- Secure the tamperproof sealed bag with the cash in a safe or other secure/locked location until it is shipped to CBS
- Have controls in place to limit access to the safe or secured location
  - Access should be restricted to station leadership

Properly package the LOB and cash for shipping to CBS.

- Stations shall notify CBS via email at [CentralBaggageLeads@alaskaair.com](mailto:CentralBaggageLeads@alaskaair.com) that LOB cash is being sent
- Include the amount enclosed and the tracking number

Cash found in LOB wallets, purses, etc. shall be forwarded with the LOB item to CBS using a trackable delivery system (e.g. FedEx, Goldstreak, USPS Priority Mail, etc.)

Shipping address:

Alaska Airlines Central Baggage Service  
20529 24th Ave South  
Suite 100, Door AS-07  
SeaTac, WA 98198

Refer to the Credit Card Handling section below for what to do with credit cards found in LOB or in LOB items.

### **Guest is Reporting a Lost Item**

When a guest requests assistance locating a LOB item in person, the agent shall assist the customer in completing an Online Left On Board Report on alaskaair.com using the following link:  
<https://www.alaskaair.com/leftonboard/>.

**Note:**Do not create a courtesy file for LOB items.

### **Forwarding Portable Electronics with Lithium-ion batteries**

- No more than two devices can be in a single package via expedite baggage or COMAT.
- Shipping package must have a sturdy exterior to prevent damage (e.g. box).
- Must be powered off and protected against accidental activation.
- Contents must be protected against shifting or dropping.

Spare lithium batteries, including power banks, shall not be shipped via expedite baggage, COMAIL, or COMAT, and shall be properly disposed of by the local station.

Defective devices or ones that show signs of overheating (e.g. package melting or charring) shall not be shipped.

### **LOB Weapons and Drugs**

Company employees shall not handle any weapons or drugs found as LOB or within our airport footprint. Immediately contact a supervisor who will assist in contacting local police to retrieve and take possession.

- Clearly used drug paraphernalia with residue shall be treated as a potentially illegal substance
- Any guest inquiring about a lost weapon or drugs (including paraphernalia) shall be provided the contact information of the local police and customs authority (if international)
- For international arrivals, also notify Corporate Security and International Facilitation immediately

**Note:**LOB Weapons and drugs shall not be sent to CBS.

### **Credit Card Handling**

When a credit card has been left on board an aircraft, the Customer Service Agent or designated station personnel shall:

- Attempt to call guest to advise credit card was found and will be secured locally.

- Ensure the PNR is documented regarding the conversation between the agent and the guest.
  - If the guest does not call back or after 48 hours of finding the item, call the credit card company (number on back of card), and advise the credit card was found and in our possession.
- Use a crosscut shredder to destroy the credit card.
- If unable to return the wallet/purse with credit cards to the guest, destroy the credit cards as described above and then send the wallet/purse to CBS as an LOB.

#### **Sending LOBs to CBS from Non-U.S. Locations**

Items should be sent to CBS bi-weekly, to ensure the items are logged into the system in a reasonable amount of time.

Email CBS at [CentralBaggageLeads@alaskaair.com](mailto:CentralBaggageLeads@alaskaair.com) to inform them the station is holding high value or sensitive items (e.g. cash, wallet, purse, item value \$100 or more, etc.) that will be sent at a future date.

All LOBs shall be properly packaged and sent via an approved shipping method/shipper (e.g. DHL) to CBS.

Section 6 - Baggage > 700 - Baggage Service

### Forwarding Items to CBS

Revision date: 6/28/2023  
Supersede date: 6/9/2021

Stations shall perform a visual inspection to confirm items (e.g., LOBs, etc.) and/or bags sent to CBS do not contain any weapons, dangerous goods, or perishable items. These items shall not be sent to CBS. Refer to Section 6.200 - Prohibited Items-Checked Baggage and Section 6.200 - Restricted Items-Checked Baggage for more information.

If a bag or item is opened for a visual inspection, the Record of Baggage Inspection form shall be completed and filed by the station. Refer to Section 6.700 - On-Hand Baggage for more information about this process.

Any dangerous goods or perishable items (e.g., fish, game, etc.) shall be removed and properly disposed of by the station before any item and/or bag is sent to CBS.

Hazardous materials, such as batteries, power banks, chemical kits, or other dangerous goods shall not be placed in COMAIL or COMAT.

When weapons, dangerous goods, suspected drugs, or other suspicious items are found in checked baggage or left onboard items, remove the items and follow standard notification, handling, and reporting procedures (e.g., complete a DG Undeclared Baggage Report) if dangerous goods or weapons are found.

Refer to Section 6.700 - On-Hand Baggage or Section 6.700 - Left On Board Items for more information.

**Note:** Stations are responsible for screening and reporting undeclared dangerous goods before sending LOBs and unclaimed baggage to CBS.

### Forwarding LOBs to CBS

Refer to [6.700-Left On Board Items](#) if forwarding portable electronics with lithium batteries or power banks.

LOBs shall be properly packaged when sent as COMAIL or COMAT. Items less than 16oz (1 pound) may be sent as COMAIL. Any item(s) weighing 16oz or more shall be transported as COMAT. COMAT is regulated by TSA.

Refer to Section [6.800 - COMAIL Bags](#) and [Section 6.800 - COMAT](#) when sending LOB items to CBS

**Note:** Expedite tags shall only be used for transporting items previously accepted as checked baggage. Expedite tags shall not be used to transport COMAIL or COMAT.

### Forwarding Bags to CBS

- Ensure a File has been created before sending the bag to CBS
- Forward the File to CBS; select CBS from the Station Drop Down list
- The original bag tag (if not a tag off) shall be included with the forwarded bag.
  - It shall be wrapped around the handle and secured with a bingo tag or other means to prevent the bag from being mis-routed to CBS
- Flight 7105 should be the final destination flight number and CBS as the final destination in the forwarding message and on the Rush/Expedite Tag

**Note:**PDX is forwarding a bag to CBS. The Rush/Expedite tag should have the following information:

First Segment: AS 2876 SEA

Second Segment: AS 7105 CBS

- The flight information on the Rush/Expedite Tag should match what is entered in the NetTracer File

**Note:**When forwarding an Onhand bag and file to CBS, do not close the file, only forward it. The file will drop from the station On Hand list when CBS “receives” the bag.

Section 6 - Baggage > 700 - Baggage Service

### **Central Baggage Service (CBS)**

Revision date: 9/14/2020  
Supersede date: 8/18/2020

CBS handles delayed, damaged, and pilfered baggage files that have not been settled locally within the first five days of the opening a baggage record.

#### Phone Numbers

External: 877-815-8253

Internal: 877-451-1825 (Station Support Line), prompt is Baggage

Hours of Operation (Pacific Time): [See alaskaair.com for current hours](http://alaskaair.com)

When a guest needs immediate resolution, attempt to resolve at the local station.

If the situation escalates and the guest is not satisfied locally, forward the file to CBS.

#### **CBS Functions**

- Secondary computer tracing
- Research and investigation
- Inventory contents of unclaimed, unidentifiable articles
- Arrange for repair of damaged baggage when estimated cost exceeds \$200 USD
- Handling customer inquiries
- Determination of liability according to tariffs and industry practices
- Financial settlement decisions
- Payable and receivable interline prorates of claims
- Produce statistical information on CBS settlements for Marketing Division.
- Appear in small claims court as defendants in claim decisions (representing Alaska Airlines)
- Handling left on board articles (LOBs)

#### **Claim Settlement**

During the first 5 days the local station must:

- Maintain complete control over the delayed baggage claim.
- Contact and update the customer at least once per day on the baggage status.
- Ensure the customer claim information (i.e. address, phone etc.) is accurate and complete.

After the thirty-day time period, CBS shall make a decision on financial responsibility and investigates:

- Facts documented in the baggage report
- Comments from station personnel
- The completed Statement of Mishandling
- Tariff regulations
- Any other communications, documents or data.

**Note:** Thirty days is only a guideline as to when the settlement process will begin.

- This process is contingent on receiving the customer's paperwork, volume of claims being handled by CBS, etc.
- Settlement checks processed through Accounting are mailed out to customers approximately 2-3 weeks after a decision has been made.

There is a difference between an "interim expense" settlement and a lost bag settlement.

- CBS offers compensation for only one of the two.
- When the customer has been inconvenienced by the delayed arrival of his baggage, the airline shall assume liability for part or all of the customer's purchases of necessities.
- When the bag is never found, the airline bases the settlement on the value of the original contents as listed on the Statement of Loss, less any interim purchases.

Section 6 - Baggage > 700 - Baggage Service

### Prorating Other Airlines

Revision date: 1/9/2019  
Supersede date: 12/10/2010

#### Prorating Delivery Charges

The minimum amount that can be billed to another carrier involved in the routing is \$25USD.

The baggage service agent shall complete the following steps when a station reimburses a guest for damaged baggage and another airline is involved in the itinerary:

- Enter settlement information into the settlement remarks field of the baggage record.
- Pull a hard copy of the baggage record.
- Attach copies of the following items to the baggage record hard copy:
  - Baggage claim check
  - Passenger ticket or e-ticket number
  - Copy of refund draft
  - Copy of expedite tag if one exists
- Copies/scans should be on 8.5 x 11-inch size paper.
- Complete a copy of the Delivery Billing Notice (TZ-154).
- Comail all of the preceding items to CBS/SEALZ.

#### Prorating Other Airlines for Interim or Damage Expenses

The minimum amount that can be billed to another carrier involved in the routing is \$50US.

When a station reimburses a guest for their expenses and another airline is involved in the itinerary, the Baggage Service Agent shall complete the following steps:

- Enter settlement information into the settlement remarks field of the baggage record.
- Pull a hard copy of the baggage record.
- Attach copies of the following items to a hard copy of the baggage record
  - Baggage claim check
  - Passenger ticket or e-ticket number
  - Copy of refund draft
  - Copy of expedite tag
- Copies/Scans should be on 8.5 x 11-inch size paper

- | • Comail all of the preceding items to CBS (SEALZ).

Section 6 - Baggage > 700 - Baggage Service

### Non-Revenue Baggage

Revision date: 8/18/2020  
Supersede date: 11/16/2015

A baggage record shall be created and entered in the baggage system for all non-revenue customers when their bag is delayed, damaged, or an item is missing/pilfered from their bag.

**Note:** Non-Revenue Space Available & Positive Space files shall be opened just like files for revenue customers (e.g. delayed baggage).

An On-hand Record shall be entered in the baggage system following the current On-Hand Record Policy.

All Non-Revenue baggage shall be expedited to the final destination following current Expedite Procedures for domestic and international baggage.

- Bags shall be expedited online even if a file has not been opened (domestic only) by the non-revenue customer, unless the customer advises the station of alternate arrangements for their baggage.

Non-Revenue customers (Positive Space and Space Available) following all baggage acceptance rules shall be entitled to:

- Delivery free of charge.
- Interim compensation paid out at the station level.
- A RON kit if their bag is delayed.
- A Child Car Safety Seat or Booster Seat if delayed.
- The same options as revenue customers when accepting and processing files for damaged baggage and missing items/pilferage.

### Baggage Service Guarantee and Delayed Baggage Apology

- Non-Revenue Confirmed Travel (Business, PST, and CET) shall receive these benefits.
- Non-Revenue Space Available Travel are not eligible for these program benefits.

## **800 - COMAIL/COMAT**

Section 6 - Baggage > 800 - COMAIL/COMAT

### **COMAIL Bags**

Revision date: 6/9/2021

Supersede date: 10/11/2017

#### **Control**

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Company Mail (COMAIL) is generally pouched in a bag and a tag or label is attached or inserted into a clear window on the bag to identify their destination. Typical items include but are not limited to correspondence (e.g. documents) between stations or offices in the system.

COMAIL is limited to items under 16oz in weight. Multiple items under 16oz may be combined in a single bag or other container and still be considered COMAIL. A visual inspection is required.

Items weighing 16oz (1 pound) or more shall be transported as COMAT. COMAT is regulated by TSA.

Unmanifested COMAIL bags must have the actual weight recorded on a label or tag attached to the COMAIL bag.

Hazardous materials, such as batteries, power banks, chemical kits, or other dangerous goods shall not be in COMAIL. Refer to [Section 6.200 - Prohibited Items-Checked Baggage](#) and Section 6.200 - Restricted Items-Checked Baggage.

Section 6 - Baggage > 800 - COMAIL/COMAT

**COMAT**

Revision date: 6/9/2021  
Supersede date: New

COMAT is company material including but not limited to uniforms, aircraft parts, LOB items, etc.

Items weighing 16 oz. (1 pound) or more shall be transported as COMAT, and are regulated by TSA.

Prior to transport, COMAT shall either be:

- Visually inspected to ensure no suspicious conditions or dangerous items are present. If suspicious conditions or dangerous items are detected during the visual inspection, do not transport the COMAT. Maintain control of the item and notify a GSC.

OR

- Screened by a qualified cargo screener at a cargo facility.

**Note:** Expedite tags shall not be used for transporting COMAT.

## **900 - Central Baggage Service**

Section 6 - Baggage > 900 - Central Baggage Service

### **Left on Board (LOB) for CBS**

Revision date: 10/21/2020  
Supersede date: New

Left onboard articles are unchecked guest belongings found onboard an Alaska flight (in the cabin or baggage compartment) or in an Alaska Lounge.

Items found at a gate shall be delivered to airport lost and found. Provide guest with airport lost and found number.

LOB items are held at the CBS warehouse for no more than 30 days from their arrival. After 30 days, the item will be salvaged.

Guests should be directed to file a lost report for Left on Board (LOB) items online at [www.alaskaair.com/leftonboard](http://www.alaskaair.com/leftonboard)

A CBS team member may fill it out on their behalf on [www.alaskaair.com/leftonboard](http://www.alaskaair.com/leftonboard) if the guest needs assistance or they are unable to gain internet access.

Delivery of items found on board are at owners' expense. Alaska is not liable for left on board items.

**Note:** If shipping to another country to return their item, have the owner arrange the shipping in the event the item contains possible contraband (e.g. pictures or video). This will ensure Alaska is not liable if the content is not legal in that country.

### **High Value and Sensitive Items**

- Jewelry (e.g. watches, rings, etc.)
- Modern Electronic devices (e.g. cell phones, laptops, tablets, etc.)
- Personal Identifiable Items (e.g. Passports, driver's license, etc.)
- Sentimental Items
- Items are more than \$100

### **Low Value Items**

- Worn Clothing
- Travel Accessories (e.g. neck pillows, blankets etc.)
- Books

- Anything less than \$100

Contact local leadership if you have questions about whether an item is low-value or high-value.

### **Acceptance**

- Date, inbound city, and time of arrival shall be recorded on each box upon acceptance into the warehouse.
- Employees shall not take any LOB items off of Company Property, including to take an item to the SEA station (e.g. hand deliver an LOB to a customer).

### **Daily Tasks**

Pick List: Twice Daily – start of day and an hour before FedEx arrival

30-Day Check:

- Items with Information – Move Items to “High Value – To Be Salvaged” Bin.
- Items with No Information – Search in NetTracer one more time for a match.
  - If there is a match, move to the “Items with Information” with the Found Report and Lost Report ID’s attached.
  - If there is no match, move to the “High Value – To Be Salvaged” Bin.

15-Day Check:

- Check both High Value bins (with or without information) to see if there are any recent matches or new updates).
- Sort all incoming items.
- To Be Worked Bins (Priority is High Value Items).

Daily Salvage:

- Use the “Create Salvage” feature in NetTracer to indicate which items have been salvaged.
- Once salvaged in NetTracer, see the Salvaged items section for how to organize the salvaged items.

### **Handling/Sorting**

Items shall be sorted into two “To Be Worked” bins: Low Value or High Value.

All high value items shall be individually labeled with date and inbound city, if the information is provided (written on tape).

### **To Be Worked Bins**

- Create a ‘Found Item Report’ in NetTracer’s LOB partition using a barcode scanner and the information on the LOB tag.
- Search for matching lost report through NetTracer.

### High Value

Items matched to a ‘Lost Report’ or with Guest Information:

- If there is a matching Lost Report:
  - Match ‘Found Item Report’ with ‘Lost Report’
  - Send email notification to the guest
- Call guest to advise an email has been sent prompting them to pay for shipping on their found item
  - Notify them the item will only be held for 30 days and then salvaged
- Put item into the corresponding day bin for items with information with ‘Lost and Found Report’ number attached to item (e.g. Email and call made on June 1st, place into June 1st bin)
- Document Found and Lost Report in NetTracer where the item is being stored
- If we have guest information but they have not filed a Left on Board report:
  - Contact guest via phone or email and let them know we have an item we think is theirs
  - Ask them to complete the LOB report online

**Note:** We should never disclose to the guest what the item is we are holding. Rather we have an item we think they may have left on board while traveling.

- Items with no guest information and there are no matching lost reports:
- Put the item into the corresponding day bin for items with no information with ‘Found Report’ number attached to item (e.g. Found report created on June 1, place into June 1 bin)

### Low Value

If there are no matches when searching in NetTracer, place item in “Low Value - To Be Salvaged” Bin

### Restricted Items/Storage

Refer to [Section 6.700-Left Onboard Items](#).

Cash and anything extremely high value (small, concealable items like jewelry) shall be dropped in the security drop box. Notify leadership via email of any items dropped in this box. If in doubt, drop it in the security drop box.

**Note:** Stations shall notify CBS via email at [CentralBaggageLeads@alaskaair.com](mailto:CentralBaggageLeads@alaskaair.com) that cash is being sent. The amount of cash and tracking number will be included in the email.

Non-U.S. station will also notify CBS when holding high value or sensitive items (e.g. wallet, cash, item value is \$100 or more, etc.) to be sent to CBS at a future date.

Refer to Section 6.900-Salvaging for items you should notify local leadership about immediately and place in the security drop box.

Weapons, drugs, and other legally restricted items shall not be forwarded to CBS. In the event restricted items are inadvertently forwarded:

- Employees shall not handle once identified.
- Immediately contact a supervisor to assist in contacting corporate security and local police to retrieve and take possession of the item(s).
- Clearly used drug paraphernalia with residue shall be treated as a potentially illegal substance.
- Any guest inquiring about a lost weapon or drugs (including paraphernalia) shall be provided the contact information of the local police.

## Shipping

Work the “Pick List” in NetTracer.

Verify the item label matches what is being shipped out.

The pick list shall be checked at least two times each day.

## Salvaged Items

Once salvaged, sort into the following categories:

- High value items and designer clothes
- Clothing (non-designer) and low value items
- Luggage/Backpacks

- Glasses
- iPads
- All other tablets
- All Headphones
- Phones
- Apple Watches/Fitbits
- Chargers
- Passports/Birth Certificates/Military IDs
- Wallets/Purses
- Credit Cards and Driver's Licenses: Place in the secure document shredding bins

Section 6 - Baggage > 900 - Central Baggage Service

### Mobility Claims

Revision date: 2/18/2021  
Supersede date: New

The station will initiate and create a baggage file for a damaged mobility aid and contact Global Repair Group (GRG) to get the repair, loaner, or replacement process started. The station will immediately forward the baggage file to CBS to finish the process.

Global Repair Group (GRG) will create a mobility damaged record. After a record has been generated, an invoice will be forwarded to CBS and accessed from the “mobility (382) queue” via Astute.

In Astute, leads shall open the email from Global Repair Group (GRG) with the invoice and use it to retrieve the information from NetTracer (NT). Verify accuracy of information in NetTracer (NT) and Astute.

Update the following in Astute:

- Contact method, origin, destination and connection if any
- Complete the following under Issue Section:
  - Flight date, business Group (CBS), flight number, service (bag check)
  - Reason (bag wheelchair or bag assist) depending on the type of assistive device
- Enter the NT incident number into the appropriate issue field.
- In the Verbatim box, describe the event:
  - Describe the device and/or what happened.
  - GRG can provide more information if needed about the damage/repair.

**Note:** Refer to the [Mobility Step by Step](#) document for how to update Astute.

After the steps in Astute are completed, give the check and invoice to the appropriate member of leadership based on signing authority limits.

- CBS will code the amount to the destination station, unless the damage was presented prior to arrival at the destination.
- Scan copies of the signed check and invoice, and comail to Accounts Payable (SEAAG).
- Claims exceeding the domestic or international liability limits are sent to Risk Management and Corporate insurance. Update NetTracer:
  - Invoice amount to GRG (USD or CAD)
- In Comments Section:
  - Add astute number
  - GRG invoice received (paid in full or partial payment)

- Signature or name of agent paying claim.
- Submit the settlement for approval, then update in NT.
- Once fully updated in NT, close the claim.
- When closing, code claim to either 50 or 52.
  - 50: Walkers, Rollators, Crutches, Canes, CPAP, and POC
  - 52: Wheelchairs and Scooters

Section 6 - Baggage > 900 - Central Baggage Service

### **Onboard Spills**

Revision date: 2/18/2021  
Supersede date: New

Onboard spills are damage to hand-carry and onboard items by a flight attendant (e.g. spills on shoes, purses, clothing, laptops).

- Create case in Astute.
  - Document correspondence received from passenger in “Text Box.”
- Verify damage was done by employee.
- Before paying for item, offer the following when appropriate:
  - Electronic items: offer repair
  - Clothes or luggage items: offer dry cleaning

If item(s) damaged beyond repair, a payout must be issued to guest.

### Section 6 - Baggage > 900 - Central Baggage Service

#### Missing Content and Pilferage Files

Revision date: 5/17/2023  
Supersede date: 2/18/2021

There may be times when guests contact CBS to open a file/claim. This could be because it is outside of operational hours, or guest didn't realize there was an issue until after leaving the airport.

- Timeframe for filing a claim:

- Domestic: 24 hours
- International: Damage/Pilferage: 7 days

**Note:** After the delayed bag is recovered, additional issues must be reported within 7 days.

- Never refuse to open a file. There will be times when exceptions may be made within reason using the Care Framework
- Ask the guest if there is a TSA pamphlet in the bag and if so:
  - Document that TSA pamphlet was in the bag.
  - Advise guest to contact TSA (<https://www.TSA.gov>).
  - Compensation will be denied if TSA pamphlet was placed in the bag.
- If there is not a TSA pamphlet in the bag:
  - Document that there was not a TSA pamphlet in the bag.
  - Suggest the guest contact the Port (or local) Police Department to file a report.
  - Instruct the guest to download the [Statement of Mishandling](#) claim form (LZ-05) at [alaskaair.com/damaged](http://alaskaair.com/damaged).
  - If the guest is **unable** to download the Statement of Mishandling claim form online, advise the claim form will be mailed to them within 5-business days.
  - When Statement of Mishandling claim form is returned, pay out the claim if the missing items are covered.

If items listed on the Statement of Mishandling claim form **are not covered** or the form is not properly filled out, transfer the case to the Denial Queue in Astute.

To learn about coverage and exclusions, review the [Contract of Carriage](#).

Section 6 - Baggage > 900 - Central Baggage Service

### **Inventorying**

Revision date: 2/18/2021  
Supersede date: New

Stations shall send unclaimed bags to Central Baggage Services (CBS) on day 6. After CBS receives a bag from the station, an inventory of items in the bag is taken to help find a match. Look at remarks in baggage file to find out of any pertinent information about bag or item.

CBS will update the baggage record (file) with additional content items and/or descriptions to help with the matching process. If nothing is in the incident report, CBS will immediately begin inventorying contents of the bag.

Team members shall wear gloves while inventorying bag in order to prevent injury. Other personal protective equipment (PPE) may be worn to prevent injury when taking inventory of items in the bag.

#### **Inventorying Baggage Contents**

- Go through the contents of the entire bag.
- Only list distinctive items in the file.
- List at least five distinctive items in the file; the more the better.

**Note:** Depending on the item, less than five may be acceptable (e.g. tennis racket, etc.).

If necessary, push the updated file World Tracer (WT) for a possible match.

Refer to [Section 6.900 - Salvaging](#) for items that you should notify local leadership about immediately during the inventory phase.

#### **Possible Bag or Item Match**

- Contact the guest (preferably via email).
- Advise they will need to disclose information about items in bag to determine if it is a match:
  - Reference number (e.g. NetTracer incident number or Astute number)
  - Description of missing items (pilferage, missing item files)
  - Description of bag and contents

If something not listed in baggage file, CBS will need to pull the bag and verify the unnamed contents.

#### **When a Bag is Matched**

- Contact guest to notify them CBS has the bag.
  - Email is the preferred method of contact, if no email contact via phone.
  - Inform guest CBS will hold bag for 90 days.
- Document in the on-hand who will be retrieve bag, even if it's the bag owner.
- Print out on-hand file and attach to the bag.
  - Include NetTracer and World Trace (if applicable) Incident Number.
  - Date when the guest was contacted.

### Returning Found Baggage or Items

Guests shall be given the option to have their bags delivered or they can pick them up in person.

- Guest Pickup:
  - Guests may pick up their bag at CBS or local station (no charge).
  - CBS shall notify the station the bag is being sent to them for the guest to pick up at the station.
- Delivering items/bags to our guest:
  - Guest pays for shipping of bags/items that were On-hand and/or Voluntary separation.
  - The airline pays for shipping of bags/item that were Delayed/filed on time.

**Note:** Bags will not be sent from CBS to PAE or SEA for guests to pick up. They must be picked up at CBS or they will be delivered.

### When Unable to Find a Match

- Remark where item/bag is stored in the warehouse.
- Items/bags are retained for 90 days before salvage.
- Check for any updates weekly in NetTracer and/or World Trace.
- Follow up with guest whose bags have not been found monthly with any updates, even if there is no new information about their bag or item.

### Tag Offs

- Follow the same guidance for inventory process.

- Small items (e.g. backpack, CPAP, small duffle, messenger bags, etc.) sent to CBS that do not have a tag that could be mistaken for a Left on Board (LOB) item.
  - Create an Onhand and LOB file.
  - Remark both reports and cross reference with file numbers for each.

**Note:** Only an Onhand file needs to be opened and contents inventoried for “standard” carry-on bags.

### Section 6 - Baggage > 900 - Central Baggage Service

#### **Salvaging**

Revision date: 2/18/2021  
Supersede date: New

CBS shall salvage items on the first of the next month after the item has been at CBS for 90 days that was not matched with guest. Gloves shall be worn during this process to prevent injury. Other PPE may be worn to prevent injury.

Certain items shall be donated to various charities after 90 days. Items shall be sorted into the following categories below. Once sorted, reach out to local leadership for direction on donations.

- High value items and designer clothes
- Clothing (non-designer) and low value items
- Luggage
- Strollers/Car Seats/Maternity/baby items
- Camping items
- Mobility Aids
- Glasses
- iPads
- Damaged or Broken Items

Notify local leadership immediately if any of the items below are found:

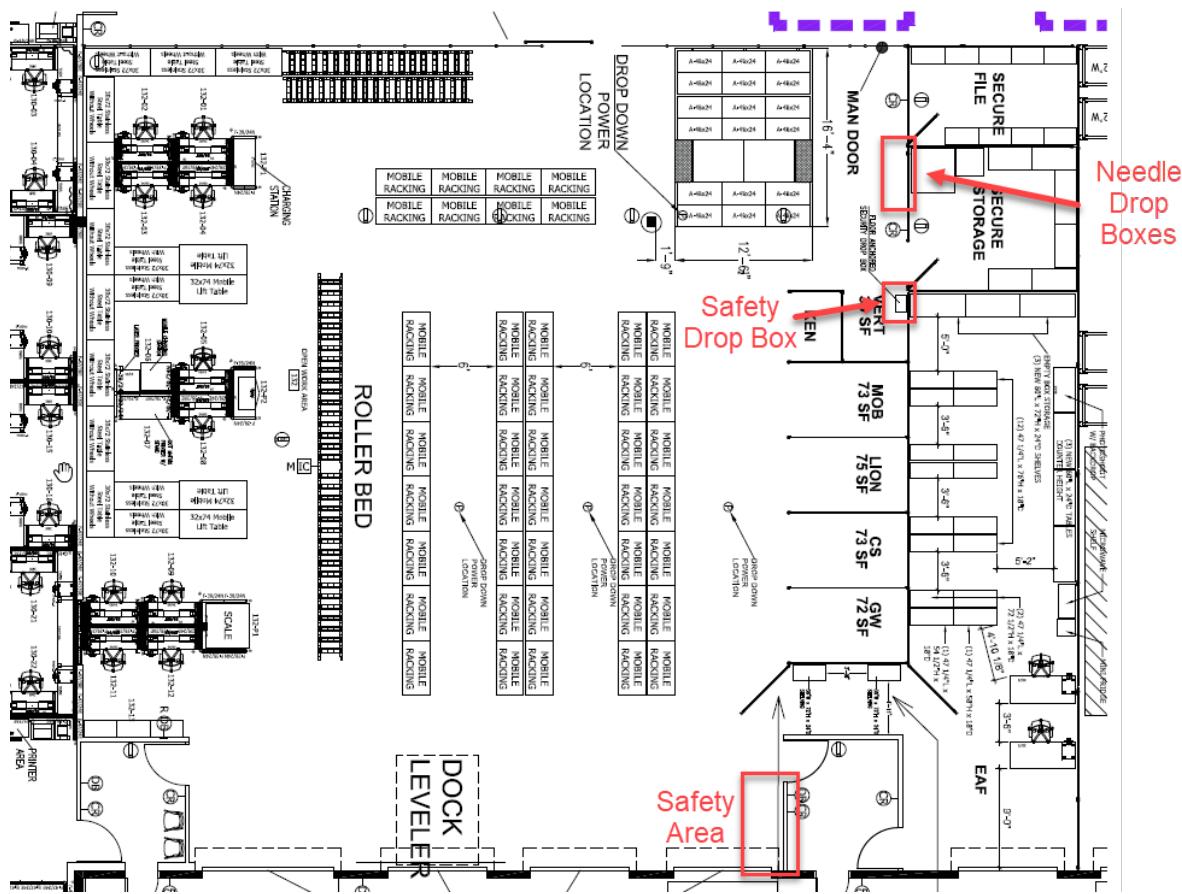
- Illegal Drugs
- Drug Paraphernalia
- Marijuana that will not fit into the security drop box
- General Dangerous Goods (e.g. lithium batteries, etc.)
- Any cash amount over \$500
- Firearms/Weapons (e.g. crossbow, taser, bow and arrow)
- Any item that causes irritation
- Hazardous Materials
  - Unknown substances (liquids and powders)

Notify local leadership via email of items below and place the item(s) in the security drop box:

- Ammunition
- Knives

- Alcohol/Tobacco Products
- Marijuana
- Vaping Products
- Flammable Items (non-cleaning liquids)
- Batteries
- Cash in amounts smaller than \$500
- Prescription Medicine
- Needles/Sharp Objects (place in Sharps Containers)
- Any item or object that looks suspicious

See the CBS floor plan below for where to drop each of the above items.



### Section 6 - Baggage > 900 - Central Baggage Service

#### Working Mail

Revision date: 2/18/2021  
Supersede date: New

CBS receives mail from guests and parties regarding bags being mishandled. When mail is received by CBS, a team member collects the mail and places it in the “Ready to Scan” box.

When assigned to work mail in the office:

1. Stamp mail from Box 1 according to original received date.
2. Determine if there is already a Net Tracer (NT) File and Astute case.
  - If yes, write both the File and Case number on top right corner of the Statement of Mishandling.
  - If no, create a new Net Tracer (NT) File and Astute Case and write those numbers on the top right corner of the Statement of Mishandling form.
3. Scan all documents to the server file SEALZ confidential folder.
  - Place scanned documents into Box 2.
4. Once all mail is scanned, open each PDF in the server file SEALZ Confidential folder and verify all the documents from Box 2 are accounted for and legible.
  - Move the document to “Ready to Upload” electronic folder when complete.
5. Upload the documents from the “Ready to Upload” electronic folder to the corresponding Astute case.
  - Be sure to Save and Dismiss each case before moving to the next.
6. Take all documents in Box 2 and verify the attachment opens and is legible in Astute.
  - Once verified, move electronic document to “Refile” electronic folder.
7. Go through Box 2 and verify the case number is under the “Refile” electronic folder.
  - If yes, place physical documents in Box 3 and re-open the case for the assigned agent to work.
  - If no, place documents back in physical Box 1.

Refile all items in Box 3 once all mail is scanned

**Note:** • Box 1, 2, and 3 are physical boxes.  
• Ready to Upload and Refile are electronic folders located on the SEALZ confidential folder.

#### Working Open Cases in Astute

The Statement of Damage or Missing Property and Statement of Loss have been combined into one form, called [The Statement of Mishandling](#) (LZ-05).

- Contact guest and advise LZ-05 has been received (if guest has international phone number, use email).
  - Advise of 30-day processing time.
  - Write on Astute and NT whether you spoke to guest or left voicemail.
- Transfer the case to the appropriate queue in Astute after it has been processed.

### **Mishandling or Interim Claims**

1. Open the scanned Statement of Mishandling document
2. Open NetTracer and pull up the corresponding Incident File
3. Verify information in Astute and NetTracer match:
  - Guest's name
  - Phone number
  - Email
  - Physical permanent address
    - If not, contact guest for accurate information.
4. Run information on NetTracer Fraud Solution (NTFS).
5. Document NetTracer (NT) and Astute with:
  - NTFS
    - If there are any matches:
      - Document the number and matches
      - Transfer the case to the High-Risk queue for assessment
  - Cross-reference Astute number and NT claim number
  - Date received
  - Agent name, department and date worked
6. Refer to the [Section 6.900 - Paying Claims](#) for payment procedures.

Section 6 - Baggage > 900 - Central Baggage Service

**Interim Expenses**

Revision date: 2/18/2021  
Supersede date: New

Upon request, the airline shall provide coverage of necessary interim expenses when a guest's baggage has been involuntarily delayed.

CBS shall provide interim expenses upon request if they were not provided by the arrival airport baggage service office (BSO). Interim expenses should be anything necessary and within reason to get the guests through until the bag is found.

Approval from leadership is needed for reimbursement of any interim expenses outside of Payouts Network Inc. (PNI). PNI is how interim expenses are paid out at the station.

When documenting interim expenses in PNI, refer to [Section 6.700 – Delayed](#) for procedures.

Section 6 - Baggage > 900 - Central Baggage Service

## Paying Claims

Revision date: 1/19/2022

Supersede date: 10/20/2021

### Controls:

Montreal Convention

Warsaw Convention

14 CFR Part 254 Domestic Baggage Liability

Central Baggage Service (CBS) is required to offer and pay compensation to guests when bags are mishandled, per regulations established by the DOT and/or the Montreal or Warsaw Conventions.

1. Does guest have an international segment?

- Yes: Go to [International Monetary Fund website](#) to verify the current exchange rate of the Special Drawing Rights (SDR) to USD.
  - Find guest date of travel on chart.
  - If date not available, use date closest with highest currency units.
    - Calculate SDR x (date of travel currency units)
    - 1288 SDR is the International maximum
- No: Continue to next step.

2. Do we cover?

- Yes: Continue to next step.
- No:
  - Document the reason for the denial.
  - Transfer case to denial queue in Astute (only currency and normal wear and tear are not covered on international claims).

**Note:** If settling a claim with a discount code or AS Mileage Plan Miles refer to the CBS Compensation Guidelines in the [CBS Reference Materials](#) section.

3. Verify guests name, permanent address, itinerary, etc. in NetTracer

- Check Net Tracer Fraud Solution (NTFS).
  - Send potential fraud matches to the fraud group in Astute by transferring the case to CBS High Risk Queue.
- No matches: Continue to next step.

4. Determine if the claim is "High-Risk" based on the below:

- The claim is \$1,500 or more.
- Any claim for a checked bag which has no scans beyond the ticket counter scan.
- Has had a change of address from the Statement of Mishandling before settlement.
- Or any claim or situation otherwise suspicious.

If the claim meets any of the above criteria, fill out the Mishandled Baggage Worksheet and upload it to Astute. Document in Astute, the reason the claim is considered high-risk. If the claim does not meet any of the above, continue to step 5.

5. Document payment details below in Astute.

- NTFS:
- NTFS matches:
  - C-\$
  - A-\$
- Excluded items (if not covered or not reasonable and necessary):
  - PNI included: \$
  - PNI redeemed: \$
  - Discount Code offered: \$
- Sending to High Risk Queue: Y/N
- Name/CBS

6. Once the above information is provided, case transfer to the CBS Leadership Payout Approvals queue. After the case is returned to you for payout, add the following information below. If the Astute case is already documented with approval from leadership, proceed to step 7.

- Lost: L
- Damage: D
- Pilferage: P
- Interim: I
- Onboard: O

Special Instruction – Leave blank unless it is Pilferage or Second Settlement.

- 5-digit accounting code
- [3-digit airport code](#)
- Airline to charge (AS, QX, OO)
- Amount Claimed: C-

- Amount Authorized: A-
7. Claims shall be paid using [Payout Networks, Inc. \(PNI\)](#). Astute shall be used as a backup if/when circumstances prevent a claim from being paid in PNI.
- Refer to the [Pay Claims Step by Step](#) for procedures for paying claims in PNI and Astute.
8. Update NetTracer:
  - Expense Payout Info.
  - Close Incident.
    - View the [Closing Pilferage and Damage Claims Step by Step](#) document for procedures.
9. Prorate (For International claims only)
- Transfer the case to the CBS Prorate Queue.

### Section 6 - Baggage > 900 - Central Baggage Service

#### **Vendor Billing**

Revision date: 2/18/2021  
Supersede date: New

CBS receives invoices from third parties involving payments related to baggage expenses for delayed, damaged, and missing items.

Vendor sends email with invoice to CBS. CBS Team Member will print invoice for processing.

Refer to the [Vendor Step by Step](#) document for procedures.

After the Vendor Step by Step procedures are complete, give the invoice and check to the appropriate member of leadership based on signing authority limits

- Scan invoice and check after document is signed.
  - Scan and send to Accounts Payable, Supervisor, and Manager.
  - File the invoice and check in the designated CBS location.

Section 6 - Baggage > 900 - Central Baggage Service

### **Batching Checks**

Revision date: 2/18/2021  
Supersede date: New

Access Astute to batch checks. After checks are batched, communicate to Revenue Accounting which checks need to be sent to guests.

Refer to [Check Batching Audit Step by Step](#) for instructions of how to complete this process.

Prior to Step 3 in the Check Batching Audit procedures, complete the check verification process below for each check:

- Address matches in Astute and NetTracer
- Verify:
  - Settlement type and station code are correct.
  - Amount was added to the NetTracer Expense Payout field.
  - Payment was approved by a member of leadership.
  - Payments are not being duplicated in Astute (Credit Card request or refund).

After the Check Batching process is complete, the [Check Batching Audit](#) must be completed to verify the checks that were correctly sent to accounting.

## Section 7 - Guests with Disabilities

### 100 - Nondiscrimination on the Basis of Disability in Air Travel (Part 382)

Section 7 - Guests with Disabilities > 100 - Nondiscrimination on the Basis of Disability in Air Travel (Part 382)

#### 14 CFR Part 382 Overview

Revision date: 6/29/2020

Supersede date: 10/12/2018

##### Controls

[FAR 121.575\(b\)](#)

[14 CFR Part 382 \(Air Carrier Access Act\)](#)

[Canadian Transportation Agency: Accessible Transportation for Persons with Disabilities](#)

##### Interfaces

[AS FOM](#), [AS FAM](#), [QX FOM](#), [QX FAM](#)

**CEME: L2Q L2R Q7 L2F1 Q4 Q7I L2L1**

In 1986 Congress passed the Air Carrier Access Act (ACAA), requiring the Department of Transportation to develop new regulations which ensure that persons with disabilities will be treated without discrimination in a way consistent with the safe carriage of all passengers.

14CFR Part 382 (Nondiscrimination on the Basis of Disability in Air Travel) protects the privacy of disabled persons. It is a violation of their civil rights for the airline to question a customer regarding their disability, or to require proof of their disabled status.

All stations, including those in Canada and Mexico, are required to comply with all provisions of [14 CFR Part 382](#).

All vendors contracted to assist customers with disabilities must comply with the provisions of [14 CFR Part 382](#).

Agents shall either print a hard copy or allow customers to view the information at an Alaska Airlines computer when requesting Part 382 (Nondiscrimination on the Basis of Disability in Air Travel).

Disabled individuals are those who have a temporary or permanent physical or mental impairment, substantially limiting one or more major life activities (e.g., walking, seeing, hearing, speaking, or caring for one's self).

When a disabled individual has a medical condition that makes it painful to wear anything on their feet the passenger may be allowed to travel without wearing shoes or socks.

Although there are various levels of disabilities, most disabled travelers can be transported with minimum special handling.

Can offer but not impose services (early boarding, etc.)

Can only refuse to transport if it compromises safety.

Cannot limit the number of customers with a disability on an aircraft.

Advance notice required only for:

- Respirator
- Wheelchair battery packaging
- Group of ten or more disabled customers
- Special seat request

Safety Assistants will only be required for the following:

- Mental disability
- Severe mobility impairment
- Severe vision/hearing impairment

See "[Safety Assistants](#)" in this section for additional information.

Cannot prohibit customers with a disability from sitting in certain seats unless safety is compromised.

A customer with a disability may not be placed in a separate holding area in the terminal in order to receive transportation or assistance.

A customer with a disability placed in a wheelchair or aisle chair cannot be left unattended for more than 30 minutes when they are not independently mobile. If the customer was brought to the gate in a wheelchair but is currently sitting in a boarding area chair, the customer must still be checked on every 30 minutes.

Assistive devices are permitted in the cabin and are not counted as part of the carry-on baggage allotment.

Disabled customers are not required to sign waivers of liability (unless the item is received damaged).

A TDD must be installed at all airports with 2,500 or more passenger enplanements per year.

The number of customers with a disability traveling on a single flight shall not be limited.

If a customer with a disability provides the advance notice we require, and the customer is forced to change to another flight (e.g. flight cancellation), an agent shall, to the maximum extent feasible, provide accommodation on the new flight. If the new flight is on another airline, the agent shall provide the maximum feasible assistance to the other airline in providing the accommodation the customer requested from Alaska Airlines and Horizon Air.

If a customer cannot use alaskaair.com to book reservations and purchase tickets due to their disability, we shall not charge a fee to the customer for using an alternate method (e.g. making a reservation or paying for a ticket at the airport). If a discount is made available to a customer on alaskaair.com, the agent shall make that discount available to a customer with a disability who must purchase their ticket using another method.

**Applicable to flights operated with 737 and Airbus aircraft only:**

Aircraft must be able to accommodate up to two folding/collapsible or breakdown wheelchair.

- The wheelchair's footrest may be removed in order to fit the closet, unless the customer approves additional pieces can be removed (e.g., quick-release wheels).

- Airbus aircraft do not have an onboard storage closet. See [Section 7.100-Wheelchair Assistance](#) for procedures on accommodating folding/collapsible or breakdown wheelchair(s).

Section 7 - Guests with Disabilities > 100 - Nondiscrimination on the Basis of Disability in Air Travel (Part 382)

### Complaints Resolution Officials (CRO)

Revision date: 5/6/2022  
Supersede date: 2/5/2020

#### Interfaces

[14CFR Part 382.65](#)

#### CEME: L2S

Per the 14CFR Part 382, all airlines must make a CRO available at each airport they serve during all times they are operating at the airport.

The Customer Service Manager at each station is responsible for staffing to ensure a minimum of one CRO is on duty during all hours of the operation. CRO training is required for Lead agents, Customer Service Managers, and Supervisors. Station management may require or allow non-lead agents to also be trained as CROs, to ensure adequate coverage.

An agent shall offer to call a CRO for a customer even if the customer does not specifically request one for any disability-related discrimination, accommodation or related service concerns that are not immediately resolved to the customer's satisfaction.

The CRO must be knowledgeable with the requirements of 14CFR Part 382 (the ACAA), respond to disability-related complaints, and have the authority to resolve complaints on behalf of the airline.

Corporate CROs are also available at Customer Care for consultation.

An airport or Customer Care CRO must be consulted any time an accessibility related situation arises.

When Customer Care is unavailable, contact a CRO at any station.

- Refer to STAR **CTYCRO**

Situations a CRO may be called to assist (not an inclusive list):

- Service Animals
- Wheelchair assistance or service
- Mobility Aids or Assistive Devices
- Severe allergies
- General Disability related complaints or concerns
- Seating eligibility (e.g. exit row or bulkhead seating)

When resolving a complaint or concern:

- Introduce yourself as a CRO
- Get to the customer's level
- Speak clearly

- Move to a quiet area if needed
- Be descriptive / write information down
- Speak directly to the guest
- Ask follow up questions to learn more about the situation when necessary

The [Complaints Resolution Form \(TM-94\)](#) complies with the Department of Transportation (DOT) requirement that airlines give a customer a 10-day response when a violation has occurred.

- A CRO shall fill out the [Complaints Resolution Form \(TM-94\)](#) and have it signed by both the CRO and the customer.
  - The white copy shall be given to the customer.
  - The yellow copy shall be sent to SEACA.
- Also, send the Animal Behavior Checklist to SEACA with the CRO Form for service or support animal behavior events. Document the customer's PNR with all pertinent information.
- Complete an online [incident report](#) in the AAG Safety Reporting System.

### **Training Requirements**

Refer to [CSM Vol. 1, Section 11.300-Complaints Resolution Official Program](#).

Section 7 - Guests with Disabilities > 100 - Nondiscrimination on the Basis of Disability in Air Travel (Part 382)

### Disability Types

Revision date: 3/20/2019  
Supersede date: 7/31/2018

#### CEME: L2Z

Disabilities can be classified in three categories, including, but not limited to:

Physical	Sensory	Cognitive and/or Intellectual/Developmental
Paraplegia	Hearing	Cognitive (e.g. Autism spectrum, Down Syndrome, Traumatic Brain Injury)
Cerebral Palsy	Vision	
Quadriplegia	Speech	Intellectual/Developmental (e.g. Dementia, Alzheimer's)
Hemiplegia		
Disfigurement		

#### Cognitive/Intellectual Disability

Guests with cognitive or Intellectual/Developmental Disabilities (IDD) shall be assisted under the same provisions as other guests with a disability.

Non-guest escorts accompanying a minor, elderly guest, or a guest with a disability, shall be given a security pass.

#### Airport Assistance

- Guests that have requested this service shall have the DPNA SSR code in their PNR.
  - DPNA SSR – Disabled Person Needs Assistance
  - This is a standard IATA SSR Code used to provide assistance (on/off the aircraft or within the airport) to guests with cognitive or IDs that request this service. The DPNA SSR code triggers assistance to/from/within the airport but does not result in continual adult care. Alaska does not have an adult assistance program in which continual care is provided.
  - Given the same priority as wheelchair SSR requests.
- This service is usually provided by our wheelchair service business partners.
- They will provide the same service as wheelchair assistance, but without the wheelchair.

**Note:** The MAAS SSR should not be used for these customers. MAAS requests are handled as courtesy requests for

assistance (e.g. elderly customer who needs help with their carry-on baggage in the terminal).

If there are concerns that guests with **Cognitive disabilities and/or IDDs** may need more assistance than the escort triggered by a DPNA SSR provides, or the guest declines traveling with a personal care attendant or safety assistant), the CSA or CRO shall assess if the customer can respond to crewmember instructions or assist in their own emergency evacuation in order to travel alone.

MedLink should be consulted if there are concerns about a guest traveling without a personal care attendant or safety assistant.

Guests that request assistance with the DPNA SSR or require a personal care attendant or safety assistant to travel shall not be seated in an exit seat. They may have a non-discernable condition that would prevent them from performing the duties of an exit seat occupant.

### **Blind/Deaf**

Guests who are blind and/or deaf are considered qualified for travel providing a means of communication is established with ground personnel and the flight crew.

Communication can be physical, mechanical, electronic or other means of communication (e.g., a typewriter device, physically spelling out words on the palm of a hand, writing information on a piece of paper).

Guests who are blind and/or deaf can be seated anywhere EXCEPT in the exit rows.

Guests with a disability, who self-identify themselves as persons needing visual or hearing assistance must have timely access to the same information provided to other guests. This includes information at the gates, ticketing area, baggage area and customer service desk (e.g denied boarding compensation, weather announcements, baggage carousel assignments).

All audio visual displays capable of displaying high-contrast captions must be enabled at all times.

### **Hemiplegic**

Hemiplegics are paralyzed on one side of the body, and may:

- Have impairment in their sense of balance.
- Be easily confused.
- Have difficulty finding words to express themselves, slurred speech, and may have trouble understanding or remembering words said to them.
- Have an inability to perceive objects on the paralyzed side.
- Have uncontrollable actions for no apparent reason (e.g., laughter or crying).

When assisting a hemiplegic:

- Try to remain on the unaffected side.

- Use slow distinct speech.
- Remain calm.

Hemiplegics, generally prefer to be seated on the aisle of their strongest side so they can move more easily.

### **Paraplegic/Quadriplegic**

A paraplegic's immobility extends from the waist down and involves both legs.

Paraplegic guests are generally independent and require little or no assistance.

A quadriplegic is paralyzed from the waist down and has upper body impairment (e.g., minor impairment of the arms to complete paralysis from the neck down).

A quadriplegic usually travels with a companion and requires the assistance of two people when being transferred from a wheelchair to an aircraft seat.

- When transferring a quadriplegic person, lean them slightly forward while one person grasps them in the lower chest area and the other places an arm behind the legs slightly above the knees to support the legs.

**!!!WARNING!!!**

Never lift a quadriplegic under the arms as their weakened shoulder muscles may not be able to support their body weight.

When using an aisle chair for transferring a quadriplegic to an aircraft seat:

- Ensure the chest and waist belt are securely fastened.
- One person must support the legs at all times.

Special care must be taken when assisting paraplegic and quadriplegic customers to avoid possible bruising.

### Section 7 - Guests with Disabilities > 100 - Nondiscrimination on the Basis of Disability in Air Travel (Part 382)

#### Safety Assistants

Revision date: 6/29/2020  
Supersede date: 6/10/2015

##### Controls

[14CFR 382.29](#)

[14CFR 121.586](#)

[Canadian Transportation Agency: Accessible Transportation for Persons with Disabilities](#)

EFR

Guests with impairments or physical disabilities that cause them to require special attention or assistance from airline personnel shall be accepted for transportation without a Safety Assistant, provided they meet the following conditions:

- The guest can respond to crew member instructions,
- The guest is able to self-evacuate in the event of an emergency
- The guest does not have both severe hearing and severe vision impairments and cannot establish some means of communication with crew members that is adequate to permit understanding of the safety briefing.

Concern that a guest with a disability may need personal care services (e.g. assistance in using lavatory facilities or with eating) is not a basis for requiring the guest to travel with a Safety Assistant.

When a guest advises the Customer Service Agent they cannot respond to crew member instructions or self evacuate, the guest must provide a Safety Assistant whose only responsibility is to assist the guest in the event of an emergency.

The Safety Assistant shall be seated next to the guest needing their services.

If the guest cannot provide their own Safety Assistant, Alaska Airlines and Horizon Air will:

- Ask a Non-Revenue customer on the flight to be a Safety Assistant
- If there are no Non-Revenue customers, ask a Revenue guest on the flight to be a Safety Assistant. The Revenue guest will be offered a \$100 electronic certificate from the Empowerment Toolkit, only after they have volunteered.
- If no non-revenue or revenue guests volunteers to be a safety assistant, the guest shall be denied boarding.
  - The guest is entitled to involuntary denied boarding compensation.
  - CRO shall be notified and they will complete the CRO Form and an online incident report if the guest is denied boarding.

When the guest and CRO agree a Safety Assistant is required, but we are unable to find one:

- The guest selects a Safety Assistant to travel with them

- The Safety Assistant is ticketed at the same fare by the Station Support Line as the customer they are assisting
- Shall be seated next to the person they are assisting on the flight(s)

When a guest advises the Customer Service Agent they can respond to crew member instructions and self-evacuate, the guest may travel without a Safety Assistant.

**Note:** When the response is "yes" but there is still concern, contact a CRO. A CRO must be contacted whenever an agreement cannot be reached regarding a Safety Assistant issue.

When a decision is made by a CRO/Customer Service Manager or Lead agent that a Safety Assistant is required and the guest still disagrees, Alaska Airlines or Horizon Air shall allow the guest to select a Safety Assistant to travel with them free of charge.

Alaska Airlines or Horizon Air shall provide a handwritten FIM for the Safety Assistant's travel. The Safety Assist must return on the next available flight.

When denied boarding occurs on a flight where it is determined the disabled guest must travel with a Safety Assistant but there isn't an available seat, the following shall occur:

- The disabled guest shall be denied boarding and is entitled to involuntary denied boarding compensation.
- CRO shall be notified and they will complete the CRO Form and an online incident report if the guest is denied boarding.
- The agent shall deny boarding to the Safety Assistant without compensation.
- Do not bump a confirmed guest to allow the Safety Assistant to travel.

## **Positioning and Support Devices**

All guests must be able to sit in a seat with an aircraft seat belt fastened around them. The FAA allows people with disabilities to use a device to position and support themselves, provided certain criteria is met. The devices that meet this criteria may be used during all phases of flight, including takeoff, landing, and taxi. The primary method of restraint shall be the aircraft seat belt. The guest using the device may not occupy an exit seat.

### **Orthotic Positioning Device (OPD)**

An Orthotic Positioning Device (OPD) is a device used by people with disabilities who have difficulty controlling the movement of their body or have muscle spasms that cause their body to extend involuntarily. The OPD is used for support much like a neck or back brace. An OPD is not a restraint device. The aircraft seat belt provides the primary method of restraint.

Any model may be used on the aircraft as long as the following criteria are met:

- The OPD shall be equipped with internal restraints to position the person in the device.
- The OPD does not attach to the seat.
- FAA approval labels are not required.
- May be used in customer seat provided aircraft seat belt can be fastened and access to exit is not blocked for other customers.
- Seat belt extension is permitted.
- Guest using an OPD may not sit in exit row.

### Chest Support Belts

Guest furnished chest support belts provide upper body support and positioning to customers with disabilities. The chest support belt may be used to assist a customer in sitting upright during all phases of flight, including takeoff, landing, and taxi. Chest support belts are not a restraint device. The A/C seat belt provides the primary method of restraint.

Any model may be used on the aircraft as long as the following criteria are met:

- FAA approval labels are not required.
- Guests are responsible for properly installing the chest support belt onboard the aircraft.
- Seat belt extensions can NOT be used as, or as part of, a chest support system.
- Guest using chest support belts may not sit in exit row.

### Lumbar Support Devices

Lumbar support devices used for lower back pain are allowed for use during all phases of flight, including takeoff, landing and taxi.

- Lumbar support devices may be used in customer seat provided the aircraft seat belt can be fastened.
- Seat belt extension is permitted.
- Guest using lumbar support devices may not sit in exit row.

**Note:** Flexible cushions which are smaller than a standard pillow are not considered lumbar support devices and may be used in the exit row.

### Seating

Disabled guests must meet exit row criteria when that seat has been requested.

Refer to [Exit Row Seating](#) for additional information.

### **Boarding and Deplaning**

Alaska Airlines or Horizon Air shall provide or make arrangements necessary to assist guests in boarding and deplaning.

A wheelchair or lift shall be provided when necessary to board and deplane disabled guests.

### **Expenses**

The guest is responsible for any expenses necessary for outside services.

Section 7 - Guests with Disabilities > 100 - Nondiscrimination on the Basis of Disability in Air Travel (Part 382)

### Wheelchair Assistance

Revision date: 8/9/2023  
Supersede date: 5/15/2023

**Controls:**

[AS Ops Spec A011](#)

[14 CFR: 382.41](#)

[Canadian Transportation Agency: Accessible Transportation for Persons with Disabilities](#)

EFR

**CEME: Q7I**

Guests with disabilities who have requested wheelchair or aisle chair assistance cannot be left unattended for more than 30 minutes when they are not independently mobile. If the guest was brought to the gate in a wheelchair but is currently sitting in a boarding area chair, the guest must still be checked on every 30 minutes.

This requirement applies even if another person (e.g., family member or Safety Assistant) is accompanying the guest, unless the guest has explicitly waived the obligation.

Agents shall check on all guests using a wheelchair whenever approaching or leaving their work area at the gate or ticket counter (e.g. moving gate to gate or moving between gate and ticket counter) to ensure that they are not left unattended for more than 30 minutes.

**Note:** Asking a guest "*Hi, how are you?*" meets the DOT's requirement of not leaving a person in a wheelchair unattended for more than 30 minutes.

If the guest does need assistance (e.g., trip to the rest room or taken to their new gate), ensure their needs are taken care of (e.g., personally taking them to the new gate, or contacting and verifying that the wheelchair service provider is assisting them).

Agents shall also check on guests not independently mobile (e.g., using a wheelchair) as part of the pre-flight preparation as well as when approaching or leaving the boarding area. This will help ensure compliance with regulations and provide excellent guest service.

When a guest requests wheelchair assistance, a wheelchair shall be provided within 10 minutes of the request. This service will be provided to guests with disabilities in moving through the terminal entrance (e.g., or a vehicle drop-off point adjacent to the entrance) through the airport to the gate for a departing flight, or from the gate to the terminal entrance (or a vehicle pick-up point adjacent to the entrance after an arriving flight). Wheelchair assistance shall also be provided to and from the service animal relief area.

**Note:** The airline is not required to transport a guest with a disability to the guest's car in the parking garage.

Wheelchairs shall be available and waiting for the guest as soon as the guest deplanes from the aircraft or after the last customer has deplaned, whichever comes first.

A visual inspection shall be done before using a wheelchair or aisle chair to ensure it is safe for guests. Refer to [CSM Vol. 1, Section 6.300 - AAG Owned Aisle Chairs and Wheelchairs](#) for more information about the action required if an aisle chair or wheelchair is not safe for use.

**Note:** Immediately report any issues regarding the condition of company/business partner owned aisle chairs and wheelchairs to station leadership.

WCHR	<b>R = Ramp</b> - Guest can ascend/descend steps and make their own way to the cabin seat but requires a wheelchair for distance to the aircraft (e.g., across ramp or jetbridge).
WCHS	<b>S = Steps</b> - Guest cannot ascend steps but is able to make their own way to cabin seat. The guest requires a wheelchair for distance to the aircraft.
WCHC	<b>C = Cabin Seat</b> - Guest is completely immobile. Guest requires stair chair to/ from the aircraft.
WCMP	<b>MP = Manual Powered Wheelchair</b> – Guest has a manual wheelchair and will need to stow onboard, or gate check it..
WCBD	<b>BD = Battery Dry</b> -Guest has an electric wheelchair that is powered by a dry cell battery and will need to gate check it.
WCBW	<b>BW = Battery Wet</b> – Guest has an electric wheelchair that is powered by a wet cell battery and will need to gate check it.
WCOB	<b>OB = Onboard Wheelchair</b> - Guest will require use of our onboard wheelchair while inflight.
WCLB	<b>LB = Lithium Battery</b> - Guest has an electric wheelchair that is powered by a lithium battery and will need to transport the battery in the guest cabin.

**Note:** Agents shall use the PTK (Passenger Transfer Kit) to assist in transfer.

The following types of wheelchairs are offered to aid guests with disabilities:

### **Standard wheelchairs**

In large airports, standard wheelchairs are maintained by Skycap/vendor service.

Each airline has at least one standard wheelchair at small airports.

Standard wheelchairs are generally used by guests with a disability who can walk down the aisle of the aircraft but are unable to walk from the ticket counter/baggage check area to the gate.

When a guest with a disability has requested wheelchair assistance, it is the airline's responsibility to help in making flight connections and transportation between gates. This includes itineraries with connections to other airlines and separate airline ticket connections.

Brief enroute stops are acceptable (e.g., entrance to a restroom, service animal relief area, a restaurant along the way).

When a guest with a disability has requested assistance in moving through the terminal (e.g., between the terminal entrance and the gate, between gate and aircraft, from the gate to baggage claim) we must assist the guest in transporting their gate-checked or carry-on baggage.

### **Large wheelchairs**

The availability of large wheelchairs is limited and not accessible at all airports

### **Aisle chairs**

Aisle chairs are used to board guests with a disability and not able to walk on or off the aircraft. These chairs are designed to be narrow enough to pass down the center aisle of all aircraft. Aisle chairs are generally unsuitable for moving about in the airport and cannot be self-propelled by the occupant.

#### **Guest Traveling with their own mobility aid**

- Manual mobility aids (manual folding wheelchairs, walkers, rollators, canes, crutches, etc.) shall be stowed onboard whenever possible (see guidance by aircraft type below).
- Mobility aids that cannot be stowed onboard (battery-powered mobility aids and manual mobility aids that exceed onboard stowage size by aircraft type) shall be tagged as [Claim at Gate \(TZ-308\)](#)
  - Ensure SSR edit code accurately classifies mobility aid as manual or battery-powered (wet cell, gel/dry cell, or lithium-ion).

**Note:**

Battery-powered mobility aids shall not be accepted for stowage in the cabin and require additional procedures as documented in [Section 6.400 – Acceptance](#).

[Preparation, and Loading – Battery Powered Mobility Aids.](#)

- All wheelchairs placed in the cargo compartment shall be handled as priority luggage, displacing other cargo if necessary. They will be unloaded first upon arrival and will be returned as close to the aircraft door as possible.

Refer to [Section 6.400 - Damage Mobility Aid](#) for guidance if we damage their mobility aid.

**Unable to Safely Transport the Mobility Aid**

If we are unable to safely transport their mobility aid in the cabin or cargo compartment due to size or weight restrictions of the aircraft:

- Find an alternate flight(s) to the same destination that will accommodate the mobility aid, including OAL itineraries.
- Contact a CRO to assist working with the guest.
  - Complete the CRO Form and provide the guest with their copy. This will comply with the 10 day written notification requirements.
  - Complete an online incident report in Report It.

**Applicable to flights operated with 737 aircraft:**

Manual mobility aids have priority use of onboard closets (over jackets, crew items, etc.) and shall be stowed here when possible.

Onboard cabin closets can accommodate the stowage of one folding manual wheelchair(up to 13 inches wide), available on a first come, first served basis.

Upon request, a second folding manual wheelchair (up to 13 inches wide) shall be secured to a row of unoccupied seats.

Note:

DOT regulations require that two folding wheelchairs be accommodated in the cabin, however, no guest may be displaced to accommodate the second wheelchair.

If a wheelchair exceeds the dimensions while fully assembled but will fit if wheels or other components can be removed without the use of tools, the applicable components shall be removed, and the wheelchair shall be stowed in the designated onboard space. We must stow the removed components in areas provided for stowage of carry-on luggage.

Wheelchairs exceeding 13" in width shall be gate checked using a Claim at Gate Tag ([TZ-830](#)).

**Note:** A tape measure inside the PTK or wheelchair repair kit should be used to measure wheelchair dimensions.

When working with a guest traveling with a folding manual wheelchair that can be stowed in the cabin (i.e., up to 13" in width), the agent shall do the following:

**Ticket Counter Duties:**

- Advise the guest to take advantage of pre-boarding for preparation and stowage of their wheelchair in the cabin.
- If the guest has specifically requested onboard stowage, document the request in the SSR edit (WCMP) and advise the guest onboard stowage space is limited and available on a first come, first served basis.

**Gate Agent Duties:**

- Stow the first folding manual wheelchair (up to 13" in width) in the onboard closet. Upon request, an additional folding manual wheelchair (up to 13" in width) may be stowed onboard using the seat strapping method (described below) if unoccupied seats are available.
- Advise flight crew.
- Specify in the SSR remark where the manual chair is being stowed:
  - Closet – stowed in the onboard closet
  - Seat strap – strapped in a row of seats
  - Baggage – stowed in the baggage compartment as a claim at gate

**Applicable to flights operated with Airbus aircraft:**

Upon request, storage for two folding manual wheelchairs will be made available as part of the In-Cabin Wheelchair Stowage Program per DOT requirements.

The folding manual wheelchair shall be put in a protective bag and securely stowed in the forward pit of the aircraft. The service will be provided on a first-come, first-served basis for up to two guests based on their notifying the airline at the airport. One folding manual wheelchair per bag.

Guests are encouraged to notify the airline as soon as possible, but no later than during the pre-boarding process.

If the guest does not notify the airline of their request by pre-boarding, it may not be possible to accommodate their folding manual wheelchair as part of the In-Cabin Wheelchair Program. Apply a Claim at Gate tag if we are not able to accommodate their wheelchair as part of this program.

If a wheelchair exceeds the space dimensions while fully assembled but will fit if wheels or other components can be removed without the use of tools, we must remove the applicable components and stow the wheelchair in the designated space. We must stow the removed components in areas provided for stowage of carry-on luggage

Folding manual wheelchairs exceeding 13" in width are not eligible for this program, and shall be gate checked using a Claim at Gate Tag ([TZ-830](#)).

**Notes:** A tape measure inside the PTK or wheelchair repair kit should be used to measure wheelchair dimensions.

Power wheelchairs will not be accepted for stowage in the cabin.

**Ticket Counter Duties:**

- Specify in the SSR edit (WCMP) the guest is requesting to have their folding manual wheelchair stowed in the cabin.
- Advise the guest to take advantage of pre-boarding for preparation and stowage of their manual wheelchair in the cabin.

**Gate Agent Duties:**

- Verify if the Airbus Wheelchair Protective Bag will be needed.
- Confirm the dimensions of the folding manual wheelchair. A tape measure inside the PTK or wheelchair repair kit should be used to measure wheelchair dimensions.
- Stow the folding manual wheelchair in the protective bag found in your station.
- Complete and attach a Claim at Gate tag and return the stub to the guest if using the In-Cabin Stowage Bag. Inform the Ramp Agent this a wheelchair to be stowed in the priority area (Pit 1) in the cargo compartment.
- Inform the Flight Attendant the wheelchair has been stowed in the priority area, and it will be available planeside to the guest upon their arrival.
- If the station does not have the In-Cabin Stowage Bag, strap the folding manual wheelchair in a row of seats.
  - Refer to [Securing a Folding Manual Wheelchair in a Row](#) if strapping their wheelchair in a row of seats.
- Specify in the SSR remark where the manual chair is being stowed:
  - Airbus Bag – stowed in the protective bag in the priority area in the baggage compartment
  - Seat strap – strapped in a row of seats
  - Baggage – stowed in the baggage compartment as a claim at gate

**Airbus: Folding Manual Wheelchair In-Cabin Stowage Protective Bags**

Each station that has Airbus flights shall have at least 2 Wheelchair In-cabin stowage bags. Bags are available from [Taylor Corp](#). The item number is 292200.

Stations should write their city code on the outside of each bag to help with identification and return of the bags to their respective stations.

The arrival station shall return the bags to the origin station immediately on the next flight. Work with your Communication Coordinator to ensure this is loaded on the flight.



**Example of an Airbus In-Cabin Wheelchair Stowage Bag**

**Applicable to flights operated with 737 and Airbus Aircraft:**

**Securing a Folding Manual Wheelchair in a Row (Seat Strapping)**

The manual folding wheelchair, 13" max. width, shall be secured to a row of seats if:

- The guest requests to stow their wheelchair in the cabin and takes advantage of pre-boarding, and
- Their wheelchair does not fit in the closet (737) or the station does not have a wheelchair bag (Airbus)

DOT regulations require two manual folding wheelchairs be accommodated in the cabin when using this method, however no guest may be displaced to accommodate the second wheelchair. Wheelchairs exceeding 13" in width shall be gate checked using a Claim at Gate Tag ([TZ-830](#)).

- N" block all three seats on the last row on the right side (seats D, E, F) of the aircraft.
- If necessary, re-seat guests that may have been assigned to those seats previously.
- Coordinate with Flight Attendant on board to strap the folding wheelchair in the last row on the right side.
  - If applicable, seats on the left side of the opposite row shall be used to accommodate the second folding manual wheelchair.

- Stowing a second wheelchair must only be done if it does not displace guests.
- Advise Communication Coordinator of seat blocks.
- Voluntary and/or Involuntary Denied Boarding compensation shall be offered if guests are displaced for the first manual wheelchair.
- Use “Inoperable Seat” as reason code for rebooking purpose.



**Applicable to flights operated with a Horizon Air E175 aircraft or SkyWest ERJ 175 aircraft:**

These aircraft are exempt from the in-cabin stowage requirements per the ACAA (Part 382). Each aircraft is less than 100 seats and is unable to accommodate manual wheelchairs in the cabin.

**Note:** BPMAs will not be accepted for stowage in the cabin.

**Applicable to flights operated with Horizon Air E175 or SkyWest ERJ 175 aircraft:**

- The guest's wheelchair shall be gate checked using a Claim at Gate Tag (TZ-830).
- Add the SSR Remark, Baggage – stowed in the baggage compartment

The airline must be notified in advance when guests are intending to travel with electric wheelchairs (for aircraft with fewer than 60 seats.)

When advance notice is not provided, the airline will accommodate the request as long as it does not delay the flight.

In stations without jetbridges, a mechanical lift or boarding ramp shall be used to assist aisle chair boarding.

Refer to Baggage, [Section 6.400](#) for information on accepting BPMAs at the gate.



Section 7 - Guests with Disabilities > 100 - Nondiscrimination on the Basis of Disability in Air Travel (Part 382)

### Wheelchair Self-Assistance to the Gate

Revision date: 7/05/2022  
Supersede date: 5/26/2021

**Controls:**

[AS Ops Spec A011](#)

[14 CFR: 382.41](#)

[Canadian Transportation Agency: Accessible Transportation for Persons with Disabilities](#)

EFR

Guests that request wheelchair assistance may opt to have an able-bodied traveling or non-traveling companion take them from the ticket lobby to their boarding gate instead of an employee or authorized representative. This service does not need to be requested in advance and may be done during the check-in process.

This is an optional service from the ticket lobby to the boarding gate only. If the guest does not opt to use this service, employees or authorized representatives shall provide wheelchair assistance to the boarding gate.

Refer to [alaskaair.com/accessible services](#) to see where this service option is available.

The guest may use their own manual wheelchair, one provided by the airport, airline, or authorized representative. Wheelchairs provided by the airport, airline, or authorized representative shall be properly cleaned and maintained. Refer to [CSM Vol 1, Section 6.300 - AAG Owned Aisle Chair and Wheelchairs](#) for more information about wheelchairs not safe for use.

**Note:** If the guest is in a power chair, scooter, etc., a non-traveling guest may accompany them to the gate with a Security Pass following current TSA guidelines.

Station employees or authorized representatives shall be responsible for:

- Boarding the guest via the jetbridge, ramp, stairs, or bus to the hardstand/remote parking location.
- Aisle chair transfers to/from the aircraft when applicable.
- Meeting arriving wheelchair requests and taking them to their connecting flight and/or baggage claim.

**Note:** Guests may stop for food or shop enroute to the boarding gate.

Station employees are still responsible for checking on them at least every 30 minutes, once they arrive in the boarding area, refer to [Section 7.100 Wheelchair Assistance](#) for additional information.

### **Check In**

- Add or confirm the applicable wheelchair SSR.
- Ask the guest requesting assistance, if they would like their able-bodied companion (traveling or not traveling) to assist them to the boarding gate or if they would like an employee/authorized representative to assist them to the gate.
  - Add the SSR Remark “Self-Assist” if they choose the self-assist option.
- Follow current station guidance if the guest chooses to have an employee/authorized representative to assist them to the gate.

### **Guest Chooses to Self-Assist to the Gate**

- Issue a security pass to the person who will be assisting them to the gate if they are not traveling.
  - Refer to [Section 15.400 - Security Pass](#), for issuing a Security Pass and resolution if the non-traveling escort has Selectee or Inhibited status.
- Advise the guest and their escort:
  - Which security checkpoint they should use to get to their boarding gate.
  - Arrive and check-in with the boarding agent no later than 45 minutes prior to departure.
- If they don't have their own wheelchair, follow your local procedure to provide the guest a wheelchair.
- If the guest is using a wheelchair provided by the airport, airline, or authorized representative:
  - The guest shall be given the Wheelchair Self-Assistance Safety Notice and a brief safety review of how to operate the wheelchair by the employee or authorized representative.

### **Boarding Gate**

- The guest should arrive at the boarding gate no later than 45 minutes prior to departure.
- Reconfirm or add SSR and/or remarks as applicable.
- Employees or authorized representatives shall board the guest in the wheelchair following current procedures via the jetbridge, ramp, stairs, or bus to the hardstand/remote parking area.

### **Connecting/Arrival**

- Employees or authorized representatives shall follow current procedures for ensuring wheelchair requests are met in accordance with Part 382 and company policies and procedures.

Section 7 - Guests with Disabilities > 100 - Nondiscrimination on the Basis of Disability in Air Travel (Part 382)

### Mechanical Lifts

Revision date: 10/12/2018  
Supersede date: 4/25/2018

#### Control

EFR

[14 CFR Part 382.97](#)

#### Interfaces

[CSM Vol. 3, Section 10.100 - GSE Operation > Disabled Passenger Lift](#)

[CSM Vol. 7, Section 3.200 - The Ramp Briefing](#)

Level-entry boarding and deplaning shall be utilized in all stations. Many stations utilize jetbridges or boarding ramps to provide guests level-entry boarding. Where these means are not available, mechanical lifts or Disabled Passenger Lifts (DPL) shall provide level-entry boarding.

In no case shall a guest's body be directly picked up to board or deplane an aircraft.

**Note:** Stations in Mexico and Canada are permitted to carry the customer in an aisle chair, up and down stairs, to board and deplane. No guest's body shall be directly picked up to board or deplane an aircraft.

Guests wishing boarding assistance using the lift are required to check-in one hour prior to their flight departure and be available to board the aircraft no less than 30 minutes prior to departure.

- Should the guest check-in or arrive at the gate after this time, Alaska Airlines shall provide the boarding assistance by lift considering it can be done without delaying the flight.

All stations without jetbridges must try and accommodate the aisle chair passenger with a lift.

The Agent shall determine if a passenger requires a lift.

- Use DPL in the comments of a WCHR request.
- When DPL is not in the comments, WCHS or WCHC shall be indicator that a lift is necessary at stations without jetbridges.
- The Agent shall contact ground personnel as soon as possible prior to flight departure or arrival to ensure adequate time is given to retrieve the lift.

**Guidelines for Handling a Wheelchair**

Revision date: 6/28/2023  
Supersede date: 4/3/2015

**Control**  
EFR

**Before a guest sits in a wheelchair:**

- Apply both brakes.
- Advise the guest what you are going to do.
- Open the wheelchair so the seat is flat.
- Place the heel loops back and lift footplates up.
- Swing the leg rests to the side.
- Position the wheelchair where most accessible to the guest.

**Positioning and Transfers:**

- Always ensure the brakes are on when the wheelchair is in a stationary position.
- Advise the guest what you are going to do.
- Ensure seat cushion and back and side supports are positioned correctly.
- Assist in transfer and ensure the guest is fully seated into the wheelchair.
- Position feet on footplates.
- Ensure all supports are in the correct position.
- Ensure that guest's arms are positioned on or within the armrests.

**Moving with Guest in Wheelchair:**

- Release both brakes (always reapply when stationary).
- Make sure the guest's feet are on the footrests to prevent dragging.
- Proceed to push with care and consideration for the guest. Ensure smooth, gentle handling of wheelchair bearing in mind the vulnerability some guest may feel, particularly on ramps, jetbridges and around corners.
- When going up and down an incline, keep the wheelchair as near to you as possible. Keep your back straight and your elbows bent. Feel the weight through arms and legs not your back.
- Try to push rather than pull the wheelchair.

- When going over small bumps or a floor transition, use downward force on the back of the chair.
- When going down a curb, boarding ramp, or jetbridge, the wheelchair should always be taken down backwards.
- Do not hang heavy bags or other objects on the back of the chair to cause it to become unbalanced, especially with smaller customers or children.
- Reassure and inform the guest at each stage.

**Wheelchair Staging while in Jetbridge:**

- Always ensure brakes are set on wheelchair when stationary in jetbridge.
- Keep wheelchairs against the right side wall of jetbridge.
- There should be at least one attendant for each wheelchair staged in the Jetbridge or planeside when ground loading/deplaning

Section 7 - Guests with Disabilities > 100 - Nondiscrimination on the Basis of Disability in Air Travel (Part 382)

**Ambulatory/Non-Ambulatory**

Revision date: 7/17/2013  
Supersede date: 10/01/2012

Disabled persons are categorized as ambulatory or non-ambulatory.

An ambulatory person is defined as:

- A person who is able to enplane/deplane without assistance and can find his/her seat without physical assistance.
- A person who is unable to walk, but is otherwise capable of caring for him/herself without assistance throughout the flight.

The following non-ambulatory customers require an attendant:

- Quadriplegic
- Mentally incapable customer
- Guests being dropped off/met by an ambulance

One Safety Assistant may not care for more than two non-ambulatory customers.

An exception may be made for competitive sporting groups and Special Olympics, etc.

Exceptions must be documented by either an agent in the customer's PNR.

Non-ambulatory guests shall be accepted for transportation without a Safety Assistant, provided they meet the following conditions:

- The guest can respond to crew member instructions.
- The guest is able to assist in their evacuation in the event of an emergency

The number of unaccompanied non-ambulatory guests shall not be limited.

Section 7 - Guests with Disabilities > 100 - Nondiscrimination on the Basis of Disability in Air Travel (Part 382)

### Check-In and Boarding Assistance

Revision date: 4/25/2018  
Supersede date: 7/20/2015

The guest is responsible for identifying him/herself to Alaska Airlines or Horizon Air as needing special assistance.

Agents may ask:

- *"Do you need any assistance from airline personnel?"*
- *"When would you prefer to board the aircraft?"*
- *"How may we best assist you?"*

Agents may not ask questions such as:

- *"What is your disability?"*
- *"Do you have documentation of your disability?"*

When an Alaska Airlines Kiosk in an airport terminal cannot readily be used by a guest with a disability, those same Kiosk functions must be provided to the guest with a disability by the following means:

- Assistance from an agent in using the Kiosk.
- Allowing the guest with a disability to come to the front of the line.

If the guest asks whether they can stow their wheelchair onboard, advise them that Alaska Airlines does accept wheelchairs for stowage onboard on a first come, first serve basis. Horizon Air cabin closet dimensions do not allow for onboard collapsible wheelchair stowage.

- Advise guest they should take advantage of pre-boarding to assure space is available for stowage onboard. Priority for onboard wheelchair stowage is on a first come, first serve basis.
- Special service remarks regarding stowage of the wheelchair onboard must be input at first point of contact.

**Note:** See [Wheelchair Assistance](#) for restrictions on 737 and Airbus aircraft.

- See [Seat Maps/Aircraft Types](#) for closet dimensions.

When the guest is checking in, the agent must input the appropriate special service edit code and any pertinent information into the passenger item.

**Note:** See [section 15.400](#) regarding security passes for non-traveling customers

### Boarding

- Early boarding is offered to allow the flight attendants enough time to provide individual briefings on emergency procedures.
- Early boarding provides ample time to store necessary mobility devices.
- Mobility aid devices may be stored on board in overhead bins, under seats, in approved closets, or gate-checked.

**Note:** Batteries used to power electric mobility devices may not be carried into nor stored in the passenger cabin, except for approved lithium-ion batteries.

When the disabled guest chooses not to board early, they waive their right to have their mobility items stored on board if space becomes limited, and may have to check it.

Section 7 - Guests with Disabilities > 100 - Nondiscrimination on the Basis of Disability in Air Travel (Part 382)

**Medical Certificate**

Revision date: 8/25/2023  
Supersede date: 6/29/2020

**Controls:**

[14 CFR Part 382 \(Air Carrier Access Act\)](#)

[Canadian Transportation Agency: Accessible Transportation for Persons with Disabilities](#)

A medical certificate is a written statement from a licensed physician stating that the person is capable of completing a flight without extraordinary medical assistance.

To be valid, a medical certificate must be dated within 10 days of the scheduled date of guest's initial departing flight.

Only one medical certificate is required per itinerary.

If an agent believes that there has been a significant adverse change in the guest's condition since the issuance of the medical certificate, then the agent shall call [MedLink](#). The agent may deny boarding to the guest if the results of MedLink's review determines the guest would be unable to complete the flight without requiring extraordinary medical assistance (e.g., the guest has apparent significant difficulty in breathing, appears to be in substantial pain) or would pose a direct threat to the health or safety of other guest on the flight. A CRO shall be called and a Complaint Resolution Form ([TM-94](#)) completed and signed by both the guest and the CRO.

A qualified disabled person is not required to have a medical certificate as a condition for travel unless noted otherwise.

A medical certificate is required for a qualified disabled individual when the medical condition prevents the individual from completing the flight safely without medical assistance.

Any other guest requesting seating to accommodate their disability shall be accommodated after the previously named guest, based on first-come/first-serve priority.

Disputes in this regard shall be handled by the CRO or [MedLink](#).

**MedLink: (602) 282-6647(AS-dedicated number) or (QX dedicated number) (602) 282-6639**

Section 7 - Guests with Disabilities > 100 - Nondiscrimination on the Basis of Disability in Air Travel (Part 382)

**Seating Priority**

Revision date: 7/26/2023  
Supersede date: 6/20/2023

All air carriers are required by law to accommodate seat requests for guests with disabilities. Requests must be made at least one hour prior to departure.

The airline shall try to accommodate disability seating requests that do not meet this requirement, but are required to do so only to the extent it is practicable.

When requested, the airline must provide a similar seat which provides the same or greater legroom than other seats in the same class/cabin which the guest has purchased, on the side of the aisle that better accommodates the guest's condition.

We are not required to provide a seat in a different class/cabin which the guest has not purchased.

We offer specific seating accommodations for guests with certain types of disabilities. Guests with a qualifying disability who are entitled to special seating include:

- Traveling with a service animal
- Has an immobilized leg
- Has a fused leg

Adjoining seats must be provided for a guest with a disability in the following circumstances:

- Traveling with a personal care attendant who will be performing a function for the individual during the flight (e.g., assist with eating)
- With a vision impairment traveling with a reader/assistant who is providing functions during the flight
- With a hearing impairment traveling with an interpreter who is providing functions during the flight
- Required by the airline to travel with a Safety Assistant

Once the guest with a disability self-identifies to the agent, the agent shall ensure that the information is recorded and properly transmitted to personnel responsible for providing the accommodation.

A seat with a movable aisle armrest must be provided to a guest who self identifies themselves as having a disability who will need the use of an aisle chair to access the aircraft (e.g., paraplegics and quadriplegics), who cannot readily transfer over a fixed aisle armrest.

Certain seats on each aircraft are marked with an "H" block and are designated for guests with disabilities.

- **Applicable to flights operated with 737 and Airbus aircraft:** at least six (6) "H" blocked seats
- **Applicable to flights operated with Horizon Air E175 or SkyWest ERJ 175 aircraft:** at least four (4) "H" blocked seats.

Refer to [Section 5.100 - Premium Class Check-in](#) if the guest is requesting a Bulkhead seat in Premium Class.

[Department of Transportation \(DOT\) Seating Accommodations](#)

### Priority H Seats in Coach Cabin/Class

Main Cabin/Coach Class is a separate class of service from the Premium Class cabin. Guests that self-identify they have a qualifying disability shall have priority for H designated seats or seats with additional legroom that best accommodates their needs in the same cabin/class of service purchased.

Any other guests requesting seating to accommodate a disability shall be accommodated after guests with qualifying criteria, on a first come - first served basis.

If an H seat is not available in Coach Class, a non-qualified guest currently assigned an H seat shall be re-seated to accommodate the qualified individual. Check for any SSRs or remarks indicating whether guests already assigned H seats are also qualified based on the criteria above.

**Notes:** Bulkhead seats do not have moveable armrests. If a guest must be transferred into a seat, it is best to assign another seat with movable armrests that is more accessible within the same cabin/class of service the guest purchased.

A guest with a disability may be assigned any seat on the side of the aircraft, except the exit row, that best accommodates their disability, including seats with a D or Q block.

Perform the following to re-seat a non-qualifying guest in order to accommodate a guest with a disability:

- An agent must manually investigate who is currently seated in the "H" blocked seat requested.
- If this person is another guest with a disability, the agent shall try to accommodate the new request in an available "H" blocked seat, or in any other seat (except the exit row) requested by a guest with a disability. This would include any "D" or "Q" blocked seat, regardless of the type of fare (e.g. Saver Fare).
- When a guest has been re-seated, a historical remark must be placed in the PNR.

**Note:** For blocking seat(s) requirements for collapsible manual wheelchair on some 737 aircraft, see [Wheelchair Assistance](#) for restrictions.

Refer to [CSM Vol. 2, 5.100 Premium Class Check-in](#) if a guest with a qualifying disability (traveling with a service animal or has a fused/immobilized leg) is requesting a bulkhead seat in Premium Class.

Section 7 - Guests with Disabilities > 100 - Nondiscrimination on the Basis of Disability in Air Travel (Part 382)

### Service Animal Allergies and Part 382

Revision date: 3/23/2022  
Supersede date: 10/12/2018

#### CEME: L2AB

Not all allergies rise to the level of a disability. The fact that someone may have a stuffy nose or sneeze when exposed to dog or cat dander does not necessarily mean that the individual has a disability.

If the guest provides credible verbal assurances or medical documentation that he or she has an allergy to a particular sort of animal that rises to the level of a disability (e.g. produces shock or respiratory distress that could require emergency or significant medical treatment), and there is a service animal seated nearby; try to place as much distance as possible between the service animal and the individual with the allergy.

Since one disability does not trump another, each individual's needs should be addressed to the fullest extent possible under the circumstances and in accordance with the requirements of 14 CFR Part 382 - Nondiscrimination on the Basis of Disability in Air Travel (the Air Carrier Access Act/ACAA).

When the guest advises they have an animal allergy:

- Seat the guest with the allergy and the customer with a service animal or pet as far from one another as possible when booked in the same cabin.

If they advise they can't travel with an animal in the cabin, even if seated far apart, without risk of a severe and/or life-threatening reaction:

- Contact a CRO for assistance.
- Advise the guest removing the animal from the aircraft will not eliminate the presence of dander or other allergens if they request the animal be removed from the passenger cabin.
- Guest must present a medical certificate in order to travel.
- Advise the guest if their reaction to dander or other onboard allergens is "so severe," as to create a serious safety concern, they will be denied boarding until a medical certificate is provided.

**Note:** If the customer states they will be OK with a buffer zone, they are allowed to travel.

Use the following chart to determine who travels if the guest with animal allergy maintains they can't travel with an animal anywhere in the cabin.

Guest with Allergy	Guest with Animal	Who gets to travel?
Has medical certificate	Pet in cabin	Guest with allergy
No medical certificate	Pet in cabin	Guest with pet
Has medical certificate	Service Animal	First customer to book

No medical certificate	Service Animal	Guest with Service Animal
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Guests denied boarding shall be rebooked on the next available flight without charge.

When a guest is denied boarding when a medical certificate is provided, issue an eCert from the Empowerment Toolkit.

- Issue a \$250 or \$350 eCert based on the affected travel segment. Similar to the [Voluntary Compensation Guidelines](#).

The CRO shall complete the applicable [Irregularity Report](#) in the AAG Safety Reporting System and [Complaints Resolution Form \(TM-94\)](#).

## **200 - Service Animals**

Section 7 - Guests with Disabilities > 200 - Service Animals

### **Service Animal Acceptance**

Revision date: 4/19/2023  
Supersede date: 9/21/2022

#### **Control**

EFR

[14CFR Part 382.117](#)

[Canadian Transportation Agency: Accessible Transportation for Persons with Disabilities](#)

#### **CEME: L2L1**

According to the U.S. Department of Transportation (DOT), **Service Animal** means a dog, regardless of breed or type, individually trained to do work or perform tasks for the benefit of a Qualified Individual with a Disability, including a visual, sensory, psychiatric, intellectual, or other medical disability.

We accept fully trained psychiatric service animals as trained service animals.

Animal species other than dogs, emotional support animals, comfort animals, companionship animals, and service animals in training are not Service Animals.

Refer to [Section 7.200 - Service Animals in Training](#) if a guest is traveling with a Service Animal in Training.

Emotional Support animals are not recognized as a service animal and shall be treated as a pet.

- Note:**
- A guest may travel with a PETC or AVIH in addition to their service animal.
  - Normal PETC or AVIH rules and limits apply.
  - Non-revenue travelers shall comply with SVAN policies and requirements.
  - Junior Jetsetter/Teen Assist may have a service animal.

**!!!WARNING!!!**  
AVIH is not permitted  
on flights operated with  
Airbus aircraft.

Guests traveling with a service animal may check-in at either the ticket counter or departure gate.

Guests traveling with a service animal shall be required to remit a completed copy of the industry-standard [DOT Service Animal Air Transportation Form via SAFP](#) to Alaska Airlines for processing. This is an attestation of the dog's health, behavior, and training.

- The form shall be provided to the airline up to 48 hours in advance of the date of travel if their reservation was made prior to that time.
- If they are traveling with two service animals, a form is required for each one.
- PNRs that do not have the SVAN Form Verified remark, refer to [Section 7.200-Missing or Incomplete Service Animal Forms](#).

**Note:** A copy of the industry standard DOT Service Animal Air Transportation Form may be available at the airport.

- Airlines are required to make a reasonable effort to accommodate guests on their intended flight.
- Flights shall not be delayed while completing this process. If they don't make their intended flight, they may be accommodated on the next available flight.

### Acceptable Service Animals

Only trained dogs shall be accepted as trained service animals. They shall be under the owner/handler's ([as defined by Part 382.3 Service Animal Handler](#)) control using a harness, leash, or tether at all times in the airport and on the aircraft.

The acceptable minimum age of any service animal is four months old.

**Note :** Refer to [Section 20.300-Service/Guide Dogs to Hawaii](#) for health certificate, proof of vaccination requirements, and Neighbor Island Inspection Permits for service animals traveling to Hawaii.

**Note:** Refer to [Section 23.100 - SVAN/ESAN to Belize, Canada, Costa Rica, and Mexico](#) for service animals traveling to/from non-U.S. locations.

- Refer to [Section 6.600 - Pet in Cabin](#) for the acceptable kennel/carrier requirements if the service dog is in a kennel/carrier.
- The kennel/carrier shall be stowed for taxi, take off, and landing in accordance with FAA Safety Regulations.

If unable to accommodate the animal in the cabin or at the guest's request, they may be accommodated in accordance with AVIH policies.

Refer to [Section 6.600-Animal in Hold](#) for brachycephalic animal restrictions.

**!!!WARNING!!!**  
AVIH is not permitted  
on flights operated with  
Airbus aircraft.

### **Day of Travel**

All service animals shall be entered into the guest's Passenger Item, including comments. This will ensure the SSR and comments will transmit electronically or appear in CSA Mobile, the Inflight Mobile Device, or final flight paperwork (if printed).

The agent at the first point of contact (ticket counter or gate) shall be responsible for updating/adding the service animal SSR information.

### **Check-In Agent (at the first point of contact) – Day of Departure**

The agent at the first point of contact (ticket counter or gate) shall determine if the guest is traveling with a service animal.

- Verify the trained service animal is a dog.
- Verify the PNR states Service Animal (SVAN) form verified in Remarks.
- Verify the SVAN SSR code has been added to the PNR.
- Add SSR comment 'Service animal dog form verified' to the SSR Remarks.
- If forms have not been verified:
  - Refer to [Section 7.200 - Missing or Incomplete Service Animal Form](#).
  - Offer to assist the guest with completing the form if necessary.
- If approved, add the SVAN SSR code.
- Add SSR comment 'Service animal dog form verified' to the SSR Remark.

We are required to make a reasonable effort to accommodate guests on their intended flight. Flights shall not be delayed in order to verify documentation. If necessary, guests may be booked on an alternate flight.

**Note:** Asking for documentation for service animals is a big change. Here is some suggested verbiage if the guest is questioning the need to provide documentation: "*The DOT has implemented new rules for traveling with service animal. Airlines may now require guests to complete the*

*industry standard DOT Service Animal Air Travel Form prior to departure.”*

Give the guest the [Animal Boarding Pass](#).

- This has the expectations for traveling with an animal in the cabin
- Shall be given to each guest with an SVAN at the first point of contact.

If the service animal will be transported as AVIH follow the guidance in [CSM Section 6.600 - Animal in the Hold](#).

If a kennel/carrier is required for the service animal to travel, the guest shall provide one.

**!!!WARNING!!!**  
AVIH is not permitted  
on flights operated with  
Airbus aircraft.

### Agent Responsibilities Pre-Flight Preparation

Pull the Special Service Request (SSR) list for each flight and look for the SSR code SVAN – service animal.

If the SVAN SSR is showing "Service Animal dog, form verified," another agent at the first point of contact has verified the animal is a service animal and the "A" Agent needs no further verification.

If the SVAN SSR is not showing the SSR code SVAN – "Service Animal dog, form verified," then the Agent shall page the guest and ensure the guest is traveling with a service animal.

After verifying the guest will be traveling with the service animal in the cabin:

- Verify the trained service animal is a dog.
- Verify the PNR states Service Animal (SVAN) form verified in Remarks.
- Verify the SVAN SSR code has been added to the PNR.
- Add SSR comment 'Service animal dog form verified' to the SSR Remarks.
- If forms have not been verified:
  - Refer to [Section 7.200 - Missing or Incomplete Service Animal Form](#).
  - Offer to assist the guest with completing the form if necessary.
- If approved, add the SVAN SSR code.
- Add SSR comment 'Service animal dog form verified' to the SSR Remark.

Give the guest the [Animal Boarding Pass](#).

- This has the expectations for traveling with an animal in the cabin

- Shall be given to each guest with an SVAN at the first point of contact.

If an animal is noticed in the boarding area but there is no SVAN SSR listed for the flight, the Agent shall:

- Speak with the guest to determine how the animal will be traveling (e.g. service animal or PETC).
- Follow the applicable procedure for which type of animal it is and enter the correct SSR into the guest's Passenger Item.

### Evidence that a Dog is a Service Animal

They will be traveling with the industry standard **DOT Service Animal Air Transportation Form via SAFP**. If they do not have it, refer to [Section 7.200 - Missing or Incomplete Service Animal Form](#). We may assist the guest with completing the form if they request.

Observe their behavior:

- Service dogs are trained to behave properly in public settings.
- A properly trained dog will remain at its owner's feet.
- Refer to the [Animal Behavior](#) section for examples of behaviors of untrained service animals.

The key is training. A service animal is individually trained to perform tasks or functions to assist the guest who is a qualified individual with a disability. In a few extremely limited situations, an animal such as a seizure alert animal may be capable of performing functions to assist a guest with a disability without individualized training.

There are no standard credentials, markings, or documents for working service animals and are not required to be identified as service animals. The following can be helpful as evidence that an animal is a service animal:

- Identification cards
- Other written documentation
- Presence of harnesses or tags
- The credible verbal assurances of a qualified individual with a disability using the animal.
- Consult a CRO should there be any questions.

Agents should refer to the [Service Animal Quick Reference Card](#) if unable to determine the guest is traveling with a Service Animal.

Service animals accepted include, but are not limited to:

- Animals that lead the blind
- Physical therapy assistance animals
- Signal animals for the deaf
- Seizure alert animals

- Canine companions
- Animals that steer or pull wheelchairs
- Animals that assist those with Post Traumatic Stress Disorder (PTSD)

**Note:** A service animal need not necessarily perform a function for the guest during the flight. If the guest needs the services of the animal at their destination, the service animal should be allowed transportation in the cabin.

- If uncertainty remains about the animal, appropriate questions would include:
  - *What tasks or functions does your dog perform for you?*
  - *What has it been trained to do for you?*
  - *Would you describe how the dog performs this task (or function) for you?"*

Other working dogs such as Bomb/Explosive Detection, Drug Detection, Military Working Dogs, and Search and Rescue Dogs are accepted as service animals, but they are not covered by regulations of 14CFR Part 382 (ACAA). Refer to [Section 7.200 - Working Service Dogs](#) for acceptance procedures.

### Charges

When traveling with their owner/handler ([as defined by Part 382.3 Service Animal Handler](#)), service animals travel free of charge, either in cabin or AVIH.

AVIH kennel requirements, breed, and aircraft restrictions apply if the service animal is traveling in the cargo hold.

If a kennel/carrier is required for the service animal to travel, the guest shall provide one.

If the kennel/carrier is not required for the service animal to travel, the kennel/carrier may be transported in the hold at no charge.

**!!!WARNING!!!**  
AVIH is not permitted  
on flights operated with  
Airbus aircraft.

### Health certificates

A health certificate is not required for service animals. See below notes for service animals traveling to Hawaii or to/from a non-U.S. location.

A health certificate may be required if the airline determines the animal is not a service animal and applies the airline's pet policy and fees.



### **Vaccination Requirements for Dogs Entering the U.S.**

Refer to [CSM Section 6.600 - PETC/AVIH Health and Vaccination Requirements](#).

### **Service Animals to/from Non-U.S. Locations**

Only dogs shall be accepted as service animals to and from non-U.S. locations. Refer to [CSM Section 23.100-Service Animals to Belize, Canada, Costa Rica, or Mexico](#) for additional requirements for service animals.

### **Service Animals to Hawaii**

Only dogs shall be accepted as service animals to Hawaii. Refer to [Section 20.300-Service/Guide Dogs to Hawaii](#) for additional requirements for Service/Guide Dogs traveling to the State of Hawaii.

### **Seating for Guests with Service Animals**

Seating is unrestricted, except for:

- Exit seats

When multiple animals are onboard, try to keep three rows between each one. Spacing is preferred, but not mandatory.

Guests are not required to sit in a window seat, but it is recommended so the animal is safe from foot traffic.

The service animal shall be harnessed, leashed, or always tethered at the airport and onboard the aircraft. The service animal shall not exceed the footprint of their owner/handler's ([as defined by Part 382.3 Service Animal Handler](#)) seat or foot area during the entire flight. The animal is expected to be seated on the floor space below their owner/handler's seat.

Service animals may be held in the guest's lap during flight, including taxi, take-off, and landing (if not in a kennel/cARRIER), provided it is no larger than a lap child (approximately 40 pounds).

Service animals shall not:

- Occupy a seat or sit on a tray table at any time.
- Obstruct the aisles or areas that must remain clear for emergency evacuation.

If the service animal blocks a space that, per FAA must remain unobstructed, (e.g. an aisle, access to an emergency exit) contact a CRO and refer to the Large Animal section below.

If carriage in the cargo compartment is unavoidable, the service animal will be transported free of charge. If the service animal will be transported as AVIH, follow the guidance in [CSM 6.600 - Animals in the Hold](#).

**!!!WARNING!!!**  
AVIH is not permitted  
on flights operated with  
Airbus aircraft.

### **Animal Behavior**

Service animals must be trained to behave properly in a public setting.

Observe the animal's behavior for signs that it may not be suitable to travel as a service animal.

Unacceptable behaviors (not an all-inclusive list):

- Uncontrolled barking
- Aggressive behavior towards other animals or people (e.g. biting, snarling, snapping, lunging, growling, etc.)
- Freely wandering or running around
- Defecating/urinating onboard or in other non-pet relief areas
- Jumping onto other guests/employees
- Occupying a guest seat onboard and/or on the tray tables
- Animal odor causing a significant disruption
- Animal size causing a significant disruption
- Animal size causing a safety issue (e.g. animal egressing into the aircraft aisle)
- Not responsive to owner/handler's ([as defined by Part 382.3 Service Animal Handler](#)) commands

Complete the [Animal Behavior Checklist](#) if you see signs of animal misbehavior.

Contact a CRO if the animal is not behaving and provide them the completed Animal Behavior Checklist for resolution.

### **Number of Service Animals**

There is no limit to the number of service animals allowed per flight.

The need for a guest to have multiple dogs (up to two per guest) will be assessed on a case-by-case basis. It is the guest's responsibility to ensure that they have adequate space to accommodate multiple animals.

The industry standard [DOT Service Animal Air Transportation Form via SAFP](#) shall be required for each service animal.

If the guest is traveling with more than one service animal and their PNR is not documented with why they are traveling with more than one service animal:

- Ask what task each one performs.
- If they all perform the same task, ask why two dogs are necessary.
- The owner/handler ([as defined by Part 382.3 Service Animal Handler](#)) should be able to provide a plausible explanation (e.g. shift work).
- If we are unable to obtain credible verbal assurance, the additional animals may be subject to our pet transport policies, fees, and restrictions.

The airline shall make a reasonable effort to accommodate them in the cabin.

- Moving the guest and their service dogs to a row with an open seat and blocking the seat.
- The guest purchasing a second seat so that the dogs can be accommodated in accordance with FAA safety regulations.
- Offer the guest a seat on a later flight if the guest and dogs cannot be accommodated together at a single passenger seat.

When traveling with multiple dogs:

- They shall not occupy seats or sit on tray tables.
- They shall be placed on the floor in the foot space of their owner/handler.
- All dogs shall behave appropriately.
- Dogs shall be of a size to not exceed the “footprint” of the seat.

### Large Animals

Service animals shall not exceed their owner/handler's ([as defined by Part 382.3 Service Animal Handler](#)) foot space.

If the service animal occupies more than their owner/handler's foot space.

Refer to [Section 23.100 - Service Animals to Belize, Canada, Costa Rica, and Mexico](#) for guest's traveling to/from Canada.

- Move the guest and their dog to a row with an open seat on the flight and block the seat.
- Offer the option to purchase a second seat so that the dog can be accommodated in accordance with FAA safety regulations.
- The dog may be transported in the cargo compartment as an AVIH animal in an owner provided kennel/carrier.

- Dogs are not permitted to travel as AVIH on flights operated with Airbus aircraft or if they are brachycephalic (short-nosed) breeds.
- Offer the guest a seat on a later flight if the guest and their animal cannot be accommodated together at a single passenger seat.

!!!WARNING!!!  
AVIH is not permitted  
on flights operated with  
Airbus aircraft.

### CRO Resolution

CROs shall be contacted anytime there is a question, issue, concern, or complaint related to a service animal. They have the support and authority to resolve complaints on behalf of the airline.

14CFR Part 382 (Nondiscrimination on the Basis of Disability in Air Travel) prevents airline personnel from questioning guests about their disability or questioning their need for a service animal.

When a guest's assertions about having a disability or a service animal are not credible:

- Introduce yourself as a CRO.
- Ask if the guest has a copy of the industry standard [DOT Service Animal Air Transportation Form via SAFP](#) or an electronic approval from Alaska Airlines.
- If uncertainty remains about the animal, appropriate questions would include:
  - What tasks or functions does your dog perform for you?
  - What has it been trained to do for you?
  - Would you describe how the dog performs this task (or function) for you?"
- If the guest can provide a reasonable explanation of how the animal was trained or how it performs the function for which it is being used, this can constitute a "credible verbal assurance" that the animal has been trained to perform a function for the guest.
- If necessary, have them complete the industry standard DOT Service Animal Air Travel Form and submit it to Alaska Airlines for processing if they didn't complete it previously. Refer to [Section 7.200 - Missing or Incomplete Service Animal Form](#).
- If the guest cannot provide credible assurances or documentation that a dog has been individually trained or is able to perform some task or function to assist the guest with their disability, explain to the guest that the animal cannot be carried in the cabin, because it does not meet the criteria for service animals.

If there is an issue related to the service animal's behavior:

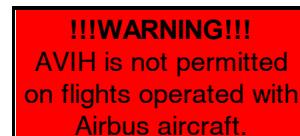
- Introduce yourself as a CRO.
- Review or complete the Animal Behavior Checklist, if applicable

- Get additional information from the CSA or Flight Attendant about the situation.
- CRO may need to bring the checklist to complete when meeting an arriving flight about an inflight incident.
- Have a conversation with the guest.
  - Ask follow up questions to learn what happened and why.
  - Discuss the behaviors observed on the checklist, if applicable
  - Observe the animal's behavior when talking with the guest.
- Ask if the guest has a copy of the industry standard [DOT Service Animal Air Transportation Form via SAFP](#) or an electronic approval from Alaska Airlines.
  - If necessary, have them complete the industry standard DOT Service Animal Air Travel Form and submit it to Alaska Airlines for processing if they didn't complete it previously. Refer to [Section 7.200 - Missing or Incomplete Service Animal Form](#).
- Apply the Air Carrier Access Act (14CFR Part 382) and Service Framework in your conversation with the guest on a resolution.

Based on the conversation with the guest, the behavior checklist (if applicable), and observing the animal's behavior, the CRO shall determine if the dog may travel as a service animal or as a pet on any connecting or return travel segments.

If the airline's pet policy is being applied, refer to the applicable rules and fees in the CSM:

- [Section 6.600 - PETC/AVIH Health & Vaccination Requirements](#)
- [Section 6.600 - Pet in Cabin](#)
- [Section 6.600 - Animal in Hold](#)



The CRO shall do the following when a resolution is reached:

- Complete the Complaints Resolution (CRO) Form with the guest.
  - Provide the guest their copy of the form.
- Complete an Irregularity in the AAG Safety Reporting System.
- Document the PNR with the resolution.
- Immediately send the completed CRO Form and Animal Behavior Checklist (if applicable) to Customer Advocacy.

**Airlines are not required to do any of the following:**

Furnish more than one seat per ticket to accommodate a service animal.

- Provide a seat in a class of service other than the one the guest has purchased.
- Ask another guest to give up the space in front of his/her seat to accommodate a service animal.
- Deny boarding to another guest to provide room for a service animal.

**Animal Relief Area**

A relief area for service animals is required at each airport.

**Note:** Any animal may use this relief area.

If requested, an Agent shall accompany a guest with a service animal to/from the relief area.

When a guest with a service animal is changing flights and has a short connection time, but requests to take their service dog to the relief area, the guest should be advised of the possibility of missing their flight. The guest should be given the option of either receiving assistance to the relief area or continuing on to the connecting flight.

A list of designated [Animal Relief Areas](#) in each city is available from [www.alaskaair.com](http://www.alaskaair.com).

Section 7 - Guests with Disabilities > 200 - Service Animals

### Missing or Incomplete Service Animal Form

Revision date: 4/19/2023  
Supersede date: 12/3/2021

#### Service Animals that Do Not have Documentation on arrival at the airport

We shall make a reasonable effort to accommodate guests who have not completed the industry standard DOT Service Animal Air Transportation Form, utilized by Alaska Airlines at least 48 hours prior to departure without delaying the flight.

Stations shall make a reasonable effort to process the industry standard DOT form, but do not hold or delay departing flights while completing this process for guests traveling with a SVAN. If a guest doesn't make their intended flight, you may accommodate them on the next available flight.

If a guest wants to travel on their intended flight(s), they may travel as PETC or AVIH. Alaska Airlines Pet Policy rules, restrictions, and fees apply. The pet fee is non-refundable. A CRO shall be utilized for these situations to ensure a required CRO Form is completed/given to the guest.

#### SVAN Forms "Approved" Remark Missing, or Status is Incomplete

Alaska Airlines uses the industry standard U.S. Department of Transportation (DOT) Service Animal Air Transportation Form. This form is completed by the guest through the Service Animal Forms Portal (SAFP) formerly known as Service Animal Travel Solutions (SATS) and verified by SAFP on behalf of Alaska Airlines

Requesting service animal travel is a two-step process via the [SAFP Website](#).

| Step 1. Submitting the DOT Service Animal Air Transportation Form to receive a SAFP Service Animal ID.

| Step 2. Requesting travel with their service animal.

If the SVAN Forms Verified remark is missing or says SVAN Forms Incomplete in the PNR, follow the steps below.

**Note:** A copy of the industry standard DOT Service Animal Air Transportation Form may be available at the airport and used for these situations if there is an outage.

Ask the guest if they completed the industry standard DOT form electronically and submitted a travel request to Alaska Airlines. If the guest did not complete the industry standard DOT Form or they do not have a SAFP Service Animal ID, start with Step 1 Submitting the DOT Service Animal Air Transportation Form to receive a SAFP Service Animal ID. If they have their SAFP Service Animal ID, but didn't submit a travel request, start at Step 2.

Agents may need to assist guests who are blind, low vision or other disability with completing and/or submitting the form or travel request.

**Note:** Guests can retrieve their SAFP Service Animal ID through SAFP website via a link.

## 1. Submitting the DOT Service Animal Air Transportation Form to receive a SAFP Service Animal ID

- Have guest go to the [SAFP website](#) on [alaskaair.com](#), select *Submit the Department of Transportation Service Animal Form to Receive your Service Animal ID* to complete the form.
- The guest will receive an email with a SAFP Service Animal ID with either Approved or In Review Status.
- If the email states Approved, have the guest submit a travel request (step 2) on the SAFP Website for their AS Itinerary with their SAFP Service Animal ID.
  - Complete check-in for the guest and their Service Animal.
  - This will put their PNR on queue to update any future travel segments with the service animal approval.
- Forms/emails that show Review or Denied are not able to submit a travel request on the SAFP website. Refer to DOT Form in Review or Denied Status below for guest options.
- If the DOT form is expired the guest may need to update their dog's vaccination records.

## 2. SAFP Service Animal Travel Request::

- Guest will enter their SAFP Service Animal ID and AS Confirmation Code on the [Service Animal Travel Services \(SAFP\) Website](#) on [alaskaair.com](#):
  - Select *Request Travel with your Service Animal on Participating Airline*
    - The SAFP Service Animal ID is 9 numbers followed by the dog's name (e.g., 123456789-FLUFFY).
  - The guest will receive a response their travel request was successfully submitted. They are approved to travel with their service animal.
    - If the Travel request shows Processing or In Process from the guest's view, they are approved to travel with a SVAN as they have an approved DOT Form on file.
  - The CSA shall update the PNR with the approval and continue with the check in process.

**Note:** If the travel request comes back as denied, usually a guest is traveling

with a service animal and/or PETC or AVIH. The guest will need to clarify if they are traveling with a PETC/AVIH, and the CSA should approve them for travel.

The other reason is the guest did not accept a schedule change. Contact Station support if they did not accept the schedule change.

**DOT Form in Review or Denied Status:**

- If the guest receives an email that states their form is In Review or Denied, this is due to a question or concern with the Animal Description, the Trained Task, or Trainer.
  - The owner/handler will need to clarify the question or concern when contacted by the SAFP Administrator to determine if their service animal is approved or not approved for travel.
- Contact a CRO if the form is In Review or Denied and provide the guest with the following travel options:
  - The guest and their dog may travel on their intended flight under Alaska's Pet Policy as PETC or AVIH. Pet policy rules, restrictions, and fees apply. The fee is non-refundable.
  - They may be accommodated on a different flight so the question or concern about their DOT Form for traveling with a service animal can be reviewed by the SAFP Administrator
- If the service animal is not approved, the dog may travel as a pet (PETC/AVIH). Alaska Airlines Pet Policy rules, restrictions and fees apply. The Pet Fee is non-refundable.
- Station shall involve a CRO to ensure a required CRO Form is completed/given to the guest if the guest has a complaint/concern about the verification process or their service dog request was denied. A GIR shall also be completed in Report It!

**Note:** Steps completed on the SAFP Website should be done on the guests own device. If they do not have a mobile device, laptop, etc., it would be OK to share your CSA Mobile Device to help them complete this process.

Section 7 - Guests with Disabilities > 200 - Service Animals

### Other Working Service Dogs

Revision date: 5/8/2023  
Supersede date: 5/3/2023

These are dogs that are trained to perform a task but are not covered by the regulations in 14CFR Part 382. These dogs are accepted as service animals and are not required to have the industry standard DOT Service Animal Form.

**Note:** These types of working dogs must be fully trained. If the dog is being trained or in training, they travel under Alaska's Pet Policy, and are not considered a service animal in training.

Examples of these kind of dogs accepted for travel to and from training or work assignments on Alaska, Horizon, and SkyWest operated flights:

- Bomb/Explosive Detection
- Drug Detection
- Military Working Dog Team (see Military Working Dog Team guidelines below)
- Search and Rescue dogs
- Crisis Support Dogs from National Crisis Canines, HOPE, or Alaska Police Fire Chaplain K9 Unit

**Note:** Alaska Airlines only accepts Crisis Support Dogs from National Crisis Canines, HOPE, or Alaska Police Fire Chaplain K9 Unit as working service dogs. Crisis Support Dogs from other organizations shall travel under Alaska's Pet Policy as PETC or AVIH.

### Acceptance

- Travel in the cabin or in the hold at no charge.
- Counts towards the maximum number of pets allowed in the cabin.
- Requires 48 hours advance notice for travel.
  - PETC or AVIH space shall be confirmed.
  - Aircraft and breed restrictions apply when traveling as AVIH. Refer to [CSM Vol. 2, Section 6.600 - AVIH](#) for more information.

- Owner shall provide their credentials (e.g., official ID or other documentation on official letterhead from the organization they represent or work for).
  - Dog shall behave properly in a public setting similar to a trained service animal.
  - Documentation on official letterhead stating the task(s) the dog performs (e.g. letter of mission or certification for the dog).
  - Valid Health Certificate for the dog, refer to [CSM Vol. 2, Section 6.600 - PETC/AVIH Health and Vaccination Requirements](#).
  - An extra seat may be purchased to ensure there is enough floor space to accommodate the dog and is not permitted to occupy the extra seat.
- Applicable to Horizon Air E175 Flights only: contact QX CLP when an extra seat has been purchased to accommodate the dog.

**Exception:** Search and rescue dogs traveling to an emergency incident/natural disaster (e.g., earthquake, etc.), the 48-hour advance notice requirement may be waived. PETC (in the main cabin only) or AVIH limits may be exceeded due to operational need and be accommodated on their intended flight(s).

If the handler does not have proper documentation for the dog, they may be booked on a later flight so the dog can travel under this policy, or they may travel on their intended flight as a (PETC/AVIH). Alaska's pet policy rules, restrictions, and fees apply.

### Military Working Dog (MWD) Teams

Dogs are trained in bomb/explosive detection and support the mission of the U.S. Secret Service. The MWD and their Department of Defense (DoD) Handler are trained at the Handler/Working Dog Schoolhouse at Lackland Air Force Base.

- The MWD travels in the cabin or in the hold at no charge.
- Counts towards the maximum number of pets allowed in the cabin.
- Booked in advance, and may be booked for flights departing less than 48 hours prior to departure due to requirements from the Secret Service.
  - PETC or AVIH space shall be confirmed.
  - May need to travel on an alternate flight if PETC or AVIH space is not available.
- Aircraft and breed restrictions apply when traveling as AVIH. Refer to [CSM Vol. 2, Section 6.600 - AVIH](#) for more information.

- Dog shall behave properly in a public setting similar to a trained service animal.
- Valid Health Certificate for the dog, refer to [CSM Vol. 2, Section 6.600 - PETC/AVIH Health and Vaccination Requirements](#).
- An extra seat may be purchased to ensure there is enough floor space to accommodate the dog and is not permitted to occupy the extra seat.
  - **Applicable to Horizon Air E175 Flights only:** Contact QX CLP when an extra seat has been purchased to accommodate the dog.
- Handler is responsible for complying with U.S. and international governmental regulations and restrictions to which the dog is traveling, such as health certificate and vaccination requirements.
- DoD Handler will provide their DoD ID and a copy (paper or electronic) of the DD Form 1610 (Request and Authorization for TDY Travel or DoD Personnel) or Permanent Change of Station (PCS Order) which will specifically identify the MWD's name and Tattoo.

### Check-in at the First Point of Contact

Agent at the first point of contact shall:

- Verify the owner/handler's credentials and their documentation for the dog
- Review the Health Certificate for accuracy and complies with Alaska's policy, refer to [CSM Vol. 2, Section 6.600 - PETC/AVIH Health and Vaccination Requirements](#) for details.

**Note:** For MWD Team verify the following documentation. This complies with the documentation requirements.

- Handler's DoD ID
- Paper or electronic copy of DD Form 1610 or Permanent Change of Station Order

Health or vaccination documentation that may be required by governmental authorities.

- Confirm or verify PETC or AVIH space in the PNR.
- Add and/or verify the PETC or AVIH SSR.
- Add SSR remark the type of service dog:
  - Bomb/Explosive Detection
  - Drug Detection
  - Military Working Dog Team

- Search and Rescue dogs
- Crisis Support Dogs
- Alaska's Pet Policy may be applied if:
  - The dog is not behaving properly in a public setting.
  - Proper documentation **was not provided** for the handler or the dog.
  - The dog is being trained to perform a task.
  - Pet Policy rules, restrictions, and fees apply.
  - Complete a GIR and document these incidents in the PNR.

If PETC or AVIH space was not confirmed in advance, the owner/handler and dog may travel as scheduled if there is PETC or AVIH space still available on their scheduled flight(s).

- Refer to [Section 6.600 - Pet in Cabin](#) or Section 6.600 - AVIH, Pet Automation Program to confirm space is available to accommodate dog on the flight.

### Dog is not Behaving

- Use the [Animal Behavior Checklist](#) to document the observed behavior.
- Contact a Lead/TC or Supervisor to assist and have a conversation with the owner/handler.
- If determined the dog will be traveling under AS Pet Policy:
  - Pet Policy rules, restrictions, and fees apply (fee is non-refundable).
  - Update the SSR (change from PETC to AVIH if necessary).
  - Delete any service dog remarks and state they are now traveling as a pet.
- Complete a GIR, Animal Behavior Checklist, and document the PNR.

**Note:** Do not contact a CRO if the dog is not behaving. These dogs are not covered under Part 382.

Section 7 - Guests with Disabilities > 200 - Service Animals

### Service Animals in Training

Revision date: 12/21/2022  
Supersede date: 10/12/2018

Control  
EFR

!!! WARNING !!!  
AVIH is not permitted  
on flights operated with  
Airbus aircraft.

Service Animals in Training (e.g. seizure alert animals) may travel when being delivered to their permanent owner and accompanied by their trainer on domestic flights only.

- Travel in the cabin or in the hold at no charge.
- Count towards the maximum number of pets allowed in the cabin.
- Must wear a harness or tag indicating they are in training.
- Require advance notice (48 hours) for travel:
  - PETC or AVIH space must be confirmed.
  - Waive the fee.
  - Add SSR remark "Service Animal in Training."

**Note:** Advanced (48 hours) notice is strongly recommended.

Agents shall verify:

- the Trainer's credentials
- official documentation the animal has completed training.

**Note:** Animals in training are not covered by the regulations of 14CFR Part 382.

### Service Dogs or Puppies in Training

A Service Dog or Puppy in Training may be accepted when accompanied by their trainer or raiser on domestic flights only to familiarize assistance dogs and puppies in training with aircraft and air travel. This program applies to assistance dogs and puppies only.

- Travel in the cabin or in the hold at no charge.
- Counts toward the maximum number of pets allowed in the cabin.

- Must wear a harness or tag indicating they are in training.

**Note:** Puppies traveling in a kennel may have their training collars or tags adhered to the outside of the kennel.

- Require advance notice (48 hours) for travel
  - PETC or AVIH space must be confirmed.
  - Add SSR remark "Service Animal in Training."

**Note:** Animals in training are not covered by the regulations of 14CFR Part 382.

Agents shall verify documentation.

Official documents should be from an accredited assistance organization listed below.

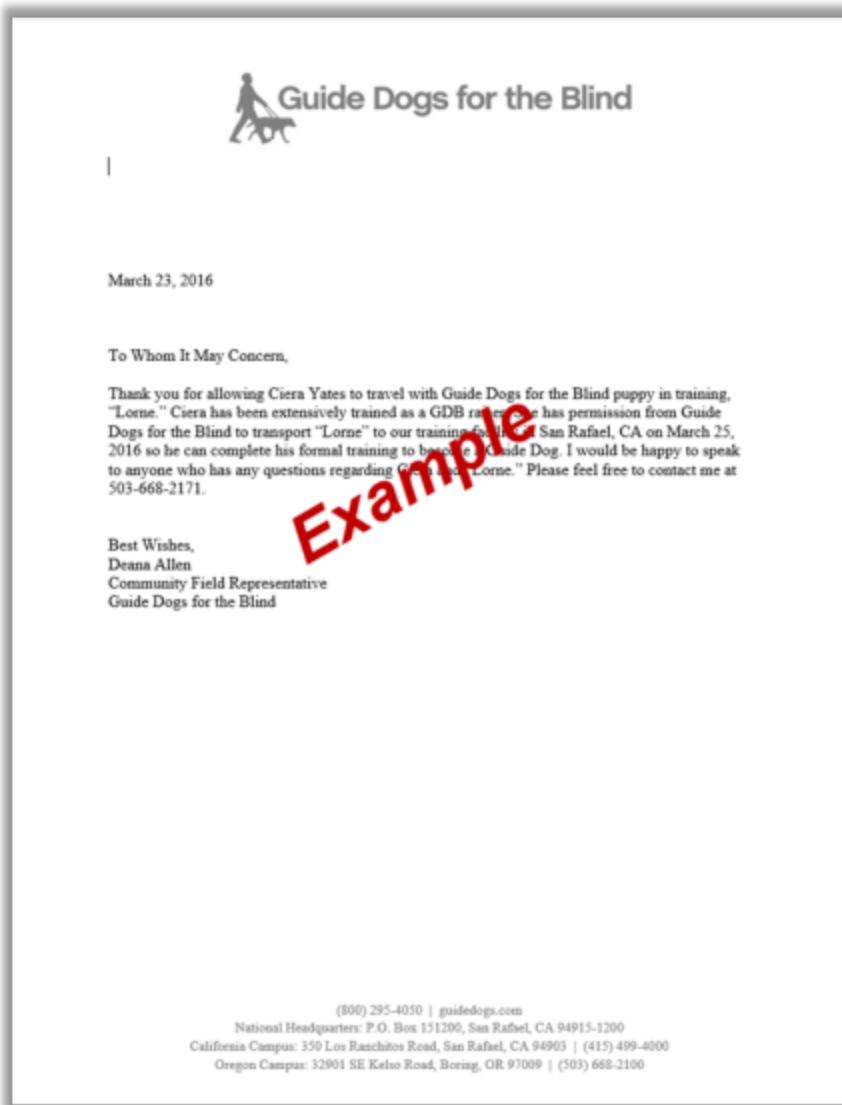
- Valid Health Certificate or Current Vaccination Record issued by the assistance organization or local veterinarian.

**Note:** If traveling to Hawaii, refer to [Section 20.300 Animals to/from Hawaii](#).

- Verify the Raiser/Trainer ID card issued by the assistance organization.

**Note:** The trainer/raiser may present a letter on official letterhead in lieu of ID Card if they are transporting a dog/puppy to/from a campus that is not assigned to them permanently.

Example Letter:



Example Health Certificate:

 Guide Dogs for the Blind

Health Certificate  
Issued by the San Rafael Campus

Dog ID #: 527J  
Microchip: 152122784A  
Name: Craig  
Breed: Labrador Retriever  
Color: Yellow  
Birthdate: 8/1/2013  
Sex: M      Neutered: 11/13/2014  
Weight: 65  
Issued To: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_

I hereby certify that the above-described dog has received the following inoculations, immunizations and laboratory tests:

Rabies Vaccination:	Imrab 3TF #18021A	10/21/2014
DA2PP/DHLPP:		10/21/2014
Heart Worm Check:		10/21/2014

I hereby certify that I have examined the above-described dog and find same to be free from symptoms of contagious or infectious diseases. I also certify that I am licensed by the State of California and accredited by the California and U.S. Departments of Agriculture for the issuance of health certificates for interstate shipments.

Example

Example Trainer/Raiser ID Card:



### Assistance Organizations

- Assistance Dogs of the West
- Canine Companions for Independence
- East Coast Assistance Dogs
- Guide Dog Foundation for the Blind, Inc.
- Guide Dogs for the Blind
- Guide Dogs of America
- Guide Dogs of the Desert
- Guiding Eyes for the Blind
- Patriot PAWS Service Dogs
- Service Dogs, Inc.
- Southeastern Guide Dogs
- The Seeing Eye, Inc.

Additional Assistance Organizations may be found at [Assistance Dogs International](#) or [American Foundation for the Blind](#).

## 300 - Medical Portable Electronic Devices

Section 7 - Guests with Disabilities > 300 - Medical Portable Electronic Devices

### MPED Acceptance

Revision date: 9/9/2019  
Supersede date: 5/31/2017

#### Control

EFR

#### Interfaces

AS FOM, AS FAM, QX FOM, QX FAM

#### CEME: L2E

Medical Portable Electronic Devices (MPEDs) assist a person with specific medical needs.

Examples of MPEDs may include but are not limited to:

- Breast pump - primarily used by mothers to assist with lactation
- Continuous Positive Airway Pressure (CPAP) machines - a respiratory ventilation system used primarily in the treatment of sleep apnea
- Ventilation/Respirators - any machine designed to move air in and out of the lungs of patients with severe breathing difficulties or unable to breathe on their own
- Nebulizers - used to administer medication in the form of a mist inhaled into the lungs
- Suction machines - primarily used in the throat or nose to clear airways for proper breathing

**Note:** [Portable Oxygen Concentrators \(POCs\)](#) DO NOT fall under MPED regulations.

MPEDs:

- Do not need prior approval to be used onboard, but 48 hours' notice is strongly recommended.
- Do not count toward a customer's carry-on bag limit.
- Guests using MPEDs are not allowed to be seated in an exit row.
- Can be used in all phases of flight, including takeoff, landing, and taxi.
- A [Cabin Approved tag](#) shall be applied to devices being stowed within the cabin.
- May be tagged as a claim at gate item if too large to be stowed under the seat, in an overhead bin or in an onboard closet per the direction of the flight crew.

**Note:** If there is an MPED concern, contact a Customer Resolution Official (CRO).

## 400 - Portable Oxygen Concentrator

Section 7 - Guests with Disabilities > 400 - Portable Oxygen Concentrator

### Acceptance

Revision date: 7/3/2023  
Supersede date: 5/8/2023

#### Controls

FAR 121.574

EFR

#### Interfaces

AS FOM, AS FAM, QX FAM

#### CEME: L2M6

Portable Oxygen Concentrators operate by separating oxygen from nitrogen and other trace gases contained in ambient air (the surrounding air) and dispensing it in concentrated form to the user.

All POCs, whether they will be used or not, are considered MPEDs and they do not count toward the guests carry on limit. However, a Cabin Approved Tag must be attached to the device. If a guest needs to use a POC during flight, you must add the PPOC SSR after you confirm the following:

- Verbally confirm the guest has an ample supply of fully charged batteries to power the POC for no less than 150% of the duration of the flight and ground connection time.
- The POC is approved by the FAA for use onboard with either the FAA Approval Label in red lettering on the POC or on the list of approved devices in [Part 382.133 \(c\)\(2\)](#) listed in the table below.

**Note:**

FAA label statement: "The manufacturer of this POC has determined this device conforms to all applicable FAA acceptance criteria for POC carriage and use onboard aircraft."

FAA approved POCs may be used during all phases of travel including taxi, take-off and landing.

**Note:**

If a guest requires oxygen prior to boarding a flight, during a connection or layover, they must make arrangements through their physician with a local oxygen provider or utilize a personal POC. They may also contact [Advanced Aeromedical](#) (1-800-346-3556) should they require a rental POC during transit.

POCs not listed below and not identified by a Cabin Approved Tag may be carried into the cabin as long as the batteries are removed and [properly packaged to prevent short circuiting](#), meets the carry-on size requirements, and will not be used during the flight. They may also be checked as baggage.

The POC may be plugged into the aircraft electrical power plug. However, guests must have spare batteries in their possession in the event they are onboard an aircraft without power, or in the case of unexpected travel delays. Spare batteries, if containing lithium ion, must be packaged according to [safety standards](#).

**Approved Portable Oxygen Concentrator (POC) Models from Part 382.133 (c)(2)**

Manufacturer	Model
AirSep	Focus Freestyle Freestyle 5 Lifestyle
Delphi	RS-00400
DeVilbiss	Healthcare iGo
Inogen	One One G2 One G3
Inova Labs	LifeChoice LifeChoice Activox
International Biophysics	LifeChoice
Invacare	Solo 2 XPO2
Oxlife	Independence
Oxus	RS-00400
Precision Medical	EasyPulse
Respironics	EverGo SimplyGo
SeQual	Eclipse

	eQuinox (Model 4000) Oxywell (Model 4000) SAROS* (see note below)
VBOX	Trooper

**Note:** SeQual SAROS

Must be seated in window seats only  
for use inflight on 737 and Airbus  
aircraft.

Some guests may use a manufacturer's part or kit number to identify their POC. These numbers may be different than the actual model number/name on the above list.

Use actual label attached to the POC to determine if the device is approved or not.

Section 7 - Guests with Disabilities > 400 - Portable Oxygen Concentrator

**Reservations**

Revision date: 2/8/2023

Supersede date: 4/24/2017

**Controls**

EFR

We strongly advise a guest who is traveling with a POC to advise the Call Center at least 48 hours prior to travel, but it is not required.

The Call Center Agent will have a conversation with the guest in regard to POC usage. And will document the PNR with SSR PPOC and an OSI message indicating the guest was advised of POC requirements.

The guest is advised they must bring an ample supply of fully charged batteries to power the POC for no less than 150% of the duration of the flight and ground connection time, which is based on scheduled flight time and factors such as weather conditions, traffic delays, and any other conditions that may delay travel. Electrical power ports may be available on some flights, but must not be depended upon to power the device and they are not a substitute for fully charged batteries. All extra batteries must be carried into the passenger cabin and must not be inside of checked luggage in compliance with FAA safety regulations.

All extra batteries must be properly protected from short circuiting by placing in original retail packaging or otherwise insulating the terminal e.g. by taping over exposed terminals or placing each battery in a separate plastic bag or protective pouch so they do not contact metal objects, including the terminals of other batteries.

If a guest arrives without having advised the airline of their intent to use an approved POC on board, refer to [Section 7.500 - Check-In Agent Duties](#).

### Section 7 - Guests with Disabilities > 400 - Portable Oxygen Concentrator

#### Check-In Agent Duties

Revision date: 1/12/2022  
Supersede date: 4/24/2019

##### Controls

EFR

We strongly advise a guest who is traveling with a POC to contact us at least 48 hours prior to travel but is not required.

Check-in Agent shall verify:

- The Call Center Agent has completed PPOC SSRs in the PNR.
- The POC is the same model listed in the PPOC SSR, or is on the list of approved POCs.
- The guest has an ample supply of fully charged batteries to power the POC for no less than 150% of the duration of the flight and ground connection time.

If the guest has not previously contacted the Call Center about using a POC on board their flight, the check-in agent shall verify the guest's POC.

- The POC is an approved model that is listed in the CSM, or has the FAA approved sticker.
- The guest has an ample supply of fully charged batteries to power the POC for no less than 150% of the duration of the flight and ground connection time.

After verifying the approved model and the number of fully charged batteries, the check-in agent shall:

- Enter the SSR PPOC (F1/f9) and add the following comments: "POC verified/Number of batteries" (e.g. POC VERIFIED/3 CHARGED BATTERIES).
- Confirm if the POC will be used during the flight. If the POC is used during taxi, take off, or landing, reseat them if necessary if they are in a bulkhead seat so the POC can be stowed under the seat in compliance with FAA Safety Regulations.

#### Seating

Approved POCs used during any phase of flight, including taxi, take off, or landing, shall be stowed completely underneath the seat in front of the customer using the POC to allow them to monitor the POC's warning features in compliance with FAA Safety Regulations.

Guests using POCs may be seated in any seat as long as the POC does not restrict access to an exit or aisle for the user or other guests in compliance with FAA Safety Regulations. Window seats are preferred, but not required.

Most guests using POCs should not be seated in bulkhead seats or emergency exit row as the POC may not be properly stowed under the seat or may restrict access to an exit or aisle per FAA Safety Regulations.

If the POC will not be used during the flight, the guest may sit in a bulkhead seat and stow their POC in the overhead bin.

**Note:** The oxygen tubing attached to the POC is not considered an impediment and can be used at all times.

### Section 7 - Guests with Disabilities > 400 - Portable Oxygen Concentrator

#### Gate Agent Duties

Revision date: 4/24/2019  
Supersede date: 5/31/2017

##### Controls

EFR

The Agent shall:

- Become familiar with all outbound SSR requests.
- Investigate any PNR that shows PPOC as a SSR.

If the PPOC SSR is showing the comments "POC Verified/number of batteries," another agent at the first point of contact has verified all information and no further action is required.

If the PPOC SSR is not showing the comments "POC Verified/number of batteries," then the gate agent shall page the guest and verify:

- The POC is an approved model that is listed in the CSM, or has the FAA approved sticker.
- Verbally confirm the guest has an ample supply of fully charged batteries to power the POC for no less than 150% of the duration of the flight and ground connection time.

After verifying the approved model and the number of fully charged batteries, the check-in agent shall enter the SSR PPOC (F1/f9) and add the following comments "POC verified/Number of Batteries" (e.g. POC VERIFIED/3 CHARGED BATTERIES).

Example of SSR remarks in PNR:

```
CHYLAN
1.1PNR/TEST
1 3545Y 01JUL W SEARANC HK1 220P 519P /E
TKT/TIME LIMIT
1.TL30
PHONES
1.SEA480-216-4040-C
2.ANC-N
AS FACTS
1.SSR PPOC AS 3545Y1JUL/PAX ADVSD ALL POC INFO NN1
RECEIVED FROM - TEST PNR DO NOT DELETE
PHX.PHX77V5 1600/21APR09 CHYLAN
```

## 500- Alaska's "Accessiblity Plan" for Canada

Revision date:6/1/2023  
Supersede date:NEW

### Interfaces

[Canadian Transportation Agency: Accessible Transportation for Persons with Disabilities](#)

### Applicable to Stations in Canada and U.S. Gateway Stations to Canada

The Canadian Transportation Agency (CTA) requires guests have a channel to provide immediate feedback about the airlines' Accessibility Plan and barriers to accessibility. Our [Accessibility Plan](#) is available on the Accessible Services page at [alaskaair.com](http://alaskaair.com)

If a guest would like to provide feedback about our Accessibility Plan, the feedback process, or any accessibility challenges they are facing, a CRO shall be contacted to speak with the guest and collect their feedback (positive or negative).

CRO shall:

- Use a CRO Form to document the guest's feedback (positive or negative) about our Accessibility Plan
- Provide a copy of the completed CRO Form to the guest and immediately send the bottom (yellow) copy to Customer Advocacy

Be detailed and accurate when collecting guest feedback on the CRO Form as the data will be used for reporting purposes.

## Section 8 - Reservations

### 100 - Booking

Section 8 - Reservations > 100 - Booking

#### Reservation Transaction

Revision date: 5/17/2023  
Supersede date: 1/1/2019

The Department of Transportation requires AAG to advise and document fare rules to guests at the time of booking, as well as correctly identify the operating carrier. To remain compliant, but help support our guests during irregular operations or emergency situations, we will sell tickets at the airport under the following circumstances:

- A failure by another airline causing the guest to need to travel on the next available AAG flight.
- An emergency or other situation where the guest is at the airport and needs immediate travel.

| For scenarios not listed above, use the Care Framework to identify whether an exception is warranted.

When selling a ticket for any circumstance, clearly state the operating carrier of the flight the guest will be traveling on (e.g. Alaska Airlines 2486 operated by Horizon Air, Alaska Airlines 3420 operated by SkyWest Airlines).

Provide the guest with the [Consumer Notice \(Form TZ-48\)](#).

**Note** The guest shall receive a copy of the Consumer Notices ([TZ-48](#)) upon request or when purchasing a ticket at any ticket counter, gate or customer service desk. In addition, the agent shall provide a copy of the Consumer Notices form even when contacting the Call Center from the airport to process new ticket sales.

In the event a guest has a pre-existing reservation that is unusable, a new Passenger Name Record (PNR) may be created to associate the existing Virtual Coupon Record (VCR).

In addition to basic customer service elements, include the following steps when making reservations.

- Request telephone numbers.
- Reserve seat assignments.
- Recap itinerary/price.
- The guest must be advised when the itinerary includes space on a codeshare or other airline (OAL).

#### PNR Completion

For more details on how to create a PNR in IMAGE, see the [Building and Ticketing a PNR eTool](#).

PNRs contain valuable information relevant to guests' individual needs.

A PNR consists of the following fields:

- Name
- Received From
- Secure Flight Passenger Data
- Itinerary
- Frequent Flyer
- Phone
- Pre-reserved Seats
- Ticketing/Time Limits
- Remarks
- Special Services Request
- Other Service Information
- Fare Information

### **Name**

The name must match the guest's government-issued photo identification (or passport). While middle names or initials as shown on government-issued photo identification are required when entering the Secured Flight/APIS information, middle names and/or initials should not be entered as part of the guest's name in the PNR.

### **Received From**

Use the Received From field to record the name of the person who is providing information regarding the booking (e.g., confirmation of a change to the record or any other information).

Always enter the first and last name of the person making changes to a record.

### **Secure Flight Passenger Data (SFPD)**

Enter correct information, as it appears on valid government issued photo ID:

- Full last name
- Full first name

- Full middle name or initial (as it appears on government issued photo ID)
- Gender
- Date of birth
- Redress/Known Traveler number (if available)

### **Itinerary**

Reservations for specific flights are stored in this area of the PNR including:

- Air carrier
- Flight number
- Class of service
- Date of travel
- Departure and arrival cities
- Number of travelers in the party

### **Frequent Flyer**

Use this field to store Frequent Flyer information.

- Adding a guest's correct Mileage Plan number ensures they receive proper mileage credit for the flight.
- In addition to AS Mileage Plan, other carriers' Frequent Flyer cards are accepted (refer to [Airline Partners](#) at [alaskaair.com](http://alaskaair.com)).

### **Phone**

- Two telephone numbers must be entered in the PNR, one for the guest's home and one for the guest's destination.
- When the telephone number given belongs to someone other than the guest, that name must be placed in the remarks area.
- It is essential to obtain a telephone number at both the departure and arrival cities for the guest. This ensures better customer service during irregular operations.

### **Pre-Reserved Seats**

- Use this field to store seating information in the PNR for the guest.

- Agents must offer to hold pre-reserved seats for all guest when they are available.

This service allows a guest to "hold" a specific seat on a specific flight. The guest shall check-in at the airport at least **40 minutes** prior to scheduled departure to secure their pre-reserved seat.

If the guest is not checked in and available at the departure gate 30 minutes prior to departure, their seat may be released to accommodate other guest with a confirmed ticket for that particular flight needing a seat assignment or to accommodate standby passengers.

### **Ticketing Time Limits**

The Ticketing/Time Limit field provides ticket numbers issued in the record or an advisory of a ticket time limit which is set by the rules of the fare.

### **Remarks**

The Remarks field includes:

- Documentation that a customer has been advised of any rules or regulations pertaining to travel.
- Exception waivers.
- Information of customer service failures and problems.

### **Special Service Request**

SSRs are used for all types of services. Using SSRs ensures all Special Service information is provided to the crew.

### **Other Service Information**

- OSIs are used to add additional information regarding the customer.
- May also be used to transmit other information to the customer or OAL.

Section 8 - Reservations > 100 - Booking

### **Waitlist Processing**

Revision date: 1/27/2022  
Supersede date: 3/31/2021

#### **Applicable to flights operated with 737, Airbus, Horizon Air E175, or SkyWest ERJ 175 aircraft only:**

First Class Upgrades are processed using Sabre IX (Intelligence Exchange) which assesses Elite tier status, class of service, and time booked to determine a flight's Upgrade List.

#### **Alaska Airlines Elites**

Gold 100K, Gold 75K, Gold, and MVP members who have a first class waitlist OSI in their PNR will automatically be activated onto the Priority List upon check-in. This process allows Gold and MVP members to retain their appropriate waitlist position on the Priority List as determined by tier status class of service and date of request.

##### **Exception:**

If a Gold 100K, Gold 75K, Gold or MVP does not have a pre-reserved seat and a seat is not available for assignment at check-in they will be placed on the Priority List as an "OS" with the appropriate OS status and not the waitlisted time.

To correct this, remove the elite from the Priority List, and complete check-in with a seat assignment in order for the Sabre IX (Intelligence Exchange) process to reflect the appropriate placement on the Priority List for an upgrade.

- MVP Gold 75K and Gold 100K member tier status upgrades will be processed at time of request on "M" or higher class of service. MVP Gold 75K and Gold 100Ks will have the date/time stamp on the Priority List reflecting the date and time of when they made their initial reservation.
- MVP Gold 75K and Gold 100K member tier status upgrades will be processed 120 hours (5 days) prior to departure on a "L" or lower class of service. The MVP Gold 75K and Gold 100K will have the date/time stamp on the Priority List that reflects the date and time of 120 hours prior to departure.
- Gold member tier status upgrades will be processed at time of request on "K" or higher class of service. Golds will have the date/time stamp on the Priority List reflecting the date and time of when they made their initial reservation.

- Gold member tier status upgrades will be processed 72 hours prior to departure on a "M" or lower class of service. The Gold will have the date/time stamp on the Priority List that reflects the date and time of 72 hours prior to departure.
- MVPs purchasing a "Y" or "B" fare will have the date/time stamp that reflects the time of the initial reservation when they are transferred to the Priority List.
- MVPs that do not purchase a "Y" or "B" type fare will have a date/time on the Priority List that reflects 48 hours prior to departure.

**Note:** If any Elite changes their reservation/ticket from the original fare to a lower fare, their waitlist status will change as well.

### Sabre IX Automated Upgrades

Sabre IX (Intelligence Exchange) will continue to work the waitlist to Priority List until 61 minutes prior to departure.

Those on the Upgrade List will not appear on the Priority List in IMAGE until 60 minutes prior to departure when IX transfers them to the Priority List. The Upgrade List can be viewed in the CSA Mobile device more than 60 minutes prior to departure.

Priority List in IMAGE at D-24 hours to D-61 Minutes:

- Oversales
- Standbys
- Non-revs

Priority List in IMAGE at D-60 Minutes:

- Waiting for First Class
- Oversales
- Standbys
- Non-revs

Exceptions Sabre IX automation will ignore:

- Vacation/groups not ticketed
- Upgrade data is already in the record, passengers cannot receive additional upgrade for the current reservation
- Upgrade window is currently limited to 61 minutes prior to departure
- Flight segments booked in E, I, D and J classes

- Companions in a separate PNR
- PNRs with these SSRs: PETC, EXST, CBBG

When a qualifying elite guest is not on the Priority List:

- Retrieve the PNR and look for a reason (OSI Field).
- OSI Examples:

OSI \*OPT OUT\*AUTO-COMP UPGRADE

OSI: OSI PNR INELIGIBLE FOR UPGRADE PER DL (DL Elite traveling to Hawaii)

OSI: OSI PSGR USING MP AWARD/PARTNER/<award type>

OSI: OSI PSGR USING MP AWARD/<award type>

OSI: PNR INELIGIBLE FOR AUTO-COMP UPGRADE INVLD SSR (added when passenger traveling with PETC, EXST, or CBBG)

OSI: OSI PNR INELIGIBLE FOR AUTO-COMP UPGRADE NBR PSGRS

IX automation performs validation checks on each PNR.

If the answer is **yes** to each of the following questions, the automation continues. If the answer is **no**, the PNR is ignored.

1. Is Reservation ticketed (Is there a T- in the ticketing field of the PNR)?
2. Is at least one passenger MVPG, MVPG75K, or MVPG100K?

If the answer is **no** to each of the following questions, the automation continues. If the answer is **yes**, the PNR is ignored.

1. Does the OSI exist?
2. Do the following SSRs exist? PETC, EXST, CBBG
3. Are there PNR segments booked in E, I, D and J class?
4. Are all PNR segments booked in J class?

In order for IX to correctly process an upgrade off the Priority List, the guest must be unseated and re-checked in. The guests are then put back on the Priority List with an AUPG. The AUPG indicates the customer has been auto upgraded by IX.

**Note:** All AUPGs are grouped together for consistency.

RS	111	07JAN	SEA	C18	1050P	73G	PRIORITY LIST
1	*AUPG	TESTER	QUIST	U	RNC	3D	0
2	*AUPG	BAITY	FRANK	U	RNC	3C	0
3	*AUPG	JOHN	BOY	U	RNC	2C	0
4	*AUPG	ROSS	KEVIN	U	RNC	2D	0
5	*AUPG	TESTER	MURPH	U	RNC	1C	0
6	*AUPG	TESTER	BROWN	U	RNC	1D	0
T	7	*DS75	ANTHONY	CARME	Y U RNC	10D	0
T	8	*DS75	BARRY	BRENT	Y U RNC	10E	0
T	9	*DS75	BAYLOR	ELGIN	Y U RNC	10F	0
T	10	*DSRG	BIRD	LARRY	Y U RNC	9E	0
T	11	*DSRG	BROWNE	KWAME	Y U RNC	10B	0
T	12	*DSRG	COOPER	MICHA	Y U RNC	10C	0
T	13	*DSRM1	COUSEY	BOB	Y U RNC	9A	0
T	14	*DSRM1	GERVIN	GEORG	Y U RNC	8B	0
T	15	*DSRM1	GRRANT	HORAC	Y U RNC	9F	0
T	16	R75	FARRMAR	JORDA	Y RNC	0 AFSD 75	
T	17	RG	FISHER	DEREK	Y RNC	0 AFSD 73	
18	E1Y	FOX	RICK	Y RNC		0	
19	E3Y	HOWARD	DWIGH	Y RNC		0	
T	20	E6Y	GARNETT	KEVIN	Y RNC		0
T	21	G2YP	ODOM	LAHMR	Y RNC		0

Section 8 - Reservations > 100 - Booking

**No Record Customers**

Revision date: 12/13/2017  
Supersede date: New

This term applies to a customer who holds a confirmed ticket but for whom no PNR can be located.

- In a "no rec" situation, determine and book the complete itinerary.
- When flight is full, overbook in correct class of service.

Station leadership shall assist with overbooking entries.

When the itinerary involves continuing space on another airline, the segment status code "NR" is used for the airline's first confirmed segment. Any remaining space on that carrier is booked as "HK".

When more than one OAL is involved, the remainder of the space is entered as "HK".

Section 8 - Reservations > 100 - Booking

### No Show Customer

Revision date: 5/1/2021  
Supersede date: 4/25/2018

When a customer does not notify the airline prior to flight departure that he/she is unable to travel on their confirmed flight, their entire reservation (PNR) is automatically canceled and they shall be treated as a "No Show" customer.

No show customers shall be re-accommodated in accordance with the fare rules. When the customer no shows and does not arrive at the airport or notify the airline within six hours of a flight's departure, they forfeit any missed flight options.

- The associated VCR coupon status will change from "OK" to "USED" six hours after the scheduled departure of the missed flight.

If the no show customer has additional VCR coupons, the coupon status will remain in "OK" status and will not change to "USED" until 6 hours after the scheduled departure of any subsequent "No Showed" flight(s).

A no show customer may be eligible for additional rebooking options as listed on the [Missed Flight Options](#) page. For customers wishing to reissue an entire or partially used ticket, contact the Call Center.

Contact the Call Center to exchange the ticket and handle the collection of applicable add-collect.

Customer Service Agents shall:

- Contact the Call Center for customers checking in with no-show flight segments.
- Refrain from asking the Call Center Agent to waive add-collect.

### No Show Customer Ticket Refundability

#### Non-Refundable Tickets

Customers traveling with non-refundable tickets who do not notify the airline or arrive at the airport within six hours of schedule departure lose the value of the flight coupon of each no showed flight. All funds or miles used to pay for all no showed flights are forfeited.

#### Refundable Fare Tickets

Refundable fares qualify for a full refund back to the original form of payment when requested through the Call Centers within the ticket's validity period, regardless of the reason the flight was missed.

#### Government Fare Tickets

Government fares qualify for a full refund back to the original form of payment when requested through the Call Centers within the ticket's validity period, regardless of the reason the flight was missed.

Section 8 - Reservations > 100 - Booking

### Overbooking/Overrides

Revision date: 12/13/2017  
Supersede date: 03/28/2011

Overbookings/Overrides occur when an agent forces a guest into a class of service that is not available or onto a sold out flight.

Revenue Management sets cabin and class level authorization levels (AUs) to maximize revenue while minimizing denied boardings and seats that depart empty.

Overbooking/overriding beyond the cabin authorization increases denied boardings, thus helping one guest at the expense of another. Additionally, this practice negatively impacts Alaska Air Group (AAG) revenue, the operation and customer service.

There are two ways a flight can be overbooked/overridden:

- Class overbook/override – The class of service can be overbooked but not beyond cabin AU
- Cabin overbook/override – The flight can be overbooked beyond the AU set by Revenue Management

#### Class Overbook/Override

Agents are authorized to overbook/override the class of service only on flights departing within 6 hours for the following reasons.

- No Records (No-Rec) – A guest may have a valid VCR but the airline has no record of ever confirming or receiving a booking or associating a VCR to the booking. IATA Resolution 105.90 requires us to overbook/ override by cabin and if necessary solicit for volunteers or INVOL.
- For guests disrupted by a schedule change

#### Cabin Overbook/Override

If exceptions are necessary, Station Leadership will have the authority to overbook/override within 48 hours of departure. If station leadership is unavailable, NOS may assist and grant an exception for acceptable reasons.

Section 8 - Reservations > 100 - Booking

### Bereavement Policy

Revision date: 4/25/2018  
Supersede date: 1/11/2018

A bereavement discount is available to Alaska Mileage Plan Members who are traveling last minute due to the death of an immediate family member. This discount is only available within 7 days of travel and must be booked in advance through the Call Center.

### Eligibility

Eligible guests include:

- Spouse, domestic partner, child, parent, brother/sister, grandchild, grandparent, great grandchild, great grandparent, aunt/uncle, niece/nephew
- Half-brother/sister
- Step-brother/sister, step-parent, step-child, step-grandchild, step-grandparent
- Parent in-law, brother/sister in-law, daughter/son in-law

Eligible itineraries include travel on:

AS/KS/OO/QX flights all operated as AS flights. All other codeshare flights are not eligible for the discount.

The bereavement policy also applies to anyone, regardless of relationship, who is traveling with remains or en route to retrieve remains. Documentation for this escort is not required.

## **200 - Ticketing**

Section 8 - Reservations > 200 - Ticketing

### **Ticketing Transaction**

Revision date: 1/1/2019  
Supersede date: 11/1/2018

Conditions governing the type, issuance and acceptance of tickets have been formulated by the airline industry in cooperation with government requirements.

The guest shall receive a copy of the Consumer Notices ([TZ-48](#)) upon request or when purchasing a ticket at any ticket counter, gate or customer service desk. In addition, the agent shall provide a copy of the Consumer Notices form even when contacting the Call Center from the airport to process new ticket sales.

The following are two types of tickets agents will encounter are:

- ATB (Automated Ticket and Boarding pass), also known as paper tickets, are most commonly used for Industry travel.
- VCRs (virtual coupon record) are electronic tickets stored in the computer which are required to be used for the issuance of all revenue tickets.

All types of tickets have the same general information on them, located in similar fields.

### **Ticketing Transaction**

In addition to basic customer service elements, complete the following steps when issuing all tickets:

- Verify ticket price with the guest.
- Clearly state the operating carrier of the flight the guest will be traveling on (e.g. Alaska Airlines 2486 operated by Horizon Air, Alaska Airlines 3420 operated by SkyWest Airlines).

Electronic tickets shall be issued for revenue tickets.

A \$15 non-refundable ticketing service fee per person is to be collected when a guest purchases a ticket at the call center or the airport. The fee is waived when a guest purchases a ticket on [alaskaair.com](#).

**Note:** If a guest cancels and refunds their ticket within 24 hours of purchase, the ticketing fee is also refunded

- Gold Mileage Plan members
- Note:** This exception will apply to all guests traveling with a gold member in the same PNR only.
- Group Bookings
  - Non-Revenue Industry Ticketing (AS/QX/OAL employees/dependents.)

- Travel Certificates
- Military Fares
- Bereavement Fares

### **Print Ticket Requests**

When a guest requests to have electronic tickets printed to paper, the \$15 ticketing service fee shall be collected for each VCR printed

### **FOP acceptance**

- Ensure proper procedure for check acceptance.
- Have guest sign audit coupon when credit card is the FOP.
- Recap fare information on ticket.
- Provide the guest with a receipt.

### **Ticket Validity**

Prior to contacting the call center ticket, ensure the ticket is valid.

- Tickets issued on Alaska Airlines (027) stock are valid for one year from the date of original outbound travel.

**Note:** Ticket validity can be extended for an extra 30 days without a fee if the following criteria is met:

1. Itinerary has no segments for travel on carriers other than AS/QX/OO/7H/KS.
2. There are extenuating circumstances.
3. The requested travel date is within 30 days.

- Tickets issued on any other carrier's stock are valid for one year from the date of original issue
- Verify the guest is in possession of the original customer receipt and the ticket to be reissued
- Ask for ID

VCRs are housed in the system for thirteen months from the date of issue, and can be reissued any time within the thirteen-month period.

For industry discount ticket validity, refer to section [8.500](#) in this volume.

Section 8 - Reservations > 200 - Ticketing

### Mileage Plan Authorization

Revision date: 12/13/2017  
Supersede date: 08/19/2010

The agent shall contact the call center to obtain a ticket counter authorization prior to issuing a mileage plan award ticket purchased with cash, if there is not a pre-existing authorization in the PNR.

Ticket Counter authorization shall appear as follows:

#### REMARKS

1.H-\*\*\*\*\*TICKET COUNTER AUTHORIZATION \*\*\*\*\*  
2.H-AWARD- ASYO SAVER TKT MILEAGE PLAN AWARD  
3.H-CERT-08735523 ACCT-49748860 PAX 1.1 TEST DANDE  
4.H-10000 MILES DEDUCTED FROM ACCT 49748860 SHERRIE MYERS  
5.H-GCTRRED/11JUN/0144PM  
6.H-\*\*\*\*\*

Guest must contact the call center for all mileage plan authorizations.

**Exception:**

Guests can use cash to purchase  
award tickets at any ticket counter.

The agent shall issue tickets electronically entering the certificate number in the appropriately marked FOP "Mileage/ Certificate".

The certificate number from the "Mileage Plan Authorization" appears on the ticket, passenger receipt and the audit copy.

A hard copy of the authorization is not needed.

Section 8 - Reservations > 200 - Ticketing

### **OAL Customers and Space**

Revision date: 5/1/2021  
Supersede date: 12/13/2017

#### **OAL Customers**

When a reservation is made with Alaska Airlines for a customer originating on another airline, the agent must ensure the PNR includes the customer's local contact and ticket information for the originating carrier.

- An OSI is used to advise the other carrier of the customer's telephone number and ticketing information.
- Use Modify PNR or the Special Request mask in IMAGE to complete this information.

#### **OAL Space**

When it is necessary to protect customers on another airline, interline procedures require the protection be confirmed with a representative of the other airline via telephone.

- The bookings may be entered as "HK".

#### **Qualify ticket**

- Alaska Air Group must have an interline ticketing agreement with the OAL.
- The original date of issue must be less than one year ago.
- Any IET coupon may be accepted (including zero-value, bulk, or mileage award) as long as the OA has pushed control of the VCR coupons to Alaska Airlines.

#### **Confirmed travel (partially used OA ticket)**

- Find a comparable dollar amount Alaska Airlines fare and calculate residual value of coupon(s).
- Apply any rules/restrictions applicable to OA fare (e.g., flight/time restriction, or no value after departure).
- Confirm customer on Alaska Airlines in corresponding class of service
- Request control of IET coupons from OA, if control is not given, Alaska Airlines cannot accept them for travel.
- When the class of service is not available/no comparable fare, exchange and add/collect for difference between fares.

#### **Confirmed travel (wholly unused OA ticket)**

- Non-refundable ticket on OA remains non-refundable Alaska Airlines ticket.
- Apply any rules/restrictions applicable to OA fare (e.g., flight/time restriction, or no value after departure).
- Sell itinerary and price lowest available.
- Request control of IET coupons from OA, if control is not given, Alaska Airlines cannot accept for travel.
- Collect fare difference, if applicable.

Section 8 - Reservations > 200 - Ticketing

**Ticket At The Gate**

Revision date: 4/25/2018  
Supersede date: 12/13/2017

Credit cards, checks and cash are accepted at the gate for ticketing.

Gray boarding pass stock does not have pre-printed stock control numbers, and can only be used for the following types of tickets:

- Round trip electronic tickets
- Round trip service fees

Normal involuntary reroute procedures, including issuing FIMs, must be completed at the gate when appropriate.

Section 8 - Reservations > 200 - Ticketing

### **Express Ticketing**

Revision date: 5/1/2021  
Supersede date: 11/1/2019

An express ticket shall be issued to collect money for online service fees or purchase of a saleable item.

The express ticket shall only be issued in conjunction with a valid guest ticket.

Attach Express Fee Flight Coupon(s) to Audit Coupon(s) when issued and submit with Cashout record.

**Note:** When using mobile point of sale (mPOS) to collect payment there will not be an Express Fee Flight coupon or Audit coupon issued. Transaction type using mPOS will be shown on Cashout Summary as EMD.

For guests paying with a credit card, obtain the customer's signature on the upper left hand corner of the Audit Coupon.

**Exception:** A customer's signature is not required for any transaction of \$50 or less.

## **300 - Form of Payment**

Section 8 - Reservations > 300 - Form of Payment

### **Form of Payment Overview**

Revision date: 4/25/2018  
Supersede date: 12/13/2017

Every ticket must be supported by evidence of authorization for sale.

#### **Methods of Payment**

- Cash
- Cashier's Check/Money Order
- Traveler's Check
- Checks, personal and business
- Credit Card
- Commercial Accounts

Multiple forms of payment are not acceptable.

Section 8 - Reservations > 300 - Form of Payment

### Cash

Revision date: 4/25/2015  
Supersede date: 12/13/2017

#### Cash or its Equivalent

Cash is accepted as a form of payment for tickets, charges and fees.

When accepted, select CASH in the "Form of Payment" box.

#### U.S. and Canadian stations:

Only U.S. and Canadian currency are accepted as cash at U.S. and Canadian stations.

Currency conversion is required for:

- U.S. monies offered as payment in Canada.
- Canadian monies offered as payment in the U.S.

#### Mexico stations:

Only Mexican Pesos are accepted as cash. No other currency is accepted.

**Note:** U.S. and Canadian dollars are not accepted in AS/QX Mexico offices.

#### Cashier's Checks and Money Orders

The following information applies to cashier's checks and money orders payable to Alaska Airlines:

- No identification is required to accept cashier's checks and money orders made payable to Alaska Airlines, Inc.
- When an agent has reason to believe the cashier's check or money order is not valid or has been stolen, request ID from the customer and, if necessary, call the issuing agency.
- Money orders and cashier's checks which have been altered must not be accepted.
- Examine all money orders and cashier's checks prior to acceptance.

The following are indicators of a possible fraudulent cashier's check or money order:

- Numbers not aligned
- Darker printing of some numbers in the amount section
- Overprinting of numbers or name of issuing firm

Enter the ticket number in the upper right hand corner of the cashier's check or money order, to prevent refunding of tickets issued against fraudulent money orders or cashier's checks.

The following information applies to cashier's checks and money orders payable to the customer:

- Cashier's check or money order must not exceed \$50US in excess of the ticket sale amount.
- The cashier's check or money order must be made payable in the name of the specific customer.
- ID requirements are the same as for personal checks.

Section 8 - Reservations > 300 - Form of Payment

### Checks

Revision date: 7/20/2018  
Supersede date: 4/25/2018

#### General Acceptance

When accepting checks, ensure the check is payable to Alaska Airlines (the payee shall be listed as the operating carrier).

#### Check Completion and Validity

A person writing a personal check must positively establish their identity.

The agent must ask a person writing a business check for ID only when they are signing the check in front of the agent.

A business check holder presenting a completed business check for payment is not required to disclose ID.

##### Preferred ID - Current Driver's License

- The photograph can be compared to the check writer.
- Fraudulent personal check writers are listed by driver's license numbers in the VALIDATA system.
- ID cards with a photograph and ID number issued by a state motor vehicle licensing department are acceptable in lieu of a driver's license.

When a driver's license is not available, the following items are acceptable:

- Social Security Card and any photo ID
- Social Security Card and any credit card
- Local department store cards are preferred over national cards (Visa, etc.).
- Any photo ID as previously described and any credit card
- Two credit cards

Requires a supervisor approval.

The signature on the check must match the signature on the credit card.

The spelling of the name on the check must match the spelling of the name on the credit card.

#### Examining the Check for Proper Completion and Validity

Verify the written amount and numeric amount agree.

Ensure the check is dated with the current date.

The payee section of the check must be properly completed.

- A agent may also fill this section out in pen or use a rubber stamp.

For personal checks, the signature on the check must match the printed name in the upper left hand corner.

Never accept a check with one signature present when there are lines for two, unless:

- Authorized to do so by the bank.
- The check is preprinted indicating only one signature is required.

**Example:** Accept a check for \$150.00 with one signature when the check is imprinted "two signatures required if over \$200.00".

### Checks, Personal and Business

No check shall be accepted (even if approved) unless the agent is satisfied the check will be honored for payment.

Remain cautious in the acceptance of checks:

- Numbered under 300
- Presented immediately prior to flight departure

Presented by persons who:

- Offer hard-luck stories
- Appear to be irritated by attempts to properly establish identity or verify that the check is good

Checks over \$700US can be accepted following normal approval procedures if:

- Guest is a Gold or MVP Mileage Plan Member
  - or
  - The guest's telephone number on the check is called and confirmed to be valid for the guest.

Any questions or difficulties with respect to acceptance of any check should be directed to the Supervisor.

**Note:** Supervisor must exercise authority to deviate from procedure when the necessity arises. Supervisor initials next to the agent's sine indicate supervisor approval of acceptance and awareness that not all required information is present.

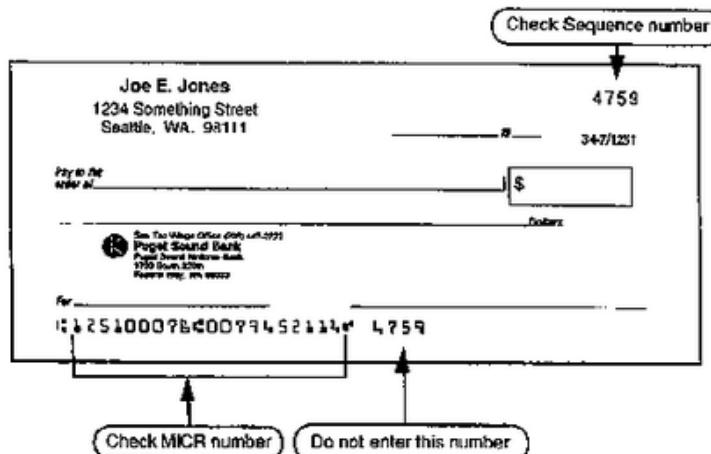
### Approval Process/Procedure

All personal checks must be entered into IMAGE to obtain an approval code. Use both the driver's license and check MICR number.

- When the check writer has provided "acceptable" ID rather than "preferred" ID, the check MICR number must still be approved using the "other ID" option.

Approval is contingent upon both the check MICR number and ID information.

Business check writers and presenters require approval of the check MICR number only.



**Note:** The MICR number is the number in the lower left hand corner of the check. It includes the bank number and the guest account number. When using the approval entry, enter the MICR number from left to right. Do not enter the check's sequence number.

No matter where the sequence number appears, do not include it when making the entry.

A check sequence number may appear:

- Before the bank number (especially on business checks).
- Between the bank number and the account number.
- At the end of the series of numbers.

**Note:** When guest presents a Washington State Driver's License with an \* asterisk in the driver's license number, replace the asterisk with

letter X in the check approval mask  
in order to get an approval.

### **Marking the Check**

Verify the guest's preprinted name, address and telephone number appear on the front of the check and are current.

- Circle the information to indicate verification with the guest.

Write "DL", the two letter state code and the driver's license number above the preprinted name and address.

- When a driver's license is not available, enter the two alternate forms of ID above the preprinted name and address.
- Do not write the credit card or social security number on the check.

Write "VERIFIED" and the type of card(s) checked.

Write the credit card expiration date (if available).

**Example:** "VERIFIED VISA CARD", or  
"VERIFIED IK - 7/96"

Write the ticket number(s) in the upper right hand corner of the check above the date and check number.

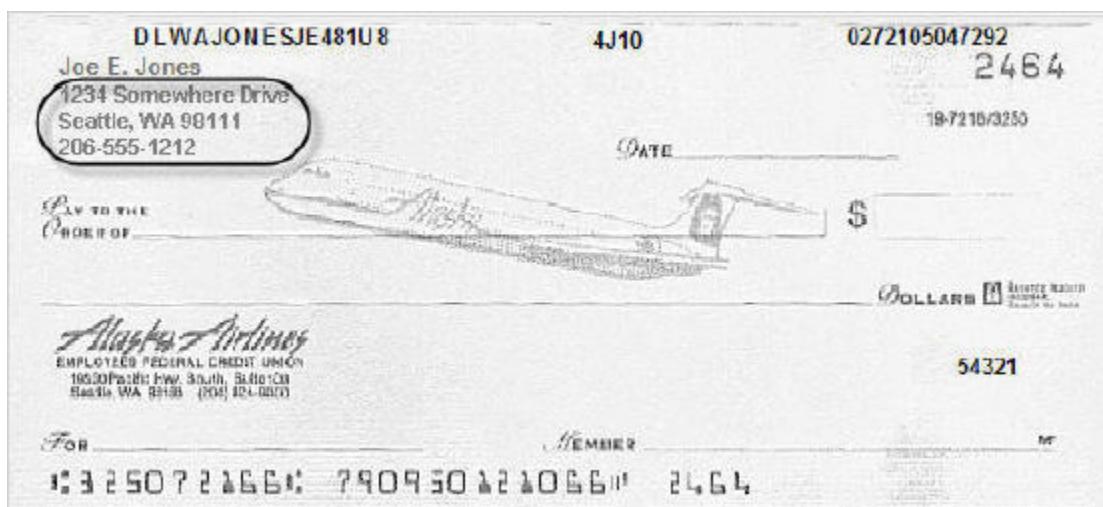
Write the approval code to the right of the ID written.

Write the agent's Arctic or employee number above the signature to indicate it matches the signature on the document presented as ID.

When required, the Supervisor shall initial approval immediately following the agent number.

**Note:** Do not write below the signature, or  
through the MICR line on the check.

Stamp the back of the check with "For Deposit Only, Alaska Airlines, Inc. or Horizon Air"



## Approval/Denial Response

### Approval

- One approval code is provided for both the MICR number and driver's license number.

**Example:** Response OK - 4J10

### Denial

A negative response will be displayed advising to call. The response contains a two letter prefix indicating what entity is returning the response. Either "TC" for TeleCheck, or an airline code will be used.

**Example:** Response TC/DO NOT HONOR -  
PSGR MAY CALL TELECHECK  
TeleCheck is responding, guest may  
call TeleCheck. Response DL/DO  
NOT HONOR - PSGR MAY CALL  
DL. DL has provided negative  
information, customer may call Delta  
Airlines.

When a denial response is received:

- Ask the guest for another form of payment.
- Advise the guest to contact Telecheck or the other airline directly for more information.

STAR CHECKDENIAL  
.¶

. STATEMENT FOR GUESTS  
. WHOSE CHECKS HAVE BEEN REFUSED¶

.¶  
ALASKA AIRLINES/HORIZON AIR HAS REFUSED YOUR  
CHECK REQUEST¶  
BASED ON INFORMATION CONTAINED IN THE AIRLINE  
INDUSTRY¶  
DISHONORED CHECK FILE. THIS REFUSAL IS NOT A  
JUDGMENT¶  
OF YOUR CREDIT WORTHINESS AND IN NO WAY  
INDICATES THAT¶  
YOU ARE A BAD CREDIT RISK. IT MERELY REFLECTS  
THAT YOUR¶  
NAME AND EITHER BANK NUMBER AND/OR DRIVERS  
LICENSE NUMBER¶ WERE LISTED.

.¶  
ALASKA AIRLINES/HORIZON AIR OBTAINED THIS  
INFORMATION FROM¶  
AERONAUTICAL RADIO, INC., 2551 RIVA ROAD,  
ANNAPOLIS, MD¶  
21401, TELEPHONE 410 266-4000, WHICH IS THE  
PROVIDER OF¶  
THE INDUSTRY DISHONORED CHECK DATA  
EXCHANGE SYSTEM. YOU¶  
HAVE THE RIGHT TO MAKE A STATEMENT DISPUTING  
THIS¶  
INFORMATION TO EITHER -OR BOTH- AIRLINE/S  
AND¶  
AERONAUTICAL RADIO, INC. TELEPHONE NUMBERS  
FOR THE¶  
CREDIT DEPARTMENTS OF THE ALASKA  
AIRLINES/HORIZON AIR AND  
TELECHECK ARE LISTED BELOW.¶  
ALASKA/HORIZON- 206 392-7633  
TELECHECK- 800 366-2425

When responses by the computer indicate the VALIDATA link is not available and the accounting phone number is not staffed:

- Enter the specific ID provided in the appropriate areas on the front of the check.
- Note "Computer Down" above the MICR number on the front of the check.
- Obtain Supervisor approval.

### **Unacceptable Checks**

- Checks payable to anyone other than Alaska Airlines or Horizon Air, Inc.
- Counter checks (checks endorsed to Alaska Airlines or Horizon Air; the original payee is someone other than Alaska Airlines or Horizon Air).
- New account check (does not have preprinted name, address, etc.).

**Exception:** Cashier's check/money order payable to the guest.

**Exception:** The check has a preprinted name and account number.

### **Acceptable Checks**

Only checks drawn from a US or Canadian bank are accepted. US checks represent US Dollars, Canadian checks represent Canadian Dollars.

When accepting a Canadian check for purchase in the US, convert the US purchase price to CAD.

Personal checks are not accepted at Mexico stations.

Business checks drawn on a business account may be accepted for the exact value of transportation charges.

Credit Card checks with MICR number.

### **Red Cross Checks**

Second Party checks from the American Red Cross that are made directly payable to a US Military Service member or dependent are acceptable.

A portion of the travel shall be with Alaska Airlines or Horizon Air, and the payee will be able to receive any remaining balance of the check amount in cash. The military personnel presenting a Red Cross check must present Military ID.

### **Establishing Check Holder's Identity**

ID requirements for traveler checks are the same as for personal checks.

The counter-signature shall be compared for agreement with the existing signature.

- The counter-signature must be made in ink in the presence of the ticket agent.

- Do not accept the check when the signatures do not match.

Section 8 - Reservations > 300 - Form of Payment

### Credit Cards

Revision date: 5/15/2023  
Supersede date: 11/9/2022

#### Payment Card Industry (PCI) and Point of Sale Device Security

Alaska Airlines is required by PCI regulations to inspect each point-of-sale device for signs of tampering.

Station manager or designee must audit each kiosk and other POS devices for signs of tampering in their location at the start of the operational day.

Device inspections are required by the agent using the device during their shift even when moving to different location(s) throughout the day.

#### Cards Accepted

Information in this section applies to credit cards and check/debit cards with a Visa/Mastercard logo.

- Alaska Airlines and Horizon Air will accept unembossed Visa cards.
- Only a valid cardholder can present a credit card to Alaska for payment.
- The cardholder's signature must appear on the back of the card.

**Exception:** The words "See ID", or similar, is acceptable in place of a signature on the back of the credit card. Verify the guest's picture ID.

Match the signature on the card to the live signature the guest provides. Complete the transaction only when the signatures match.

A charge cannot be processed using a credit card number alone. The actual card must be presented for verification.

#### Government Credit Cards

- Visa provides credit cards to various federal agencies for government business expenses.
- These cardholders qualify for Alaska Airlines and Horizon Air published federal government fares, when traveling on government business.

#### Universal Air Travel Plan (UATP)

UATP Accounts are accepted worldwide as a form of payment for corporate business travel.

There are two types of actual credit cards:

- UATP Walking Card

- Co-brand UATP Cards



### Credit Card Verification

Authorization includes a blacklist check, followed by either a credit limit check or credit available check.

IMAGE entries for new ticket purchases by credit card automatically perform a VALIDATA check on the credit card number and prints the approval code on the ticket.

A manual credit card approval is required for the following transactions:

- Manually added tickets to Cashout Record, when paid by credit card
- Excess Baggage Tickets
- Handwritten tickets
- The approval code must be written on the charge document to ensure payment.

### FOP Changes

For all tickets, including used, partially used, or wholly unused, the guest must go through the Contact Center.

### Correcting Input Errors

Voiding the ticket in the PNR and Cashout does not void the reduction to a credit limit.

When an error occurs, and the transaction must be repeated:

- Void the ticket in the PNR and Cashout prior to reticketing.
- Obtain a new approval code from Validata when re-ticketing.

### Approval/Denial Responses

CC verification positive (most card types):	
OK 057403 VERIFY CARDHOLDER SIGNATURE AND EXPIRATION DATE	

or

CC verification negative:	
<b>DO NOT HONOR</b>	Do not accept any charges on that card. Ask for another form of payment
<b>PICK UP CARD</b>	Pick up card. Call the credit card company for instructions. Advise the guest we cannot accept charges on the card he has given us. Account may be closed.
<b>CALL CREDIT DEPT (206) 392-7720</b>	Call Alaska Airlines Credit Department from 0600-0100 M-F. If after hours, may accept charge up to \$500US. Account may be past due and/or over credit line.
<b>INCORRECT CARD NUMBER</b>	Possible fraudulent card (homemade). Card Prefix or Number is Not Valid.

**Note:** The VALIDATA Credit Verification System must not be used by employees to check their own credit cards. The VALIDATA records amounts and frequency of credit requests by card number as a "runaway" card check. Large volumes of "test" entries against a valid card number causes valid requests to be questioned or denied.

### Processing the Credit Card Sale

Each time a credit card is used for payment, the guest must sign a source document.

**Note:** When credit card information is printed manually, the credit card company reserves the right to reject the billing.

Transactions involving manual ticket stock have the charge form included in the ticket stock.

### IMAGE Tickets on ATB Stock

- Credit card code, number, and expiration date are part of the IMAGE ticketing entry.

- When approval is received, a ticket prints showing the card number, expiration and approval code.
- The guest must sign the Audit Coupon in the upper left area designated for signatures.

**Exception:** A guest's signature is not required on the Audit Coupon for any charge of \$50 or less.

**Note:** This is one of the few exceptions where a written notation is allowed on ATB stock.

Section 8 - Reservations > 300 - Form of Payment

### Traveler's Checks

Revision date: 4/25/2018  
Supersede date: 12/13/2017

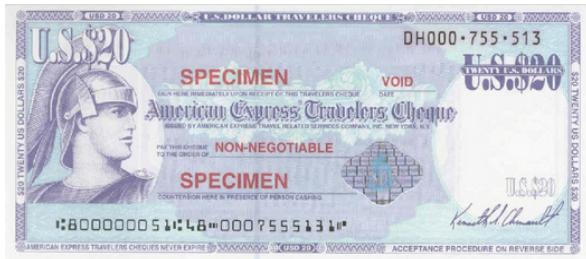
#### Traveler's Cheques

Alaska Airlines and Horizon Air stations shall only accept travelers checks issued by American Express®.

The types of travelers checks accepted include:

- American Express® Travelers Cheque
- American Express® Cheques for Two
- American Express® Gift Cheque

American Express® Travelers Cheque example:



American Express® Gift Cheque example:



#### Marking and Accepting Travelers Checks

Mark the American Express® Travelers Cheque with the following customer information:

- Write "DL", the two letter state code and the driver's license number on the top, left-hand corner.

If a drivers license is not available, use standard personal check ID acceptance

- Write the ticket number(s) on the upper, right-hand corner of the check.
- Write the approval code on the top of the check, to the right of the ID written.

- Write the agent's Arctic or employee number above the signature to confirm both signatures on the travelers check match each other, as well as matching the signature on the ID presented.

**Note:** When accepting individual American Express® Travelers Cheques worth \$100 or more, call American Express at 1-800-525-7641 to verify check validity.

In the Form of Payment mask, choose the Check option, enter the routing number and account number of one of the travelers checks to receive the authorization number.



When accepting multiple travelers checks with the same routing number, only one account number shall be entered into the Form Of Payment mask. The authorization code shall be written on all travelers checks with the same routing number.

When accepting multiple travelers checks with different routing numbers, additional authorizations for each routing number shall be collected manually using Manual Approvals (F6/f12).

### Fraudulent Travelers Checks

American Express® Travelers Cheques appear in a number of designs, currencies and denominations.

Purchasers of Travelers Cheques immediately sign the Cheque in the upper left corner. On cashing the Cheque, the purchaser signs in the lower left corner of the Cheque while the person accepting the Cheque follows the "Watch & Compare" procedure.

**Watch & Compare** – Watch your customer countersign the Cheque and Compare with the original signature. As long as the signatures are a reasonable match, and the Cheques are authentic American Express items, Alaska Airlines will receive payment by American Express.

**Authenticate** – Validate you are accepting authentic American Express Cheque products by verifying the security features of the Cheques: Watermark, Security Thread, Holographic Foils, Centurion Portrait. One of the easiest and most effective tests to determine authenticity is the smudge test:

**Smudge test** – Wipe a moistened finger across the right denomination designation on the back of the Cheque—the printing shouldn't smudge/smear. Repeat the process on the left side—the ink will smudge/smear. If the results of the test are different than described above, the Cheque is likely counterfeit.

To assist you in the confirming the validity of American Express® Travelers Cheques, the acceptance procedures noted above and also indicated on the reverse of the check.

Reverse side of an American Express® Travelers Cheque



Reverse side of American Express® Gift Cheque



### Cheques for Two

Either of two users may purchase the American Express Cheques for Two, and both users sign in the upper left corner. On cashing the Cheque, either user signs in the lower left corner of the Cheque while the person accepting the Cheque follows the "Watch & Compare" procedure.

### Gift Cheques

Gift Cheques are given to the recipient unsigned, and the recipient immediately signs in the upper left corner. On cashing the Cheque, the recipient signs in the lower left corner while the person accepting the Cheque follows the "Watch & Compare" procedure.

If you are still unsure of a Cheques validity, contact American Express at 1-866-296-5198

### Section 8 - Reservations > 300 - Form of Payment

#### Commercial Accounts

Revision date: 9/26/2019  
Supersede date: 4/25/2018

A Commercial Account allows companies that provide us with a large amount of business (e.g. Trident etc) to be invoiced rather than provide payment up front.

The majority of commercial account customers will have already contacted the Rates, Inside Sales, Commercial desk (RIC) to make travel arrangements.

Ticket the PNR using the Alaska Airlines Commercial Account Number as FOP. The majority of commercial accounts do not have an expiration date.

When an individual does not have a pre-booked/authorized PNR, one may have to be constructed using the following guidelines:

- If the guest is holding an Alaska Airlines Commercial Account credit card, proceed with ticketing.
- If the guest has no commercial account credit card but can provide the account number or an authorized purchasers name shown in the STAR, proceed with ticketing.
- Guests who can't provide an account number or an authorized purchaser name should be directed to contact the credit department.
- For accounts that require a purchase order or job number as a requirement to charge on the account and one is not available, call the guest using the telephone number on STAR line 1 for further instructions.

When there is no STAR, only the Rates, Inside Sales, Commercial (RIC) Desk or Credit Department have the original authorization letters on file.

- Rates, Inside Sales, Commercial (RIC) Desk (800) 327-2755
- Commercial Desk (888) 280-8929
- Credit Department (SEACC) (206) 392-7720  
This number is for internal use only. DO NOT give this number to guests.

#### Commercial Accounts

- Accounts used for commercial customer charges begin with 2740, 2744, or 2750.
- The Alaska Airlines Credit Department sends a complete account listing to stations each quarter containing information necessary to locate an account number.
- WBC (Warning Bulletin Credit) lists are sent to stations each week. These lists should be used by all stations to identify accounts that are closed or on a "no-charge hold". These customers should be asked for an alternate FOP.

Example of a WBC:

ARX06300-ON REQUEST ALASKA AIRLINES, INC.		ACCOUNTS RECEIVABLE SYSTEM WARNING BULLETIN (WBC)	PERIOD ENDING: 07/21/2011 PAGE: 1 RUN DATE: 07/21/2011 TIME: 20:30
		ACCOUNT	NAME
			COMMENT
0461-004919-7	HENDOLIA SELENA R.	*** PICK UP CARD ***	
0461-005024-5	VANDSTRAND DAVID	*** PICK UP CARD ***	
2722-890065-1	US/FISH & WILDLIFE/ANC	*** PICK UP CARD ***	
2722-890058-2	US/NATIONAL WEATHER SERVICE	*** PICK UP CARD ***	
2722-890076-2	US/FISH & WILDLIFE/DEN/CLOSED	*** PICK UP CARD ***	
2722-890086-1	US/NATIONAL TRAFFIC PARK AMHER	*** PICK UP CARD ***	
2722-890165-3	US/AUKE BAY FISH LAB/CLOSED	*** PICK UP CARD ***	
2722-890281-8	US/COAST GUARD AIR STN KODIAK	*** PICK UP CARD ***	
2722-890509-2	US/DEPT OF INT GAS ANCHORAGE	*** PICK UP CARD ***	
2722-892056-2	US/OFC AIRCRAFT SERVICE	*** PICK UP CARD ***	
2722-892087-7	WA/ECOLOGY DEPT OF	*** PICK UP CARD ***	
	WA/ECOLOGY DEPT OF	*** PICK UP CARD ***	

- If Validata is unavailable, the WBC list must be used to verify charge privileges.

**Note:** An electronic copy of the WBC is available online at the Air Cargo Website Resources link found on the Alaska's World website.

- Important customer account information is kept on file in STARs which are accessed by using the middle six digits of the customer's account number (e.g. ABC Rentals account number 2744-123456-4 would be found in the STAR 123456). Information includes:
  - Names of employees authorized to charge on the account.
  - Any special account restrictions/requirements. These can include purchase order or job number required and accounts designated as "Passenger Travel only" or "Goldstreak Account – no Passenger Travel."

### Account Letters Received by a Station

- When a commercial account holder sends a letter to a station asking that the authorized purchaser list be updated, forward the letter to the Alaska Airlines Credit Department.
- New account inquiries must also be directed to the Alaska Airlines Credit Department (SEAAC), (206) 392-7623.

### Fees Charged to Commercial Accounts

Some commercial accounts authorize baggage fees to be charged to the account,

Refer to the PNR for authorization and Commercial Account number to be used.

### Other Information

- Some commercial accounts use non-published fares, requiring a manually stored fare for ticketing.
- The Commercial Desk stores the fare basis codes when they are involved with the authorization.

- When the Commercial Desk is not involved with the authorization, the STAR record may contain the fare basis codes and prices for the account.
- Airline industry-related accounts use the commercial accounts system.
- The airline has interline agreements with these companies to allow employees to travel at reduced rates.

### **Approval**

- Approval is required for all commercial accounts with the exception of accounts beginning with 2766.
- Declined accounts listed on the WBC indicate the customer's account has been closed and an alternate FOP is required.
- Declined accounts not on the WBC are either past due and/or over their approved credit limit.
  - A one-time charge of up to \$700 USD may be accepted.

## 400 - Refunds

Section 8 - Reservations > 400 - Refunds

### Refund Overview

Revision date: 11/7/2018  
Supersede date: 4/25/2018

#### General

Instances when refunds may be necessary:

- When a guest is charged a tax/fee they should have been exempt from.
- A guest's change of plans.
- The inability to provide transportation as purchased.
- Lack of space on a desired flight.
- Adverse weather conditions.
- Mechanical problems resulting in flight delay or cancellation.

Refund requests must be handled promptly and efficiently per the Customer Service Commitment Plan.

When a ticket is refundable, the following timeline shall apply for accounting:

Credit card purchases:	7 business days
Check/Cash purchases:	20 business days

**Note:** Refunds can only be applied back to the original form of payment.

When the guest cannot establish proof of identity, a deferred refund may be processed if the ticket is printed on Alaska Airlines ticket stock.

- Do not return the coupon to the guest.
- When the guest insists on having the coupon returned, note the ticket number, return the coupon to the guest and advise Revenue Accounting (SEAR) of the ticket number.
- When the ticket to be refunded is on other airline stock and identity cannot be established, return the coupon(s) to the guest, as Alaska Airlines nor Horizon Air cannot process the refund.

Each ticket shall be verified by VALIDATA. When approval is received, invalidate the flight coupon, including the guest receipt, by printing REFUND or EXCHANGE diagonally across the face from the lower hand to upper right hand corner.

**Note:** When a guest does not want to surrender the customer receipt, and

there is no copy machine available, have the customer give his/her name and address on a separate slip of paper, stating that he/ she needs a photocopy of the ticket for record keeping. Attach this note to the deferred refund. Accounting shall mail a copy to the customer.

- When a negative response is received, process a deferred refund.
- When the ticket to be refunded is an Alaska Airlines ticket (027 Stock) and a negative response is received, do not return the flight coupon to the guest.
- This occurs because of uncertainty as to the actual residual value of the document.
- Inform the guest that a deferred refund must be processed internally.

### Types of Refunds

Refunds are categorized as VOLUNTARY and INVOLUNTARY.

Refunds may be handled as cash refunds or deferred refunds.

The following are descriptions of the types of refunds.

<b>Voluntary Refund</b>	Made at a guest's request based upon his/her own decision through no fault of the airline.
<b>Involuntary Refund</b>	Made because the airline was unable to transport a guest to their destination, or where the guest is transported over a different routing or in a lower class of service than desired, through no fault of the guest.
<b>Express Ticket Refund</b>	Refund of unused ancillary fees (e.g. checked baggage, paid upgrade, Same Day Confirmed) that were paid during agent, Kiosk or Web Check-in.
<b>Cash Refund</b>	Made by direct payment to the customer of the amount paid through use of a Refund Draft.
<b>Deferred Refund</b>	Made by preparing a Refund Application and submitting it to

	Revenue Accounting for processing. These applications must be supported with the unused flight coupons to be refunded, and information pertinent to the refund must be completed.
<b>Electronic Refund</b>	Made in IMAGE using the VCR Refund option under VCRs.

### Computing Refunds

When there is a doubt whether a refund is due or uncertainty of a refund amount, process a deferred refund to allow Revenue Accounting to make a final determination.

### Forms Used

Three forms used for refunding are:

- The Refund Draft ([T-92](#))
- The Refund Application ([TZ-72](#))
- The Lost Ticket Refund Application ([A-86](#)).

### Express Ticket Refunds

For refunding unused ancillary fees (e.g. checked baggage, paid upgrade, Same Day Confirmed) paid during agent, Kiosk, or Web Check-in, complete the Fee Refund Request in IMAGE (F9/f2).

- Advise guests who paid by credit card the refund will be processed within seven business days, and the refund is made to the original credit card.
- Advise guests who paid by cash or check the refund will be processed within 20 days, and they will receive a refund check in the mail from Revenue Accounting.

### Cash Refunds

Information regarding processing cash refunds are in [Section 8.400 - Form of Payment Refunds](#).

### Deferred Refunds

A deferred refund must be sent to Revenue Accounting for processing.

Examples of a deferred refund are tickets purchased involving restricted forms of payment including:

- Checks within 20 days of issue
- Exchange orders
- Credit cards
- Lost or complicated refunds (e.g., purchased in a foreign currency where the rate of currency is not immediately known)

Deferred refunds must cross reference all affected flight segments and flight coupons.

All invalidated coupons, including the passenger receipt, must be submitted with a Refund Application ([TZ-72](#)) to Revenue Accounting.

### **Voluntary vs. Involuntary**

When a guest wants a voluntary refund for a ticket purchased with a credit card, prepare a Refund Application.

A cash involuntary refund may be made when a hardship exists and, due to flight irregularity, the guest needs cash for hotel, surface transportation, etc.

### **Electronic**

The methods for refunding Instant Travel purchases are the same as for refunding paper tickets:

- The refund is documented in the VCR Refund mask and sent to Revenue Accounting electronically.
- Process using the VCR Refund option.

**Note:** IMAGE will only allow one 10-digit refund draft number to be entered in the VCR refund mask, even though the IMAGE mask will allow for more than one VCR to be refunded in a PNR. If you have more than one refund draft per transaction, enter one of the applicable refund draft numbers and accounting will look for corresponding refund drafts.

- The refund request shall be sent to Revenue Accounting electronically.

### **Non-Cash Ticket on Other Airlines**

For non-cash tickets purchased on OAL stock, refer the guest to the other carrier when an exchange is not involved.

When it is not possible to refer the guest to the other carrier, prepare a Refund Application and forward to Revenue Accounting with the unused flight coupons attached.

Section 8 - Reservations > 400 - Refunds

### **Form of Payment Refunds**

Revision date: 11/7/2018  
Supersede date: 4/25/2018

#### **Cash and Check Refunds**

Only those tickets which were purchased by cash or check may be treated as a cash refund.

To qualify for a cash refund, a ticket must be:

- Written on Alaska Airlines stock (027), or when on OAL stock, Alaska Airlines must show in the carrier box.

or
- Written by travel agencies with form of payment of cash, check, agent, or agency check.

In either case, you may issue a Refund Draft.

#### **Payment by check**

Further restrictions apply when refunding a ticket purchased by check (including a refund due when exchanging a ticket).

#### **Ticket Counters**

- Refunds on tickets paid for by check may be made at the ticket counter when the following conditions are met:
  - More than 21 days have passed since the ticket was issued.
  - Agent has verified the ticket number through VALIDATA and received an approval.
  - The ticket is not marked "non-refundable".
  - Verify positive guest ID.

#### **Tickets issued within 21 days**

All tickets whose original date of issue is within 21 days of the refund date must be refunded on a deferred basis through Revenue Accounting with the following exceptions:

- Company trip passes and industry reduced rate tickets may be refunded at any time at the counter.
- When the guest presents the original canceled check that was used to pay for the ticket and it cleared the bank showing there were sufficient funds, a refund may be made at the counter. A photocopy of both sides of the check should be submitted with the Accounting copy of the Refund Draft ([T-92](#)). When a photocopy is not possible, record all information from the check (bank, check number, account number etc.) prior to submitting.
- Tickets issued by travel agents.

#### **Credit Card Refunds**

- Complete a Refund Application for tickets purchased with a credit card.
- When the application is completed, the flight coupons must be invalidated by printing REFUNDED diagonally across the face from the lower left hand corner to the upper right hand corner of the coupon.
- Give a copy of the Refund Application to the guest and forward the other copies to Revenue Accounting (SEAAR) with the unused flight coupons attached.
- Revenue Accounting shall compute the amount of refund. Per CSCP, deferred refunds must be completed in seven days.

### Express Ticket Refunds

For refunding unused ancillary fees (e.g. checked baggage, paid upgrade, Premium Class, Same Day Confirmed) paid during agent, Kiosk, or Web Check-in, complete the Fee Refund Request mask in IMAGE (F9/f2).

- Advise guests who paid by credit card the refund will be processed within seven business days, and the refund is made to the original credit card.
- Advise guests who paid by cash or check the refund will be processed with 20 days, and they will receive a refund check in the mail from Revenue Accounting.

### Express Ticket EMD Refunds

To refund an ancillary fee issued as an Electronic Miscellaneous Document (EMD) use the Fee Refund mask found at Shift F9/f2 by selecting the "Refund" option. If the EMD is in CKIN or LFTD status, contact NOS to return the EMD back to an OK status before processing the refund.

**Note:** Do not process EMD refund using the  
handwrite Refund Application ([TZ-72](#)).

To process refunds for EMDs in a USED/EXCH status, use the following steps:

1. Assist the guest first, making all necessary changes to their PNR/VCR (if applicable).
2. Email [refunds@alaskaair.com](mailto:refunds@alaskaair.com) with the following information:
  - Guest's first and last name
  - Travel date and routing
  - Segment(s) to refund
  - EMD number
  - Reason for refund

Section 8 - Reservations > 400 - Refunds

### **Lost Tickets**

Revision date: 4/25/2018  
Supersede date: 12/13/2017

#### **Lost Tickets**

Lost tickets shall be reported on a [Lost Ticket Refund Application \(A-86\)](#) and shall be considered to be a Deferred Refund.

A service charge of \$60US per ticket shall be incurred when the original ticket is not found and returned within 120 days.

The LTA form is written for one ticket/one guest and the service charge pertains to each lost ticket.

- Use separate forms for multiple names.

When unable to do this, change the service charge stated on the form to reflect the applicable increase according to the number of lost tickets recorded.

- Have the guest initial the change.
- Complete the form in its entirety, including validation in the Validation Stamp box, upper right hand corner.
- The guest must sign at the bottom, below the indemnity agreement.

Lost ticket refund applications shall not be processed without:

- The guest's signature.
- Lost ticket identity being established.

#### **Recovered Lost Ticket**

Guests are entitled to a full refund (service charge waived) of the remaining value when:

- Lost tickets are recovered within the four month waiting period.
- It has been determined that the original coupons are refundable.

Guests must submit unused coupon, including receipt, to Revenue Accounting for a refund to the original form of payment.

The LTA contains information and directions for this process.

**Note:** LTA Refunds must be sent to Revenue Accounting as a deferred refund. When a guest presents a recovered lost ticket at a ticket counter or city ticket office, either refer him/her to the instructions

written on the LTA, or offer to submit  
the ticket and LTA to Revenue  
Accounting for them.

Section 8 - Reservations > 400 - Refunds

### Refund Drafts

Revision date: 5/4/2015  
Supersede date: 03/11/2014

Refund Drafts include a draft (check and receipt) for the purchaser/guest as well as a copy for Revenue Accounting and one to retain in the station. Following are guidelines for draft completion and form distribution/retention.

To be valid, Refund Drafts require:

- Signatures from two Alaska Airlines or Horizon Air representatives, in the lower right corner of the check portion of the draft.
- Validate by handwriting the current date, station location, agent name, and arctic/employee number. Ensure second agent adds their name and arctic/employee number on the second line.

In addition to signatures and handwritten validation, the issuing agent must complete all applicable areas of the Refund Draft check and receipt sections. The check portion includes; the date, refund amount, and purchaser name/address. The guest name, ticket number, and fare details are recorded in the receipt area.

**Note:** For Non-Revenue ticket refunds, it is acceptable to give the employee's location code (e.g., ANCTR) rather than the home address.

Ensure that the appropriate Description selections are used:

- If the reason for the refund is not listed, write "other" on the last line
- Provide a brief description in the Remarks section (Box 4)
- Email treasury@alaskaair.com with:
  - Draft number
  - Draft amount
  - Payee's name
  - Reason

When issuing compensation for Involuntary Denied Boarding:

- Select Involuntary under Box 3.
- In the Remarks section (Box 4), provide flight number and reason for issuing refund draft.
- In the Description area, under Denied Boarding, write in the appropriate amount.

Refund Drafts require the signature of the refunding agent plus the signature of another agent, Supervisor, or Customer Service Manager designee.

Upon completion of a Refund Draft, the top copy (check/receipt) is given to the purchaser/guest. The middle copy (yellow) is sent to Revenue Accounting, and the bottom copy (white) is retained in the station for one year.

When an Alaska Airlines or Horizon Air employee is due a refund and he/she prepares the refund draft, he/she may not sign the refund draft. Two other signatures are required, one being a Lead Agent or station leadership.

Any Refund Draft due to be returned for cash at the airport must be endorsed by the guest on the reverse side of the draft and must also be signed by a Lead agent, Supervisor, or Customer Service Manager designee on the second signature line.

Section 8 - Reservations > 400 - Refunds

**Guaranteed Air Fare Rule (GARR)**

Revision date: 8/28/2018  
Supersede date: 12/13/2017

Alaska Air Group guarantees the lowest airfare available. Guests can qualify for the difference in fares under the following conditions:

- Ticket was purchased or reissued prior to September 1, 2018.
- No change to the flights, class of service and dates of the ticketed reservation.
- Must meet the requirements of the new fare and the lower fare must be available on alaskaair.com.
- Only fully unused refundable or nonrefundable tickets, including a Money & Miles ticket for travel on AS/QX/OO-operated flights, or Pen Air-operated flights between ANC/DUT can qualify.

| Refer guests to alaskaair.com or the Call Center for the credit.

Section 8 - Reservations > 400 - Refunds

**Refund Due**

Revision date: 4/25/2018  
Supersede date: 8/9/2010

Some fare rules may allow a customer to receive a refund. Penalties may apply.

There are various types of refund procedures depending on which FOP was used to purchase the ticket.

Section 8 - Reservations > 400 - Refunds

### **Exchanges**

Revision date: 3/14/2022  
Supersede date: 5/1/2021

The following instances require a ticket revalidation or exchange:

- When a guest changes plans.
- There is a change in the airline's schedule.
- Guest wishes to use unused tickets as "credit" toward the purchase of a new ticket.

Voluntary exchange ticketing of revenue tickets will be processed by Contact Centers or via the web ([www.alaskaair.com](http://www.alaskaair.com)).

- Refer/Assist customer by calling the Contact Center to make the itinerary change and to store the fare.
- If the add collect will be paid by cash or check, Contact Centers will store the fare and the Customer Service Agent will collect the cash or check.

When a guest paying with cash or a check requests to reissue tickets:

- Issue refund draft for unused segment amounts.
- Refund the unused segments using VCR (F7/f3).
  - Select Waive Non-refundable Fare Restriction - Reissue with Cash at FTO.
  - Add Refund Draft number.
- Contact Station Support Line to assist with creating new reservations.
- Collect the cash/check and refund draft as form of new payment.
  - Refund Draft can be combined as one form of payment with cash/check.

### **Cashout Summary Agent**

Continue to separate out cash, coins, and check in Deposit Slip.

Section 8 - Reservations > 400 - Refunds

**Revalidation**

Revision date: 5/1/2021  
Supersede date: 4/25/2018

Revalidation is only acceptable when the new reservation or change in reservation does not:

- Require a change in the fare, routing, or class of service.
- Violate the applicable conditions of the fare (e.g., validity, minimum stay, stopovers, connection points, etc.)
- Require a name change.

<b>Electronic Ticket</b>	IMAGE automatically attempts to revalidate electronic tickets, when applicable.  Manual revalidation of an electronic ticket can be done in the VCR mask.
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IMAGE verifies the PNR class of service matches the VCR fare basis before finishing the rebooking process.

If the validation fails:

- Verify the class of service, origin, and destination are the same in the PNR and VCR and attempt to manually revalidate in the VCR Reval Mask.
- Go to FIM Ticketing in IMAGE if there is a change to the origin, destination, or class of service.

**Note:** Same Day Confirmed reservations will revalidate automatically.

Section 8 - Reservations > 400 - Refunds

### **Discount Fare Restriction Enforcement Policy**

Revision date: 11/14/2018  
Supersede date: 8/10/2010

Agents must enforce service fees according to fare rules.

Waiving ticket restrictions and service fees is permitted when there are common sense customer service reasons to do so.

Ensure PNR is documented appropriately.

Each Manager, Supervisor and agent must use common sense, good judgment, compassion, and consistency in dealing with customers who have tickets with fares involving service fees and restrictions.

#### **Saver Fares**

See the [Saver Fares page](#) in the Call Center Manual for a complete list of all the ticket restrictions associated with Saver Fares.

Section 8 - Reservations > 400 - Refunds

**Name Correction**

Revision date: 10/29/2019  
Supersede date: 4/25/2018

Contact Station Support for assistance with name corrections.

Section 8 - Reservations > 400 - Refunds

### Compassion Refund

Revision date: 5/1/2021  
Supersede date: 12/13/2017

If a guest is unable to commence or continue travel because of the death of an immediate family member or traveling companion, assist with changes to their ticket or refund at the request of the guest. This is regardless if the deceased were traveling or not. The ticket must be issued by Alaska Airlines (027 ticket stock). Otherwise, refer guest back to issuing carrier. The agent will determine if the customer qualifies for a fee waiver and/or refund using the following criteria.

#### Eligibility

Compassion Refund applies to:

- Death of an immediate family member:
  - Spouse or domestic partner
  - Child (stepchild)
  - Parent (mother/father, stepmother/stepfather)
  - Sibling (brother/sister, half-brother/sister, stepbrother/stepsister)
  - Grandparent (grandmother/grandfather, step grandparent, great grandparent)
  - Grandchild (granddaughter/grandson, step grandchild, great grandchild)
  - Aunt/Uncle
  - Niece/Nephew
  - In-laws (mother/father-in-law, daughter/son-in-law, brother/sister-in-law)

**Note:** Not applicable to cousins or other in-law relatives.

- Death of a companion who is traveling with the customer in the same PNR or separate PNRs with identical itinerary and dates.

#### Required Documents

Guest requesting the refund must be able to provide the following information:

- Name of deceased;
- Relation of deceased to passenger;
- Name of funeral home;

- Phone number of funeral home.

**Note:**If there will be no funeral service:  
phone number of agency or business  
that will handle the burial or cremation.

## **Procedures**

Once qualified, agent will:

- Document the PNR with the required documents.
- Cancel any necessary flight segments in the PNR.
- Determine the original form of payment:
  - If cash or check, see [CSM Volume 2, Section 8.400 – Form of Payment Refunds](#)
  - If credit card, process refund request through VCR/Refund Mask in IMAGE.

**Note:**For partially used VCR/tickets contact Station Support Line at 877-451-1825.

## 500 - Non-Revenue and Reduced Rate Ticketing

Section 8 - Reservations > 500 - Non-Revenue and Reduced Rate Ticketing

### Industry Ticketing

Revision date: 3/31/2021  
Supersede date: 1/11/2021

#### Interface

##### Employee Travel Policies

Basic Ticketing (F6/f1) shall be used to issue ZED paper tickets when presented with a Travel Authorization request for ID90T (via ID90.com website).

- Work in the original PNR.
- Do not delete the Stored Fare.

If you experience challenges when issuing/pricing paper tickets, contact one of the following resources:

- Domestic: Rates Desk via the Station Support Line
- International: International Desk via the Station Support Line
  - Ask for International Tech Representative.
- If necessary, refer AS/QX employee to ID90T to create a new PNR.
  - Have employee contact Employee Travel to refund additional ticketing fees from ID90T.

#### Electronic ZED Tickets for AS/QX Employees

- Issued online via the ID90.com website (ID90T) - a link to ID90.com is available via alaskasworld.com, onyourhorizon.com, or Fly.
- Refer employee to ID90.com for itinerary and/or ticket changes.

**Note:** Electronic tickets shall not be printed to paper for any non-revenue traveler.

All industry tickets are exempt from the Airport Ticketing Fee.

### Industry Travel by Type

ID50% Industry Discount 50% Y or J	Positive Space (except 12/15-1/10)
ID75% Industry Discount 75% Y or J	Space Available
ID90% Industry Discount 90% Y or J	Space Available
ID95% Industry Discount 95% Y only	Space Available

ZED Industry Discount Zone Fares Y or J	Space Available
AD75% Travel Agent Discount 75% Y or J	Space Available
AD00% Travel Agent Discount 100% Y or J	Positive Space
Service Charge Only Agreement	Space Available

### **Pass Policies and Agreements**

Refer to:

- Pass Agreements on [alaskasworld.com](http://alaskasworld.com), [onyourhorizon.com](http://onyourhorizon.com), or Fly.

### **Validity**

All Industry Tickets are valid for 90 days from the date of issuance.

### **Identification**

Valid Identification (ID) is required when ticketing occurs, for both employees and dependents.

**Exception:** Employee identification not required when presenting a Travel Authorization request from ID90T for ticketing.

Acceptable identification includes:

- AS/QX employee ID
- AS/QX Dependent ID
- A Letter of Identification (SP-30/HA-42) signed by the employee and their immediate supervisor

**Note:** An Employee Designated Guest (EDG) is not eligible to purchase offline travel.

**Note:** Temporary QX employees (Variable Time or "VT") shall not be eligible to purchase offline passes. QX VT employees are indicated by a red strip on their company ID.

### **Authorization**

Reduced rate tickets may be issued against one of the following:

- Alaska Airlines/Horizon Air employee or dependent ID
- Confirmation Letter from Travel Requests
- Travel Authorization request from ID90T
- Email from Employee Travel
- PNR Authorization from Employee Travel

### **Payment for Reduced Rate Tickets**

Payment must be made when tickets are issued.

Acceptable forms of payment for non-revenue or reduced rate tickets are the same as for revenue tickets.

### **Refunds**

All reduced industry rate tickets issued within the past twelve months are refundable.

- Complete a Refund Application for all reduced industry rate tickets purchased with a credit card, or purchased with cash or check and the refund is greater than \$500.
  - Return the receipt to the employee.
  - Staple the refunded tickets to the Refund Application.
- Complete a Refund Draft for all reduced industry rate tickets purchased with cash or check.
  - Return the receipt to the employee.
  - Staple the refunded tickets to the Refund Draft.

**Note:** The 21 day waiting period does not have to be met for industry tickets purchased with a check.

Customers with electronic Guest Passes shall refund unused tickets at [alaskaair.com](http://alaskaair.com).

- Electronic Guest Pass customers unable to refund at [alaskaair.com](http://alaskaair.com) shall contact Reservations for a refund.

Electronic Tickets for employees issued via ID90T shall be refunded at ID90T.

- Select Profile and find the ticket to refund under Future Travel.

### **Calculation of Reduced Rate Tickets**

Reduced rate tickets are based on a percentage of the full fare, a set service charge, or charged by zone (distance).

Section 8 - Reservations > 500 - Non-Revenue and Reduced Rate Ticketing

**Marking Space Available and Positive Space Tickets**

Revision date: 8/9/2010  
Supersede date: New

To designate a ticket as Space Available or Positive Space, diagonal lines shall be used.

- One diagonal line across the face of the coupon shall indicate a Positive Space ticket.
- Two diagonal lines across the face of the coupon shall indicate a Space Available ticket.

### Section 8 - Reservations > 500 - Non-Revenue and Reduced Rate Ticketing

#### Counter to Counter Program Agreements

Revision date: 1/11/2021  
Supersede date: 4/25/2018

##### Interface

[Employee Travel Policies](#)  
[CSM Vol. 1, Section 4.1 - Counter to Counter Agreements](#)

**Applicable to Alaska Airlines and Horizon Air employees only.**

##### Overview

Counter to Counter Program agreements allow station employees to travel non-revenue on other airlines at no cost to the employee.

Alaska /Horizon Agreements will be limited to employees, spouse, eligible children (under the age of 21), and domestic partners. Eligibility will not exceed what the other air carrier offers.

Vendor employees are not eligible.

**Note:** The state of Alaska (except ANC) will not participate in this program.

Examples of Reciprocal Eligibility:

OAL would offer:	Alaska/Horizon would offer:
No Counter to Counter Travel	No Counter to Counter Travel
Domestic Travel Employee Only	Domestic Travel Employee Only
Domestic, Canada and Mexico Travel Employee, Spouse, Domestic Partner, Dependent Children and Parents	Domestic, Canada and Mexico Travel Employee, Spouse, Domestic Partner, and Dependent Children (under age 21)
System-Wide Travel Employee, Spouse, Domestic Partner, Dependent Children and Parents	Domestic, Canada and Mexico Travel Employee, Spouse, Domestic Partner, and Dependent Children (under age 21)

##### Listing

Employees shall not be permitted to list an OAL counter to counter pass traveler without a ticket number.

List OAL counter to counter pass traveler with passcode H4Y/H4YP for AS/QX/OO.

### **Counter to Counter Ticketing**

Prior to ticketing, valid company ID must be presented and OAL employee must provide an approved eligibility letter which includes:

- Date and requesting airline
- Airline ID number, date of hire and position
- List of dependent travelers and if under the age of 21 their age
- Signature of approval by the requesting employees manager

Issue the tickets in Industry Ticketing using ticket designator SCWY.

If travel consists of an international itinerary, taxes shall be collected.

Mark the coupons with two diagonal lines across the face to indicate a Space Available ticket.

Write the word "Ticketed" on the letter and attach to the back of the Auditor coupon.

### **At the Gate:**

When ONing an OAL counter to counter pass traveler; collect their paper ticket.

### Section 8 - Reservations > 500 - Non-Revenue and Reduced Rate Ticketing

#### **Guest Pass Ticketing/Reaccommodation**

Revision date: 8/5/2021  
Supersede date: 4/25/2018

##### **Guest Pass Ticketing**

All Guest Pass tickets shall be purchased at [alaskaair.com](http://alaskaair.com).

##### **Guest Pass Listing**

Listing occurs when the ticket is purchased on [alaskaair.com](http://alaskaair.com)

In the event the PNR has purged but the VCR is still valid, follow these steps to create a new listing:

- Display the Guest Pass VCR.
- Verify the city pair (new city pair must match the city pair in the VCR).
- Verify the Year of Hire in the ENDORSEMENTS/RESTRICTIONS line (e.g. E6Y.02).
- Choose Non-Rev Not Listed (F1/f4) in IMAGE.
- Complete the Non-Revenue Not Listed mask.
  - Enter E6Y as the passcode.
  - Include Year of Hire from the VCR.
- Complete check-in of the Guest Pass traveler.
- Choose VCR Associate (F7/f2) and associate the original Guest Pass VCR to the new PNR.

**Note:** Creating a Guest Pass listing without associating a VCR is not permitted.

##### **Guest Pass Reaccommodation**

Guest Pass travelers requesting itinerary changes at the airport shall be referred to self-service using the "Manage Trip" function on [alaskaair.com](http://alaskaair.com).

If there are extenuating circumstances that prevent the Guest Pass traveler from making necessary changes via self-service, reaccommodation shall be handled by the airport agent.

**Exception:** Reservations shall be contacted for the international exchange of Guest Pass tickets and/or Guest Pass tickets requiring a name change.

Work in the original PNR when making itinerary changes or exceptions.

### Changing Itinerary When Traveler is at the Origin City

Rebook using PNR Rebook, choosing Non-Rev Travel as the Reason.

- If the new city pair matches the VCR, revalidate VCR.
- If the new city pair does not match the VCR, exchange the ticket.
- If the exchange results in an additional collection, complete the Form of Payment mask in IMAGE.
- If the exchange results in a refund due, complete a Refund Application ([TZ-72](#)).

**Note:** FIMing a wholly unused VCR is not acceptable.

### Changing Itinerary When Traveler is at a Thru City

Rebook using PNR Rebook, choosing Non-Rev Travel as the Reason.

FIM the USED flight segment coupon in the VCR against the new itinerary segment(s) in the PNR.

**Note:** Customers bumped in a thru city may be FIMd to return to their city of origin, if necessary.

### Changing Itinerary When Traveler is at a Connection City

Reaccommodating to a different flight with the same city pair (e.g. SEA/PHX to SEA/PHX).

- Transfer from the original flight Priority List to the new flight Priority List (Transfer Standbys F3/f10).
- VCR will reassociate to the new flight.

Reaccommodating to the same destination with a different routing (e.g. SEA/PHX to SEA/PDX/PHX).

- Rebook using PNR Rebook, choosing Non-Rev Travel as the Reason.
- FIM the unused flight coupon(s) in the VCR against the new itinerary segment(s) in the PNR.

Reaccommodating to a different destination with similar YASR1 fare (e.g. SEA/TUS to SEA/PHX).

- Rebook using PNR Rebook, choosing Non-Rev Travel as the Reason.
- FIM the unused flight coupon(s) in the VCR against the new itinerary segment(s) in the PNR.

**Note:** Rebooking and FIMing to a different destination that is not considered a co-terminal, and does not have a

similar YASR1 fare, requires a lead or supervisor's approval.

Section 8 - Reservations > 500 - Non-Revenue and Reduced Rate Ticketing

### OAL Non-Revenue Reaccommodation

Revision date: 4/25/2018  
Supersede date: 12/13/2017

Customers requesting itinerary changes on wholly unused tickets shall be referred to how they purchased their ticket

Customers requesting itinerary changes on partially used tickets shall be handled by the airport agent on the day of departure

Work in the original PNR when making itinerary changes or exceptions.

### Electronic Tickets

#### Changing Itinerary When Traveler is at the Origin City

Rebook using PNR Rebook, choosing Non-Rev Travel as the Reason.

- If the new city pair matches the VCR, revalidate VCR.

If the new city pair does not match the VCR, refer the OAL employee to how they purchased their ticket for itinerary changes and/or refunds.

**Note:** FIMing a wholly unused VCR is not acceptable.

#### Changing Itinerary When Traveler is at a Thru city

Rebook using PNR Rebook, choosing Non-Rev Travel as the Reason.

FIM the USED flight segment coupon in the VCR against the new itinerary segment(s) in the PNR.

**Note:** Customers bumped in a thru city may be FIMd to return to their city of origin, if necessary.

#### Changing Itinerary When Traveler is at a Connection City

Reaccommodating to a different flight with the same city pair (e.g. SEA/PHX to SEA/PHX).

- Transfer from the original flight Priority List to the new flight Priority List (Transfer Standbys F3/f10)
- VCR will reassociate to the new flight

Reaccommodating to the same destination with a different routing (e.g. SEA/PHX to SEA/PDX/PHX)

- Rebook using PNR Rebook, choosing Non-Rev Travel as the Reason
- FIM the unused flight coupon(s) in the VCR against the new itinerary segment(s) in the PNR
  - FIM only the affected segments

Reaccommodating to a Different Destination (e.g. SEA/OAK to SEA/SMF)

- Rebook using PNR Rebook, choosing Non-Rev Travel as the Reason
- FIM only the affected flight coupon(s) in the VCR against the new itinerary segment(s) in the PNR

### **Paper Tickets**

#### **Changing Itinerary When Traveler is at the Origin City**

Rebook using PNR Rebook, choosing Non-Rev Travel as the Reason

- If the new routing matches the ticket, use the original coupon(s)
- If the new routing does not match the ticket, contact the Rates Desk via the Station Support Line to assist with ticket reissue of the affected coupon(s)

#### **Changing Itinerary When Traveler is at a Thru City**

Rebook using PNR Rebook, choosing Non-Rev Travel as the Reason

Complete a handwritten FIM against the new segment(s) in the PNR

- Check mark Coupon Pulled in Upline City box

**Note:** Customers bumped in a thru city may be FIM'd to return to their city of origin, if necessary.

#### **Changing Itinerary When Traveler is at a Connection City**

Reaccommodating to a different flight with the same city pair (e.g. SEA/PHX to SEA/PHX).

- Transfer from the original flight Priority List to the new flight Priority List (Transfer Standbys F3/f10).

Reaccommodating to the same destination with a different routing (e.g. SEA/PHX to SEA/PDX/PHX).

- Rebook using PNR Rebook, choosing Non-Rev Travel as the Reason.
- FIM only the affected flight coupon(s) against the new itinerary segment(s) in the PNR (FIM Ticketing F6/f8).
  - Select Non-Revenue Traveler and complete the mask with information found on the paper ticket.

Reaccommodating to a different destination (e.g. SEA/OAK to SEA/SMF).

- Rebook using PNR Rebook, choosing Non-Rev Travel as the Reason.
- Use only the affected coupon(s).
- If necessary, FIM only the affected flight coupon(s) against the new itinerary segment(s) in the PNR (FIM Ticketing F6/f8).
  - Select Non-Revenue Traveler and complete the mask with information found on the paper ticket

## **600 - Acceptance of Other Airline Customers Due to Bankruptcy**

Section 8 - Reservations > 600 - Acceptance of Other Airline Customers Due to Bankruptcy

### **Bankruptcy Overview**

Revision date: 1/19/2022  
Supersede date: 4/25/2018

#### **General**

In the event any U.S. airline ceases operations due to bankruptcy, the following procedures shall be in effect, in accordance with DOT regulations.

Affected guests shall be offered two travel options:

- Standby travel
- Confirmed travel (encourage this option)

Eligible guests must hold a valid ticket or electronic ticket receipt issued by the OA on or before the date of the announcement of discontinued service. Only the original name, travel date(s), and city pairs (including co-terminals) shall be honored for travel.

#### **Standby Travel on Alaska Airlines**

OA customers must present themselves at an AS ticket counter to secure arrangements for standby travel within sixty days of OA announcement.

The customer may standby in the Coach cabin for a \$125US service charge, for one-way travel.

Standby travel shall only be permitted for the original date(s) shown on the OA ticket/electronic ticket receipt.

When the customer is not able to obtain a seat on that date, they may travel standby the next day.

If unable to accommodate the guest via standby travel, the \$125US service fee may be refunded.

#### **Agent Procedures (One-way Standby Travel)**

- Verify the customer is holding an OA paper ticket or electronic ticket receipt for the present date, issued on or before date of OA announcement.
- Collect the \$125US service charge using ticket designator CHG125.
- Using Rev Stby Check-in/No Prior Reservation in IMAGE, add the customer to the priority list using the appropriate code from the table below.

<b>RX</b>	Extreme circumstances (e.g. traveling to meet a gravely ill person in the hospital at a destination)
<b>R1K</b>	AS MVP Gold 100K
<b>R75</b>	AS MVP Gold 75K

<b>REM</b>	oneworld Emerald
<b>RG</b>	AS MVP Gold
<b>RSP</b>	oneworld Sapphire
<b>RM</b>	AS MVP
<b>RRB</b>	oneworld Ruby
<b>R</b>	Regular customer

- Process as normal revenue standby customer.
- OA tickets shall be collected once the customer is accommodated on an Alaska Airlines, Horizon Air, or SkyWest operated flight.

### **Confirmed Travel**

OA customers must contact AS Reservations or visit [www.alaskaair.com](http://www.alaskaair.com) to purchase confirmed travel. Normal advance purchase and minimum stay requirements apply.

OA customers may NOT use the value of their OA-validated ticket towards the purchase of a ticket (refer to the following if OA ticket was issued/validated on AS/027 ticket stock).

Customer retains the OA ticket (or eTicket receipt) for the purpose of obtaining a refund through the customer's credit card company.

### **Refund on OA Tickets**

OA customers with a ticket purchased by credit card may be eligible for a refund of their ticket under the Federal Fair Credit Billing Act. Refer these inquiries to the DOT website: [www.dot.gov/airconsumer/cessations.htm](http://www.dot.gov/airconsumer/cessations.htm).

### **OA Tickets Issued on AS/027 Ticket Stock**

The value of an unused ticket may be applied to a new AS ticket or submitted for refund.

Partially used tickets may be used for an AS flight in the same market or submitted for partial refund.

### **OA Employees and Pass-Eligible Dependents**

For 14 days past announced cessation of service, non-revs shall be offered two options (with valid OA employee/dependent ID):

- Space available travel for \$25US one-way plus tax, using ticket designator CHG25. Activate with priority code H3Y.

- Positive space ID50 ticket, using ticket designator ID50 (50% off YAS fare).

**Authorization by Station Leadership**

Local management may authorize upgrades for customers.

## Section 9 - Flight Control

### 100 - Control of Aircraft Arrivals and Departures

Section 9 - Flight Control > 100 - Control of Aircraft Arrivals and Departures

#### Captain's Authority

Revision date: 5/8/2023  
Supersede date: 7/23/2015

##### Controls

[14CFR 121.533, 121.535, 121.537](#)

EFR

##### Interface

[AS FOM, CSM Vol. 3, Section 7.100](#)

##### CEME: E27M

The Captain has full control and authority for the safe and legal operation of the flight to which assigned, including authority over all assigned crew members (First Officer and Flight Attendants).

The Captain's control and authority is in effect from the time he/she reports for duty until the end of the flight.

The Captain's authority does not apply to business decisions that are not safety related (e.g., customer service issues, catering, delaying a flight for inbound passengers, etc.)

- Agents are obligated to discuss policy irregularities with flight crewmembers when it may jeopardize compliance or procedures.

Final authority for the flight deck jumpseat belongs to the Captain. The Captain may refuse an individual assigned to the flight deck jumpseat (other than FAA inspectors, NTSB, Secret Service, and DOD evaluators) by sending them back to the gate. If the Captain refuses a flight deck jumpseat rider, no other flight deck jumpseat riders may be assigned to that jumpseat.

The Captain has final authority regarding the presence of armed passengers on the flight, and may refuse passage to any armed person. If there is a disagreement about an armed individual desiring to travel, a GSC shall be contacted to assist in resolving the issue. Further assistance may be obtained by contacting Flight Operations.

The pilot-in command of the aircraft, whose decisions, based on safety, may override the CRO.

## 200 - Non-Routine Flight Process

Section 9 - Flight Control > 200 - Non-Routine Flight Process

### Fueling While Guests are Onboard

Revision date: 8/28/2023  
Supersede date: 6/19/2018

#### Controls

[14 CFR 121.393, 121.570](#)

EFR

CEME: J3D, L1K

#### Interfaces

[AS FOM, AS FAM, Fueling Procedure Manual](#)

The boarding process shall continue during aircraft fueling, whether through guests remain onboard or not.

**Exception:**

CC will notify agent if guests need to deplane the aircraft due to a de-fuel or fuel transfer.

- The aircraft door must remain open until fueling is completed.
- A jet bridge or passenger stairs must be positioned at the open aircraft door to allow an exit route for deplaning guests.
- The agent shall verify fueling is complete prior to closing the aircraft door.
- Ensure guests remain in the designated walk areas and do not wander around the ramp.
- Ensure guests are not smoking.
- Guests may board and deplane during all fueling operations except left-side overwing fueling.
- All normal exit doors shall be open.
- The area around one secondary exit shall remain clear.

Section 9 - Flight Control > 200 - Non-Routine Flight Process

### Early Departure

Revision date: 5/8/2023  
Supersede date: 8/14/2019

#### Interfaces

CSM Vol. 4, Section 7.100 - Schedule Standards

CSM Vol. 7 - Section 3.00 - Flight Monitoring

#### CEME: E27M

A flight may depart earlier than the scheduled or posted time for the following reasons:

- Weather
- ATC flow control
- Medivac considerations

The station shall:

- Coordinate with the flight deck crew.
- Notify the downline station.
- Update the ETD for an early departure

#### Applicable to flights operated with 737 and Airbus aircraft only.

Departures more than fifteen (15) minutes earlier than scheduled must be approved and coordinated through the SOC.

Stations may decide to depart a flight up to fifteen minutes early without consulting the SOC under the following conditions:

- All fleet service, maintenance and fueling tasks have been completed on the aircraft.
- All guests checked in are on board.
- All bags, including connecting bags, are on board.
- All cargo has been loaded.

#### !!!CAUTION!!!

#### Special provisions for flights within

the state of Alaska: Station

Operations must contact the downline

city prior to releasing any flight early.

This notification is required to ensure

Alaska DOT facilities are available

when a flight arrives.

**Applicable to flights operated with Horizon Air E175 only.**

Departing more than ten (10) minutes earlier than scheduled must be approved and coordinated through the QX SOC.

Stations may decide to depart a flight up to ten minutes early without consulting the SOC under the following conditions:

- All fleet service, maintenance and fueling tasks have been completed on the aircraft.
- All customers checked in are on board.
- All bags, including connecting bags, are onboard.
- All cargo has been loaded.

Flights will also be allowed to depart prior to scheduled departure time under the following circumstances:

- When weather, anticipated extended traffic delays, or other aircraft operational problems would cause the aircraft to block out more than ten minutes after scheduled departure time.
- The decision to leave early under these conditions is the Captain's, after consultation with the station.
- If requested, the Captain shall submit a Flight Ops Irregularity Report in the AAG Safety Reporting System explaining the circumstances.

Section 9 - Flight Control > 200 - Non-Routine Flight Process

### **AS Special Flight Permit Ferry**

Revision date: 3/8/2019

Supersede date: 12/13/2017

#### **Controls**

14 CFR 21.197,  
91.501(b) (1),  
91.533(a)

EFR

#### **Interfaces**

AS FOM, AS FAM

CSM Vol. 5, Section 7.100 - Non-Routine Flight Operations (NRFO)

#### **Applicable to 737 and Airbus aircraft only.**

Any aircraft flown to/from a maintenance location (on-line or off-line). The aircraft may or may not be airworthy. Flights shall not have any revenue or non-revenue guests or cargo onboard in compliance with safety regulations and to ensure the safety of our customers and crew.

- Only on-duty flight and cabin crewmembers and on-duty Maintenance personnel may be onboard
  - Shall have proper identification (including passports and/or alternative travel documents) to travel on the flight.
- Additional limitations on the Special Flight Permit Ferry may require only essential crew (Captain and First Officer) be onboard.

Section 9 - Flight Control > 200 - Non-Routine Flight Process

### **AS Positioning Flights**

Revision date: 5/3/2019  
Supersede date: 4/25/2018

#### **Controls**

14 CFR 21.197,  
91.501(b) (1),  
91.533(a)

EFR

#### **Interfaces**

AS FOM, AS FAM

I CSM Vol. 5, Section 7.100 - Non-Routine Flight Operations (NRFO)

Positioning flights are defined as an airworthy aircraft flown from one city to another that does not meet the definition of a scheduled flight. The flight operates under FAR Part 91 and does not carry any revenue guests or cargo.

**Applicable to flights operated with 737 and Airbus aircraft only.**

#### **Positioning Flights (Domestic or International)**

Non-revenue customers may be carried on Positioning Flights under 14 CFR Part 91 and only if they meet certain criteria. The station involved may need to contact SOC in addition to the flight crew for approval to transport non-revenue customers.

To access a current flight range series, view the [Scheduling Systems Flight Range Table](#).

The following restrictions and requirements apply:

- Revenue customers are not permitted to travel on any positioning flight.
- No revenue cargo shall be carried.
- Station shall communicate with flight crew for approval to board non-revenue customers.
- The cabin count is limited to 19 passengers (including non-operational Flight Attendants).

**Note:** Contact SOC for approval to transport more than 19 passengers and ensure that the required number of operational Flight Attendants will be onboard.

The following people may be carried onboard Positioning Flights:

- Alaska Air Group employees with proper identification
- Dependents of Alaska Air Group employees when traveling with the employee

- The FODO may provide the Flight Crew with authorization for additional guests for domestic flights.
- FAA Air Carrier Inspector, DoD Commercial Air Carrier Evaluator, or an authorized representative of the National Transportation Safety Board performing official duties

**Note:** Additional restrictions apply for International Positioning flights. Refer to the International Positioning Flight Procedures below.

All customers traveling shall be briefed on the following:

- Any Flight Attendants onboard are considered passengers and have no safety-related or other operational duties for the flight
- Catering service will not be provided
- Pilots will conduct all necessary security briefings
- Non-revenue customers shall not touch any cabin doors onboard the aircraft and shall wait for any pilot instructions – no exceptions

**Note:** In dual cities where we have AS and QX metal this policy only applies to AS metal.

Upon approval from SOC and the FODO, NOS will build the flight in Sabre.

The flight is required to be built in Sabre by NOS to comply with the following regulations:

- CBP or other international immigration / customs authority requirements to transmit APIS electronically.
- Crew APIS will be transmitted automatically.
- GENDECs required.
- Stations that currently utilize the eGenDec program will require paper GENDECs for positioning flights.
- All related TSA security procedures to including Secure Flights and watchlists.

Agents will build PNRs for customers and process the employees the same as scheduled flight service.

- May need to OB the approved employees on the flight as the flight will not appear in schedule availability to prevent any additional seats from being sold by outside sources.
- Shall enter all passport and visa (if required) information into Traveler's Docs screen prior to departure.
- Shall ensure that proper and valid documentation is in hand for all passengers at time of boarding.

- Flight shall be closed in the passenger service system (IMAGE) within 15 minutes of departure to ensure timely transmission of APIS data.

No flight deck jumpseats allowed.

- FAA is the only exception.
- FAA international jumpseat riders must hold an approval letter from the United States Department of State to occupy the jumpseat on business.
- Maintenance shall be assigned a cabin seat.

Agents will apply the same control procedures to an international positioning flight as they do a scheduled flight.

If there are no station personnel available to list each passenger as checked in and ON-ed, the Captain shall, prior to boarding, call Dispatch so the Sector Manager Desk can provide this function.

Section 9 - Flight Control > 200 - Non-Routine Flight Process

### **QX Maintenance Ferry Flights**

Revision date: 5/8/2023  
Supersede date: 3/28/2017

#### **Controls**

14CFR [21.197](#), [91.501 \(b\)](#) and [91.533 \(a\)](#)

QX Ops Spec D084

EFR

#### **CEME: N4**

**Applicable to Horizon Air E175 aircraft only.**

All guests on a Maintenance Ferry Flight shall be approved by SOC and appear on the Flight Ferry Permit as an "Other Approved Person."

The following restrictions and requirements apply to Maintenance Ferry Flight operation:

- This policy applies only to Horizon Air aircraft.
- Only on-duty flight and cabin crewmembers and on-duty Maintenance personnel may be onboard.
- Approved Horizon Air employees shall have proper identification (including passports and/or alternate travel documents) to travel on a Maintenance Ferry Flight.
- No revenue cargo shall be carried on Ferry Flights.
- Additional limitations on Maintenance Ferry Flights may require only minimum crew (Captain and First Officer) be onboard.

For International Maintenance Ferry Flight, the following unique policies apply for any "Other Approved Persons" listed on the flight's ferry permit:

- The MCO will build the flight in SABRE.
- Station agents or Crew Scheduling shall build PNRs for the employee travelers and process the employees the same as for scheduled flight service.
- The employee travelers shall be overbooked onto the flight (by the station, if necessary) as the flight will not appear in availability in order to prevent seats to be sold by outside sources.
- Ensure all flightdeck jumpseat occupants, deadhead crew and Maintenance personnel have been added to APIS Flight Crew Manifest. Refer to FCM Crew Update/Resend eTool for adding employees to the Flight Crew Manifest.
- A flightdeck jumpseat occupant is allowed with JACS authorization. Authorized personnel shall be assigned a cabin seat unless authorized via JACS for the flightdeck jumpseat.
- All guests shall be listed as checked in and ON-ed in IMAGE prior to departure.

**Note:** If station personnel are not available to list, check-in and ON each

passenger, including flightdeck jumpseat requests, the Captain shall call SOC so the Manager, Customer Operations (MCO) can provide this function prior to boarding.

- Agents shall apply the same control procedures to an International Maintenance Ferry Flight as they do a scheduled flight.
- Gate agents shall provide the following information to all employees traveling on the Ferry Flight:
  - Any Flight Attendants onboard are considered guests and have no safety-related or other operational duties for the flight.
  - No catering service will be provided.
  - Pilots will conduct all necessary security briefings for the employees.
  - Employees shall not touch any doors onboard the aircraft and shall wait for any pilot instruction - **no exceptions**.

Section 9 - Flight Control > 200 - Non-Routine Flight Process

## **QX Repositioning Flights**

Revision date: 5/8/2023  
Supersede date: 3/28/2017

### **Controls**

14CFR [91.533 \(a\)](#), [121.311\(e\)\(3\)](#), [121.571\(a\)\(1\)\(v\)\(A-D\)](#), [121.583\(a\)\(1-3\)](#), [121.583\(a\)\(4\)\(i-iv\)](#), [121.583\(b\)\(1-3\)](#), [121.583\(a\)\(5-8\)](#), [121.583\(c\)\(1-5\)](#), [121.583\(d\)](#)

EFR

**CEME:** N4

**Applicable to Horizon Air E175 aircraft only.**

Guests may be carried on Equipment Positioning Flights (Repositioning Flights), under 14 CFR Part 91 and only if they meet certain criteria.

The following restrictions and requirements apply:

- This policy applies only to Horizon Air E175 aircraft.
- Revenue guests are not permitted to travel on any repositioning flight.
- No revenue cargo shall be carried.
- Station shall communicate with the flight crew for approval to board non-revenue passengers.
- The cabin count is limited to 19 passengers (including non-operational Flight Attendants).

**Note:** Contact QX SOC for approval to transport more than 19 passengers, and ensure that the required number of operational Flight Attendants will be onboard.

The following people may be carried onboard Repositioning Flights:

- QX and AS employees with proper identification
- Dependents of QX or AS employees when traveling with the employee
- FAA Air Carrier Inspector, DOD commercial air carrier evaluator, or an authorized representative of the National Transportation Safety Board performing official duties

All passengers traveling shall be briefed on the following:

- Any Flight Attendants onboard are considered passengers and have no safety-related or other operational duties for the flight.
- No catering service will be provided.
- Pilots will conduct all necessary security briefings for the employees.

- Employees shall not touch any doors onboard the aircraft and shall wait for any pilot instruction - **no exceptions.**

### **International Repositioning Flights**

The following restrictions and requirements apply:

- Revenue passengers are not permitted to travel on any repositioning flight.
- No revenue cargo shall be carried.
- Only QX employees with proper identification (including passports and/or alternate travel documents) shall be allowed to travel on a repositioning flight.
- No AS employees or QX dependents may be carried onboard.
- Flight Attendants are considered passengers in terms of the manifest.
- The cabin count is limited to 19 passengers (including non-operational Flight Attendants).

Station shall contact QX SOC to request the transport of active Horizon Air employees that have proper identification to travel on an international repositioning flight.

- Upon approval from SOC, the MCO will build the flight in SABRE.
- Station agents shall list, check-in, and ON employees prior to departure ensuring APIS compliance.

The employees shall be overbooked onto the flight, as the flight will not appear in availability in order to prevent seats to be sold by outside sources.

- Ensure all flightdeck jumpseat occupants, deadhead crew and Maintenance personnel have been added to APIS Flight Crew Manifest. Refer to [FCM Crew Update/Resend eTool](#) for adding employees to the Flight Crew Manifest.
- JACS authorization is required for qualified flightdeck jumpseat occupants who occupy the jumpseat.

**Note:** Flightdeck jumpseat occupants are limited to deadheading crewmembers and authorized Maintenance personnel and travel shall be operationally necessary. The flightdeck jumpseat shall be booked by Crew Scheduling Services.

Agents shall apply the same control procedures to an International Repositioning Flight as a scheduled flight (e.g. APIS, Positive Bag Match Certificate, flight close out in IMAGE, etc.).

**Note:** If station personnel are not available to list, check-in and ON each passenger, including flightdeck jumpseat requests, the Captain shall

call SOC so the Manager, Customer Operations (MCO) can provide this function prior to boarding.

All passengers traveling shall be briefed on the following:

- Any Flight Attendants onboard are considered passengers and have no safety-related or other operational duties for the flight.
- No catering service will be provided.
- Pilots will conduct all necessary security briefings for the employees.
- Employees shall not touch any doors onboard the aircraft and shall wait for any pilot instruction - **no exceptions**.

### Section 9 - Flight Control > 200 - Non-Routine Flight Process

#### Change of Gauge (Aircraft Swap)

Revision date: 12/13/2017  
Supersede date: 08/31/2010

##### Reconciling a Change of Gauge.

When a Change of Gauge occurs, some guests may require seating re-accommodation or rebooking. Agents at the station where the aircraft swap occurs shall re-accommodate and notify guests. The seat map will update automatically for the new aircraft type.

| Issue new boarding passes for all guests showing on the Unhonored Seats list.

When a Change of Gauge results in denied boarding, solicit for volunteers.

##### Change of Gauge (CoG) Disclosure

| The U.S. Department of Transportation requires that the guest be informed of a scheduled change of gauge when operated as a direct/thru flight. Depending on when the change occurs, the guests may be informed prior to their making a reservation, when the ticket is issued, or upon check-in.

**Example:** A guest buys a ticket from IAH-ANC. The flight is being operated as a thru flight with a stop in SEA.  
  
If the airline schedules the flight to operate as a 737-900 from IAH-SEA and a 737-800 from SEA-ANC, the guest **must** be informed of this intentional equipment change.  
  
If the change of gauge is unplanned (e.g. mechanical), this disclosure does not apply.

In the event a change of gauge (change of aircraft type) was made after the guest was ticketed, a Change of Gauge Advisory card will automatically print upon check-in for the first flight in the guest's itinerary. In addition, two separate boarding passes will print to identify the need to change seats in the designated city.

If the computer or printer is unavailable upon check-in, the following written notification of the change of gauge shall be provided to the guest.

*"For at least one of your flights, you shall change aircraft enroute even though your ticket may show only one flight number and have only one flight coupon for that flight. Further, in the case of some travel, one of your flights may not be identified at the airport by the number on your ticket, or it may be identified by another flight numbers in addition to the one on your ticket. At your request, the seller of this ticket will give you details of your change of aircraft, such as where it will occur and what aircraft types are involved."*



Section 9 - Flight Control > 200 - Non-Routine Flight Process

**Stub Flight**

Revision date: 5/8/2023  
Supersede date: 5/3/2019

Placing a stub on a flight allows it to depart a downline city on time when the upline leg is delayed or canceled.

Stub flights allow the flight number to operate as two separate, independent flights that will never connect. The stub entry may be made with the same or different equipment types.

**Example:** Flight 524, SEA – PDX – BUR is delayed or canceled in SEA. PDX will now operate on time with different equipment out of PDX.

**Applicable to flights operated with 737 and Horizon Air E175 aircraft only.**

AS/QX SOC will set the stub, which will place the flight in hold status.

- Check the unhonored seats (US) list and reaccommodate the customers in similar seats.
- Contact the upline station to reaccommodate all of the thru passengers.
- Verify the departure gate in the status display and call Departure Coordinator to change if necessary.
- NOS will open the flight for check-in.

**Note:** If the entry has been made in error, contact NOS to correct.

**Applicable to flights operated with Airbus aircraft only.**

SOC will set the stub, which will place the flight in hold status.

- Check the Unhonored seats (US) list and re-accommodate the guests in similar seats.
- Contact the upline station to re-accommodate all of the thru guests.
- Verify the departure gate in the status display and change if necessary.
- Station will open the flight for check-in.

Section 9 - Flight Control > 200 - Non-Routine Flight Process

**Inoperable Seat - MEL**

Revision date: 8/28/2023  
Supersede date: 6/21/2023

**Controls**

[FAR 21.197](#), [FAR 91.1115](#)

EFR

**Interfaces**

[CSM Vol. 7, Section 3.200 - Flight Release](#)

When Maintenance needs to take seats out of service for repair or is unable to replace an onboard life vest, the inoperable seat is noted on a [Minimum Equipment List \(MEL\)](#) or in the MARGWX STAR to allow the aircraft to operate with the remaining seats in service. If a guest flies on a flight segment in a designated inoperable seat, we are at risk of potential FAA fines.

When a seat is designated as inoperable, Maintenance, the Sector Manager Desk and the affected station will work together to minimize the guest impact by blocking the downline seat(s) and notifying the guest of the new seat assignment.

MELs associated with inoperable seats:

- **Applicable to 737 and Airbus aircraft:** they are listed in the CC Conference within the MEL Guide.
- **Applicable to Horizon Air E175 aircraft:** they can be accessed in the MARGWX STAR or by clicking on the "ACFT" button in WebSendTimes.

Blocking the inoperable seat will be the function of the SOC, CC, or the local station dependent on when maintenance places the seat on the MEL.

When an inoperable seat is discovered within one hour of departure time, the agent (CSA/PSA, RAC, or CDC) shall:

- N-block the designated seat(s) using and assign an alternate seat for the guest.
- Advise the guests of the new seat assignment.
  - Offer the same type of seat if available (e.g. aisle or window).
  - If the guests originally had a middle seat, offer an aisle or window seat if available.
  - Offer the guest a \$25 eCert or 1000 Mileage Plan Bonus Miles for changing their seat.
- Only remove the Broken/INOP Seat Indicator from the seat map when confirmation has been provided the seat is fixed, or the life vest pouch has been replaced.

If unable to assign a new seat for the guest(s) due to a full flight, the agent shall follow current procedures and

- Solicit for volunteers and offer appropriate voluntary compensation.

- After you have obtained the required number of volunteers, move the impacted guests to their new seat assignments.
  - Offer the same type of seat if available (e.g. aisle or window).
  - If the guest originally had a middle seat, offer an aisle or window seat if available.
  - Offer the guest a \$25 eCert or 1000 Mileage Plan Bonus Miles for changing their seat.

If unable to obtain a volunteer and all options to obtain volunteers have been exhausted, the agent shall follow current procedures and

Involuntarily deny boarding to the guest(s) assigned to the inoperable seat(s).

- Ask guests in the impacted seats if they would like to volunteer one last time.
- Provide the Denied Boarding Compensation Letter (TZ-06) to the guests involuntarily denied boarding.
- Offer a BTC for the applicable amount of compensation, and rebook on the next available flight. Refer to Section 11.200 - Voluntary Compensation for the applicable BTC amount.
  - Select Involuntary as the Denied Boarding Type
  - Inoperable Seat shall be the reason for the rebooking
  - Select the applicable BTC amount

Section 9 - Flight Control > 200 - Non-Routine Flight Process

### Reopening Aircraft Cabin Doors

Revision date: 10/11/2017  
Supersede date: 03/28/2017

**Control:**

EFR

Do not open any aircraft cabin door if you are not trained.

If the aircraft doors are closed for departure and they need to be reopened for any reason (e.g. catering, updated crew paperwork, Maintenance, etc.):

- Station personnel shall notify the flight deck.
- Flight Deck will advise the Flight Attendants.
- **Applicable to 737 aircraft:** Follow the door opening procedures found in [Section 9.500-Aircraft Cabin Doors](#) for the door to be reopened.

**!!!WARNING!!!**

Failure to verify absence of the red strap before opening the door may result in deployment of the emergency slide, which may cause serious injury or fatality.

- **Applicable to Airbus aircraft:** Follow the door opening procedures found in [Section 9.500-Aircraft Cabin Doors](#) for the door to be reopened.

**!!!WARNING!!!**

All personnel are prohibited from opening the L1 Door from the inside of the Airbus aircraft. The L1 Door must be opened from the outside of the aircraft. Failure to follow these instructions may result in deployment of the evacuation slide, which may cause serious injury or fatality.

**!!!CAUTION!!!**  
If a red light in the view window is flashing DO NOT open the door. This light is a warning signal indicating the aircraft has not completely depressurized. The flight attendant will then notify the captain.

- **Applicable to Horizon Air E175 aircraft:** Follow the door opening procedures found in the [Horizon Air Services Manual Section 3](#) for aircraft cabin door to be reopened.
- **Applicable to SkyWest ERJ 175 aircraft:** Follow the door opening procedures found in the ERJ 175 Chapter of the SkyWest Contract Guidebook at [skywestconnex](#) for aircraft cabin door opening procedures.

**!!!WARNING!!!**  
All personnel are prohibited from opening the L1 Door from the inside of the Horizon Air E175 or SkyWest ERJ 175 aircraft. The L1 Door must be opened from the outside of the aircraft. Failure to follow these instructions may result in the deployment of the evacuation slide, which may cause serious injury or fatality.

Section 9 - Flight Control > 200 - Non-Routine Flight Process

### Battery Containment Bag

Revision date: 5/8/2023  
Supersede date: 5/3/2019

**Control:**

EFR

**Interface:**

[AS FAM](#)

QX FAM

737, Airbus, and Horizon Air E175 aircraft are equipped with battery containment bags designed to reduce the danger of mid-flight lithium-ion battery fires.

**Note:** On Airbus aircraft it may be referred to as a Laptop Containment Bag.

In the event of a lithium-ion battery fire, Station Leadership shall:

- Be notified by the SOC or Sector Manager Desk.
- Meet aircraft upon arrival.
- Store the containment bag in a secure, locked location.

**Note:** If SOC or Sector Manager Desk is unable to contact the Station, the Flight Crew will ask for Station Leadership upon arrival. The Battery Containment Bag may be given to a CSA/PSA if Station Leadership is not available. If a CSA/PSA receives a Battery Containment Bag, they should immediately notify a member of Station Leadership and advise the secure location of the bag.

The device is subject to an investigation and shall not be returned to the owner. Safety will contact the customer within 24 hours of the event in order to get a statement. In addition, Safety will contact Station Leadership to identify the next steps for the Battery Containment Bag.

Section 9 - Flight Control > 200 - Non-Routine Flight Process

**Live Door Risk**

Revision date: 10/11/2017  
Supersede date: 03/28/2017

**Control**  
EFR

**Applicable to Airbus, Horizon Air E175, and SkyWest ERJ 175 Aircraft:**

Any movement of the interior Main Handle while the door is ARMED potentially creates a "Live Door Risk," meaning the evacuation slide could deploy and inflate upon door opening.

A live door risk exists when the aircraft interior handle is partially raised and lowered back into the locked position before the door is disarmed.

Even though the door shows as "disarmed," it could actually be ARMED.

In the unlikely event this occurs upon aircraft arrival:

- Do not open the door until a thumbs up signal is received from the Flight Attendant.
- If the Thumbs up signal is not received, advise Operations of the situation to contact the Flight Crew for further instructions.
- Ensure only maintenance personnel approach the door.

In the event of an inadvertent slide deployment and passengers are unable to deplane through the L1 door, position equipment to deplane through the L2 door (aft left side door).

Do not open any aircraft cabin door if you are not trained.

**!!!WARNING!!!**  
All personnel are prohibited from opening the L1 Door from the inside of the Airbus, Horizon Air E175, or SkyWest ERJ 175 aircraft. The L1 Door must be opened from the outside of the aircraft. Failure to follow these instructions may cause the evacuation slide to deploy which may cause serious injury or fatality.

Section 9 - Flight Control > 200 - Non-Routine Flight Process

### R1 Door Deplaning and Boarding

Revision date: 1/19/2022  
Supersede date: New

#### Control

EFR

#### Interfaces

[CSM Vol. 3, Section 5.100 - Passengers Transitioning Ramp Areas](#)

AS FAM

AS FOM

#### **Applicable to flights operated with 737 aircraft only in the State of Alaska, except ANC and FAI**

Under certain conditions deplaning and boarding may be done through the R1 Door. This is done to ensure passengers and employees are safe and not exposed to jet blast, prop wash, or other hazards on the ramp during the deplaning and boarding process.

Conditions that may require use for deplaning and boarding through the R1 Door:

- Sustained, high winds (25-30MPH) and the aircraft must be pointed into the wind to prevent engine damage upon start up.
- The station is experiencing irregular operations by having more than one aircraft scheduled on the ground at a time requiring the aircraft to park in a different direction or location than normal.

**Note:** This operation is limited to non-jetbridge gates (e.g. taxi-in, taxi-out).

#### Prior to Arrival

- This process shall be coordinated between the station and the Captain of the flight via the air to ground radio when conditions warrant.
- The Captain will inform the Flight Attendants to prepare for deplaning and boarding through the R1 Door.
- Ensure controls (e.g. stanchions, etc.) are in place to guide passengers safely between the aircraft and terminal for deplaning and boarding.

#### Arrival and Deplaning

CSA/PSA shall:

- Follow standard procedures outlined on [Section 9.300 - Boarding Ramp/Portable Airstair Equipment](#) to verify the position of the ramp or stairs at the aircraft
- Follow standard door opening procedures outlined on [Section 9.500 - Aircraft Cabin Doors](#).

**Note:** The CSA/PSA shall stand to the left of the R1 Door when assisting with door opening on 737 aircraft.

- Remind Flight Attendant to advise passengers to watch their head as they deplane. The R1 Door is shorter than the L1 Door

### **Boarding and Departure**

CSA/PSA shall:

- Confirm with the RSA that it is safe to begin boarding.
- Follow standard boarding procedures outlined on [Section 9.600 - Initial Boarding](#) and [Section 9.600 - Boarding Procedures](#).
- Remind passengers to watch their head as they board through the R1 Door.
- Position an agent at the top of the boarding ramp or stairs to ensure a smooth entrance to the aircraft, if staffing allows.
- Follow standard final paperwork and door closure procedures outlined on [Section 9.600 - Final Flight Paperwork and Door Closing Procedures](#).

## 300 - Aircraft Arrival/Departure - Equipment

Section 9 - Flight Control > 300 - Aircraft Arrival/Departure - Equipment

### Jetbridge Overview

Revision date: 7/26/2023  
Supersede date: 8/11/2021

#### Control

EFR

#### Interface

[CSM Vol. 3, Section 10.100 - GSE Operation-Equipment Type/Air Conditioning Units \(Jetbridge-mounted\)](#)  
[CSM Vol. 7, Section 3.200 - Flight Monitoring](#)

The three types of jetbridges used are:

<b>Fixed Base</b>	This type does not have wheels and the floor of the jetbridge slides forward and backward.
<b>Radial Drive</b>	This type has wheels, but only moves forward and backward (to/from aircraft).
<b>Apron Drive</b>	This type has wheels and is steerable and moves in every direction.

#### !!! CAUTION !!!

If a situation becomes unsafe, stop the operation to resolve the unsafe condition at all points of guest boarding/deplaning.

All moveable guest loading bridges pose some safety risks because of large moving parts.

Extreme caution must be exercised when operating a jetbridge in any direction.

- A warning bell and/or flashing beacon indicates movement (or impending movement) of a loading bridge, but should not be relied upon for safety awareness.
- Agents may only operate the jetbridge alone when they have been properly trained and certified in the LMS.
- Station is responsible for training to proficiency and ensuring agents can operate the jetbridge safely.

Procedures in the [Jetbridge Operation](#) section address basic operating steps to be performed when operating jetbridges.

- Variations in jetbridge design may require modifications to these procedures.
- Local station Managers (including Maintenance, Fleet Service, etc.) are responsible for the development, training, and documenting of any additional specific operating procedures for their station's jetbridges.

### Irregular Jetbridge Operation

When normal jetbridge operation is not possible (e.g., jetbridge malfunction or irregular positioning of aircraft), the jetbridge operator shall:

- Communicate with Ramp, Lead agent, and/or Communication Coordinator to determine what action must be taken to deplane/enplane guests safely (e.g., repositioning of aircraft, use of airstairs, etc.).
- Deplane/enplane all guests in a safe and timely manner.
- For safety reasons, guests should be escorted between the terminal and the ramp via an airport terminal stairway.

If no airport terminal stairway is available, guests may use the jetbridge stairs, provided employees are present to ensure guest safety.

**Note:** Always close the roll-up door when using the jetbridge stairs for enplaning/deplaning of guests.

When deplaning/enplaning is accomplished, the agent shall immediately notify the Supervisor of the irregularity and/or jetbridge malfunction.

### Ground Power Cord and Conditioned Air

Most jetbridges are equipped with a ground power unit (GPU) and a thick power cable for supplying electricity to aircraft when parked at the gate.

Most jetbridges are also equipped with a conditioned air hose to keep the aircraft cabin from getting too hot or cold when the aircraft is at the gate. There may or may not be an indication in the cab if the conditioned air is in use.

Most jetbridges equipped with a GPU have an indicator on the control panel marked "400 HZ," or similar.

- This light only indicates whether power to the aircraft is turned on, or not.
- This light does not indicate whether the GPU cord is plugged into the aircraft, or not.

The power cable and conditioned air hose must be disconnected from the aircraft before the loading bridge may be repositioned or moved away from the aircraft - even if only for a short distance.

Contact the ramp agent to verify the ground power cord and conditioned air hose have been disconnected from the aircraft (station policy shall dictate the method of communication.)

**!!! CAUTION !!!**

Do not reverse or otherwise reposition a jetbridge if the power cord or air hose is still plugged into the aircraft. Doing so may pull on the cord or hose, which can damage the cord, hose and/or the aircraft.

When the jetbridge is positioned at the aircraft, do not operate the jetbridge with any safety devices or "bypass" switches disabled.

The bypass switch is designed to prevent the drive wheels from moving when the power cable is connected to the aircraft.

### **Jetbridge Canes**

Below is a list of material and dimensions for making jetbridge canes:

- 2 Stoppers (each stopper 1-inch high x 1 1/4-inch diameter)
- 2 Pieces of Red Tape
- 1 PVC Pipe (40 inches long x 3/4-inch diameter)  
On each end under rubber stopper, a strip of 1-inch wide red tape is visible.

**Example:**



**Note:** If unable to make additional inventory, jetbridge canes can be requested via the Manager of Passenger Service Policies & Procedures.

### Section 9 - Flight Control > 300 - Aircraft Arrival/Departure - Equipment

#### Passenger Boarding Equipment Safety

Revision date: 5/8/2023  
Supersede date: 8/11/2021

##### Control

EFR

Employees may only operate jetbridges, boarding ramps or portable stairs if they have been properly trained, certified in the LMS, or are observed by their designated trainer.

Regardless of what type of equipment is used for customer boarding/deplaning, it is the operator's responsibility to ensure the equipment is functioning properly.

If there is a question regarding the safe operation of the boarding ramp or portable stairs, the operator must stop all movement and contact a Ramp Lead, agent Lead, Communication Coordinator or Manager/Supervisor.

When the jetbridge, boarding ramp, or portable stairs are not in use they must be parked outside the "circle of safety" or within a designated parking area.

Employees must wear hearing protection any time they are in a noisy environment (such as on the ramp and/or jetbridge).

Safety vests are to be worn by employees working on the ramp (if required by your station).

Concern for the well-being of the passenger on the ramp shall carry a high priority.

#### Ensuring Passenger Safety

These measures will help ensure the safety of passengers during boarding and deplaning on the ramp.

- Be certain there are no obstacles to the passengers in the pathway between the plane and gate (e.g., fueling hoses, grounding wires, power cables, ice, snow, oil, or grease patches).
- Vehicles are restricted from crossing the loading path during passenger boarding and deplaning.
- Passengers are not allowed behind the aircraft wing on the ramp,

**Exception:** Passengers are allowed behind the wing when boarding or deplaning 737, Horizon Air E175, SkyWest ERJ 175, or Airbus aircraft through the aft door.

- Be aware of movements of other aircraft before allowing passengers to board or deplane.
- Passengers shall not be exposed to hazards such as jet blast, prop wash, spinning props, or prolonged high noise levels.
- Control movements of passengers on the ramp. Be certain they are not allowed to roam free.

- Passengers are never allowed access to aircraft cargo compartments or checked baggage on the ramp.
- Minimum crew shall be onboard the aircraft prior to boarding any passengers.

### **Injury Procedures**

If a passenger is injured, the agent shall follow the procedures listed below:

- Do not move the passenger except to avoid further injury or if they are in imminent danger.
- Summon assistance.
- Remove the hazard, if it still exists.
- Notify the immediate supervisor on duty.
- See that further medical attention is offered to the passenger by a physician.
- Injury reports (in the AAG Safety Reporting system) shall be completed as soon as possible (no later than 24 hours).

### **Safety Responsibilities When Boarding and Deplaning**

If possible, an agent shall be positioned at the airstairs during the entire deplaning and boarding process.

The agent's responsibilities include, but are not limited to the following:

- Greet passengers with a smile and offer assistance to passengers whenever possible.
- When boarding flights, assess carry-on baggage size appropriateness, tagging oversize carry-on baggage to be loaded in the cargo compartment.
- Ensure passengers are not exposed to hazards.
- Ensure passengers remain in the designated walk areas and do not wander around the ramp.
- Ensure passengers are not smoking.

Section 9 - Flight Control > 300 - Aircraft Arrival/Departure - Equipment

**Jetbridge Door Security**

Revision date: 5/31/2017

Supersede date: 02/02/2015

**Control**

EFR

**CEME: M9**

The jetbridge operator is responsible for ensuring aircraft access is limited to only passengers who are actively enplaning/deplaning, airline personnel, and other authorized persons.

To prevent unauthorized access to an aircraft:

- The top jetbridge door shall remain closed when operating a jet bridge for flight arrival or departure.
- A CSA/PSA shall remain at the top or bottom of a jetbridge when the jet bridge door is open for customer enplaning/deplaning.
- Jetbridge doors and/or ramp access doors shall not be left open and unattended. The doors shall remain closed when the CSA/PSA leaves the doorway area.
- Codes for jet bridges/ramp access doors are not provided to crewmembers at most airports; therefore, it is the responsibility of the gate agent to open the door for crewmembers to access the aircraft.
- If an aircraft is parked at a jetbridge, left unattended, or will remain overnight (RON), aircraft access shall be restricted. If this cannot be accomplished by closing/locking the jetbridge access door, agents may close the aircraft door and pull the jetbridge away from the aircraft to prohibit unauthorized access.

**Note:** The Mobile Bridge Adapter (MBA) and jetbridge must be removed and aircraft door(s) closed and secured to comply with TSA guidelines of preventing unauthorized access to the aircraft.

Section 9 - Flight Control > 300 - Aircraft Arrival/Departure - Equipment

### Jetbridge Operations for 737 and Airbus Aircraft

Revision date: 8/11/2021  
Supersede date: 12/30/2019

#### Control

EFR

A current jetbridge certification is required for all agents who operate jetbridge equipment. While working toward completing a jetbridge certification, agents may only operate jetbridge equipment when observed by a Trainer or designee.

The jetbridge shall be positioned outside the Circle of Safety (COS) or within the designated safety zone on the ramp.

If the COS or safety zone is not indicated on the ramp, ensure equipment is staged at least five feet away from the aircraft parking area.

If the jetbridge door obstructs the view between the jetbridge operator and the aircraft during the meeting process, the door must remain open.

**Note:** If your airport's guidance is more restrictive than AAG, follow the most restrictive jetbridge policy and procedure.

### Aircraft Pre-Arrival Procedures

The following items are to be completed no later than A-5.

- Step outside the door of the jetbridge that leads to the ramp and ensure area around jetbridge, including the circle of safety, is clear. Walk down the jetbridge stairs if necessary.

**Note:** Ground Equipment may be inside the circle of safety if there is a designated box indicated on the ramp (e.g. fuel cart).

- Ensure the Pre-Conditioned Air (PCA) and power/service cables will not be damaged when positioning the jetbridge if applicable
- Turn on jetbridge power for all required accessories.
- Perform a visual inspection of jetbridge for any protruding items that may come in contact with the aircraft.
- Ensure canopy is fully retracted.
- Verify jetbridge wheels are pointed forward, if not adjust.

- Check steering mechanisms, vertical drive, cab rotate, forward and reverse.
- Position cab properly to meet aircraft.
  - Use cab marker for pre-arrival if equipped.
- Test auto-leveler function by turning the auto-leveler wheel with the designated cane, or use your approved station-specific procedure.

**Exemption:** For jetbridges that have auto-levelers that cannot be tested, the auto-lever is not required to be tested.

### **Aircraft Arrival Procedures**

- Perform a visual inspection of the area around the L1 door for signs of damage as the aircraft parks.
- Only move the jetbridge forward after the aircraft has stopped and the nose gear wheels are chocked.
  - The engines are not required to be off or shut down.
- Ensure jetbridge door bumper marker is lined up with the right corner of the aircraft door.
  - Close the aircraft door and reverse jetbridge at least three (3) feet from aircraft if an adjustment is needed.
  - Ramp agents may need to reposition the aircraft if the jetbridge is a fixed base.
- Position the jetbridge 1 to 2 inches away from the aircraft.
  - The jetbridge bumper shall be 1 to 3 inches below the L1 Door; the metal kick plate must be visible.
  - The jetbridge shall never contact ("kiss the aircraft") or rest on the aircraft, while being positioned, or once parked.
- Advise your Lead, Supervisor, or the crew if you observe any areas of damage around the L1 door or if the jetbridge made contact with the aircraft, so Aircraft Maintenance can be notified to inspect the aircraft. Complete an incident report in Report It!

**!!! CAUTION !!!**  
Aircraft damage may result if the jetbridge contacts the aircraft at any time.

- Turn switch to "Auto-Level."
- Refer to [Section 9.500-Aircraft Cabin Doors](#) for aircraft arrival door opening procedures.
- Hand the cabin temperature sensor to the "A" flight attendant if the jetbridge is equipped.

- Lowering the canopy is optional unless experiencing inclement weather.
  - Lower right and left sides of canopy, stop short of touching flight deck window.
  - This may be done after the L-1 door is open and as passengers are deplaning.

**Note:** Due to jetbridge differences the order for engaging the auto leveler and lowering the canopy may vary.

If the aircraft is going to remain overnight, ensure the canopy is lowered after the L-1 door is open.

**!!!CAUTION!!!**  
The agent shall ensure the auto-leveler is set after canopy is in place and before leaving the jetbridge control panel.

### Aircraft Departure Procedures

- Agent shall ensure the L1 door handle is correctly secured and flush within the door handle's recess area.
- Step outside the door of the jetbridge that leads to the ramp and ensure area around jetbridge is clear.
- Verify the power/service cables (e.g. conditioned air and ground power) are unplugged and stowed, and the intended jetbridge movement path is clear. The jetbridge may be retracted approximately 2 feet for a visual inspection if necessary.
- Turn jetbridge operating power on.
- Fully retract canopy.
- Slowly reverse jetbridge back outside the circle of safety or at least five feet (if a circle of safety is not marked) from the aircraft while remaining in the designated jetbridge parking area.
- Remain in jetbridge, planeside until aircraft has pushed clear - this ensures the agent is available if the jetbridge needs to be repositioned to reopen the L1 door and prevent unauthorized access.
- Close roll up door.
- Turn power switch to off.
- Turn off all the lights.

**Note:** When the jetbridge is left unattended and parked at an aircraft, the canopy must be kept in the raised position to

prevent damage due to severe weather (e.g., high winds, heavy snows, ice storms, etc.).

When an operational problem is found:

- Push the stop button.
- Notify station leadership immediately.
- When an operational problem cannot be repaired, notify station management that the jetbridge is out of service.

Section 9 - Flight Control > 300 - Aircraft Arrival/Departure - Equipment

**Jetbridge Operations for Horizon Air E175 and SkyWest ERJ-175 Aircraft**

Revision date: 1/27/2022  
Supersedes date: 8/11/2021

**Control**  
EFR

A current jetbridge certification is required for all agents who operate jetbridge equipment. While working toward completing a jetbridge certification, agents may only operate jetbridge equipment when observed by a Trainer or designee.

The jetbridge shall be positioned outside the Circle of Safety (COS) or within the designated safety zone on the ramp.

If the COS or safety zone is not indicated on the ramp, ensure equipment is staged at least 5 feet away from the aircraft parking area.

If the jetbridge door obstructs the view between the jetbridge operator and the aircraft during the meeting process, the door must remain open.

When an operational problem is found:

- Push the stop button.
- Notify station leadership immediately.
- When an operational problem cannot be repaired, notify station management that the jetbridge is out of service.

**Note:** If your airport's guidance is more restrictive than AAG, follow the most restrictive jetbridge policy and procedure.

**Aircraft Pre-Arrival Procedures**

The following items are to be completed no later than A-5.

- Step outside the door of the jetbridge that leads to the ramp and ensure area around jetbridge is clear. Walk down the jetbridge stairs, if necessary.

**Note:** Ground Equipment may be inside the circle of safety if there is a designated box indicated on the ramp (e.g. fuel cart).

- Ensure the Pre-Conditioned Air (PCA) and power/service cables will not be damaged when positioning the jetbridge if applicable

- Turn on jetbridge power for all required accessories.
- Perform a visual inspection of jetbridge for any protruding items that may come in contact with the aircraft.
- Ensure canopy is fully retracted.
- Verify jetbridge wheels are pointed forward, if not adjust.
- Check steering mechanisms, vertical drive, cab rotate, forward and reverse.
- Position cab properly to meet aircraft.
  - Use cab marker for pre-arrival if equipped.
- Test auto-leveler function by turning the auto-leveler wheel with the designated cane, or use your approved station-specific procedure.

**Exemption:** For jetbridges that have auto-levelers that cannot be tested, the auto-lever is not required to be tested.

### **Aircraft Arrival Procedures**

- Perform a visual inspection of the area around the L1 door for signs of damage as the aircraft parks.
  - Only move the jetbridge forward after the aircraft has stopped, nose gear chocked, and approval from the Guide Person.
- Note:** Guide Person is applicable to SkyWest ERJ 175 flights only.
- **Applicable to SkyWest ERJ 175:** Refer to the Passenger Boarding Device Program Manual SP 6400 at [skywestconnex](#) for Guide Person Duties.
  - Rotate the cab to ensure the jetbridge bumper is parallel with the aircraft.
    - The cab must remain at least three feet from the aircraft during cab rotation.
  - Ensure jetbridge door bumper marker is lined up with the right corner of the aircraft door.
    - Reverse jetbridge at least three (3) feet from aircraft if an adjustment is needed.
    - Ramp agents may need to reposition the aircraft if the jetbridge is a fixed base.
  - Make vertical adjustments (up or down), ensuring the following:
    - The jetbridge bumper shall be two inches below the L1 Door; the metal kick plate must be visible.
    - The distance of the jetbridge shall be two inches away from the aircraft.

- The jetbridge shall never contact ("kiss the aircraft") or rest on the aircraft, while being positioned, or once parked.
- Advise your Lead, Supervisor, or the crew if you observe any areas of damage around the L1 door or if the jetbridge made contact with the aircraft, so Aircraft Maintenance can be notified to inspect the aircraft.

**!!!CAUTION!!!**  
Aircraft damage may  
result if the jetbridge  
contacts the aircraft at  
any time.

- Turn switch to "Auto-Level."
- The agent shall look in the porthole of the L1 Door for the thumbs-up from the flight attendant.

**!!!CAUTION!!!**  
Do not knock on the L1  
door.

**Note:** Do not open the L1 Door until the thumbs-up signal is received from the flight attendant. When the thumbs-up signal is not received contact operations to contact the Flight Crew for further instructions.

- **Applicable to Horizon Air E175 aircraft:** Refer to the [Horizon Air Services Manual](#) for aircraft cabin door opening procedures.
- **Applicable to SkyWest ERJ 175 aircraft:** Refer to the ERJ 175 Chapter of the SkyWest Contract Guidebook at [skywestconnex](#) for aircraft cabin door opening procedures.

**!!!WARNING!!!**

All personnel are prohibited from opening the L1 Door from the inside of Horizon Air E175 or SkyWest ERJ 175 aircraft. The L1 Door must be opened from the outside of the aircraft. Failure to follow these instructions may cause the evacuation slide to deploy which may cause serious injury or fatality.

- Lowering the canopy is optional unless experiencing inclement weather. Deploy the canopy without making contact with the aircraft to prevent damage to the pitot tubes, antennae, windshield, AOA vane, and static port.

**Note:** Due to jetbridge differences the order for engaging the auto leveler and lowering the canopy may vary.

**!!!CAUTION!!!**

The agent shall ensure the auto-leveler is set after canopy is in place and before leaving the jetbridge control panel.

Horizon and SkyWest permit the optional use of a transition plate between the aircraft and jetbridge to mitigate height, distance, or safety-related irregularities.

- Refer to the [Horizon Air Manual Passenger Loading Bridge Procedures with TJordan Air](#) for pre-positioning, storing, and use.
- Refer to the [SkyWest Passenger Boarding Device Program Manual SP 6400](#) at [skywestconnex](#) for pre-positioning, storing, and use.

**Note:** Stations shall move the transition plate at the Flight Attendant's request for the first flight of the day or crew change so they can partially close the L1 door to check the gauge as part of their pre-flight safety inspection.

## Aircraft Departure Procedures

**Applicable to SkyWest ERJ 175:** The flight attendant will communicate they are ready for departure and the flight attendant will close the L1 Door.

**!!!CAUTION!!!**  
Stand clear of the L1  
Door; the external  
handle swings down  
into position quickly and  
may cause injury.

**Applicable to Horizon Air E175 aircraft:** The Flight Attendant will communicate to the CSA/PSA they are ready for door closure.

- The CSA/PSA will close the L1 Door. Refer to the [Horizon Air Services Manual](#) for aircraft cabin door closing procedures

### Applicable to Horizon E175 and SkyWest ERJ 175:

- Agent shall ensure the L1 door handle is correctly secured and flush within the door handle's recess area. This can be accomplished with a tactile inspection.
- Step outside the door of the jetbridge that leads to the ramp and ensure area around jetbridge is clear.
- Verify with the Guide Person or a Ramp/Ground Service Agent the power/service cables (e.g. conditioned air and ground power) are unplugged and stowed, and the intended jetbridge movement path is clear.

**Note:** Guide Person is applicable to SkyWest  
ERJ 175 flights only.

- Turn jetbridge operating power on.
- Fully retract canopy.
- **Applicable to SkyWest ERJ 175:** Upon Guide Person clearance, slowly move the jetbridge away from the aircraft to its parking location.
- Slowly reverse jetbridge back outside the circle of safety or at least five feet (if a circle of safety is not marked) from the aircraft while remaining in the designated jetbridge parking area.
- Remain in jetbridge, planeside until aircraft has pushed clear - this ensures the agent is available if the jetbridge needs to be repositioned to reopen the L1 door and prevent unauthorized access.
- Close roll up door.
- Turn power switch to off.
- Turn off all the lights.

**Note:** When the jetbridge is left unattended and parked at an aircraft, the canopy must be kept in the raised position to prevent damage due to severe weather (e.g., high winds, heavy snows, ice storms, etc.).

Section 9 - Flight Control > 300 - Aircraft Arrival/Departure - Equipment

**Remain Overnight (RON) Aircraft/Aircraft Towed to Gate**

Revision date: 5/8/2023

Supersede date: 5/31/2017

**Control**

EFR

**CEME M9**

Aircraft parked at a gate overnight may be boarded by maintenance personnel for inspections/repairs that could require repositioning the jetbridge.

Agents operating a jetbridge for the first flight of the day (RON) aircraft, must reference the Jetbridge Operations section to prepare for boarding and departure.

Aircraft towed to the gate may not be aligned properly with the jetbridge and may not allow passenger boarding without damage to the jetbridge or aircraft.

Agents operating a jetbridge for the first flight after an aircraft has been towed to the gate must use the Jetbridge Operations section to prepare for boarding and departure.

**Applicable to flights operated with Horizon Air E175 aircraft only.**

Ensure all doors, hatches and access points are closed or secured.

For aircraft operated at a gate with a jetbridge, the last individual leaving the main cabin shall ensure the jetbridge is pulled away from the aircraft and the main cabin door closed.

Only an individual trained in jetbridge operations may perform this action.

- Agents shall ensure all cargo compartment doors are closed when the aircraft is unattended.

Revision date: 5/31/2017

Supersede date: 03/28/2017

**Control**

EFR

**CEME M9**

Aircraft parked at a gate overnight may be boarded by maintenance personnel for inspections/repairs that could require repositioning the jetbridge.

Agents operating a jetbridge for the first flight of the day (RON) aircraft, must reference the Jetbridge Operations section to prepare for boarding and departure.

Aircraft towed to the gate may not be aligned properly with the jetbridge and may not allow passenger boarding without damage to the jetbridge or aircraft.

Agents operating a jetbridge for the first flight after an aircraft has been towed to the gate must use the Jetbridge Operations section to prepare for boarding and departure.

**Applicable to flights operated with Horizon Air E175 aircraft only.**

Ensure all doors, hatches and access points are closed or secured.

For aircraft operated at a gate with a jetbridge, the last individual leaving the main cabin shall ensure the jetbridge is pulled away from the aircraft and the main cabin door closed.

Only an individual trained in jetbridge operations may perform this action.

- Agents shall ensure all cargo compartment doors are closed when the aircraft is unattended.

Section 9 - Flight Control > 300 - Aircraft Arrival/Departure - Equipment

### Boarding Ramp/Portable Airstair Equipment

Revision date: 5/8/2023

Supersede date: 12/11/2019

**Control**  
EFR

**Applicable to flights operated with 737 and Airbus aircraft only.**

When customers will not board/deplane via a jetbridge, boarding ramps or portable airstairs may be used (based on equipment availability at the station).

Employees must wait for aircraft wheels to be chocked, engine power to be shut down, and "all clear" signal is given by the Primary Marshaler before approaching aircraft with boarding ramps or portable stairs.

#### !!!WARNING !!!

All personnel, with the exception of power and chock agents as stated in the CSM, must stay clear of the Circle of Safety (or outside the wingtips in stations without a COS) until the engines are shut down and the anti-collision lights are turned off. The spiral pattern on the engine spinner cone must be clearly visible before the engines are considered shut down.

Agents are responsible to verify placement of the ramp or stairs prior to customer use.

Agents may only physically assist with equipment placement if they have been properly trained to do so, by a designated trainer. While working toward completing a Non-Jetbridge equipment qualification, agents may only operate equipment when observed by a trainer or designee.

The floor/bumper of the boarding ramp or portable stairs must be:

- Approximately 2 inches from the aircraft (not resting against the fuselage).
- At least 6-8 inches below the bottom of the aircraft door (to allow room for height adjustment).

Safety rails must be extended on both sides, 1-2 inches away from the fuselage.

Refer to [Section 9.500-Aircraft Cabin Doors](#) for aircraft arrival door opening procedures.

When the ramp or stairs are not placed properly, the agent shall coordinate with ramp personnel to re-position the equipment.

**| Applicable to flights operated with Horizon Air E175 aircraft only.**

Agents may only physically assist with equipment placement if they have been properly trained to do so, by a designated trainer.

Refer to the [QX Services Manual](#).

**| Applicable to flights operated with SkyWest ERJ 175 aircraft only.**

Agents may only physically assist with equipment placement if they have been properly trained to do so, by a designated trainer.

Refer to SkyWest's Passenger Boarding Device Program Manual (SP 6400) at [skywestconnex](#).

Section 9 - Flight Control > 300 - Aircraft Arrival/Departure - Equipment

### Snow Mats

Revision date: 5/8/2023  
Supersede date: 5/31/2017

**Applicable to 737 and Airbus aircraft in all stations, and Horizon Air E175 aircraft operating in the State of Alaska only.**

When snow or ice conditions are present, Snow Mats shall be used in all stations when boarding an aircraft from the tarmac with boarding ramps or stairs.

- The mat shall not be placed onboard the aircraft until deplaning is complete.
- Optional for jetbridge operations during snow or ice conditions.

The mats are 6 pounds and 2 ft. x 3 ft. and ordered through PeopleSoft.

#### Positioning and Removal:

The mat shall be placed in the aircraft entry way covering the door sill.



**Note:** When using a Triple ramp (e.g. SEA),  
the mat shall be placed up to and not  
cover the door sill.

Upon request give the Flight Attendant additional Soak Pads. Ordered through PeopleSoft.

After boarding is complete, remove the mat.

Agents should assist the Flight Attendant wiping up any residual moisture after boarding is complete.

CSA should remove used cleaning supplies.

**Note:** When dual boarding, catering must be completed before the mat is in place or completed after the mat has been removed.

**Storage:**

The mats shall be stored in a station designated location inside the terminal and flat to prevent the mat from freezing.

Mats shall not be stored rolled up to prevent the mat from being a tripping hazard when used.

**Left Onboard Aircraft:**

When advised, return left onboard mats to the correct origin station.

## 400 - Pre-Flight Preparation

Section 9 - Flight Control > 400 - Pre-Flight Preparation

### Pre-Flight Tasks

Revision date: 2/15/2023  
Supersede date: 1/4/2023

#### Controls

14CFR 121.311(b)(2)(i), 121.305(d), 121.331(b)(2)(ii)(A-D)

Ops Spec A022

EFR

**QX CEME: D2**

***Policy and procedures regarding exit seats cannot be revised without prior regulatory approval and revision of Operations Specification A022 (Ops Spec A022) for Alaska Airlines.***

**Applicable to flights operated with 737 and Airbus aircraft only.**

**The "A" Agent shall:**

- Go onto the aircraft at 60 minutes prior to departure or delegate this responsibility to another agent. Walk to the exit rows in the aircraft cabin and assess if the cabin temperature would be safe for guests to board.
  - If it is, the agent will proceed with standard pre-flight tasks.
  - If it is not, the agent will call the Communication Coordinator (CC) and advise them if the cabin temperature is too hot or too cold. The CC will take the appropriate action to bring the temperature back into an acceptable range.
  - Contact Fleet Service if requested by the Flight Attendant.
- Become familiar with all aspects of their flight, including:
  - Inbound and outbound guest counts, taking note of through guests and connecting guests.
  - Inbound and outbound SSR guests.
- Verify and update outbound SSR request and add appropriate remarks (e.g., WCHR assistance needed in the outbound station only).
- Display applicable Gate Information Display System (GIDS) messages (e.g., Wi-Fi, [Upgrades](#), and Meal Service etc.).
- Display the Departure Timeline-AS tool for the departing flight.
- Determine if the aircraft has any inoperative seat power by looking for the yellow exclamation point indicator. When the indicator is displayed:
  - Advise affected guest(s) seat power is unavailable.

- Offer an alternate seat if available. If offering an exit seat, ensure the guest is qualified to sit in [an exit seat](#).
- Use the Empowerment Toolkit to provide compensation if necessary.
- Communicate and coordinate efforts with other workgroups to ensure an on-time departure.
- Investigate and react accordingly to any flight irregularities.
- Receive pilot paperwork for thru crews and deliver to B Agent.
- Conduct a verbal briefing with the “A” flight attendant at the gate podium.
  - **Thru Flight Procedures:** Compare [R-Text](#) to determine if crew is turning. “B” Agent shall conduct a verbal briefing (see [Agent/FA Briefing](#)) with the thru crew.
- Assist with gate area sweep for SSRs and oversize/excess bags.
- The agent will identify, tag, and charge for any item in the boarding area that does not meet the carry-on baggage and/or personal item limitations and guest baggage allowance.
- Ask “*Do you have any prohibited items or lithium batteries in your bag?*” May need to give examples of prohibited items to the guest (e.g., e-cigarettes, lighters, power banks, etc.). If they answer “Yes,” they will need to take the device(s) and/or batteries in the cabin with them.
- Refer to [Section 6.200-Restricted Items-Checked Baggage](#) for additional Smart/eBag information.

**Note:** Some smart bags contain more than one battery. Ensure all batteries have been removed.

- Share general flight information and coordinate turn tasks with other agents assigned to the flight.
- Routinely scan the departure gate area, for guests behaving strangely (possibly indicating intoxication), guests who might require a second seat and guests displaying obvious signs of medical needs or medical distress.
- Contact a Lead and/or MedLink, as appropriate; see [Volume 2, section 5.200](#) for more MedLink information.
- Pre-reserve seats for parties of 2 or more who do not have assigned seats, when possible.

**Note:** Do not pre-reserve exit row seats without ensuring those guests are willing and qualified under FAA mandated Exit Row seating criteria.

### Reduced Overhead Carry-on (ROC) Procedures

The “A” agent is responsible for initiating Reduced Overhead Carry-on (ROC) flight procedures.

The Boarding and Control Agent mobile apps display the ROC target which is the number of bags to check at the gate. Meet but do not exceed the ROC Target shown in the Boarding or Control Agent Apps in CSA Mobile.

- Identify, tag and charge for any item in the boarding area that exceeds the 1+1 carry-on baggage allowance or size limitation by walking around the boarding area to assess bags.
- Ask “*Do you have any prohibited items or lithium batteries in your bag?*” May need to give examples of prohibited items to the guest (e.g., e-cigarettes, lighters, power banks, etc.). If they answer “Yes,” they will need to take the device(s) and/or batteries in the cabin with them.
- The “B” agent shall continue to walk around the boarding area and solicit for bags. If necessary, send guest(s) to the “A” or “C” agent to help generate bag tags for carry-on times.

**Note:** Some smart bags contain more than one battery. Ensure all batteries have been removed.

- Refer to the ROC announcement in the Boarding Agent App.
- Guests who volunteer to ROC their bags when solicited by an agent may board after Group C.
- When using the ROC procedures, agents shall tag roller bags as needed until they have met the ROC Target provided in the Boarding and/or Control Agent Apps.
- Issue auto-generated bag tag via CSA Mobile.

**Note:** If your station does not have a bag tag printer installed at the gate use Generic Destination Tag ([TZ-46](#)).

- When guest trigger points have been reached, contact the FAs to learn how many more roller bags may be accommodated in the overhead bins. Once those numbers of bags have been reached, start tagging accordingly.

**Note:** Central Load Planning (CLP), the Communication Coordinator, or Pilot may contact you to adjust the ROC Target due to weight and balance. In these cases, follow the new advised ROC Target.

- Ensure all ROC bags are in the jetbridge or planeside by D-15.
- Use the “Removed from Cabin” option in CSA Mobile for each bag, that is removed from the cabin.
- Only complete the ROC Report when bags come out of the cabin.

**The “B” Agent shall:**

- Report to the gate at the earlier of the following: 15 minutes prior to arrival, or 45 minutes prior to departure.
- Receive a flight update from the “A” Agent regarding flight, turn, and SSR passenger information.
- Obtain a printed Arrival Information Report and/or pilot paperwork, as necessary.
- The meeting agent shall take the Arrival Report to the aircraft, to provide connecting gate information.
- Whenever pilots turn with the aircraft, pilot paperwork will be delivered to the aircraft, regardless of ground time.
- **VDRP** Contact a flight attendant onboard the aircraft immediately prior to the start of preboarding and ask, *"Is the minimum crew onboard?", "Is the cabin clean and temperature safe for boarding?", and "Is Single Door Catering of the forward galley complete?"*. After these questions have been asked, the agent will wait for one of the following responses:
  - If the flight attendant answers "yes," boarding can begin.
  - If the flight attendant answers "no," boarding shall not begin until minimum crew is onboard, the cabin is clean, and safe for boarding.
- *Is the cabin clean and temperature safe for boarding?*
- *Is Single Door Catering of the forward galley complete?*

**Note:** This question is only applicable at Single Door Catering designated gates, or when advised by Station Operations. Single Door Catering will take place at a gate not pre-approved

- If the flight attendant answers "yes," the agent will proceed with standard pre-flight tasks.
- If the flight attendant answers "no," boarding shall be held.
- Coordinate with the flight attendant what needs to be resolved.
- Contact the Communication Coordinator (CC) or Ground Service Agent (GSA) and advise them that the temperature is too hot or too cold. The CC shall take appropriate action to bring the temperature back into a safe range.
- Coordinate with the Fleet Lead and the flight attendant to determine when pre-boards (e.g., guests with disabilities, Junior Jetsetters, Armed Individuals, etc.) and First Class may board.
- The Flight Attendant shall advise the CSA when catering of the forward galley is complete.
- Provide the "A" flight attendant with phone prior to boarding if applicable for station.
- Coordinate turn tasks with other agent(s) assigned to the flight.

**Applicable to flights operated with Horizon Air E175 and SkyWest ERJ 175 aircraft only.**

During the inbound call to Operations, the flight crew will advise the station of any information or needs that may delay the on-time departure of the outbound flights (e.g., anticipated maintenance, fueling, rest requirements, passenger cabin cleaning, etc.). Operations at the hubs will determine the status of the aircraft and ETDS then communicates this information through flight following (FLIFO) or by radio, when applicable.

The Boarding Agent shall:

- Become familiar with all aspects of their flight, including:
  - Inbound and outbound guest counts, taking note of through and connecting guests.
  - Checking the Minimum Equipment List (MEL) via either:
    - **Applicable to flights operated with Horizon air E175** - the FOGS application or the MARGWX STAR.
    - **Applicable to flights operated with SkyWest ERJ 175 aircraft** - Flight Status Inquiry in [skywestconnnexion.com](http://skywestconnnexion.com).
  - Verify aircraft type.
  - Inbound and outbound SSR guests - verify and update outbound SSR request, adding appropriate remarks in CSA Mobile (e.g., WCHR assistance needed in the outbound station only) if applicable.
- **Applicable to flights operated with Horizon Air E175 aircraft only:** Display the Departure Timeline-QX for departing flight and monitor the timeline throughout the boarding process.
- Display Gate Information Display System (GIDS) messages if applicable (e.g., Meal Service, etc.).
- Communicate and coordinate efforts with other workgroups to ensure an on-time departure.
- Investigate and react accordingly to any flight irregularities.
- Assist with gate area sweep for SSRs and oversize/excess bags.
- Identify, tag, and charge for any item in the boarding area that does not meet the carry-on baggage and/or personal item limitations and guest baggage allowance.
- Ask “*Do you have any prohibited items or lithium batteries in your bag?*” May need to give examples of prohibited items to the guest (e.g., e-cigarettes, lighters, power banks, etc.). If they answer “Yes,” they will need to take the device(s) and/or batteries in the cabin with them.

**Note:** Some smart bags contain more than one battery. Ensure all batteries have been removed.

- Routinely scan the departure area for guests behaving strangely (possibly indicating intoxication), guests who might require a second seat, and guests displaying obvious signs of medical needs or medical distress.

- Contact a Lead and/or MedLink, as appropriate; see [Volume 2, section 5.200](#) for more MedLink information.

**| Applicable to flights operated with Horizon Air E175 aircraft only.**

#### **Irregular Commodities**

- Agent or designee shall ensure CLP is notified when irregular items are checked so they can be added to the Load Plan (e.g., electric wheelchair).

#### **Cabin Seat Baggage and Large Service Animals**

- Boarding Agent or designee shall notify CLP and the Flight Attendant when a guest has purchased an additional seat for items as Cabin Seat Baggage (CBBG), e.g., musical instruments, or purchased a Comfort Seat (EXST) to accommodate a large service animal.
- CSA shall advise the guest to sit in their assigned seat onboard the aircraft.

**Note:** This does not apply to guests traveling with a service animal or pet that occupies the same seat space as the guest.

#### **Non-Standard Passenger Weight Flights**

- When an agent becomes aware of an identifiable sports team, military group, etc. that are significantly outside the average passenger weight the agent shall contact CLP.
- CLP may request the station solicit the weight or weigh each guest within the group.
  - Agent or designee shall notify CLP of weight and assigned seats of each guest in the group. Agent shall advise the group not to move from their assigned seat and advise the flight attendant.
  - After passenger boarding is complete, notify CLP of the guest seating information via phone or fax.
- If a carry-on/carry-out item is not representative of the normal profile, contact CLP who may ask you to weigh that item and provide the weight to CLP.

**Applicable to flights operated with Horizon Air E175 and SkyWest ERJ 175 aircraft only.**

#### **Reduced Overhead Carry-on (ROC) Procedures**

The gate agent is responsible for initiating Reduced Overhead Carry-on (ROC) flight procedures.

The Boarding and Control Agent Apps display the ROC Target which is the number of bags to check at the gate. The ROC target shall not be exceeded.

When CSA Mobile provides a ROC Target, the gate agent shall:

- Identify, tag, and charge for any item in the boarding area that exceeds the 1+1 carry-on baggage allowance or size limitation by walking around the boarding area to assess bags.
- Ask “*Do you have any prohibited items or lithium batteries in your bag?*” The agent may need to give examples of prohibited items to the guest (e.g., e-cigarettes, lighters, power banks, etc.). If they answer “Yes,” they will need to take the device(s) and/or batteries in the cabin with them.

**Note:** Some smart bags contain more than one battery. Ensure all batteries have been removed.

- Continue to walk around the boarding area and solicit for bags. If necessary, ask a teammate to help generate bag tags for carry-on items.
  - Refer to the ROC announcement in the Boarding Agent App.
  - Guests who volunteer to ROC their bags when solicited by an agent may board after Group C.
- When using the ROC procedures, agents shall tag as many roller bags as needed until they have collected the amount displayed in FlightView, but the guest will not be allowed to preboard.
- Issue auto-generated bag tag via CSA Mobile.

**Note:** If your station does not have a bag tag printer installed at the gate use Generic Destination Tag ([TZ-46](#)).

- Message the FA towards the end of boarding to ask if there is overhead bin space available unless the FA advises the gate agent of limited space for bags in the cabin. This may be done through Team Messaging or other established means of communication.

**Note:** Central Load Planning (CLP), the Load Coordinator, or Pilot may contact you to adjust the ROC Target due to weight and balance. In these cases, follow the new advised ROC Target.

- Ensure all ROC bags are in the jetbridge or planeside by D-15
- Use the “Removed from Cabin” option in CSA Mobile for each bag, that is removed from the cabin
- Only complete the ROC Report when bags come out of the cabin

### Section 9 - Flight Control > 400 - Pre-Flight Preparation

#### Essential Clean Plus

Revision date: 5/12/2021  
Supersede date: 8/1/2020

Essential Clean Plus will ensure our customers have a clean and safe aircraft cabin for their journey.

The cleaning process will begin soon after door opening, during customer deplaning.

Flight Attendants will conduct a visual inspection of the cabin, galleys, and lavatories and are satisfied with the level of cleanliness: seatbelts are crossed, lavatory appears to be fresh, seatbacks, and floors are free of debris.

If the Flight Attendants identify cleaning to be addressed, they will advise an agent Fleet is still cleaning the cabin or the need for Fleet to return if they aren't onboard.

Boarding shall be held until Fleet returns to the aircraft, if they are not currently onboard.

Minimum crew shall be onboard before any customers are boarded.

CSA/PSAs shall coordinate with the Fleet Lead when pre-board requests (e.g. guests with disabilities, Junior Jetsetters, Armed Individuals, etc.) and First Class may board. CSA/PSA shall inform the Fleet Lead of the seat locations of the pre-boards to ensure those areas are cleaned as soon as possible.

CSA/PSA shall coordinate with the Flight Attendant, based on the Fleet Lead's response, and may begin sending pre-board requests and First Class only.

After pre-boarding and First Class:

- Pause boarding
- Coordinate with the Flight Attendants to confirm cabin cleaning is complete and Fleet has departed the aircraft
- General Boarding shall begin only after coordinating and approval between the CSA/PSA and the Flight Attendant.

**Note:**

Stations shall not "pressure" Fleet into rushing or skipping required tasks that are part of their cleaning dance card.

Ensuring the cabin is clean and safe is similar to a safety delay on the ramp.

Advise our customers of the steps we are taking to ensure a clean and safe aircraft cabin, or if boarding is delayed due to cleaning the cabin, using the applicable Aircraft Cleaning Announcement in CSA Mobile.

**Applicable to the State of Alaska, except ANC, JNU, and FAI:**

In locations where we don't have cabin cleaning service, stations shall offer customers disinfecting wipes during boarding so they can wipe down their personal seating area onboard.

Stations shall order their own supply of disinfecting wipes to provide our customers during boarding and make the applicable announcement in CSA Mobile.

Section 9 - Flight Control > 400 - Pre-Flight Preparation

### **Advance Gate-Checking of Carry-On Baggage**

Revision date: 2/15/2023  
Supersede date: 1/15/2018

#### **Control**

EFR

Only items that passengers intended to carry onboard may be checked at the gate. All others must be checked at the ticket counter.

- The TSA uses different baggage screening methods and protocols for “checked” versus “carry-on” baggage. Some items in checked baggage are not permitted in carry-on baggage.

The Agents working the flight shall ensure all carry-on baggage and/or personal items meet size limitations and the guest's baggage allowance prior to the commencement of boarding. The agent will then identify and tag items that will need to be gate-checked:

- Excess and/or oversize carry-on baggage
- Assistive devices
- Car seats, baby carrier backpack, strollers, etc. which will not be used inflight
- If a guest in the boarding area has their bag tagged to go into the aircraft's cargo compartment, ask them *“Do you have any prohibited items or lithium batteries in your bag?”* May need to give examples of prohibited items to the guest (e.g., e-cigarettes, lighters, power banks, etc.). If they answer “Yes,” they will need to take the device(s) and/or batteries in the cabin with them. Also remind them to remove all medications and valuable items.
- Trigger Terms from guests:
  - Talk about charging their devices.
  - I can track my bag.
  - Has a built-in electronic bag tag.

**Note:** Some smart bags contain more than one battery. Ensure all batteries have been removed.

- Refer to [CSM Section 6.200-Restricted Items-Checked Baggage](#) for additional Smart/eBag information.

Agents may pre-tag Claim-At-Gate items and oversize/excess carry-on baggage under the following conditions:

- Tagging occurs within 1 hour prior to the scheduled departure time of the passenger's flight.
- Tagging occurs at the actual departure gate area of the passenger's flight.
- The item(s) is/are tagged by an agent working the passenger's flight.

- Tags must be filled out by an agent prior to being attached to the item.

Once tagged, it is not necessary to monitor or maintain control of the tagged item, prior to boarding.

Refer to [section 6.100](#) for additional details on gate-checked baggage.

Section 9 - Flight Control > 400 - Pre-Flight Preparation

### **AS Zone Limits/Seating Procedures**

Revision date: 5/8/2023  
Supersede date: 5/15/2019

**Control**

EFR

**Interface**

[CSM Volume 4/Centralized Load Planning](#)

[CSM Volume 7/Departure Coordinator](#)

**These procedures are applicable to AS flights operated with 737 and Airbus aircraft only.**

When a 737 or Airbus aircraft has a light passenger and cargo load, Centralized Load Planning (CLP) may implement a zone concept to adjust the weight and balance of the aircraft.

**VDRP** The zones are divided based on aircraft type:

**Boeing**

737-700	
Zone A	Rows 1-3
Zone B	Rows 6-9
Zone C	Rows 10-21
Zone D	Rows 22-28

737-800	
Zone A	Rows 1-3
Zone B	Rows 6-10
Zone C	Rows 11-17
Zone D	Rows 18-25
Zone E	Rows 26-32

737-900/900ER/MAX-9	
Zone A	Rows 1-4
Zone B	Rows 6-9
Zone C	Rows 10-17
Zone D	Rows 18-25
Zone E	Rows 26-34

**Airbus**

A321

A321 Premium

Zone A	Rows 1-2
Zone B	Rows 6-26
Zone C	Rows 27-39
Zone D	N/A
Zone E	N/A

Zone A	Rows 1-4
Zone B	Rows 6-9
Zone C	Rows 10-21
Zone D	Rows 22-29
Zone E	Rows 30-38

See [Section 5.100 - Premium Class Check In](#) for more information.

When advised by the Communication Coordinator that seat restrictions are in effect (e.g. "Block 8 seats in Zone E and move passengers forward"), the gate agent shall:

- Display the seat map.
- Block the appropriate number of seats in the applicable zone.
- Reassign customers to open seats based on the guidance from the CC/CLP.
  - All reseating must take place prior to closing the aircraft door.
  - Suggested verbiage to use with guests:

*"The flight you are on today is operating with a light passenger and cargo load. In order to stay within the operating limits of this aircraft, we will need to reseat some passengers."*

The "A" Agent shall:

- When the Final Paperwork is printed, check the Light Load section and write "AS Zone Restriction."
- Verbally advise the "A" flight attendant that light loads are in effect, and not allow guests to move to different zones throughout the aircraft.
- The Agent shall add the following verbiage to their preliminary announcement:

*"Flight \_\_\_\_ will be operating with a light passenger and cargo load today. We ask that you please take your assigned seats upon boarding the aircraft."*

Section 9 - Flight Control > 400 - Pre-Flight Preparation

### **737-MAX-9 Missing/Damaged Life Vest**

Revision date: 1/24/2021  
Supersede date: 6/17/2019

**Control**

EFR

Life vests are stored in the Passenger Service Unit (PSU) above each row of seats. The panel has a security seal, and there are 3 life vests in each panel. Each life vest is in a sealed, individual pouch.

Refer to [Section 15.400 - Aircraft Searches](#) for procedures for resolving a broken seal.

Seats are considered inoperable with life vest pouches that are missing or the individual pouch appears damaged (e.g. ripped, torn, tampered with, opened, etc.) until they can be replaced by Maintenance.

| For example, if there are only two life vests pouches sealed and available in the PSU for seats 12A, 12B, 12C, only two customers shall sit in this row of the aircraft; one seat shall be blocked as inoperable until the life vest pouch is replaced.

**Note:** No action is required if the 3 life vest pouches are intact, but the seal on the panel is broken or missing and can't be replaced by Maintenance in your station.

A new seal will be applied at a location with Maintenance.

| Refer to [Section 9.200 Inoperable Seat – MEL](#) if one or more life vest pouches in a PSU is missing, or the pouch appears tampered with, and Maintenance is not able to replace the inoperable life vest pouch.

Section 9 - Flight Control > 400 - Pre-Flight Preparation

### Light Load Procedures for Horizon Air E175

Revision date: 5/8/2023  
Supersede date: 1/9/2019

#### Control

EFR

#### Interface

QX Weight and Balance Program Manual  
QX CLP Manual  
[QX Services Manual](#)

**Applicable to flights operated with Horizon Air E175 aircraft only.**

Passengers may need to be reseated to bring the aircraft back into proper weight and balance.

#### Reseating Passengers

- CLP shall notify the station, "light load procedures are in effect," passenger seating restrictions and/or reseating requirements are needed to maintain the CG buffer.
- The CSA/PSA shall reseat passenger(s) according to the guidance from CLP prior to boarding and advise all customers to take their assigned seats.
- The CSA/PSA shall notify the Flight Attendant that light load procedures are in effect, and the guidance from CLP (e.g. "no passengers may be seated in rows 11 or 12" or "no passenger movements")

#### Reseating Passengers After Boarding

The following announcement may be used:

*"Flight \_\_\_\_\_ to \_\_\_\_\_ will be operating with a light passenger load. To help us ensure an on-time departure, we ask that you please take your assigned seats upon boarding the aircraft."*

### Section 9 - Flight Control > 400 - Pre-Flight Preparation

#### Crewmember Verification

Revision date: 5/8/2023  
Supersedes date: 4/21/2020

##### Controls

AOSSP

##### Interfaces

AS FOM, AS FAM

##### CEME: Q1G

**Applicable to flights operated with 737 and Airbus aircraft only.**

A CSA shall verify the Company ID of all originating crewmembers who report to the gate for their assigned flight.

The agent shall compare the crewmember's ID against the crew names listed in the CSA Mobile Device prior to scheduled departure.

This ID verification must take place before the crewmember will be permitted to board the aircraft.

An agent in the cargo office will verify the company ID of crewmembers working cargo-only flights.

#### Turning Crewmembers (Pilots and Flight Attendants)

The agent shall verify the crew names located on the CSA Mobile Device with the "A" Flight Attendant. The "A" F/A will verify the ID of all the other crewmembers (e.g. If a crew works flight# 900 SEA-PDX and then flight #800 PDX-BUR on the same aircraft, this procedure applies at PDX).

**Note:** An ID check is not required when a crew turns with the aircraft, and there is no change in flight number. (e.g. If the same crew works direct flight # 999, SEA-PDX-BUR, ID verification is not required at the PDX stop unless they leave the aircraft).

#### Temporary Crewmembers

When Inflight Crew Scheduling sends a temporary crew to board passengers while waiting for the assigned crew, their ID must be verified before they can board the aircraft.

**737 and Airbus aircraft:** Call Inflight Crew Scheduling at (800) 327-5240 to verify who they assigned as temporary flight attendants, then check ID.

#### Discrepancy Procedures

In all scenarios, the agent is ultimately responsible for resolving any name list or ID discrepancies. The agent must contact the respective Crew Scheduling department first:

- 737 Pilot Crew Scheduling (800) 327-5241, or (206) 392-6294
- 737 and Airbus Flight Attendant Crew Scheduling (800) 327-5240
- Airbus Pilot Crew Scheduling (650) 762-7201

If Crew Scheduling is unable to resolve the discrepancy, the agent must notify the GSC who will contact SOC.

Crewmembers in question shall not board until the discrepancy has been resolved.

### **Crewmembers Without Identification**

If a crewmember reports for duty without their company identification, they can still be granted access to the aircraft, as long as the following protocol is followed.

Crewmember must present a Temporary Crewmember Identification Form from Crew Scheduling that includes the following:

- Certification that the crewmember (by name) is a current employee of Alaska Airlines
- The crewmember's flight schedule
- An electronically generated identification card (e.g. employee look-up page) with SOC authorization stamp

Click [here](#) to view an example of the temporary crewmember ID.

The Temporary Crewmember Identification Form permits onboard aircraft access only, ramp access is not permitted without a valid Alaska Airlines ID card.

**Note:** If an employee photo is not available on the electronic ID card from SOC for Airbus crews only, verify a government issued photo ID (e.g. passport).

#### **Applicable to flights operated with Horizon Air E175-aircraft only.**

Prior to any crewmember initially boarding their assigned aircraft, their Company ID and flight assignment shall be verified. Due to Horizon's operation, multiple methods of verifying crewmembers are necessary. No crewmember shall initially board an aircraft without being verified.

#### **Station Verification: Customer Service Agent/Ground Service Agent**

Prior to initially boarding an assigned aircraft, the Customer Service Agent or Ground Service Agent is the primary means of crew assignment verification, using one of the methods listed below.

### **Electronic Verification: Crew**

Prior to initially boarding an assigned aircraft, if verification with a Customer Service Agent or Ground Service Agent is not practical, another crewmember assigned to the flight may verify the Company ID and flight assignment using one of the methods listed below.

### **Verification Methods**

Approved methods of verification include:

- CSA Mobile
- Crew Information in FOGS or Gatesheet
- Dispatch Release – Electronic or Paper
- Block 2 Block
- eCrew

### **Flight Assignment Discrepancy**

Contact QX Crew Scheduling (503) 384-4557 if there is a flight assignment discrepancy, and obtain the names of each crewmember assigned to that flight.

Monitor the location of the crewmember in question, and contact a GSC if unable to resolve the discrepancy.

The crewmember in question shall not board the aircraft until the discrepancy has been resolved.

### **“Boarding” Flight Attendants:**

- Flight Attendant not assigned as a crewmember for a flight may be used to assist in boarding of that flight as long as the Flight Attendant is current and qualified.
- No crew verification process is required for “boarding” Flight Attendants as long as they have and are displaying a valid CREW ID or SIDA badge.
- If a “boarding” Flight Attendant is subsequently assigned to that flight, crew verification is required for that Flight Attendant.

**| Applicable to flights operated with SkyWest ERJ 175 aircraft.**

- Refer to [skywestconnex](#) for crew verification procedures.

## 500 - Flight Arrival

Section 9 - Flight Control > 500 - Flight Arrival

### Aircraft Cabin Doors

Revision date: 8/11/2021

Supersede date: 11/18/2019

#### Control

EFR

Specific precautions are required when opening/closing cabin doors to prevent accidental emergency slide deployment and to prevent a fall from the cabin door opening.

#### Applicable to 737 aircraft only.

CSAs/PSAs that are trained may open an aircraft cabin door from the outside on a "cold" aircraft. A cold aircraft is one with no crewmembers onboard (e.g. RON or an aircraft with extended ground time).

### 737 Aircraft Arrival Door Opening

CSAs/PSAs shall never open a cabin door from the outside when crewmembers are onboard.

#### !!!CAUTION!!!

If at any time during these procedures a distinction occurs, restart the procedures from the beginning.

- Look through the view window to confirm the Flight Attendant has disarmed the emergency slide.
- Verify the red strap is removed from the cabin door window.
- Look for a thumbs-up signal from the Flight Attendant.

#### !!!WARNING!!!

Failure to verify absence of the red strap and thumbs-up signal before opening the cabin door may result in deployment of the emergency slide, which may cause serious injury or fatality.

- After receiving the thumbs-up signal, step to the right of the cabin door, when possible.
  - This will keep you out of the direct path of the slide if it accidentally deploys.

**Note:** Do not knock until the red strap is removed and thumbs-up signal is received from the Flight Attendant.

Notify Station Operations to contact the Flight Crew for further instructions if you are unable to see if the red strap has been removed or do not receive a thumbs-up signal from the Flight Attendant.

- Only knock TWICE, with an open palm, after a thumbs-up signal is received from the Flight Attendant, indicating you are ready to assist with opening the cabin door.
- The Flight Attendant will open the cabin door only after receiving confirmation from the aft Flight Attendants that all cabin doors are disarmed in addition to confirming the L1 door is disarmed.
- Look down and check the girt bar is disconnected from the floor.

**!!!CAUTION!!!**

Stop the process if you feel, hear, or see signs the evacuation slide may deploy when assisting the FA with opening the door.

The person noticing the risk should yell "STOP."

- Assist with cabin door opening by slowly pushing the cabin door open when it's clear of the fuselage.
- Do not force the cabin door back or let it hit the aircraft, under its own weight.
- Close the cabin door and reposition the jetbridge, ramp, or stairs if the cabin door is not fully open or is touching the jetbridge, ramp, or stairs.

**Notes:** L2 door shall not be used as the main boarding door on an aircraft, with the exception of airport irregularity (e.g. jetbridge inop).

**Opening a 737 cabin door from the outside on a cold aircraft (no crew onboard):**

CSAs/PSAs that are trained may open an aircraft cabin door from the outside on a "cold" aircraft.

- Verify the red strap is removed from the cabin door window, indicating the emergency slide is disarmed.

**!!!WARNING!!!**

Failure to verify absence of the red strap before opening the cabin door may result in deployment of the emergency slide, which may cause serious injury or fatality.

Pull and turn the cabin door handle to crack open the door.

- Look down and check the girt bar is disconnected from the floor before fully opening the cabin door.
- If the girt bar is disconnected from the floor, simultaneously push the left side of the cabin door and pull the right side of the cabin door to open.
- Verify the cabin door is not touching any part of the jetbridge, ramp, or stairs.
  - Close the cabin door and reposition the jetbridge, ramp, or stairs if the cabin door is not fully open or is touching the jetbridge, ramp, or stairs.

**Applicable to Airbus aircraft only.**

CSAs/PSAs that have been trained may open an aircraft cabin door.

**Airbus Arrival Door Opening**

**!!!CAUTION!!!**

If at any time during these procedures a distraction occurs, restart the procedures from the beginning.

- The CSA/PSA shall look through the view window:
  - Verify the red Cabin Pressure Light is not flashing.
  - Look for a thumbs-up from the Flight Attendant to indicate they have confirmed the door is disarmed.
    - The Flight Attendant will give a thumbs-up signal only after receiving confirmation from the aft Flight Attendants that all cabin doors are disarmed in addition to confirming the L1 Door is disarmed.
  - **Only knock TWICE**, with an open palm, after a thumbs-up signal has been received from the Flight Attendant.

**!!CAUTION!!**

If a red light in the view window is flashing DO NOT open the door. This light is a warning signal indicating the aircraft has not completely depressurized. The Flight Attendant will then notify the Captain.

**Notes:**

Do not open the L1 Door until the red light is no longer flashing and a thumbs-up signal is received from the flight attendant.

When the thumbs-up signal is not received, notify Station Operations to contact the Flight Crew for further instructions.

- After knocking, take a two-second safety pause, count "1001, 1002," and then pull up on the handle outside the door to open it.
  - Opening the door from the outside will automatically disarm the emergency slide.
- Move the door out from the door frame to the side until it locks into position, and make sure the gust lock engages to hold the door open.
- Lower the exterior handle into the door recess area.

**!!!WARNING!!!**

All personnel are prohibited from opening the L1 Door from the inside of the Airbus aircraft. The L1 Door must be opened from the outside of the aircraft. Failure to follow these instructions may cause the evacuation slide to deploy which can result in serious injury or fatality.

**Opening an Airbus Cabin Door from the Outside on a Cold Aircraft (No Crew Onboard)**

CSAs/PSAs that have been trained may open an aircraft cabin door from the outside only on a “cold” aircraft. A cold aircraft is one with no crewmembers onboard (e.g. RON or an aircraft with extended ground time).

- Verify the red light in the view window is not flashing.
- Pull up on the handle outside the door to open it.
  - Opening the door from the outside will automatically disarm the emergency slide.
- The door will move out from the door frame.
- Move the door to the side until it locks into position, and make sure the gust lock engages to hold the door open.
- Lower the exterior handle into the door recess area.

**!!!WARNING!!!**

All personnel are prohibited from opening the L1 Door from the inside of the Airbus aircraft. The L1 Door must be opened from the outside of the aircraft. Failure to follow these instructions may cause the evacuation slide to deploy which can result in serious injury or fatality.

Section 9 - Flight Control > 500 - Flight Arrival

### **Boarding/Deplaning Passengers on Ramp**

Revision date: 5/8/2023  
Supersede date: 6/27/2018

**Control**  
EFR

**!!! CAUTION !!!**  
If a situation becomes unsafe, stop the operation to resolve the unsafe condition at all points of customer boarding/deplaning.

**Applicable to flights operated with 737 and Airbus aircraft.**

When circumstances require passengers to transit active ramp areas to board or deplane aircraft, special precautions must be followed to ensure their safety. In coordination with ramp service agents, an agent shall ensure the following:

- A pathway between the aircraft stairs and the terminal shall be established and clearly marked with painted lines or with traffic cones to provide guidance for passengers.
- Passengers shall be directed to stay on the pathway and to not walk under wings, in engine hazard areas or near ground equipment.
- If the pathway requires passengers to circumnavigate parts of an aircraft, ground equipment, or other obstructions, at least one agent shall be positioned between the terminal and the aircraft stairs to ensure that passengers stay on the path.
- All ground service equipment (GSE), tripping hazards and other obstacles shall be removed from the pathway before passenger deplaning and boarding. If GSE must cross the pathway during loading/unloading activities, passengers shall be given right-of-way at all times.
- Passengers shall be protected from engine inlet hazard areas, jet blast, propellers and rotors.
- Ice and snow shall be removed from pathways or treated so as to minimize slipping hazards. Where snow/ice cannot be removed, warn customers about the hazard.
- For 737 aircraft, direct passengers away from the right (starboard) side of the aircraft, where GSE traffic is the heaviest.

Applicable to flights operated with Horizon Air E175 aircraft only.

Refer to [Section 3.2 of the QX Services Manual](#).

Section 9 - Flight Control > 500 - Flight Arrival

**Simultaneous Deplaning Passengers - No Jetbridge**

Revision date: 4/25/2023  
Supersede date: 6/27/2018

**Control**

EFR

**Interface**

[CSM Vol. 7 - Section 3.200 - Flight Monitoring](#)

**Applicable to flights operated with 737 and Airbus aircraft.**

Flights arriving at stations where a jetbridge is not used shall deplane through both exits when crew staffing permits.

This procedure:

- Allows more time for Fleet Service functions.
- Provides an opportunity to make up time when required.

The station Communication Coordinator advises the Flight Deck prior to arrival that forward, aft, or both exits shall be used for deplaning.

The Flight Deck notifies the Flight Attendants that forward, aft, or both exits shall be used for deplaning.

**!!! CAUTION !!!**

If a situation becomes unsafe, stop the operation to resolve the unsafe condition at all points of customer boarding/deplaning.

Section 9 - Flight Control > 500 - Flight Arrival

**Receiving Forms from Inbound Crew Members**

Revision date: 3/14/2022  
Supersede: 5/6/2014

When meeting an arriving flight (AS, QX or OO), the agent shall accept forms from the flight attendant or pilot (e.g. Comment Card, Mileage Plan application, etc.).

Follow your station procedure to ensure the forms are sent to the applicable department using the co-mail code typically found on the form, or turn the forms in to your station's back office/accounting room for co-mailing.

If in doubt about the co-mail address, use SEATZ. This department will handle the routing of the form.

Section 9 - Flight Control > 500 - Flight Arrival

### Tail Stand Failure

Revision date: 1/31/2020  
Supersede: 12/12/2018

**Control:**

EFR

**Applicable to 737-800/900/-900ER and MAX-9 aircraft only.**

Specific precautions must take place when the CSA/PSA is advised by ramp service personnel that the tail stand is not working (INOP), not available, or has failed.

There may be times when a tail stand is INOP, not available for arrival, or fails during deplaning. If any of these conditions exist and a CSA/PSA is present, the following shall take place:

1. The RSA will advise the CSA/PSA meeting the arrival with the following:

- Tail stand is INOP, not available, or failed.
- Stop deplaning through the L1 door.
- Which rows to start deplaning.

**Note:** If no row number is given by the ramp agent, advise the flight attendant (FA) to deplane starting with Row 25 when the L1 door is opened.

2. Once the L1 door is opened, the CSA/PSA shall immediately advise the Flight Attendant (FA) "*Tail Stand Failed - Deplane row number X and higher first.*"

## 600 - AS Flight Process/Boarding

Section 9 - Flight Control > 600 - AS Flight Process/Boarding

### Turn Timeline Definitions and Goals

Revision date: 9/17/2021  
Supersede date: 6/17/2019

**Controls**

[14CFR 121.391, 121.393](#)

**Interface**

[AS FOM, AS FAM](#)

Turn Timeline definitions and goals are available in the [Operations Reporting SharePoint site](#).

See [Turn Times and Station Tiers](#) in Tableau.

Section 9 - Flight Control > 600 - AS Flight Process/Boarding

### Gate Teams

Revision date: 4/25/2018  
Supersede date: 5/6/2014

All agents assigned to a flight are equally responsible for the successful completion of all gate tasks.

As a gate team, all agents should make every effort to help their coworkers to get the assigned work completed on time.

Each member of the gate team shall be assigned a duty position (A, B, C, etc), and is responsible for the tasks assigned to that position.

**A** = primary flight control Agent

**B** = primary boarding Agent

**C** = third, or assist Agent

**Lead** = Lead agent assigned to that gate or zone

Section 9 - Flight Control > 600 - AS Flight Process/Boarding

**Customer Service Agent/Flight Attendant Briefing**

Revision date: 4/26/2023  
Supersede date: 12/14/2022

The agent shall prepare and conduct a verbal CSA/FA briefing with the "A" Flight Attendant prior to boarding when verifying their ID at the gate podium.

**Note:** When "A" Flight Attendant is part of a thru crew the gate agent will deliver the prelim and conduct the briefing.

The following topics shall be included in the verbal briefing, if applicable:

- Board start goal
- Door closed goal
- Weight restrictions/flight load procedures
- Necessary details of special service requests (SSRs), such as boarding plan or additional needs of the following guests:
  - Guests needing wheelchair assistance (WCHR)
  - Guests needing an aisle chair (WCHC)
  - Junior Jetsetters/Teen Assist
  - Armed Law Enforcement Officers (ARMD) including FAMs (Federal Air Marshalls) and their seat assignments
- ROC target and baggage trigger points for the flight
- Single Door Catering details (applicable only at designated gates or when advised by Station Operations it will take place at a gate not pre-approved)
  - Establish a mutually agreed upon means of communication (e.g., Team Messaging, phone, etc.)
    - Team Messaging is the primary method for communicating with the FA when available. If Team Messaging cannot be used the CSA shall confirm with the FA an alternate means of communication.

Section 9 - Flight Control > 600 - AS Flight Process/Boarding

### Restrict to Gate Check-in/Clearing Priority List

Revision date: 10/27/2022  
Supersede date: 6/15/2022

The flight shall be restricted to gate check-in 40 minutes prior to posted departure (45 minutes prior to departure in DEN, LAS, ATL, and PHL).

All guests (revenue and non-revenue) must be checked in and available to board at the designated boarding gate 30 minutes prior to departure.

- Guests traveling with a battery-powered mobility device must be present and available to board 45 minutes prior to posted departure or the agent may deny them boarding. However, if a delay on the flight will not be incurred, the guest may still be accommodated on the same flight.
- After the flight has been restricted, guest seat assignments/transportation are no longer guaranteed, and the guest is no longer eligible for Denied Boarding Compensation.
- The departure time showing in the Flight Status Display shall be considered the "posted" departure time for application of denied boarding.
- The departure time shown in the Flight Status Display will be updated to account for delays.

When a guest has been denied boarding due to not meeting the required check-in time, the following procedures shall apply to the guest's baggage:

- When a guest does not show up for their flight and the station is following [PPBM procedures](#) by mandate of the FSD, all unscreened, checked baggage of that guest must be removed from the aircraft.
- If a guest arrives at the gate late and cannot be accommodated due to their seat being released to a standby passenger, their bags may remain on the aircraft.

**Exception:** Positive space deadhead crewmembers are exempt from the 30-minute check-in restriction. They must be accommodated onto their scheduled flight, regardless of check-in time.

**Note:** Between June 1 and August 31, guests must be checked in at least 60 minutes prior to departure for all flights departing AKN and DLG.

### Clearing the Priority List

Agents shall release seats and begin clearing the priority list 30 minutes prior to departure.

- Release all pre-reserved seats and airport blocked seats.
- Process upgrades to First Class from the priority list, when available.
- Process **upgrades to Premium Class** from the priority list, when available or sell Premium Class seats.
- Process seat change requests.

**Note:** Flight Attendants will not process seat changes on board, except to meet FAA regulatory requirements, until the flight has passed through 10,000 ft.

- Assign available seats to all remaining guests, from top to bottom in the order they appear on the IMAGE priority list.
  - Non-Alaska elite revenue OS guest shall not be placed in Premium Class free of charge unless it is the only seat available on the aircraft.
    - Time permitting, customers should be given seat assignment options based on availability.
    - Guests on the Priority List traveling with small children, or traveling with a disabled guest, shall be given preference for adjacent seats (if available).

OAL employees traveling on a ZED ticket may appear twice on the Priority List, one for J class and one for Y class.

- Based on availability at the time seats are cleared, assign a seat to the appropriate J or Y class listing

**Note:** Choosing “Grade Change” in the Standby Processing mask is not permitted for ZED listings.

Seats assigned to A or B priority travel shall not be removed, changed, or assigned to another guest under any circumstance.

Seats assigned to C priority travel shall not be removed, changed, or assigned to another guest.

- In the event the flight is oversold, C priority travelers shall be considered “volunteers”.
- Seats for C priority travelers may not be removed until it is determined their seat is needed.

Once a boarding pass has been issued to a revenue standby guest, it must not be rescinded.

**Exception:** A guest who is Involuntary Denied Boarding once a flight is boarded, see [Section 11.200](#)

If seats are still available after the first round of clearing the priority list, continue by allowing late guests (revenue and non-revenue) to check in and receive seats, provided that doing so will not lead to a flight delay.

### Unaccommodated Non-Revenue Standbys

After all seats have been assigned, only transfer standbys who wish to be transferred to the next flight.

Standbys not accommodated on the last flight of the night, who wish to attempt travel the next day, must be rebooked in PNR Rebook.

**Exception:** Standby travelers may be transferred from the last flight of the night to any red-eye flight that departs between 0000-0400.

Advise standby traveler to check in again the next day.

### Multi Leg Flights

An agent may only clear an equal number of revenue standbys equal to the number of no-shows, to each downline city.

**Example:** Flight 589 operates SEA-SFO-PSP. The flight is departing SEA but is booked full departing SFO. SEA has five (5) no-show guests that were scheduled to travel SEA-PSP, so the SEA agent can only clear up to five (5) revenue standbys traveling through to PSP.

### Thru Standbys

A true thru will show on the priority list with a Cross of Lorraine to the left of the priority code, indicating that the guest started their journey upline.

A revenue "true thru" may not be bumped for local oversales unless they volunteer.

A non-revenue "true thru" traveling on priority code A1-B5 may not be bumped unless they volunteer.

The following non-revenue "true thru" guests may be bumped to accommodate local customers:

- Priority codes C1-C4 will be bumped to accommodate "OS" guests or priority codes A1-B5.
- Priority codes D1-E5 will be bumped to accommodate local revenue guests or priority codes A1-C4.

- Priority codes E6 and below will be bumped to accommodate local revenue guests or priority codes A1-E5.
- Priority codes E7 and below will be bumped to accommodate local revenue guests or priority codes A1-E6.

Section 9 - Flight Control > 600 - AS Flight Process/Boarding

### Upgrades to Premium Class

Revision date: 11/9/2022  
Supersede date: 5/8/2019

#### **Applicable to flights operated with 737, Airbus, Horizon Air E175, and SkyWest ERJ 175 aircraft only.**

If there are no Premium Class seats available at check-in or if there are only PC seats available at check-in and the guest does not wish to purchase a PC seat, the guest is placed on the priority list and seats are cleared at the gate.

The "A" Agent shall:

- Verify if the aircraft has Premium Class seating.
- Determine if Premium Class seats are available on the flight.
- Work the Priority List to assign elite members into Premium Class.
- Determine if seats are available for sale after elites have been accommodated.
- Display applicable Gate Information Display System (GIDS) messages (e.g., Premium Class for purchase).

### Working the Priority List

Clearing Premium Class seats at the gate can begin at 60 minutes prior to departure. Sabre Intelligence Exchange (Sabre IX) will stop processing PC upgrades at 61 minutes prior to departure.

1. Look at the Seat Map to determine PC seat availability.
2. If only middle seats are available, use the PC sales announcement to sell seats.
3. If aisles and/or window seats are still available, work the Priority List in the following order:
  - Skip over any elite upgraded into First Class.
  - Skip over any elite currently seated in Premium Class.
  - Skip over any elite currently seated in an Exit Row Aisle/Window seat.
  - Page remaining Elite customers in order on the Priority List.
  - If the guest does not respond after two pages, continue down the list.
4. If you reach the end of the Priority List, then use the provided PC sales announcement to sell remaining PC seats.
5. Provide PC seats to non-revenue customers.

**Note:**

To seat a revenue customer in Premium Class, use Control Agent App, the Change Seat option found

at Shift F1/f5, or by using Control + R. **Never** attempt to clear a revenue customer into a PC using the Standby Processing mask found at Shift F3/f4.

Once a customer boards, do not go onboard to process a PC upgrade.

### Premium Class Sale Announcement

*"Hello, to all of you traveling with us to \_\_\_\_\_ today. If you are wanting to elevate your experience with Premium Class starting right here in the boarding area, I have a few seats open. You'll enjoy early boarding allowing you more time to stow your bags, and onboard you'll enjoy more legroom and drinks on us. I can help you here at the desk if you are interested. Thanks!"*

### Working the OS List

If an OS guest (revenue) needs a seat, place them in the main cabin before placing them in a Premium Class seat for free, unless the flight is full.

#### **Example:** Available Seats 6A, 27E

- Revenue Customer: Place in 27E (unless they qualify for a free PC seat or want to pay for an upgrade)
- Non-Rev Customer: 6A

### Premium Class Bulkhead/“H” Seat

Refer to [Section 5.100 - Premium Class Check-In](#) and [Section 7.100 - Seating Priority](#).

### [EMD/Paper Ticket Refunds](#)

### AS Zone Seating Procedures

See [Section 9.400 - AS Zone Seating Procedures](#).

### Aircraft Swaps

Refer to [Section 11.200 - Involuntary Premium Class Downgrades](#).



Section 9 - Flight Control > 600 - AS Flight Process/Boarding

### **Upgrades to First Class**

Revision date: 1/19/2022  
Supersede date: 3/31/2021

**Applicable to flights operated with 737, Airbus, Horizon Air E175, and SkyWest ERJ 175 aircraft only.**

If there are no First Class seats available at check-in, the customer is placed on the priority list and seats are cleared at the gate.

**Upgrades** must only be provided when:

- There is no negative impact on a downline station (e.g., overbooking J class).

#### **Revenue**

- MVP Gold 100K, MVP Gold 75K, MVP Gold, and MVP mileage members are automatically upgraded if "U" space is available and are the first to be cleared seats from a Priority List.
- Coach revenue customers, desiring an upgrade, should be cleared into First Class seats based on their order on the Priority List.

#### **Non-Revenue**

- Non-revenue customers shall be cleared into First Class based on their order on the Priority List. Some non-revenue customers are not eligible for First Class upgrades.

#### **True Thru**

- A true thru customer (identified on the Priority List with a Cross of Lorraine) who requests an upgrade has priority over any local customers who request an upgrade.

#### **No Meal Advisory**

When there is an indication of a First Class meal shortage (such as due to an aircraft swap/gauge change, catering error, etc.), advise the guest they may not receive a meal on the flight prior to upgrading from the Priority List or selling a First Class upgrade.

#### **Upgrades After Boarding is Complete**

In the event a last-minute no-show provides an open First Class seat, the seat shall be assigned to the next person on the Priority List desiring an upgrade, whether or not they have already boarded the aircraft.

Once the upgrade is complete, write the original seat assignment on the boarding pass.

Close out the flight as normal.

Partner with the "A" Flight Attendant to move the customer while ensuring an on-time departure.

**Note:** When possible, it is recommended to contact the next few customers on the Priority List before boarding begins to confirm they still wish to be upgraded in the event a seat becomes available.

### Multi Leg Flight

When processing a partial upgrade at the gate from the Priority List:

- The customer can only be assigned the upgrade for the first segment of the routing.
- This is important in order to not overbook the downline city.

**Example:** The customer is traveling SEA PDX PVR. First Class is full from SEA PDX and open from PDX PVR. The passenger cannot be cleared from the Priority List into First Class for PDX PVR. The CSA would proceed to the Misc. Check-In mask. However, if SEA PDX is open and PDX PVR is full, the customer may be cleared a First Class seat off the Priority List. IMAGE will automatically upgrade the customer and check them into the appropriate coach seats for the rest of the segment(s).

### Coach Customers Accommodated in First Class

Overbooked flights and weight and balance restrictions may result in the need to accommodate Coach customers in First Class.

### More Customers Than Coach Seats

- Upgrades should always be provided to customers on the Priority List.
- When no customers appear on the Priority List, agents may make announcements to solicit for paid upgrades.
- When a flight is oversold, Coach customers may be accommodated in the First Class compartment to avoid paying Denied Boarding Compensation.
- When accommodating a Coach customer, with no seat assignment, who arrives at the gate after the flight is gate restricted for check-in, you may seat them in First Class if there is insufficient time to upgrade a First Class stand-by.

### **Weight and Balance**

If accommodating a Coach customer in First Class, due to weight and balance restrictions, the agent must:

- Seat the customer in First Class to their final destination or connection city provided they do not displace a confirmed First Class customer.

### **Authorization by Corporate Officer**

Customers may be upgraded for business reasons when authorized by a Corporate Officer.

The officer may designate a staff member (Director, Assistant V.P., etc.) to pass on the request.

### **Authorization by Local Manager/Supervisor/Lead**

Local Management may authorize upgrades for customers.

## Section 9 - Flight Control &gt; 600 - AS Flight Process/Boarding

**Monitoring Carry-On Baggage**

Revision date: 5/8/2023

Supersede date: 5/15/2019

**Control**

EFR

Gate agents boarding the flights are responsible for enforcement of current carry-on baggage allowance rules. It is very important to diligently enforce the current rules, to ensure timely boarding and deplaning.

To assist the "B" Agent monitor carry-on bags during the boarding process, a "Bag Monitor" shall be positioned at the boarding door or inside the jetbridge during boarding.

- When available, a "C" Agent or Lead agent shall perform the Bag Monitor function.
- When a "C" Agent or Lead agent is not available, the "A" Agent shall become the Bag Monitor during boarding.

**Trigger Points**

Trigger Points may be utilized to determine how many more carry-on bags can be accommodated onboard the flight.

Carry-on Baggage "Trigger Points"		
Aircraft	Pax Count	Hard Stop/ Question to FA:
737-700	85/124	
737-800	115/157	"How many more roller bags can be accommodated in the overhead bins and are there passengers in the jet bridge?"
737-900	115/172	
737-900ER	115/181	
737-MAX-9	115/181	The FA should answer the roller bag question with a number.
A321	115/185	

The "B" Agent shall complete one of the following tasks below based on local station procedures:

- Contact Flight Attendant onboard asking, "How many more roller bags can you fit in the overhead bins and are there passengers in the jet bridge?" The flight attendant should answer the roller bag question with a number.
- Hard stop – begin tagging all remaining roller bags.

**Note:** Begin tagging all remaining carry-on items if contacted by the Flight Attendant prior to the trigger point.

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### Thru Passenger Verification

Revision date: 11/16/2020  
Supersedes date: 4/10/2020

#### Interfaces

FAM - 7.200 - F/A Deplaning on through flights with customers onboard

The passenger count shall be verified on all domestic thru stops using one of the following methods.

| Refer to [Section 23.400 - Thru Passenger Verification – International](#) if the intermediate stop occurs in a non-U.S. Location.

### Thru Passenger Verification

The following thru passenger verification procedure shall be completed prior to boarding local customers on all domestic thru flights:

1. Access Boarded List in Boarding Agent app to display all thru customers continuing on to their final destination on the same aircraft.

**Note:** For stations not using CSA Mobile,  
print Thru List in IMAGE (esc1/f11).

2. Onboard the aircraft, make the following announcement:

*"Ladies and Gentleman I will be passing through the cabin very quickly to re-verify all customer names that will be remaining onboard. Please remain seated until I have checked off your name. Thank-you."*

3. Working from either the rear of the aircraft forward or front to rear, physically verify (e.g., verbally and/or visual inspection of boarding pass) the thru customers who have remained onboard using the Boarded/Thru List.
4. Prior to pre-boarding the outbound flight, un-ON any thru customers who have deplaned the aircraft.
5. Once thru customers have been verified, standard boarding procedures may begin.

**Note:** For stations not using CSA Mobile,  
printed Thru List shall be kept on file  
at the station for 90 days (either  
stapled to the Flight Control Sheet or  
other designated location).

### Final Passenger Count Verification (PCV)

The following passenger verification procedure shall be completed by the "B" Agent prior to door closure.

1. Print a Passenger Count Verification form in IMAGE (F3/f12).

2. Onboard the aircraft, make the following announcement:

*"At this time we'll be passing through the cabin to count open seats. Please remain seated to expedite this process."*

3. Beginning at the front of the aircraft, physically count either open seats, or total passengers onboard, whichever is faster. Ensure lap infants, second seats, comfort seats, and/or cabin seat baggage are properly accounted for.
  - Empty Seat Count: If the physical empty seat count matches the empty seat count printed on the PCV form, circle both counts. The "B" agent can close the aircraft door and the flight departs.
  - Total Passenger Count: Record the physical passenger count for each cabin on the lines provided. If the physical passenger count matches the passenger count printed on the PCV form, circle both counts. The "B" agent can close the aircraft door and the flight departs.
4. The PCV form will be kept on file at the station for 90 days either stapled to the Flight Control Sheet or a designated location.

If the total physical passenger or empty seat count does not match the IMAGE passenger or empty seat count on the PCV form, complete the following steps:

1. Attempt to reconcile the count difference (e.g. lap infants, customers with a second seat, cabin seat baggage, or jumpseat riders sitting in the main cabin).
2. If unable to reconcile the difference, begin a second physical count from the front of the aircraft back to verify if the first count was accurate.
3. If the second physical count matches the IMAGE count on the PCV form, the "B" agent can close the aircraft door and the flight departs. Circle either the empty seat count or write and circle the total passenger count on the PCV. Attach the completed PCV form to the Flight Control Sheet or retain in a designated location.
4. When the two matching physical counts do not match the IMAGE count on the PCV, print a copy of the flight's Onboard Passenger (ON) list in seat number order and physically verify (e.g.: verbally and visual inspection of boarding pass) each customer's name on the list.

The physical check must be completed using the following steps:

- Walk onboard the aircraft to the customer(s) seat assignment
  - Ask the customer(s) for their boarding pass. If customer(s) has misplaced the boarding pass, ask for identification to verify.
  - If the customer(s) is not in the seat in question, quickly ask for the customer(s) by name in that general area of the aircraft. If no verbal response is received, the customer is considered not onboard.
5. Once completed the "B" agent shall relay the new count to the "A" Flight Attendant.
  6. The "A" agent shall call the Departure Coordinator with the correct passenger count.
  7. The "B" agent and "A" Flight Attendant shall complete door closing procedures and depart the flight.

8. Once the "A" agent has completed Post-Departure closeout, attach the PCV form to the Flight Control Sheet, which is kept on file at the station for 90 days in a designated location.

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**Initial Boarding**

Revision date: 7/26/2023  
Supersede date: 4/26/2023

**Control**  
EFR

Boarding shall begin 40 minutes prior to departure, under the following conditions:

- Verify applicable [aircraft search](#) has been completed with Communication Coordinator (CC).
  - The aircraft has uninterrupted power and lights.
  - Gate agents have not been advised to hold boarding (e.g., maintenance, etc.).
  - Conduct the CSA/FA verbal briefing with the “A” Flight Attendant (FA) at the podium in the gate area.
  - The briefing must be done face to face and advise how the boarding start questions will be asked if Team Messaging cannot be used.
  - Guests can remain safe and comfortable onboard the aircraft.
    - The aircraft must have uninterrupted power to maintain a safe cabin temperature.
    - Cabin is cleaned satisfactorily.
    - Guests must not be required to wait on board for an extended period (30 minutes or more) after boarding is complete.
  - FAs have conducted the preflight check of emergency equipment as they walk onboard the aircraft.
  - The Captain's and First Officer's arrival at the airport is known.
  - A full complement of Flight Attendants is onboard the aircraft, per Federal Aviation Regulations.
  - RSAs shall be notified before sending the first guest to board the aircraft when ground loading.
- 
- **VDRP** Contact a Flight Attendant (FA) onboard the aircraft immediately prior to the start of preboarding asking the questions below in person / face to face:
    - ***"Is minimum crew onboard?"***
    - ***"Is the cabin clean and temp safe for boarding?"***
    - ***"Is Single Door Catering of the forward galley complete?"***

**Note:** This question is only applicable at Single Door Catering designated gates, or when advised by Station

Operations. Single Door Catering will take place at a gate not pre-approved.

Flight Attendant Answer	Required Action
<i>Yes (To all applicable questions)</i>	Boarding may begin.
<i>No</i>	<p>Take appropriate action based on whether:</p> <ul style="list-style-type: none"> <li>• Minimum crew is not onboard</li> <li>• Cabin is not clean</li> <li>• Temperature is not safe for boarding, or,</li> </ul> <p>For Single Door Catering, if the Forward Galley is still being catered</p>
<i>No, Minimum Crew is not onboard</i>	<ul style="list-style-type: none"> <li>• Boarding <b>shall not begin</b> until minimum crew is onboard</li> <li>• FA shall advise who/how many are missing</li> <li>• CSA/PSA shall coordinate board start with the FA when minimum crew is onboard</li> </ul>
<i>No, Fleet is still onboard.</i>	<ul style="list-style-type: none"> <li>• CSA/PSA shall coordinate with the Fleet Lead when guests with disabilities, other pre-board requests (e.g. Junior Jetsetters, armed individuals, etc.) and First Class may board. <ul style="list-style-type: none"> <li>– Inform the Fleet Lead of the seat locations of the pre-board requests to ensure those areas are cleaned as soon as possible.</li> </ul> </li> <li>• CSA/PSA shall coordinate boarding with the FA based on the Fleet Lead's response and may begin boarding the pre-board request(s) and First Class only.</li> <li>• After pre-boarding and First Class, CSA/PSA shall coordinate with the FA to ensure Fleet has finished, deplaned, and the cabin appears clean. This may be done using: <ul style="list-style-type: none"> <li>– Team Messaging</li> <li>– Radio/phone communication</li> <li>– In person between the CSA/PSA and FA</li> <li>– Other approved, established means of communication</li> </ul> </li> <li>• General Boarding shall begin only after coordinating and approval between the CSA/PSA and the FA.</li> </ul>
<i>No, Fleet needs to come or to return to the aircraft.</i>	<ul style="list-style-type: none"> <li>• FA shall advise the CSA/PSA the condition of the cabin.</li> </ul>

	<ul style="list-style-type: none"><li>• CSA/PSA shall coordinate Fleet coming/returning to the aircraft.</li><li>• Boarding shall be held until Fleet arrives at the aircraft.</li><li>• After Fleet arrives at the aircraft:<ul style="list-style-type: none"><li>– CSA/PSA shall coordinate with the Fleet Lead when guests with disabilities, other pre-board requests (e.g. Junior Jetsetters, armed individuals, etc.) and First Class may board.</li><li>○ Inform the Fleet Lead of the seat locations of the pre-board requests to ensure those areas are cleaned as soon as possible.</li><li>– CSA/PSA shall coordinate boarding with the FA based on the Fleet Lead's response and may begin boarding the pre-board request(s) and First Class only.</li></ul></li><li>• After pre-boarding and First Class, CSA/PSA shall coordinate with the FA to ensure Fleet has finished, deplaned, and the cabin appears clean. This may be done using:<ul style="list-style-type: none"><li>– Team Messaging</li><li>– Radio/phone communication</li><li>– In person between the CSA/PSA and FA</li><li>– Other approved, established means of communication</li></ul></li><li>• General Boarding shall begin only after coordinating an approval between the CSA/PSA and the FA.</li></ul> <p><b>NOTE:</b> Stations shall not "pressure" Fleet into rushing or skipping required tasks that are part of their cleaning dance card.</p>
<i>No, cabin temperature is not safe.</i>	<ul style="list-style-type: none"><li>• FA will advise if the cabin is too hot or too cold.</li><li>• Boarding shall be held until the cabin temperature is safe.</li><li>• CSA/PSA shall coordinate with the Communication Coordinator (CC) and advise if the cabin is too hot or cold.</li><li>• CC will take the appropriate actions to bring the cabin temperature into a safe range for boarding.</li><li>• CSA/PSA shall check with the Flight Attendant 10 minutes after cooling or heating procedures have begun to see if the cabin temperature is safe.</li><li>• If the cabin temperature is not safe after 10 minutes, the CSA/PSA will check with the Flight Attendant at 5 minute intervals until the cabin temperature is safe for boarding to begin. This may be done using:<ul style="list-style-type: none"><li>– Team Messaging</li></ul></li></ul>

	<ul style="list-style-type: none"> <li>– Radio/phone communication</li> <li>– In person between the CSA/PSA and FA</li> <li>– Other approved, established means of communication</li> </ul> <ul style="list-style-type: none"> <li>• Boarding shall begin only after the FA confirms the cabin temperature is safe and boarding may begin.</li> </ul>
<i>No, Forward Galley catering is not complete</i>	<ul style="list-style-type: none"> <li>• Boarding shall be held.</li> <li>• The FA shall advise the CSA when catering of the forward galley is complete. This may be done using: <ul style="list-style-type: none"> <li>– Team Messaging</li> <li>– Radio/phone communication</li> <li>– In person between the CSA/PSA and FA</li> <li>– Other approved, established means of communication</li> </ul> </li> <li>• Boarding shall begin only after the FA confirms the forward galley catering is complete.</li> </ul> <p><b>Note:</b> In rare circumstances, boarding will be held until the aft galley is complete if single door catering takes place through the R1 door.</p>

Aircraft Type	Number of F/As required for boarding	Number of F/As required to remain onboard for a Thru Flight
737-700	3	1
737-800	4	2
737-900	4	2
737-900ER	4	2
737-MAX-9	4	2
A321	4	2

If the Captain and First Officer have not arrived at their airport and/or their ETA is unknown:

- Contact Operations immediately for the location and/or ETA of the Captain and First Officer.
- Hold the boarding process until notified of the Captain's and First Officer's ETA at the airport.
- Inform the FAs of the Captain and First Officer's ETA, and work with the FAs to determine when boarding should begin.

- Boarding shall commence no earlier than 40 minutes prior to the ETA or arrival of the Captain and First Officer at the airport provided all the following conditions are met:

**Example:** If the Captain's and First Officer's ETA is 1400, the flight shall board no earlier than 1320 provided **all** of the following conditions are met.

- Verify applicable [aircraft search](#) has been completed with Communication Coordinator.
- Minimum crew is onboard and cabin temperature is safe for boarding.
  - Ask the Flight Attendant the Minimum Crew and Cabin Safety questions.
  - Boarding shall only begin when a “Yes” response is received to each question.
- The aircraft has uninterrupted power and lights.
- Guests can remain safe and comfortable onboard:
  - The aircraft must have uninterrupted power to maintain a safe cabin temperature,
  - Cabin is cleaned satisfactorily.
  - Guests must not be required to wait on board for an extended period (30 minutes or more) after boarding is complete.
- Gate agents have not been advised to hold boarding (e.g. maintenance, etc.).
- FAs must remain on board the aircraft once boarding has commenced. FAA Regulations do not permit FAs to step off the aircraft with guests onboard; which means they may not be able to communicate with persons outside of the aircraft (includes use of the jetbridge phone not placed in the aircraft).
- The boarding agent shall remain at the aircraft, planeside, if boarding is completed prior to the Captain and/or First Officer arriving at the aircraft, and be the liaison between the station and the aircraft.

**Note:** A boarded aircraft shall never be left unattended for more than five minutes at a time.

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### Boarding Procedures

Revision date: 1/4/2023

Supersede date: 12/12/2023

The "A" agent shall monitor the Departure Timeline-AS during boarding to ensure timeline metrics are being met.

Agents shall use the appropriate announcements, listed in [Section 18](#) of this manual or in CSA Mobile.

After the applicable [aircraft search](#) has been completed, minimum crew is onboard, the cabin is clean and the temperature is safe for boarding all flights shall be boarded in the following order:

**Note:** CSA/PSA shall coordinate with the Fleet Lead and the Flight Attendant if pre-boarding guests with disabilities, Jr. Jetsetters, Armed Individuals, etc., and First Class if Fleet is finishing up cabin cleaning. Refer to [Section 9.600 - Initial Boarding](#) for more information.

Stations shall not “pressure” Fleet into rushing or skipping required tasks that are part of their cleaning dance card.

### Pre-Boarding

- Guests in wheelchairs, with other disabilities, or allergies.

**Note:** When it has been determined a disabled passenger lift is needed, the control agent shall communicate with the Communication Coordinator or ramp personnel to ensure only one aircraft door is being used for boarding at a time.

- Junior Jetsetters
- Armed individuals
- Prisoners/detainees under escort
- Other guests requesting special assistance

### Active Military Pre-Boarding

- Active military members

**Note:** Guests who request to pre-board or active members of the military may board early regardless of the group designated on their boarding pass

#### **Priority Group (PRI)**

- Guests seated in First Class
- Alaska Gold 100K Mileage Plan Members

#### **Group A**

- Alaska Million Milers, Gold 75K, and Gold Mileage Plan members
- **oneworld** Emerald and Sapphire Members

#### **Group B**

- Alaska MVP Mileage Plan members
- **oneworld** Ruby Members
- Premium Class

#### **Group C**

- Eligible Alaska Airlines Credit Card Holders (identified with the BRGV SSR in their PNR)

#### **ROC Early Boarding & Seasonal Early Boarding Promos**

- Guests that check their bags at the gate
- Seasonal Promos (e.g., Holiday Sweater, Seattle Kraken, Portland Timbers, etc.)

#### **Group D**

- Rows behind the wing

#### **Group E**

- All remaining rows, except Saver Fares

## Group F

- Saver Fares guests

### Boarding Messages

Agents shall utilize all applicable Gate Information Display System (GIDS) messages during the boarding process.

**!!! CAUTION !!!**  
If a situation becomes  
unsafe, stop the  
operation to resolve the  
unsafe condition at all  
points of guests  
boarding/deplaning.

### Front/Back Deplaning and Boarding Procedures (for warm weather stations only)

When utilizing front/back deplaning or boarding procedures for guests, agents must:

- Coordinate deplaning and/or boarding with ramp service to ensure ground equipment is not operating or parked in guest walkways.
- Ensure the ramp personnel have staged the correct L2 (aft) door equipment (e.g., stanchions, motorized or non-motorized guest boarding ramp) prior to the beginning of the boarding process.
- Disarm terminal building alarms, when applicable.
- Ensure guests walk directly between the aircraft and terminal without walking under the aircraft wing.
- Confirm the dual door use with the flight crew upon arrival during L1 (forward) door opening.
- Once L1 (forward) door is opened, notify the Flight Attendant dual door deplaning will be used.
- **737 Aircraft Only:** The aft Flight Attendant will not assist with opening L2 door until the "A" Flight Attendant has called to notify them dual door deplaning will be used.
- Recommend the L1 (forward) boarding door to guests who are unable to maneuver any extra steps to the tarmac.

Stations that use stair access to both the front and rear doors shall use the Front/Back Boarding Announcements listed in [section 18.100](#) or in CSA Mobile.

**Note:** Dual door boarding and deplaning will be at the local station's discretion.  
When dual doors are used, crews

shall be notified prior to flight arrival or the first guest deplanes via Ops Messenger or Air to Ground Radio transmission.

### **Assisting Guests with Disabilities in Boarding**

The airline shall assist guests with disabilities in boarding, upon guest request, by providing:

- Personnel
- Ground and boarding wheelchairs (aisle chairs)
- Assistance in moving guest to/from their seat

**Note:** When assisting a guest in a wheelchair down the jetbridge onto the aircraft, the agent shall guide the wheelchair backwards to have more control and balance.

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### ONing Process and Lifting Documents

Revision date: 8/5/2021

Supersede date: 4/25/2018

#### Controls

[Ops Spec A022](#)

***Policy and procedures regarding exit seats cannot be revised without prior regulatory approval and revision of Operations Specification A022 (Ops Spec A022) for Alaska Airlines.***

The agent working in the boarding position shall:

- Use the preferred ONing methods, based on local hardware and software availability with option 1 as top priority, to ON customers accurately.
  - 1. CSA Mobile using the scanning functionality in the Boarding Agent app
  - 2. ONing in IMAGE with a scanner
  - 3. ONing in IMAGE
- ON each passenger and verbally use their name before they pass through the boarding door.
- ON 1W/2W or 1X/2X jumpseat passenger as they pass through the boarding door.
- Watch for the ONing response on the screen and verify a successful “ON” has occurred.
- All ONing errors or discrepancies must be rectified before allowing the passenger down the jetbridge.
- Passengers may be sent back to the gate podium for further assistance.
- Utilize Priority Access Line if gate is equipped with stanchions, carpet and signage identifying it as such.
- Gold and First Class customers are permitted to use this line.
- Customers in this line shall be given priority over those customers for general boarding.
- If during general boarding a Priority Access Line customer approaches, complete ONing the current customer then call upon customers in the Priority Access Line.
- Collect flight coupons for paper ticket holders.
- Verify Passenger Item contains the INF edit and the name of the lap infant, when applicable. If the Passenger Item does not contain the INF edit:
  - Ask for the lap infant’s date of birth
  - Verify the date occurred less than two years ago
  - If necessary, refer the customer to another gate agent for ticketing
- Verify the “CHD” edit has been entered for all passengers age 12 and under.

**Note:** Should an unqualified Exit Row passenger be identified during boarding, the agent must reseat the passenger into a non-exit row seat.

Passengers may not be “pre-ON’d” prior to actual boarding.

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### Reconciling Not Onboard Customers

Revision date: 8/5/2021  
Supersede date: 5/3/2019

#### Controls

14CFR 121.693

Once the majority of the customers have boarded the flight, the "B" Agent shall begin reconciling customers that may appear on the Not ON list.

**Note:** "A" Agent may assist, but the "B" Agent is responsible for the completion of the task.

The "B" Agent shall complete the following task for reconciling not ON customers:

1. Using the Not ON list:
  - a. Look for customers that may have an inbound connection to verify if the flight has arrived at the station
  - b. Look to see if the customer may have checked in with an agent at the ticket counter (e.g. airport check-in time, when were the bag tags issued)
  - c. Verify the customer did not travel on a different flight (e.g. multiple flight bookings in the same PNR)
2. Make a final announcement in the departure gate area for any customer(s) appearing on the Not ON list.
3. Complete a physical check onboard for any customer(s) showing on the Not ON List.

Physical check must be completed using the following steps:

1. Walk onboard the aircraft to the customer(s) seat assignment
2. **VDRP** Ask the customer(s) for boarding pass to verify the name and seat number on the boarding pass with the name and seat number on the Onboard List.
3. If customer(s) is not in the seat in question quickly ask for the customer(s) by name in that general area of the aircraft

**Note:** If no verbal response is received, customer(s) is considered not onboard.

4. Remove any customer(s) from being checked in once a physical check is completed onboard the aircraft.
5. Once the "B" Agent has completed reconciling the Not Onboard customer(s) the "A" Agent can proceed to clear any remaining names on the Priority List.

### **Ticket Reconcile**

To ensure accurate collection of paper tickets the agent shall:

- Compare the number of coupons to the number of paper tickets reflected in the Control Agent app on the CSA Mobile device.

If the numbers do not match:

- Compare individual tickets to the Paper Ticket name list in the Attention Areas of the Control Agent app to determine which ticket(s) are missing.
- Check on board the aircraft to ensure a customer did not board without being ON'd, if the process will not cause a flight delay.
- If the onboard customer verification requires holding a flight, SOC must be consulted first. When this option is not possible, ask the downline station to page the customer upon arrival to retrieve any missed tickets.

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### Passenger Count Verification (PCV)

Revision date: 7/25/2018  
Supersede date: 6/19/2018

#### Control

EFR

#### Interface

[CSM Vol. 7, Section 3.400 - Passenger Counts by Exception](#)

The "B" Agent shall use the Passenger Count Verification (PCV) form to manage the physical count onboard the aircraft when the following events occur:

- A passenger count problem is identified prior to the aircraft door closure
- During irregular operations when some customers may have deplaned after being initially ON'd.

The PCV form can be printed in IMAGE (F3/f12).

TO PERFORM A PHYSICAL PASSENGER COUNT, START AT THE FRONT OF THE AIRCRAFT AND WORK YOUR WAY BACK. RECORD THE NUMBER OF FIRST CLASS AND COACH PASSENGERS IN THE 1ST COLUMN.					
FLIGHT 686			DATE 07JAN		
	IMAGE COUNT		CAPACITY	PHYSICAL COUNT	
FIRST	ON	Empty	16	1st	2nd
FIRST	15	1	16	First .....	.....
COACH	134	22	156	Coach .....	.....
*** INFANTS ***					
FIRST	1				
COACH	3				
SEATS	3D 12A 18C 22F				
*** JUMPSEATERS ***					
Flight Deck	1				
Flight Attendant	1				
IF PHYSICAL COUNT DIFFERS FROM IMAGE, CONSIDER INFANT COUNT, PASSENGERS OCCUPYING TWO SEATS OR JUMPSEAT RIDERS. CONFIRM AND AMEND PHYSICAL COUNT IN 1ST COLUMN.					
IF DISCREPANCY CANNOT BE RECONCILED, PERFORM A SECOND PHYSICAL PASSENGER COUNT FROM THE REAR OF THE AIRCRAFT FORWARD AND RECORD IN 2ND COLUMN.					
CIRCLE THE CORRECT COUNT.					
-----					

The following procedure shall be completed when PCV is necessary to reconcile the passenger count onboard the aircraft:

**Step 1 –** Notify the "A" Flight Attendant you will be performing a PCV onboard. Deliver the Final Flight Paperwork in cities where it cannot be transmitted electronically.

**Step 2** – Onboard the aircraft make the following announcement:

*“At this time we’ll be passing through the cabin to count open seats. Please remain seated to expedite this process.”*

**Step 3** – Begin physical count starting at the front of the aircraft. Count either empty or occupied seats, depending on which is faster.

**Step 4** – If the first physical count matches the IMAGE count on the PCV form, the “B” Agent can close the aircraft door and the flight departs.

**Step 5** – If the first physical count does not match the IMAGE count on the PCV form, attempt to reconcile the count difference (e.g., unticketed lap infants, customers with a second seat, or jumpseat riders seated in the main cabin).

**Steps 6** – If unable to reconcile the difference, begin the second physical count from the rear of the aircraft forward to verify if the first physical count was accurate.

**Step 7** – If the second physical count matches the IMAGE count on the PCV form the “B” Agent can close the aircraft door and the flight departs.

**Step 8** – When the two matching physical counts do not match the computer count, the “A” Agent shall print a copy of the flight’s Onboard Passenger (ON) List in seat number order (not alphabetical) and assist the “B” Agent to physically verify (e.g., verbally and/or visual inspection of boarding pass) each customer’s name and seat assignment on the list.

Physical check must be completed using the following steps:

1. Walk onboard the aircraft to the customer(s) seat assignment
2. **VDRP** Ask the customer(s) for boarding pass to verify the name and seat number on the boarding pass with the name and seat number on the Onboard List.
  - If customer(s) has misplaced the boarding pass, ask for identification to verify
3. If customer(s) is not in the seat in question quickly ask for the customer(s) by name in that general area of the aircraft

**Note:** If no verbal response is received, customer(s) is considered not onboard.

**Step 9** – Once completed the “B” Agent shall relay the new count to “A” Flight Attendant.

**VDRP** **Step 10** – The “A” Agent shall call Departure Coordinator with the correct passenger count.

**Step 11** – “B” Agent and “A” Flight Attendant shall complete door closing procedures and depart the flight.

**Step 12** – Once the “A” Agent has completed Post-Departure Closeout attach the PCV form to the Flight Control Sheet.

Section 9 - Flight Control > 600 - AS Flight Process/Boarding

### Final Flight Paperwork and Door Closing Procedures

Revision date: 5/8/2023  
Supersede date: 5/12/2021

#### Controls

14CFR 121.339

AS FOM

#### Final Flight Paperwork

**Applicable to flights operated with 737 and Airbus aircraft only.**

In preparation for flight departure, the agent shall:

Check the final passenger "ON" count for accuracy.

- The numbers Total ON (TTL ON) and Total Number of boarding pass (TLOB) are exactly the same number.
- If TTL ON and TLOB are not exactly the same number, proceed to Not "ON" List and verify all customers have boarded the flight.

Immediately upon completion of the boarding process, proceed to Flight Close-Out (F3/f11).

Final Flight Paperwork shall be printed in cities where it cannot be transmitted electronically.

Final flight paperwork will include and shall be separated into the following sections:

- Cabin Service List for the Flight Attendants. (No count listed/written)
- Flight Deck Report for the Pilots that includes Total Onboard Count, SSR list, ARMD list, FLEO list, and Infant list. (No written count)

SEATZAS  
• SEATZAS 101709/CKW589704

TOTAL ONBOARD COUNT

TOTAL SOULS ONBOARD /MINUS CREW// 153  
\*\*\*\*\*  
BREAKDOWN  
-PLUS- NUMBER OF OCCUPIED SEATS/ F16Y136  
-PLUS- NUMBER OF OCCUPIED JUMPSEATS/ W0X0  
-PLUS- NUMBER OF LAP INFANTS/ F0Y1  
-MINUS- NUMBER OF CABIN BAGGAGE SEATS/ 0  
-MINUS- NUMBER OF SECOND SEATS/ 0  
-MINUS- NUMBER OF STRETCHER SEATS/ 0

10SEP08 1709Z 10SEP08 1714Z \*1832

#### No Meal List

When there is an indication of an aircraft swap (gauge change) on any 737-900, the agent shall print a No Meal List to be provided to the "A" Flight Attendant.

- Print a list of last booked "U" class customers in IMAGE from Shift F2/f9 (Flight Process/Name Lists) and label it "No Meal List."
- Highlight the names of the last 4 individuals to receive an upgrade to First Class.
- Have the "B" agent deliver the "No Meal List" to the Flight Attendant.

### **Ensuring Life Vests for All Occupants on ETOPS Flights**

FAA regulations require a life vest must be onboard for each occupant of the aircraft on all Extended Twin Engine Operations (ETOPS) flights - not ETOPS equipped aircraft, but actual ETOPS extended over water flights (e.g. all Hawaii flights).

Occupants of the aircraft include: customers with seat assignments, lap infants, working crewmembers and jumpseat occupants both flight attendant and flight deck.

#### Life Vest Verification Process

All flights to/from Hawaii are ETOPS extended overwater flights and must have a life vest for every occupant onboard.

Procedures to verify there are enough life vests for all occupants:

- When the agent boarding the flight receives the "Maximum Lap Infant Occupancy Exceeded" pop-up, they are to advise the "A" agent.



**Maximum Lap Infant Occupancy Pop-Up**

The "A" agent shall:

- wait until all customers have been ON'd.
- determine the Total Souls Onboard count.
- determine how many working crew members (e.g. pilots and flight attendants) are on the flight. That number will be found on the AS Crewmember Verification Web Service. The number of working crew members will be 6, 7 or 8.
- add the Total Souls Onboard count and the working crew member count together to determine how many occupants are onboard the aircraft.

- determine the type of aircraft to verify how many life vests are onboard:

800 ETOPS Aircraft (737-800E)	179 total life vests onboard
900 ER Aircraft (737-900E)	203 total life vests onboard
MAX-9 (737-MAX-9)	203 total life vests onboard
Airbus 321	220 total life vests onboard

If the number of occupants onboard the aircraft is more than the number of life vests onboard, enough occupants must be removed from the aircraft to ensure there are not more occupants than life vests.

Remove occupants by using the following [Bumping Priority List](#).

If the agent has to voluntarily or involuntarily deny revenue customers travel, the compensation will be as follows:

Compensation for a revenue customer that was voluntarily denied boarding will be one Bonus Travel Certificate (BTC).

Compensation for a revenue customer that has been involuntarily denied boarding will be the standard monetary compensation found in [CSM Vol. 2, Section 11.200](#).

## Door Closing Procedures

**Applicable to flights operated with 737 and Airbus aircraft only:**

When all customers are on board, before the "B" Agent closes the aircraft door, the following tasks must be accomplished:

- Ensure gate-checked items are loaded and the pushback crew is present
- Give any [Pet Check Records \(TZ-105\)](#) to the flight attendant and have them advise the customer their pet (AVIH) has been loaded on the aircraft.
- Present the Flight Attendant with No Meal List (if applicable).

**Note:** In cities where the Final Flight paperwork cannot be submitted electronically, the CSA shall board the aircraft with a printed Cabin Service List and Flight Deck Report.

## 737 Door Closure Procedures

The "B" Agent shall:

- Ask the Flight Attendant “Are you ready to close?”
- The Flight Attendant will:
  - Receive approval from the Captain
  - Confirm with aft Flight Attendants they are ready for door closure
  - Advise “B” Agent “Cabin secure, ready to close.”

**Note:** The Captain shall advise the Flight Attendant if the door needs to remain open for fueling, maintenance, air traffic gate hold, etc.

The Flight Attendant shall begin door closing procedures by depressing the gust lock.

Together, the “B” Agent and the Flight Attendant shall swing the door inward.

The Flight Attendant shall secure the door from the inside.

**Note:** Do not secure the door using the exterior recessed handle.

Prior to the pushback of an Alaska Airlines aircraft, the agent shall ensure the L1 door handle is correctly secured and flush within the door handle's recessed area.

#### **Airbus Door Closure Procedures**

The "B" Agent shall:

- Ask the Flight Attendant “Are you ready to close?”
- The Flight Attendant will:
  - Receive approval from the Captain
  - Confirm with aft Flight Attendants they are ready for door closure
  - Advise “B” Agent “Cabin secure, ready to close.”

**Note:** The Captain shall advise the Flight Attendant if the door needs to remain open for fueling, maintenance, air traffic gate hold, etc.

The Flight Attendant shall begin door closing procedures by depressing the gust lock.

**Note:** The CSA/PSA may need to push the door towards the aircraft to help the

Flight Attendant disengage the gust lock.

The "B" Agent shall close the door by doing the following:

- Grip and raise the handle out the door recess area.
- **SLOWLY** move the door to the closed position to prevent injury to the Flight Attendant.
- **With a minimal amount of force**, gently push the door closed to seat the door.
  - Excessive force or slamming the door may result in aircraft damage.
- Lower the exterior handle to secure the door using the "CPR" method (one hand placed over the other).



**!!!WARNING!!!**  
Keep fingers away from  
pinch point between the  
door handle and the  
surface of the aircraft  
to avoid serious injury.

Prior to the pushback of an Alaska Airlines aircraft, the agent shall ensure the L1 door handle is correctly secured and flush within the door handle's recessed area.

### Section 9 - Flight Control > 600 - AS Flight Process/Boarding

#### Flight Close-out

Revision date: 8/28/2023  
Supersede date: 1/18/2023

##### Interface

[CSM Vol. 7, Section 3.400 - Passenger Counts by Exception](#)  
[CSM Vol. 4, Section 4.300 - Final Passenger Count](#)

Upon completion of reconciling Not ON guests and in preparation for flight departure, the agent shall:

- Check the final passenger ON count for accuracy and ensure:
  - The total number ON (TTL ON) and total on board (TLOB) are the same.
  - If the TTL ON and TLOB are not the same number, proceed to Not ON List and reconcile any guests showing Not ON.
- Finalize SSR edits and verify presence of proper code and comments for guest needs.
- Edit any bag tags into Passenger Items.

The “A” Agent shall complete the following Flight Departure procedures in the below order:

- Complete Flight Close-out.
  - Local Boarding Passenger Count
  - Wheelchair Count for downline station(s)
  - Claim at Gate Bags (e.g. 3 bags, 5 strollers)
- Print Final Flight Paperwork, if applicable.
- Transfer any unaccommodated standbys (see [Unaccommodated Standbys](#) below).
- Complete the Departure Timeline-AS Flight Report and ROC Report (see [Flight/ROC Report](#) below).
- Complete and file local station flight paperwork, including the CSA/FA Briefing form

#### Flight Close-out

The “A” Agent must close the flight (PDC1) upon completion of boarding. This will generate the final guest count numbers to be sent to Centralized Load Planning (CLP).

The Flight Status Display in IMAGE will reflect the following:

- PDC1 will display as PDC
- PDC2 will display as PDC\*

**Note:** When a red alert message is received this indicates the final numbers were not successfully sent to CLP, contact your local Communication Coordinator (CC) and verbally relay the passenger counts.

**Note:** For international flights, it is important to close the flight immediately to comply with Customs and Border Protection (CBP) regulations on the transmittal of APIS. If Customs advises the APIS information was not sent, use the GFC entry in Sabre to resend the list (GFCflt/date).

Central Load Planning (CLP) will be contacted by the station's CC to have a flight reopened if any passenger count changes need to be made, or if a flight returns to the gate but not wheels up.

If a flight returns to the gate but not wheels up (PDC1), the gate agent will complete the following process:

- Notify the CC the flight is returning to the departure gate. The CC will communicate with CLP regarding the return to gate.
- If the flight needs to be reopened, contact the CC. The CC will contact CLP to have the flight reopened.
- Once CLP has reopened the flight, the CC will notify the gate agent. The PNRs and VCRs will be accessible as if the flight was never closed.
- FIM issuance ability is improved due to VCR status remaining LFTD. LFTD does not generate the Settlement Authorization Code (SAC) transfer (payment to AS).
- Contact the CC once all changes are completed to the final numbers, and the flight has been closed.
- Reprint the final flight paperwork, if necessary, to reflect the new guest count.

**Note:** If an airborne flight returns to the gate (PDC2), Network Operations Support (NOS) must be contacted to change the VCR status. The flight cannot be reopened.

IMAGE will allow a flight to be closed out (PDC1) up to 30 minutes prior to departure. However, it shall not be closed out unless the following conditions have been met:

- All guests holding boarding passes are onboard.
- All thru guests are accounted for.

- The Priority List has been processed.

### **Unaccommodated Standbys**

Revenue and non-revenue standby guests who did not receive a seat assignment on a flight are considered, "Unaccommodated standbys."

After the flight is closed and is in PDC1 status, the gate agent shall contact each unaccommodated standby guest.

When guest no longer wishes to travel:

- Cancel any connecting or return reservations/meal listings.
- Make arrangements for the standby luggage marked "Standby" to be delivered to baggage claim.

When the guest desires to standby for another flight:

- Transfer by line number to the next priority list to prevent additional work for the next agent.

**Exception:** Transfers resulting in a change of Priority Code are not permitted (e.g., listed as E1Y on OO operated flight wishing to be transferred to a QX operated flight as an X5).

The gate agent shall list the non-revenue traveler for the new flight using Non-Rev Not Listed (F1/f4).

When a Jumpseat rider desires to standby for another flight:

- The agent shall re-verify JACS before re-listing for the desired flight.

**Note:** "J" jumpseat codes shall not be rolled over to another Alaska Airlines flight.

### **Flight/ROC Report**

The "A" Agent shall:

- Complete the Flight Report found on the Departure Timeline-AS only when any of the following metrics show missed (red):
  - Board Start
  - Board End
  - PDC
  - Ramp Load Submit

- L1 Door Closure
- Out

To complete the Flight Report, use the following steps:

- Click on “Flight Report” and type your name, station and flight number.
- Select the reason from the drop-down menu describing why the timeline goal was missed.
- If selecting “O – Other (specify details)”, add comments.
- If the “Ramp Load Submit” was missed (red), contact the CC Agent to determine the reason.
- If aircraft “OUT” was missed (red), add comments about the overall flight delay.
- Once complete, select “OK.”
- To return to the Departure Timeline, close the “Flight Report” tab at the top of the browser.
- Complete the ROC Report found on the Departure Timeline – AS whenever a ROC Target is provided
  - Click on “ROC Report” and type your name, station, and flight number.
  - If CLP/CC/Pilot request to limit the number of bags ROC’d due to weight and balance, change the drop-down box to “Yes.”
  - Fill in the number of pre-tagged bags and the number of bags removed from the cabin.
  - Add any additional comments.
  - Once complete, select “OK.”
  - To return to the Departure Timeline, close the “ROC Report” tab at the top of the browser.

### **Local Station flight paperwork**

Follow local station policies for completing and submitting flight paperwork.

- Perform ticket reconcile and stamp USED:
  - Revenue paper tickets
  - Non-revenue paper tickets
  - Any uncollected express tickets

Ensure all paper tickets collected from the flight are turned into Station Accounting for processing.

### Section 9 - Flight Control > 600 - AS Flight Process/Boarding

#### Load Read-back

Revision date: 8/4/2015  
Supersede date: New

##### Control EFR

When transferring load information from one agent to another, a read-back of the important data is required to ensure that the information we share is clear, complete and accurate.

An effective read-back is composed of:

1. **Sender initiates** communication in a clear concise format.  
*"There are three Anchorage local bags in pit 2."*
2. **Receiver acknowledges** receipt of information by a read-back.  
*"Copy. Three Anchorage local bags in pit 2."*
3. **Sender acknowledges** the accuracy of the communication.  
*"That's correct."*

## 700 - Regional Flight Process/Boarding

Section 9 - Flight Control > 700 - Regional Flight Process/Boarding

### Turn Timeline

Revision date: 6/23/2023  
Supersedes: 5/8/2023

**CEME: E27S1**

Applicable to flights operated with Horizon Air E175 aircraft only.

Turn Timeline definitions and goals are available in the [Operations Reporting SharePoint site](#).

### Flight Timeline

STAR	Non-STAR	Boarding Agent Activity (completed by the D- time at left)
	D-40	<ul style="list-style-type: none"> <li>• Restrict to gate check-in</li> </ul>
D-33	D-27	<ul style="list-style-type: none"> <li>• Verify minimum crew/safe cabin temperature</li> </ul>
	D-30	<ul style="list-style-type: none"> <li>• Release pre-reserved seats</li> <li>• Begin clearing customers from Priority List</li> </ul>
D-30	D-25	<ul style="list-style-type: none"> <li>• Boarding begins (SSRs boarded first, if applicable)</li> </ul>
	D-15	<ul style="list-style-type: none"> <li>• Seats removed from no-show customers and assigned to remaining customers on the Priority List, if applicable</li> <li>• Boarding agent calls ramp to advise number of customers remaining to board</li> <li>• Boarding 85% complete</li> </ul>
	D-12	<ul style="list-style-type: none"> <li>• Board End</li> <li>• PDC1 (close flight)</li> <li>• Clear call to ramp</li> <li>• Proceed to aircraft and clear the flight with the Flight Attendant</li> </ul>
	D-7	<ul style="list-style-type: none"> <li>• Passenger count verification complete</li> </ul>
	D-4	<ul style="list-style-type: none"> <li>• L1/main cabin door (MCD) is closed</li> </ul>

**Note:** STAR (Start the Airline Right) flights are the first flight of the day for each

station, departing between 5:00am  
and 9:00am local time. All others are  
non-STAR flights.

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### **Ground Times/Turn Types**

Revision date: 5/8/2023  
Supersede date: 6/5/2019

#### **CEME: E27S**

**Applicable to flights operated with SkyWest ERJ 175 aircraft only.**

Refer to the [SkyWest Contract Guidebook-AS/QX Differences](#).

**| Applicable to flights operated with Horizon Air E175 aircraft only.**

Refer to [Section 3.10 - Standard Turn Times](#) in the Horizon Air Services Manual.

Section 9 - Flight Control > 700 - Regional Flight Process/Boarding

### **Thru Passenger Verification**

Revision date: 5/8/2023  
Supersede date: 11/16/2020

#### **CEME: L1L1**

Applicable to flights operated with Horizon Air E175 aircraft only.

Refer to [Section 23.400 - Thru Passenger Verification – International](#) if the intermediate stop occurs in a non-U.S. Location.

### **Thru Passenger Verification**

The following thru passenger verification procedure shall be completed prior to boarding local customers on all domestic thru flights:

- The flight attendant shall count the remaining thru passengers onboard.
- The flight attendant's count shall be communicated to the gate agent (or to the gate agent via the ramp agent).
- This may be communicated to the gate agent via the ramp agent.
- Gate agent shall verify the flight attendant's thru passenger count.
- If there is a count discrepancy, the gate agent shall print the thru list to reconcile thru passenger count differences.
- Prior to pre-boarding the outbound flight, un-ON any thru customers who have deplaned the aircraft using OnBoard Manager.

Once thru customers have been verified, standard boarding procedures may begin.

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## Upgrades

Revision date: 3/28/2017  
Supersede date: 01/04/2017

**Applicable to Horizon Air E175 and SkyWest ERJ 175 aircraft only.**

Refer to the following:

[Section 9.600 - Upgrades to First Class](#)

[Section 9.600 - Upgrades to Premium Class](#)

### Section 9 - Flight Control > 700 - Regional Flight Process/Boarding

#### Initial Boarding

Revision date: 8/28/2023  
Supersede date: 4/26/2023

##### Control EFR

Boarding shall begin 25 minutes prior to departure, under the following conditions:

- Verify applicable [aircraft search](#) has been completed with Load Coordinator or GSC.
- The aircraft has uninterrupted power and lights.
- Gate agents have not been advised to hold boarding (e.g. maintenance, etc.).
- Guests can remain safe and comfortable onboard the aircraft.
  - The aircraft must have uninterrupted power to maintain a safe cabin temperature.
  - Cabin is cleaned satisfactorily.
  - Guests must not be required to wait on board for an extended period (30 minutes or more) after boarding is complete
- A full complement of Flight Attendants is onboard the aircraft, per Federal Aviation Regulations.
- GSAs shall be notified before sending the first guest to board the aircraft when ground loading.
- **VDRP** Contact a Flight Attendant (FA) onboard the aircraft immediately prior to the start of preboarding asking the questions below in person / face to face:
  - **"Is the minimum crew onboard?"**
  - **"Is the cabin clean and temperature safe for boarding?"**

**Note:** • The GSA or Verification Agent is an authorized representative for the CSA/PSA, and may assist/coordinate the in person / face to face communication between the CSA/PSA, Fleet, and the Flight Attendant.

If tasked by the CSA/PSA, the GSA or Verification Agent shall ask the Flight Attendant to the two questions on behalf of the CSA/PSA.

Flight Attendant Answer	Required Action
Yes (To all questions)	Boarding may begin immediately.

No	<p>Take appropriate action based on whether:</p> <ul style="list-style-type: none"> <li>• Minimum crew is not onboard</li> <li>• The cabin is not clean, or</li> <li>• The temperature isn't safe for boarding</li> </ul>
<i>No, Minimum Crew is not onboard</i>	<ul style="list-style-type: none"> <li>• Boarding shall not begin until minimum crew is onboard</li> <li>• FA shall advise who is missing</li> <li>• CSA/PSA shall coordinate board start with the FA when minimum crew is onboard</li> </ul>
<i>No, Fleet is still onboard.</i>	<ul style="list-style-type: none"> <li>• CSA/PSA shall coordinate with the Fleet Lead when guests with disabilities, other pre-board requests (e.g. Junior Jetsetters, armed individuals, etc.) and First Class may board. <ul style="list-style-type: none"> <li>– Inform the Fleet Lead of the seat locations of the pre-board requests to ensure those areas are cleaned as soon as possible.</li> </ul> </li> <li>• CSA/PSA shall coordinate boarding with the FA based on the Fleet Lead's response and may begin boarding the pre-board request(s) and First Class only.</li> <li>• After pre-boarding and First Class, CSA/PSA shall coordinate with the FA to ensure Fleet has finished, deplaned, and the cabin appears clean. This may be done using: <ul style="list-style-type: none"> <li>– Team Messaging</li> <li>– Radio/phone communication</li> <li>– In person between the CSA/PSA and FA</li> <li>– Other approved, established means of communication</li> </ul> </li> <li>• General Boarding shall begin only after coordinating and approval between the CSA/PSA and the FA.</li> </ul>
<i>No, Fleet needs to come or to return to the aircraft.</i>	<ul style="list-style-type: none"> <li>• FA shall advise the CSA/PSA the condition of the cabin.</li> <li>• CSA/PSA shall coordinate Fleet coming/returning to the aircraft.</li> <li>• Boarding shall be held until Fleet arrives at the aircraft.</li> <li>• After Fleet arrives at the aircraft: <ul style="list-style-type: none"> <li>– CSA/PSA shall coordinate with the Fleet Lead when guests with disabilities, other pre-board requests (e.g. Junior Jetsetters, armed individuals, etc.) and First Class may board.</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ Inform the Fleet Lead of the seat locations of the pre-board requests to ensure those areas are cleaned as soon as possible.</li> <li>– CSA/PSA shall coordinate boarding with the FA based on the Fleet Lead's response and may begin boarding the pre-board request(s) and First Class only.</li> <li>• After pre-boarding and First Class, CSA/PSA shall coordinate with the FA to ensure Fleet has finished, deplaned, and the cabin appears clean. This may be done using: <ul style="list-style-type: none"> <li>– Team Messaging</li> <li>– Radio/phone communication</li> <li>– In person between the CSA/PSA and FA</li> <li>– Other approved, established means of communication</li> </ul> </li> <li>• General Boarding shall begin only after coordinating an approval between the CSA/PSA and the FA.</li> </ul> <p><b>NOTE:</b> Stations shall not “pressure” Fleet into rushing or skipping required tasks that are part of their cleaning dance card.</p>
<i>No, cabin temperature is not safe.</i>	<ul style="list-style-type: none"> <li>• FA will advise if the cabin is too hot or too cold.</li> <li>• Boarding shall be held until the cabin temperature is safe.</li> <li>• CSA/PSA shall coordinate with the Communication Coordinator (DC) and advise if the cabin is too hot or cold.</li> <li>• CC will take the appropriate actions to bring the cabin temperature into a safe range for boarding.</li> <li>• CSA/PSA shall check with the Flight Attendant 10 minutes after cooling or heating procedures have begun to see if the cabin temperature is safe.</li> <li>• If the cabin temperature is not safe after 10 minutes, the CSA/PSA will check with the Flight Attendant at 5 minute intervals until the cabin temperature is safe for boarding to begin. This may be done using: <ul style="list-style-type: none"> <li>– Team Messaging</li> <li>– Radio/phone communication</li> <li>– In person between the CSA/PSA and FA</li> <li>– Other approved, established means of communication</li> </ul> </li> </ul>

	<ul style="list-style-type: none"><li>• Boarding shall begin only after the FA confirms the cabin temperature is safe and boarding may begin.</li></ul>
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- FAs must remain on board the aircraft once boarding has commenced. FAA Regulations do not permit FAs to step off the aircraft with guests onboard; which means they may not be able to communicate with persons outside of the aircraft (includes use of the jetbridge phone not placed in the aircraft).
- The boarding agent shall remain at the aircraft, planeside, if boarding is completed prior to the Captain and/or First Officer arriving at the aircraft, and be the liaison between the station and the aircraft.

**Note:** A boarded aircraft shall never be left unattended for more than five minutes at a time.

Section 9 - Flight Control > 700 - Regional Flight Process/Boarding

### Boarding Procedures

Revision date: 5/8/2023  
Supersede date: 1/4/2023

#### Controls

[14 CFR 121.589\(a\)](#)

CEME: L2F1 Q4

#### Announcements

Agents shall use the appropriate announcements in [Section 18](#) of this manual or in CSA Mobile.

### Flight Preparation

Refer to [Section 9.400-Pre-Flight Tasks](#).

After the applicable [aircraft search](#) has been completed, minimum crew is onboard, the cabin is clean and the temperature is safe for boarding, all flights shall be boarded in the following order.

**Note:** CSA/PSA shall coordinate with Fleet Lead and Flight Attendant to pre-board guests with disabilities, Jr. Jetsetters, Armed Individuals, etc., and First Class if Fleet is finishing up cabin cleaning. Refer to [Section 9.700 - Initial Boarding](#) for more information.

Stations shall not “pressure” Fleet into rushing or skipping required tasks that are part of their cleaning dance card.

### Boarding Order

#### Pre-Boarding

- Guests in wheelchairs, with other disabilities, or allergies
- Junior Jetsetters
- Armed individuals
- Prisoners/detainees under escort
- Other guests requesting special assistance

#### Active Military Pre-Boarding

- Active duty military members

**Note:** Guests who request to pre-board or active members of the military may board early regardless of the group designated on their boarding pass.

**Priority Group (PRI) (applicable to Horizon E175 and SkyWest ERJ 175 aircraft only)**

- Guests seated in First Class
- Alaska Gold MVP 100K Mileage Plan Members

**Group A**

- Alaska Million Milers, Gold 75K, and Gold Mileage Plan members
- **oneworld** Emerald and Sapphire Members

**Group B**

- Alaska MVP Mileage Plan members
- **oneworld** Ruby Members
- Premium Class

**Group C**

- Eligible Alaska Airlines Credit Card Holders (identified with the BRGV SSR in their PNR)

**ROC Early Boarding & Seasonal Early Boarding Promos**

- Guests that check their bags at the gate
- Seasonal Promos (e.g., Holiday Sweater, Seattle Kraken, Portland Timbers, etc.)

**Group D**

- Rows behind the wing

**Group E**

- All remaining rows, except Saver Fares

## **Group F**

- Saver Fares guests

### **Boarding Messages**

Agents shall utilize all applicable Gate Information Display System (GIDS) messages during the boarding process.

**!!! CAUTION !!!**  
If a situation becomes  
unsafe, stop the  
operation to resolve the  
unsafe condition at all  
points of guest  
boarding/deplaning.

### **Assisting Guests with Disabilities in Boarding**

The station shall assist guests with disabilities with boarding, upon guest request, by providing:

- Personnel
- Ground and boarding wheelchairs (aisle chairs)
- Assistance in moving guests to/from their seat

**Note:** When assisting a guest in a wheelchair down the jetbridge onto the aircraft, the agent shall guide the wheelchair backwards to have more control and balance.

### **Junior Jetsetters**

Junior Jetsetters shall be boarded either during pre-boarding or after general boarding has taken place. Junior Jetsetters shall only be boarded through the aircraft's main cabin door.

When boarding a Junior Jetsetter, the boarding agent shall:

- Escort the child to the aircraft
- Introduce them to the Flight Attendant "A" (located at main cabin door)
- Complete the Guardian Contact Form ([TZ-94](#))

☒ **Applicable to flights operated with Horizon Air E175 aircraft only.**

The gate agent shall:

- Monitor the Departure Timeline-QX tool during boarding to ensure timeline metrics are being met.

### Communicating with Ramp Agents

When communicating via radios with the ramp at hub stations or when multiple flights are boarding at the same time, use the flight number instead of the spot number or destination to reduce confusion.

**Note:** In most Horizon locations the Load Coordinator or Operations-QX qualified in Canada will be entering Ramp Load Submit (RLST) into S4A if applicable. Refer to [QX Services Manual](#) for the Read Back Exception cities.

### **Boarding More Than One Flight (Multi-ops)**

In all stations when ground loading, a Verification Agent (CSA/PSA) using their CSA Mobile device shall be positioned at the walkway door, bottom of the ramp, etc. to confirm guests board the correct aircraft and monitor that guests do not deviate from the doorway to the aircraft.

**Note:** Boarding shall be held until a Verification Agent is available and in position for the flight.

This requirement includes situations when other airlines may also be boarding flights from their individual gates into the shared walkway.

If a GSA or authorized representative (e.g., Business Partner) will be the Verification Agent, refer to the procedures in the [Horizon Air Services Manual](#).

#### Boarding Agent

- Advise guests to keep their boarding passes available for re-verification planeside before they board the aircraft.
- After boarding is complete and the flight is closed, go to the aircraft to verify the onboard passenger count as normal per the procedures in [Section 9.700 - Closing the Flight](#) and [Section 9.700 - Clearing Horizon Air E175 Flights](#).

**Verification Agent**

- Discuss the verification process with the Boarding Agent.
  - Confirm parking spot with Operations, boarding door, SSRs, etc.
  - Applicable to Horizon E175 flights: A plan for ROC bags.
- Proceed to the correct location on the ramp at D35, D30 based on the timeline.
- Coordinate with the GSA and determine who will check with the Flight Attendant on boarding based on the timeline.
  - If the Verification Agent is performing this task, ask "*Is the minimum crew onboard?*" and "*Is the cabin clean and temperature safe for boarding?*"
  - Relay the responses to your Boarding Agent.
- Be in position for the verification process when given the OK to begin boarding.
- Shall monitor movement of guests on the ramp:
  - Be certain they are not allowed to roam free.
  - Guests are not permitted behind the aircraft wing, except when boarding or deplaning through the aft passenger door.
- Shall scan all boarding passes with the Boarding Agent App on your CSA Mobile Device.
  - Verbal verification from guests is not acceptable.
- Responses:
  - "Already on Board" – They are OK to board your aircraft.
  - If any other message is received, troubleshoot the issue, ensure they were properly ON'd and boarded the correct aircraft.
- **Applicable to Horizon E175 flights:** Accept ROC bags and work with the GSA to load them on the aircraft.
- When boarding is complete:
  - Wait for your Boarding Agent to arrive at your aircraft.
  - Your Boarding Agent shall verify the passenger count with the Flight Attendant. 
- Use [Section 9.700 - Passenger Count Verification](#) to resolve any passenger count discrepancies.

**Note:** If there is an outage or connectivity issues, a visual inspection of each boarding pass may be used to verify customers are boarding the correct flight.

## Horizon Air E175

Flights shall be boarded through the L1 (Main Cabin) door via a jetbridge or ground boarding ramp only unless dual door operations are in effect.

### Horizon Air E175 Dual Door Operations

#### Opening/Arrival

Dual door operations will be at the local station's discretion.

The L1 Door shall be opened first before the L2 Door.

The agent opening L1 shall notify the Flight Attendant of the intent to deplane/board through L2.

- The Forward Flight Attendant shall inform the Aft Flight Attendant that L2 will be used for deplaning/boarding.

#### !!!CAUTION!!!

The Flight Attendant may close the L2 Door Vent Flap immediately upon arrival. Use extreme caution and keep your hands and body away from the vent flap to prevent injury.

**Note:** The door may be opened with the vent flap in the open or closed position.

Confirm the L1 door is open before looking for a thumbs up at the L2 door.

- The agent at L2 shall look through the door window and wait for a thumbs up signal from the Flight Attendant.
  - The agent shall open L2 only after receiving a thumbs up signal from the Flight Attendant.
  - If a thumbs up signal is not received, do not open the door. Contact the crew or Operations for further instructions.
- Follow standard door opening procedures when opening L2, refer to the procedures in the [Horizon Air Services Manual](#).

**Note:** Agents may only physically assist with equipment placement if they have been properly trained to do so by a designated trainer. Refer to the [Horizon Air Services Manual](#).

### Boarding

Stations that use stair access to both the front and rear doors shall use the Front/Back Boarding Announcements listed in [section 18.100](#) or in CSA Mobile.

When dual door boarding, the boarding agent shall inform each customer which door to enter on the aircraft based on their seat assignment.

- Customers seated in Group C should be directed to the aft passenger door.
- Customers seated in Group D should be directed to the main cabin door.

### Closing L2/Departure

The agent should close the L2 door by D15 or when the FA gives a thumbs up.

- Notify the FA if present.

Refer to the procedures in the [Horizon Air Services Manual](#) for closing passenger cabin doors.

 **Applicable to flights operated with SkyWest ERJ 175 aircraft only.**

### **Flight Attendants**

In all situations, the minimum required Flight Attendants shall be onboard the aircraft before boarding may begin, per FAA regulations.

Refer to the [SkyWest Contract Guidebook](#) for Crewmember Verification and additional information boarding passengers on SkyWest ERJ 175.

Section 9 - Flight Control > 700 - Regional Flight Process/Boarding

### Monitoring Carry-On Baggage

Revision date: 5/23/2023  
Supersede date: 2/15/2023

#### Control

EFR

#### CEME: Q4

Each guest may bring one carry-on bag and one personal item (e.g., purse, briefcase, and laptop).

Gate agents boarding the flight are responsible for enforcement of current carry-on baggage allowance rules.

Agents shall monitor and walk through the boarding area checking for carry-on compliance before boarding starts, and continue to monitor for compliance during the boarding process.

**Note:** It is especially important to diligently enforce the current rules to ensure timely boarding and deplaning

Refer to [Section 6.100 - Carry-On Acceptance](#) fee guidelines.

The agent shall advise guests to take all fragile, electronic, or perishable items onboard with them when gate checking their baggage.

- Ask the guest: “*Do you have any prohibited items or lithium batteries in your bag?*”

**Note:** The [Lithium Battery Awareness sign \(LZ-17\)](#) may also be used as an alternative to asking the question about prohibited items or lithium batteries.

- Refer to [CSM 6.100 - Restricted Carry-on Items](#) for additional guidance and completion of the [Battery Removed Flag \(TZ-911\)](#) if they have a smart bag or battery powered folding stroller.

**Note:** Some smart bags contain more than one battery. Ensure all batteries have been removed.

- Advise guests they will retrieve their item planeside at the destination of the flight.

If bags cannot be accommodated in the cabin, the flight attendant may apply the Stow Below Tag to communicate guest information to the agent.

The agent shall remove the tag and use the information to apply the appropriate baggage tag. Refer to [Section 6.100 - Accommodating Carry-on Bags for Claim at Gate](#) eligibility criteria. All other bags shall be tagged with a white Bags to Carousel tag.

Add the tag number to the guest's PNR. The Stow Below tag should be disposed of after updating the PNR with the tag information.

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### ONing Passengers

Revision date: 5/8/2023  
Supersede date: 8/1/2022

**Applicable to flights operated with Horizon Air E175, or SkyWest ERJ 175 aircraft.**

The boarding agent shall:

- Use the preferred ONing methods, based on local hardware and software availability with option 1 as top priority, to ON customers accurately.
  1. CSA Mobile using the scanning functionality in the Boarding Agent app
  2. ONing in IMAGE with scanner
  3. ONing in IMAGE
- When ONing each customer, use the customer's name and provide the door or parking spot number before they pass through the boarding door. Suggested verbiage: "*Thank you, Mr. Smith. You'll be using door number \_\_\_\_ (or spot number \_\_\_\_)* today."
- ON 1W (flight deck jumpseat) or 1X (additional crew member seat) as they pass through the boarding door.
- Watch for the ONing response on the screen and verify a successful "ON" has occurred.
- All ONing errors or discrepancies must be rectified before allowing the passenger to board.
- Utilize Priority Access Line if gate is equipped with stanchions, carpet and signage identifying it as such.
- Gold and First Class customers are permitted to use this line.
- Customers in this line shall be given priority over those customers for general boarding.
- If during general boarding a Priority Access Line customer approaches, complete ONing the current customer then call upon customers in the Priority Access Line.
- Collect flight coupons for all paper ticket holders.
- Verify Passenger Item contains the INF edit and the name of the lap infant, when applicable. If the Passenger Item does not contain the INF edit:
  1. Ask for the lap infant's date of birth
  2. Verify the date occurred less than two years ago
  3. If necessary, refer the customer to another gate agent for ticketing
- Verify the CHD edit has been entered for all passengers age 12 and under.

Passengers may not be "pre-ON'd" prior to actual boarding.

**Note:** On flights operated with SkyWest ERJ 175 aircraft, manually track the number of ticketed children who have not reached their second birthday.

### **Marking Flight Coupons**

All paper tickets placed in the FRE shall be stamped “USED” (do not stamp or write over the scan band area or the fare calculation ladder).

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### Restrict to Gate Check-In/Priority List

Revision date: 5/8/2023

Supersede date: 06/15/2022

#### **Applicable to flights operated with Horizon Air E175, or SkyWest ERJ 175 aircraft.**

The flight shall be restricted to gate check-in 40 minutes prior to posted departure (45 minutes prior to departure in DEN and LAS).

All customers (revenue and non-revenue) must be checked in and available to board at the designated boarding gate 30 minutes prior to departure.

Customers traveling with a battery powered mobility aid must be present and available to board 45 minutes prior to posted departure or the agent may deny them boarding. However, if a delay on the flight will not be incurred, the customer may still be accommodated on the same flight.

- After the flight has been restricted, customer seat assignments/transportation are no longer guaranteed, and the customer is no longer eligible for Denied Boarding Compensation.
- The departure time showing in the Flight Status Display shall be considered the "posted" departure time for application of denied boarding.
- The departure time shown in the Flight Status Display will be updated to account for delays.

When a customer has been denied boarding due to not meeting the required check-in time, the following procedures shall apply to the customer's baggage:

- When a customer does not show up for their flight and the station is following [PPBM](#) procedures by mandate of the FSD (e.g. screening equipment is inoperable), all unscreened, checked baggage of that customer must be removed from the aircraft.
- If a customer arrives at the gate late and cannot be accommodated due to their seat being released to a standby passenger, their bags may remain on the aircraft.

### Clearing the Priority List

Agents shall release seats and begin clearing the Priority List 30 minutes prior to departure.

- Release all pre-reserved seats and airport blocked seats.
- Process upgrades (First and Premium Class) from Priority List, when available (applicable to ERJ 175 only).
- Process seat change requests.

**Note:** Flight Attendants will not process seat changes on board, except to meet FAA regulatory requirements, until the flight has passed through 10,000 ft.

- Assign available seats to all remaining customers, from top to bottom in the order they appear on the IMAGE Priority List.
  - Non-Alaska elite revenue OS customer shall not be placed in Premium Class free of charge unless it is the only seat available on the aircraft.
  - Time permitting, customers should be given seat assignment options based on availability.
  - Customers on the Priority List traveling with small children shall be given preference for adjacent seats (if available).

**Note:** Flights operated with SkyWest ERJ 175 aircraft, refer to [Section 9.600 - AS Restrict to Gate Check-in/Clearing Priority List](#) for Priority Codes for flights operated by SkyWest.

Seats assigned to Q priority travel shall not be removed, changed or assigned to another customer under any circumstance.

Seats assigned to T priority travel shall not be removed, changed or assigned to another customer.

- In the event the flight is oversold, T priority travelers shall be considered “volunteers”.
- Seats for T priority travelers may not be removed until it's determined their seat is needed.

Once a boarding pass has been issued to a revenue standby customer, it must not be rescinded.

**Exception:** A guest who is Involuntary Denied Boarding once a flight is boarded, see [Section 11.200](#)

If seats are still available after the first round of clearing the priority list, continue by allowing late customers (revenue and non-revenue) to check in and receive seats, provided that doing so will not lead to a flight delay.

### Unaccommodated Non-Revenue Standbys

After all seats have been assigned, only transfer standbys who wish to be transferred to the next flight.

Standbys not accommodated on the last flight of the night, who wish to attempt travel the next day, must be rebooked in PNR Rebook.

**Exception:** Standby travelers may be transferred from the last flight of the night to any red-eye flight that departs between 0000-0400.

Advise standby traveler to check in again the next day.

## Multi Leg Flights

An agent may only clear an equal number of revenue standbys equal to the number of no-shows, to each downline city.

**Example:** Flight 2345 operates SEA-PDX-STS. The flight is not very full out of SEA but is booked full out of PDX. SEA has five no-show customers that were scheduled to travel SEA-STS, so they can only clear up to five revenue standbys traveling through to STS.

## Thru Standbys

A true thru will show on the Priority List with a Cross of Lorraine (⌘) to the left of the priority code, indicating that the customer started their journey upline.

A revenue "true thru" may not be bumped for local oversales, unless they volunteer.

A non-revenue "true thru" traveling on priority code Q1-Q4 may not be bumped, unless they volunteer.

The following non-revenue "true thru" customers may be bumped to accommodate local customers:

- Priority codes T1-T4 will be bumped to accommodate "OS" customers or priority codes Q1-Q4.
- Priority codes X1-X5 will be bumped to accommodate local revenue customers or priority codes Q1-T4.
- Priority codes E6 and below will be bumped to accommodate local revenue customers or priority codes Q1-X5.
- Priority codes E7 and below will be bumped to accommodate local revenue customers or priority codes Q1-E6

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### **Clearing Horizon Air E175 Flights**

Revision date: 5/8/2023  
Supersede date: 5/12/2021

#### **Maximum Cabin Occupancy**

A maximum of six lap infants allowed when all passenger cabin seats are occupied (82 passengers total including lap infants).

The flight may depart with more than six un-ticketed lap infants, as long as the passenger total including lap infants does not exceed 82 on Horizon Air E175 aircraft.

If there are more than 82 souls onboard, passengers should be removed from the aircraft in the following order:

1. Other airline space available non-revs
2. AS/QX space available non-revs
3. Positive space non-revs, bumpable for oversale
4. Voluntary denied boarding revenue customers
5. Involuntary denied boarding revenue customers

If the agent has to voluntarily or involuntarily deny boarding, follow the compensation guidelines found in [Section 11.200-Voluntary Compensation](#) or [Section 11.200-Involuntary Denied Boarding](#).

**Note:** Working crewmembers, individuals occupying the flight deck jumpseat or the cabin ACM are not counted towards the total onboard passenger count.

- The agent shall check the final passenger “ON” count for accuracy before clearing the flight for departure.
  - The Total On (TTL ON) and Total Number of boarding passes (TLOB) must be the same number.
  - Unseat any no-show customers.
  - Advise the Ramp via radio the flight is cleared without the passenger count.
- Provide the Total Souls Onboard count to the Flight Attendant.
  - Verbiage “XX souls onboard” shall be used when communicating the clear count to the Flight Attendant.

**Note:** Final Paperwork shall be printed in stations where Flight Attendants are unable to receive flight information electronically.

- The Flight Attendant shall confirm the clear count is correct, and any discrepancies shall be reconciled prior to flight departure.
- If the count does not match, refer to [Passenger Count Verification \(PCV\)](#).

### Departure Timeline-QX Flight Report

The Gate agent or designee shall:

- Complete a Flight Report found on the Departure Timeline-QX when any of the following metrics are missed (red):
  - STAR Flight (not shown on timeline) – Aircraft not at the gate 1 hour prior to departure
  - Board Start
  - Board End
  - Final Weight
  - L1 Door Closed
  - OUT
- When the aircraft is not at the gate at D-60 (STAR flights only):
  - Click on “Flight Report” and fill in all required boxes.
  - Use the drop down menu to provide the reason why the aircraft was not at the gate.
  - In all other drop down boxes for missed timeline events, use the “U – Up-line event missed (AC at gate)” option.
- To document all other missed timeline events, including missed events on STAR flights at the gate at D-60:
  - Click on “Flight Report” and fill in all required boxes.
  - Select the reason from the drop down menu as to why the timeline goal was missed.
  - If selecting “O – Other (specify details)”, add comments.
  - If the flight’s OUT time was missed, describe why in the “Comments (OUT)” box.
  - Select “OK” to submit report.
  - To return to the Departure Timeline, close the “Flight Report” tab at the top of the browser.

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### **Clearing SkyWest ERJ 175 Flights**

Revision date: 5/12/2021  
Supersede date: 3/10/2021

#### **Maximum Cabin Occupancy**

Refer to [Section 5.200-Lap Infants and Children](#) for maximum number of infants allowed onboard if all the cabin seats are occupied.

The flight may depart with more than the maximum number of lap infants, as long as the passenger total including lap infants does not exceed:

ERJ 175 - 84

If maximum cabin occupancy is exceeded, passengers should be removed from the aircraft in the following order:

1. Other airline space available non-revs
2. AS/QX space available non-revs
3. Positive space non-revs, bumpable for oversale
4. Voluntary denied boarding revenue customers
5. Involuntary denied boarding revenue customers

If the agent has to voluntarily or involuntarily deny boarding, follow the compensation guidelines found in [Section 11.200-Voluntary Compensation](#) or [Section 11.200-Involuntary Denied Boarding](#).

**Note:** Working crewmembers, individuals occupying the flight deck jumpseat or the cabin ACM are not counted towards the total onboard passenger count.

Refer to [SkyWest Contract Guidebook Ch.15 Final Fight Paperwork](#) in skywestconnex for Passenger Count Verification and Final Fight Closeout procedures.

**Note:** Final Paperwork shall be printed in stations where Flight Attendants are unable to receive flight information electronically.

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### Passenger Count Verification (PCV)

Revision date: 1/9/2019  
Supersede date: New

**Control:**

EFR

**Interface:**

QX FAM

If a passenger count discrepancy is identified prior to departure, complete the following to reconcile the discrepancy:

- The Flight Attendant will make an onboard announcement to reconfirm all passengers are on the correct flight.
- The Boarding Agent shall compare an Onboard List to actual passengers on the aircraft.
- Ask the customer(s) for boarding pass to verify the first and last name and seat number on the boarding pass with the first and last name and seat number on the Onboard List.
- If customer(s) has misplaced the boarding pass, ask for identification to verify.
- If customer(s) is not in the seat in question, quickly ask for the customer(s) by first and last name in that general area of the aircraft.

**Note:** If necessary, advise the Load Coordinator to pull any baggage to meet positive bag match requirements when applicable.

- Once the passenger count has been reconciled, the Agent shall relay the new count to the Flight Attendant.

**Note:** Updates must be made to the Final Flight Paperwork in stations where Flight Attendants are unable to receive flight information electronically.

Print a new Final Flight Paperwork when time permits, or cross-out and write the updated count(s).

- Refer to [Section 9.700 - Closing the Flight](#) if the flight needs to be reopened by CLP to resolve the passenger count discrepancy in the system.
- Re-close the flight with the updated/reconciled information.
- The Boarding Agent shall complete an online incident report in the [AAG Safety Reporting System](#) after resolving the passenger count discrepancy.

**Note:** Complete an online incident report if made aware of a passenger count discrepancy after the flight had departed.

- During irregular operations when some customers may have deplaned after they were initially ON'd, complete one of the following:
  - Un-ON the customers that deplaned and re-ON them when they re-board.
  - Conduct a passenger count verification.

The IMAGE PCV form (F3/f12) may be used in addition to the Onboard list.

Required Passenger Count Verification			
FLIGHT 2400			
IMAGE COUNT			
	ON	Empty	CAPACITY
FIRST	12	0	12
COACH	64	0	64
INFANTS			
FIRST	0		
COACH	2		
SEATS	13B, 7B		
JUMPSEATERS			
Flight Deck	1		
Flight Attendant	1		

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### Closing the Flight

Revision date: 5/8/2023  
Supersede date: 3/19/2019

#### **Applicable to Horizon Air E175 and SkyWest ERJ 175 Aircraft**

Upon completion of boarding the agent shall:

- Confirm the Total On (TTL ON) matches the Total Number of Boarding Passes (TLOB)
- Print the Final Paperwork in stations where Flight Attendants are unable to receive flight information electronically.
- Close the flight (PDC1) in IMAGE to transmit the final passenger count.

The Flight Status Display in IMAGE will reflect the following:

- PDC1 will display as PDC
- PDC2 will display as PDC\*

#### **Applicable to flights operated with Horizon Air E175 aircraft**

Central Load Planning (CLP) will be contacted by the station to have a flight reopened if there is a passenger discrepancy, or if a flight returns to the gate that did not go airborne.

If there is a passenger discrepancy, the cabin door shall not be closed until it has been corrected in IMAGE.

- The agent shall communicate to the ramp or flight crew when the discrepancy has been corrected.

If a flight returns to the gate that did not go airborne (PDC1), the station will complete the following:

- Notify the Gate Agent that the flight is returning to the departure gate.
- If the flight needs to be reopened, contact CLP.
- Once CLP has reopened the flight, the PNRs and VCRs will be accessible as if the flight was never closed.
- Reprint the Final Paperwork, if necessary, to reflect the new passenger count.
- Contact CLP once all changes are complete, and the flight has been closed.

**Note:** If unable to contact QX CLP, contact the QX MCO, or NOS if the MCO is not available.

#### **Applicable to flights operated with SkyWest ERJ 175 Aircraft**

NOS will be contacted by the station to have a flight reopened if there is a passenger discrepancy, or if a flight returns to the gate that did not go airborne.

If a flight returns to the gate that did not go airborne (PDC1), the station will complete the following:

- Notify the Gate Agent that the flight is returning to the departure gate.
- If the flight needs to be reopened, contact NOS.
- Once NOS has reopened the flight, the PNRs and VCRs will be accessible as if the flight was never closed.
- Reprint the Final Paperwork, if necessary, to reflect the new passenger count.
- Contact NOS once all changes are complete, and the flight has been closed.

### **Applicable to Horizon Air E175 and SkyWest ERJ 175 Aircraft**

#### **Unaccommodated Standbys**

Revenue non-revenue standby customers who did not receive a seat assignment on a flight are considered, "Unaccommodated standbys."

After the flight has closed and is in PDC1 status, the gate agent shall contact each unaccommodated standby customer.

- When customer no longer wishes to travel:
- Cancel any connecting or return reservations/meal listings.
- Make arrangements for the standby luggage marked "Standby" to be delivered to baggage claim.

When the customer desires to standby for another flight:

- Transfer by line number to the next priority list to prevent additional work for the next agent.

**Exception:** Transfers resulting in a change of Priority Code are not permitted (e.g. listed as E1Y on OO operated flight wishing to be transferred to a QX operated flight as an X5).

The gate agent shall list the non-revenue traveler for the new flight using Non-Rev Not Listed (F1/f4).

When a jumpseat rider desires to standby for another flight:

- The agent shall re-verify JACS before re-listing for the desired flight.

**Note:** "J" jumpseat codes shall not be rolled over to another flight.

## 800 - Hardstand/Remote Parking - Bus Boarding/Airport Bus Transportation

Revision date: 1/3/2020  
Supersede date: 12/5/2019

### Control:

[14CFR Part 382.93](#)

It may be necessary to use remote parking on the tarmac at a location away from the terminal and gates for an arriving or departing aircraft. Airport bus transportation may be an option to minimize delays.

### !!! CAUTION !!!

Prior to any initial bus operation at any station, the Station Manager is responsible to conduct or initiate a Safety Risk Assessment (SRA) to evaluate local facility and equipment requirements and risks. The local Port Authority must also approve and support a bus operation.

Throughout the bus boarding experience, the objective is to ensure guests feel comfortable, capable, and well-informed. This requires all workgroups involved to align duties and clearly communicate during with each other and guests during the process.

### Bus Boarding Objectives:

- Bus board the smallest aircraft
- Prepare guests for the experience
- Keep boarding and deplaning continuous
- Limit weather exposure
- Ramps not stairs
- Accommodate the tough situations (mobility, connections)
- Bring attention to the positives

A remote parking and bus boarding operation requires careful consideration in order to minimize potential guest pain points.

- Additional boarding/deplaning time could mean a slight delay or a missed connection
- Mobility constraints

- Weather exposure (rain, cold, high winds, sloshing through deicing fluid)
- Carrying heavy bags for longer durations or up/down stairs
- Lack of bathroom access during longer boarding or deplaning period
- Compliantly Pre-boarding/Boarding/Deplaning guests with disabilities

### Bus Boarding

Standard flight arrival and departure procedures, including passenger count verification apply, but there are additional considerations to factor in before initiating bus operations in any station.

- Coordination with local Port Authority for bus transportation plan.
- Coordination with Scheduling for additional bus transit time.
- Recommended Bus Boarding timeline to ensure an on-time departure.
- Bus transportation plan to and from terminal and remote parking includes:
  - Sufficient space for safely staging required number of buses and other equipment at the terminal and remote parking locations.
  - Approved route for bus transit.
  - Stations must plan to have advance transportation for crews, to allow for the completion of pre-flight duties in a timely manner and prior to passenger emplaning.
    - Provision for transporting flight crew before guests or on first bus for departures and last bus for arrivals, even if minor hold is required to complete crew tasks.
  - Guests, Junior Jetsetters, Mobility Assist, Guests with Disabilities, etc.

**Note:** CSA/PSA shall introduce the Junior Jetsetters (JJ) and their parent/guardian to the CSA/PSA or authorized representative assigned to escort the JJ during the bus boarding process. Introductions support a comfortable and safe experience for the JJ and parent/guardian.

- Guest control plan on ramp/bus/boarding ramp when deplaning/enplaning/transit.
  - Due to safety reasons, dual door deplaning is not recommended for Bussing operations. This is to limit guests having to wait on the ramp for bus boarding and guest control.
  - Assist guests with connections when deplaning, where necessary.
  - Mobility devices to stay with guest until last possible moment.

- Pre-boarding guests with disabilities before all other guests.
- Assess weather conditions are conducive to a safe remote parking/bus operation.
- Establish a claim-at-gate and gate-checked bag drop and pick-up location, adjacent to the boarding ramp or stairs. It is recommended as a best practice to utilize a baggage cart (or half cart) for this purpose.
  - Available for approved carry-on items only, e.g., bags that meet carry-on bag size dimensions but no space onboard, strollers, and car seats with claim at gate tags.
  - Guests may place approved Carry-on bags on available planeside cart prior to boarding the aircraft and retrieve before boarding the bus.
- Recommended staffing requirements:
  - Terminal Gate – CSA (2)
  - Bus – CSA (1)
  - Remote parking location – CSA (1)
    - GSC or CRO qualified agent must be on site or readily available to avoid delay.
- Required equipment:
  - Bus Boarding Supply Bag
    - Safety vest for each assigned agent
    - Pen/paper
    - Handwrite bag tags
    - Ear plugs
  - Minimum four (4) radios (set to appropriate local channel, one radio for FA at aircraft)
  - CSA Mobile Device
  - Carry-on cart
  - Stanchions and cones
  - Special Service Request equipment (e.g. DPL, [wheelchair lift device](#), wheelchair, aisle chair, transfer kit, etc.)
- Coordination with all workgroups involved prior to initiating a bus operation, where applicable.  
Examples: Operations/SOC, Manager on Duty, Lead, Ramp, Baggage/Bagwell/RAC, Cargo, Lounge, Skycaps, and Catering/NOS.

#### **Bus Boarding Checklist**

- Review the [Bus Boarding Best Practices Checklist](#) for best practices using flight arrival and departure timeline. Stations may tailor the checklist for their station requirements and logistics following all standard policies and procedures.
- Shall include procedures to ensure guests with disabilities who self-identify are able to pre-board the aircraft and be seated safely onboard before all other guests.
- View other location-specific Bus Boarding – Remote Parking checklists to identify your specific station requirements:
  - [LAX](#)
  - [SEA](#)
  - [SEA-QX](#)
  - [SFO](#)

### **Announcements**

- Guest announcements shall be made to clearly communicate a bus boarding operation.
- F/A is required to make an inbound announcement when remote parking will be implemented. Verify with the F/A this announcement was made prior to deplaning guests.
- Bus boarding announcements are located in the CSA Mobile Device and the [Customer Service Manual \(Section 18.300\)](#).

## Section 10 - Irregular Operations

### 100 - Types and Procedures

Section 10 - Irregular Operations > 100 - Types and Procedures

#### Irregular Operations Overview

Revision date: 5/9/2023  
Supersede date: 3/14/2022

**CEME: D2 D16**

An Irregular Operation is defined as a flight that arrives or departs later or earlier than scheduled.

Each Customer Service Manager is responsible to see that his/her station has an Irregular Operations plan, and that all personnel are familiar with it.

For additional assistance, check the STARs **FLIFOTERMS** and **MARGWX**.

- Stations with a local or regional **RAC (Ramp Action Center)** shall coordinate all irregular operation passenger and baggage actions with the RAC.

#### IRROPs Rebooking Gate Signage Deployment

Immediately following an Irregular Operations event, station agents shall deploy rebooking signage at the gate to help ease congestion and expedite the rebooking process by advising guests to text or chat in with Reservations for rebooking help.

- Signage shall not be deployed before 6 AM (Pacific Time) and after 10 PM (Pacific Time).
- Guests may still need to visit the podium for help and information (i.e., retrieval of checked baggage).
- Once the IRROP event has ended, remove signage, and stow in a secure area.

#### oneworld

oneworld guests/itineraries shall be taken care of by the station where the irregularity occurs. The service/accommodation we provide our own guests shall be provided to oneworld guests/itineraries. The Station Support Line may need to be contacted for assistance with international itineraries.

If necessary, the Station Support Line may transfer the agent to the internal oneworld help line (oWL Desk) for additional assistance with some oneworld itineraries. The oWL Desk is for agent/internal use only.

#### Booking Responsibility - Delays

- When a flight is delayed, customers holding continuing reservations must be protected with alternate arrangements.

- When rebooking a misconnect passenger, if any return segments are cancelled, ensure you reinstate the space.

**Note:** Double booking is prohibited.

- Primary responsibility for rebooking lies with the station where the irregularity occurs.
  - When reaccommodating individual customers, use PNR Rebook in IMAGE.
- When a flight is delayed enroute, it is the primary responsibility of the downline station to rebook the guests for alternate transportation.
- Advance preparation is the key to successful handling of a late arriving flight. When FLIFO indicates a flight is to arrive at the station late, immediately begin working connections.

**Note:** When the guests arrive, advise them of the new flight, time, and gate. Have the new boarding passes printed and ready when possible.

- The guest must always be booked with legal connections.

### Booking Responsibility - Cancellations

- When a flight is canceled, customers holding continuing reservations must be protected with alternate arrangements
- Call Center Operations is responsible for rebooking any flight that experiences a cancellation using the Sabre Reaccom tool.

### Advice to Customers

In accordance with the Customer Commitment Plan, when information is received regarding an irregularity, the first priority is to inform guests of how they shall be affected.

Agents are responsible to advise guests how to file a complaint upon guest request. The following can be hand-written and/or showing the guest how to access this information online.

Alaska Airlines Customer Care Phone Number	1-800-654-5669  Hearing & Speech Impaired (TTY): Dial 711 for Relay Services
Alaska Airlines Customer Care Mailing Address:	P.O. Box 24948- SEAGT Seattle, WA 98124-0948
Alaska Airlines Website:	<a href="http://www.alaskaair.com/content/about-us/contact-us/contact-customer-care.aspx">http://www.alaskaair.com/content/about-us/contact-us/contact-customer-care.aspx</a>

### **Advance Notification**

Notification can only occur if FLIFO is available. Agents shall advise customers during check in when FLIFO is updated two hours or less before departure.

### **Unexpected Delays**

The agent shall make an announcement when necessary, to advise a group of guests that their flight has been delayed or canceled.

Announcements regarding flight updates shall be made at least every 15 minutes or as new flight information becomes available, whichever comes first.

**Note:** Ensure all details are researched, (connections, baggage, etc.) before the announcement is made.

When the delay is expected to be longer than one hour, local management may order refreshments for the gate area.

### **Marginal Weather at Downline City**

When weather is marginal at a downline station, advise customers prior to departure from the origin city:

- The flight may divert to an alternate city or return to the origin city.
- We will provide transportation to their destination on the next available flight if a diversion occurs.
- Any additional expenses, such as food and lodging, will be their responsibility should they choose to travel on the flight.

**Note:** Specific announcements can be found in [Announcements – Weather](#).

For guests not wishing to travel:

- Offer rebooking on an alternate flight or date in the same class of service.

### **Applicable to flights operated with 737, Airbus, or SkyWest ERJ 175 aircraft:**

- Refer to FLIFO to determine if weather is marginal.
- Contact SOC if guidance on weather advisories, if needed.

### **Applicable to flights operated with Horizon Air E175 aircraft:**

- Refer to STAR: MARGWX to determine if weather is marginal.
- Contact Dispatch for guidance on weather advisories, if needed.

#### **Delays While Passengers are Onboard**

These types of delays may occur due to:

- Accommodation of standby guests.
- Loading of connecting baggage or mail.
- Fleet Service duties.
- Minor maintenance work.
- ATC gate hold.
- Temporary weather problems.

Agents must keep guests and flight attendants informed of the reason for the delay and the new estimated time of departure.

Agents shall make an announcement when a delay occurs prior to closing the aircraft door.

## Section 10 - Irregular Operations &gt; 100 - Types and Procedures

**Reaccommodating Guests**Revision date: 2/22/2023  
Supersede date: 3/14/2022**Guest Options for Canceled/Delayed Flights**

For guests whose flight is either canceled or delayed (regardless of the reason), offer the following options:

- Free confirmed booking on the next available flight. Routing changes and changes to co-terminals permitted.
- If requested by the guest, they may depart or arrive from an alternate city within 200 miles of the original city booked. The guest is responsible for any other transportation costs incurred by voluntarily departing or arriving at an alternate city within 200 miles.
  - Use the correct Request reason in the PNR Rebook mask (e.g., Mechanical, Weather).
  - Revalidate the VCR by rebooking in original class of service (OB class of service, but not cabin, if necessary).
  - Issue a FIM for all routing changes.
- When reaccomodating on OAL, sell in same or next lowest available class of service within the same cabin.
  - When re-booking on the original carrier (for example, UA to UA), book in the same class of service if available, otherwise choose the next lowest class of service available within the same cabin.
  - When changing carriers (for example, AS to UA), book in the lowest class of service available within the same cabin unless the original flight was booked in Y or F.



**Note:** Clearly state the operating carrier of the flight the guest will be traveling on (e.g., Alaska Airlines 2486 operated by Horizon Air, Alaska Airlines 3420 operated by SkyWest Airlines).

- When re-protecting on a flight with connections (on the same carrier) and the original class of service is not available, choose the lowest common class of service.
- Free AFSD on sold out flights. Changes to co-terminals permitted.
- Rebook to alternate day. Fare difference waived.
  - Revalidate the VCR by rebooking in original class of service (OB class of service, but not cabin, if necessary).
- Guests with both refundable and non-refundable tickets may cancel travel and receive a full refund. Service fee is waived.

**Note:** If reaccommodating guests from a delayed flight (e.g., misconnect), ensure they have been Un-ON'd to prevent a passenger count/load discrepancy when the delayed flight does depart.

### **Rebooking for Canceled Flights**

Use the following tips when rebooking:

- Allow the Call Center Operations team time to run the canceled flight through the Sabre Reaccom tool.
- If reaccommodating individual guests, consider online flights first, then other airlines.

**Note:** Clearly state the operating carrier of the flight the guest will be traveling on (e.g., Alaska Airlines 2486 operated by Horizon Air, Alaska Airlines 3420 operated by SkyWest Airlines).

- The primary focus is the guest; when another carrier is able to get the guest to his/her destination earlier and the guest wishes to do so, rebook them on that carrier.
- Always document the reason for the cancellation in the PNR.
- Verify all SSR requests are still valid (e.g., AVIH, PETC, WCHR, etc.).

**Note:** If reaccommodating guests on a 737 operated flight less than 40 minutes prior to departure, advise the Communication Coordinator if 5 or more guests will be added to the flight so they can notify CLP of the additional passengers onboard.

- If necessary, contact the Station Support Line for assistance with **oneworld** guests/itineraries. If the agent is unable to resolve the issue, they may transfer you to the oWL Desk if additional assistance is required. **oneworld** guests shall be taken care of in the same manner as any other Alaska Airlines guest.

### **Nuance**

Nuance is an automated messaging system used to notify guests of schedule changes and irregular ops changes. Nuance delivers personalized messages via phone or email to guests regarding flight schedule changes and cancellations.

The application is used to quickly notify guests of flight cancellations and their new flight itinerary.

To use Nuance:

- Change the flight status of the cancelled flight to “UC” through the Res/Modify Itin mask (F5/f4) by typing it in the action code box.
- Book the new flight(s).
- Manually queue the PNR via Res/Queue mask (F5/f10).

**City:** DPQ

**Queue:** 400

**Instruction code:** 6

**Note:** Do not use the “Place flight on queue” option (using the new flight number) as this will place the whole flight on queue and unnecessarily notify passengers who were already confirmed on that flight.

### Guest Transportation Alternatives

Refund ticket so the guest can rent a car. (The Company cannot rent a car for a passenger.) If a customer ticket is refunded, the cost of the rental car is not refunded.

Other type of ground transportation. (If arranged by the Company, we take the ticket in exchange for the transportation.)

The guest may choose to cancel their trip altogether. The guest will be returned to their point of origin at no cost and have the full value of their ticket refunded. Any penalties or non-refundable endorsements will be waived.

### Blocked “Group” Space

Blocked group bookings for the over/under-carried passengers are not to be used for protection of space. Each PNR is to reflect the protective space booked.

### Changing VCR Status for Rebooking

NOS can return VCR status to OK for guests with VCRs in USED status (e.g., for rebooking guests from a flight that returned to gate or returned to field). NOS must process each VCR individually, so be prepared with a list of passenger names when contacting them.

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### **Involuntary Reroute of Guests**

Revision date: 3/14/2022  
Supersede date: 1/27/2022

#### **Involuntary Reroute of Guests**

The term Involuntary Reroute involves any of the following irregularities which occur within 24 hours of a scheduled departure:

- Delay in the scheduled departure or arrival of the carrier's flight resulting in a misconnection, OR
- Flight cancellation, omission of a scheduled stop, or any other delay or interruption in the scheduled operation of a carrier's flight, OR
- Inability to provide confirmed space on an operating flight, OR
- Schedule changes which require rerouting of the passenger at a departure time of the original flight, (e.g. due to the inability to disclose in advance the Schedule Change to the guest).

#### **Procedural Requirements of IATA Resolution 120.20**

Airline redirect of electronic ticket flight coupons:

- If acceptable to the new operating carrier and the validating carrier, the original operating carrier may redirect the affected original electronic ticket flight coupon(s) as bilaterally agreed. The involuntary indicator "I" shall be set.

Unsolicited Airport Control:

- If acceptable to the new operating carrier, the original operating carrier may send Unsolicited Airport Control of the affected original electronic ticket flight coupon(s) as bilaterally agreed. The involuntary indicator "I" shall be set. The original marketing/operating carrier, or the ticket handler acting on their behalf, shall provide a reissued ticket and ensure that the ticket is immediately acceptable at check-in (including self-service methods) with the new operating carrier(s). This procedure should be applied when the original operating/marketing carrier, or the ticket handler acting on their behalf, has been able to confirm or waitlist flight inventory with the new operating carrier. It should be applied irrespective of the fare type (e.g.; free ticket(s), award, and bulk).
- The reissued ticket shall only include coupons affected by the rerouting in order to provide onward carriage to the next point of stopover or destination named on the original electronic ticket.
- The new ticket shall reflect that it was issued as the result of an involuntary reroute.
- Carry forward to the new ticket the original fare calculation, fare, tax/fee/charge, equivalent fare paid, and fare basis. The first five places of the endorsement text shall reflect the characters "INVOL", OR
- Reissue the affected flight coupon(s) entering/imprinting the indicator "INVOL" in the fare basis/ticket designator, fare, tax, total, fare calculation, and form of payment areas of the new ticket in lieu of original information.

- Rerouting shall be completed at no cost to the guest.
- Industry Travel is not eligible.

### **Options Available for Involuntary Reroute of Guests**

#### **Involuntary Reroute**

- To be used when we need to reissue a VCR in order to have it immediately acceptable for check-in by the new operating carrier.
- Use IMAGE F6/f8 Ticket/FIM Tkting

**Note:** Even though the IMAGE button is named FIM Tkting, an actual INVOL reissue is processed behind the scenes.

#### **INVOL Indicator "I":**

- To be used when there is no change to origin, destination or compartments as displayed in the passenger's applicable VCR.
- Use IMAGE F7/f9 VCRs/VCR INVOL to set the INVOL indicator and send control to the new operating carrier.

### **Paper Flight Interruption Manifest (FIMs)**

#### **Applicable to PNRs worked in Airport IMAGE only.**

A paper FIM shall only be issued when the new itinerary is ineligible for an electronic ticket.

#### **Handwrite FIMs (4500):**

- Must be secured in a locked storage area either at the ticket counter or gate.
- Require Ticket Inventory Control Sheet tracking.
- Must be added to a Cashout record so they are documented on the report.

Handwrite FIMs are valid for one year from date of issue.

### **Rerouting to Carriers without Interline Agreement**

When no other options exist, guests may be re-routed to an airline that does not participate in interline agreements (e.g., WN).

A refund draft can be issued to the OAL or a P-card may be used to purchase tickets for the affected guest(s).

### Purchasing Tickets with a Refund Draft:

- Follow guidelines for completing a [Refund Draft](#).
- Use the procedures outlined on the Worksheet for OA Reroute ([TZ-143](#)) to ensure Accounting receives all necessary supporting documentation.

### Purchasing Tickets with a P-Card:

- Dedicate an agent to purchase tickets, preferably a Lead or station leadership.
- Print Flight VCR List (F2/f9) Name List with the names and ticket numbers of the guests being reaccommodated.
- Go to the OAL's website (e.g. southwest.com) to book flights.

**Note:** Websites may not allow flights to be booked less than one hour prior to departure.

- Book the number of seats needed and follow the website prompts to checkout.
  - Call the OAL directly if the website can't accommodate the number of seats in a single reservation or create additional reservations as needed.
- Enter the name on the P-Card and the station's address when completing the website's form of payment information.
- Request an email copy of reservation, if available, to be sent to the station manager or designee.
- Print a copy of the reservation and give the new confirmation code to the guest.
- Use the procedures outlined on the Worksheet for OA Reroute ([TZ-143](#)) to ensure Accounting receives all necessary supporting documentation.

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### Lengthy Tarmac Delays

Revision date: 7/10/2023  
Supersede date: 7/28/2021

Agents assisting flights experiencing (or at risk of experiencing) a lengthy tarmac delay of three or more hours will follow their station's [Tarmac Delay Contingency Plan](#).

A [tarmac table](#) can be accessed to support required events and communication during a tarmac delay.

In the event of a lengthy tarmac delay, the Department of Transportation requires agents to provide, upon request, a mailing address to which the customer may mail a complaint or inquiry. If a customer requests this information, provide a Station Business Card.

**Note:** If out of Station Business Cards,  
providing mailing address for  
Customer Care is still required.

Advise the customer the card contains both the local management information as well as the contact information for [Customer Care](#).

A flight which encounters a tarmac delay of three hours or longer will be sent compensation from SOC. Please contact the applicable Sector Manager Desk for further directions.

Refer to FLIFO to determine tarmac delay status to communicate to customers at the airport (e.g. parents of Junior Jetsetter, etc.).

### Opportunity to Deplane

A [tarmac table](#) can be accessed to support required events and communication during a tarmac delay.

Refer to [Section 10.100 - Deplaning Passengers After Boarding](#) if guests will be given the opportunity to deplane.

Section 10 - Irregular Operations > 100 - Types and Procedures

### Deplaning Passengers After Boarding

Revision date: 5/3/2019  
Supersede date: 4/10/2019

#### Control

[AC 121-35](#)

When advised to deplane guests:

- Open and monitor jetbridge door.
- Monitor guests as they deplane when ground loading/deplaning.
- Prepare for guests that may need wheelchair assistance.
- Receive Junior Jetsetter(s) from the flight attendant.
- **VDRP** Un-ON customers when they deplane in the Boarding App or OnBoard Manager.

**Note:** If the entire flight is not deplaning, guests should be un-ON'd at the aircraft door, top of the jetbridge or terminal/walkway entrance to control the passenger flow and ensure guests are un-ON'd.

### Reasons to deplane after boarding

Agents shall be prepared to deplane after boarding in the event one of the following occur:

- Mechanical cancellation/delay
- Lengthy tarmac delay
- Security breach
- Onboard ventilation failure (all customers must be removed within 30 minutes of failure)
- Reaccommodate customers that may misconnect downline
- Any other reason when requested by SOC

Section 10 - Irregular Operations > 100 - Types and Procedures

**Flag Stop Check-In**

Revision date: 4/30/2014  
Supersede date: 02/08/2011

When NOS completes the flag stop entry in Sabre, assigned seats of customers already on the airplane automatically transfer to flag stop routing with original seats and show as Thru passengers at the flag stop city.

The flight number shows in availability and all guests at the flag stop city can be booked on the flight.

Guests can be checked in at flag stop city.

- Write 'FIM' and original flight number on Thru guest boarding passes.

The flag stop entry may not be made for reasons such as a fuel stop, maintenance stop or other reason when no additional customers are added to the flight.

The Onboard or Thru list from the original flight may be used in place of a FIM for all guests who are re-accommodated online.

- Write "ONLINE FIM-CUSTOMER DIVERTED" at the top of the list.

**Examples**

Canceled in Intermediate City - Original routing PSP-SFO-SEA

- Flight cancels in SFO. An SJC SEA flight will make a flag stop in SFO. New routing SJC SFO SEA
- Rebook Thru and Local guests on new flight
- When PSP SEA guests check in, write "FIM" and the original flight number on new boarding pass (no coupon will be attached)
- Print Thru list from original flight and write "ONLINE FIM-CUSTOMERS DIVERTED" at the top of the list.
- Highlight names of Thru customers as they board

Direct Flight Flag Stop - Original routing PDX-SEA

- PDX SEA flight canceled, a PSP SEA flight will make flag stop in PDX to pick up customers. New routing PSP PDX SEA
- Rebook guests on new flight
- Check in and board as usual

Bay Area Flag Stop - Original routing SEA-SFO-PSP

- SFO is fogged in so the flight must land in OAK. New Routing SEA OAK PSP

- Advise Local guests in SFO they will check in then take group transportation to OAK to board the flight to PSP
- OAK will 'triple-A' into SFO and control the flight as usual.

**Note:** See "[AS Bus Operations](#)" or "[QX Bus Operations](#)" for detail on ground transfers.

### **Flag Stop Check-In**

When NOS completes the flag stop entry in Sabre, assigned seats of guests already on the airplane automatically transfer to flag stop routing with original seats and show as Thru guests at the flag stop city.

The flight number shows in availability and all guests at the flag stop city can be booked on the flight.

Guests can be checked in at flag stop city.

- Write 'FIM' and original flight number on Thru guest boarding passes.

The flag stop entry may not be made for reasons such as a fuel stop, maintenance stop or other reason when no additional guests are added to the flight.

Section 10 - Irregular Operations > 100 - Types and Procedures

### Flight Diversion (Overfly)

Revision date: 4/27/2022  
Supersede date: 5/3/2019

#### Interface

CSM Vol. 7, Section 3.500 - Block Turn Back/Air Turn Back

Upon notification from SOC that a flight has diverted or overflown a station, Call Center Operations will run the Sabre Reaccom tool to rebook guests.

When a flight is unable to land at its intended destination and returns to the original city, any paper tickets must be taken out of the Station FRE for the day and returned to the guests.

#### Diverted Flight Onboard List FIM

If we are unable to properly FIM VCRs from a flight that diverts (overfly), the Onboard List from the original flight and departure city may be used as the FIM for all guests from a diverted flight who are re-accommodated via alternate online transportation. If a VCR needs to be reopened, this should be done for individual guests rather than having the entire flight reopened as VCRs should stay in USED status.

Agents may FIM from the original USED ticket.

**Note:** FIMs shall be issued for guests who are re-accommodated offline or with a connection to their final destination.

#### Example

A flight from ORD to SEA diverts to PDX.

- Rebook and Check-In guests from the diverted flight to their final destination.
- Write “DIVERSION” and the original flight number on their new boarding pass.
- Boarding Agent shall:
  - Print the Onboard List for the diverted flight using the original flight number and departure city.
  - Highlight each guest’s name as they are ON’d.
  - If the Boarding App advises that a paper ticket must be collected, select OK and proceed with boarding the guest. These guests are accounted for with the Onboard List.
  - Write the following at the top of the Diverted Flight Onboard List:
    - “ONLINE FIM-CUSTOMER DIVERTED”
    - New flight number, date, origin, and destination the impacted guests are now traveling on to reach their intended destination.
  - Enclose the Onboard List FIM with your daily ticket FRE.



## Section 10 - Irregular Operations &gt; 100 - Types and Procedures

**Air Turn Back/Return to Field**

Revision date: 5/9/2023  
Supersede date: 4/1/2020

**Control:**

EFR

**Interfaces:**[CSM Vol. 4, Section 7.100 - Diversions and Air Turn Backs](#)[CSM Vol. 7, Section 3.500 - Block Turn Back/Air Turn Back](#)

An Air Turn Back (ATB)/Return to Field is a flight that has departed and is airborne, then returns to the departure airport. The CC or QX Station Operations shall inform the CSA/PSA when an airborne flight is returning.

CLP shall re-open (PDC2) the flight. Contact the CC or QX Station Operations if the flight hasn't been re-opened.

**VDRP** If guests deplane after an ATB, the CSA/PSA must:

- Un-ON all guests that deplane
- If re-boarding the flight, follow our normal boarding and closeout procedures that are document in this volume of the CSM.
- Contact CLP (AS or QX as applicable) when the flight has been reclosed in Sabre

If the flight is unable to be re-opened in Sabre after an ATB, the CSA/PSA shall:

- Print the Onboard Passenger List (Shift F1/f7, Passenger List, Onboard Passenger) from IMAGE for the previously departed flight
- Circle the seat assignment of any deplaning guests

**Exception:** When all guests deplane after an ATB, no circles on the printed Onboard Passenger List are necessary.

If the flight is unable to be re-opened in Sabre for reboarding, the CSA/PSA shall:

- Verify each guest's boarding pass or valid government-issued ID against the printed Onboard Passenger List at the boarding door.
- Mark the printed Onboard Passenger List as each guest boards to identify guests who boarded the flight again.
  - Mark each guest's seat assignment with a check mark as they board.
- **Applicable to 737 and Airbus flights:** Provide the CC with onboard zone count totals for each zone.
- **Applicable to Horizon Air E175 flights:** Provide QX CLP with the Total Souls Onboard count. 

Section 10 - Irregular Operations > 100 - Types and Procedures

**Air Traffic Control (ATC)**

Revision date: 8/2/2017  
Supersede date: 04/30/2017

**Air Traffic Control (ATC) Delays**

Air Traffic Control delays can be experienced in any city.

When flights are delayed due to Air Traffic Control (ATC), one of the following shall be implemented:

- The flight shall be canceled.
- The flight shall operate the same as any other delayed flight, at the time established by ATC.
- The flight may operate to an alternate co-terminal (e.g. SJC/OAK when original destination is SFO).

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### **Alternate Airport**

Revision date: 5/3/2019  
Supersede date: 1/11/2018

If there is an alternate airport nearby, prepare a “kit” with all items necessary to handle an arrival or departure at the alternate airport. The kit should include a checklist of things to do to handle alternate operation.

Items to include are:

- Contact numbers
- Services available
- Security information
- Checklist of things to complete during the alternate operation
- Standard ticket counter documents (e.g., Handwrite Paper FIMS, pens, generic and claim at gate bag tags, etc.)

### **Contact Numbers**

Each station must maintain a current list of contact numbers.

Include local and company phone numbers when necessary as well as the following:

- Manager and Supervisor phone numbers
- Work, home, cell/pager
- Air Cargo
- Catering company
- Communications
- Maintenance
- Operations
- Crew Scheduling for pilots and flight attendants
- SOC (Include Sector Manager Desks and dispatch)
- Ramp Supervisor/Lead
- Ticket Counter Supervisor/Lead
- Bus transportation companies
- Taxi companies

- Truck rental companies
- Alternate Field phone numbers

### Services

Maintain a list of services the alternate airport will supply, ensuring the provision of better customer service to guests.

Some services pertaining to Ramp Operations are indicated in the following list:

- Towbars
- Phones/Radios/Fax
- Fueling
- Secured area access rules (AOA)
- Security Screening/Passenger Holding area
- Airstairs
- Beltloader
- Tugs
- ID/Escort/Badge requirements

### Security

During an alternate field operation, the following security procedures shall be in effect:

- The bus and driver must be pre-screened.
- All departing guests must be screened prior to boarding the bus.
- The bus must be loaded from the ramp.
- There must be no guest access to checked baggage.
- Screened guests must not come in contact with unscreened persons.
- When transiting from one sterile area to another (e.g., concourse directly to aircraft), an Alaska Airlines or Horizon Air representative must accompany the guests on the bus.
- When transiting between two non-sterile areas, or from a sterile area to a non-sterile area an Alaska Airlines or Horizon Air representative shall accompany guests.
- Representatives may be agents, flight attendants or security screening personnel.
- Arriving guests shall wait for the bus at planeside while departing customers are enplaning directly from the bus.

- When this has been accomplished, arriving guests may board the bus.
- Departing guests shall not be allowed to leave the aircraft once boarded, unless they decide not to travel on the flight.

### Prior to Departing to Alternate Field

Notify the following if necessary:

Operations	Bagwell	Ramp Agents
Lead	Board Room	RAC Room
Baggage	Skycaps	SOC

Verify the Flight STAR for pertinent information, including SSRs.

- Is an aisle chair needed?
- Is the flight a "gas and go"?
- Are you working an outbound flight from this field?
- Print all inbound/outbound necessary paperwork.
- Ride a company vehicle to the alternate airport.

### Meeting Aircraft at Alternate Field

When meeting the aircraft, make an announcement onboard advising the guests of the procedures at the alternate airport, including:

- Where to board the bus.
- How to claim baggage.
- If they can depart directly for the alternate airport.
- Where to catch connecting flights.

Guests may be released from an airport location other than that listed on the guest's ticket. The following conditions must be met prior to release:

### Safety

Staffing, airport facilities, and proximity to the terminal building must be such that the guest can be safely escorted from the aircraft, on to the tarmac, and into the terminal building.

### **Security**

The guest must clearly understand that once he/she has deplaned and entered an unsecured area, he/she will not be allowed to return to the aircraft.

When a chartered bus arrives to transport and release the guests in a sterile area at the original destination airport, the guest who deplaned and entered the unsecured area will not be allowed to ride the bus.

### **Checked Baggage**

Guests must be advised that they need to either return to the original destination airport to pick up checked baggage or call the baggage service office to arrange for delivery of checked baggage at the guest's expense.

Guests must reclaim baggage as soon as possible.

### **Additional Information**

- Rebook all connections for inbound/outbound flights as necessary.
- Make arrival announcements for people meeting the passengers.
- As guests are checked in, advise them how they shall be transported to the alternate field for the outbound flight.
- The flight crew must ride bus transportation to the alternate field with the guests.

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### **Guests Who Misconnect to a Cruise Ship**

Revision date: 5/3/2019  
Supersede date: 1/11/2018

The cruise ship may assess a penalty when a guest misses the ship at their scheduled point of embarkation, having to board in port.

The airline does not intend to pay any penalty, even if due to a flight delay or cancellation.

Should a penalty be added to the guest's shipboard folio, it may be possible to have the penalty dropped upon the provision of proof of flight delay or cancellation.

When an extenuating situation arises the station manager and SOC shall determine if it warrants the airline paying the guest's fee.

- Issue a refund draft.
- Send a message to the station manager to advise.

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**Headwinds**

Revision date: 5/3/2019

'Supersede date: 1/11/2018

**Applicable to 737 and Airbus aircraft only.**

Stations may be asked to push early due to headwinds. The following are the steps taken by 737 System Operations Control (SOC) to ensure the proper communication is occurring:

- Sector Manager Desk calls Network Operations Support (NOS) and has Sabre sign-in message requesting early pushes added for affected cities.
- Sector Manager Desk sends (or asks NOS to send) TTY message to affected cities requesting early pushes.
- Sector Manager Desk calls affected stations if time permits or station received TTY/Sabre sign-in message to discuss headwinds.
- Station communicates the plan to various workgroups so everyone is on the same page (e.g. maintenance, vendors, etc.)
- Station informs crews at soonest point of contact of intent to push early (keeping in mind there is no requirement for them to report early).
- Station makes consistent announcements to passengers communicating desire to push early.

Click [here](#) for more details regarding the process for headwinds.

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### **Bus Operations - Weather or ATC Events**

Revision date: 8/14/2019  
Supersede date: 5/8/2019

It may be necessary to rely on bus transportation for guests to or from another airport when irregular operations due to adverse weather or ATC occur.

Irregular operations can consist of a diversion, cancellation or use of an alternate airport.

All situations may be reliant upon bus transportation to other airports.

#### **Departure Station**

- Order bus transportation. Enter the name and telephone number of the bus company in the Flight STAR, Remarks.

**Example:** Greyhound (206) 555-1212, SJC-SFO

- Notify the following if necessary:

Operations Lead Baggage	Bagwell Board Room Skycaps Catering/NOS	Ramp Agents RAC Room SOC
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- Make an announcement to guests using the bus and document in the Flight STAR.
- Call Center Operations will rebook all guests as necessary.
- An agent must be present at the bus for boarding.
- Update the Flight STAR with the total number of busses and the departure time of the last bus.
- Add any additional information to the Flight STAR.

#### **Diversion Departure Station**

Make an announcement to the guests prior to boarding and document the Flight STAR.

Continue to make announcements at least every 15 minutes, if delayed.

Rebook all connecting guests.

Get an approximate count of all guests needing bus transportation to the intended destination city.

- Add this information in the Flight STAR, Remarks area.
- Make sure to include any special service information.

Notify the following if necessary:

Operations	Bagwell	Ramp Agents
Lead	Board Room	RAC Room
Baggage	Skycaps	SOC
	Catering/NOS	

Make a final diversion announcement on the aircraft.

Add any additional information to the Flight STAR.

### **Inbound Flight**

Verify the Flight STAR for pertinent information, including SSRs.

Notify the following if necessary:

Operations	Bagwell	Ramp Agents
Lead	Board Room	RAC Room
Baggage	Skycaps	SOC
	Catering/NOS	

- Order bus transportation. Enter the name and telephone number of the bus company in the Flight STAR, Remarks.

**Example:** Greyhound (206) 555-1212, SJC-SFO

- The meeting agent shall make an onboard announcement stating where the baggage can be claimed and the bus location.
- Verify all baggage has been claimed prior to the bus' departure for the destination city.
- An agent must be present at the bus for boarding.
- Update the Flight STAR mask with the total number of busses and the departure time of the last bus.
- Add any additional information to the Flight STAR.

### Outbound Flight

The Agent shall meet the bus and make an announcement on board advising guests:

- To claim their baggage from the bus.
- Proceed to the ticket counter or Skycap.
- Advise departure gate information.

Control and board flight, standard procedures apply.

### Intended Destination Station

Notify the following if necessary:

Operations	Bagwell	Ramp Agents
Lead	Board Room	RAC Room
Baggage	Skycaps	SOC

Verify the Flight STAR for pertinent information, including SSRs.

Make arrival announcements for people meeting guests. Add to the Flight STAR.

The agent shall meet the bus and make an announcement on board advising guests:

- To claim their baggage from the bus.
- Proceed to the ticket counter or Skycap.
- Advise departure gate information.

### Outbound Bus

Order bus transportation. Enter the name and telephone number of the bus company in the Irregular Ops Flight STAR, Remarks.

**Example:** Greyhound (206) 555-1212, SFO-SJC

Notify the following if necessary:

Operations	Bagwell	Ramp Agents
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Lead	Board Room	RAC Room
Baggage	Skycaps	SOC
	Catering/NOS	

- An agent must be present at the bus for boarding.
- Prior to the bus departure, verify the count on the bus with the check-in count in the computer.
- Update the Flight STAR with the total number of buses and the departure time of the last bus.

### **Inbound Bus**

Make arrival announcements for people meeting guests. Add to the Flight STAR.

The agent shall meet the bus and make an announcement on board advising the guests:

- To claim their baggage from the bus.
- Proceed to the ticket counter or Skycap.
- Advise departure gate information.

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### **QX SUN Bus Operations**

Revision date: 12/7/2022  
Supersede date: 3/23/2022

**Applicable to Horizon Air E175 aircraft only.**

**Applicable in the SUN market only in extreme weather situations.**

**Exception:** For bussing in all other markets, and other SUN bus events, see [Bus Operations](#).

Procedures have been established to facilitate the movement of guests via ground transportation while keeping a safe, secure environment and providing excellent customer service. Bus service shall be offered between SUN and BOI during irregular operations caused by extreme weather situations.

#### **Bussing Procedures - from Sun Valley**

Sun Valley station personnel will:

- Call QX SOC and advise of adverse weather conditions seven hours prior to departure.
- If QX SOC initiates bussing procedures with the MCCO.
- Update weather phone line.
- Initiate phone tree to call in agents.
- Notify taxis and hotels.
- Make an announcement to guests using the bus.
- Call Center Operations will rebook all guests as necessary.
- Check in guests and baggage using pre-assigned bus # and extra section flight # received from NOS.
- Coordinate screening of checked bags. Load screened bags in secure cargo hold of the bus prior to departure.
- Secure bags on bus using Security checklist.
- Issue bus vouchers from CSA Tool or handwritten vouchers.
- Fax Security form to BOI for baggage.
- Highlight names on the passenger bus list.
- ON all bus passengers and close the bus section in IMAGE.
- Advise the downline city (OPS) with the estimated time of arrival, bus information, the passenger count and of any special service requests for the bus and BOI flight.

Compensation

- Advise guest that they will receive a \$100 discount coupon from our Customer Care Department via letter or email within a few days. Reimbursement for guests that choose to rent their own transportation will be applied the same way.
- Provide gate delay packs to guests before they board the bus.

MCO will:

- Assign the pre-built bus flight number to be used out of SUN.
- Contact NOS via a phone call and email to NOS Alerts requesting an extra section build out of BOI to include the flight number, arrival, and departure time.
- Advise Call Center Operations of the flight number to queue up the Sun Valley Bus Departure customer messaging alert.
- Add FLIFO remarks in cancelled segment (e.g. BUSSING).
- Communicate to all affected station partners via phone.
- Email V-Customer EFI Reps with the following subject line:  
BUS OPERATIONS/Flight #/ City Pairs/ Date
- Include LD list

Call Centers will:

- Queue PNRs to the Sun Valley Bus Departure customer messaging alert.
- Send out PNR counts and message details via the Sun Valley Bus Departure customer messaging alert distribution list.

NOS will:

- Build an extra section for flight departing out of BOI with “A Traffic Restriction.”

### **Loading the Bus**

Guest baggage is screened by the TSA prior to being loaded and sealed into the secured bus compartment.

The pre-screened baggage is offloaded from the bus in Boise and loaded onto the customer's connecting flight.

### **Pets**

Contact the bus company to determine if a guest's pet (PETC or AVIH) can travel onboard or in the baggage compartment.

### Extended Airport Closures

Revision date: 5/8/2019  
Supersede date: 8/2/2017

#### Extended Airport Closure

The following guidelines may be adapted for cases of extended airport closure.

**Note:** The example pertains to airport closure in ANC due to volcano eruption. Only the ANC-SEA route is used in the following examples.

#### Technical Stop

Technical stops are any unscheduled stops between origin and destination made for refueling, aircraft repair, or en route crew changes. This stop cannot be the origin or destination for any of the guests, or baggage, or cargo.

Guests may be moved to a new aircraft, provided they remain within the sterile area during the swap.

Aircraft servicing personnel (caterers, fuelers - not Alaska Air Group employees or vendor operational employees) must be screened along with their personal property prior to entering the aircraft.

Should the crew leave the aircraft or if there is a crew change, agents must verify each crew member's ID prior to their boarding the aircraft. (It is not necessary to verify IDs when the crew remains on board during the stop.)

#### Factors to Consider

Determine what guidelines shall be used, to figure the point in time that manual mode will be initiated for clearing standby customers.

Determine whether guests shall be cleared as standbys prior to accepting standbys from other carriers.

Determine whether a guest (in ANC) leaving and returning shall retain their original itinerary or if they must be given a new itinerary.

Determine the steps to take if a guest was cleared to travel at one point, but was absent for the flight.

Determine where a guest will be placed on the standby list (beginning or end) upon their return.

Determine if there must be a restriction for proper proof of an emergency status (e.g., a FAX or letter from a guest's physician).

#### Communication

- A STAR must be used (e.g., **STAR: VOLCANO**) as the source for updated information, which shall include:
  - Weather and airport conditions
  - Extra sections (departure time, aircraft number, etc.)
  - Specific flight information
  - Baggage information
  - Miscellaneous information (e.g., ANCTR is not currently booking connections)

### **Extra Sections**

Extra Sections shall be determined by the number of standbys onhand and coordinated between the Customer Service Managers and SOC.

Agents must use the following guidelines when an extra section is scheduled:

- A team shall be appointed to book the next standby guests in order of their assigned priority, until the extra section flight is full.
- Seat assignments shall be assigned for all standbys confirmed on the extra section.
- Guests with seats who require connection reservations shall be sent to the controlling gate for assistance.

Approximately 15-20 minutes prior to departure, Standby Control shall count the number of "no shows" for the extra section and begin clearing additional standbys, until the flight is full.

### **Re-booking**

- Guests who prefer to return to their point of origin may do so.
- Rebook guests using their original PNR.
- Cancel the downline itinerary first.
- When the guest requests, cancel the return itinerary.
- Issue online FIMs for travel to return to the point of origin.
- Offline guests need to check with the originating carrier for return travel.
- Prior to accepting OAL coupons, the lead agent shall contact each carrier and determine an agreement for ticket acceptance procedures.

### **Canceled Flights**

When a flight cancels, all guests shall be directed to the ticket counter for standby processing.

Guests who have already obtained a date and time shall retain the same date and time until they are boarded (whether or not it takes one or more days to clear them on a flight).

When a guest desires their ticket returned to them, advise them that they will lose their priority for standby and will have to begin again when they return.

- The ticket counter (or reservations, if assistance is needed) shall cancel all appropriate segments.

Agents processing standbys at the ticket counter must ensure that canceled segments have been "XKd" prior to rebooking. Use the original PNR.

Baggage from canceled flights shall be delivered to the claim area and made available for guest pick-up.

- When left unclaimed, baggage will be held and placed on "standby" status for the first available flight, space permitting.
- This is coordinated between the ticket counter and ramp service leads, ground operations and baggage service.
- Advise anyone rechecking baggage of Voluntary Separation rules.

### Control Agent

15-20 minutes prior to departure, the control agent shall contact Standby Control with the estimated number of available seats.

10 minutes prior to departure, standby control receives the exact number of available seats and sends the appropriate number of standby customers to the gate.

An additional number of standby customers (e.g., five to ten) shall be escorted to the departure gate should additional seats become available.

Control agents are responsible for displaying each standby guest's original PNR and canceling the appropriate segments.

- Ensures that any return or continuing space is not canceled in error.
- Each off-line coupon must be verified for endorsements.

### Standby Control

All standby guests must be directed to the designated Standby Control area.

Standby tickets shall be kept at this location in chronological order.

- Standbys shall be processed manually; do not use the computer.
- Enter the following message in **F TEXT** for all affected flights:
- DO NOT ACTIVATE PAX IN COMPUTER. MANUAL CHECK-IN ONLY.
- Contact Standby Control via radio or through a lead agent. Do not use telephones.

- Standby Control shall process all seat assignments (usually open seating) and direct guests to the appropriate gate for boarding.
- The agent at the Standby Control shall make frequent announcements (e.g., every 15 minutes), updating guests with new information and progress reports on current flight operations.
- All guests desiring to standby must surrender their tickets to Standby Control.
- All standby tickets remaining at day's end shall be kept in the safe overnight.
- When a guest desires their ticket returned to them, advise them that they will lose their priority for standby and will have to begin again when they return.
- Do not release any information regarding a guest's standby status.
- Any questions regarding a guest's status must be directed to Standby Control.

### **Standby Procedures**

All positions at the ticket counter shall handle standby guests.

All standby guests shall be issued a standby time (corresponding to time of check-in). Each standby guest shall be given the following items:

- Time (using the 24-hour clock, e.g., 10:00 p.m. would be reflected as 2200)
- Date
- Guest's name

Give the ANCSEA coupon and any remaining tickets to the guest.

- When the original coupon is for a destination beyond SEA (e.g., coupon one is ANCSFO), issue an online FIM for the SEASFO segment and give it to the guest.
- Write "FIM Issued" on the original ANCSFO coupon.

Explain Voluntary Separation (V/S) guidelines to the guest.

- As the baggage has already been checked previously, write V/S on the baggage claim checks before returning them to the guest.
- Answer questions or concerns.
- Always check bags to the final destination, unless the guest requests otherwise.

When rebooking guests for future flights, always use the original PNR and revalidate the VCR using the Domestic/International Reissue mask or FIM Ticketing mask in IMAGE.

- "No-Recs" and "force sales" shall be cleared by lead agents or station leadership (team captain, supervisor or manager).

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**Transportation Vouchers for QX Crew**

Revision date: 7/23/2015  
Supersede date: 12/16/2014

If QX flight crews are provided with a hotel lacking complimentary transportation, agents shall provide the flight crew with a voucher for travel to and from the hotel.

Requests may come from either the crew members or Crew Scheduling.

Agents shall complete a Passenger Accommodation Voucher ([TZ-07](#)) to be used as payment for transportation.

- Write the inbound or canceled flight details as the effected flight information
- Mark "Other" as the reason for issue, and write "Crew Transportation" in the blank field
- Provide coupons three and four for outbound and return travel

## 200 - Services and Amenities

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### Empowerment Toolkit for CSAs/PSAs

Revision date: 1/16/2019  
Supersede date: 10/13/2015

The Empowerment Toolkit should be used by agents to provide individual compensation for a guest to resolve a customer service failure (e.g. delayed baggage, guest missed flight due to unexpected gate change, or lost seat assignment due to aircraft swap).

**Note:** The Empowerment Toolkit shall not be used for an entire flight. Refer to [Types of Amenities](#) for the amenities offered to an entire flight.

Agents may also issue items from the Empowerment Toolkit to “good Samaritans” as an appreciation for showing kindness to their fellow travelers (e.g. willingness to move seats, assisting with medical emergency, assisting a guest with a disability with their carry-on bags).

Access the Empowerment Toolkit via Web Links in IMAGE for all Empowerment Toolkit requests, and/or the Empower app via the CSA Mobile Device.

Agents may request up to 4,000 Alaska Airlines Mileage Plan miles or up to \$100 in Discount Codes valid on [alaskaair.com](http://alaskaair.com).

**Note:** If agent feels additional compensation is necessary, or the agent is unable to resolve the customer service failure, contact a Lead CSA, Supervisor or Customer Service Manager. Provide them with as many details as possible before referring the customer to them.

When using the empowerment toolkit to compensate a family or travelers in more than one PNR, document each guest's information in the remarks area of the empowerment toolkit request as follows:

	PNR	Customer Name	AS Mileage Plan Number	Email Address	Mailing Address
When issuing miles:	X	X	X		
When issuing a discount code:	X	X		X	

**Empowerment Toolkit for Lead CSAs, Supervisors, and Customer Service Managers**Revision date: 1/16/2019  
Supersede date: 1/29/2014

If a customer service failure warrants compensation above the maximum Empowerment Toolkit amounts, or the agent is unable to resolve the service failure to the satisfaction of the customer, agents shall contact a Lead CSA, Supervisor or Customer Service Managers.

The Lead CSA, Supervisor or Customer Service Manager shall use the following guidelines to resolve a customer service failure:

\$50 Discount Code or 2.5k miles?	\$75 Discount Code or 3k miles*	\$100 Discount Code or 4k miles?	\$125 Discount Code or 5k miles	\$150 Discount Code or 6k miles	\$200 Discount Code or 8k miles	? \$250 Discount Code or 10k miles
International Documentation Problems	Flight Cancellation or Delay of 2 hours or less	Flight Cancellation or Delay of 2-3 hours	Flight Cancellation or Delay of 3-4 hours	Flight Cancellation or Delay of 4-6 hours	Flight Cancellation or Delay of 6-8 hours	Flight Cancellation or Delay overnight
Onboard Amenities not provided/offered	Schedule Change* of 2 hours or less	Schedule Change* of 2-3 hours	Schedule Change* of 3-4 hours		Schedule Change* of 4+ hours or overnight	
Employee Misinformation or unhelpful	Downgrade seat PC -Main or FC - PC					
	Seat uncomfortable/dirty, etc					
	Seatmate complaint					
Unaccompanied Minor compensation varies depending upon situation.						

The Lead CSA, Supervisor or Customer Service Manager shall document the form with:

- Brief reason for the request
- Compensation promised to the guest
- Requestor's name and title

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**When to Offer/Not Offer Amenities**

Revision date: 5/24/2023  
Supersede date: 9/6/2018

Amenities shall be offered for the following reasons:

- A flight is delayed for reasons that are controlled events by the airline (e.g., Aircraft Mechanical or Crew Delay/Rest).
- A flight's arrival is delayed solely due to headwinds.

**Note:** Guest's traveling on Positive Space Travel (PST) award credits are eligible to receive amenities (e.g. food, hotel, or transportation vouchers).

Amenities shall not be offered when the following occur:

- ATC is the only cause for the delay or cancellation or occurs in any city along the guest's intended flight routing.
- The guest arrives at an alternate airport after being advised prior to departure the diversion may occur.
- Weather is the only cause for the delay or cancellation, occurring at the origin; destination or any city along the guest's intended flight routing.

**Exception:** Amenities will be given if weather occurs in a city that is outside of the guest's itinerary preventing the aircraft which makes up the flight from arriving.

Amenities can be provided for confirmed local and/or transit guests (including full revenue cleared standbys) when a flight is delayed.

Amenities shall be given out as soon as it is determined a controllable delay is expected to reach the times outlined below.

The Agent may choose to provide amenities to select guests if, in the agent's judgment, they are required by hardship circumstances (i.e. Junior Jetsetters, elderly guests).

**Note:** Planned bus or alternate transportation from the diversion airport back to original destination

airport may apply and is not considered an amenity.

The type of amenities given to the guest will be dependent upon the length of delay (see below) and shall not exceed a period of 24 hours from the time of occurrence.

**Exception:** A supervisor or Agent may extend the 24-hour limit in an extraordinary circumstance (e.g., ADK, which only has service twice weekly).

### **Guests Delayed One Hour or More**

The CSA shall:

- Assist the guest with making a phone call upon request by offering the use of a business phone with the ability to dial outside the airport.
- Work with station management to initiate food/snack service plan.

### **Guests Delayed Two Hours or More**

For flight delays of two hours or more when the delay is deemed the responsibility of the airline (e.g., aircraft mechanical, crew delay/rest) agents shall offer meal service. Begin distributing vouchers when the delay reaches 2 hours.

If management determines catering is unavailable, meal vouchers will be issued to each ticketed guest.

**Note:** Supervisor or Manager approval is required for any meal vouchers issued exceeding one (1) per guest or more than \$12 USD per voucher.

Meal vouchers or service may be triggered prior to two hours when you believe the flight will depart more than two hours late.

### **Guests Delayed Three Hours or More**

Management personnel or designee shall meet any flight that is arriving three or more hours late.

For flight delays of three hours or more when the delay is deemed the responsibility of the airline (e.g., aircraft mechanical, crew delay/rest) agents shall follow the guidelines for delays of 2 hours or more plus the EFI Process.

- Make an apology announcement. Suggested announcement verbiage:

*"On behalf of Alaska Airlines, I would like to extend our sincere apology for the delay today. Our Customer Care Department will reach out to each of you via letter or email within a few days. Thank You."*

**Note:** If a guest's Alaska Airlines Mileage Plan number is reflected on the boarding pass or they've provided their email address during booking or check-in, Customer Care will be able to locate their information that way. In addition, the customer can email [customer.care@alaskaair.com](mailto:customer.care@alaskaair.com) providing their name and flight number in the subject line.

**Note:** The EFI Program may be triggered prior to three hours when you believe the flight will depart more than three hours late.

### Service Recovery Gesture

**Applicable to 737 and Airbus aircraft operation in the following stations only: SEA, ANC, SFO, SJC, LAX, SAN, LAS, and PDX**

When an aircraft experiences a delay of 120 minutes or more (two plus hours), a Lead CSA or Supervisor shall contact NOS and request an extra liquor drawer be brought to the aircraft by catering to accommodate the onboard Service Recovery Gesture. This applies for both controllable and uncontrollable delays.

### Guests Delayed Overnight

If we cause a guest's flight to cancel, and the city where the cancellation occurs is 100 miles away from the customer's home, hotel accommodations can be provided. Ground transportation is provided to/from the hotel.

### Guest Service Failures

Agents shall resolve all "one-off" guest service failures by offering items from the [Empowerment Toolkit](#). For any passengers that are accommodated on alternate flights prior to the departure or cancellation due to a delayed that is caused by the airline, use the Empowerment toolkit at your discretion (e.g.- rebooked on another carrier, different flight from affected original flight, inbound customer).

**Good Samaritan Appreciation**

To show appreciation to guests showing kindness to their fellow travelers, agents may choose to issue items from the [Empowerment Toolkit](#).

Examples include guests willing to give up their seat assignment, assisting with a medical emergency or assisting a guest with disabilities with their carry-on bags.

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### Types of Amenities

Revision date: 5/24/2023  
Supersede date: 9/6/2022

#### Phone Call

When we cause guests to arrive at their destination more than one hour late, upon request agents shall offer the use of a business phone.

When a phone is not able to dial outside the airport:

- Offer to send a teletype message to the meeting party's city.
- Offer to add remarks to the customer's PNR authorizing release of information to a specified person.

#### Passenger Accommodation Voucher

- An electronic Passenger Accommodation Voucher shall be offered when appropriate (as outlined in [Section 10.200 - When to Offer/Not Offer Amenities](#)) for hotels, meals, and/or ground transportation.
- Vouchers shall be issued using [StormX](#) and sent to guests by email. Vouchers may be printed for guests without access to email.

**Note:** A laser printer is required to print StormX hotel or meal vouchers for guests without email access or a connected device.

- StormX user guides can be found in [CSA eTools](#) under "Irregular Operations."
- If no rooms are showing in StormX, call Travelliance (800-642-7310) for hotel room availability.

**Note:** ADK will not have hotels preloaded into StormX. Agents will need to call the Travelliance (800-642-7310) for booking assistance

- In the event of a StormX outage or the guest does not have an email address, a manual [Passenger Accommodation Voucher \(TZ-07\)](#) may be issued in lieu of an electronic voucher.

**Notes:**

- Green handwrite vouchers shall be used during a computer outage or when working from a remote location (i.e. OAL gate) and StormX unavailable.
- Used for QX crew member transportation if an alternate crew

hotel does not provide shuttle service

The maximum meal voucher value per passenger, per meal, system-wide is \$12USD.

Vouchers shall not exceed one (1) per guest or \$12 USD per voucher in value without approval from a Supervisor or Manager.

**Note:** Meal vouchers or using the gate snack program can be used when an [Extreme Flight Irregularity \(EFI\)](#) is declared by SOC.

### Meal Service

All stations shall have a plan for meal service options per guidance from the Department of Transportation (DOT). Meal service shall be offered to both transit customers and originating/stopover guests.

For flight delays/cancellations of two hours or more when the delay/cancellation is deemed the responsibility of the airline (e.g., aircraft mechanical, crew delay/rest) agents shall offer food service options with option 1 as the top priority for stations.

1. Meal Voucher
2. Catering
  - This could be meal items from Onboard Food and Beverage or
  - Meal items delivered from an on or off airport location (e.g., doughnuts, bagels, pizza, burgers, etc.)
3. Gate Delay Food Items
  - If issuing items from the Gate Delay Program, because on and offsite businesses (e.g., restaurants, stores, etc.) are not available/closed, the station shall also issue a meal voucher for customers to use locally or downline.

### Gate Delay Food Items

All stations (except non-U.S. Stations) will be required to maintain enough items to serve at least one full aircraft (based on the largest aircraft served at the station).

- Stations will buy snacks, water, and/or juice for customers through local procedures.

If the items have not been used within 30 days prior to their expiration date, stations will use items as a “surprise and delight” for their guests.

- See the [Delay Snack Guide](#) for more guidance on “surprise and delight.”
- Should not be used to feed employees.

- Should be kept in a secure location to prevent pilferage.

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### Extreme Flight Irregularity

Revision date: 5/9/2023

Supersede date: 5/3/2019

The Extreme Flight Irregularity (EFI) program is designed to assist Customer Care in serving all guests who have experienced service failures of extraordinary magnitude.

**Applicable to flights operated with 737, Airbus, or SkyWest ERJ 175 aircraft:** SOC is the sole authority to determine if a flight meets the criteria for an EFI. The Customer Service Manager, Supervisor, or Lead on duty shall contact the Sector Desk Manager when they determine a situation should be declared an EFI.

**Applicable to flights operated with Horizon E175 aircraft:** The QX MCO, is the sole authority to determine if a flight meets the criteria for an EFI. The Customer Service Manager, Supervisor or Lead on duty shall contact the MCO when they determine a situation should be declared an EFI.

Examples of EFIs include, but are not limited to:

- Emergency landings where guests have assumed crash positions and emergency vehicles have been called
- Flight diversions and/or delays which have caused extreme hardship and inconvenience to guests (e.g. extended delays, multiple ETD bumps, overnight)
- Oxygen mask deployment and pressurization problems in the cabin
- Severe turbulence has caused injuries onboard
- Unusual and potentially dangerous incidents onboard (e.g., unruly passengers)
- Bomb threats.
- Long delays and all tarmac delays exceeding three hours
- Flight cancellations
- Any combination of the above that has become a media event

### Station Procedures

Upon confirmation the incident is to be an EFI, agents shall activate the EFI plan.

For detailed EFI procedures, refer to [CSM Vol. 1, Section 8.300 - Extreme Flight Irregularity](#).

## Section 11 - Denied Boarding

### 100 - Refusal to Transport

Section 11 - Denied Boarding > 100 - Refusal to Transport

#### Refusal to Transport Overview

Revision date: 5/9/2023  
Supersede date 10/11/2017

##### Controls

[14CFR 121.586](#)

- Refer to the Contracts of Carriage for additional information.

Complete the applicable reports in the AAG Safety Reporting System when a customer is refused transportation.

- Applicable to flights operated with 737, Airbus, or SkyWest ERJ 175 aircraft: Ground Irregularity Report (GIR)
- Applicable to flights operated with Horizon Air E175 aircraft: A Horizon Air Irregularity Report
- A copy of any law enforcement report must be comailed to Airport Services/SEATZ once the GIR has been submitted.

Section 11 - Denied Boarding > 100 - Refusal to Transport

**Intoxicated or Under the Influence of Drugs**

Revision date: 5/9/2023  
Supersede date: 1/18/2023

**Controls**

[14CFR 121.575](#)

EFR

**Interfaces**

[AS FOM](#), [AS FAM](#)

**CEME: L2R**

FAA Regulations prohibit any person to board an aircraft if they appear to be intoxicated or under the influence of drugs.

Anyone appearing intoxicated or under the influence of drugs (except as a medical patient under proper care) at the ticket counter or the gate shall not be boarded on any flight.

Guests are not permitted to carry/consume their own alcohol onboard.

To identify and manage possible intoxication, use the following guidelines.

Normal or Near Normal Behaviors/Signs (Acceptable Behaviors)

- Sociable
- Relaxed
- Comfortable
- Happy

Exhibits the Effects/Signs of Drinking Alcohol (Cautionary Behaviors)

- Reduced inhibitions
- Impaired judgment
- Talking or laughing louder than normal
- Being overly friendly
- Smells of alcohol
- Becoming giddy
- Arguing or baiting
- Increased use of foul language
- Careless with money
- Disheveled clothing

Appears to be Intoxicated or Under the Influence of Drugs (Undesirable Behaviors)

- Moving in slow motion
- Needing time to respond to questions
- Glassy-eyed
- Losing train of thought
- Making irrational statements
- Making inappropriate comments about others
- Aggressive or belligerent
- Walking awkwardly
- Stumbling or falling
- Unable to sit upright

**Intoxicated or Under the Influence of Drugs - Guest Identified During Boarding**

If a guest is displaying multiple Cautionary or Undesirable Behaviors.

- Engage them in conversation so you can better assess the situation
- Check for multiple signs (e.g., odor of alcohol, demeanor, loss of reason, etc.)
- Call lead or supervisor to assist in determination; do not base decision on a single behavior.
- If the guest appears intoxicated due to alcohol or drugs, advise the lead or supervisor the guest should be denied boarding.
  - If the lead or supervisor is not available, the agent shall deny the customer boarding.
- Advise the guest they will be accommodated on a later flight.

Agents shall not negotiate with the flight attendant to board a guest showing any signs of intoxication due to alcohol or drugs.

Advise the Flight Attendant if the behavior is attributed to another cause (e.g. disability).

**Intoxicated or Under the Influence of Drugs - Guest Identified Prior to Pushback**

When the flight attendants determine a boarded guest appears to be intoxicated due to alcohol or drugs and cannot travel, the agent shall adhere to the following:

- Discuss the matter discreetly with the flight attendant. Advise the Flight Attendant if the behavior is attributed to another cause (e.g., disability).

- The CSA/PSA shall remove the guest from the flight when the flight attendants have determined the guest appears to be intoxicated or under the influence of drugs.
- The Flight Attendant shall inform the Captain why the guest is being removed from the aircraft.
- The agent shall deplane the guest with their carry-ons prior to discussing the matter with them.
- Do not allow the guest to reboard.
- Advise the guest for his/her safety and the safety of other guests, he/she shall not be allowed to continue travel.
- Advise the guest they shall be rebooked on a later flight depending on his/her condition.
- Document the guest's PNR and complete the applicable irregularity report in the AAG Safety Reporting System.
- Remove the guest's checked baggage if Positive Passenger Bag Match procedures apply.

### Guidelines for Rebooking:

- The first time a guest is identified as appearing to be intoxicated due to alcohol or drugs, book them on a flight no sooner than four hours.
- The second time a guest is identified as appearing to be intoxicated alcohol or drugs, book them on a flight for the next day, no sooner than eight hours.
- Document the guest's PNR and complete the applicable irregularity report in the AAG Safety Reporting System.

Guests who are denied boarding due to the appearance of intoxication due to alcohol or drugs do not qualify for Denied Boarding Compensation.

**Note:** If a guest is denied boarding for a third time within a 24-hour period due to the appearance of intoxication or under the influence of drugs, consult with Station Leadership if the guest's ticket should be refunded.

Refer to the [Guest Misconduct - Suspension of Travel](#) Policy if the guest's actions/behaviors (e.g., verbal abusive of a protected class, physical assault, etc.) are directed at other guests or employees.

### FAA Alcohol Report

The agent shall report incidents involving intoxicated guests that have been removed from the flight at any airport location (e.g., boarding gate, boarded or removed from the aircraft). When a guest is refused transportation, report the incident by completing an online irregularity report in the AAG Safety Reporting System.

- Select "Passenger Related Events" as the type of event and "Passenger Intoxicated" in the Passenger Behavior/Satisfaction section of the form so a report will automatically be generated to the FAA.

**Applicable to flights operated with 737, Airbus, or SkyWest ERJ 175 aircraft:** [Ground Irregularity Report \(GIR\)](#)

**Applicable to flights operated with Horizon Air E175 aircraft:** A Horizon Air [Irregularity Report](#)

When an alcohol or drug related disturbance occurs in flight, the flight attendant shall complete a Flight Attendant Irregularity Report.

Section 11 - Denied Boarding > 100 - Refusal to Transport

**Customer Refuses to be Searched**

Revision date: 8/11/2010  
Supersede date: New

Customers must be denied transport when:

- They refuse to be searched.
- They refuse permission to have their property searched for explosives or for a concealed, deadly or dangerous weapon or article.

Section 11 - Denied Boarding > 100 - Refusal to Transport

### Fails to Comply with Rules and Regulations

Revision date: 1/18/2023  
Supersede date: 2/6/2019

Alaska may, in its sole discretion, refuse to transport, or may remove from an aircraft at any point, any guest in any circumstance not prohibited by law. Guests who fail to comply with rules, policies, or regulations may be denied transport.

Denial of transport must occur because the guest's failure to observe a rule or regulation influences the airline operation, revenue, safety, or if the guest does not comply with ticketing, check-in, boarding, and/or documentation rules. The following are examples:

- Check-in time limits. Failure to be checked-in at least 40 minutes prior and available to board at the designated boarding gate at least 30 minutes prior to posted departure time.
- A customer traveling with a battery powered wheelchair who is not present and available to board 45 minutes prior to posted departure time.
- Advance notification in medical cases.

### Obscene or Inappropriate Materials

Obscenity laws protecting minors and other guests apply to AS flights as well. If guest displays lewd magazines, views pornographic material or wears clothing with obscene words or pictures, AS has legal right to require items be hidden from view.

CSA/PSAs have the authority to insist guests comply with requests to:

- Put inappropriate material away
- If inappropriate item is an article of clothing, before boarding the aircraft, request the guest to:
  - cover it up with other clothing, or
  - turn article inside out, or
  - change to another article of appropriate clothing.

Refer to the [Guest Misconduct – Suspension of Travel](#) Policy if the guest outright refuses to comply with rules and regulations and/or the guest's actions/behaviors (e.g., verbal abuse of a protected class, physical assault, threats, etc.) are directed at other guests or employees.

Section 11 - Denied Boarding > 100 - Refusal to Transport

### **Guest Misconduct and De-escalation Techniques**

Revision date: 9/6/2023

Supersede date: 7/26/2023

#### **Controls**

[14CFR 121.586, 121.580](#)

#### **Interfaces**

[AS FOM, AS FAM](#)

### **Abusive and Disorderly Guests**

Specific distinctions between assault and verbally abusive guest behavior are indicated in the following:

- Assault is defined as unwanted physical contact intended to cause injury or harm to the targeted individual.
  - When assaulted at work, notify law enforcement, supervisor, and GSC immediately.
- Abusive language if not utilized in a manner that creates a credible threat of violence or harm is not considered assault.

#### **Verbal Abuse**

The following are examples of behavior that is not considered assault:

- A guest directs offensive words at you.
- A guest who is yelling, raising his/her voice, or displaying other obvious signs of anger.

**Example:** "You will lose your job."

"I'm going to harass you until I get what I want."

The following steps may be taken when a guest is displaying unacceptable behavior because of agitation and frustration:

- Diffuse the situation by calmly listening to the guest without interruption.
- Rephrase what the guest has said to demonstrate that he/she is being heard.
- Obtain assistance from a co-worker or Lead agent.
- Ask the guest for suggestions, possible solutions, or ideas which might resolve their frustration.
- Firmly and calmly ask the guest to stop. Call local security to assist you when the guest continues to verbally abuse or disrupt check-in.

Refer to the [Guest Misconduct – Suspension of Travel](#) Policy if the guest's actions/behaviors (e.g., verbal abuse of a protected class, etc.) are grounds for immediately denying travel.

## Physical Assault

When a guest is involved in physical assault with another guest or employee:

- Notify law enforcement, supervisor, and GSC immediately.
- Ensure the safety of individuals before proceeding with any further actions.
- Following an altercation, assault, or battery, obtain available information about the individual and statements from witnesses.
- Whenever law enforcement is called, if safe to do so, maintain visual contact of the individual until law enforcement can respond and assess the incident in order to prevent the individual from moving through security or boarding an aircraft.

Refer to the [Guest Misconduct – Suspension of Travel](#) Policy for immediately denying travel when the threat or actual physical violence is directed at an employee or another guest.

## De-escalation Techniques

When interacting with a difficult guest it is important to demonstrate the following techniques:

1. Listen: Work to understand and show empathy
2. Acknowledge: Repeat in your own words
3. Agreement: Learn to find your contribution to the conflict
4. Apologize: An apology goes a long way
5. Clarify: Provide clear information to avoid confusion
6. Suggest: Provide options

Law enforcement must be called to assist when all attempts have failed to control the situation.

For more information, see the [Interacting with Difficult Guests](#) resource.

## Violations Onboard the Aircraft or in the Terminal (including the AS Lounge)

When a guest onboard an aircraft interferes with a crew member in the performance of duties or reports an incident on the aircraft or in the boarding room (e.g., personal space violation), Flight Crew/AOCS shall contact SOC to arrange for a ground security coordinator (GSC) and a Lead/Supervisor to meet the flight.

- The GSC and leadership shall secure resources (e.g. [Guest Resource Card](#)) and coordinate transportation and medical assistance, if needed, prior to meeting the aircraft.
- The agent may be asked to notify local law enforcement officers (LEO) to meet the flight and assist in any way possible.
- Document the guest's PNR.

- Complete an online irregularity report in the AAG Safety Reporting System, including as many details as possible when a guest is refused transportation.
  - **Applicable to flights operated with 737, Airbus, or SkyWest ERJ 175 aircraft:**  
[Ground Irregularity Report \(GIR\)](#)
  - **Applicable to flights operated with Horizon Air E175 aircraft:**  
[Horizon Air Irregularity Report](#)

Refer to the [Guest Misconduct – Suspension of Travel](#) Policy if the guest's actions/behaviors (e.g., verbal abusive of a protected class, sexual assault, etc.) are grounds for immediately denying travel.

### Common Strategy

U.S. air carriers are required to develop, implement, and maintain an approved crewmember security training program. One element of the training program is referred to as "Common Strategy" and was designed by industry experts, along with the FBI and FAA, air carrier management and flight crewmembers. The core concepts are not only used by the aviation community, but air traffic controllers, ground security personnel, law enforcement and military agencies.

Common Strategy identifies four distinct and easily remembered threat levels categorizing the various levels of Inflight disruptions while laying out crewmember responsibilities and appropriate responses to such activity.

Though most of the initial responsive actions will be carried out by flight crew, it is imperative stations are familiar with the four Threat Levels and the corresponding actions required of them to respond in a unified and efficient manner.

#### Level 1: Disruptive Behavior

- Disruptive, suspicious, or threatening situation or behavior, may include visible anger or aggravation, hostile or irrational behavior, abusive language, defiant acts or body language, or unresponsiveness to instructions.
- Response:
  - Contact a GSC and complete the applicable incident report.

#### Level 2: Physically Abusive

- Physical contact of some sort has occurred—may include pushing, grabbing, hitting, kicking, inappropriate touching, or any attempt to deliberately hurt another person or damage another person's property.
- Response:
  - Contact a GSC and Lead/Supervisor to meet the flight.
  - Law enforcement may need to be contacted.

- If advised, contact emergency medical responders.
- Complete the applicable incident report.

Level 3: Life Threatening

- Imminent threat of death or bodily injury, may include use of weapon to cause harm, display of weapon or even the threat of a concealed weapon.
- Behavior includes any threat to life or limb, cutting, choking, etc.
- Weapons may include explosives, guns, stun-guns, knives, clubs, wires, cords, chemicals, gases, flammable liquids.
- Response:
  - Flight may divert to an alternate airport.
  - Contact a GSC and Law enforcement to meet the flight.
  - If advised, contact emergency medical responders.
  - Complete the applicable incident report.

Level 4: Attempted Breach of the Flight Deck

- Attempted or actual breach of the flight deck door may include attempted or implied physical violence or force to gain access to flight deck.
- Response:
  - Crew will declare an inflight emergency.
  - Contact a GSC and Law enforcement to meet the flight.
  - If advised, contact emergency medical responders.
  - May be asked to assist with aircraft evacuation and/or guest statements.
  - Complete the applicable incident report.

Section 11 - Denied Boarding > 100 - Refusal to Transport

**Mental/Physical Condition of Customer**

Revision date: 1/18/2023  
Supersede date: 2/14/2013

Refer to the [Passengers with Disabilities](#) section for additional information.

The following individuals may be refused transportation:

- A person whose conduct is physically abusive, belligerent, violent, or irrational in a way that may be hazardous to an Alaska Airlines or Horizon Air employee or customer.
- A person who is unable to sit in a seat with the seatbelt fastened.
- A person who appears intoxicated or under the influence of drugs.
- A person who has an offensive odor (e.g., a draining wound or inadequate bathing) provided the odor is not an involuntary result of a disability.
- A person who is barefoot.
- A person who does not meet exit row seating criteria due to a disability, but an exit row seat is the only seat available on the aircraft that can physically accommodate the customer's disability.

Refer to [Emergency Exit Row](#).

Refer to the [Guest Misconduct - Suspension of Travel](#) Policy if unable to de-escalate the situation or the guest's actions/behaviors (e.g., verbal abuse of a protected class, sexual assault, etc.) are grounds for immediately denying travel.

If the actions are the result of a disability or medical condition protected under Part 382, contact a CRO for assistance.

Section 11 - Denied Boarding > 100 - Refusal to Transport

**Government Request or Regulation**

Revision date: 2/14/2013  
Supersede date: 08/31/2010

A customer may be refused transportation, when necessary, to comply with:

- Any government regulation (i.e. exit row seating criteria, TSA screening requirements, appearance of intoxication, etc.)
- A request for emergency transportation in connection with the national defense.

Section 11 - Denied Boarding > 100 - Refusal to Transport

**Conditions Beyond Airline Control**

Revision date: 8/11/2010  
Supersede date: New

An airline may refuse to transport whenever such action is necessary or advisable by reason of weather or other conditions beyond its control (including strikes, embargoes, wars, hostilities or disturbances, etc.), actual, threatened or reported.

Section 11 - Denied Boarding > 100 - Refusal to Transport

### Security Conflict Resolution

Revision date: 7/20/2016  
Supersede date: 03/24/2014

Security concerns may arise because of a guest's odd, unusual, suspect or suspicious behavior. When assessing suspect behaviors, it is imperative not to base your decisions on the guest's perceived race, ethnic heritage, or religious orientation.

To avoid making this error use the "But For" test. Specifically, "But For" this person's perceived race, ethnic heritage, or religious orientation, would I subject this individual to additional safety or security scrutiny. If the answer is "no" then whatever action is taken may violate Civil Rights Law. If a customer is suspect after the "But For" test, the Resolution Charts shall be applied with the following guidelines:

- The need for resolution takes precedence over an on-time departure.
- This process is applied before and after boarding, but prior to departure whenever a security concern is raised by a guest or crewmember.
- Application of increased scrutiny must be based on direct observation or a witness report of behaviors or physical items perceived as a threat to the safety of flight.
- If necessary, and the guest in question is already onboard the aircraft, the agent will escort the passenger to the jetbridge or bottom of aircraft stairs and advise a crewmember.
- Flight Attendants will accomplish the "But For" test before notifying the Captain. The Captain will review the "But For" test with the Flight Attendant before taking action.
- The crew will then attempt to determine by discussion with the guest if there are valid non-threatening reasons for the reported behavior or items. The Captain, based on an assessment of the interview results, will decide whether to allow the guest to continue.
- If there are no credible explanations for the reported behaviors or items, the GSC will contact law enforcement and TSA to help determine if the passenger is safe to fly.
- Any time a guest is removed from a flight for security concerns, Law Enforcement and Alaska Airlines Network Operations Desk/Horizon Air MCO must be immediately notified. Inform the Network Operations Desk/QX MCO the event is security related and the Network Operations Desk/QX MCO will notify Aviation Security.

When the guest in question is allowed to remain on the flight, it is imperative the person raising the concern be informed of the outcome and afforded the opportunity to travel on a different flight.

Click [here](#) to access the "Resolution of the Aircraft Security Concerns Prior to Boarding" flow chart.

Click [here](#) to access the "Resolution of After Boarding Security Concerns" flow chart.

### Section 11 - Denied Boarding > 100 - Refusal to Transport

#### Guest Misconduct - Suspension of Travel

Revision date: 9/6/2023  
Supersede date: 7/26/2023

##### Controls

[14CFR 121.586](#), [121.580](#)

##### Interfaces

[AS FOM](#), [AS FAM](#), [QX FOM](#), [QX FAM](#)

Guest misconduct in connection with Alaska Airlines travel may result in a guest's temporary or permanent ban from further flying on Alaska. Threatening a guest with the application of this policy is prohibited and may be grounds for discipline.

This policy covers travel on flights operated by Alaska Airlines, and on flights operated on behalf of Alaska by Horizon Air, SkyWest, and other airlines under a capacity purchase agreement. This policy applies to misconduct which occurs onboard an aircraft, at airport facilities (e.g., check-in lobbies, gate areas, or Lounges, etc.), on telephone or other communications with airline employees in the scope of their employment and/or otherwise in connection with travel on Alaska.

This policy includes procedures for temporary non-travel, as well as longer-term investigative bans.

**Notes:** **Temporary non-travel** is applicable for minor incidents as outlined below for the day or overnight, and the guest would be allowed travel after a brief time.

**An investigative ban** is for significantly more serious events and effectively bans the individual until the investigation is over and can result in a long term or permanent ban.

#### Temporary Denial of Travel

Attempts to de-escalate/resolve the applicable situation(s) should be made using the guidance in the CSM:

- [Abusive and Disorderly](#) (e.g., Verbal Abuse, Harassment, etc.)
- [Intoxicated or Under the Influence of Drugs](#)
- [Fails to Comply with Rules and Regulations](#) (e.g., obscene, or inappropriate materials, etc.)

- [Mental/Physical Condition of Customer](#)

Guest behaviors which require denial of boarding and temporary non-travel include:

- Appearance of intoxication/under the influence of drugs without an action that warrants further investigation, refer to guidelines in this [volume of the CSM](#).
- One-time smoking or vaping event without an action that warrants further investigation.
- Any unwelcome behavior/belligerence and/or uncontained verbal abuse which cannot be de-escalated, and that does not contain elements of protected class harassment.

Determine if the guest's conduct is the result of a disability or medical condition covered in [Part 382 of the Air Carrier Access Act](#) (include but not limited to, e.g., Tourette syndrome, diabetes, etc.), and contact a CRO for assistance.

The behaviors/actions listed above are immediate grounds for denying travel to a guest if they are not a result of a disability or medical condition.

If all attempts to de-escalate the situation have failed or the guest has taken action(s) that is grounds for immediately denying travel, contact Station Leadership and a GSC.

Station Leadership and a GSC shall speak with all teammates involved and/or who escalated the incident and shall take the following actions/steps if the guest is being denied travel.

- Deny the guest travel and supply them with the [Denied Travel Letter](#).
- Rebook the guest on a flight no sooner than the next operational day.
  - If necessary, cancel the remaining itinerary and refund the unused portion of the ticket.
  - If a guest appears intoxicated/under the influence, apply this guidance if this is the third time, they have been denied boarding within 24-hour period.
- Add remarks to the PNR with details of the event.
  - Include information such as but not limited to: obstacles faced, options provided, outcome, employee and/or witnesses involved, law enforcement involvement (if applicable), and other additional relevant information.
- Immediately complete and submit a GIR through Report It! with the same information included in the PNR Remarks, and any other pertinent data.
- Station shall follow local procedures for informing other station teammates a guest has been denied travel.

### **Investigative Ban**

Guest behaviors/actions which require an investigative ban of travel and notification to security, include but are not limited to the following:

- Persistent noncompliance and/or outright refusal to comply with crewmember instructions onboard an aircraft which results in a return to gate and removal of the guest.
- Interfering or attempting to interfere with crewmember duties onboard an aircraft.
- Verbal assault of employees or other guests, including verbal harassment, which includes patently offensive statements related to race, color, gender, religion, national origin, disability, age, ethnicity, or sexual orientation.
- Threat of or actual physical violence directed at employees or other guests.
- Abusive, offensive, threatening, intimidating, violent, belligerent and/or irrational conduct, that is or may be hazardous to employees, other guests, and/or him/herself.
- Conduct onboard an aircraft which creates a disturbance such that the captain or crew - member must leave the Flight Deck to address the disturbance.
- Fraudulent activity injurious to Alaska Airlines, including but not limited to fraudulent claims for baggage damage/theft, and credit card or other payment fraud.
- Sexual assault, sexual acts, or lewd inappropriate touching of employees or other guests.
- Terrorist acts or threats (including but not limited to hoaxes) (not applicable to one-time verbal statements which are resolved and rescinded by the individual).
- Any other conduct that takes place onboard an aircraft or airport facilities which leads to the guest's arrest by law enforcement authorities.

Station Leadership and GSC shall speak with all teammates involved and shall take the following actions/steps if the guest is being placed on an investigative ban:

- Deny the guest travel, if able, provide them with the [Investigative Ban Card](#), and advise they are not welcome on Alaska Air or Horizon Air until the case is reviewed by Corporate Security.
- Cancel and refund the entire PNR, or send for such processing.
  - Return any checked or carry-on baggage if applicable
- Ensure guest exits or is removed from sterile area.
- Add remarks to the PNR with details of the event.
  - Include information such as but not limited to: obstacles faced, options provided, outcome, employee and/or witnesses involved, law enforcement involvement (if applicable), and other additional relevant information.

- Immediately complete and submit a GIR through Report It! with the same information included in the PNR Remarks, as well as the PNR Record Locator, guest's name, date of birth, gender and affected flight number.
- GSC or Station Leadership shall use the Ban Form on the Aviation Security Website to submit the following required information:
  - Name of Guest
  - Guest's DOB
  - Guest's gender
  - PNR of Guest
  - Flight affected (or if ground, area affected)
  - Brief description of event and if guest was arrested
  - GIR number with full details

Station shall follow local procedures for informing other station teammates a guest has been denied travel.

## **200 - Overbooked Flights**

Section 11 - Denied Boarding > 200 - Overbooked Flights

### **Overbooked Flights Overview**

Revision date: 5/30/2019  
Supersede date: 10/4/2016

The DOT (Department of Transportation) requires airlines to have a volunteer program for oversold flight situations. The program ensures that the number of guests involuntarily denied boarding, is as small as possible.

The overbooking philosophy is:

- We will not overbook one guest at the expense of another.
- When requested, the Consumer Notice ([TZ-48](#)) shall be given to the guest.

Section 11 - Denied Boarding > 200 - Overbooked Flights

### Soliciting Volunteers

Revision date: 06/15/2022  
Supersede date: 3/1/2016

Airlines are required to solicit for volunteers before involuntarily denying boarding to confirmed guests. Solicitation for volunteers may occur at the ticket counter and/or departure gate area. If a guest on the Priority List without a seat assignment (OS) wishes to volunteer, remember they could potentially be an involuntary DB. Advise the guest, if they prefer to wait for a possible involuntary bump, they may be entitled to monetary compensation. They would, however risk receiving no compensation, as they are no longer considered a volunteer.

Provide any volunteer who at the time of volunteering does not have a seat assignment a copy of the Denied Boarding Compensation Letter ([TZ-06 form](#)).

### Unused Purchased Seats as Comfort Seats

If a party of two or more purchases non-refundable tickets and one of them is unable to travel, the remaining guests may request to use the ticket to keep an open spot between them. These guests may be eligible for certain benefits by relinquishing their comfort seat.

Additional solicitation options may be used for guests who have unused purchased seats as comfort seats.

**Note:** Follow Company Policy when issuing denied boarding compensation. The “Amount of Denied Boarding Compensation” on the Denied Boarding Compensation Letter (TZ-06) must match the DOT Regulation for Denied Boarding which is a different amount.

### Ticket Counter

Follow these guidelines, when soliciting for volunteers at the ticket counter:

- Note [F-Text](#) messages requesting volunteers for oversold flights.
- Solicit volunteers throughout the entire check-in process.
- Provide any volunteer who at the time of volunteering does not have a seat assignment a copy of the Denied Boarding Compensation Letter ([TZ-06](#)).
- Advise the guest to contact the gate agent if they decide to be a volunteer.

### Gate

At the beginning of the flight, determine if volunteers are needed.

Provide any volunteer who at the time of volunteering does not have a seat assignment a copy of the Denied Boarding Compensation Letter ([TZ-06](#)).

Update the F-Text to indicate volunteers are needed and include possible alternate flights.

**Example:** **FLT XXXX OVERSOLD, PLZ  
SOLICIT VOLUNTEERS**

Use announcements and individual conversations to solicit for volunteers, until a sufficient number is obtained. Continue soliciting on board the aircraft, if necessary.

**Note:** Refer to Announcements in [Section 18.000](#).

Rebook the volunteers or oversold customers only after all other revenue guests have been boarded.

Example conversation with a volunteer about rebooking:

*"Thank you for volunteering to give up your seat on this flight. There is a chance that I may not need volunteers today - I will know approximately 5-10 minutes prior to departure. For now, please make yourself comfortable in the boarding area, and I will call your name when I have more information. Again, thank you for volunteering today."*

Example conversation with an oversold guest about rebooking:

*"Thank you for your patience. After I know which guests are not showing up for the flight, I'll be able to assign a seat to you. I will know if seats are available approximately 5-10 minutes prior to departure. For now, please make yourself comfortable in the boarding area, and I will call your name when I have more information. Thanks again for your patience."*

Non-revenue and bumpable industry/agency discounted guests are removed before full fare paying guests.

**Note:** Non-bumpable, AS/QX employees traveling positive space, may be solicited for removal, but are not required to give up their seat.

Volunteers should be used in the order received, unless:

- The number in the party exceeds volunteers needed
- We are unable to reaccommodate the guest to their final destination in a timely manner
  - or
  - The guest would require additional amenities

### Onboard

In the event the flight is oversold after all revenue guests have been boarded (including but not limited to, cases of needing the seat for deadheading crew and/or Federal Air Marshals) agents shall solicit volunteers from onboard the aircraft. If no volunteers obtained, follow [Involuntary Denied Boarding – Flight Fully Boarded](#)

Section 11 - Denied Boarding > 200 - Overbooked Flights

**Compensation Eligibility**

Revision date: 7/20/2011  
Supersede date: 08/31/2010

Before offering compensation for denied boarding, ensure the guest qualifies. Compensation eligibility is the same, regardless of the type of aircraft the guest is traveling on. However, the type of compensation offered may vary for some aircraft.

**A Guest is eligible for Denied Boarding Compensation when:**

- They have a confirmed reservation/ticket and have met all tariff requirements for ticketing, check-in, boarding and documentation.
- They are denied boarding due to an aircraft swap or weight & balance restrictions.
- The guest is disabled and is required by Alaska Airlines to travel with an attendant and the attendant cannot be accommodated.

**A Guest is not eligible to receive Denied Boarding Compensation when:**

- They do not comply with ticketing, check-in, boarding and documentation rules.
- They are denied boarding due to intoxication.
- Their flight is canceled or delayed.
- Government requisition of space results in a downgrade or denied boarding.
- The guest is industry, space available traveler (also applies to most positive space industry travelers).

**Note:** Guests traveling on Positive Space Travel (PST) award travel are only eligible to receive Bonus Travel Certificates (BTCs) as denied boarding compensation.

Section 11 - Denied Boarding > 200 - Overbooked Flights

**Reaccommodation of Customers**

Revision date: 4/25/2018  
Supersede date: 9/8/2011

**Online reroute**

- Rebook customer and check in for the new flight

**Offline reroute**

- Exchange or FIM customer tickets if offline flight requires a change to class of service or routing
- Use PNR Rebook to rebook the customer

**Note:** Using PNR Rebook ensures appropriate remarks are added and the original flight segment is changed to show "OS" status.

Section 11 - Denied Boarding > 200 - Overbooked Flights

**Voluntary Compensation**

Revision date: 11/17/2022  
Supersede date: 6/15/2022

**Each volunteer is provided:**

One Bonus Travel Certificate (BTC) with the applicable value based on the affected travel segment and duration of the delay,

**and**

Alternate transportation on the next available flight. Agents shall not overbook a flight above the authorization (AU) level for volunteer guests. Other carriers may be considered when rebooking volunteer guests.

**Note:** If guest is rebooked to arrive at their destination within one hour, a discount code from the empowerment toolkit (less than \$100) when there is a minor inconvenience (i.e., rebooked to a nonstop) or a \$100 BTC should be used as a guest service gesture.

**Note:** A seated, revenue standby guest is eligible for voluntary compensation if they volunteer to give up their seat on an oversold flight even if they still hold a confirmed seat on their original flight.

The BTC amount offered to a guest is based on the affected travel segment and the duration of the delay. Compensation for voluntary denied customers is issued as follows:

	<b>Delayed 1-6 hours</b>	<b>Delayed 7-12 hours</b>	<b>Delayed 13 or more hours</b>
<b>Short Haul</b>	\$250	\$500	\$650
<b>Long Haul</b> (see applicable routings below)	\$350	\$600	\$750

Bonus Travel Certificates with a value of \$350/\$600/\$750 will be offered as compensation on the following affected flight segments:

- To/From Alaska
- To/From Hawaii
- To/From Mexico

- To/From Canada
- To/From long haul markets (ATL, AUS, BNA, BOS, BWI, CHS, CMH, DAL, DCA, DFW, DTW, ELP, EWR, FLL, IAD, IAH, ICT, IND, JFK, MCI, MCO, MKE, MSP, MSY, OKC, OMA, ORD, PHL, PIT, RDU, SAT, STL, TPA)

Bonus Travel Certificate with a value of \$750 will be offered as compensation to/from Belize or Costa Rica.

BTCS with a value of \$250/\$500/\$650 will be offered as compensation to volunteers on all remaining affected flight segments.

**Note:** If necessary, hotel accommodations may also be provided.

### **Escalation BTC Amounts**

When soliciting for volunteers, the guidelines above should be followed. However, on those rare occasions when volunteers are unable to be obtained using the standard amounts, agents can offer a guest up to \$250 more than they originally qualified for to avoid taking an involuntary denied boarding (e.g., SEA-LAX qualifies for \$250, but can be offered up to \$500).

For extreme circumstances and as a final effort to gain volunteers during difficult boarding situations (i.e., no alternate flight for more than 24 hours) a \$1500 BTC can be offered to a guest with Supervisor or Lead approval.

### **Bonus Travel Certificate (BTC) Issuance**

The Bonus Travel Certificate is automatically issued in IMAGE via the PNR Rebook Mask (F8/f5).

In a voluntarily denied boarding situation, the applicable amount will need to be selected based on the affected flight segment and duration of the delay.

In an involuntarily denied boarding situation, when the customer chooses the certificate instead of cash, manually select the applicable amount based on the flight segment and duration of the delay.

Upon receiving confirmation in IMAGE the certificate has been issued at the completion of PNR Rebook, complete a Bonus Travel Certificate voucher ([TZ-155](#)) by writing the following information in the corresponding areas on the voucher:

- BTC Amount
- City of Issuance
- Date of Issuance
- Customer's Last Name
- E-Ticket Number (four-digit Claim Number from IMAGE)

- Paper Bonus Travel vouchers may be issued per person or per last name (e.g., family of four with the same last name may be issued one paper certificate with all four Claim Numbers indicated).

**Additional Bonus Travel Certificate information:**

Electronic Bonus Travel Certificate shall be claimed online by the guest within thirty days at [alaskaair.com](http://alaskaair.com).

- Bonus Travel certificates are valid for one year from date of issuance
- For a complete listing of terms and conditions, refer to <http://www.alaskaair.com/bonus/terms>

**Bonus Travel Certificate (BTC) Fraud Prevention**

- Bonus Travel Certificates issued against an unknown VCR are documented in a Brio report.
- The Brio report contains detailed information about the customer and agent issuing the BTC.
- The Brio report conference is monitored by the Passenger Service Policy and Procedure department.
- Each BTC issued against an unknown VCR will be investigated by:
  - Retrieving record locator
  - Displaying all parts of the PNR
  - Displaying all parts of the VCR
- If further investigation is needed in the case of potential fraud, the Manager, Passenger Service Policy and Procedure will contact the Manager, Human Resources to determine next steps.

Section 11 - Denied Boarding > 200 - Overbooked Flights

### Involuntary Denied Boarding

Revision date: 06/15/2022  
Supersede date: 4/13/2021

When unable to obtain a sufficient number of volunteers for an oversold flight and all options to obtain volunteers have been exhausted, guests may be involuntarily denied boarding.

Confirmed guests who are placed on the Priority List without a seat assignment (OS), shall be given a [Compensation for Denied Boarding form \(TZ-06\)](#).

**Note:** Follow Company Policy when issuing denied boarding compensation. The “Amount of Denied Boarding Compensation” on the Denied Boarding Compensation Letter (TZ-06) must match the DOT Regulation for Denied Boarding which is a different amount.

- Gate agents shall provide seat assignments to OS guests as they become available during the flight process.
- When necessary to involuntarily deny boarding, begin with the last OS guest to be added to the Priority List.
- The integrity of the OS list must be followed from the last guest put on the list. You may not bypass out of order to accommodate the necessary number of seats. (e.g. needing only one seat but bypassing the party of three to deny a party of one above them on the list).
  - If the party is not willing to split then compensation must be given to all members of the group involved.
- If there are no OS guests, use IMAGE to determine who checked in last to deny boarding.

**Note:** Guests with disabilities and unaccompanied children will not be involuntarily denied boarding, if doing so would result in a severe hardship.

### Involuntary Denied Boarding – Flight Fully Boarded

DOT regulation prohibits the denial of any revenue guests traveling on a confirmed ticket who has checked in for the flight prior to the check-in deadline and had their ticket or boarding pass collected or electronically scanned and accepted by the gate agent

In the event the flight is oversold after all revenue guests have been boarded (including but not limited to, cases of needing the seat for deadheading crew and/or Federal Air Marshals) the agent shall solicit volunteers from onboard the aircraft.

- Remove in order, starting at lowest priority, any space available non-revenue guests up to the required number of seats needed
  - Verify with Crew Scheduling if DHD Pilot or FA may take the jump seat to prevent the need to deny boarding to a revenue guest
- Make onboard announcement advising of the number of volunteers and offer compensation up to the maximum allowable amount
- If no volunteers or space available non-revenue guests, remove any revenue standby guests up to the required number of seats needed
  - A revenue standby may volunteer to give up their seat and receive the solicited BTC amount. If there is a need to remove the revenue standby, they shall receive involuntary denied boarding compensation
- If no revenue guests volunteer, and a guest must be involuntary denied boarding, all guests must collect their belongings and deplane the aircraft
- Once all guests have deplaned the aircraft, remove the last seated guest from the OS list. If there are no OS customers, use IMAGE to determine who checked in last to deny boarding.
  - Customers with disabilities and unaccompanied children will not be involuntarily denied boarding, if doing so would result in a severe hardship.
- Provide all unseated revenue guests the [Compensation for Denied Boarding form \(TZ-06\)](#)
- Proceed with Involuntary Denied Boarding process for issuing compensation

### Compensation for Aircraft Swap - Domestic and International

When customers are involuntarily denied boarding due to an aircraft swap:

- A Bonus Travel Certificate (amount based on the flight segment and duration of delay) shall be offered as involuntary denied boarding compensation.
- Agents may only book alternate transportation on the next available AS or OAL flight.

Agents may not overbook an AS flight above the authorization (AU) level for these customers but may place the customer on the Priority List of a full flight.

A refund may be offered in place of comparable transportation when the rescheduled flight no longer meets the customer's needs (e.g. new arrival time causes the customer to miss a meeting).

### Compensation for all Other Reasons - Domestic

**Note:** For an international itinerary, see  
[Section 23.700 Overbooked Flights -  
Involuntary Compensation](#).

Compensation for involuntary denied customers is issued as follows:

Rescheduled arrival time at destination	Compensation
Within 2 hours of original scheduled arrival	<p>At least 200% of the value of the affected flight segment(s), or \$775, whichever is lower</p> <p>and</p> <p>Comparable transportation</p>
More than 2 hours of original scheduled arrival	<p>At least 400% of the value of affected flight segment(s), or \$1550, whichever is lower</p> <p>and</p> <p>Comparable transportation</p>

**Note:** A Bonus Travel Certificate may be offered as an option in lieu of cash compensation if the cash amount is within \$50 of the BTC.

- Example: For cash compensation of \$200-\$250, offer a \$250 BTC option in lieu of the cash compensation.

A refund may be offered in place of comparable transportation when the rescheduled flight no longer meets the customer's needs (e.g. new arrival time causes the customer to miss a meeting).

### Processing an Involuntary Denied Boarding

When a customer has been involuntarily denied boarding due to insufficient volunteers, agents shall:

- Provide a Denied Boarding Compensation Letter ([TZ-06](#)), which explains the regulations for denied boarding compensation.
- Issue the Refund Draft ([T-92](#)) for monetary compensation or a Bonus Travel Certificate (if applicable).
  - Include the original ticket number when completing the draft.
  - Refund Drafts are made payable to the passenger, regardless of the form of payment.

**Exception:** If the form of payment is a GTR (Government Transportation

Request), a deferred refund is provided to the Treasurer of the United States, via the [Refund Application \(TZ-72\)](#)

- Write the affected flight number in the remarks area of the Refund Draft (T-92).
- Rebook the customer on the next available AS or OAL flight. If necessary, the customer(s) may be placed on the Priority List to stand by for the next departure if the flight does not have seats to sell.

**Note:** If your station qualifies as a co-terminal you must contact the co-terminal station prior to overbooking the co-terminal AS flight above the AU.

**Note:** If necessary, amenities such as a meal voucher or hotel accommodations may also be provided.

When a large party/group is involuntarily denied boarding, explore all options (i.e. dividing the party or using offline space). Never overbook a flight when an alternate solution is available.

In the event a passenger declines to accept compensation, the matter will be turned over to a supervisor or manager. Under no circumstances will monetary compensation be paid in excess of limitations specified.

Customers traveling on Positive Space Travel (PST) award credits who are involuntarily denied boarding and customers denied boarding due to an aircraft swap are eligible for Bonus Travel Certificates only (based on the flight segment and duration of delay).

### Calculating Compensation

All **unused** flight coupons (including connection flights) to the passenger's final destination or first 4-hour stopover are used to compute the compensation.

- Taxes are included in these calculations.
- Calculations do not include coupons purchased on separate tickets.

**Example:** A customer is traveling LAX/SEA and then connecting to MSP on DL. They hold a separate ticket for the DL segment. They are denied boarding in LAX and are only compensated based on the LAX/SEA ticket.

Refer to the [Calculating Invol DB Compensation](#) eTool for help in determining coupon values.

**Note:** Mileage Plan Awards, AS50, Bulk or Zero Value tickets use YASR1 as the Fare Basis.

\$99 Companion tickets use the companion's regular fare as the Fare Basis.

### **Issuing a Refund Draft**

When issuing a Refund Draft due to an involuntary denied boarding:

- Check Involuntary, in Box 3.
- In the Description area, under the Denied Boarding line, fill in the appropriate amount of compensation.

### **Refunding Unused Fees**

For refunding unused ancillary fees (e.g. checked baggage, paid upgrade, Same Day Confirmed) paid during agent, Kiosk, or Web Check-in, complete the Express Ticketing Refund mask in IMAGE (F6/f4).

- Advise customers who paid by credit card the refund will be processed within seven business days, and the refund is made to the original credit card.
- Advise customers who paid by cash or check the refund will be processed with 21 days, and they will receive a refund check in the mail from Revenue Accounting.

Section 11 - Denied Boarding > 200 - Overbooked Flights

**Release Seats on Oversold Thru Flights**

Revision date: 7/23/2015

Supersede date: 01/16/2014

When a guest checks in for an oversold thru flight and is not able to obtain seats for the downline leg of the flight, the guest will be placed on the OS list with thru status (T) for the downline leg. The guest shall be given a [Compensation for Denied Boarding Form \(TZ-06\)](#). OS thru guests shall be accommodated on the flight at the downline station; originating guests will be denied boarding in order to accommodate the OS thru guests, if necessary.

Advise the guest they have a seat assignment to the next downline city only, and the downline city will provide their seat assignment for the remainder of the flight. Prepare guest(s) that possible denied boarding may occur once they arrive to their next downline city and give guest options if necessary.

**Desiring Thru**

A "desiring thru" guest is one who cannot be confirmed through a downline station to their destination. In this instance, with the guest's approval, a seat may be assigned only to the connect city. At that point, the guest will need to standby for the continuation of the flight.

The guest shall be advised they are not confirmed to their final destination, and they will need to check in again to standby at the connect point.

If the guest decides to take the flight:

- Issue an online FIM for travel from the guest's connection point.
- Indicate in the Passenger Item the guest is "desiring thru" (standby) on the affected flight. Also indicate the guest has been advised to check-in at the thru city and understands he is not confirmed on the remainder of the flight.
- If seats are not available at the connection city, the guest will be re-accommodated on the next available flight. Denied boarding compensation does not apply.

**Note:** The origin city cannot put the guest on the standby list out of the connecting city.

Section 11 - Denied Boarding > 200 - Overbooked Flights

### **Involuntary First Class Downgrade**

Revision date: 9/6/2023  
Supersede date: 6/21/2023

**Applicable to flights operated with 737, Airbus, Horizon Air E175 and SkyWest ERJ 175 aircraft only.**

To ensure accuracy when processing a First Class downgrade, these two factors shall be considered:

- The class of service the guest is booked in
- The guest's tier status

#### **Class of service**

Guests shall be downgraded in the following order if the First Class cabin becomes overbooked:

- Guests booked in U class (e.g., any complimentary upgrades, guest upgrades, paid/redemptive upgrades)
- Guests booked in E class (lowest paid ticket)
- Guests booked in I class
- Guests booked in D class
- Guests booked in C class
- Guests booked in J class (full fare paid ticket)
- Federal Air Marshals (FAMs)

**Note:** To identify a FAM reservation, ticket designator "SM00" is noted in the OSI field. This information shall not be disclosed to any guest.

#### **Guests' Tier Status**

Beginning with the lowest class of service in which guests are booked, downgrades within each class shall occur in the following order:

- Non-AS mileage plan member
- AS Mileage plan member
- AA Ruby
- AS MVP
- AA Sapphire

- AS MVP Gold
- AA Emerald
- AS MVP Gold 75K
- AS MVP Gold 100K

**Note:** If more than one guest falls into the same class of service and tier status, the time of booking (last booked in the class of service) shall determine who is downgraded. A list of last booked guests can be obtained in IMAGE at Shift F2/f9 (Flight Process/Name Lists).

Downgrades when Traveling with a PETC:

Guest(s) with a PETC shall be downgraded from First Class if there are more than 3 pet carriers in First Class in the following order.

- Last guest with a PETC upgraded (U Class)
- Last guest with a PETC that paid for First Class

Follow the guidance below for alternate options offered and refunds.

**A downgraded guest is offered one of the following options:**

- Coach seat assignment and refund, or return of AS miles
- First class seat assignment on an alternate flight
- First class upgrade on return flight

**Note:** If guest elects to sit in main cabin, place them on the Priority List and clear a seat. The flight segment in their PNR will change to "FG" (purchased First class, boarded Coach) when the flight is closed out.

When a guest is downgraded from First Class to main cabin due to increased Federal Security, advise the guest the downgrade was made due to operational needs.

If the guest wishes to file a complaint in this instance, the following contact information may be provided:

Phone: 866-289-9673 (U.S. Government Hotline for Security Complaints)  
Email: [TELLTSA@TSA.GOV](mailto:TELLTSA@TSA.GOV)

Address:

Transportation Security Administration  
610 S. 12th St.  
Arlington, VA 25098

### **Refunds**

If a refund is due, the agent shall process the refund as follows:

#### Paid Upgrades

Complete the Fee Refund Request in IMAGE Web Links (F9/f2). Advise the guest of the following:

- Credit card: the refund will be processed within seven business days, and the refund is made to the original credit card.
- Cash or check: the refund will be processed within 21 days, and they will receive a refund check in the mail from Revenue Accounting.

#### Mileage Redemptive Upgrades/Award Travel and First Class Tickets

The CSA shall send an email to [refunds@alaskaair.com](mailto:refunds@alaskaair.com) with the following information:

- Guest Name
- Confirmation Code or Ticket Number
- Guest Email Address
- Reason for Refund

### Section 11 - Denied Boarding > 200 - Overbooked Flights

#### Involuntary Premium Class Downgrades

Revision date: 5/3/2019  
Supersede date: 5/1/2019

##### **Applicable to flights operated with 737, Airbus, Horizon Air E175, and SkyWest ERJ 175 aircraft only.**

When customers are involuntarily downgraded from Premium Class they will receive a notification from Alaska at 26 hours prior to departure. A notification will be sent if there is an aircraft swap between 25 and 4 hours prior to departure.

Guests that could not be accommodated back in Premium Class will have their PNRs put on queue. Refunds and additional compensation will be processed after the affected flight departs by Passenger Record Support (PRS).

**Note:** Only guests that paid to upgrade to Premium Class will receive the additional compensation (eCert).

Complimentary Premium Class upgrades will not receive the eCert if downgraded but will receive the downgrade notification.

#### Premium Class to Non-Premium Class Aircraft

1. Recognize the aircraft has been swapped.
2. Display and work the Unhonored Seats List.
3. Check-in and provide guests with new seat assignments.
4. After the flight departs, PRS shall:
  - Process Premium Class refunds from the PNRs that are on queue.
  - Provide a \$25 discount code to customers who paid for an upgrade to Premium Class.

**Note:** Depending on the new equipment, impacted guests may not appear on the Unhonored Seats List.

#### Premium Class Aircraft to a Premium Class Aircraft with fewer PC Seats

1. Your station should receive a call from the Sector Manager Desk about the aircraft swap.
2. Recognize the aircraft has been swapped.

3. Use the seat map and/or Unhonored Seats List to determine which guests were downgraded from Premium Class.
4. If a downgraded guest asks about Premium Class availability, offer Premium Class if available or other seat assignment if requested.
5. Check-in and provide customers with new seat assignments.
6. After the flight departs, PRS shall:
  - Process Premium Class refunds from the PNRs that are on queue.
  - Provide a \$25 discount code to guests who paid for an upgrade to Premium Class.

### **Swapping to an aircraft with fewer First Class seats**

Your station should receive a call from Sector Manager Desk about the aircraft swap and recognize the aircraft has been swapped.

#### First Class Downgrades:

- Determine the individuals who need to be downgraded from First Class using the [downgrade rules](#).
  - Offer the guest:
    - Coach Seat – seat in Premium Class if available free of charge.
    - First Class seat on an alternate flight.
    - First Class upgrade on return flight.
- Process downgrades and refunds accordingly:
  - If the guest is traveling on a paid upgrade, process refund using “Refund - Fee Refund Request”.
  - If the guest is traveling on a mileage or redemptive upgrade/award travel or a First Class fare ticket, email [refunds@alaskaair.com](mailto:refunds@alaskaair.com) with the following information:
    - Passenger Name.
    - Confirmation Code or Ticket Number.
    - Guests email address.
    - Reason for refund.
- Check-in downgraded guest.

#### Premium Class Downgrades:

- Use the seat map and/or Unhonored Seats Lists to determine which guests were downgraded from Premium Class.
- If a downgraded guest asks about Premium Class availability, offer Premium Class if available or another seat assignment if requested.

- Check-in and provide guests with new seat assignments.
- After the flight departs, PRS shall:
  - Process Premium Class refunds from the PNRs that are on queue.
  - Provide a \$25 discount code to guests who paid for an upgrade to Premium Class.

## 300 - Weight Restricted Flights

Section 11 - Denied Boarding > 300 - Weight Restricted Flights

### Weight Restricted Flights - Overview

Revision date: 8/28/2023  
Supersede date: 6/21/2023

#### Interface

[CSM Vol. 4 \(Centralized Load Planning\) - Weight Restricted Flights](#)  
[CSM Vol. 7 \(Departure Coordinator\) - Load Reconciliation and Communication](#)

Limited Load Flights is the term used when seats are left unoccupied due to a reduction to the number of guests and bags in order for the aircraft to operate within its safe weight and balance limits.

Limited Load Flights may occur because of:

- Shortened runways during construction.
- Intense summer heat.
- Inclement weather.

#### Ticket Counter

The Agent shall:

- Solicit volunteers for immediate rerouting at the ticket counter.
- Solicit volunteers as standbys at the gate as directed.
- Offer a Bonus Travel Certificate to each guest booked on the flight who is reaccommodated.
- Continue to offer until advised by station leadership that enough volunteers have been obtained.

When more than ten guests require rerouting, do not accept standbys, revenue or non-revenue, including space available jumpseat riders.

#### Departure Gate

When there are not enough volunteers, involuntarily deny boarding to guests, if necessary, to meet the weight restriction and keep guests with their checked baggage.

Provide BTCs in the appropriate amount for guests voluntarily denied boarding of a weight restricted flight.  
Provide monetary compensation for guest involuntarily denied boarding of a weight restricted flight.

**Note:** When through or connecting volunteers must be obtained, those guests' checked bags shall remain on board unless removal can be done promptly.

**Applicable to flights operated with 737 and Airbus aircraft only.**

The gate agent(s) shall manage the guest count to ensure that no more guests are boarded than authorized by the Centralized Load Planning.

Update the F-Text message when the needed number of volunteers is reached at the gate or Communication Coordinator advises that more guests can be boarded.

When boarding is in progress and the Communication Coordinator calls to amend light loads, remove guests in bumping priority. See CSM Volume 4, Section 4.200 Weight Restricted Flights for details.

## Section 12 - Outage Procedures

### 100 - Systemwide Outage Procedures/Domestic U.S. Flights Only

Section 12 - Outage Procedures > 100 - Systemwide Outage Procedures/Domestic U.S. Flights Only

#### System Outage Overview

Revision date: 6/1/2022  
Supersede date: 5/3/2019

**The same process and procedures applied to domestic flights and any additions or differences outlined in this section shall be applied to the system outage contingency plan.**

A Sabre outage has the potential to impact operations and the reputation of Alaska Airlines.

Once a systemwide outage has been confirmed by NOC/SOC, local station business continuity plans shall be implemented.

International flights and operations in non-U.S. locations shall cease, and flights cannot depart upon notification from NOC/SOC of a system outage. See [Section 23.600 - International Outage Plans](#).

Each domestic station shall have an “Outage Kit” to quickly designate duties during an outage.

### Section 12 - Outage Procedures > 100 - Systemwide Outage Procedures/Domestic U.S. Flights Only

#### Outage Plans

Revision date: 5/3/2019  
Supersede date: 4/25/2018

#### Sabre Outage Contingency Plan

In the event of a systemwide outage, the contingency plan outlined in this manual shall be implemented in conjunction with the local station business continuity plan.

SOC will initiate the contingency and continuity plans by sending a notification system message and opening the Command center.

Specifically, the Sabre Outage Contingency Plan:

- Alerts local station management to implement their continuity plan.
- Minimizes the impact on operations via seamless transition from computers to manual processes.

#### Sabre Business Continuity Plan

The primary objective of a Sabre Business Continuity Plan is to prepare for and/or detect and manage a Sabre disruption quickly.

Each station's Sabre Business Continuity Plan will be tailored to their facility.

It is the responsibility of the Customer Service Manager to ensure:

- Regularly scheduled testing, practice and maintenance of business continuity plans to ensure preparedness has been established.
- Information contained in the plan has been communicated to the staff, airport management and other agencies affected by the actions contained in the plan.

## Section 12 - Outage Procedures &gt; 100 - Systemwide Outage Procedures/Domestic U.S. Flights Only

**Ticket Counter**

Revision date: 5/3/2019  
Supersede date: 7/13/2018

**Flight Manifests**

Passenger Flight Manifest information is continually being captured and stored in preparation for a systemwide outage.

Each flight will have its own printed flight manifest with guests who are approved to travel on the listed flight.

Your Station Manager will provide outage instructions and passenger flight manifests.

All guests on the manifest have:

- Secure Flight status of cleared (DHSC)
- A valid VCR (TT)
- SSR Information (if it was available prior to outage UMNR, WCHR, LEOs, FLEOs, etc.)
- Seat assignment (if it was available prior to outage)
- Passenger type edits (e.g. CHD) - complies with the NTSB because Secure Flight regulations do not require lap infant vetting result.

**Example Flight Manifest**

DHS-CLEARED-AS93ANC20130128 - Notepad					
File Edit Format View Help					
G*L93/28JANSEA/DHSC					
AS 93 28JAN ANC GATE:C18 150P 739 DHS CLEARED					
1 ABE	DEBOR	Y	17B*PositiveSpace	0 DOCS	
2 ADAMS	TYSON	M	31A*Revenue	NB IB MP TT DOCS	
3 ADCOCK	JUDSO	S	6E*Revenue	NB MVP TT DOCS OTHS	
4 ADLER	BOB	AM2	18E*Revenue	NB MP TT DOCS	
5 AMEDY	LINDA	Q	28B Revenue	1 IB MP DOCS	
6 AMOS	MICHE	Y	NonRevenue	1 DOCS	
7 ANTHONY	PETER	AT2	H 26E*Revenue	1 IB TT DOCS	
8 ARENA	ROY	M	11C*Revenue	1 IB TT DOCS	
9 AUFRICHT	RICKY	Y	8D*Revenue	NB GLD TT DOCS	
10 AUNE	JULIE	U	4A Revenue	0 MVP DOCS	
11 AUNE	LYLE	U	4D Revenue	0 GLD DOCS AVIH	
12 BAILEY	LINDA	Q	19A Revenue	0 MP DOCS	
13 BALDWIN	KEITH	L	8F*Revenue	NB IB GLD TT DOCS	
14 BAMBA	MARIC	V	22C Revenue	0 MP DOCS	
15 BAMBA	MARKI	AX3	G 22B Revenue	0 MP DOCS DOCA	
16 BAMBA	JAYZ	AX3	G 22A Revenue	0 MP DOCS DOCA	
17 BARNES	RANDA	Q	16D*Revenue	1 IB GLD TT DOCS	
18 BEKKU	HITOM	AC2	L 10B*Revenue	0 IB OB TT DOCS	
19 BENTTI	MARCI	AU2	F 2F*Revenue	2 IB MVP TT DOCS	
20 BENTTI	DANIE	AU2	F 2D*Revenue	2 IB MP TT DOCS	
21 BERGMAN	DAVID	Y	12A*Revenue	3 IB MVP TT DOCS	
22 BETTS	DEREK	Q	9E*Revenue	2 IB MP TT DOCS	
23 BJARTMARSD	ANNA	AM2	Q 18F*Revenue	NB TT DOCS	
24 BLUHM	DAVID	Y	12C*Revenue	NB MVP TT DOCS	
25 BOYNTON	L	O		NB MVP TT DOCS	

To remain compliant with TSA and FAA regulations, passengers not listed on the flight manifest are not permitted to travel until the system is restored and we can check them in.

### **Handwrite Boarding Pass (TZ-610)**

In preparation for a system outage, all stations shall have on hand an adequate supply of [Handwrite Boarding Pass \(TZ-610, ARCTIC 2-5191\)](#).

The TZ-610 can be ordered through Workflow One.

Refer to the [Handwrites eTool](#) for proper completion of the Handwrite Boarding Pass.

The Handwrite Boarding Pass has two copies: a station copy collected from the customer upon boarding, and a copy for the customer to retain.

### **Check-In During an Unscheduled Outage (domestic flights only)**

An Alaska Concierge shall be prepared with a list of flights and their designated counter/podium/pod position to keep the guests moving.

The Station Manager or designee will assign flight (s) and provide the check-in copy of the flight manifest at the counter.

Guests shall be listed on the flight manifest in order to be allowed to travel. If the guest is not listed on the flight manifest, they should be referred to the designated "Service Center" for assistance.

**Note:** Local station continuity plan will identify the "Service Center/Help Desk" to refer customers to if their name is not located on the flight manifest.

Once ID has been verified and the guest is located on the manifest:

- Mark out the guest name(s) with a marker.
- Complete a [Handwrite Boarding Pass \(TZ-610\)](#) for each guest as this allows entry through the security checkpoint.
- Document lap infants even if they are not pre-printed on the passenger flight manifest. Lap infants are not required to have a Secure Flight vetting result.
- Guests may already be in possession of a web or kiosk boarding pass. This is acceptable as long as their name appears on the flight manifest.

**Note:** Mobile boarding passes will not be accepted during an outage.

### **First Class Upgrades**

Guests already accommodated in First Class on the passenger flight manifest are acceptable.

All other upgrades will be handled at the gate.

### **Fee Collection**

Waive all fees as we will have no way to collect them.

Guests who paid fees in advance can be referred to Customer Care for a refund.

### **Special Passenger Handling**

- **Standby Passengers/AFSD** - Will be handled on a time permitted exception, station by station provided they can be located on a flight manifest. Fees will be waived.
- **Junior Jetsetter/Teen Assist** - Embargoed during an outage unless they are mid-trip.
- **Armed Individuals** (FAMs, FFDOs and LEOs) - Accepted. Complete AAG-10 as needed and advise check-in with gate agent. High-risk prisoners will not be accepted during an outage.
- **Non Revenue** - Active AS, QX, and OO employees with proper identification will be boarded (not required to be on the flight manifest) once all revenue guests on the flight manifest have been boarded and if open seats remain.
- **Jumpseat Riders** -
  - **AS Pilots & Flight Attendants Only** - When JACS is not in service, contact SOC Crew Scheduling to verify Alaska Airlines Pilots or Flight Attendants. To verify a Dispatcher, contact the Chief Dispatcher at 206-392-6226 for flights operated with 737 aircraft, or 650-762-7200 x1 for flights operated with Airbus aircraft.
  - **QX Pilots & Flight Attendants Only** - When JACS is not in service, flight deck jumpseat eligibility and employment verification may be obtained from Horizon Air Crew scheduling 1- 800- 821-0786 for Horizon Air pilots and Flight Attendants only.
  - **FAA Inspectors** - allowed access to the Flight Deck Jumpseat in an outage situation as long as they have their Aviation Safety Inspector's Credential 110A.
- **AVIH** - Embargoed during an outage.
- **PETC** - Embargoed during an outage.

### Section 12 - Outage Procedures > 100 - Systemwide Outage Procedures/Domestic U.S. Flights Only

#### Service Center

Revision date: 4/25/2018  
Supersede date: 1/11/2018

During a systemwide outage, each station should have a designated location, podium, or even an agent, to assist guests.

Reasons to send guests to the Service Center during an outage include but are not limited to:

- Guest does not appear on the passenger flight manifest.
- Guest wants to standby.
- Guest is traveling with an embargoed SSR.
- AS/QX/OO non-revenue employees not appearing on the check-in flight manifest. Handwrite boarding passes shall have "Standby" written on them.

#### Passenger Accommodation

The CSA Tool will be unavailable during an outage.

Use [TZ-07 Handwrite vouchers](#) to issue hotel or meal vouchers.

Call Travelliance (800-642-7310) for hotel room availability.

**Note:**

The following stations do not use Travelliance:  
ADK, ADQ, AKN, BET, BRW, CDV,  
DLG, GST, HNL, KOA, LIH, PSG,  
OGG, OME, OTZ, WRG, YAK

To obtain hotels for these stations,  
use the hotel STAR: XXXHTML (e.g.  
OGGHTL).

You may contact Travelliance to add  
the hotel to the Sabre CSA Tool  
electronically, or use a handwrite  
Passenger Accommodation Voucher  
(TZ-07).

Section 12 - Outage Procedures > 100 - Systemwide Outage Procedures/Domestic U.S. Flights Only

### **Baggage**

Revision date: 4/25/2018  
Supersede date: 1/11/2018

- During an outage, guests shall continue to comply with the one plus one carry on requirements.
- Determine how many pieces of baggage will be checked.
- Obtain a [Handwrite Generic Online Bag Tag \(TZ-46\)](#) for each piece of baggage.
- Legibly write the guest's name and online routing on the bag tag with a china marker or grease pencil (something that won't blur or run when exposed to the elements).
- Document the bag tag number (s) clearly on the guest's boarding pass ([TZ-610](#)) and hand the guest their boarding pass.
- Provide guest with their copy of bag tag (s) and re-cap. Do not staple the bag tag stubs to the boarding pass.
- Refer to the [Handwrites eTool](#) for proper completion of the Handwrite Generic Online Bag Tag.
- During an outage, bags will only be checked to AS, QX or OO destinations and shall only include online connections.
- Bags will not be checked to an off-line carrier during a systemwide outage.
- Confirm guest has identification tags on all their bags.

### **Baggage Office**

Ensure a sufficient amount of [Manual Baggage Claim forms \(AAG-13\)](#) are on hand.

### **Baggage Rerouting**

Refer to [Baggage Reroute Playbooks](#) in eTools.

For baggage reroute messaging, refer to your station's [SharePoint Page](#).

### Section 12 - Outage Procedures > 100 - Systemwide Outage Procedures/Domestic U.S. Flights Only

#### Security Procedures

Revision date: 4/25/2018  
Supersede date: 10/11/2017

NOS initiates our outage plan with TSA headquarters in order to begin receiving DHS (Department of Homeland Security) communications via phone for unsolicited messages (status changes). CRC then contacts the local station when a security status changes.

Station Management or designee will inform local TSA of our system outage.

This alerts TSA that our guests:

- Will now have handwritten boarding passes.
- All Security Pass issuance shall be suspended.
- Pre-Check becomes non-functional.

**Note:** Pre-Check Known Traveler qualified guests who were able to check-in on the web or kiosk prior to the outage may still be Pre-Check eligible.

Deadheading crew members without prior reservations must still be vetted through Secure Flight. If they do not already have a PNR and a DHS cleared result, follow these procedures:

1. Collect Secure Flight Passenger Data/SFPD (full name, birth date and gender).
2. Call Secure Flight Operations Center at 866-584-4501.
3. The Secure Flight representative will ask for city code (i.e., SEA) and airline code (AS or QX); provide the representative with the crews' SFPD.

The Secure Flight representative will vet crew members and provide a boarding pass printing result (BPPR) verbally which will likely be a "cleared" result.

During an outage, Crew Schedulers can send an email to Secure Flight Operations Center with a list of all the names and their SFPD, if Deadhead crews are known about in advance.

- The email address is [sfoperations@tsa.dhs.gov](mailto:sfoperations@tsa.dhs.gov).
- Send the email urgent.
- TSA will do its best to vet them as quickly as possible.

Section 12 - Outage Procedures > 100 - Systemwide Outage Procedures/Domestic U.S. Flights Only

### Flight Control - AS

Revision date: 1/19/2022  
Supersede date: 4/21/2020

**Control**  
**AOSSP**

**Applicable to flights operated with 737 and Airbus aircraft only.**

#### Crew Verification

Crew names can be located on the CSA Mobile device for verification.

Crew scheduling should be contacted as a last resort.

#### Flight Attendant Briefing

Conduct the mandatory briefing with the "A" Flight Attendant prior to boarding. As a result of the system outage, the briefing shall include:

- Notification of the system outage, boarding order and any potential seating issues.
- Through guests must remain on board to retain their seats.
- Advise of SSRs such as FAMs, FLEOs, Junior Jetsetters, etc.
- Confirm applicable [aircraft search](#) has been completed.

#### Board the flight

Using the unmarked passenger flight manifest titled "Gate copy" for use at the gate during boarding, guests shall be boarded in the following order:

1. All guests requiring assistance (with or without seat assignments)
2. Anyone with a seat assignment

**Note:** Guests with seat assignments (kiosk, web or pre reserved seats) must be advised that they may be required to select another open seat if their seat is occupied.

3. If First Class Seats are available, page AS Gold 100Ks first for complimentary upgrades.
4. Open seat any remaining guests

**Note:** If the system restores during a flight in progress, complete the flight using outage procedures.

Highlight the guest name(s) on the gate copy of the boarding pass as they board.

Collect the station copy of the Handwrite Boarding Pass as they board.

Once final boarding is called, determine the number of open seats available.

### **Accommodating Standbys**

Standbys should only be at your gate if they have been located on a flight manifest and been given a Handwrite Boarding Pass marked "Standby" by the Service Center.

Accommodate any AS, QX, or OO employees with proper identification after all revenue guests on the flight manifest have been boarded and if open seats remain.

**Note:** During a system outage, we cannot accommodate any other airline non-revenue passengers.

### **Flight Close-Out**

**Applicable to flights operated with 737 and Airbus aircraft.**

Complete two copies of the Zone Count Form.

**Note:** Use the [737 Zone Count Form](#) for a 737 aircraft.

| Use the [Airbus PC Zone Count Form](#) for Airbus aircraft.

- One copy for the Captain
- One copy for agent who reconciles the flight

The form has three sections to complete:

1. Total on Board
2. Special Services - be consistent with current flight paperwork conventions (e.g. FLEO/7A, UMNR/26A)
3. Zone Counts for CC/CLP

Bundle your flight with the following:

- Handwrite Boarding Passes (station copy)
- Gate copy of the passenger flight manifest (highlighted copy)
- One copy of the Zone Count Form
- Any other paperwork such as AAG-10 or GCF etc.

Take these items to the designated “flight close out” location.

Section 12 - Outage Procedures > 100 - Systemwide Outage Procedures/Domestic U.S. Flights Only

### Flight Control - QX and OO

Revision date: 5/9/2023

Supersede date: 1/19/2022

#### Control AOSSP

Confirm applicable [aircraft search](#) has been completed.

#### Crew Verification

##### **Applicable to flights operated with Horizon Air E175 aircraft only:**

Crew names can be located on the Flight Release.

- Crew names may be verified in FOGS or CSA Mobile.

Crew Scheduling should be contacted as a last resort.

##### **Applicable to flights operated with SkyWest ERJ 175 aircraft only:**

Crew names can be located on the Flight Release.

- Refer to the [SkyWest Contract Guidebook Ch. 3](#) for alternate name verification procedures.

Crew Scheduling should be contacted as a last resort.

##### **Applicable to flights operated with Horizon Air E175 or SkyWest ERJ 175 aircraft:**

#### Boarding the flight

Using the unmarked passenger flight manifest titled “Gate copy” for use at the gate during boarding, guests shall be boarded in the following order:

1. All guests requiring assistance (with or without seat assignments)
2. Anyone with a seat assignment

**Note:** Guests with seat assignments (kiosk, web or pre-reserved seats) must be advised they may be required to select another open seat if their seat is occupied.

3. **Applicable to flights operated with Horizon Air E175 and SkyWest ERJ 175 aircraft only:**  
If First Class seats are available, page AS Gold 100Ks first for complimentary upgrades.
4. Open seat any remaining guests

**Note:** If the system restores during a flight in progress, complete the flight using outage procedures.

Highlight the guest name(s) on the gate copy of the flight manifest as they board.

Collect the station copy of the Handwrite Boarding Pass as they board.

Once final boarding is called, determine the number of open seats available.

### **Accommodating Standbys**

Standbys should only be at your gate if they have been located on a flight manifest and been given a Handwrite Boarding Pass marked "Standby" by the Service Center.

Accommodate any AS, QX, or OO employees with proper identification after all revenue guests on the flight manifest have been boarded and if open seats remain.

**Note:** During a system outage, we cannot accommodate any other non-revenue passengers.

### **Flight Close-Out**

#### **Applicable to flights operated with Horizon Air E175 aircraft:**

After closing the flight for boarding, the boarding agent shall verbally relay the following:

- Advise Ground Service the flight is clear.
- Confirm souls onboard count planeside with flight attendant.
- The station shall enter the passenger count in S4A if SmartPax or the Inflight Mobile Device is down.
  - Refer to the [Inflight Mobile Device Outage Guide](#).
- Advise flight attendant of SSRs onboard.
- For thru flights, the origin station shall communicate Thru Flight information to the flight attendant.
- Use gate copy of the Passenger Manifest to reconcile passenger count if there is a discrepancy.

**Note:** If necessary, advise the Load Coordinator to pull any baggage to meet positive bag match requirements when applicable.

#### **Applicable to flights operated with SkyWest ERJ 175 aircraft:**

After closing the flight for boarding, advise the Ramp via radio the flight is cleared without the passenger count.

Confirm souls onboard count planeside with flight attendant.

Refer to [SkyWest Contract Guidebook Ch. 17 Final Flight paperwork](#) in skywestconnex for Passenger Count Verification and Final Flight Paperwork procedures.

**Note:** If necessary, advise the Designated Loading Agent to pull any baggage to meet positive bag match requirements when applicable.

- Advise flight attendant of SSRs onboard.
- Use gate copy of the Passenger Manifest to reconcile passenger count if there is a discrepancy.

**| Applicable to flights operated with Horizon Air E175 or SkyWest ERJ 175 aircraft:**

Bundle your flight with the following:

- Handwrite Boarding Passes (station copy)
- Gate copy of the passenger flight manifest (highlighted copy)
- Any other paperwork such as AAG-10 or GCF etc.

Take these items to the designated “flight close out” location.

Section 12 - Outage Procedures > 100 - Systemwide Outage Procedures/Domestic U.S. Flights Only

## System Restore and Station Recovery

Revision date: 4/25/2018  
Supersede date: 1/11/2018

### Reconcile a Flight after a System Outage

Each station is responsible for reconciling and closing flights departing their local station.

**Note:** If it is a thru flight, the flight must be closed in flight order.

It is imperative the reconciliation procedure be completed immediately upon system restoration.

- Edit the guest's baggage information.
- Process non-revenue and standby passengers.
- Onboard guests that are highlighted on the gate copy of the passenger flight manifest.
- Close the flight (PDC\*).

### Flight Reconciliation and Close Out

Each flight checked in manually during the system outage must be reconciled.

- Using the highlighted passenger flight manifest, begin check-in of highlighted guests.
- Retrieve the guest's baggage information from the manual boarding pass and manually add the bag tag numbers.
- Add any SSR information that was not already pre-printed.
- Make any passenger type edits (e.g. INF or CHD).
- Check in standby passengers.
- Check in AS, QX, or OO employees.
- ON highlighted names on manifest.
- Count should match Total On Board count on Zone Count Form.
- Close flight.

## 200 - Sister Station Outage Procedures

Revision date: 6/7/2023  
Supersede date: 6/1/2022

During a station outage, many tasks may still be completed using CSA Mobile. Contact a sister station (or alternate) to perform any remaining tasks unavailable to the station experiencing the outage, such as checking-in guests, editing bag tag numbers, and performing guest watch list procedures.

A sister station is an alternate station whose operation is similar to your own station.

**Example:** If SMF is experiencing an outage, they may contact the GEG station for assistance because they are both QX stations that handle AS flights.

For international operations, see [International Outage Plans \(Section 23.600\)](#) for international sister stations.

- Hand write boarding passes (include SSSS when applicable).
- Notify sister station of special service requested (i.e., ARMD, UMNR,(Unaccompanied minors) WCHR)
- Hand write bag tags. Retain list of bag tag numbers issued with the guest's name (last/first).
- Process selectee baggage in accordance with TSA and local security directives.
- Contact sister station prior to the start of boarding so they can ON guests, clear standbys and advise of missing guest names, etc.

**Example:** Sister station must advise boarding agent if guest who is ON'd is a selectee. Boarding agent shall verify local TSA screening procedures have been performed prior to allowing the guest to board.

- Request sister station to fax final paperwork over for the flight attendant.
- Notify the CC with a final guest count.
- Notify sister station of flight departure.
- The sister station shall perform flight closeout and co-mail all final paperwork for the station file (applicable to flights operated with 737/Airbus aircraft only).

## 300 - JACS Outage Procedures

Revision date: 6/13/2023  
Supersedes date: 11/17/2021

### Controls

[AS Ops Spec A048](#)

QX Ops Spec A025 and A048

EFR

**Applicable to flights operated with 737, Airbus, Horizon and E175, and SkyWest ERJ 175 aircraft only.**

**AS Only** – When JACS is not in service, the CSA may contact:

- Crew Scheduling at 800-327-5241 or 800-420-6141 to verify AS Pilots or Flight Attendants
- Chief Dispatcher at 888-526-4392 (select 1, then 9) or 206-392-6465 to verify AS Dispatchers

**QX Only** – If JACS is down or unavailable, flightdeck jumpseat eligibility and employment verification may be obtained from Horizon Air Crew Scheduling 1- 800-821-0786 for Horizon Air pilots and Flight Attendants only.

FAA inspectors are eligible to ride in the flight deck jumpseat during an outage if they present their valid Aviation Inspector's credential, 110A. Revision date: 11/17/2021

## **400 - TravelDoc Outage Procedures**

Revision date: 4/25/2018  
Supersede date: 10/11/2017

In the event of a TravelDoc outage, use one or a combination of the following options to verify that a guest traveling to an international destination has the appropriate documentation:

- Use tools or resources available at your station.
- Contact the Call Center for support (800-308-0101) - internal only
- Contact local Customs and Immigrations office, or consult the consulate/embassy for support
- If guest is traveling to the U.S., contact the local Immigration Advisory Program (IAP) representative.

## 500 - Secure Flight Outage

Revision date: 4/25/2018  
Supersede date: 10/11/2017

A Secure Flight outage occurs when an airline is unable to receive a Boarding Pass Print Result (BPPR) from Homeland Security within 24 hours of scheduled departure time and prior to guest check-in.

The \*PREV status code will appear in the Passenger Item to indicate there is a Secure Flight outage instead of receiving the RWL indicator.

The \*PREV status code will be added to check-in restricted customers during an outage that have one of the following responses:

- No BPPR
- Error
- Inhibited

During a Secure Flight outage, guests that have a BPPR of Cleared, Selectee, or PreCheck may continue to check-in as they do today.

### Passenger Item with No BPPR Result

```
G2«
2 ABCDE TEST PASSENGER ITEM

1 XX50 Y 22JAN MIALHR 30B F 0 F DOCS
DHS- *PREV
ESTA- *PREV
DOCS-P/USA/41397963/USA/26JAN1978/F/15MAY2015/ABCDE/TEST
PCTC-//REFUSED
```

### Passenger Item with Inhibited Result

```
G1«
1 TEST M PASSENGER ITEM

1 MM002 Y 07JAN FLLJFK F 0 DOCS
DHS-INHIBITED *PREV
ESTA-NOT APPLICABLE *PREV
DOCS-DB/26JAN1978/F/TEST/M
```

To resolve \*PREV response:

- The guest is not able to check-in.
- Verify the guest's VID.
  - Go to the Traveler's Doc Mask (F1/f11).
  - Input the guest's last name, then Enter.
  - Select the Secure Flight button.
  - Verify the information on the ID present matches the information in the PNR.
  - If the information matches, check Request updated BPPR/ESTA, then select Verified.
  - If the information doesn't match, select the applicable item number to update the Traveler's Documentation mask.
- Retry check-in.
- Review Passenger Item for BPPR or \*PREV response if check-in fails.
- Contact a GSC for resolution and provide the passenger item for review.
- Advise the GSC of the \*PREV or BPPR response.
- GSC will advise the agent of any instructions from the Secure Flight Operations Center.

## 600 - APIS Quick Query (AQQ) Outage Procedures

Revision date: 4/25/2018  
Supersede date: 10/11/2017

If Alaska Airlines and Horizon Air are unable to receive a boarding pass printing result from CBP via AQQ, it is considered an outage.

The following procedures are followed in the event of an AQQ outage.

- The station will notify NOS of the outage.
- NOS will notify CBP via email to [AQQoutages@dhs.gov](mailto:AQQoutages@dhs.gov).

The email message must identify the following:

- Alaska Airlines (AS) / Horizon Air (QX) as applicable
- Flight Number impacted
- Subject line should read: airline code, flight number, date (example: AS 123 February 12, 2009)

NOS will provide CBP with periodic updates every 60-minutes or until issue has been resolved, at which time a final email notice will be sent indicated that the issue has been resolved.

- NOS will also notify the AS Help Desk so they can post on their website.

### DHS Outage Contact List

Alaska Airlines and Horizon Air has provided DHS with the following contact information. DHS is to use this contact information to inform Air Carriers when they experience an outage in their system.

Manager, International Facilitation

Manager, Network Operations Support (NOS)

Alaska Airlines (AS) Network Operations Support (NOS)

[NOS.Alerts@alaskaair.com](mailto:NOS.Alerts@alaskaair.com)

PO BOX 68900

Seattle, WA 98168

**700 - Horizon Air Electronic Flight Bag (EFB)/Aircraft Communications  
Addressing and Reporting System (ACARS) Outages**

Revision date: 5/9/2023  
Supersede date: 10/11/2017

**Applicable to flights operated with Horizon Air E175 Aircraft only.**

The station shall access the Load Closeout Report in S4A and provide a printed copy to the flight deck.

## Section 13 - Accounting

### 100 - Accountable Documents

Section 13 - Accounting > 100 - Accountable Documents

#### Overview - Accountable Documents

Revision date: 3/24/2014

Supersede date: 08/13/2010

Ticketing locations shall be responsible for ordering all ticket stock to be used by their specific location. All ATB ticket stock and handwrits shall be ordered from Workflow One, Ticket Counter Secure Stock.

All CSMs shall designate a agent (Lead or Accounting Agent) to order and inventory all ticket stock at their specific location.

The designated personnel shall:

- Receive the ticket stock shipment.
- Ensure that all ticket stock is secured until the previously designated agent (see "Obtaining Ticket Stock") is available to inventory it.
- Not remove New or transferred ticket prior to inventory.
- Verify ticket stock shipment quantities and serial numbers accuracy.

If the ticket stock shipment is not intact, the lead or accounting agent shall notify Ticket Stock Control (SEAAJ) by emailing Ticket Stock/Refund Draft Control immediately.

### Section 13 - Accounting > 100 - Accountable Documents

#### Ordering Ticket Stock

Revision date: 7/23/2015  
Supersede date: 05/14/2013

Each ticketing location shall place ATB ticket stock and handwrite orders through Workflow One.

- Orders are shipped via FedEx within 24hours of the order being placed.
- Upon receipt at the ordering location, the shipment must be checked by the Lead or Accounting agent to verify all quantities and serial numbers are correct. If the shipment is not intact, notify Ticket Stock Control (SEAAJ) by emailing Ticket Stock/Refund Draft Control immediately.
- If the shipment is complete, sign ATB and Handwrite Stock Control Log enclosed with the shipment, and forward the pink copy to Ticket Stock Control (SEAAJ).
- Retain the white copy for station dispersal record and yellow copy in the location's ticket stock ordering file for twelve (12) months.
- The green copy will remain in the Workflow One for their records.

#### Transfer of Ticket Stock Between Stations

Because all orders are made through Workflow One, transfer of ticket stock between stations should not occur. When ticket stock (ATB or handwrite) are needed in the station due to no inventory or low on stock, the station shall request the delivery to be FedEX next day air.

#### ATB and Handwrite Stock Control Log

Included with the shipment is an [ATB and Handwrite Stock Control Log \(TZ-01\)](#), which lists each five digit box number in the shipment, as well as the beginning/ending stock control numbers of the documents in each box.

The agent responsible for checking in the shipment should sequentially number each box - and the corresponding entry on the [ATB and Handwrite Stock Control Log \(TZ-01\)](#) - to ensure stock is used in the proper order.

Place the ATB Control Log with the ATB Stock in storage.

When all corresponding boxes of ATB stock have been used, retain the log in the station's file for twelve months.

Section 13 - Accounting > 100 - Accountable Documents

### Obtain Refund Drafts & Deposit Slips

Revision date: 9/27/2023  
Supersede date: 7/20/2016

Each ticketing location is responsible for ordering their own Refund Drafts and Deposit slips directly from RR Donnelley. [..../CSM\\_forms/a/ac-16.pdf](#)

#### RR Donnelley Order Form Instructions

Included are important items to note, descriptions of the products RR Donnelley "RRD" provides, and information that needs to be confirmed prior to use. If you have any questions, please reach out via email to [Treasury@alaskaair.com](mailto:Treasury@alaskaair.com).

#### How to fill out the order form

Download the [fillable PO Form pdf](#) and save it to an easily accessible location and fill in the following.

- Create a PO with 3 letter station code and the order date in MMDDYY format.  
Example: SEA092723
- Date. MMDDYY format.
- Place of issue - Station city code.
- Station authorized name - Who made the order.
- Ship to - Alaska or Horizon.
- Location - Station city code.
- PAX TSR – Is the 3-digit code for the station, if you are unsure of your station TSR please reach out to Treasury (TSR number is different than the LOC number).
- Street Address – Address cannot be a PO BOX.
- Attn: - Who is this being sent to.
- Phone number
- Date required - Orders take about 3 weeks to be fulfilled.

#### RR Donnelley Products

Refund drafts: These are sold in packs of 100, options to order are 1 or 2 packs with a maximum of 2 packs per order. Fill in the last check number on hand (not the last check number written). The next check series will begin in sequential order.

**Note:** Alaska/Horizon have a designated amount of check stock per year and can run out. Do not order more than needed.

Deposit slips: These are ordered in packs of 8, 25 slips per pad. Options to order are 1 or 2 units with a maximum of 2 units per order.

#### **Additional Order Information**

Special Instructions: Any updates to the station address, items to note on the deposit slips, new station information, or miscellaneous messages go here.

New or revised bank and account: Treasury use only, this is where we would update bank information. Stations do not need to fill this portion out.

#### **Submitting the completed form.**

Once you have completed the form save it and email it to [Support@RRD.com](mailto:Support@RRD.com) & [Sean.Wise@RRD.com](mailto:Sean.Wise@RRD.com)

#### **What to do when you receive your order.**

Double check all critical information such as the check stock number is correct.

If any information is incorrect contact RRD and have a replacement order sent.

#### **Other important items to note:**

- For armored car bags or issues with service, contact Treasury. The Treasury team handles opening, closing, and adjusting service for stations as Alaska holds contracts with each carrier. Carriers differ depending on the station and bank serving that location.
- Do not use bank issued deposit slips, if you run out of slips hold cash until RRD order is filled. Deposit slips between passenger and freight sales are not interchangeable.
- Refund Drafts between stations are not interchangeable.

#### **Deposit slip example (Bank varies by station)**

1. Company - Alaska or Horizon, passenger or freight sales, and station address
2. Bank Name

3. Deposit slip number. The first 3 digits are the TSR for either passenger or freight sales.
4. Bank routing number
5. Bank account number

**EXAMPLE**

Alaska Airlines	
DEPOSIT TICKET	
DATE	8/24/23
CURRENCY	320
COINS	
CHECKS	
ITEMS	
1	ALASKA AIRLINES PASSENGER SALES 2627 HOLLYWOOD WAY BURBANK, CA 91505
2	BANK OF AMERICA
3	179511#
4	54089010?#
5	000067140905#
12V78879 TO REORDER CALL 866-746-2772 OR FAX 866-498-2643	
TOTAL ITEMS 1	
EXPIRES AND OTHER ITEMS ARE RECEIVED FOR DEPOSIT ON THIS DATE AND ARE NOT VALID BEYOND THIS DATE. DUE DATES OR ANY ATMs CAN BE USED TO WITHDRAW BALANCES AS OF THIS DATE + 1000 UNLESS OTHERWISE NOTIFIED.	
ITEMS	TOTAL 320
\$ 320.00	

### Refund Draft example

1. Station city
2. 10-digit check number beginning with the 3-digit station TSR number. This is on 2 parts of the check. Top right, and bottom left on the MICR line.
3. Bank Routing number
4. Bank account number

BACK OF REFUND DRAFT CONTAINS SECURITY WATERMARK • HOLD AT ANGLE TO VIEW <b>REFUND DRAFT</b> <i>Alaska Airlines/Horizon Air</i> <b>CLEVELAND, OH</b>		<small>BANK OF AMERICA TSB IC SIGHT</small> <b>2</b> <b>NO. 4930000001</b> <small>Date _____</small> <small>DOLLARS \$ _____</small> <b>STATION VALIDATION IMPRINT REQUIRED</b> <small>DATE AND PLACE OF ISSUE</small> <small>NON-NEGOTIABLE</small> <small>By _____ AUTHORIZED REPRESENTATIVE</small> <small>By _____ SECOND APPROVAL SIGNATURE REQUIRED</small>																										
<b>VOID</b>																												
<small>PB#F</small> PLEASE DETACH THIS STATEMENT BEFORE DEPOSITING <small>PB#F</small>																												
<i>Alaska Airlines/Horizon Air</i> <small>REVENUE ACCOUNTING P.O. BOX 68900 SEAAR SEATTLE, WA 98168-0900</small>		<b>DRAFT NUMBER</b> <b>4930000001</b>																										
<b>EXAMPLE</b>																												
<b>BOX 1</b> <b>PASSENGER'S NAME</b> <small>(IF DIFFERENT FROM PAYEE)</small> <hr/> <hr/>	<b>DESCRIPTION</b> <small>(REFER TO CSM SECTION 7.15)</small> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 30%;">DESCRIPTION</th> <th style="width: 70%;">AMOUNT</th> </tr> </thead> <tbody> <tr> <td>FARE AS TKT STOCK (BASE)</td> <td></td> </tr> <tr> <td>FARE OA TKT STOCK (BASE)</td> <td></td> </tr> <tr> <td>DEPARTURE TAX</td> <td></td> </tr> <tr> <td>OTHER PSGR TAXES</td> <td></td> </tr> <tr> <td>AGENCY COMM.</td> <td></td> </tr> <tr> <td>CHARGE FEE</td> <td></td> </tr> <tr> <td>LOST TICKET FEE</td> <td></td> </tr> <tr> <td>GOLDSTREAK</td> <td></td> </tr> <tr> <td>EXCESS BAGGAGE</td> <td></td> </tr> <tr> <td>DAMAGED BAGGAGE</td> <td></td> </tr> <tr> <td>DENIED BOARDING</td> <td></td> </tr> <tr> <td>INTERIM EXPENSES</td> <td></td> </tr> </tbody> </table>		DESCRIPTION	AMOUNT	FARE AS TKT STOCK (BASE)		FARE OA TKT STOCK (BASE)		DEPARTURE TAX		OTHER PSGR TAXES		AGENCY COMM.		CHARGE FEE		LOST TICKET FEE		GOLDSTREAK		EXCESS BAGGAGE		DAMAGED BAGGAGE		DENIED BOARDING		INTERIM EXPENSES	
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### Section 13 - Accounting > 100 - Accountable Documents

#### Ticket and Refund Draft Inventory Control

Revision date: 7/23/2015  
Supersede date: 07/07/2015

Each ticketing location will maintain an inventory log for all handwrite ticket stock and Refund Drafts issued, and for completed ATB Control Logs. Depending on the size of the ticketing location (e.g., amount of inventory on-hand), this "mark-off" logbook can be kept in a single binder, or in two separate binders - one for active stock (open boxes) and another for inactive stock (sealed boxes). Completed ATB Control Logs should be kept in the back of the active inventory book.

These logbooks should be kept in a separate location from the ticket stock and Refund Drafts.

The mark-off logbook(s) should have a section for each type of handwrite ticket stock in the location's inventory, as well as sections for Refund Drafts and completed ATB Control Logs.

#### ATB Ticket Stock

Each ticketing location is responsible for controlling boxes of ATB Stock until it is placed in a printer. The actual ticket numbers are assigned/controlled by Sabre once the ticket is issued.

ATB Stock must always be kept in a locked cabinet. Access to the ATB Stock should be limited to the location's management and a few designated agents.

Every time a box of ATB Stock is removed from storage, the agent shall date and initial the appropriate line on the ATB Control Log, and indicate the printer location for each box.

**Note:** When ATB Stock is left unattended at the ticket counter and/or departure gate it must always be kept in a locked drawer and/or cabinet.

When an ATB Control Log is complete (e.g., all boxes have been used/marked off), the sheet shall be placed in the active mark-off book, and kept on file for twelve months.

#### Handwrite Ticket Stock

Each ticketing location is responsible for every handwrite ticket in inventory. All handwrite ticket stock should be kept in a locked cabinet or safe. Access to stored handwrite ticket stock should be limited to the location's management and a few designated agents.

All unsecured handwrite ticket stock should be removed from the counter, and placed in the safe during "closed" hours. By limiting the amount of ticket stock in use at the Ticket Counter and Service Center, each location can easily control and account for every ticket in inventory.

#### Control Sheet (AC-15)

Upon receipt of an order from WorkflowOne, an [AC-15](#) must be filled out for each box of ticket stock received.

Complete the information at the top of the sheet, then place it in the location's inactive logbook.

When a box of tickets is opened and put into use, transfer the corresponding control sheet into the active mark-off logbook, and indicate the date "into usage".

During preparation of each Station Summary report, the designated Station Cashout Agent must mark-off each Auditor's Coupon found in agent's Cashout records, onto the corresponding Ticket Stock Inventory Control Sheet ([AC-15](#)). The Station Cashout Agent should enter the date each ticket was issued, and initial the appropriate line.

When a Ticket Stock Inventory Control Sheet is complete (e.g., all corresponding tickets have been issued and marked off), the Station Cashout Agent needs to sign and date the form, and place it in the location's files for twelve months.

### **Refund Drafts**

Each ticketing location is responsible for every Refund Draft in inventory. All Refund Drafts should be kept in a locked cabinet or safe. Access to stored Refund Drafts should be limited to the location's management and a few designated agents. Most ticketing locations keep all Refund Drafts in one secure place, and only take the number of drafts required for an immediate need. This procedure ensures excellent control of the Refund Drafts.

During preparation of each Station Cashout Report, the designated Station Cashout Agent must mark-off each copy of a Refund Draft found in the agent's Cashout records, onto the corresponding Refund Draft Inventory Control Sheet ([AC-16](#)). The Station Cashout Agent should enter the date and amount of each draft issued, and initial the appropriate line.

When a Refund Draft Inventory Control Sheet is complete (e.g., all corresponding drafts have been issued and marked off), the Station Cashout Agent shall sign and date the form, and keep it on file at the station for twelve months.

### Section 13 - Accounting > 100 - Accountable Documents

#### Missing Auditor Coupons & Refund Drafts

Revision date: 7/23/2015  
Supersede date: 07/07/2015

If the Station Cashout Agent notices a “break” in the handwrite ticket or Refund Draft mark-off sequence (e.g., skipped numbers), or if the Auditor’s Coupon for an ATB Ticket cannot be found in the agent’s Cashout record, the tickets or drafts should be presumed missing. An investigation should begin to locate the missing tickets or drafts.

When the missing tickets or drafts are located, they should be placed in their proper locations, and be the next stock used.

When the missing tickets or drafts cannot be located, the Customer Service Manager must be advised. Any tickets, auditor’s coupons, or Refund Drafts missing over 24 hours must be reported as follows:

##### Tickets

Send an email to Ticket Stock/Refund Draft Control.

Attach a copy of the email to the back of the corresponding Ticket Stock Inventory Control Sheet ([AC-15](#))

##### Refund Drafts

Contact the Alaska Airlines Treasury department by telephone at (206) 392-5714 or via email at [Treasury@alaskaair.com](mailto:Treasury@alaskaair.com) and Ticket Stock/Refund Draft Control.

Document the date/time of the call to the Alaska Airlines Treasury department (or print a copy of the email) and attach it to the back of the corresponding Refund Draft Inventory Control Sheet.

When the ticketing location does not receive a response from Accounting, it can be assumed that the ticket or Refund Draft has been blacklisted. When Accounting locates the missing document, they will notify the station by emailing the CSM or designee (Lead agent or accounting agent).

#### Missing Refund Draft Station Copy

When it is determined the station copy of a completed Refund Draft is missing (i.e. was given to the guest or sent to Accounting in error), follow the steps below to document that the station has researched the missing copy.

1. Record the known Refund Draft information on the Control Sheet log. Include the draft number, date and amount.
2. The yellow accounting copy of the Refund Draft may be photocopied and kept in place of the station copy. If no copies of the Refund Draft are available, the agent shall write their name & employee/ARCTIC number and all known Refund Draft data (the draft number, date and amount) on a blank sheet of paper. Include a brief explanation regarding why the station copy is missing (i.e. “station copy sent to Accounting in error”).
3. Insert the photocopy or handwritten documentation into the Refund Draft file or notebook, where the missing copy would normally have been placed.

## 200 - Station Accounting Procedures

Section 13 - Accounting > 200 - Station Accounting Procedures

### Flight Revenue Envelope (FRE)

Revision date: 7/23/2015  
Supersede date: 09/09/2014

Stations shall be responsible to ensure all paper tickets are collected and reconciled, then placed and sent in a completed [Flight Revenue Envelope \(FRE\) \(TZ-16\)](#) on a daily basis.

The FRE shall include the following:

- Revenue paper tickets
- Lap infant international ticket (e.g. British Airways)
- Non-revenue paper tickets
- Uncollected express tickets (e.g. OAL Excess Baggage coupons)

All paper tickets placed in the FRE shall be stamped "USED."

**Note:** Do not stamp or write over the scan band area or the fare calculation ladder.

Multiple FREs shall be completed when:

- The station ground handles AS, QX, OO and/or KS flights.
  - One FRE shall be completed for flights operated by Alaska Airlines, Horizon Air and /or SkyWest).
- There are too many paper tickets for one envelope
  - Number the envelopes accordingly (e.g. 1 of 3, 2 of 3, 3 of 3, etc.).
- The station ground handles PenAir (KS) flights between Anchorage and Dutch Harbor direct or through King Salmon.
  - One FRE shall be completed, including the flight number, for every scheduled departure.

*Alaska Airlines*

*Horizon Air*

FLIGHT REVENUE REPORT

FLIGHT \_\_\_\_\_

DATE \_\_\_\_\_

STATION \_\_\_\_\_

AGENT \_\_\_\_\_

TOTAL LOCAL BOARDING PASSENGERS

F \_\_\_\_\_ Y \_\_\_\_\_

DESTINATION(S)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Check if any of the following apply

- All passengers holding electronic tickets  
 No local passengers boarded  
 Flight cancelled

**General Instructions**

1. Complete a FRE for every flight.
2. Record the local boarding totals by cabin, these numbers should match LCL ON totals in G\* for flight.
3. Sort all paper coupons by downline city (regardless of class of service) and stamp USED.
4. Place paper coupons inside FRE.

Complete the FRE as follows:

**Flight**

The airline the tickets were collected for (e.g. Alaska Airlines, Horizon Air/SkyWest or PenAir)

**Date**

The current day and month (e.g. 25OCT).

**Station**

The city code of the station completing the FRE.

**Agent**

The two-digit agent die sine (not initials) and employee number of the agent completing the FRE (e.g. KT 6047).

**Total Local Boarding Passengers**

Leave blank

**Destination(s)**

Leave blank

**Check if any of the following apply**

Leave blank

Section 13 - Accounting > 200 - Station Accounting Procedures

### Agent Cashout Procedures

Revision date: 11/1/2019  
Supersede date: 6/17/2019

#### Cashout Procedures

At the end of each shift or when necessary (e.g. leaving the ticket counter to work at the gate and vice-versa), the agent shall complete and close their individual Cashout record.

Each Cashout record shall be given to a Lead agent, Station Cashout Agent or designee to be verified and secured until the Station Summary is prepared.

See the [Cashout User Guide](#) for instructions.

#### Express Fee Coupons

The CSA/PSA, Station Cashout Agent, Lead Agent or designee shall separate the Express Fee Flight Coupon from the Audit Coupon at cash out.

**Note:** When using mobile point of sale (mPOS) to collect payment there will not be an Audit Coupon issued. Transaction type using mPOS will be shown on Cashout Summary as EMD.

- Submit the unstapled Express Fee Flight coupon(s) with the Audit coupon(s) together at cashout to Station Cashout Agent, Lead Agent or designee.

Stations shall ensure Express Fee Flight coupons are destroyed in a secure centralized location.

- CSAs/PSAs may destroy the Express Fee coupons after their Cashout record has been verified by Station Cashout Agent, Lead Agent or designee.
- Destroying the coupons with a paper shredder or a secure recycling service (e.g. Iron Mountain) is preferred.

#### Agent Overage and Shortage

When closing the Cashout record, enter the actual amount collected in the Actual Amounts mask.

Enter a brief reason for the overage/shortage in the Cashout remarks.

Complete an Agent Overage and Shortage Report ([TZ-148](#)) any time the actual cash amount differs from the total on the Cashout report.

A detailed explanation is required in the "remarks" area on the form.

### Section 13 - Accounting > 200 - Station Accounting Procedures

#### Station Summary

Revision date: 11/3/2021  
Supersede date: 10/21/2015

#### Reporting Procedures

The Station Summary provides a recap of all daily sales activity at a ticketing location and combines all Agent Summaries into one report.

A Station Summary must be prepared daily at each ticketing location, even days with no sales.

Revenue Accounting requests all Station Summary reports be completed only on the next calendar day the following day and submitted within 24 hours via the burgundy Sales Reporting bag to Revenue Accounting, SEAAZ.

If extenuating circumstances or less than daily operations dictate that a Station Summary be closed before the end of a calendar day, station Summary Agents shall first confirm that no further ticketing needs to occur on that calendar day.

Each ticketing location must use Cashout when preparing the Station Summary.

- Verify all agents have closed Agent Summary records and check for manually added tickets.
- Close any Agent Summary records left open.
- Print a hard copy of the Station Summary.
- Use the Deposit Preparation Worksheet ([AX-1PC](#)) for organization (optional).
- Add all of the collected amounts together.
- Compare the total to the Total Amounts on the Station Summary.
- When the amounts do not match, count each agent's cash and checks to resolve the discrepancy.

Review each individual Agent Summary record:

- Confirm each report has been accepted (initialed) by the Lead agent, Station Summary agent or Customer Service Manager designee.
- Mark off the agent number on the Station Summary.
- Verify cash/check tape matches the cash/check total on the Station Summary and staple to the station copy of the Agent Summary record.
- Verify the agent marked off all tickets on the station copy.

All copies of the Agent Summary records shall remain in the station.

**Note:** Cashout records with zero transactions are not required to be kept in the station.

Sort and secure together, with a rubber band or paper clip, the Audit coupons in the following stacks:

Stack 1:

- Refund applications (not attached to an exchange)
- Refund drafts (not attached to an exchange)
- Lost ticket applications

**Note:** Canadian stations will fax daily all refund applications to Accounting 206- 392-7587.

Stack 2:

- All exchanges regardless of Form of Payment (FOP) (includes handwritten exchanges)
- FIMs

Stack 3:

- Handwritten tickets (except exchanges and voids)

Stack 4:

- Auto generated tickets

Stack 5:

- All voided tickets

Stack 6:

- All fee tickets

Sort manual credit card charge forms (goldenrod copies) into two stacks. Rubber band or paper clip each individual stack of charge support.

Stack 1:

All charge support forms: handwritten, manually added exchanges add/collects, and all purchase orders.

Stack 2:

All Government Travel Requests (GTR) and State Travel Requests (STR).

- Mark off each handwritten ticket on the corresponding Ticket Stock Inventory Control Sheet ([AC-15](#)).
- Investigate any missing or “skipped” ticket numbers on the sheet.
- Send an email to Ticket Stock/Refund Draft Control to report any missing tickets.
- Copy in Customer Service Manager.

- Prepare the deposit slip with cash amounts.  
Run two tapes on all the checks.  
Staple behind the white and pink copies of the deposit slip.
- Enter total amount of the deposit in Cashout.

**Note:** When there are multiple currencies, a shortened version of AX-1PC must be completed. When there is an overage or shortage, make the entry to change the cash adjustment line #10 and add a remark. Shortages require a negative (-) sign. Remarks are used to record station shortages and agent shortages not included in an Agent Summary record. This information is pertinent to Accounting. Corrections and errors that are found in an agent's record and can be relayed here.

- Close the Station Summary.

**Note:** When the Station Summary is closed, it cannot be reopened to make changes.

- Print three hard copies of the closed Station Summary, or one printed copy and two photocopies.
- Discard the working copy of the Station Summary with the open status.
- Wrap one hard copy of the closed Station Summary around all of the individual groups of Auditor's coupons.
- Staple the following behind the Station Summary in the following order:
  - Pink copy of deposit slip with check tape attached
  - Yellow copy of any completed TZ-148 (overage/shortage reports)
- Wrap one hard copy of the closed Station Summary around all of the individual groups of credit card charge forms (goldenrod copies) when there are credit card forms. When there are no credit card forms, this step may be omitted.
- Place the two bundles in the Revenue Accounting co-mail bag (SEAAAX) and submit within 24 hours.
- Staple copies of Agent Summary records behind the last hard copy of the closed Station Summary and retain as the station copy for three months.

### Chain of Custody Log

Handwrite tickets with full customer credit card data must always be secured. When the audit coupons are ready for transport to AAG's accounting offices, station personnel must sign off on a [chain of custody log](#) to indicate who loaded the coupons into the Revenue Accounting co-mail bag (SEAAAX). The individual's name, role, and date must be captured.

#### **Daily C-20 Deposit Preparation Worksheet (AX-1PC)**

The [Daily C-20 Deposit Preparation Worksheet \(AX-1PC\)](#) is not required. Large stations may find it useful for preparation of the Station Summary

- Upon receipt of each Agent Summary record, the Lead agent, Station Summary agent or Customer Service Manager designee must enter the agents number and envelope amount onto this worksheet.
- Determine the amount within each envelope.
- Prior to report preparation, the agent must add up the envelope amounts on the worksheet.
- Compare the total to Total Amounts on the Station Summary to identify any errors.

## Customer Service Manual

### Section 13 - Accounting > 200 - Station Accounting Procedures

#### Deposit Procedures

Revision date: 7/23/2015  
Supersede date: 09/03/2014

The Lead agent or Customer Service Manager designee shall deposit the funds at:

- The bank, or
- The night deposit, or
- With the armored courier service

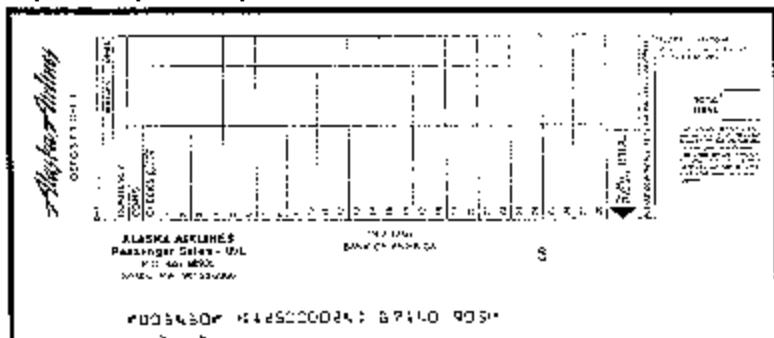
#### Bank Deposit Slips

(Ordered through RR Donnelly)

All Alaska Airlines Deposit Slips are four-copy, and are distributed as follows:

Top copy:	Bank Copy
2nd copy:	Bank Copy
3rd copy:	SEAAAX Copy - Sent to Accounting with Daily Sales Reports.
Bottom copy:	Station Copy - Attach to Daily Sales Report paperwork.

#### Deposit Slip Description



**SEQUENCE SLIP NUMBER**

**STATION SALES CODE**

Micro-encoding of the sales report number followed by the sequence number of the deposit slip set appears before the bank/account numbers.

When one deposit slip is voided, the whole set of four must be voided.

Each station must ensure they have deposit slips with the appropriate station sales code pre-printed on the deposit slip.

Deposit slips cannot be transferred to another station.

### Deposit Slip Completion

When the sales report is complete, the Lead agent, Accounting agent or Customer Service Manager designee shall:

- Take all cash/checks from the safe.
- Prepare a deposit slip for the appropriate sales report.

Each location must use the following procedures when preparing a daily deposit:

- Ensure there are four colored copies (white, yellow, blue, pink) of the same deposit slip.
- Write in the sales report date at the top of the deposit slip.
- When using an armored courier service sealed bag, write the deposit bag number on the deposit slip.

**Note:** If you re-open or replace the sealed bag with a new one, ensure new sealed bag numbers are on the deposit slips.

- Add the currency and coins, and enter the totals in the appropriate boxes on the deposit slip.
- Run two register tapes of checks included with the deposit.
  - Enter the total check amount in the appropriate space on the deposit slip.
  - Attach one register tape to the bank deposit slip, and the other tape to the accounting deposit slip.
- Run one register tape to determine the amount of the complete deposit (cash, coins, and checks).
  - Enter amount in both appropriate boxes on the deposit slip.
- Include the top two copies of the deposit slip with the deposit.
- Attach a copy of the deposit slip to the corresponding Station Summary with the second check tape (#4).
  - Send daily to Accounting (SEAAAX).
- Attach a copy of the deposit slip to the station's copy of the corresponding Station Summary.
- Attach a register tape of the money (cash, coins) along with the armored courier service bag tag. Keep on file in the station for six months.



Section 13 - Accounting > 200 - Station Accounting Procedures

### Mexico Station Summary

Revision date: 11/3/2021  
Supersede date: 11/10/2015

The first hard copy of the Station Summary is considered a "working" copy.

When all appropriate entries have been made, close the Station Summary, print three hard copies of the report, and discard the "working" copy.

The distribution of the copies shall be as follows:

- One copy of the Station Summary record for Revenue Accounting in SEA.
- A second copy of the Station Summary record for Mexico Accounting.
- The third copy of the Station Summary and one copy of each agent's Agent Summary record for the station.

All the Station Summary reports that are sent to Revenue Accounting and kept on file at the station must be CLOSED copies.

- Open each individual Agent Summary record.
- Confirm that each record was accepted (initialled) by a Supervisor or designee.
- Mark off agent number on the Station Summary.
- Verify cash/check tape matches the cash/check total on the Station Summary and staple to the station copy of the Agent Summary record.
- Verify the agent marked off all tickets.

All Mexico stations must complete a Mexico TSR Deposit Control ([X-52](#)). The three parts of the form are:

- White - Send to Seattle Accounting (SEAAAX) with one copy of the Station Summary, copies of each agent's Cashout record, and all auditor coupons.
- Yellow - Send to Mexico City Accounting (MEXCZ) with one copy of the Station Summary and copies of each agent's Cashout record.
- Pink - File at the station with a Station Summary copy and copies of all Cashout records.

An electronic version (Excel file) of TSR Deposit Control (X-52) should be sent daily to [Mexico Station TSRs](#) via email.

**Note:** Agent Cashout records with zero transactions require only one copy to be submitted. This copy may be destroyed when it has been verified that the CSA closed the record.

Sort and secure together the auditors coupons with a rubber band or paper clip, into batches as follows:

- Auditor coupons with FOP MXN cash
- Auditor coupons with FOP USD cash (includes US traveler's checks)
- Auditor coupons with FOP Mexican Visa/Mastercard
- Auditor coupons with FOP Mexican American Express
- Auditor coupons with FOP US credit card
- Auditor coupons not involving the collection of money
- Voided tickets

**Note:** All Mexican Visa, Master Card and American Express vouchers should be sent to MEXCZ for deposit the same day.

Handwritten tickets, exchanges with add-collects, and tickets issued in Pesos against a U.S. credit card require manual Universal Credit Card charge form attached.

If electronic tickets and ATB tickets are issued in Pesos by mistake, notify accounting by email to [Accounts Receivable](#) the same day to prevent the tickets from being invoiced. CSM and/or CSS should indicate the correct amount that must be invoiced in USD.

Ensure the agent marked off each handwritten ticket (not ATB) on the corresponding Ticket Stock Inventory Control Sheet ([AC-15](#)).

Immediately investigate any missing or "skipped" ticket numbers on the sheet.

Handwrite tickets with full guest's credit card data must always be secured. When the audit coupons are ready for transport to AAG's accounting offices, station personnel must sign off on a [chain of custody log](#) to indicate who loaded the coupons into the Revenue Accounting co-mail bag (SEAAAX). The individual's name, role, and date must be captured.

Differences in Mexican and U.S. laws closing requirements are similar.

- Sales and tax detail breakdown provided by Sabre sales transmissions can be utilized to reduce the workload.
- The TSR Deposit Control Report provides an internal control link between sales reports and deposits.

The Mexican TSR Deposit Control Report is organized as follows:

- Reporting Cash Deposit in Pesos
- Preparing and reporting Mexican Credit Card Deposit
- Preparing and reporting Mexican American Express Credit Card deposit
- Reporting International Credit Card Sales

- Send an email to [Ticket Stock/Refund Draft Control](#) to report any missing tickets.
- Copy in the Customer Service Manager.

Prepare the HSBC bank deposit slip with the total cash amounts and run two tapes as follows: (one for each currency cash amount):

- Code 23 1207023 for MXN
- Code 23 1207503 for USD

All station sales are deposited in Banamex Bank.

Reference numbers should be used according to the following chart. It is very important to use the one corresponding with your station ONLY, by selecting the wrong reference for your station you could create several accounting problems, even the risk that the CASH amount was not credited to Alaska's account).

CONCEPTO	SJD	MZT	PVR	ZIH	ZLO	CUN	MEX	GDL	
LIQUOR	840015-2	850015-9	860015-7	8300154	440015-6	820015-6	8700155	8900151	LICOR
SALES	840002-0	850002-7	860002-5	8300022	440002-4	820002-4	8700023	8900029	TSR
CARGO	840003-8	850003-5	860003-3	8300030	440003-2	820003-2	8700031	8900037	CARGA
UNIFORMS	840004-6	850004-3	860004-1	8300048	440004-0	820004-0	8700049	8900045	UNIFORMES
PHONE CALL	840005-3	850005-0	860005-8	8300055	440005-7	820005-7	8700056	8900052	LLAMADAS PERSONALES
EXPENSES	840006-1	850006-8	860006-6	8300063	440006-5	820006-5	8700064	8900060	SOBRANTE DE ANTICIPO
VARIOUS	840010-3	850010-0	860010-8	8300105	440010-7	820010-7	8700106	8900102	VARIOS
TKTS USED	840012-9	850012-6	860012-4	8300121	440012-3	820012-3	8700122	8900128	PAGO DE BOLETO
MONEY FOUND	840014-5	850014-2	860014-0	8300154	440014-6	820014-9	8700148	8900144	DINERO DE PASAJERO ENCONTRADO
DIGE	840007-9	850007-6	860007-4	8300071	440007-3	820007-3	8700072	8900078	DIGE PLAYER
MEALS	840008-7	850008-4	860008-2	8300089	440008-1	820008-1	8700089	8900086	COMIDAS

An armored service deposit form must be filled out for the total sales of the day, including Sales and Cargo.

Section 13 - Accounting > 200 - Station Accounting Procedures

**Payment Card Industry (PCI) and Device Security**

Revision date: 7/3/2019  
Supersede date: New

Alaska Air Group is required to protect our guests' personal information and comply with Payment Card Industry (PCI) regulations.

At the start of the operational day, stations shall be responsible to inspect each point of sale (POS) device for tampering and other suspicious activities.

Agents shall inspect each POS device at each assigned location during their shift.

**Reporting Suspected Tampering**

- Document the kiosk/work station device name, i.e., BOITRASTP2K01.
- Turn the machine off.
- Call the ITS Help Desk: 1-877-238-1077.
- Contact your Supervisor or Manager if you suspect device tampering or suspicious activity.
- Inspect other kiosks or card readers to see if there are any other devices with tampering.

## Section 14 - Forms

For examples of forms, see [CSM Vol. 0, Section 7](#).

## Section 15 - Security

### 100 - Security Requirements

Section 15 - Security > 100 - Security Requirements

#### Security Requirements Overview

Revision date: 8/2/2017

Supersede date: 07/27/2015

##### Controls

[AOSSP](#)

##### Interfaces

[Aviation Security Manual](#)

Alaska Air Group is committed to the safety and security of our guests. We will work to prohibit acts of criminal violence and air piracy, and to prevent or deter the introduction of explosives, incendiaries, weapons, and other prohibited items onboard an aircraft.

#### Handling Sensitive Security Information (SSI)

Do not leave SSI unattended – Check for SSI when you leave your work space and be sure all SSI is placed in a locked desk drawer or file cabinet.

Always sign out of your computer workstation to ensure SSI is not compromised.

Share SSI only with a covered person who has a need to know. Do not discuss SSI with friend's family or colleagues (unless they are covered persons with a need to know). When discussing SSI, avoid doing so in public places.

SSI should always be marked with a:

- Protective marking (header): SENSITIVE SECURITY INFORMATION
- Distribution Limitation (footer): "WARNING: This record contains Sensitive Security Information that is controlled under 49 CFR parts 15 and 1520. No part of this record may be disclosed to persons without a "need to know", as defined in 49 CFR parts 15 and 1520, except with the written permission of the Administrator of the Transportation Security Administration or the Secretary of Transportation. Unauthorized release may result in civil penalty or other action." This document contains confidential, commercial and financial information and is exempt from disclosures pursuant to 49 CFR 7.17.

SSI should not be posted or appear on any Internet or Intranet web site without prior approval. It is your duty to be diligent in recognizing any SSI that is improperly posted and contact the appropriate parties to have it removed.

Properly dispose of all SSI in your possession that you no longer need (e.g., extra copies, obsolete versions, etc.) by using a cross cut shredder or cutting manually to less than a ½ inch square.

Refer to the [TSA's SSI Best Practices Guide](#) for more information.

### Fraud and Intentional Falsification

49 CFR Part 1540.103 No person may make, or cause to be made, any of the following:

- a) Any fraudulent or intentionally false statement in any application for any security program, access medium or identification medium, or any amendment thereto, under this subchapter.
- b) Any fraudulent or intentionally false entry into any record or report that is kept, made, or used to show compliance with this subchapter, or exercise any privileges under this subchapter.
- c) Any reproduction or alteration, for fraudulent purposes, of any report, record, security program, access medium or identification medium issued under this subchapter.

Examples of these could include:

- Falsification of information on the SIDA access application
- Backdating or purposely adding an incorrect date to show compliance with company or government regulated programs
- Creating records to show compliance with company or government regulated programs (e.g., recreating an aircraft inspection checklist that was found not to be completed for a flight)

### Section 15 - Security > 100 - Security Requirements

#### Identification

Revision date: 10/29/2010  
Supersede date: New

##### Controls

AOSSP

##### Interfaces

Aviation Security Manual 2.1.20

#### Acceptable Identification

The TSA is ultimately responsible for all ID resolution at the checkpoint.

At the initial point of contact with each originating passenger, CSAs shall verify the passenger's identification by requesting valid ID from passengers who appear to be 18 years of age or older.

- Passengers whose check-in takes place at the counter shall have their identification verified by a CSA.
- Passengers whose check-in is completed electronically will have their identification verified at the checkpoint.

Acceptable forms of ID include:

- Unexpired Photo ID issued by a government authority
- Unexpired Aircraft operator photo ID from a direct air carrier employee
- Employees of OAL must present a government issued ID
- Employees of code share carriers may present company ID
- Two other forms of ID, one of which is issued by a government authority

For example:

One non-expired government issued photo ID such as:

- Driver's license
- State ID card
- Military ID card
- Passport

- Permanent Resident card

Two pieces of ID (no photos required), one of which is non-expired government issued such as:

- Social Security card and credit card
- Government issued birth certificate and health club membership card
- Voter Registration card and check cashing card
- Airman's certificate and other airline ID

**Identification Failure:**

The TSA is ultimately responsible for all ID resolution at the checkpoint.

If the guest does not produce valid ID, the CSA shall:

- Try to establish credible guest ID by asking questions about information contained in the PNR (e.g. "When did you make this reservation?", "What is your home telephone number?" etc.)
- Update the remarks field in the PNR stating reason for missing ID (e.g. Purse Stolen, etc.)
- If suspicious, contact a Lead or Supervisor for assistance.

The Lead or Supervisor shall:

- Converse with the guest to obtain the reason why the guest is traveling without ID.
- If the Lead or Supervisor allows the guest to travel, continue with the CSA procedures above.
- If the name on the ID does not match the name on the guest's travel authorization (Boarding Pass) and the following exceptions are not present:
  - The travel authorization contains minor typographical errors that can be readily clarified or resolved.
  - The travel authorization contains variant transliterations of foreign names. (These are names not normally written in English alphabet, but which may have several valid equivalents when translated such as Mohammed, Muhamad, Mohamad, etc. Such minor variations, similar to the minor typographical errors, do not constitute ID failure.)
  - The travel authorization contains common nicknames of abbreviated names (for example: Beth for Elizabeth, Chuck for Charles, Kathy for Kathleen, Bill for William, Sue for Susan and Stan for Stanley.)

- The guest has undergone a legal name change and has not had the opportunity to update his or her ID.
- At non-U.S. locations, the guest must provide legal documentation of his or her legal name change.
- Refer the guest to the TSA at the checkpoint for processing or deny boarding until the guest can produce valid ID.

## 200 - Security Programs

Section 15 - Security > 200 - Security Programs

### Ground Security Coordinator (GSC)

Revision date: 8/16/2023

Supersede date: 2/22/2023

#### Controls

AOSSP

#### Interfaces

[Aviation Security Manual 2.1.17](#)

#### Scheduling

A GSC shall be present at the airport, and available to assist while any security procedures are being carried out from the time of the opening of the ticket counter until the last scheduled flight departure.

When the ticket counter has closed and security measures are no longer being performed, a GSC need not be present or on-call.

When security measures are performed outside of this period, a GSC must be available either at the airport or on an on-call basis.

#### GSC Off Hours/On Call

GSCs must be present at the airport while security measures for the departing flight(s) are being carried out, so cargo may continue to run its operation while no GSCs are present. In addition, overnight aircraft searches sometimes take place off-hours. In both areas, a GSC must be available during operations to respond to a security incident.

To support Cargo and/or Aircraft Search scheduling, stations must assign an on-call GSC to respond to security issues during these operations. The on-call GSC policy must be published in a manner which ensures employees involved in off-hours Cargo Operations or Aircraft Search activities know how to contact a GSC in these instances.

#### GSC Policy – Emergency

When no other GSC options exist due to an emergency, stations may use a GSC from another aircraft operator provided the GSC has been briefed on the local operational differences of Alaska or Horizon and has been given the contact information of the NOD (AS) and the MCO (QX). A guidance document for this purpose has been published on the Aviation Security Website. GSCs must have been trained in cargo screening or international operations before being used by Alaska or Horizon.

#### Designating a GSC

Stations must designate a GSC to a departing flight or series of departing flights.

- The GSC must be made aware they have been designated as the GSC for the series of departing flight(s), and station personnel working a flight(s) are aware of which GSC is assigned to that flight.
- Redesignation may occur provided the newly designated GSC is informed of any known security issues related to the assigned flight(s).
- These communications may be verbal, written, or electronic.
- Stations may use their Daily Schedule to list GSCs assigned to sections of flights.

### Training

GSCs receive TSA-required training based on AOSSP (Aircraft Operator Standard Security Program) requirements. GSC training is administered and facilitated by the Aviation Security Compliance Department.

- GSC Initial training to be a minimum of 12 hours, with a minimum of 8 hours of classroom training.
- GSC Recurrent training must be a minimum of 4 hours.

GSC training is required for Lead agents, Customer Service Managers, and Supervisors. Some stations may require non-lead agents to be trained as GSCs, to ensure adequate coverage.

The GSC Certification has a Due Date and an Expiration Date for annual recurrent. The due date is the specific date recurrent needs to be done. The expiration date is the last day of the following month, and the day they will truly expire.

All Alaska Airlines and Horizon Air GSCs shall complete their GSC recurrent within the window prior to their expiration date.

- If a GSC does not complete their recurrent by their expiration date, they must complete their recurrent as soon as possible and email [training.delivery@alaskaair.com](mailto:training.delivery@alaskaair.com) upon completion to request an exception on the recurrent timeline.
- When stepping down as a Lead, GSC duties are still part of the daily responsibilities. Until they expire, GSCs are required to continue serving as a GSC unless they are unqualified in the learning management system (LMS). For auditing and drug testing purposes, the LMS must be as accurate as possible.

To be eligible to attend Ground Security Coordinator (GSC) initial class, attendees must meet all the following criteria a minimum of 14 days prior to the first day of class:

- Full name(s) provided in sign-up
- Class prerequisites completed – including Drug and Alcohol training and drug testing with results back
- Alaska Air Group employees – required Drug Abatement paperwork
- Vendors – confirmed enrollment in their company's FAA/DOT drug testing program for safety sensitive positions

### Duties

The GSC role is to liaise with critical entities during security incidents.

- He or she is required to communicate pertinent security information to the Inflight Security Coordinator, as necessary, before the flight departs.
- Assist local TSA on the mitigation and resolution of security incidents.
- The GSC is the appointed liaison with the Airport Security Coordinator (ASC) to share security information and concerns at the airport. Notify the ASC of suspicious items, unusual activity, or breach of security.

Also, the GSC, daily, must review for compliance the application of security measures listed below and initiate corrective actions immediately for each instance of noncompliance.

- Screening of individuals
- Acceptance screening, control, and transport of checked bags and cargo
- Aircraft ground-servicing
- Prevention of unauthorized access to aircraft, SIDA, AOA, sterile areas, secured areas and non-US equivalents, where Alaska and Horizon employees and authorized representatives are working
- Respond to known potential threats and suspicious activity in areas under the airline's physical control; this responsibility may be designated to another employee or authorized representative
- Initiate notification of security incidents and events to the Sector Manager Desk or the NOD

At off-airport locations, a GSC must ensure the application of security measures are monitored:

- For the first full day when the operation opens
- At least once each calendar week at permanent locations
- At each periodic location

Aviation Security's policy is to designate several GSCs to oversee the operations at each airport.

When no other options exist due to an emergency, stations may use a GSC from another aircraft operator, provided the GSC has been briefed or trained on relevant operational differences and communication procedures of Alaska Air Group.

- GSCs must have been trained in cargo screening or international operations before being used by Alaska Air Group.
- During irregular operations, Alaska Air Group may request assistance from another aircraft operator's GSC without requiring them to be trained or briefed.
- Contact Aviation Security to seek approval to use another air carrier's GSC before doing so.

Section 15 - Security > 200 - Security Programs

### **Secure Flight AAG**

Revision date: 8/16/2023  
Supersede date: 5/24/2022

#### **Controls**

[AOSSP](#)

#### **Interfaces**

[Aviation Security Manual 2.1.26](#)

Secure Flight (SF) is a behind the scenes program, created by the Department of Homeland Security (DHS) to enhance the security of domestic and international commercial air travel through the use of improved watch list matching. It will improve the travel experience for all guests, including those who have been misidentified in the past.

Under this system, TSA assumes responsibility of checking (vetting) guests against the No-Fly and Selectee lists.

The Secure Flight Program is designed to:

- Identify known and suspected individuals on Government Watchlists
- Prevent individuals on the No-Fly list from boarding an aircraft
- Facilitate Passenger Air Travel
- Subject individuals on the Selectee List to enhanced screening
- Protect each individual's privacy

For the TSA to accomplish watchlist matching, guests (including Deadheads, jumpseat riders, etc.) are required to provide the following Secure Flight Passenger Data (SFPD):

- Full legal name as it appears on guest's government-issued ID used when traveling

Last Name – Do not add any suffixes (e.g., III, JR)

First Name - Use FNU (First Name Unknown) for guests with no first name

Middle name – Required if the guest has one (IMAGE will not force you to enter a middle name)

- Date of birth (DOB) Note: Jan 01 as a default, is approved when the document provided does not list the actual month and day of birth
- Gender
- Redress number – If available. The Department of Homeland Security Traveler Redress Inquiry Program (DHS TRIP) allows an individual to request a Redress number if unfairly delayed or prohibited from boarding an aircraft or entering a sterile area as a result of a DHS program. This is an

alphanumeric number. Guests may not have this number however; we are required to ask for it if the guest has not already presented their Redress number.

- Known Traveler Number. A unique alphanumeric number assigned to a person who participates in the PreCheck Program.

SFPD is considered [Personally Identifiable Information \(PII\)](#), and all Alaska Air Group employees collecting SFPD must conform to company policies regarding PII.

Clearance to travel for each guest is requested from the TSA via a boarding pass print result (BPPR). Each BPPR request covers single directional travel. Single directional travel is defined as one or more flight segments that meet all of the following rules:

- Does not include both a flight into the U.S. and a flight departing the U.S.
- Connecting flights may not exceed 12 hours between scheduled arrival and scheduled departure
- The destination is not the origin or a co-terminal airport

Note: Flights with all segment statuses are included (e.g., HK, DS, and HL)

The following guest type SSRs will not receive a BPPR and it is not required:

- EXST - Comfort Seat
- EXST – Extra Seat
- CBBG – Cabin Seat Baggage

TSA regulations:

- Require SFPD for infants

You will see one of the following responses/BPPR edit codes in each guest's Passenger Item:

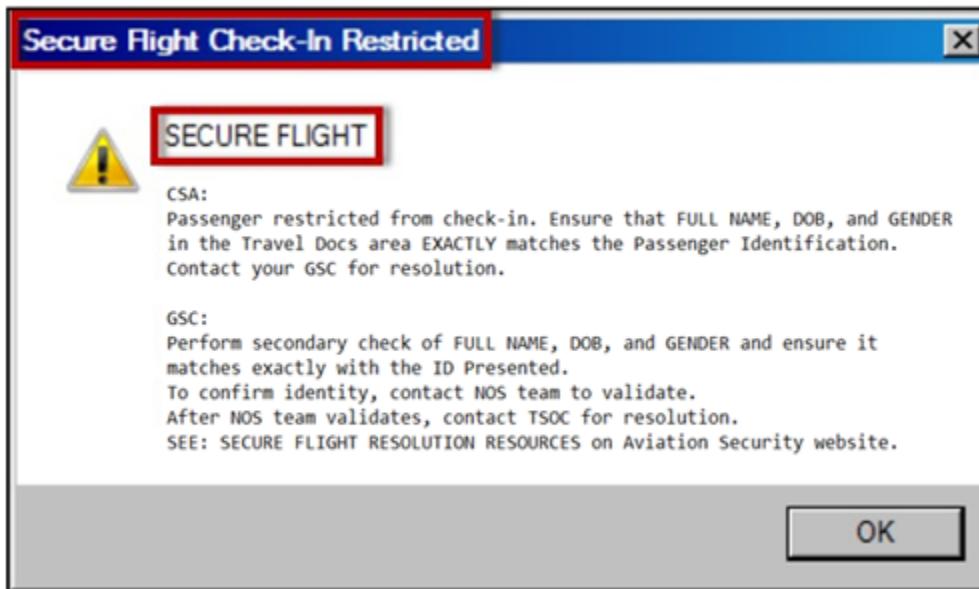
- CLEARED (DHSC) – guest is cleared to travel
- SELECTEE (DHSS) – guest is okay to travel provided enhanced screening is performed

**Note:** U.S. Federal Law Enforcement Officers (FBI, Secret Service Agents, Federal Air Marshals, and law enforcement officers employed by other U.S. Federal agencies) are not required to be treated as selectees when they receive a Selectee BPPR.

- INHIBITED (DHSI) – guest is a potential match to the No-Fly Watchlist. Contact a GSC.

- **ERROR (DHSE)** – guest may not have some or all of the SFPD required or DHS is experiencing an outage
- **\*PREV** - Indicator added to responses related to a Secure Flight Outage. Guest may not have a BPPR or may have a DHS Inhibited BPPR.

The Secure Flight Check-In Restricted IMAGE pop-up will appear if a guest is check-in restricted due to Secure Flight.



To resolve an inhibited BPPR:

- Ask for the guest's identification.
- Verify the guest's SFPD data against the DOCS data:
  - In IMAGE, go to the Traveler's Doc Mask (F1/f11)
  - Input the guest's last name, then Enter
  - Select the Secure Flight button
  - Verify the information on the ID presented matches EXACTLY the information in the PNR, paying special attention to spaces, middle names or initials, and typos.
  - If the information does not match, select the applicable item number to update the Traveler's Documentation mask.
  - If the information matches, check Request updated BPPR/ESTA.
- Wait approximately one minute before attempting to check-in again.
- Contact a GSC if the guest remains check-in restricted.

- Retrieve the Passenger Item and PNR for the GSC to review.
- GSC will assist in contacting the NOS Team for identity validation, followed by contacting the Secure Flight Operations Center for further clearance.

**Note:** The TSA may request the names of co-travelers of a check-in restricted guest and require additional actions or enhanced security.

### Section 15 - Security > 200 - Security Programs

#### Sentinel List

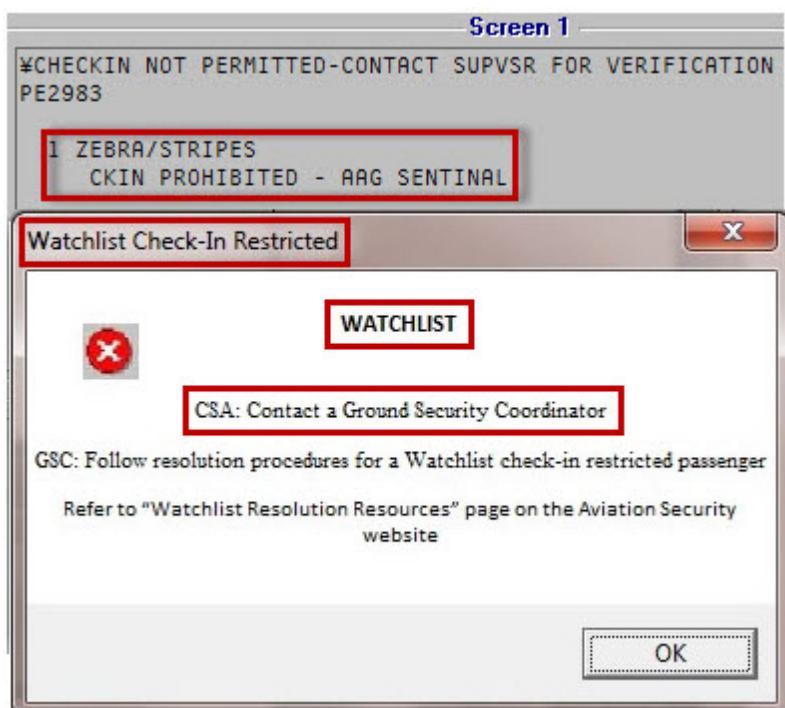
Revision date: 8/2/2017  
Supersede date: 03/24/2015

The Sentinel List is an AAG internal list maintained by Corporate Security. Individuals on this list have posed a serious threat to Air Group employees and/or assets and have been banned from flying until determined otherwise by Legal and Corporate Security.

All information related to the AAG Sentinel list should be treated as Sensitive Security Information (SSI). **Do not discuss the AAG Sentinel list with anyone who does not have a need-to-know.**

Employees shall not discuss the AAG Sentinel list with any guest. Altering or changing a name in a check-in restricted PNR or threatening a guest with being added to the list is prohibited and could be grounds for discipline.

If the following response appears at check-in or boarding, Sabre will identify the list the guest possibly matches.



The agent shall:

- Advise the guest we are unable to check them in and a representative will be called to assist.
- Ensure we do not accept any baggage from the customer.

- Immediately contact the local GSC or Supervisor from a phone located as close to the guest as possible.
- Advise the Supervisor or GSC that customer (name) has received a “NOT ABLE TO CHECK-IN” response and the exact location of occurrence.
- Wait for response from the Supervisor or GSC.

If the PNR is cleared for check-in, thank the guest for waiting and apologize for any inconvenience.

If the PNR is not cleared for check-in, do not allow the guest to travel, refund their ticket, and apologize for any inconvenience.

GSC shall follow the watchlist procedures on the Aviation Security Website for resolution.

Section 15 - Security > 200 - Security Programs

**Security Tamper Evident Bag (STEB) and Liquids Aerosols, or Gels (LAGs)**

Revision date: 8/2/2017  
Supersede date: 10/29/2010

A STEB is defined as a transparent tamper-evident bag that:

- Displays satisfactory proof of purchase
- Specifies the date, time, and location of purchase (including the airport code for duty-free LAGs purchased in the airport)
- Conforms to the current guidelines of the International Civil Aviation Organization (ICAO)

LAGs are defined as:

- Any gels, pastes, lotions, liquid/solid mixtures, or the contents of any pressurized containers

Examples of LAGs include, but are not limited to

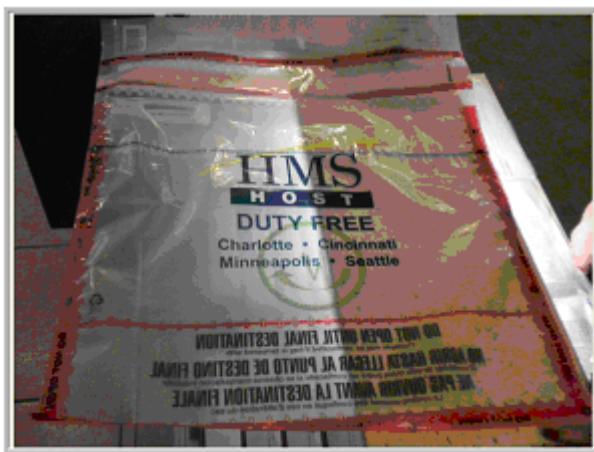
- Alcoholic beverages, toothpastes, hair gel, beverages, soups, syrups, perfume, shaving foam, aerosols and other items of similar consistency.

The airline must ensure that duty-free LAGs sold by the duty-free vendor (e.g., Marriott Host) are delivered directly to the international non-stop during the boarding process, by the duty-free vendor before transporting duty-free LAGs onboard the aircraft.

The agent shall ensure:

- All duty-free LAGs sold to international guests are in a STEB prior to being delivered to the guest
- STEBS are sealed properly and visual inspection confirms the STEB is tamper free
- The receipt for the purchase of the duty-free LAG must be inside the sealed STEB and the printable side of the receipt is visible from the outside. The date, two-letter aircraft operator code, and flight number must be legibly printed on the receipt
- At no time shall a duty-free vendor be allowed to board the aircraft.
- The duty-free vendor will hand over the STEB as the guest boards the aircraft.

Example of a STEB



**Note:** STEBs may vary in appearance due to the various duty-free vendors in each airport

Section 15 - Security > 200 - Security Programs

### **Voluntary Provisions of Emergency Services (VPES)**

Revision date: 4/25/2018  
Supersede date: 1/11/2018

#### **Controls**

**AOSSP**

#### **Interfaces**

**AS FAM 5.100, AS FOM Section 13.200, Aviation Security Manual 2.1.34**

The Voluntary Provisions of Emergency Services (VPES) program allow qualified law enforcement officers, (LEOs), firefighters, and emergency medical technicians (EMTs) to volunteer to assist crew in the case of an in-flight emergency.

When a law enforcement officer (LEO), firefighter, or emergency medical technician (EMT) wish to volunteer their services the CSA shall:

Request and review credential, document, and ID offered by individual to determine whether he or she meets the definition of a qualified individual. In order to be considered a qualified individual:

- Credentials must have a full-face photo ID or be accompanied by a government issued photo ID with the same name.
- Credentials must have an expiration date or be accompanied by an official letter identifying current employment as an LEO, firefighter or EMT.

Verbally confirm with the passenger that he/she agrees, to the extent practicable, to perform in-flight emergency services only after coordination with a pilot or flight attendant.

Enter an OTHS SSR code and add one of the following comments:

- VPES - LEO
- VPES - FIREFIGHTER
- VPES - EMT

Inform the guest the crew will contact them directly if they need assistance. The guest does not need to communicate their intent to the crewmember as the SSR codes will transmit electronically or print on the final paperwork.

Do not divulge to any individual, other than crewmembers, the assigned seat, identity, itinerary, and personal or professional information of any qualified individual.

We are not required to solicit volunteers for this program. Likewise, the crew does not have to accept assistance from any guest who volunteers under this program.

## 300 - Baggage/Accessible Property

Section 15 - Security > 300 - Baggage/Accessible Property

### Diplomatic Pouches

Revision date: 4/25/2018  
Supersede date: 7/23/2015

Diplomatic Pouches are exempt from screening when they are properly marked and includes the following:

- Has a visible, external marking in English to identify as Diplomatic Pouch.
- There is an official seal of the government or international organization sending the pouch.
- The pouch must be addressed to a government ministry or department of foreign affairs, embassy, legation, or consular post, or to the headquarters or offices of a public international organization.

If the above features are not present, the item is not a valid diplomatic pouch and it must not be accepted for transport.

### Accompanied pouches

Do not accept diplomatic pouches that will be accompanied by a courier during transport unless the individual accompanying the pouch (the courier) presents the following:

- An Official document (commonly called a courier letter) that adheres to the following specifications:
  1. The document must be an original on appropriate letterhead and bear the seal of the sending government's ministry or department of foreign affairs, or the headquarters or offices of a public international organization.
  2. The document must clearly identify the courier by name as either a diplomatic or non-professional courier for the government or public international organization sending the pouch.
  3. The document must list the courier's diplomatic passport number, unless the courier presents a U.S. diplomatic passport.

**Note:** Couriers representing the Taipei Economic and Cultural Representative Office (TERCO) may present an official passport in lieu of a diplomatic passport. The name and passport number must match the name/passport number identified on the courier letter.

- 4. The document must include the signature, job title, and telephone number of a responsible official of the sending government or public international organization.

5. The document must contain information that identifies the diplomatic pouch(es) being escorted and state the quantity and total approximate weight of the pouch(es), unless the information is provided on a separate document.
- The individual must present a diplomatic passport that matches the name of the individual identified in the courier letter. Unless the individual presents a U.S. diplomatic passport, it must also match the passport number provided in the courier letter.

**Unaccompanied Pouches**

| For detail about unaccompanied diplomatic pouches, refer to [CSM Vol. 5, Section 9.700](#) .

Section 15 - Security > 300 - Baggage/Accessible Property

### Selectee Checked Bags

Revision date: 4/25/2018  
Supersede date: 8/2/2017

#### Controls

AOSSP

#### Interfaces

[Aviation Security Manual 2.1.5](#)

All checked baggage from Selectee guests shall be referred to TSA for screening.

The airline shall notify the TSA in writing of the method used to identify Selectee checked baggage.

Checked baggage of Selectees shall be clearly marked with a Selectee indicator.

- The first segment flight number will print on the bag tag with “reverse video” (white flight number with a black ground) to indicate the guest has been designated as a Selectee.

The airline or authorized representative shall escort Selectee checked baggage accepted at a curbside position to the screening location.

In locations where screening is conducted in an airport lobby prior to check-in, escort the Selectee and their checked baggage to the screening location.

### Section 15 - Security > 300 - Baggage/Accessible Property

#### Positive Passenger Bag Match (PPBM)

Revision date: 4/6/2022  
Supersede date: 11/16/2020

##### Controls

[AOSSP](#)

[ACSM](#)

Positive Passenger Bag Match (PPBM) requires checked bags to accompany guests on their intended flight. Should guests not travel on their intended flight, their checked bags shall be removed from the cargo hold.

The Transportation Security Administration (TSA) and Transport Canada (TC) both have PPBM requirements.

PPBM is not required on domestic flights within the U.S.

PPBM is required for international flights.

Examples of PPBM:

- A guest traveling ANC/SJD with a connection in LAX. The baggage must follow PPBM procedures on the LAX-SJD segment.
- Flights originating in the U.S. with a final destination in the U.S. which stop at an international city (e.g. SAN/YVR/ANC) are subject to PPBM.
- Flights originating in the U.S. or non-U.S. location with an intermediate stop in a non-U.S. location (e.g. SJO/LIR/LAX) are subject to PPBM.

Procedures for checked baggage that has been mishandled, misdirected, or expedited are located in the baggage section.

**Note:** Stations should keep guests and their bags together whenever possible.

#### Applying PPBM to/from International Locations

All checked baggage entering the U.S. from an international location and connecting to other flights or continuing on the same flight shall be referred to the TSA for screening.

##### Exception:

Through and transfer baggage arriving in the U.S. from YVR, YYC, and YEG is not required to be re-screened.

#### Exceptions to PPBM

Checked baggage may be transported without the guest(s) when anyone of the following exceptions occur:

- Guest was involuntarily denied boarding because of space or weight restrictions beyond their control.
- Delayed or canceled flight, which is beyond the control of the guest; all guests and checked bags are loaded on the aircraft; PPBM is completed; doors are closed for departure.
- An active employee of Alaska Air Group was denied travel due to standby status.
- Guests departed on their intended flight without their checked bags.
- The airline received a lost or missing bag claim from a customer.
- The airline received a message from another air carrier requesting transport of unaccompanied, mishandled checked bags and:
  - Guest boarded their intended flight, **OR**
  - Received receipt of missing baggage claim, **OR**
  - Checked bag could not be accommodated on the intended flight due to weight or space restrictions beyond guest's control.

#### **Acceptance of Volunteers when PPBM Applies**

If there is a need for more volunteers than the ticket counter agents were able to secure, volunteers may be conditionally solicited at the gate. The priority for using gate-solicited volunteers is as follows:

- Guests with no checked bags.
- Guests whose checked baggage has been identified by a STANDBY/VOLUNTEER flag.
- Guests with checked bags not previously identified with a STANDBY/VOLUNTEER flag.

#### **PPBM Standby/Volunteer Baggage**

Standby guest shall be added to priority list and bags checked for standby flight.

- Checked bag shall be tagged with the STANDBY/VOLUNTEER flag.
- Bags tagged with STANDBY/VOLUNTEER flags are held planeside until the ramp agent receives an advisory to load.
- The [Approved for Loading form](#) shall be completed.

When the standby guest is ABLE to board the flight:

- Gate agent shall collect the Approved for Loading form and give to ramp agent.
- Ramp agent shall locate bag and load it onto aircraft.

When the standby guest is UNABLE to board the flight:

- Gate Agent shall transfer, rebook or check-in guest for alternate flight,

- Gate Agent shall advise the ramp agent of new flight number,  
or
- Gate Agent shall advise the ramp agent to take bag to Baggage Claim.

### **At the Departure Gate**

TTY Security Record (F4/f3):

- Positive Passenger Bag Match Records shall be completed and retained by the station for every flight to/from an international location.
- Complete and retain for 24 hours.

**Exception:** Positive Passenger Bag Match  
Records for flights to/from Canada  
shall be completed and retained for 90  
days.

- Shall be signed by one of the following Authorized Representatives:
  - Gate Agent
  - Lead
  - Supervisor
  - GSC

### **Communication with the Ramp Lead or Designee**

To ensure PPBM is complete, the Agent(s) shall:

- Review the Not Onboard List for guests that did not board, unseated guests with checked bags, and guests with canceled segment(s) that checked bags.

```
* * Not Onboard List for AS 2266 23FEB SEA * *
* * No Airport Checked In Customers * *
* * No WEB Checked In Customers * *
* * No Denied Boarding Volunteer Customers * *
* * Unseated Passengers With Bags * *
1 EASTON      JOHNJ          F   YVR    2 IB DOCS
Bag Tags: DL YVR    300724,25
          71 LB
          AS YVR    537625R,26R
2 WILLIAMS    KRIST         3
Bag Tags: AS YVR    538112,13,14
* * No Cancelled Passengers Segment Bags * *
```

- Provide the names and bag tag numbers of the guests that appear on the list to the RSA so the bags can be removed or confirmed that they were not loaded.

**Note:** Advise the Ramp before boarding of any bags that appear on the Unseated Passengers with Bags or Cancelled Passengers Segment Bags sections of the list.

- Prior to pushback, the CSA and the RSA must verbally verify the flight is ready to depart to ensure that guest bag match has been completed and verified.

Section 15 - Security > 300 - Baggage/Accessible Property

**Control of Bag Tags**

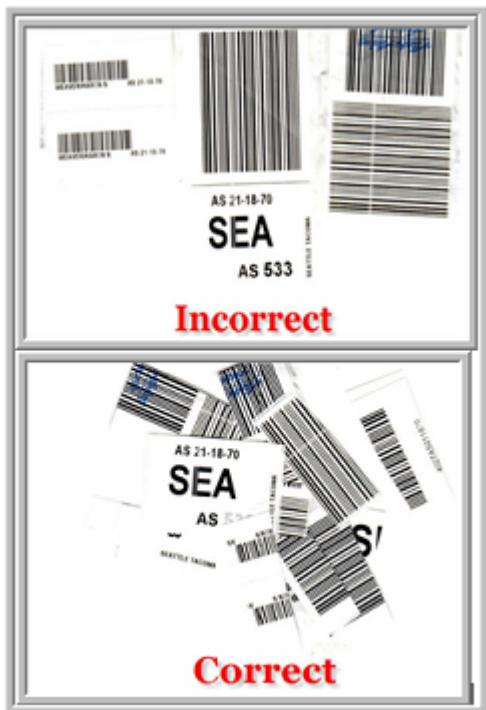
Revision date: 8/2/2017  
Supersede date: 10/29/2010

**Control**

[Aviation Security Manual 2.1.5.2, AOSSP](#)

Checked bag tags shall only be placed on bags at the point of acceptance and only by an employee or authorized representative.

Checked bag tags must be controlled at all times and stored in a secure area.



Unused printed bag tags shall be removed from the reservation and destroyed by rendering them useless and disabling the bar code.

Section 15 - Security > 300 - Baggage/Accessible Property

### Control of Gate Checked Bags

Revision date: 4/30/2019  
Supersede date: 4/3/2019

Bags checked at the gate with a white generic bag tag must not be returned to the sterile area and must be sent to baggage claim.

**Note:** All checked baggage will be secured by monitoring or cart sealing from the time the items are collected from screening until the time of loading onto the aircraft by the individuals who take control of the baggage. The Ground Security Coordinator (GSC) is responsible for the security and protection of checked baggage. Checked Baggage will not be left unsecured at any time between collection and loading onto the aircraft.

Section 15 - Security > 300 - Baggage/Accessible Property

### **Accessible Property and Baggage**

Revision date: 4/30/2019  
Supersede date: 4/3/2019

Checked baggage is not allowed in the sterile area of an airport or in the passenger cabin of an aircraft.

Checked baggage is screened to a different standard than carry-on baggage (a.k.a. Accessible Property). Some items that are allowed in checked baggage may be prohibited in carry-on baggage.

Items accepted at any location with a white bag tag (handwritten or auto-generated) shall not enter the sterile area or the passenger cabin, and shall be returned to the guest at baggage claim.

**Note:** This also includes a guest requesting an item from their bag (e.g. medication).

**Note:** All checked baggage will be secured by monitoring or cart sealing from the time the items are collected from screening until the time of loading onto the aircraft by the individuals who take control of the baggage. The Ground Security Coordinator (GSC) is responsible for the security and protection of checked baggage. Checked Baggage will not be left unsecured at any time between collection and loading onto the aircraft.

Section 15 - Security > 300 - Baggage/Accessible Property

### Military Escort of Human Remains

Revision date: 2/22/2023  
Supersede date: 8/2/2017

**Interface**  
**AOSSP**

**Controls**

Customer Services Manual - Volume III/Ramp Operations, [Aviation Security Manual 2.1.32](#)

When the U.S. Department of Defense/Mortuary Affairs advises a military escort will be accompanying human remains on a flight, coordination must occur with the Federal Security Director (FSD) at the airport included in the itinerary to ensure proper assistance is provided.

- Contact Centers shall notify to all affected stations through the Fallen Soldier distribution list.
- The airline shall provide a SIDA badge escort to remain with the military escort while they are on the SIDA/AOA.
- The military escort shall be authorized to enter/exit the sterile area/aircraft after screening or under escort via the jetbridge stairs or other means, after overseeing the loading/unloading of the human remains.

The military escort must not have physical contact with checked baggage.

- The FSD shall provide a screener to conduct a private screening for the military escort in the sterile area, Jetbridge, freight facility, or other location.

Notify the GSC on duty of the possible escort situation as they need to be aware of the military escort and/or coordinate the escort.

Section 15 - Security > 300 - Baggage/Accessible Property

**Screening of Personal Electronic Devices and Powders**

Revision date: 6/29/2018  
Supersede date: 4/25/2018

**Control**

**SD 1544-17-01 Series**

**Applicable to Non-U.S. Locations**

**Personal Electronic Devices (PEDs)**

PEDs larger than a cell or smart phone shall be screened with Explosive Trace Detection (ETD) of guests designated as a Selectee (SSSS) and guests chosen at random during the boarding process.

If ETD is unavailable, PEDs shall be inspected for visual signs of tampering and a physical search of all the carry-on baggage belonging to these guests to identify PEDs for visual inspection.

Any item that alarms and cannot be cleared by local authorities shall not travel in checked or carry-on baggage.

- Stations shall not accept or hold devices that cannot travel.
- The guest is responsible for making alternate arrangements for their device.

Exempt from this requirement:

- Federal Air Marshals and U.S. Based Airline Crewmembers
- All medical assistive devices (e.g. POC, CPAP, etc.)

**Canada**

**YEG, YVR, and YYC**

- CATSA will conduct screening of selectee guests and guests chosen at random along with their PEDs at the screening checkpoint.

**YYJ and YLW**

- CATSA will conduct screening of selectee guests along with their PEDs at the boarding door.
- Ensure additional guests are randomly chosen and directed to CATSA for additional screening.
- Ensure guests are not allowed to mingle with any other guests not screened to this standard.

**Mexico**

**If using ETDs:**

- Paprisa will continue to screen all selectee guests and their PEDs at the boarding door.
- Ensure additional guests are randomly chosen and directed to Paprisa for additional screening.
- Ensure guests are not allowed to mingle with any other guests not screened to this standard.

**If using Physical Search:**

- Paprisa will continue to screen all selectee guests and their PEDs at the boarding door.
- Ensure additional guests are randomly chosen and directed to Paprisa for additional screening.
- This shall include all of their carry-on items to identify any PEDs they may be traveling with.
- Ensure guests are not allowed to mingle with any other guests not screened to this standard.

**Costa Rica**

- Ensure the screening of selectee guests and guests chosen at random along with their PEDs are screened using ETD at the boarding door.
- Ensure guests are not allowed to mingle with any other guests not screened to this standard.

**Powders/Powder-like Substances**

Powders and powder-like substances (for example flour, sugar, etc.) in carry-on baggage of guests designated as a Selectee (SSSS) and guests chosen at random shall be screened during the boarding process. Powder and powder-like substances 350ml/12 oz. or larger are prohibited through this screening process.

Exceptions to the 350ml/12 oz. rule include:

- Medically prescribed powder and powder-like substances
- Baby formula
- Cremated human remains
- Duty free powder or powder-like product in a sealed secure, tamper evident bag (STEB)

During check-in, CSAs/PSAs shall advise guests that powders in volumes of 350ml/12 oz. or more may not be permitted in the passenger cabin of the aircraft, and strongly suggest that these items be placed in checked baggage.

Any powder/powder-like item that is considered suspect and cannot be cleared by local authorities shall not travel in checked or carry-on baggage.

- Stations shall not accept or hold powder/powder-like items that cannot travel.

## 400 - Security Checkpoint Sterile Area

Section 15 - Security > 400 - Security Checkpoint Sterile Area

### Security Pass

Revision date: 5/15/2023  
Supersede date: 4/21/2020

#### Controls

AOSSP

#### Interfaces

[Aviation Security Manual 2.1.26](#)

Guests can access a sterile area with a boarding pass.

Federal government employees on official business with appropriate ID and Authorized LEOs with a badge and proper credentials are allowed access to the sterile area without a security pass unless otherwise directed by the TSA.

Security passes shall be issued to the following individuals to allow access to the sterile area:

- Non-guest escorts accompanying a minor under the age of 18, elderly or guest with disability.
- Family members of arriving and departing military who have been deployed or are being deployed
- Family members and other individuals directly affected by an aircraft accident or incident
- AS/QX flight crew or Inflight personnel on duty, in uniform, who present a Temporary Crewmember Identification Form from Crew Scheduling.
- Individuals on official company business

Examples of “official company business” include the following:

- A photographer hired by the company to take pictures for a company event in the sterile area.
- An IT contractor who needs to service kiosks in the sterile area and does not need to bring prohibited items to conduct business.

**Note:** Individuals using prohibited items, such as tools, may not use a gate pass or go through the security checkpoint. The individual MUST be escorted at all times while in the sterile area in accordance with local airport policy.

- A vendor hired to service a coffee machine in the AS Lounge, provided no prohibited items are required to perform the work.
- A non-employee who was invited to speak at a company event in the sterile area.
- MVP Golds invited to a company event in the sterile area.

The following are not legitimate reasons to provide a security pass based on "official business":

- An employee who has lost or forgotten his or her airport badge.
- An employee who has applied for an airport badge, but who has not yet received it. Employees in the badging process are not authorized to work in the sterile or SIDA areas since their background checks (CHRC/STA) have not been successfully completed.
- An authorized representative (contract CSA, wheelchair vendor, etc.) who normally works at the station. These individuals must have a badge for their usual work areas in accordance with the airport's requirements.
- An Air Group direct employee does not need a gate pass to access the sterile area; he or she can enter the sterile area using his or her company identification badge.

**Note:** Local security (TSA) has the right to suspend the issuance of security passes to non-traveling individuals at any time.

To issue a security pass the agent shall:

Collect SFPD from the guest. The information is transmitted to the TSA for review.

- Request a security pass for each individual requesting access to the sterile area. This includes anyone age two and older.
- Verify the guest's valid, government-issued ID.
- Obtain a Cleared BPPR status. Any other BPPR status prohibits the issuance of a security pass.

Cleared - guest receives a security pass

Inhibited - contact a GSC for resolution

Selectee- contact a GSC for resolution

**Note:** If the BPPR remains inhibited, the individual is not allowed access to the sterile area.

### Section 15 - Security > 400 - Security Checkpoint Sterile Area

#### Entry Through the Checkpoint

Revision date: 5/9/2023  
Supersede date: 10/11/2017

##### Controls **AOSSP**

All guests must be screened prior to boarding unless a specific exception applies.

Airlines must limit access to the sterile area through the screening checkpoint to individuals and property listed in the topics below.

#### Traveling Guests

Guest must have a valid ticket, present a current boarding pass and valid ID.

It may be necessary to escort a guest outside the sterile area.

#### Alaska Air Group Employees

Alaska Air Group's policy require all employees (except deadhead and working crewmembers) traveling for business or pleasure and their accessible property to be screened through an airport Security Checkpoint prior to boarding a flight.

**Exception:** Working crewmembers may only bypass security when authorized by the local Airport Security Program. Crewmembers must comply with local airport's procedures.

- Employees shall not leave the sterile area (the terminal post security) between the time they enter the checkpoint, and the time they board the aircraft.
- Employees who finished work and remained in the sterile area after going through screening with their carry-ons may board the aircraft without going through screening a second time.
- Employees must go through screening again with their carry-ons if they leave the sterile area. Non-sterile areas could include the following:
  - Ramp/tarmac
  - Break/Crew rooms
  - Admin offices
  - Jetbridge
  - Baggage Makeup Areas

- Cashout Room

**Note:** Deadhead crewmembers are considered working and are not required to be screened.

- For crewmembers that report for duty without their company identification, see [Section 9.400, Crewmember Verification](#).

**Note:** Failing to go through the Security Checkpoint is considered a breach of security, possibly resulting in an evacuation of the entire aircraft and/or concourse or terminal.

### **Other Airline (OAL) and Airport Employees**

Entry through the checkpoint is permitted if:

- Airline employees present a valid/unexpired airline employee ID of an airline that has a TSA approved security program in accordance with 49 CFR 1544.101.
- Employees present a valid airport SIDA access card for that airport.
- Employees present valid airport ID media for that airport.
- Individuals who have not been issued airport ID media for that airport with a need to access the sterile area provided they remain under continuous escort by an airline employee or airport employee who has valid ID.

### **Unauthorized Individuals**

Alaska Air Group employees or designees must challenge unauthorized individuals and individuals who are not displaying the appropriate airport, aircraft operator, or foreign air carrier employee ID badge in non-public areas and report the presence of such individuals according to the local airport procedures and to their local GSC.

- The GSC will follow up with the local authorities and contact the Sector Manager Desk or the NOD.

The GSC will complete the applicable report in the AAG Safety Reporting System when there is a breach.

- **Applicable to flights operated with 737, Airbus, or SkyWest ERJ 175 aircraft:** Ground Irregularity Report ([GIR](#))
- **Applicable to flights operated with Horizon Air E175 aircraft:** a [Horizon Air Irregularity Report](#)

### **Items Prohibited through the Security Checkpoint**

Refer to the TSA website at [www.tsa.gov](http://www.tsa.gov) for the most complete list of items not allowed through the security checkpoints.

Section 15 - Security > 400 - Security Checkpoint Sterile Area

**Security Breach**

Revision date: 8/2/2017  
Supersede date: 10/29/2010

We rely on the TSA and airport operators governed by 49 CFR 1542 to establish sterile areas within the United States and to reasonably ascertain sterile areas are clear of explosives, incendiaries deadly or dangerous weapons, and unauthorized individuals.

At non-U.S. locations, work with airport operators and host-government officials to establish sterile areas and to reasonably ascertain the sterile areas are clear of explosives, incendiaries deadly or dangerous weapons, and unauthorized individuals.

If an Air Group employee becomes aware of the breach of a sterile area, he or she must contact the GSC on duty.

The GSC will work with their local TSA, airport employees, and/or host government personnel to resolve the breach in accordance with current procedures.

**Note:** Each airport varies in its handling of passengers during a security breach.

### Section 15 - Security > 400 - Security Checkpoint Sterile Area

#### Aircraft Security at the Gate

Revision date: 11/23/2022  
Supersedes date: 9/11/2019

##### Controls

AOSSP

##### Interfaces

[Aviation Security Manual 2.1.2](#)

##### CEME: Q1A

Each employee is responsible for preventing unauthorized access to aircraft and introducing unauthorized weapons, explosives, or other dangerous or deadly items.

The last individual to leave the aircraft, regardless of work group, is responsible for securing it. When several people are working in the aircraft, which shall be secured, each individual will ensure that responsibility is passed to another individual remaining in the aircraft by stating, "Please secure the aircraft." The last individual to leave the aircraft shall ensure the rest of these procedures have been met.

Aircraft will be secured at all times via one of the following methods:

The aircraft is attended

-OR-

Close and latch cabin doors, cargo doors, exterior accessible compartments, and move loading bridges, stairs, ramps, and other equipment away from the aircraft to a distance that prevents a person from using that equipment to access the aircraft

**Note:** If all doors leading into the jetbridge are closed and locked, the jetbridge may remain at the aircraft and the aircraft cabin door serviced by the jetbridge may remain open, provided that the jetbridge and immediate area around the aircraft can be monitored.

**Attend** means personnel assigned to be physically present in an area within the proximity of the aircraft to prevent unauthorized access. These personnel may be performing other duties while simultaneously attending an area.

**Monitor** means to observe the area in or around an aircraft by either physically being in the area or via closed circuit television (CCTV) to ensure there is no unauthorized access to the area being observed, no unattended baggage/property, or any items that do not belong. Monitors shall immediately respond to unauthorized access or activity at or near the aircraft by contacting a GSC, law enforcement, or other local authority as appropriate.

**Note:** Once an aircraft search has been performed, the above security

measures are not sufficient to secure the aircraft, refer to [Section 15.400 Aircraft Searches, Security of Aircraft after the Search](#).

### Jetbridge Door Security

Agents are responsible to ensure aircraft access is limited to guests who are actively enplaning/deplaning, airline personnel and other authorized persons only.

To prevent unauthorized access to an aircraft:

- The jetbridge door must remain closed when operating a jetbridge for arrival or departure even if a timed override alarm needs to be disarmed.

**Exceptions:**

- There is a cipher lock on the inside of the door that has access to the stairs leading down to the ramp.
- The jetbridge has access to an additional stairway that allows access through another door on to the ramp, then in order for the top boarding door to remain open, the gate agent needs to visually check down those stairs before securing the top boarding door after aircraft departure.

- An Alaska Airlines/Horizon Air Agent or vendor representative shall remain at the top or bottom of a jetbridge when the jet bridge door is open for guest enplaning/deplaning.

**Note:** In some locations, security personnel may be assigned to open the L1 door.

**Note:** If operationally necessary to be positioned at the top of the jetbridge, notify the flight attendant upon arrival of your location. A method of communication must be established with the flight attendants during deplaning (e.g.: jetbridge phone or radio).

- Jetbridge doors and/or ramp access doors shall not be left open and unattended. The doors shall remain closed when the Alaska Airlines/Horizon Air Agent or vendor representative leaves the doorway area.

- Codes for jet bridges/ramp access doors are not provided to crewmembers at most airports; therefore, it is the responsibility of the Alaska Airlines/Horizon Air Agent or vendor representative to open the door for crewmembers to access the aircraft.
- If an aircraft is parked at a jetbridge and will remain overnight (RON), aircraft access shall be restricted. If this cannot be accomplished by closing/locking the jetbridge access door, agents may close the aircraft door and pull the jetbridge away from the aircraft to prohibit unauthorized access.

**Note:** Unauthorized access includes guests (once they have deplaned) who believe they left something on the aircraft.

Agents can:

- Escort the guest back on board the aircraft
- Retrieve the item for the guest

### **Security Monitoring of Boarding and Deplaning Passengers**

Agents are responsible to ensure aircraft access is limited to guests who are actively enplaning/deplaning, airline personnel and other authorized persons only.

When boarding or deplaning passengers via the ramp (non-jetbridge), passengers shall be monitored at all times on the ramp between the terminal/walkway and the aircraft.

An agent(s) shall:

- Be positioned on the ramp throughout boarding and deplaning so they can monitor guests continuously between the terminal/walkway and the aircraft
- Monitor guests to prevent them from leaving designated walkway and gaining unauthorized access to the SIDA
- Challenge unauthorized individuals on the ramp attempting to join the stream of boarding/deplaning guests
- Prevent unauthorized access to the aircraft

Section 15 - Security > 400 - Security Checkpoint Sterile Area

### Aircraft Searches

Revision date: 5/9/2023  
Supersede date: 6/2/2021

#### Controls

AOSSP

#### Interfaces

[Aviation Security Manual 2.1.2](#),

AS FOM

AS FAM, QX FAM

[CSM Vol. 6, Section 6.100 - A/C Security and Inspection Procedures](#)

[QX Services Manual Section 3.17](#)

**CEME:** Q1A

#### Overview

The Aircraft Operator Standard Security Program (AOSSP) requires a search of each aircraft for:

- Items on the TSA Prohibited Items List (refer to [www.tsa.gov](http://www.tsa.gov))
- Suspicious items or signs of tampering that cannot be resolved by a Ground Security Coordinator (GSC)
- Unauthorized access to an aircraft
- Dangerous or potentially deadly items (refer to [www.faa.gov](http://www.faa.gov)) Some examples include but are not limited to:

Torch Lighters	Lighter fluid	Hidden Devices	Black Jacks
Box Cutters	Liquid bleach	Semtex	Brass Knuckles
Knives (Except plastic or round bladed butter knives)	Strike Anywhere Matches	Chemical, biological, radiological material	Stun Guns/Shocking Devices
Utility Knives	Hammers	Grenades	Ammunition
Baseball bats	Drills and/or bits	Pool cues	Mace/Pepper Spray
Golf Clubs	Saws	Spear Guns	Cattle Prods
Hockey sticks	Bombs	Billy Clubs	Flares

**Note:** If any of these items are found on the aircraft, contact a GSC.

### **Types of Aircraft Searches**

- Full search
- Canada Search/Visual Inspection
- Limited Search

Searches are required for:

- RON Aircraft and the First Flight of the Day Search - All aircraft require a full aircraft search prior to boarding passengers for the first flight of the day.
- RON aircraft - The full aircraft search may be conducted any time after the aircraft arrives at the RON location and prior to the first departure the next calendar day. \*Early and delayed searches are permissible.
- Early Search – Alaska and Horizon may consider a first flight of the day any flight that is scheduled to depart at 11:00 p.m. or later on the previous calendar day.
- Delayed Search – Alaska and Horizon may delay searching any flight that arrives at 11:00 p.m. or later and is scheduled to depart at 1:00 a.m. until the plane arrives at the next downline station.
- International Arrivals/Departures (excluding Canada)
- U.S. to Canada/Canada to U.S. (other than first flight of the day)
- Arrivals from Canada (this is an additional Canada Search/Visual Inspection)
- An aircraft search may be requested and required by direction of a government authority, Alaska Airlines or Horizon Air.

An aircraft search is based on scheduled departure times, not actual departure times.

**Example:** A flight is scheduled to depart at 11:25 PM. The departure is delayed until 12:12 AM. An aircraft search is not required for the first flight of the day in this instance because the originally scheduled departure time was prior to midnight.

The search shall be carried out by qualified personnel, familiar with the aircraft and who understand how to notify appropriate authorities of suspicious items and include an inspection of sealed life vests and sealed compartments to ensure no evidence of tampering exists.

### **Life Vest Pouches on 737 MAX-9 Aircraft**

Life vests are stored in the Passenger Service Unit (PSU) above each row of seats. The panel has a security seal, and there are three life vests in each panel. Each life vest is in a sealed, individual pouch.

If the seal on the individual pouches are intact (e.g. not torn, opened, ripped, damaged, etc.), but the seal on the panel is broken or missing, after being searched and deemed secure, contact Maintenance to reseal the panel.

If the panel can't be sealed in your station, it will be MEL'd, and a seal will be applied when the aircraft is at a location with Maintenance.

PSUs with life vest pouches that are missing or the individual pouch appears damaged (e.g. ripped, torn, tampered with, opened, etc.) are considered inoperable until they can be replaced by Maintenance.

If Maintenance is not able to replace the damaged or missing life vests, notify the boarding gate which row of seats will need to be blocked as inoperable and how many.

- For example, if there are only two life vests pouches sealed and available in the PSU for seats 12A, 12B, 12C, only two guests shall sit in this row of the aircraft; one seat shall be marked as inoperable until the life vest pouch is replaced.

Refer to [Section 9.200 - Inoperable Seat MEL](#) and [Section 9.400 - 737-MAX-9 Seat Block Due to Missing/Damaged Life Vest](#) for guidance on when seats are inoperable due to a missing or damaged life vest.

**Note** | Contact a GSC if any prohibited or suspicious items are found.

## Delays and Reporting

The delay code T-04 will be used for Aircraft Search delays.

Complete the applicable report in the AAG Safety Reporting System:

- **Applicable to flights operated with Boeing, Airbus, or SkyWest ERJ 175 aircraft:** An online [Ground Irregularity Report \(GIR\)](#) must be completed when there is an aircraft search related delay.
- **Applicable to flights operated with Horizon Air E175-aircraft:** A [Horizon Air Irregularity Report](#) must be completed when there is an aircraft search related delay.

## Who Can Be Onboard During an Aircraft Search

A search may be conducted at the same time as the aircraft is being serviced for departure. Catering and cleaning can occur simultaneously in accordance with the following guidelines:

- AS/QX direct employees and authorized representatives may access the aircraft without an escort while the search is being conducted. All other individuals require an escort onto the aircraft. At no time shall a passenger be escorted onto an aircraft while the search is being performed.
- Those escorting and observing service personnel cannot be performing aircraft search functions while escorting. The employee or authorized representative must observe service personnel at all times while on the aircraft.
- The search must be conducted after service personnel finish their duties in that section.

- Employees who escort individuals onto the aircraft must ensure their SIDA badge (or restricted area badge at non-U.S. locations) allow them escort privileges.
- Service personnel include:
  - Fuelers
  - Ramp agents

### **Securing the Aircraft after a Search**

Once an aircraft search has been completed, maintain the searched status by complying with one of the following measures:

- Close and latch all exterior compartments, doors, and panels, and monitor the area and aircraft.

OR
- Attend the aircraft.

OR
- Seal all access points to the cabin, baggage compartment, and cargo holds in accordance with AOSSP Section 12.6.

**Note:** The application of seals is only required on exterior compartments and doors that may be accessed without the use of ground equipment, external stairs, or a loading bridge. Numbered Seals shall be applied to applicable doors, and the corresponding numbers recorded on the A/C Security Seal Log (TZ-127).

### **Aircraft Sealing**

In preparation for boarding, security seals may be removed when an agent or designee attends the aircraft or the flight crew is ready to board.

**Applicable to flights operated with Boeing and Airbus aircraft:** Prior to unsealing the aircraft:

- The agent or designee needs to have the Aircraft Security Seal Log Book ([TZ-127](#) or [TZ-127A](#)).
- Verify each seal is intact and numbers match those listed on the Aircraft Security Seal Log.

After all seals have been removed, the removing agent or designee shall sign and date the Aircraft Security Seal log book.

If a security seal appears to be tampered with, removed or broken, contact a GSC.

Refer to [CSM Vol. 6, Section 6.100- A/C Security and Inspection Procedures](#).

Applicable to flights operated with Horizon Air E175 aircraft: Refer to the QX Services Manual - Aircraft Security and Area Security

**Applicable to flights operated with SkyWest ERJ 175 aircraft:** Refer to the [SkyWest Security Manual SP 7200](#).

### **Access to the Aircraft after a Search has been Conducted**

Access to the passenger cabin is restricted after a security search has been completed.

The following work groups may access the cabin without being escorted after the search is completed and after their ID has been verified by an AS/QX employee or authorized representative or by using their airport access control system:

- AS/QX crewmembers assigned to the flight
- Employees and vendors who are performing maintenance
- Federal Air Marshals on mission status
- Reserve AS/QX crew
- Deadheaders
- On duty AS/QX management personnel
- (At U.S. locations) Individuals with unescorted SIDA access for that airport
- (At U.S. locations) U.S. Immigration and Customs Enforcement agents, Customs and Border Protection agents, law enforcement officers, TSA Inspectors, TSA-authorized screeners, and FAA Inspectors when performing official duties
- (Outside the U.S.) Foreign customs officers, immigration officers, and law enforcement authorities with a need to access the aircraft

Other individuals may be escorted onboard the aircraft after ID verification requirements (see below) have been met.

### **ID Verification Requirements after Search is Complete**

All individuals must have their IDs verified prior to accessing the aircraft:

- The ID verification requirement can be met by the airport's access control system. If an individual has unescorted access to the SIDA, we are not required to conduct an additional ID verification before they can access the aircraft. (Existing Crew ID check requirements for active crewmembers still apply.)

- Individuals who do not have unescorted access to the SIDA may be escorted onto the aircraft by an AS/QX direct employee or authorized representative whose SIDA badge grants them escort privileges at that airport.
- If an individual requires escort on board an aircraft, he or she must seek out an AS/QX direct employee or authorized representative to verify the individual's ID prior to accessing the aircraft.

### **Aircraft Search Checklists (TZ-128)**

We are required to maintain a record of each aircraft search for 90 days, and provide the record to the TSA upon request:

#### **Applicable to Boeing, Airbus, and E175 aircraft**

- Fleet conducts interior search and completes interior section of the TZ-128 and places in your location's pre-determined secure location (e.g. Ops Room) or on the flight deck for flights operated by QX aircraft.

**Note:** Stations utilizing Springshot will capture the Interior Search mission via the Springshot device for documentation purposes. The Ramp will utilize the hard copy TZ-128 for the Exterior Search. In the event that the Springshot device is unavailable, Fleet Service will utilize the hard copy TZ-128 to record the Interior Search.

- Ramp completes their portion of the search and form, and passes TZ-128 to the Communication Coordinator (CC).
- CC will ensure all sections of the TZ-128 are complete and place it in a station's designated filing location for the required 90-day retention period.
- If one or more sections have not been completed, the CC will contact the appropriate work group to reconcile.

**Note:** Stations utilizing Springshot will capture the Interior Search mission via the Springshot device for documentation purposes. The Ramp will utilize the hard copy TZ-128 for the Exterior Search. In the event that the Springshot device is unavailable, Fleet Service will utilize the hard copy TZ-128 to record the Interior Search.

- Note: While CSAs are not required to perform any part of the aircraft search or complete the TZ-128, in an attempt to avoid delays, a request may be made to assist with the TZ-128 (i.e. verify

the interior part of the search has been signed off on the form prior to boarding or accept, hold, pass-on the TZ-128 from or to another workgroup).

- Refer to [CSM Vol. 6 \(Fleet Service\), Sec 6.100](#) for additional aircraft search information for Alaska Airlines.

### **Mexico and Costa Rica Differences**

- RON aircraft in Mexico and Costa Rica.

RON aircraft in Mexico and Costa Rica must be Guarded or Sealed.

For a given calendar day's flights, the full aircraft search must be conducted anytime between the flight's arrival and prior to boarding passengers.

- ID verification requirements after search is completed

All individuals must have their IDs verified prior to accessing the aircraft:

- Individuals may be escorted onto the aircraft by an AS/QX direct employee or authorized representative whose airport restricted area badge grants them escort privileges at that airport.
  - Individuals must have their ID verified by an AS/QX direct employee or authorized representative who has unescorted access to the airport's restricted area.
  - The individual requiring access to the aircraft must seek out an AS/QX direct employee or authorized representative to verify the individual's ID prior to accessing the aircraft or using their airports access control system.
- If the aircraft is making an intermediate stop in a Non-U.S. location a limited search may be required. For details about the limited search, refer to [CSM Vol. 6, Section 6.100 - Searches at Intermediate Stops in Non-U.S. Locations](#).

### **Canada Differences**

- RON aircraft in Canada

For a given calendar day's flights, the full aircraft search must be conducted anytime between the flights arrival and prior to boarding passengers.

- ID verification requirements after search is completed

All individuals must have their IDs verified prior to accessing the aircraft:

- Individuals may be escorted onto the aircraft by an AS/QX direct employee or authorized representative whose airport restricted area badge grants them escort privileges at that airport.
- Individuals must have their ID verified by an AS/QX direct employee or authorized representative who has unescorted access to the airport's restricted area.

- The individual requiring access to the aircraft must seek out an AS/QX direct employee or authorized representative to verify the individual's ID prior to accessing the aircraft or using their airports access control system.
- Random ID Inspections
  - Station Leadership shall ensure two separate individuals have their ID verified for each flight departing Canada to the U.S. The verification shall be recorded on the [Canadian ID Verification Log \(TZ-47\)](#). This form shall be printed and retained in station for a period of 90 days.
  - Verify the Restricted Access ID Card \ (RAIC) number of two individuals for each flight departing Canada to the U.S.
    - One that has accessed the aircraft cabin, and
    - One that is in the immediate vicinity of the aircraft.
  - If the aircraft is making an intermediate stop in a Non-U.S. location a limited search may be required. For details about the limited search, refer to [CSM Vol. 6, Section 6.100 - Searches at Intermediate Stops in Non-U.S. Locations](#).

### **Aircraft Searches Conducted by TSA**

At domestic U.S. stations, TSA will conduct a visual inspection of the cabin of our aircraft. The following procedures shall apply:

Minimum crew is not required to be onboard during the search. An AS/QX employee is required to allow access to the aircraft. TSA personnel do not need to be monitored.

TSA will not conduct inspections on STAR flights.

TSA will not conduct inspections on flights with passengers onboard, such as thru flights.

TSA personnel have been directed to coordinate with the Gate Agent to facilitate the search. If a flight is on a tight turn, or boarding is about to begin, TSA personnel have been given latitude to decide not to perform a search.

TSA will visually inspect lavatories, overhead bins, and storage bins

TSA personnel will be in uniform and must present their TSA-issued identification to the gate agent when conducting aircraft inspections. If the TSA personnel do not present valid TSA identification, they may not board the aircraft.

After the aircraft search is complete, TSA will inform our employees that the search is completed and boarding can begin. If the TSA personnel do not present valid TSA identification, they may not board the aircraft.

Any suspicious items found or signs of tampering require the TSA to notify AS/QX. AS/QX must resolve the issue.

Transportation Security Inspectors may have additional duties to perform. They shall not be impeded from doing so.

**Note:** When TSA requests an aircraft search on an aircraft at a non-jetbridge location, the gate agent must remain onboard during search. Upon completion of the search, the gate agent must ensure the aircraft is properly secured.

Section 15 - Security > 400 - Security Checkpoint Sterile Area

**Security Procedures during Boarding (Domestic U.S. Locations)**

Revision date: 8/2/2017  
Supersede date: 04/22/2016

**Controls**  
**AOSSP**

The airline will ensure each originating selectee guest's boarding pass is marked with the TSA mandated "SSSS" indicator to readily identify the guest as a selectee.

Connecting selectee guests do not require verification of selectee screening.

When boarding connecting selectees, there is no requirement to verify screening was completed, we only need to verify their status as a connecting guest. Selectee screening review only applies to originating guests.

If the gate reader or mobile boarding unit beeps "Selectee," agents should determine the status of the guest and confirm their connecting status by reviewing a boarding card or checking IMAGE (you may review the passenger item or itinerary to confirm). If the guest is not connecting, we must ensure selectee screening protocols were applied locally by reviewing the boarding pass.

Stations with selectee screening at the security checkpoint:

- Each selectee will process through the Security Screening Checkpoint and undergo selectee screening by TSA prior to boarding. TSA will mark the selectee passenger's boarding pass with an indicator to show selectee screening has been successfully completed. The indicator varies from station to station.
- When an originating selectee guest presents a boarding pass that does not bear the station designated marking indicating that he/she has received selectee screening at the checkpoint, that guest must not be allowed to board the aircraft.
- The TSA shall be notified and selectee screening shall be performed.
- This screening must be accomplished at either the boarding gate, security checkpoint, or at another location designated by the local TSA.

When the airline discovers or is notified by a TSA representative that a customer designated as a selectee has boarded an aircraft at a location within the United States and has not undergone selectee screening, the airline must:

1. If the aircraft is still at the boarding gate:

- Escort the selectee guest and his or her accessible property off the aircraft into the terminal. The CSA shall contact a GSC to notify the TSA Coordination Center to arrange selectee screening.
- Conduct a physical search of the area immediately around the selectee guest's seat location for suspicious, dangerous, deadly, or prohibited items. The area immediately around the selectee guest's seat includes seat backs (to include those seat covers easily removed without tools), seat pockets, under seats, life vests, and seat cushions.

Special instruction must be given to life vest packages and areas under seat cushions. The search of the life vest package must include physically removing each life vest package from the holder and visually inspecting for signs of tampering. Once the life vest package is removed, the holder and area around it must be visually inspected.

When life vest holders are sealed, the life vest package does not need to be removed from the sealed package. Visual inspection, however, of the seal and area is necessary.

Any life vest package or holder that appears to have been tampered with must be removed from the aircraft and replaced.

2. If the Aircraft has departed the boarding gate, but is not yet airborne:
  - At the request of the FSD, in consultation with the airport and the airline, return the aircraft to the boarding gate.
  - The CSA shall contact a GSC to notify the TSA Coordination Center to arrange selectee screening.
  - Conduct a physical search of the area immediately around the selectee guest's seat location following the measures in section 1 above.
3. If the aircraft is airborne and the destination airport of the first leg of the flight is the selectee guest's final destination at a location within the United States:
  - Upon arrival at the destination airport of the first leg of travel, escort the selectee guest and his or her accessible property off the aircraft into the terminal.
  - CSA shall contact a GSC to notify the TSA Coordination Center.
  - Conduct a physical search of the area immediately around the selectee guest's seat location following the measures in section 1 above.
4. If the aircraft is airborne and the destination airport of the first leg of the flight is not the selectee guest's final destination (that is: the selectee guest is continuing on the same flight or connecting to another flight) at a location within the United States:
  - Upon arrival at the destination airport of the first leg of travel, escort the selectee guest and his or her accessible property off the aircraft into the terminal.
  - CSA shall contact a GSC to notify the TSA Coordination Center.
  - Conduct a physical search of the area immediately around the selectee guest's seat location, following the measures in section 1 above prior to allowing any customer access to the area immediately around the selectee guest's seat location and prior to the aircraft departing the boarding gate.

In addition to the measures mentioned above, the FSD, in consultation with the airline, may require performance of additional measures to ensure the safety and security of the flight, to include re-screening of all guests and their accessible property.

#### **Stations with Selectee Screening at the Gate**

- When selectees present themselves for boarding, they shall be referred to the TSA Agents conducting screening at that gate, for additional screening.
- Once individual screening is complete, the TSA will return the guest directly to the boarding door.
- The boarding agent will complete the ONing process and allow the guest to board.
- The agents shall comply with all selectee handling procedures, as dictated by the local TSA.

Section 15 - Security > 400 - Security Checkpoint Sterile Area

### Security Procedures during Boarding (Non-U.S. Locations)

Revision date: 8/2/2017

Supersede date: 04/22/2016

#### Controls AOSSP

The airline will ensure each selectee guest's boarding pass is marked with the TSA mandated "SSSS" indicator to readily identify the passenger as a selectee.

When the airline discovers or is notified by a host government representative that a guest designated as a selectee has boarded an aircraft at a non-U.S. location and has not undergone selectee screening, the airline must:

1. If the aircraft is still at the boarding gate:

- Escort the selectee guest and his or her accessible property off the aircraft into the terminal and ensure the selectee guest and accessible property undergo selectee screening.
- Conduct a physical search of the area immediately around the selectee guest's seat location for suspicious, dangerous, deadly, or prohibited items. The area immediately around the selectee guest's seat includes seat backs (to include those seat covers easily removed without tools), seat pockets, under seats, life vests, and seat cushions.

Special instruction must be given to life vest packages and areas under seat cushions. The search of the life vest package must include physically removing each life vest package from the holder and visually inspecting for signs of tampering. Once the life vest package is removed, the holder and area around it must be visually inspected.

When life vest holders are sealed, the life vest package does not need to be removed from the sealed package. Visual inspection, however, of the seal and area is necessary.

Any life vest package or holder that appears to have been tampered with must be removed from the aircraft and replaced.

2. If the aircraft has departed the gate:

- The CSA shall contact a GSC to notify SOC.

#### Stations with Selectee screening at the gate:

- When selectees present themselves for boarding, they shall be referred to the screeners at that gate for additional screening.
- Once individual screening is complete, the boarding agent will complete the ONing process and allow the guest to board.

#### Stations with Selectee screening at the security checkpoint:

- Each selectee will receive additional screening at the security screening checkpoint prior to boarding.
- Once individual screening is complete, the boarding agent will complete the ONing process and allow the guest to board.

Section 15 - Security > 400 - Security Checkpoint Sterile Area

### Catering Vehicle Security Seal Procedures

Revision date: 8/2/2017

Supersede date: 08/12/2017

**Control:**

[AOSSP](#)

Ramp Agents are the default/primary employees that perform the security seal verification.

If a Ramp Agent or designee isn't available or per local station procedures, a CSA/PSA may perform the security seal verification.

Refer to [CSM Vol. 3, Section 5.200 - Catering Vehicle Security Seal Procedures.](#)

## **500 - Suspicious Activities**

Section 15 - Security > 500 - Suspicious Activities

### **Suspect Items, Obvious Threat, Incidents and Suspicious Activities**

Revision date: 7/26/2023  
Supersede date: 5/3/2019

#### **Controls**

[AOSSP](#)

#### **Interfaces**

[Emergency Response Guide](#)

All security incidents, suspicious activities and threat information shall be reported to a GSC or supervisor immediately.

Security incidents, suspicious activities and threat information may include:

- Any incidents of interference with the flight crew
- All bomb threats
- Any information relating to the possible surveillance of an aircraft or airport facility
- Any suspicious activity occurring onboard an aircraft in flight
- Any correspondence received by the aircraft operator that could indicate a potential threat to civil aviation
- What Alaska Airlines and Horizon Air determine to be extremely time sensitive information relating to incidents, suspicious activities and threats provided to the aircraft operator by:

A Federal (except TSA), State or local government agency

A foreign government, to the extent there is no legal prohibition on the reporting of such information

A direct aircraft operator employee or authorized representative

An airport operator

An individual

### **Suspect Items and Obvious Threats**

#### **Unattended/Suspect Items**

When an employee or authorized representative for Alaska Air Group finds an unattended bag or piece of luggage, agents should take reasonable steps to identify the owner of the bag. This can be accomplished by:

- Looking for external markings or name tags to help identify the owner of the bag. If there is a name associated with the bag, check to see if there is a reservations for that individual.

- Making gate or terminal pages. When paging, do not use the phrase "unattended" to avoid causing unnecessary alarm with other individuals or local authorities.

If a guest can be established with the unattended item, reasonable attempts should be made to reunite the item with them. If the guest cannot be reunited with the item before the guest leaves the airport, the item shall be turned in to the local port authority, and the guest will be responsible for retrieving their item. If the item is in the Alaska Lounge, the item shall be sent to CBS as a Left Onboard Item for the guest to retrieve.

If an individual cannot be identified or associated with the suspect bag/item, contact a GSC for further resolution which could include contacting local authorities according to local procedures.

GSCs may consider opening the unattended/suspicious bag to help identify the owner of the bag only if they feel it is safe to do so. If this action is taken, the GSC and no less than one other individual shall be present. If the GSC does not feel safe opening the unattended or suspicious bag, do not open, move, or subject the item to screening unless instructed to do so by law enforcement personnel.

The airline reserves the right to inspect all items accepted for transportation when an employee has a concern that an item may physically endanger people, aircraft, ground facilities, baggage, or cargo.

When an item is suspect:

- Notify the GSC on duty
- The GSC shall have a conversation with the guest (if present) and determine appropriate action while not compromising safety.

**Note:** If undeclared or misrepresented dangerous goods are found, follow the procedures [dangerous goods found in baggage](#).

## Obvious Threat

If the item is an obvious (not a suspect item) threat (actually see the incendiary or explosive device) notify the following immediately:

- GSC - The GSC will follow local notification procedures and contact local law enforcement, local management, and AS NOD/Sector Manager Desk or QX MCO.
- The AS NOD/Sector Manager Desk, QX MCO and the Aviation Security department will coordinate response measures with the affected station as required.

## Suspect Guest

Suspicious behavior by an individual includes but is not limited to the following:

- Testing security responses (for example; intentionally leaving a bag unattended to monitor response times)

- Conducting surveillance (for example: taking pictures of security screening procedures)
- Requesting unusual information about the airline or security procedures (for example: inquire if screening equipment can detect a certain type of explosive)

### **Bomb Threats**

A bomb threat may be:

- written or verbal
- by telephone
- in person
- overheard conversation that an incendiary or explosive device has been or will be placed on an aircraft
- at an airport or ground facility.

#### **Telephone:**

- When a telephone threat is received, follow the instructions on the [Bomb Threat Report Form \(QC-01\)](#).
- Notify the GSC immediately after the call

#### **Overheard Conversation/Verbal**

- Notify the GSC immediately
- Keep the individual making the threat, or the person who overheard the threat, in view at all times (do not compromise safety in order to do so) until the GSC can give relief from this duty.
- Note any details about the features of the individual in question
- If the individual leaves the premises, note how they left.

#### **Written Media**

- Written threats could include TTYs, emails or faxes.
- Do not handle the written document more than necessary to preserve fingerprints and other identifiable evidence
- Notify the GSC immediately

#### **Bomb Threat Report Form (QC-01)**

The [Bomb Threat Report Form \(QC-01\)](#) shall be used by an employee who receives a bomb threat to record information about the threat and the caller. The information collected on the Bomb Threat Report form is used to determine how Alaska Airlines and Horizon Air will respond to the threat.

- A copy of the Bomb Threat Report Form is required to be maintained at every Alaska Airlines and Horizon Air company phone capable of receiving outside calls.
- The Bomb Threat Report form must be kept out of public view.
- If the Bomb Threat Report cannot be placed out of view directly at the phone's location, the Bomb Threat Report form may be placed in a nearby location that protects it from public view.

For example: If a company phone is located in a jetbridge and there is no convenient way to post the Bomb Threat Report form out of public view, the Bomb Threat Report could be maintained at the gate, providing employees who work in that area know where to find the Bomb Threat Report form.

The current version of the [Bomb Threat Report Form \(QC-01\)](#):

- Revision date of 3/08
- ARCTIC Number 2-5122
- Ordered through Print Services

**Note:** The Bomb Threat Report is printed in blue, goldenrod or purple.

Section 15 - Security > 500 - Suspicious Activities

### **Security Threat Assessment Program**

Revision date: 5/3/2019

Supersede date: 4/25/2018

#### **Interfaces**

#### [\*\*Emergency Response Guide\*\*](#)

Alaska Airlines System Operations Control (SOC), Horizon Airlines MCO and the Aviation Security department will work with affected station or flight to determine specific resolution procedures based on the nature and credibility of the threat.

Security Threats will be assessed using the Threat Assessment Tool and assigned a color:

- RED – Credible Threat - Threat likely indicates an actual bomb or attack.
- YELLOW – Non-Credible Threat - Where it is still prudent to take additional security measures.
- GREEN – Non-Credible Threat - Where no response is warranted.

Once a threat is assessed, the NOD and Aviation Security will coordinate response measures with the affected station as required.

Section 15 - Security > 500 - Suspicious Activities

## **Human Trafficking**

Revision date: 5/1/2019  
Supersede date: New

The U.S. Department of Transportation (DOT) combats human trafficking by working with public and private sector stakeholders to empower transportation employees and the traveling public to recognize and report possible instances of human trafficking.

Everyone has a role to play in combating human trafficking. Recognizing the signs of human trafficking is the first step to identifying a victim.

Training is provided for ticket counter agents, gate agents, and other air carrier workers whose jobs require regular interaction with guests on recognizing and responding to potential human trafficking victims, helps increase awareness and educate on the indicators of human trafficking.

The presence or absence of any of the indicators is not necessarily proof of human trafficking. It is up to law enforcement to investigate suspected cases of human trafficking.

- Contact the appropriate authorities if you suspect human trafficking.
- If an emergency, call 9-1-1.
- Do not at any time attempt to confront a suspected trafficker or victim.
- Do not alert a victim to your suspicions. Your safety as well as the victim's safety is paramount. Instead, contact local law enforcement directly or call the tip lines provided.

Contact Numbers:

- U.S. Immigration and Customs Enforcement (ICE) Homeland Security Investigations (HSI)
  - 1-866-347-2423
- National Human Trafficking Hotline (NHTH)
  - 1-888-373-7888
  - Text HELP or INFO to BeFree (233733)

## **600 - Outages**

Revision date: 8/2/2017  
Supersede date: New

Refer to [Section 12.200](#) for outage procedures.

## 700 - Canada

Section 15 - Security > 700 - Canada

### Canadian Air Transport Security Authority (CATSA)

Revision date: 7/18/2017

Supersede date: 04/22/2016

#### Controls

AOSSP

Flights to/from Canada are regulated by:

- Transportation Security Administration (TSA) and the Aircraft Operator Standard Security Program (AOSSP).
- Transport Canada (TC) and Air Carrier Security Measures (ACSM).

CATSA works for Transport Canada and performs all screening in Canada.

All guests, crewmembers, and their carry-on baggage are subject to screening as they proceed through the checkpoint.

In addition, some guests may be selected (randomly chosen) for additional screening.

- Security checkpoint personnel must be designated by the Ministry of Transport to perform these functions.

Guests and their accessible property who are exempt from the enhanced screening process, TC permitting:

- Heads of State (e.g. President, King, Queen)
- Heads of Government (e.g. Prime Minister, Premier, President, Monarch)
- Dignitaries at the level of Cabinet Ministers or above
- Ambassadors to the U.S., Permanent Representatives to the United Nations and the Organization of American States presenting a valid non-U.S. diplomatic passport AND a valid blue bordered ID card issued by the U.S. Department of State, certifying that the individual is accredited to the U.S. or U.N.
- Spouse and children of the individuals listed above
- When the spouse and/or children of a Head of State or Government are not traveling, the aircraft operator may exempt one other individual (chosen by the Head of State or Government) to be exempt from selectee screening.

### Station Specific Screening Procedures

#### YYJ & YLW (Post-Clearance Station)

- All guest designated as a selectee by AQQ or Secure Flight will have the SSSS designator on their boarding pass.
- CATSA will perform the enhanced screening for customers with SSSS on their boarding pass.

- Guests with SSSS on their boarding pass will return to the location of enhanced screening before boarding the aircraft.

### **YVR, YEG, YYC (Pre-Clearance Station)**

#### **Originating Guests**

- All guests designated as a selectee will have the SSSS designator on their boarding pass.
- CATSA will perform enhanced screening for customers with SSSS on their boarding pass and random majority at the checkpoint.
- Guests with SSSS on their boarding pass will return to the location of enhanced screening before boarding the aircraft (applies even if the guest has to re-enter Canada).

#### **Connecting Guests**

- All connecting guests shall enter transit area for check in.
- An agent will check in guest at the transit area.
- All selectees will have the SSSS designator on their boarding pass.
- CATSA will perform the enhanced screening for customers with SSSS on their boarding pass.

#### **Screening of Personal Electronic Devices**

Refer to [Section 15.300 - Screening of Personal Electronic Devices](#).

Section 15 - Security > 700 - Canada

### **Checked Baggage**

Revision date: 5/6/2020  
Supersede date: 8/2/2017

The airline shall only transport the checked baggage of a person on board the same flight, except when [PPBM Exceptions](#) apply.

The checked baggage was misdirected or delayed by an air carrier, provided the checked baggage:

- Belongs to a guest who already departed on the flight for which the baggage was checked.
- And, was, from the time of acceptance by an air carrier, not accessible to persons other than employees or agents of an air carrier authorized to handle checked baggage.

-OR-

- The baggage was misdirected or misrouted.
- And, the baggage has been presented to CATSA for re-screening.
- And, was, from the time of acceptance by an air carrier, not accessible to persons other than employees or agents of an air carrier authorized to handle checked baggage.
- And, is transported on a flight subsequent to the flight taken by the guest.

An agent shall verify that all bags removed from the aircraft due to a guest no-show, shall be searched by means of x-ray equipment or a physical search within thirty minutes of arriving in baggage claim.

- The bag shall be searched using Advance Technology Equipment or performed physically by a qualified screener/GSC.
- It is not necessary to search the baggage if the guest shows up to claim the baggage immediately after the flight has departed.

Checked bags removed from an aircraft due to separation of passenger and bags for flights from Canada are no longer required to be rescreened prior to transport as long as the bags have not been dropped at baggage claim or otherwise entered a public area since acceptance.

This applies to bags that were misdirected (e.g. misload) or removed from an aircraft because the passenger did not board.

Section 15 - Security > 700 - Canada

**Unclaimed Baggage**

Revision date: 10/29/2010  
Supersede date: New

For unclaimed checked baggage at the destination station, the following information is required in the onhand record:

- Date of flight
- Flight number
- Bag tag number
- Guest name
- Name of the CSA completing the information

A printed copy of each onhand record must be retained in the station for a period of ninety days. This information shall be made available to the Transport Canada Minister on request.

Section 15 - Security > 700 - Canada

### Passenger Protect Program - Secure Air Travel Act (SATA)

Revision date: 9/8/2015

Supersede date: 08/26/2015

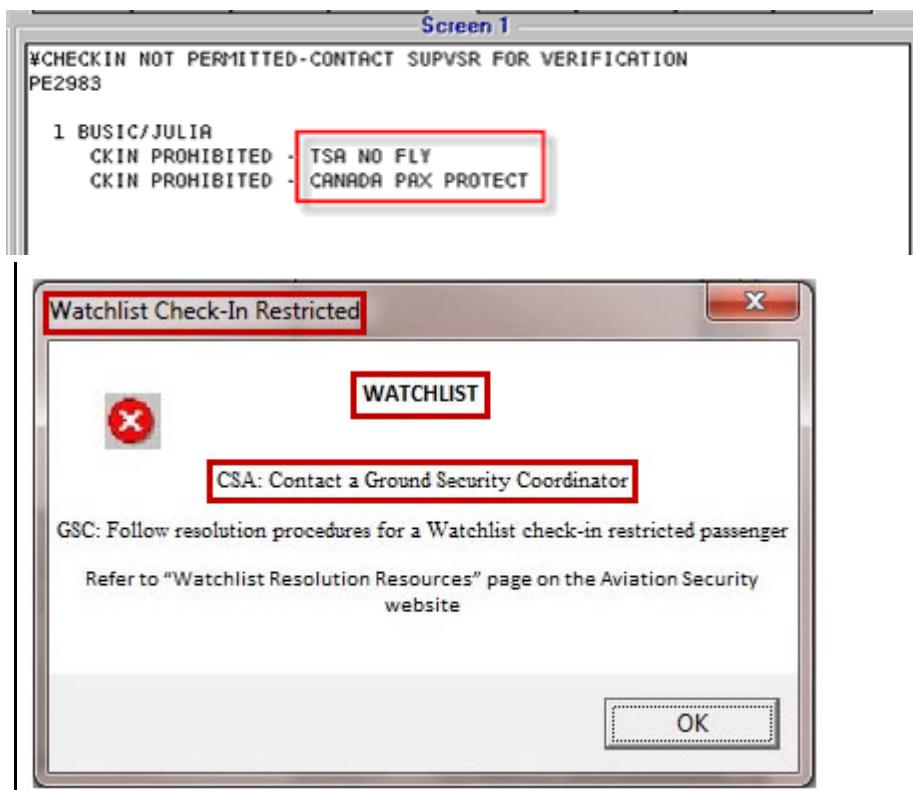
Under the Passenger Protect Program, the SATA list (formerly known as the Specified Person List - SPL) is maintained by the Government of Canada and includes the name, date of birth, and gender of individuals who may pose an immediate threat to aviation security, should they board a flight.

The following procedures apply to the processing of guests whose check-in or boarding has been inhibited due to a name match with the Secure air Travel Act (SATA).

Altering or changing a name in a check-in restricted PNR is prohibited and could be grounds for discipline.

Details for current procedures and telephone numbers pertaining to the SATA can be found on the [Aviation Security website](#).

If the following response appears at check-in and/or boarding and will identify which lists (s) the guest is a possible match to:



The agent shall:

- Advise the guest we are unable to check them in and a representative will be called to assist.

**Note:** Any additional guests traveling with the guest being denied, must also be denied transportation regardless of whether they receive the above response or not.

- Ensure we do not accept any baggage from the accompanying guests.
- Accompanying guests must also see the representative.
- Immediately contact the local GSC or Supervisor from a phone located as close to the guest as possible.
- Advise the Supervisor or GSC that customer (name) has received a NOT ABLE TO CHECK-IN response and the exact location of occurrence.

**Note:** If the individual leaves the area before local law enforcement or FBI arrive, be watchful to the actions taken by the individual. No other action is required.

- Wait for guidance from the Supervisor or GSC.

If PNR is cleared for check-in, thank guest for waiting and apologize for any inconvenience.

Section 15 - Security > 700 - Canada

### **Passenger Protect Program - Identity Screening Regulations**

Revision date: 5/10/2016  
Supersede date: 09/08/2015

Identity Screening Regulations require all guests to present a valid travel documents prior to boarding. The documents must comply with WHTI requirements also.

Agents checking in guests on flights to/from Canada shall:

- Ensure all guests (including infants) present valid documents
- Advise the guest, Transport Canada requires all guests traveling to/from Canada to show valid travel documents before boarding the aircraft.
- If there is a discrepancy between the name on the identification and the name in the PNR:
  - Contact the station Support Line to complete the name change when the ticket is issued on Alaska (027) stock.
  - Contact the OAL directly to complete the name change when the ticket is issued by another carrier.

**Note:** The Canadian Passenger Protect Program does not allow for any discrepancy between the name on the identification and the name in the reservation (e.g. minor typographical errors, common nicknames or variant transliterations).

This table below from Transport Canada illustrates when a discrepancy between the name and the identification is acceptable or not.

Reservation/Boarding Pass	Identification	Acceptable?
John Smith	John Smith	Yes
John Smith	John Patrick Smith	Yes
John Patrick Smith	John Patrick Smith	Yes
Patrick Smith	John Patrick Smith	No
Patrick John Smith	John Patrick Smith	No
Jon Smith	John Smith	No
Juan Smith	John Smith	No
Jon Smith	Jonathan Smith	No

Agents boarding guests on flights to/from Canada shall:

- Make frequent announcements in the gate area prior to boarding, advising guests that all guests show valid travel documents along with their boarding pass before they can board the aircraft.
- Ensure the name on the boarding pass matches the valid travel documents presented prior to allowing the guest to board the aircraft.
- Deny boarding and contact a GSC if the guest's name does not match or they do not have proper documentation.

In addition, Gate agents boarding flights to/from Canada shall:

- Compare the entire face of any guest 18 years of age or older, to the guest's travel document (e.g. passport)

A guest is not allowed to travel if any of the following occur:

- Guest's face does not resemble his/her travel document photo
- Guest does not appear to be the age listed on the travel document presented
- Guest does not appear to be the gender listed on the travel document presented
- Guest presents more than one travel document and there is a major discrepancy between the two

If a guest is denied boarding, their bags must be pulled and their ticket refunded.

A guest is allowed to travel if his/her face does not resemble their travel document because of a medical issue such as:

- Guest's appearance is disfigured due to an accident
- Guest's face is bandaged

**Note:** The guest must present documentation signed by a medical professional (e.g. doctor, nurse, etc.) attesting to his/her condition

## 800 - Costa Rica/Mexico

Section 15 - Security > 800 - Costa Rica/Mexico

### Mexico Customer Screening Procedures

Revision date: 7/18/2017

Supersede date: 01/27/2016

#### Controls

AOSSP

Flights to/from Mexico are regulated by:

- The Aircraft Operator Standard Security Program (AOSSP)
- Direccion General de Aeronautica Civil (DGAC)

### Mexico Screening Procedures

- Enhanced screening of all selectees and their accessible property is required for Mexico.
- Enhanced screening of selectee customers and their accessible property will take place at the boarding gate).

### Enhanced Screening

Customers who are exempt from the enhanced screening process:

- Heads of State (e.g. President, King, Queen)
- Heads of Government (e.g. Prime Minister, Premier, President, Monarch)
- Dignitaries at the level of Cabinet Ministers or above
- Ambassadors to the U.S., Permanent Representatives to the United Nations and the Organization of American States presenting a valid non-U.S. diplomatic passport AND a valid blue-bordered ID card issued by the U.S. Department of State, certifying that the individual is accredited to the United States or to a United Nations mission.
- Spouse and children of the individuals listed above
- When the spouse and/or children of a Head of State or Government are not traveling, the aircraft operator may exempt one other individual (chosen by the Head or State or Government) from selectee screening.

If Explosive Trace Detection Systems (ETD) are inoperable in Mexico:

- Paprisa (contracted vendor) screeners in the boarding area shall follow pat-down procedures of passengers and physical search of carry-ons.

All customers designated as selectees will receive enhanced screening during the normal boarding process.

Contact a GSC immediately if any prohibited items, dangerous items, or components of an Improvised Explosive Device (IED) are discovered (e.g. liquid, wires).

The inspection stations include:

- hand-held metal detectors
- Pat Down
- Physical search of carry-on bags
- ETD

**Screening of Personal Electronic Devices**

Refer to [Section 15.300 - Screening of Personal Electronic Devices](#).

Section 15 - Security > 800 - Costa Rica/Mexico

### Mexico Departures - Checked Baggage Screening

Revision date: 1/27/2016  
Supersede date: 10/29/2010

**Controls**  
**AOSSP**

The aircraft operator shall ensure originating checked baggage is screened prior to loading onboard an aircraft. Originating checked baggage must be screened via one of the following methods:

- Following the procedures in the Checked Baggage Screening Procedures, OR
- Following checked baggage screening procedures approved by assigned PSI, OR
- The host government in accordance with ICAO checked baggage screening standards.

All transfer checked baggage at non-U.S. locations must be screened prior to transport.

Section 15 - Security > 800 - Costa Rica/Mexico

### **Costa Rica Customer Screening Procedures**

Revision date: 7/18/2017  
Supersede date: 01/27/2016

<b>Controls</b> <b>AOSSP</b>
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Flights to/from Costa Rica are regulated by:

- The Aircraft Operator Standard Security Program (AOSSP)
- Direccion General de Aviación Civil (DGAC)

#### **Costa Rica Screening Procedures**

- Enhanced screening of all selectees and their accessible property is required for Costa Rica.
- Enhanced screening of selectee customers and their accessible property will take place at the boarding gate).
- Enhanced screening is conducted by authorized representatives of Alaska or Horizon Air and employed by a vendor company.

#### **Enhanced Screening**

Customers who are exempt from the enhanced screening process:

- Heads of State (e.g. President, King, Queen)
- Heads of Government (e.g. Prime Minister, Premier, President, Monarch)
- Dignitaries at the level of Cabinet Ministers or above
- Ambassadors to the U.S., Permanent Representatives to the United Nations and the Organization of American States presenting a valid non-U.S. diplomatic passport AND a valid blue-bordered ID card issued by the U.S. Department of State, certifying that the individual is accredited to the United States or to a United Nations mission.
- Spouse and children of the individuals listed above
- When the spouse and/or children of a Head of State or Government are not traveling, the aircraft operator may exempt one other individual (chosen by the Head or State or Government) from selectee screening.

All customers designated as selectees will receive enhanced screening during the normal boarding process.

Contact a GSC immediately if any[prohibited items, dangerous items, or components of an Improvised Explosive Device (IED) are discovered (e.g. liquid, wires).

Continual screening of customers must be conducted simultaneously while customer are boarding at each gate. The inspection stations include:

- hand-held metal detectors
- Pat Down
- Physical search of carry-on bags

Screening must be conducted according to the requirements of the AOSSP.

Physical inspections and pat-downs may only be carried out by authorized representatives, who have been trained in accordance with their national program.

#### **Screening of Personal Electronic Devices**

Refer to [Section 15.300 - Screening of Personal Electronic Devices](#).

Section 15 - Security > 800 - Costa Rica/Mexico

### **Costa Rica Departures - Checked Baggage Screening**

Revision date: 4/22/2016  
Supersede date: New

**Controls**  
**AOSSP**

The aircraft operator shall ensure originating checked baggage is screened prior to loading onboard an aircraft. Originating checked baggage must be screened via one of the following methods:

- Following the procedures in the Checked Baggage Screening Procedures, OR
- Following checked baggage screening procedures approved by assigned PSI, OR
- The host government in accordance with ICAO checked baggage screening standards.

All transfer checked baggage at non-U.S. locations must be screened prior to transport.

## 900 - International Security Interview

Revision date: 10/6/2021  
Supersede date: 1/11/2018

### Controls

AOSSP

Security Directive 1544-17-01 Series

The security interview process applies to guests departing non-U.S. locations. If the security interview procedures cannot be implemented by the station at any time, one of the following must be present at the boarding gate:

- Uniformed guards
- Behavior Detection Officers (BDOs)
- K-9 Teams

The station shall also advise the Alaska Air Group Aviation Security (AvSec) department immediately when they are unable to implement these procedures.

### For flights departing Cuba:

- The security interview process will be handled according to Instituto de Aeronáutica Civil de Cuba (IACC) procedures.

### For flights departing YEG, YVR, and YYC (Preclearance Stations):

- U.S. Customs and Border Protection will conduct the security interviews as part of the pre-clearance process.
- Agents are not required to ask the two additional security questions at the gate.

### For flights departing YYJ, YLW, Mexico and Costa Rica:

Departing passengers will undergo a security interview during check-in. Depending on the station, the interview process will be completed by the following individuals:

- YYJ, YLW and Costa Rica - Contracted business partners
- Mexico - AS employees or AS representatives

### Ticket Counter

- Guests that present themselves at the ticket counter with or without checked baggage and have not checked in:
  - Check the guest in and/or print a boarding pass.
  - Conduct security interview (Ctrl+S in IMAGE: Additional Screening of Guests in Non-U.S. Locations).

**Note:** Guests that have PreCheck are exempt from the security interview process at check-in.

- Initial, date, then place a security interview sticker on the front of the guest's boarding pass or the back of the guest's passport. The sticker indicates the guest has been subjected to the security interview or has been verified exempt through TSA PreCheck.

### Gate

Prior to boarding:

- Retrieve the DOCV list (Shift F2/f6 – Travelers Documentation Mask).
- Verify the guest's travel documentation. Any guest that does not have a security interview sticker on their passport or boarding pass must go through the security interview process prior to boarding the flight.
- Once complete, initial, date then place a security interview sticker on the back of the guest's passport or boarding pass (the sticker indicates the guest has been subjected to the security interview).

### Boarding

- Verify that the passenger has an initialed/dated security interview sticker on the back of their passport or boarding pass during boarding.
- If not, the passenger must be subjected to the entire security interview process prior to boarding the aircraft. This includes any guest that has PreCheck indicated on their boarding pass but did not receive an initialed/dated sticker at check-in.
- The two security questions to ask during boarding can be located by using CTRL+S in IMAGE.

**Note:** If the guest answers "yes" to either question being asked at the gate, the items that have been out of their control or given to them must be screened either at the boarding gate or screening checkpoint.

## Section 16 - Reserved

## Section 17 - Glossary of Terms

For definitions of acronyms and terms, see [CSM Vol. 0, Section 8](#).

## Section 18 - Announcements

### 100 - Boarding Announcements

Section 18 - Announcements > 100 - Boarding Announcements

#### 737 and Airbus Aircraft - Single Door

Revision date: 1/4/2023  
Supersede date: 8/1/2022

##### Control

EFR

##### Interface

FAR 121.589

The following script shall be used when boarding a 737 or Airbus aircraft (excluding flights to/from Hawaii) through the main cabin door.

**Note:** Some latitude is permitted, such as during a delay, but the elements in each of the following are important and should not be omitted.

Announcement verbiage in parentheses is optional. Agents may use their own fun examples if kept family friendly.

Boarding groups shall not be combined unless specifically called out below.

#### Welcome / Carry-on Baggage - At least 15 Minutes prior to Boarding; Completed by the "A" or "B" Agent

"Hi there, we'd like to welcome you to your flight with Alaska Airlines, a proud member of the **oneworld** alliance. This is flight \_\_\_\_\_ going to \_\_\_\_\_. Just a few reminders before boarding:

- You can board with one small personal item and one carry-on that fits easily in the baggage sizer. We can help you check any extra items.
- We'll board by groups. Your boarding group is printed on your boarding pass.
- **Non-level entry boarding (e.g. ramp or stairs) if applicable:** We will be using stairs (or boarding ramp) to board the aircraft today.
- If you need assistance with boarding, or you don't see a group on your boarding pass, please come see us."

- **INTERNATIONAL FLIGHTS ONLY:** We'll be verifying all passports as you board. To help speed up the process, please have your passport open to the photo page.

**GID STATIONS ONLY:**

"The screen over the boarding door will let you know when your group may board."

**SPACE BIN AIRCRAFT ONLY:**

"Your plane has new space bins. Slide your bag in on its side like a book on a shelf to make the most of the extra room."

"Boarding will begin shortly. Thank you for flying with us today."

**Pre-boarding - Five Minutes Prior to Boarding**

**Guests with Disabilities**

"Guests with disabilities who need extra time or assistance are welcome to board."

**PAUSE TO ALLOW SAFE BOARDING.** Boarding may resume as the last guest boards the aircraft.

**Families**

"Families traveling with little ones under the age of two are welcome to board."

**PAUSE**

**Active Military Member Pre-boarding**

"As a thank you for your service, active duty military members are welcome to board."

**PAUSE**

**Priority Boarding Group (PRI)**

"Welcome aboard Priority Group members in First Class and our Alaska Gold 100Ks."

**Group A – Alaska Million Milers, Gold 75K, Gold Mileage Plan Members, oneworld Sapphire and Emerald Members**

"Welcome aboard Group A (as is Awesome, Avocado); this is our Alaska Million Milers, Gold 75Ks, and Gold Mileage Plan members as well as our oneworld Sapphire and Emerald members."

**Group B – Alaska MVP Mileage Plan Members, Premium Class, and oneworld Ruby Members**

*"Welcome aboard Group B (as in Beautiful, Biscuit); this is our Alaska Mileage Plan MVPs, guests sitting in Premium Class, and oneworld Ruby members."*

**Group C – Eligible AS Credit Card Holders**

*"Welcome aboard our eligible Alaska Credit Card Holders in Group C (as in Charming, Coffee)."*

**ROC Early Boarding**

*"As a thank you for helping us expedite the boarding process, those guests who checked their bags at the gate are welcome to board."*

**Group D – Rows Behind the Wing**

*"Welcome aboard our guests in Group D (as in Delightful, Dumpling)."*

**Group E – All Remaining Rows, except Saver Fares**

*"Welcome aboard guests in Group E (as in Excellent, Enchanting)."*

**Group F – Saver Fare Guests**

*"Thank you for your patience, welcome aboard guests in Group F (as in Fabulous, Fantastic)."*

**Final Boarding - No Later than 10 Minutes prior to Departure**

*"Alaska flight \_\_\_\_\_ to (CITY) is ready to go, but we seem to be missing a few guests. (GUEST NAMES), please come to gate (#). We don't want to leave without you."*

Section 18 - Announcements > 100 - Boarding Announcements

**737 and Airbus Aircraft - Dual Door**

Revision date: 1/4/2023  
Supersede date: 8/1/2022

**Control**

EFR

**Interface**

[FAR 121.589](#)

The following script shall be used when boarding a 737 or Airbus aircraft (excluding flights to/from Hawaii) through the forward and aft cabin doors.

**Note:** Some latitude is permitted, such as during a delay, but the elements in each of the following are important and should not be omitted.

Announcement verbiage in parentheses is optional. Agents may use their own fun examples if kept family friendly.

Boarding groups shall not be combined unless specifically called out below.

**Welcome / Carry-on Baggage - At least 15 Minutes prior to Boarding; Completed by the "A" or "B" Agent**

"Hi there, we'd like to welcome you to your flight with Alaska Airlines, a proud member of the **oneworld** alliance. This is flight \_\_\_\_\_ going to \_\_\_\_\_. Just a few reminders before boarding:

- You can board with one small personal item and one carry-on that fits easily in the baggage sizer. We can help you check any extra items.
- We'll board by groups. Your boarding group is printed on your boarding pass.
- **Non-level entry boarding (e.g. ramp or stairs) if applicable:** We will be using stairs (or boarding ramp) to board the aircraft today.
- If you need assistance with boarding, or you don't see a group on your boarding pass, please come see us."
- **INTERNATIONAL FLIGHTS ONLY:** We'll be verifying all passports as you board. To help speed up the process, please have your passport open to the photo page.

**GID STATIONS ONLY:**

"The screen over the boarding door will let you know when your group may board."

**SPACE BIN AIRCRAFT ONLY:**

*"Your plane has new space bins. Slide your bag in on its side like a book on a shelf to make the most of the extra room."*

*"Boarding will begin shortly. Thank you for flying with us today."*

**Pre-boarding - Five Minutes Prior to Boarding**

**Guests with Disabilities**

*"Guests with disabilities who need extra time or assistance are welcome to board."*

**PAUSE TO ALLOW SAFE BOARDING.** *Boarding may resume as the last guest boards the aircraft.*

**Families**

*"Families traveling with little ones under the age of two are welcome to board."*

**PAUSE**

**Active Military Member Pre-boarding**

*"As a thank you for your service, active duty military members are welcome to board."*

**PAUSE**

**Priority Boarding Group (PRI)**

*"Welcome aboard Priority Group members in First Class and our Alaska Gold 100Ks."*

**Group A – Alaska Million Milers, Gold 75K, Gold Mileage Plan Members, oneworld Sapphire and Emerald Members**

*"Welcome aboard Group A (as in Awesome, Avocado); this is our Alaska Million Milers, Gold 75Ks, and Gold Mileage Plan members as well as our oneworld Sapphire and Emerald members."*

**Group B – Alaska MVP Mileage Plan Members, Premium Class, and oneworld Ruby Members**

*"Welcome aboard Group B (as in Beautiful, Biscuit); this is our Alaska Mileage Plan MVPs, guests sitting in Premium Class, and oneworld Ruby members."*

**Group C – Eligible AS Credit Card Holders**

"Welcome aboard our eligible Alaska Credit Card Holders in Group C (as in Charming, Coffee)."

#### **ROC Early Boarding**

"As a thank you for helping us expedite the boarding process, those guests who checked their bags at the gate are welcome to board."

#### **Group D and E – All Rows, except Saver Fares**

"Now welcoming Groups D & E (as in Delightful & Enchanting) to board.

*Group D: please walk around the wing tip and board through the rear boarding door.*

*Group E: you're welcome to board through the forward boarding door.*"

#### **Group F – Saver Fare Guests**

"Thank you for your patience, welcome aboard guests in Group F (as in Fabulous, Fantastic). You are welcome to board through the forward door."

#### **Final Boarding - No Later than 10 Minutes prior to Departure**

"Alaska flight \_\_\_\_\_ to (CITY) is ready to go, but we seem to be missing a few guests. (GUEST NAMES), please come to gate (#). We don't want to leave without you."

Section 18 - Announcements > 100 - Boarding Announcements

### 737 and Airbus Aircraft - to/from Hawaii

Revision date: 1/4/2023  
Supersede date: 8/1/2022

#### Control

EFR

#### Interface

FAR 121.589

The following script shall be used when boarding a 737 or Airbus aircraft to/from Hawaii through the main cabin door.

**Note:** Some latitude is permitted, such as during a delay, but the elements in each of the following are important and should not be omitted.

Announcement verbiage in parentheses is optional. Agents may use their own fun examples if kept family friendly.

Boarding groups shall not be combined unless specifically called out below.

#### Welcome / Carry-on Baggage - At least 15 Minutes prior to Boarding; Completed by the "A" or "B" Agent

"Aloha, we'd like to welcome you to your flight with Alaska Airlines, a proud member of the **oneworld** alliance. This is flight \_\_\_\_\_ going to \_\_\_\_\_. Just a few reminders before boarding:

- You can board with one small personal item and one carry-on that fits easily in the baggage sizer. We can help you check any extra items.
- We'll board by groups. Your boarding group is printed on your boarding pass.
- **Non-level entry boarding (e.g. ramp or stairs) if applicable:** We will be using stairs (or boarding ramp) to board the aircraft today.
- If you need assistance with boarding, or you don't see a group on your boarding pass, please come see us."

#### Animals to Hawaii (Flights from U.S. mainland to Hawaii only)

*If you are traveling to (Honolulu/Lihue/Kona/Kahului) with an animal, including service dogs, please see me at the podium. The Hawaii Department of Agriculture has strict regulations regarding the import of any animal into Hawaii and I want to ensure your arrival is smooth and hassle free.*

**GID STATIONS ONLY:**

*"The screen over the boarding door will let you know when your group may board."*

**SPACE BIN AIRCRAFT ONLY:**

*"Your plane has new space bins. Slide your bag in on its side like a book on a shelf to make the most of the extra room."*

*"Boarding will begin shortly. Thank you for flying with us today."*

**Pre-boarding - Five Minutes Prior to Boarding**

**Guests with Disabilities**

*"Guests with disabilities who need extra time or assistance are welcome to board."*

**PAUSE TO ALLOW SAFE BOARDING.** Boarding may resume as the last guest boards the aircraft.

**Families**

*"Families traveling with little ones under the age of two are welcome to board."*

**PAUSE**

**Active Military Member Pre-boarding**

*"As a thank you for your service, active duty military members are welcome to board."*

**PAUSE**

**Priority Boarding Group (PRI)**

*"Welcome aboard Priority Group members in First Class and our Alaska Gold 100Ks."*

**Group A – Alaska Million Milers, Gold 75K, Gold Mileage Plan Members, oneworld Sapphire and Emerald Members**

*"Welcome aboard Group A (as is Awesome, Avocado); this is our Alaska Million Milers, Gold 75Ks, and Gold Mileage Plan members as well as our oneworld Sapphire and Emerald members."*

**Group B – Alaska MVP Mileage Plan Members, Premium Class, and oneworld Ruby Members**

*"Welcome aboard Group B (as in Beautiful, Biscuit); this is our Alaska Mileage Plan MVPs, guests sitting in Premium Class, and oneworld Ruby members."*

**Group C – Eligible AS Credit Card Holders**

*"Welcome aboard our eligible Alaska Credit Card Holders in Group C (as in Charming, Coffee)."*

**ROC Early Boarding**

*"As a thank you for helping us expedite the boarding process, those guests who checked their bags at the gate are welcome to board."*

**Group D – Rows Behind the Wing**

*"Welcome aboard our guests in Group D (as in Delightful, Dumpling)."*

**Group E – All Remaining Rows, except Saver Fares**

*"Welcome aboard guests in Group E (as in Excellent, Enchanting)."*

**Group F – Saver Fare Guests**

*"Thank you for your patience, welcome aboard guests in Group F (as in Fabulous, Fantastic)."*

**Final Boarding - No Later than 10 Minutes prior to Departure**

*"Alaska flight \_\_\_\_\_ to (CITY) is ready to go, but we seem to be missing a few guests. (GUEST NAMES), please come to gate (#). We don't want to leave without you."*

Section 18 - Announcements > 100 - Boarding Announcements

**Horizon Air E175 Aircraft - Dual Door**

Revision date: 1/4/2023  
Supersede date: 8/1/2022

**Control**

EFR

**Interface**

**FAR 121.589**

The following script shall be used when boarding a Horizon Air E175 or SkyWest ERJ 175 aircraft through the main cabin door.

**Note:** Some latitude is permitted, such as during a delay, but the elements in each of the following are important and should not be omitted.

Announcement verbiage in parentheses is optional. Agents may use their own fun examples if kept family friendly.

Boarding groups shall not be combined unless specifically called out below.

**Welcome / Carry-on Baggage - At least 15 Minutes prior to Boarding; Completed by the "A" or "B" Agent**

"Hi there, we'd like to welcome you to your flight with Alaska Airlines, a proud member of the **oneworld** alliance. This is flight \_\_\_\_\_ going to \_\_\_\_\_, proudly operated by Horizon Air. Just a few reminders before boarding:

- You can board with one small personal item and one carry-on that fits easily in the baggage sizer. We can help you check any extra items.
- We'll board by groups. Your boarding group is printed on your boarding pass.
- **Non-level entry boarding (e.g. ramp or stairs) if applicable:** We will be using stairs (or boarding ramp) to board the aircraft today.
- If you need assistance with boarding, or you don't see a group on your boarding pass, please come see us."
- **INTERNATIONAL FLIGHTS ONLY:** We'll be verifying all passports as you board. To help speed up the process, please have your passport open to the photo page.

**GID STATIONS ONLY:**

*"The screen over the boarding door will let you know when your group may board."*

*"Boarding will begin shortly. Thank you for flying with us today."*

### **Pre-boarding - Five Minutes Prior to Boarding**

#### **Guests with Disabilities**

*"Guests with disabilities who need extra time or assistance are welcome to board."*

**PAUSE TO ALLOW SAFE BOARDING.** Boarding may resume as the last guest boards the aircraft.

#### **Families**

*"Families traveling with little ones under the age of two are welcome to board."*

**PAUSE**

### **Active Military Member Pre-boarding**

*"As a thank you for your service, active duty military members are welcome to board."*

**PAUSE**

#### **Priority Boarding Group (PRI)**

*"Welcome aboard Priority Group members in First Class and our Alaska Gold 100Ks."*

#### **Group A – Alaska Million Milers, Gold 75K, Gold Mileage Plan Members, oneworld Sapphire and Emerald Members**

*"Welcome aboard Group A (as in Awesome, Avocado); this is our Alaska Million Milers, Gold 75Ks, and Gold Mileage Plan members as well as our oneworld Sapphire and Emerald members."*

#### **Group B – Alaska MVP Mileage Plan Members, Premium Class, and oneworld Ruby Members**

*"Welcome aboard Group B (as in Beautiful, Biscuit); this is our Alaska Mileage Plan MVPs, guests sitting in Premium Class, and oneworld Ruby members."*

#### **Group C – Eligible AS Credit Card Holders**

*"Welcome aboard our eligible Alaska Credit Card Holders in Group C (as in Charming, Coffee)."*

**ROC Early Boarding**

*"As a thank you for helping us expedite the boarding process, those guests who checked their bags at the gate are welcome to board."*

**Group D and E – All Rows, Except Saver Fares**

*"Now welcoming Groups D & E (as in Delightful & Enchanting) to board.*

*Group D: please walk around the wing tip and board through the rear boarding door.*

*Group E: you're welcome to board through the forward boarding door."*

**Group F – Saver Fare Guests**

*"Thank you for your patience, welcome aboard guests in Group F (as in Fabulous, Fantastic). You are welcome to board through the forward door."*

**Final Boarding - No Later than 12 Minutes prior to Departure**

*"Alaska flight \_\_\_\_\_ to (CITY) is ready to go, but we seem to be missing a few guests. (GUEST NAMES), please come to gate (#). We don't want to leave without you."*

Section 18 - Announcements > 100 - Boarding Announcements

### E175/ERJ 175 Aircraft - Single Door

Revision date: 8/9/2023  
Supersede date: 1/4/2023

#### Control

EFR

#### Interface

FAR 121.589

The following script shall be used when boarding a Horizon Air E175 or SkyWest ERJ 175 aircraft through the main cabin door.

**Note:** Some latitude is permitted, such as during a delay, but the elements in each of the following are important and should not be omitted.

Announcement verbiage in parentheses is optional. Agents may use their own fun examples if kept family friendly.

Boarding groups shall not be combined unless specifically called out below.

#### Welcome / Carry-on Baggage - At least 15 Minutes prior to Boarding; Completed by the Agent

**Horizon Air E175:** "Hi there, we'd like to welcome you to your flight with Alaska Airlines, a proud member of the **oneworld alliance**. This is flight \_\_\_\_\_ going to \_\_\_\_\_, proudly operated by Horizon Air."

**SkyWest ERJ 175:** "Hi there, we'd like to welcome you to your flight with Alaska Airlines, a proud member of the **oneworld alliance**. This is flight \_\_\_\_\_ going to \_\_\_\_\_."

Just a few reminders before boarding:

- You can board with one small personal item and one carry-on that fits easily in the baggage sizer. We can help you check any extra items.
- We'll board by groups. Your boarding group is printed on your boarding pass.
- **Non-level entry boarding (e.g. ramp or stairs) if applicable:** We will be using stairs (or boarding ramp) to board the aircraft today.
- If you need assistance with boarding, or you don't see a group on your boarding pass, please come see us."
- **INTERNATIONAL FLIGHTS ONLY:** We'll be verifying all passports as you board. To help speed up the process, please have your passport open to the photo page.

**GID STATIONS ONLY:**

*"The screen over the boarding door will let you know when your group may board."*

*"Boarding will begin shortly. Thank you for flying with us today."*

**Pre-boarding - Five Minutes Prior to Boarding**

**Guests with Disabilities**

*"Guests with disabilities who need extra time or assistance are welcome to board."*

**PAUSE TO ALLOW SAFE BOARDING.** Boarding may resume as the last guest boards the aircraft.

**Families**

*"Families traveling with little ones under the age of two are welcome to board."*

**PAUSE**

**Active Military Member Pre-boarding**

*"As a thank you for your service, active duty military members are welcome to board."*

**PAUSE**

**Priority Boarding Group (PRI)**

*"Welcome aboard Priority Group members in First Class and our Alaska Gold 100Ks."*

**Group A – Alaska Million Milers, Gold 75K, Gold Mileage Plan Members, oneworld Sapphire and Emerald Members**

*"Welcome aboard Group A (as is Awesome, Avocado); this is our Alaska Million Milers, Gold 75Ks, and Gold Mileage Plan members as well as our oneworld Sapphire and Emerald members."*

**Group B – Alaska MVP Mileage Plan Members, Premium Class, and oneworld Ruby Members**

*"Welcome aboard Group B (as in Beautiful, Biscuit); this is our Alaska Mileage Plan MVPs, guests sitting in Premium Class, and oneworld Ruby members."*

**Group C – Eligible AS Credit Card Holders**

*"Welcome aboard our eligible Alaska Credit Card Holders in Group C (as in Charming, Coffee)."*

**ROC Early Boarding**

*"As a thank you for helping us expedite the boarding process, those guests who checked their bags at the gate are welcome to board."*

**Group D – Rows 16-21**

*"Welcome aboard guests in Group D (as in Delightful, Dumpling)."*

**Group E – All Remaining Rows, except Saver Fares**

*"Welcome aboard guests in Group E (as in Excellent, Enchanting)."*

**Group F – Saver Fares Guests**

*"Thank you for your patience, welcome aboard guests in Group F (as in Fabulous, Fantastic)."*

| Final Boarding-No Later than 12 Minutes prior to Departure

*"Alaska flight \_\_\_\_\_ to (CITY) is ready to go, but we seem to be missing a few guests. (GUEST NAMES), please come to gate (#). We don't want to leave without you."*

Section 18 - Announcements > 100 - Boarding Announcements

**Anuncios Estandar de Abordaje de Aeronaves 737 y Airbus**

Revision date: 8/1/2022  
Supersede date: 1/26/2022

Deberá usarse el guion presentado a continuación al realizar el procedimiento de embarque de una aeronave 737 o Airbus a través de la puerta de la cabina principal.

**Nota:** Se permite cierta flexibilidad (por ejemplo, en el caso de una demora), pero los elementos presentados a continuación son importantes y no deberán omitirse.

El anuncio verbal entre paréntesis es opcional. Los agentes pueden usar sus propios ejemplos siempre y cuando sean profesionales.

Los grupos de abordaje no se combinarán a menos que se indique específicamente a continuación.

**Bienvenida y equipaje de mano: al menos 15 minutos antes del embarque; realizado por el agente "A" o "B"**

*"(Buenos días, buenas tardes, buenas noches) bienvenido a su vuelo con Alaska Airlines, orgulloso miembro de la alianza oneworld. Este es el vuelo \_\_\_\_\_ con destino a \_\_\_\_\_. Solo algunos recordatorios antes de abordar:*

- Se permite a cada pasajero traer abordo un artículo personal pequeño y una pieza de equipaje que entre fácilmente en nuestro medidor de equipaje. Con gusto le asistiremos si necesita documentar equipaje adicional.*
- Abordaremos por grupos. Su grupo de abordaje está impreso en su pase de abordar.*
- Si Usted requiere de asistencia para abordar, o no ve su grupo en su pase de abordaje, por favor vea a un agente de Alaska en el mostrador."*

**Solo estaciones GIDS:** *"La pantalla ubicada arriba de la puerta de embarque le hará saber cuando su grupo puede abordar."*

**Solo aeronave 737 con nuevo compartimiento:** *"Este avión cuenta con nuevos compartimientos. Por favor deslice su equipaje como un libro en un librero para aprovechar al máximo el espacio adicional."*

*"Iniciaremos el proceso de abordaje en unos momentos. Gracias por volar con Alaska el día de hoy."*

**Previo al embarque: cinco minutos antes del embarque  
pasajeros con discapacidades**

*"Pasajeros con discapacidades que necesiten tiempo extra o asistencia, son bienvenidos a abordar."*

**Haga una pausa; debe darse tiempo suficiente para que estos clientes realicen el embarque previo de manera segura.**

**Familias**

*"Familias que viajan con pequeños menores de dos años son bienvenidos a abordar."*

**Haga una pausa**

**Embarque previo de personal militar activo**

*"Como muestra de agradecimiento por su servicio, todos los miembros de nuestras fuerzas armadas son bienvenidos a abordar."*

**Haga una pausa**

**Grupo de abordaje de primera clase, Alaska Gold 100K**

*"Nuestros pasajeros en primera clase y nuestros miembros de 100K tier son bienvenidos a abordar."*

**Grupo A – Miembros de nuestro programa de plan de millas 100K, Million Milers, Gold 75K, Gold y miembros de la alianza oneworld Sapphire y Emerald**

*"Grupo A (como en Awesome, Avocado) es bienvenido a abordar, miembros de nuestro programa de plan de millas 100Ks, Million Milers, Gold75k y Gold, así como miembros de la alianza oneworld Sapphire y Emerald."*

**Grupo B – Miembros de nuestro programa de plan de millas de Alaska MVP, clase Premium, miembros de la alianza oneworld Ruby**

*"Grupo B (como en Beautiful, Biscuit,) es bienvenido a abordar, miembros de nuestro programa de plan de millas MVP, pasajeros con asientos asignados en clase Premium, miembros de la alianza oneworld Ruby."*

**ROC Embarque Anticipado**

*"Como muestra de agradecimiento por ayudarnos a agilizar el proceso de abordaje, los pasajeros que hayan registrado sus maletas en la puerta de embarque son bienvenidos a abordar."*

**Grupo C – filas detrás del ala**

*"Grupo C (como en Charming, Coffee) son bienvenidos a abordar."*

**Grupo D - todas las filas, excepto los pasajeros de tarifa Saver**

*"Pasajeros en grupo D (como en Delightful, Dumpling) son bienvenidos a abordar."*

**Grupo E - pasajeros con tarifa Saver**

*"Gracias por su paciencia, pasajeros en grupo E (como en Excellent, Enchanting) son bienvenidos a abordar."*

**Embarque final: no más de 10 minutos antes del despegue**

*"El vuelo de Alaska \_\_\_\_\_ con destino a (CITY) esta listo para partir. Pero al parecer, faltan algunos pasajeros (GUEST NAMES). Por favor, dirijanse a la sala (#). No queremos irnos sin ustedes."*

## 200 - Miscellaneous Announcements

Section 18 - Announcements > 200 - Miscellaneous Announcements

### Paging

Revision date: 2/5/2021  
Supersede date: 7/13/2011

Use the following sample announcement scripts when paging customers over the airport public address system.

**Note:** Some latitude is permitted but the elements in each of the following are important and should not be omitted.

#### Standard

*"(First name/Last name), please contact the Alaska Airlines customer service counter for a message / assistance / information."*

#### Departure Gate Change Announcement

*"May I have your attention, please? Alaska Airlines flight \_\_\_\_\_ with service to \_\_\_\_\_ has changed gates and will now be operating out of gate \_\_\_\_\_. Customers traveling on this flight should proceed to the new gate for departure. We apologize for any inconvenience."*

#### Flight Crew

*"Alaska Airlines paging the Flight Crew for flight number \_\_\_\_\_ with service to \_\_\_\_\_. Please contact gate agent for information."*

#### Message/Telephone Call

*"Alaska Airlines is paging (First name/Last name). Please pick up the nearest courtesy telephone for a message / telephone call."*

#### Flight Arrival

*"Alaska Airlines announces the arrival of flight \_\_\_\_\_ from \_\_\_\_\_. You can meet arriving customers outside security (or at baggage claim carousel number \_\_\_\_\_) momentarily. Thank you."*

#### Baggage Arrival

*"Baggage for flight number \_\_\_\_\_ will be arriving in approximately \_\_\_\_\_ minutes on carousel number \_\_\_\_\_. Many bags are similar in appearance. Please be sure to match your claim check with the tag on the bag."*

Section 18 - Announcements > 200 - Miscellaneous Announcements

**Ticket Counter Baggage Recap**

Revision date: 2/5/2021  
Supersede date: 7/13/2011

Use the following sample announcement scripts when recapping with a customer at the end of the check-in transaction.

**Note:** Some latitude is permitted but the elements in each of the following are important and should not be omitted.

*"(First name/Last name), your bags have been checked to \_\_\_\_\_. Your seat is \_\_\_\_, an aisle / window / middle seat on the left / right side. We will be boarding from gate \_\_\_\_ at \_\_\_\_ a.m./p.m. Thank you for choosing Alaska Airlines today."*

Section 18 - Announcements > 200 - Miscellaneous Announcements

### Gate Recap

Revision date: 2/5/2021  
Supersede date: 3/24/2014

Use the following sample announcement scripts when recapping with a customer at the end of the check-in transaction.

**Note:** Some latitude is permitted but the elements in each of the following are important and should not be omitted.

### Gate Recap

*"(First name/Last name), your seat assignment is \_\_\_\_, which is an aisle / window / middle seat on the left / right side. We will be boarding at \_\_\_ a.m./p.m. Thank you for choosing Alaska Airlines today."*

### Acknowledging Volunteers

*"(First name/Last name), thank you for volunteering. We will add your name(s) to our Volunteer List and you will retain your ticket. Please be seated in the boarding area until I contact you."*

*"(First name/Last name), at this time we have a sufficient number of volunteers; however, we will add your name(s) to our Volunteer List and contact you in the event additional volunteers are needed. Thank you for volunteering."*

### Soliciting DB Volunteers

*"(First name/Last name), we have some important information regarding your flight today. We would appreciate you reading it prior to boarding. Thank you."*

### Remote Parking/Bus Boarding Announcements

Revision date: 10/10/2018  
Supersede date: New

When it becomes necessary to advise a group of guests their flight will arrive or depart using a remote parking location, plan announcements carefully.

The following scripts shall be used for any flight using a remote parking/bus operation.

#### Inbound Bus Boarding

*"Hello everyone, you may have noticed we're not parked at the terminal. Rather than wait for a gate, we're going to take a quick bus ride to the terminal today."*

*You'll be going down a ramp to the tarmac where you can collect any items left on the planeside cart.*

*We have a couple of buses already queued up to take you to the terminal, so it should only take a few extra minutes. If you have any concerns or need additional assistance, please let us know.*

*Thanks for your patience and welcome to \_\_\_\_\_."*

#### Outbound Bus Boarding – Planeside Bag Drop after Bus

*"If you are traveling to \_\_\_\_\_ from gate \_\_\_\_\_, you'll be getting a look behind the scenes today."*

*Our aircraft is parked a short distance from the terminal. Rather than waiting for a jet bridge gate, we'll be taking a quick bus ride to get over there.*

*Please take your carry-on baggage with you on the bus. There will be a cart planeside for any items tagged for claim at gate.*

*Once we arrive, you'll use a ramp to board the plane. If you have any concerns or need additional assistance, please come see us at the podium and we'll be happy to lend a hand.*

*Thanks for your patience, we'll begin boarding shortly."*

#### Outbound Bus Boarding – Planeside Bag Drop before Bus

*"If you're traveling to \_\_\_\_\_ out of gate \_\_\_\_\_, you'll be getting a look behind the scenes today."*

*Our aircraft is parked a short distance from the terminal. Rather than waiting for a jet bridge gate, we'll be taking a quick bus ride to get over there. There's a cart just outside the door where you can drop any items tagged for claim at gate before boarding the bus.*

*Please take other carry-on baggage with you on the bus. Once we arrive, you'll use a ramp to board the plane. If you have any concerns or need additional assistance, please see us at the podium and we'll be happy to lend a hand.*

*Thanks for your patience, we'll begin boarding shortly."*

### Section 18 - Announcements > 200 - Miscellaneous Announcements

#### Million Mile Flyer Recognition

Revision date: 2/5/2021  
Supersede date: 12/7/2015

Use the following announcement script when congratulating a passenger reaching One/Two Million-Mile status.

**Note:** Customer Care will advise local station management of passenger itinerary prior to one million/two million-mile flight.

*"Good morning/afternoon/evening; we'd like to take a moment and thank (First name/Last name). This flight marks a major milestone in our Mileage Plan Program, (First name/Last name) one/two millionth flight miles on Alaska Airlines. On behalf of all of us at Alaska Airlines, thank you (First name/Last name) for your continued loyalty and for your business."*

Customer Care will contact local station management at the originating station and provide flight information when a customer will be taking their One Million/Two Million Mile flight. The gate agent will call the customer to the podium, congratulate them for their upcoming One Million/Two Million Mile flight and ask if they would be okay with a gate announcement recognizing this major milestone. Use the announcement script above for guidance.

If the customer is not traveling on your flight or for any other reasons you are not able to do the steps above, notify your supervisor.

Section 18 - Announcements > 200 - Miscellaneous Announcements

### **Inflight Entertainment**

Revision date: 4/25/2018  
Supersede date: 1/11/2017

Use the following sample announcement scripts when announcing Inflight Entertainment service.

If Inflight Entertainment is inoperative:

*"For customers traveling on flight\_\_ with service to \_\_\_, the Inflight Entertainment is currently unavailable. We apologize for the inconvenience."*

Section 18 - Announcements > 200 - Miscellaneous Announcements

**Early Boarding for Veterans**

Revision date: 5/1/2019  
Supersede date: New

Use the following scripts when announcing Veterans and active duty members of the U.S. Military to board on Memorial Day, Independence Day, and Veterans Day holidays.

Veterans and active duty military members should be invited to board after families traveling with children and before First Class.

**Memorial Day (last Monday in May)**

*"In honor of Memorial Day, I'd like to offer boarding to active duty members of the military and veterans flying with us today; we thank you for your service."*

**Independence Day (July 4)**

*"In honor of Independence Day, I'd like to offer boarding to active duty members of the military and veterans flying with us today; we thank you for your service."*

**Veteran's Day (November 11)**

*"In honor of Veteran's Day, I'd like to offer boarding to active duty members of the military and veterans flying with us today; we thank you for your service."*

Section 18 - Announcements > 200 - Miscellaneous Announcements

**Priority Boarding for Guests with Ugly Holiday Sweaters**

Revision date: 1/4/2023  
Supersede date: 12/18/2019

Use the following script when announcing that guests wearing any holiday sweater on National Ugly Holiday Sweater Day may board early.

Guests should be invited to board after Group C and before Group D.

**Priority Boarding for Guests with Ugly Holiday Sweater Announcement**

**(System wide on National Ugly Holiday Sweater Day Only)**

*"If you haven't noticed, we're big into holidays around here—and today, it's National Ugly Sweater Day. So if you're wearing ANY kind of holiday sweater, YOU get priority boarding. Happy holidays from your merrier carrier!"*

Section 18 - Announcements > 200 - Miscellaneous Announcements

**Early Boarding for Guests with Starbucks Holiday Red Cup**

Revision date: 1/4/2023  
Supersede date: 11/7/2019

Use the following script when announcing that guests with a Starbucks Holiday Cup may board early.

Guests should be invited to board after Group C and before Group D.

**Early Boarding for Guests with Starbucks Holiday Cup Announcement**

**(System wide)**

*“Today, we’re making coffee a priority! To kick off the holiday season and celebrate Starbucks’ Holiday Red Cup, anyone with a Starbucks Holiday cup gets early boarding. All guests with a Starbucks Holiday cup are welcome to board at this time.”*

Section 18 - Announcements > 200 - Miscellaneous Announcements

### Carry-On Baggage

Revision date: 8/1/2022  
Supersede date: 2/5/2021

Use the following sample announcement scripts when overhead bin space is limited or full.

#### Reduced Overhead Carry-on (ROC)

*"Good morning/afternoon/evening; for those on flight \_\_\_\_ to \_\_\_\_ (CTY), this is a full flight so there's a good chance we're going to run out of overhead bin storage before everybody boards. For the first XX people, we are offering complementary bag check for any carry-on to help us ensure an on-time departure. You'll be able to retrieve it at baggage claim at your final destination. As an added benefit, anyone who checks their bag with us at the gate will be allowed to board early, after Group B. So if you'd like us to do the heavy lifting, please see me here at the podium."*

(OPTIONAL)

*"And with our 20-minute baggage guarantee, you can pick up your bag at baggage claim 20 minutes after we park at the gate."*

#### No More Overhead Bin Space

*"Good morning/afternoon/evening; for those on flight \_\_\_\_ to \_\_\_\_ (CTY), our overhead bin storage is full. If your carry-on bag is too big to fit under the seat in front of you, we'll tag your bag as you board and stash it below."*

## **300 - Irregular Operations**

Section 18 - Announcements > 300 - Irregular Operations

### **Irregular Ops Announcement - Overview**

Revision date: 5/8/2019  
Supersede date: 3/24/2014

When it becomes necessary to advise a group of passengers their flight has been delayed or canceled, plan announcements carefully.

Suggestions are provided below, but they cannot cover every circumstance.

Many announcements during irregular operations shall be impromptu, but the nature of the announcement should be planned. Announcements regarding flight updates shall be made at least every 15 minutes or as new flight information becomes available, whichever comes first.

Here are some guidelines to follow.

- Be clear and concise.
- Give reasons, but not overly detailed.
- State what is being done and what may be expected.
- Recognize the effect on the passenger.
- Avoid promises which cannot be fulfilled.
- Avoid airline terminology
- Try to cover the items of greatest concern to most passengers.

Among these concerns will be:

What about my bags?

What about my connection?

What about the people meeting me?

How long will I be here?

Are there any alternatives?

- Offer assistance.

Section 18 - Announcements > 300 - Irregular Operations

**ATC**

Revision date: 1/8/2017  
Supersede date: 03/24/2014

Use the following sample announcement scripts when announcing a flight delay due to Air Traffic Control.

**Note:** Some latitude is permitted but the elements in each of the following are important and should not be omitted.

**Planned Diversion**

"May I have your attention, please? Due to air traffic control delays in \_\_\_\_, flight \_\_ will be diverted to land in \_\_\_\_\_. Our scheduled departure time is now \_\_\_\_ with an expected arrival in \_\_\_\_ of \_\_\_\_.

"We are currently working on rebooking those of you with connections and will be paging you to the podium so we can modify your tickets and check you in for your connection flight.

"For those of you ending your travel in \_\_\_\_ you may claim your luggage in baggage claim.

"For those of you needing transportation to the original intended city, \_\_\_\_, you will need to claim your luggage in baggage claim and continue to the bus transportation provided. Please come to the podium and give us your name so we can verify our bus transportation count.

"We apologize for this inconvenience today. If you have any further questions, please see a Customer Service Agent for assistance."

**Planned Circling**

"May I have your attention, please? Due to Air Traffic Control restrictions in \_\_\_\_, flight \_\_ may be delayed arriving into \_\_\_\_\_.  
"

"Although we will be boarding and departing on time, it may be necessary to circle over \_\_\_\_ for a short time before we are cleared to land. At this time we do not expect this delay to affect connections.

"We apologize for any inconvenience this may cause you. If you have any questions, please see a Customer Service Agent before boarding. Thank you."

**Unknown Duration**

"Hello, everyone. We have just learned that there is an Air Traffic Control restriction in \_\_\_\_, and flight \_\_ will be delayed.

"We are working quickly with the airport to get a new departure time and will update you as soon as we know the details. We suggest staying nearby because as soon as we have the new departure time we will begin boarding and get you on your way to \_\_\_\_\_.  
"

*"We are very sorry for this delay. For anyone connecting to another flight in \_\_\_\_\_, we will be monitoring those connections and keep you informed with any updates. Please let me know if I can answer any questions. Thank you."*

#### **Known Duration**

*"Hello, everyone. We have just leaned that there is an Air Traffic Control restriction in \_\_\_\_, so our flight \_\_\_\_ will be delayed.*

*"Our new anticipated departure time is \_\_\_\_\_ and we will arrive in \_\_\_\_\_ at \_\_\_\_\_.*

*"We are very sorry for this delay. If you are connecting to another flight in \_\_\_\_\_, we will be monitoring those connections and keep you informed with any updates. Please let me know if I can answer any questions. Thank you."*

Section 18 - Announcements > 300 - Irregular Operations

### Weather

Revision date: 5/1/2021  
Supersede date: 1/18/2017

Use the following sample announcement scripts when announcing a flight delay due to weather.

**Note:** Some latitude is permitted but the elements in each of the following are important and should not be omitted.

### Cancel

"Hello. For everyone traveling with us to \_\_\_\_\_, I have an important update about flight \_\_\_\_.

"Due to the current weather conditions in \_\_\_\_\_ this flight has been cancelled. I am very sorry that we're not able to take you to \_\_\_\_\_ as planned and for any inconvenience this may cause you."

"Safety is our #1 priority here at Alaska Airlines and we appreciate your cooperation."

If there is an alternate flight, add the following:

"There is an alternate flight to \_\_\_\_\_ at \_\_\_\_\_ after the weather is forecasted to improve. We will automatically move you to that flight and make sure your bags make the transfer as well. Please let me know if I can answer any questions."

"We recognize this is not ideal. Thank you for your patience. We are here to help."

### Marginal / Possible Over-fly

"May I have your attention, please? Our flight operations department has advised me that current weather conditions in \_\_\_\_\_ are below FAA minimum requirements.

"In the event that flight \_\_\_\_\_ is unable to land in \_\_\_\_\_ we will continue to \_\_\_\_\_. If this happens, we will provide transportation to \_\_\_\_\_ on the next available flight. However, any additional expenses such as food and lodging will be your responsibility should you choose to travel on this flight."

"We apologize for any inconvenience this may cause you. If you prefer, we will be happy reschedule you for a later flight or a flight on a different date."

"If you choose to change your travel, please see a Customer Service Agent. Thank you."

### Destination

"Hello. For everyone traveling with us to \_\_\_\_\_, I have an important update about flight \_\_\_\_.

"Due to the current weather condition in \_\_\_\_\_, I've been asked to postpone boarding our flight until the weather improves (or until further notice). We expect another weather update in \_\_\_\_ minutes, so please return to this area for further information.

"We are very sorry for this delay. For anyone connecting to another flight in \_\_\_\_\_, we will be monitoring those connections and will keep you informed with any updates. Please let me know if I can answer any questions. Thank you."

### **Origin**

"May I have your attention, please? Our flight operations department has advised me that due to the severe weather here in \_\_\_\_\_, flight \_\_\_\_ to \_\_\_\_ will be delayed.

"We will be monitoring connection times for those of you continuing beyond \_\_\_\_ and we will page you here in the boarding area if it becomes necessary to reschedule your flights.

"We apologize for any inconvenience this may cause. We expect to have another weather update in \_\_\_\_ minutes so please return to the boarding area by \_\_\_\_\_. Thank you."

Section 18 - Announcements > 300 - Irregular Operations

**Maintenance/Mechanical**

Revision date: 1/18/2017  
Supersede date: 09/08/2015

Use the following sample announcement scripts when announcing a flight delay due to maintenance or mechanical.

**Note:** Some latitude is permitted but the elements in each of the following are important and should not be omitted.

**Canceled**

*"Hello everyone. If you're traveling with us to \_\_\_\_\_ I have an important update about our flight \_\_\_\_\_. "*

*"Due to maintenance reasons with the aircraft, I'm very sorry to inform you that this flight has been cancelled and that we're not able to take you to \_\_\_\_\_ as planned."*

*"Safety is our #1 priority here at Alaska Airlines. We apologize for this inconvenience."*

If options are available:

*"We will automatically move you to flight \_\_\_\_\_ and make sure your bags make the transfer as well. Your new arrival time in \_\_\_\_\_ is \_\_\_\_\_. Please see me for more details."*

Or if there are multiple options:

*"There are multiple flight options available to \_\_\_\_\_ today. Please see me so I can help you further. And, if you checked a bag, please let me know, I'll make sure your bag travels with you on the new flight. If you didn't check any bags, you may also use Alaskaair.com or contact our reservations department at 1-800-Alaskaair to quickly change your flights. Again, I am sorry for this inconvenience."*

**Known Duration**

*"Hello everyone. We have just been informed of a delay for flight \_\_\_\_\_ to \_\_\_\_\_ today."*

*"Our team is onboard the aircraft now and expect to be ready to board in \_\_\_\_\_ minutes. Our new departure time is \_\_\_\_\_ and your flight will land in \_\_\_\_\_ at \_\_\_\_\_."*

*"For anyone connecting to another flight in \_\_\_\_\_, we will be monitoring those connections and will keep you informed with any updates. Please let me know if I can answer any questions."*

*"As always, safety is our #1 priority here at Alaska Airlines. We are very sorry for this delay and appreciate your patience. Thank you."*

**Unknown Duration**

*"Hello everyone. We have just been informed of a delay for flight \_\_\_\_\_ to \_\_\_\_\_ today.*

*"Our team is onboard the aircraft now. We will share more information as soon as we get an update on the expected length of the delay."*

*"Please stay nearby. As soon as I am given the green light, I'll start boarding and get you on your way to \_\_\_\_\_."*

*"For anyone connecting to another flight in \_\_\_\_\_, we will be monitoring those connections and keep you informed with any updates. Please let me know if I can answer any questions."*

*"Safety is our #1 priority here at Alaska Airlines. We are very sorry for this delay and appreciate your patience. Thank you."*

Section 18 - Announcements > 300 - Irregular Operations

**Interval Announcement**

Revision date: 1/18/2017  
Supersede date: New

Use the following sample script when announcing an update on a flight delay with no new information.

*"Hello again. For everyone traveling with us today to \_\_\_\_\_.*

*"I promised to keep you updated about our delay. I am very sorry but I do not have any new information to share since the last time I spoke to you." (unless there is a change)*

*"We are still waiting on our new departure time.*

*"If I can answer any questions in the meantime, please let me know. Thank you for your patience."*

Section 18 - Announcements > 300 - Irregular Operations

**Baggage, Mail, or Fuel Delay**

Revision date: 7/13/2011

Supersede date: 08/12/2010

Use the following sample announcement scripts when announcing a flight delay due to the loading of additional baggage, mail, or fuel.

**Note:** Some latitude is permitted but the elements in each of the following are important and should not be omitted.

*"May I have your attention, please? Flight \_\_\_\_ to \_\_\_\_ is being briefly delayed to accommodate baggage / mail / fuel. We expect that this will be onboard in \_\_\_\_ minutes.*

*"This brief delay will not affect customers who are making connections in \_\_\_\_\_. We apologize for the short delay and appreciate your patience. Thank you."*

Section 18 - Announcements > 300 - Irregular Operations

**Automated Meal Vouchers**

Revision date: 2/5/2021

Supersede date: 10/3/2019

Use this announcement after issuing Travelliance StormX automated meal vouchers to the entire flight.

*"Good morning/afternoon/evening, we apologize for the delay in your scheduled travel. We have sent each guest an electronic meal voucher to the email in your existing reservation. This meal voucher may be used to purchase food and non-alcoholic beverages at any food-service provider in the terminal. If you did not receive the email please see a customer agent at gate \_\_\_\_ for assistance. Again, we apologize for the delay."*

### Section 18 - Announcements > 300 - Irregular Operations

#### Connecting Customers

Revision date: 7/13/2011  
Supersede date: 08/12/2010

Use the following sample announcement scripts when announcing a flight delay due to connecting customers.

**Note:** Some latitude is permitted but the elements in each of the following are important and should not be omitted.

*"May I have your attention, please? Flight \_\_\_\_\_ is being delayed to accommodate additional customers who are arriving late on a connecting flight. We expect to complete boarding within \_\_\_\_\_ minutes. This brief delay will not affect customers who are making connections in \_\_\_\_\_. "*

*"We apologize for the short delay and appreciate your patience. Thank you."*

Section 18 - Announcements > 300 - Irregular Operations

**Crew Rest**

Revision date: 7/13/2011  
Supersede date: 08/12/2010

Use the following sample announcement scripts when announcing a flight delay due to crew rest requirements.

**Note:** Some latitude is permitted but the elements in each of the following are important and should not be omitted.

*"May I have your attention, please? In order to meet Federal Aviation Administration requirements regarding minimum crew rest between flights, flight \_\_\_\_\_ is being delayed \_\_\_\_\_ minutes/hours.*

*"We will be boarding at \_\_\_\_\_ and departing at \_\_\_\_\_. Your new arrival time in \_\_\_\_\_ is estimated to be \_\_\_\_\_.*

*"We apologize for this inconvenience and thank you for your patience."*

### Oversold Volunteer Announcement

Revision date: 6/15/2022  
Supersede date: 4/5/2018

Use the following sample announcement scripts when seeking volunteers on an oversold flight

**Note:** Some latitude is permitted but the elements in each of the following are important and should not be omitted.

#### In the Gate Area

"May I have your attention, please? We have more travelers than seats available on flight \_\_\_\_\_. If you have flexibility in your travel plans, we are looking for volunteers who can change their plans to flight \_\_\_\_\_ departing at \_\_\_\_\_.

"As a "thank you" for your flexibility, you'll receive a \$\_\_\_\_ Bonus Travel Certificate which may be applied for travel anywhere Alaska Airlines flies.

"The Bonus Travel Certificate is valid for one year from today and is valid on any flight, any time. You can either use it yourself or designate it for use by someone else.

"Please see me if you would like to be considered for volunteering your seat."

#### Onboard the Aircraft

"Good morning / afternoon / evening! We have more travelers than seats on this flight. If you have flexibility in your travel plans, we are looking for volunteers who can change to flight \_\_\_\_ departing at \_\_\_\_\_.  
As a "thank you" for your flexibility, you'll receive a \$\_\_\_\_ Bonus Travel Certificate which may be applied for travel anywhere Alaska Airlines flies.

"The Bonus Travel Certificate is valid for one year from today and is valid on any flight, any time. You can either use it yourself or designate it for use by someone else.

"I will take the first \_\_\_\_ volunteers. If you are interested, please collect your belongings and see me at the door of the aircraft."

#### Involuntary Denied Boarding After Boarding Complete

"Good morning / afternoon / evening! We have more travelers than seats on this flight. If you have flexibility in your travel plans, we are looking for volunteers who can change to flight \_\_\_\_ departing at \_\_\_\_\_.  
As a "thank you" for your flexibility, you'll receive a \$\_\_\_\_ Bonus Travel Certificate which may be applied for travel anywhere Alaska Airlines flies.

*"The Bonus Travel Certificate is valid for one year from today and is valid on any flight, any time. You can either use it yourself or designate it for use by someone else.*

*"I will take the first \_\_\_\_ volunteers. If you are interested, please collect your belongings, and see me at the door of the aircraft.*

*"If there are no volunteers onboard, we will need to deplane the entire aircraft and deny boarding to the last checked in guest."*

### Lengthy Tarmac Delay Announcements

Revision date: 2/14/2020  
Supersede date: 5/3/2019

Tarmac delays lasting three hours or more require an announcement in the boarding area.

The following are announcement templates to use.

#### Pre-departure Tarmac Delay Advisory

*"For those of you on flight \_\_\_ with service to \_\_\_, we have been advised that, due to (extreme weather, snow storms, etc.), the airport is experiencing unusually long tarmac delays of up to \_\_\_ hours."*

*"Your flight to \_\_\_ is currently scheduled to depart at \_\_\_. If your flight is delayed after pushing back from the gate, we will return to the gate in enough time so as not to exceed the DOT limits."*

*"More information about the delay will be provided at that time."*

#### Flights Returning to Gate Not Declared an EFI

*"For those of you on flight \_\_\_ with service to \_\_\_, we apologize for the inconvenience for the lengthy delay today which resulted in your flight returning to the gate."*

*"We do everything in our power to minimize tarmac delays and apologize we were unable to do so. Federal regulations do require us to return the aircraft to the gate in these instances."*

*"We will have more information for you momentarily about re-accommodation or new departure time."*

#### Flights Returning to Gate and Declared an EFI

*"For those of you on flight \_\_\_ with service to \_\_\_, we apologize for the inconvenience for the (delay, cancellation, diversion) today."*

*"We do everything in our power to minimize tarmac delays and apologize we were unable to do so today. Federal regulations do require us to return the aircraft to the gate in these instances."*

*"We will have more information for you momentarily about re-accommodation or new departure time."*

*"Our Customer Care Department will be reaching out to each passenger with a service gesture by email or letter in the next few days. We thank you for your patience and understanding."*

**Note:** Consult SOC for information on EFI declaration.

#### Cancellation Caused by Potential Three-Hour Tarmac Delay

*"Due to (extreme weather, snow storms, etc.), we anticipate tarmac delays could exceed three hours and require us to return to the gate pursuant to DOT regulations if we allow Flight \_\_\_ with service to \_\_\_ to depart the gate.*

*"As a result, we have elected to cancel this flight and we apologize for the inconvenience. Please see a Customer Service Agent for re-accommodation. For the quickest way to get your travels back on track, visit our website and rebook without any fees or penalties."*

## **400 - IMAGE Text Messages**

Revision date: 11/9/2010  
Supersede date: New

Communication plays a vital role in providing an important information link between agents, flight crew, customers, and other stations. IMAGE provides various text message formats to allow you to communicate with your coworkers.

### **Remarks Text (R-Text)**

Prints on arrival information for the agent meeting the flight.

Audience: Downline station

Example Uses:

- Request a downline station to pull a missed ticket.
- Communicate an important message to an enroute customer.

### **Passenger Text (P-Text)**

"A" agent or agent boarding the flight should access P-Text periodically during flight process.

Audience: Local "A" Agent or agent boarding flight

Example Uses:

- Messages that are relevant to the local station.

### **Free Text (F-Text)**

Appears below the Passenger Item upon initial check-in. "A" and Lead agents enter F-Text to communicate specific information about a flight to all other agents who may check in customers for that flight.

Audience: Local Check in and Gate Agents

Example Uses:

- Notify agents to solicit for volunteers for a specific flight.
- Notify agents of protection information for a specific flight.

## Section 19 - Seat Maps/Aircraft Types

### 100 - Alaska Airlines Aircraft Types

Section 19 - Seat Maps/Aircraft Types > 100 - Alaska Airlines Aircraft Types

#### Boeing 737-700

Revision date: 6/20/2023  
Supersede date: 4/24/2023

##### Controls

[Ops Spec A022](#)

EFR

**Policy and procedures regarding exit seats cannot be revised without prior regulatory approval and revision of Operations Specification A022 (Ops Spec A022) for Alaska Airlines.**

12 First Class/18 Premium Class/94 Main Cabin



■ First Class   ■ Main Cabin   ■ Premium Class

Main Cabin Door	34" wide
Aisle	18" wide
Bulkheads	Two onboard. Hard bulkhead at Row 1; curtain at Row 6.
Exits	Six onboard. Four door exits and two window exits.
Seat Dimensions	Measured armrest to armrest First Class all seats 21" wide Coach Class all seats 17.7" wide
Seat Pitch (Average)	First Class 41" Premium Class 35"

**Customer Service Manual**

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	Coach Class      32"
<b>Under Seat Dimensions</b>	First Class      high x wide x deep "A" and "F"      11.5" x 14.5" x 10.8" "C" and "D"      11.5" x 14.5" x 10.8"  Premium and Coach Class "A" and "F"      11.5" x 20.74" x 10.8" "B" and "E"      8.5" x 19" x 10" "C" and "D"      10" x 12" x 10"
<b>Other Stowage</b>	One small closet located behind 3AC, dimensions 13.25"W x 36"D x 51"H, to accommodate stowage of a wheelchair.
<b>Overhead Bins</b>	Fwd: 60" x 27" x 13" Last two aft: 60" x 27" x 13" Others: 80" x 27" x 13" (Bottom widths, tapering to top)
<b>Onboard Wheelchair</b>	Located in aft centerline ceiling compartment
<b>Lavatory</b>	Aft left lavatory is handicap and infant changing table equipped.
<b>Lavatory Door</b>	20" wide
<b>Electrical Outlet</b>	Power in all seats
<b>Jumpseats</b>	Two flight deck and two flight attendant jumpseats onboard in addition to those used by working crew members.
<b>Accessible Seats (H)</b>	6 BCDE 10 BC 23 BCDE
<b>Undesirable Seats</b>	Non-reclinable - Rows 15-16 Low-profile cushion - 16AF
<b>Moveable Armrests</b>	All seats except in first class and in Rows 6 and 16
<b>Emergency Exit Row</b>	Rows 16-17
<b>Child Seating</b>	Child restraint devices not allowed in Rows 15-18. Preferred family/ unaccompanied minor seating is Row 28.

<b>Stretchers</b>	Not permitted
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Section 19 - Seat Maps/Aircraft Types > 100 - Alaska Airlines Aircraft Types

**Boeing 737-800**

Revision date: 6/20/2024  
Supersede date: 4/24/2023

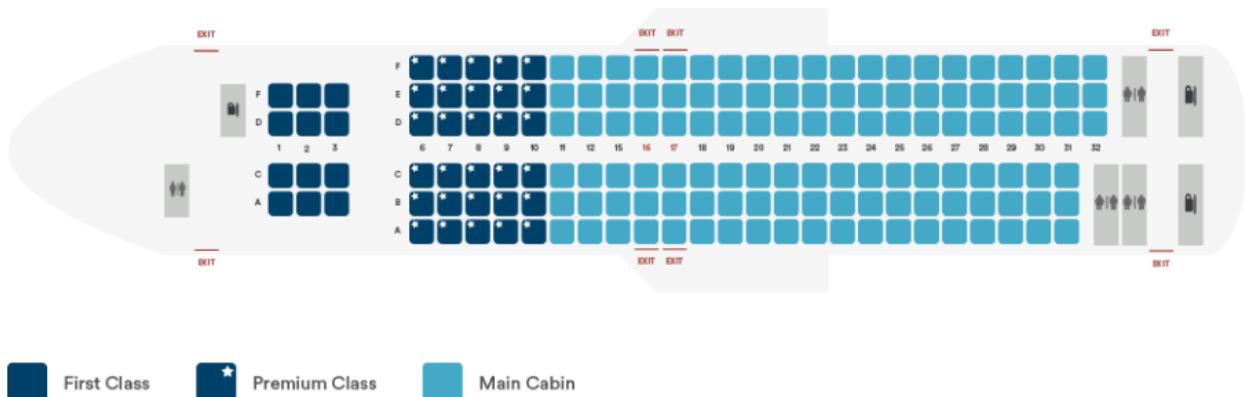
**Controls**

Ops Spec A022

EFR

***Policy and procedures regarding exit seats cannot be revised without prior regulatory approval and revision of Operations Specification A022 (Ops Spec A022) for Alaska Airlines.***

12 First Class/30 Premium Class/117 Main Cabin



<b>Main Cabin Door</b>	34" wide
<b>Aisle</b>	18" wide
<b>Bulkheads</b>	Two onboard. Hard bulkhead at Row 1; curtain at Row 6.
<b>Exits</b>	Eight onboard. Four door exits and four window exits.
<b>Seat Dimensions</b>	Measured armrest to armrest First Class all seats 21" wide Premium and Coach Class minimum 17.5"/maximum 18.5" wide
<b>Seat Pitch (Average)</b>	First Class 41" Premium Class 35" Coach Class 32"
<b>Under Seat Dimensions</b>	First Class high x wide x deep

	<p>"A" and "F"      6" x 17" x 24"</p> <p>"C" and "D"      9" x 19" x 24"</p> <p>Coach Class</p> <p>"A" and "F"      9" x 17" x 24"</p> <p>"B" and "E"      9" x 19" x 24"</p> <p>"C" and "D"      9" x 14" x 24"</p>
<b>Other Stowage</b>	One small closet located forward of 1DF, dimensions 15.25"W x 38"D x 48"H, to accommodate stowage of a wheelchair.
<b>Overhead Bins</b>	<p>10" x 15" x 25" - Standard overhead bin</p> <p>56" x 23" x 14" - Sky Interior overhead bin</p>
<b>Onboard Wheelchair</b>	Located in aft centerline ceiling compartment
<b>Lavatory</b>	Two rearmost lavatories are handicap equipped. Aft left lavatory is infant changing table equipped.
<b>Lavatory Door</b>	20" wide
<b>Electrical Outlet</b>	Power in all seats
<b>Jumpseats</b>	Two flight deck and two flight attendant jumpseats onboard in addition to those used by working crew members.
<b>Accessible Seats (H)</b>	<p>6 BCDE</p> <p>11 BC</p> <p>23 BCDE</p>
<b>Undesirable Seats</b>	<p>Non-reclinable - Rows 15, 31ABC, 32DEF</p> <p>Low-profile cushion - Rows 16-17</p> <p>No window - 10A</p>
<b>Moveable Armrests</b>	<p>All First Class aisle seats</p> <p>All main cabin seats except Row 6</p>
<b>Emergency Exit Row</b>	Rows 16-17
<b>Child Seating</b>	<p>Child restraint devices not allowed in Rows 15-18.</p> <p>Preferred family/ unaccompanied minor seating is Row 31.</p>
<b>Stretchers</b>	Not permitted

Section 19 - Seat Maps/Aircraft Types > 100 - Alaska Airlines Aircraft Types

**Boeing 737-900**

Revision date: 6/20/2023  
Supersede date: 4/24/2023

**Controls**

Ops Spec A022

EFR

***Policy and procedures regarding exit seats cannot be revised without prior regulatory approval and revision of Operations Specification A022 (Ops Spec A022) for Alaska Airlines.***

16 First Class/24 Premium Class/138 Main Cabin



<b>Main Cabin Door</b>	34" wide
<b>Aisle</b>	18" wide
<b>Bulkheads</b>	Two onboard at Row 1 and Row 6.
<b>Exits</b>	Eight onboard. Four door exits and four over wing window exits.
<b>Seat Dimensions</b>	Measured armrest to armrest First Class all seats 21" wide Premium and Coach Class minimum 17.5"/maximum 18.5" wide
<b>Seat Pitch (Average)</b>	First Class 41" Premium Class 35" Coach Class 32"
<b>Under Seat Dimensions</b>	First Class high x wide x deep "A" and "F" 9" x 17" x 24" "C" and "D" 9" x 19" x 24"

	Premium and Coach Class "A" and "F"      9" x 17" x 24" "B" and "E"      9" x 19" x 24" "C" and "D"      9" x 14" x 24"
<b>Other Stowage</b>	One closet located in front of 1AC to accommodate stowage of a wheelchair. Forward closet dimensions 13"W x 35"D x 50"H, to accommodate stowage of a wheelchair.
<b>Overhead Bins</b>	Fwd: 60" x 27" x 13"  Last 2 aft: 60" x 27" x 13"  Others: 80" x 27" x 13"  (Bottom widths, tapering to top)
<b>Onboard Wheelchair</b>	Located in overhead bin, row 32
<b>Lavatory</b>	Aft left lavatory is handicap and infant changing table equipped.
<b>Lavatory Door</b>	20" wide
<b>Electrical Outlet</b>	Power in all seats
<b>Jumpseats</b>	Two flight deck and two flight attendant jumpseats onboard in addition to those used by working crew members.
<b>Accessible Seats (H)</b>	6 BCDE   11 BC   23 BCDE
<b>Undesirable Seats</b>	Non-reclining - Rows 15, 16, 32ABC, 34  Low-profile cushion - Rows 16-17  No window - 11A
<b>Moveable Armrests</b>	All First Class aisle seats  All main cabin seats except Row 6
<b>Emergency Exit Row</b>	Rows 16-17
<b>Child Seating</b>	Child restraint devices not allowed in Rows 15-18.  Preferred family/unaccompanied minor seating is row 32.
<b>Stretchers</b>	Not permitted

Section 19 - Seat Maps/Aircraft Types > 100 - Alaska Airlines Aircraft Types

**Boeing 737-900ER**

Revision date: 6/20/2023  
Supersede date: 4/24/2023

**Controls**

Ops Spec A022

EFR

***Policy and procedures regarding exit seats cannot be revised without prior regulatory approval and revision of Operations Specification A022 (Ops Spec A022) for Alaska Airlines.***

16 First Class/24 Premium Class/138 Main Cabin



<b>Main Cabin Door</b>	34" wide
<b>Aisle</b>	18" wide
<b>Bulkheads</b>	Two onboard. Hard bulkhead at Row 1; curtain at Row 6.
<b>Exits</b>	Eight onboard. Four door exits and four over wing window exits.
<b>Seat Dimensions</b>	Measured armrest to armrest First Class all seats 21" wide Premium and Coach Class minimum 17.5"/maximum 18.5" wide
<b>Seat Pitch (Average)</b>	First Class 41" Premium Class 35" Coach Class 32"
<b>Under Seat Dimensions</b>	First Class high x wide x deep "A" and "F" 8" x 19" x 15" "C" and "D" 8" x 20" x 15"

	Premium and Coach Class "A" and "F"      8" x 18" x 15" "B" and "E"      8" x 20" x 15" "C" and "D"      8" x 12" x 15"
<b>Other Stowage</b>	One closet located in front of 1AC to accommodate stowage of a wheelchair. Closet dimensions 13" W x 39" D x 55" H  If wheelchair cannot be accommodated refer to <a href="#">Section 7.100 Wheelchair Assistance</a> for seating accommodation.
<b>Overhead Bins (average)</b>	56" W x 23" D x 14" H
<b>Onboard Wheelchair</b>	Located in aft centerline ceiling compartment above Row 32
<b>Lavatory</b>	All lavatories are handicap equipped. Aft left lavatory is infant changing table equipped.
<b>Lavatory Door</b>	20" wide
<b>Electrical Outlet</b>	Power in all seats.
<b>Jumpseats</b>	Two flight deck and two flight attendant jumpseats onboard in addition to those used by working crew members.
<b>Accessible Seats (H)</b>	6 BCDE 11 BC 23 BCDE
<b>Undesirable Seats</b>	Non-reclining - Rows 15, 16, 32ABC, 34 Low-profile cushion - Rows 16-17 No window - 11A
<b>Moveable Armrests</b>	All First Class aisle seats All main cabin seats except Row 6
<b>Emergency Exit Row</b>	Rows 16-17
<b>Child Seating</b>	Child restraint devices not allowed in Rows 15-18. Preferred family/unaccompanied minor seating is row 32.
<b>Stretchers</b>	Not permitted

Section 19 - Seat Maps/Aircraft Types > 100 - Alaska Airlines Aircraft Types

**Boeing 737-MAX-9**

Revision date: 6/20/2023  
Supersede date: 4/24/2023

**Controls**

Ops Spec A022

EFR

***Policy and procedures regarding exit seats cannot be revised without prior regulatory approval and revision of Operations Specification A022 (Ops Spec A022) for Alaska Airlines.***

16 First Class/24 Premium Class/138 Main Cabin



<b>Main Cabin Door</b>	34" wide
<b>Aisle</b>	18" wide
<b>Bulkheads</b>	Two onboard. Hard bulkhead at Row 1; curtain at Row 6.
<b>Exits</b>	Eight onboard. Four door exits and four over wing window exits.
<b>Seat Dimensions</b>	Measured armrest to armrest First Class all seats 21" wide Premium and Coach Class all seats 17.7" wide
<b>Seat Pitch (Average)</b>	First Class 41" Premium Class 35" Coach Class 32"
<b>Under Seat Dimensions</b>	First Class high x wide x deep "A" and "F" 11.5" x 14.5" x 10.8"

	<p>“C” and “D”      11.5” x 10.6” x 10.8”      Center Space    11.5” x 20.74” x 10.8”      Premium and Coach Class      “A” and “F”      10” x 19” x 10”      “B” and “E”      8.5” x 19” x 10”      “C” and “D”      10” x 12” x 10”</p>			
<b>Other Stowage</b>	<p>One closet located in front of 1AC to accommodate stowage of a wheelchair. Closet dimensions 13” W x 39” D x 55” H</p> <p>If wheelchair cannot be accommodated refer to <a href="#">Section 7.100 Wheelchair Assistance</a> for seating accommodation.</p>			
<b>Overhead Bins (average)</b>	56” W x 23” D x 14” H			
<b>Onboard Wheelchair</b>	Located in aft centerline ceiling compartment above Row 32			
<b>Lavatory</b>	All lavatories are handicap equipped. Aft left lavatory is infant changing table equipped.			
<b>Lavatory Door</b>	20" wide			
<b>Electrical Outlet</b>	Power in all seats.			
<b>Jumpseats</b>	Two flight deck and two flight attendant jumpseats onboard in addition to those used by working crew members.			
<b>Accessible Seats (H)</b>	<table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>6 BCDE</td> </tr> <tr> <td>11 BC</td> </tr> <tr> <td>23 BCDE</td> </tr> </table>	6 BCDE	11 BC	23 BCDE
6 BCDE				
11 BC				
23 BCDE				
<b>Undesirable Seats</b>	<p>Limited leg room - Row 1ACDF</p> <p>Non-reclining - Rows 15, 16, 32ABC, 33DEF, 34DEF</p> <p>Low-profile cushion - Rows 16-17</p> <p>No window - 11A</p>			
<b>Moveable Armrests</b>	<p>All First Class aisle seats</p> <p>All main cabin seats except Row 6</p>			
<b>Emergency Exit Row</b>	Rows 16-17			
<b>Child Seating</b>	<p>Child restraint devices not allowed in Rows 15-18.</p> <p>Preferred family/unaccompanied minor seating is row 32.</p>			

## **Customer Service Manual**

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<b>Stretchers</b>	Not permitted
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## Section 19 - Seat Maps/Aircraft Types &gt; 100 - Alaska Airlines Aircraft Types

**Airbus A321**

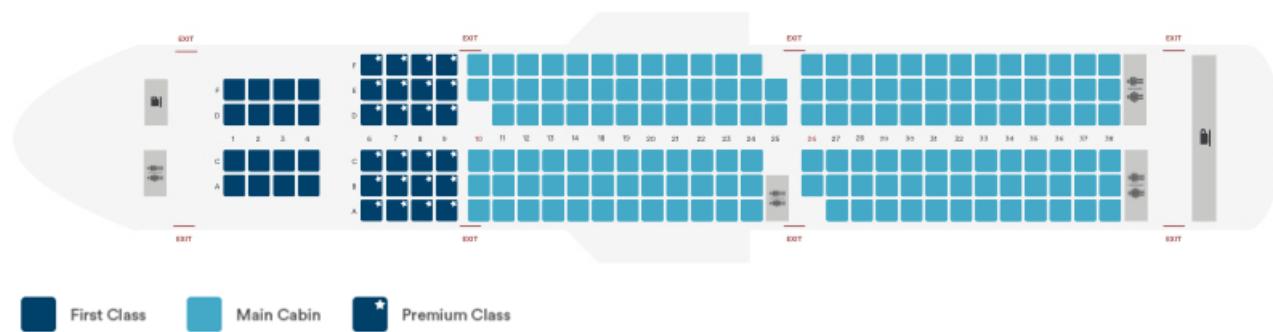
Revision date: 6/20/2023  
Supersede date: 4/24/2023

**Controls****Ops Spec A022**

EFR

***Policy and procedures regarding exit seats cannot be revised without prior regulatory approval and revision of Operations Specification A022 (Ops Spec A022) for Alaska Airlines.***

16 First Class/24 Premium Class/150 Main Cabin



<b>First Class Seats</b>	16 seats in Rows 1-4
<b>Main Cabin Seats</b>	Premium Class: 24 seats in Rows 6-9 Main Cabin: 150 seats in Rows 10-38
<b>Main Cabin Door</b>	32" wide
<b>Aisle</b>	19" wide
<b>Bulkheads</b>	Three onboard: Hard bulkhead at Row 1 and 26BC; curtain at Row 6.
<b>Exits</b>	Eight onboard. Four door exits and four over wing window exits.
<b>Seat Pitch (Average)</b>	First Class - 40" Premium Class - 35" Coach - 32"
<b>Seat Dimensions</b>	Measured armrest to armrest First Class - 21" wide

## Customer Service Manual

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	Premium and Coach Class - 17.7" wide	
<b>Under Seat Dimensions</b>	<b>First Class Seats</b>	<b>high x wide x deep</b>
	A and F seats	11.5" x 14.5" x 10.8"
	C and D seats	11.5" x 10.6" x 10.8"
	Center Space	11.5" x 20.74" x 10.8"
	<b>Coach Class Seats</b>	
	A and F seats	10" x 19" x 10"
	B and E seats	8.5" x 19" x 10"
	C and D seats	10" x 12" x 10"
<b>Other Stowage</b>	No closet available.	
<b>Overhead Bin (average)</b>	41" W x 23" D x 13" H	
<b>Onboard Wheelchair</b>	Located in the aircraft right doghouse, between First Class and row 6.	
<b>Lavatory</b>	All lavatories are handicap equipped and are infant changing table equipped.	
<b>Lavatory Door</b>		
<b>Electrical Outlet</b>	Power in all seats	
<b>Jumpseats</b>	Two flight deck and one flight attendant jumpseats onboard in addition to those used by working crew members.	
<b>Accessible Seats (H)</b>	6 BCDE 18 BC 23 BCDE	
<b>Undesirable Seats</b>	Rows 10 and 25, and Seat 11D	
<b>Moveable Armrests</b>	All First Class aisle seats  All Premium and Main Cabin aisle seats, except Rows 6, 10, seat 11D and Row 26	
<b>Emergency Exit Row</b>	Rows 10 and 26; Seats 27A, 27B, 27C	
<b>Child Seating</b>	Child restraint devices not allowed in Rows 9-11 and 25-27, 28 ABC.  Preferred unaccompanied minor seating is Row 38.	

<b>Stretchers</b>	Not permitted.
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## 200 - Horizon Air Aircraft

Section 19 - Seat Maps/Aircraft Types > 200 - Horizon Air Aircraft

### Embraer E175

Revision date: 4/24/2023  
Supersede date: 3/14/2022

#### Controls

QX Ops Spec A022  
EFR

***Policy and procedures regarding exit seats cannot be revised without prior regulatory approval and revision of Operations Specification A022 (Ops Spec A022) for Horizon Air.***



First Class



Premium Class



Main Cabin

Main Cabin Door	30.7" wide
Aisle	19.75" wide
Bulkheads	Two onboard: <ul style="list-style-type: none"><li>Hard wall bulkhead at Row 1</li><li>Half hard wall at seats 6AB, and full hard wall at 6CD</li></ul>
Exits	Four onboard: <ul style="list-style-type: none"><li>Two door exits on each side ahead of Row 1</li><li>Two door exits aft on each side of Row 21</li></ul>
Seat Dimensions	Measured armrest to armrest.

	First Class: all seats 20" wide Coach Class: all seats 18" wide
<b>Seat Pitch (Average)</b>	First Class: 37" Premium Class: 34" Coach Class: 31"
<b>Under Seat Dimension</b>	First Class: 9" H x 24" W x 16" D Coach Class: 9" H x 24" W x 16" D
<b>Overhead Bins</b>	First Class: 10.6 " H x 60" W x 23.8" D 8.8" H x 60" W x 9.1" D Coach Class: 10" H x 60" W x 17" D
<b>Onboard Wheelchair</b>	Located in the aft galley.
<b>Lavatory</b>	Aft lavatory is handicap and infant changing table equipped.
<b>Lavatory Door</b>	18" wide
<b>Electrical Outlet</b>	First Class seats only, eventually Coach and Premium Class
<b>Jumpseats</b>	One flight deck and one cabin jumpseat in addition to those used by working crewmembers.
<b>Accessible Seats (H)</b>	6 ABCD 11 ABCD 18 ABCD
<b>Undesirable Seats</b>	Row 21 does not recline
<b>Retractable Armrests</b>	All rows except A seats in First Class and Row 6
<b>Emergency Exit Seats</b>	None
<b>Child Seating</b>	Preferred location for child restraint devices are A or D seats. They shall not occupy A seats in First Class.  Preferred family/unaccompanied minor seating is Row 21.

## **Customer Service Manual**

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<b>Stretchers</b>	Not permitted
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## 300 - SkyWest Aircraft Types

Section 19 - Seat Maps/Aircraft Types > 300 - SkyWest Aircraft Types

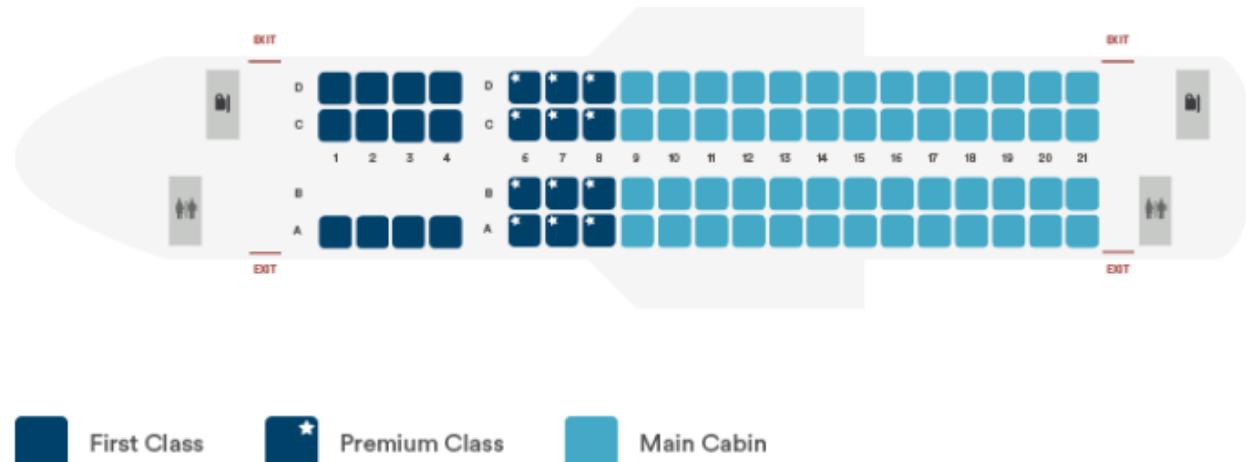
### Embraer ERJ 175

Revision date: 4/24/2023  
Supersede date: 3/14/2022

#### Controls

OO Ops Spec A022

**Policy and procedures regarding exit seats cannot be revised without prior regulatory approval and revision of Operations Specification A022 (Ops Spec A022) for SkyWest.**



First Class



Premium Class



Main Cabin

<b>Main Cabin Door</b>	30.7" wide
<b>Aisle</b>	19.75" wide
<b>Bulkheads</b>	Two onboard. Hard wall bulkhead at Row 1, and half hard wall at seats 6A and 6B, full hard wall at 6C and 6D.
<b>Exits</b>	Four onboard. Two door exits on each side ahead of Row 1. Two door exits aft on each side of Row 21.
<b>Seat Dimensions</b>	Measured armrest to armrest. First Class: all seats 20" wide Coach Class: all seats 18" wide
<b>Seat Pitch (Average)</b>	First Class: 37" Premium Class: 34" Coach Class: 31"

## Customer Service Manual

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<b>Under Seat Dimensions</b>	First Class      7.3" H x 35.5" W x 14.2" D Coach Class    9.7" H x 37" W x 14.4" D
<b>Overhead Bins</b>	First Class      10.6" H x 62.6" W x 23.8" D Coach Class    10" H x 68" W x 14" D
<b>Onboard Wheelchair</b>	Located in the aft galley
<b>Lavatory</b>	Aft lavatory is handicap and infant changing table equipped
<b>Lavatory Door</b>	18" wide
<b>Electrical Outlet</b>	First Class seats only
<b>Jumpseats</b>	One flight deck Jumpseat.
<b>Accessible Seats (H)</b>	6 ABCD 11 ABCD 18 ABCD
<b>Undesirable Seats</b>	Row 21 does not recline
<b>Retractable Armrests</b>	All rows except A seats in First Class and Row 6
<b>Emergency Exit Seats</b>	None
<b>Child Seating</b>	Preferred location in A or D seats. May not occupy A seats in First Class. Preferred family/unaccompanied minor seating is Row 21.
<b>Stretchers</b>	Not permitted

## Section 20 - Hawaii

### 100 - U.S. Mainland to Hawaii

Section 20 - Hawaii > 100 - U.S. Mainland to Hawaii

#### Agriculture Requirements

Revision date: 8/12/2010  
Supersede date: New

##### Controls:

[7 CFR 318 - Hawaiian and Territorial Quarantine Notices, Hawaii's Animal Quarantine Laws, Hawaii Administrative Rules, Title 4](#)

The State of Hawaii is quarantined to prevent the spread of plant and animal pests and diseases. Certain restrictions apply to passengers, baggage and aircraft traveling to/from the State of Hawaii and the U. S. mainland. The United States Department of Agriculture (USDA), Animal Plant and Health Inspection Service (APHIS) and Hawaii Agriculture regulate these restrictions.

#### Agriculture Requirements

Passengers, aircraft, baggage, cargo are subject to agricultural inspection at the port of arrival. Passengers, carry-on baggage and checked baggage will be inspected at the Hawaii Department of Agriculture Plant Quarantine inspection station in the baggage claim area.

Most plants are permitted into Hawaii after inspection if they are free of soil, insect pests and signs of disease.

The following will not be permitted into Hawaii without the customer having made prior arrangements with Hawaii Department of Agriculture for a permit. This list is not all-inclusive, subject to change and is provided as a reference only.

- Pineapple and bromeliad plants and fruits
- Passion fruit plants and seeds
- Cruciferous root vegetables (radish, turnip, daikon, horseradish, rutabaga)
- Corn on the cob
- Citrus and pulpy fruits from Florida & Puerto Rico
- Taro and dasheen
- Coconuts
- Orchid plants
- Plants in the grass family (including sugar cane and bamboo)
- Coffee plants and plant part including seeds.

- Palm plants
- Pine plants

Section 20 - Hawaii > 100 - U.S. Mainland to Hawaii

### Department of Agriculture Plant and Animal Declaration Form

Revision date: 9/19/2016  
Supersede date: 07/23/2015

All travelers going to Hawaii must complete the [State of Hawaii Department of Agriculture Plants and Animals Declaration form](#) prior to arrival.

**STATE OF HAWAII**  
Department of Agriculture  
**PLANTS AND ANIMALS DECLARATION FORM**  
**F2004**

FOR ALL PASSENGERS, OFFICERS, AND CREW MEMBERS

ALOHA! Entering to Hawaii. Many plants and animals from elsewhere in the world can be harmful to our unique environment, agriculture, and communities. Please help to protect Hawaii by not bringing harmful pests into our state.

**YOU ARE REQUIRED BY STATE LAW TO FILE THIS DECLARATION FORM (F2004)** Any person who refuses the declaration form, gives false information, or fails to declare prohibited or restricted items, may be subject to a fine of up to \$5,000.00 and/or imprisonment for one year. Any person who violates Chapter 155A, Hawaii Revised Statutes, and may be guilty of a misdemeanor offense. In certain instances, to a maximum penalty of \$50,000.00 and/or 10 years imprisonment. Intentionally smuggling a prohibited item into Hawaii is a felony offense, and may result in a fine of up to \$100,000.00 and/or 10 years imprisonment by a maximum period of \$100,000.00 and/or 10 years imprisonment.

One adult member of a family may complete this declaration for other family members:

A) I intend the following items as my PROHIBITED ITEMS (check all that apply):

- Fresh Fruit & Vegetables
- Cut Flowers & Foliage
- Rooted Plants & Plant Cuttings, or Algae
- Ripe or Propagative Seeds or Bulbs
- Bird
- Fish
- Reptiles (Turtles, Lizards, Snakes, etc.)
- Other Animals

Please check off all of the above marked items in your baggage and/or luggage for inspection by a Hawaii Quarantine Inspector in the baggage claim area. The cargo agent will escort cargo for inspection on arrival.

B) I intend the following items as my PROHIBITED ANIMALS (check all that apply):

- Dogs
- Cats
- Birds

If you are traveling with any LIVE ANIMALS, you must NOTIFY A CABIN ATTENDANT PRIOR TO DECLARING. All live animals must be turned in at the nearest Airport Animal Quarantine Holding Facility by the transportation carrier. No live animals are allowed.

**NOTICE OF THE ABOVE**

PLEASE LIST THE SPECIFIC TYPE/NAMES OF THE ITEMS MARKED ABOVE. (Items meeting State requirements will be inspected and released.)

1. \_\_\_\_\_  
2. \_\_\_\_\_  
3. \_\_\_\_\_  
4. \_\_\_\_\_

Origin (State or Country) of above items \_\_\_\_\_

Full Name (First)	Last
Home Address	City _____ State _____ Zip _____
Phone No.	Mobile No.
Passenger's Address or Name of Hotel/Logging	
Street	Phone No.
Name of Hotel/Logging	Phone No.
Signature	Date _____

03810

Declaration Form Rev. 01-01-2004, Version 2.0  
Date Reverse Side

### Departure City

Gate agent at a Hawaii gateway city shall ensure a "Hawaii Doc Kit" is provided to Flight Attendant.

### Hawaii Doc Kit

The "Hawaii Doc Kit" must include:

- One Department of Business Economic Development and Tourism (DBEDT) envelope.
- Approximately 157 – Agriculture forms. The forms are one per family even if the customer has nothing to declare.
- Above items placed in a large plastic bag.

- Each station should have a designated pick up and drop off location for new and used Hawaii Doc Kits to prevent a used kit from being boarded in error.



### **Ordering Hawaii Doc Kit Forms**

- Agriculture Envelopes – Department of Business Economic Development & Tourism (DBEDT) - need one per flight
- DOA Plants and Animals Declaration Forms (both front and back) – Plant Quarantine Branch Office - need one per family

**Note:** The Agriculture forms are also available in five (5) foreign languages upon request:

- Korean
- Tagalog
- Japanese
- Chinese
- Spanish

These forms are required to be on hand at your city:

<b>Gateway city to Hawaii</b>	<b>Non-Gateway City to Hawaii</b>
<ul style="list-style-type: none"><li>• The Agriculture forms are ordered and shipped from the HNL station</li></ul>	<ul style="list-style-type: none"><li>• The Agriculture Forms are available via WorkFlowOne</li></ul>

<p><b>Note:</b> These forms are not available to order through WorkFlowOne for any gateway city.</p> <ul style="list-style-type: none"> <li>• DBEDT envelopes are ordered and shipped from the HNL station</li> <li>• Order forms through the Hawaii Customer Service Manager or designee by phone or email</li> <li>• Include in the order the number of boxes you want shipped to your station</li> <li>• The Hawaii Manager or designee will ship the order to your station using an expedite tag</li> <li>• Order the plastic bags (for your Doc Kit) through PeopleSoft. Item ID 100286 and description Bag, Ziplock, 12X15ML, Clear 10</li> </ul>	<ul style="list-style-type: none"> <li>• The forms are available for order in packs of twenty five (25)</li> <li>• The ARCTIC number 2-5184</li> </ul>
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### Onboard/En Route

Agriculture forms must be completed (one per family) regardless if the customer has anything to declare.

The Flight Attendants shall collect completed forms from customers and all crewmembers and shall place in the [Department of Business Economic Development & Tourism Envelope \(DBEDT\)](#) in the following order:

- Crew forms
- Any agriculture to declare
- Traveling with a service animal
- Traveling with a pet cat or dog
- All remaining forms

If the Agriculture forms are not completed prior to arrival, customers will not be allowed to deplane in Hawaii until all forms are complete.

**Note:** Failure to complete the Agriculture forms prior to arrival in Hawaii places Alaska Airlines at risk of a penalty for each form that is not complete.

**Arrival in Hawaii**

The meeting agent shall collect from flight attendant the [DBEDT envelope](#) with completed forms inside, in appropriate order, before passengers can deplane.

Agriculture forms are submitted to the Agriculture Inspector upon arrival, and before the FIRST BAG can be dropped on the carousel.

Baggage Service Agent is responsible for ensuring Agriculture forms are handed off to the DOA inspector meeting the arrival BEFORE any bags are placed on the baggage carousel.

Section 20 - Hawaii > 100 - U.S. Mainland to Hawaii

### **Junior Jetsetters to Hawaii**

Revision date: 7/13/2018  
Supersede date: 7/23/2015

The same check-in processes used on all passenger service flights apply to Hawaii flights with the following exceptions.

#### **Check-in - Acceptance of Junior Jetsetters to Hawaii**

The initial point of contact is responsible for ensuring the front and back of the Agriculture form for unaccompanied minors is completed. This ensures the guardian or designee responsible for the Junior Jetsetter can assist in the completing the form.

Flight attendants are not responsible for assisting a Junior Jetsetter traveling to Hawaii with the completion of the Agriculture form because they do not know what the minor might have to declare.

When completing the [Guardian Contact Form \(GCF\)](#):

- Check the box titled “Hawaii Agricultural Form completed”
- Staple completed Agriculture form to the GCF

#### **At the Gate**

The agent in the gateway city to Hawaii shall collect all completed Agriculture forms from unaccompanied minors, and hand the forms off to the flight attendant prior to departure.

Section 20 - Hawaii > 100 - U.S. Mainland to Hawaii

### **Amnesty**

Revision date: 8/19/2010

Supersede date: New

If a customer forgets to declare something on their “Plants and Animals Declaration Form” they may either remove the item from their person/bag etc and place in the amnesty bin located in baggage claim; or give a verbal notice to the Inspector prior to them finding the item.

**Note:** Failure to declare these items can result in delays in process and fines of \$1000 or more.

## 200 - Hawaii to U.S. Mainland

Section 20 - Hawaii > 200 - Hawaii to U.S. Mainland

### Agriculture Requirements

Revision date: 8/2/2017

Supersede date: 03/24/2014

**Applicable to flights operated with 737 and Airbus aircraft only.**

### Agriculture Requirements

Passengers, baggage, and aircraft are subject to agricultural inspection at the port of departure. Passengers and carry-on baggage will be inspected after the security checkpoint and prior to boarding.

Checked baggage will be inspected at agricultural inspection stations prior to submitting their baggage to the airline.

**Note:** Failure to declare these items can result in delays in process and fines of \$1000 or more.

### Prohibited Items

The following may not be shipped, carried, transported, received for transportation or transported from Hawaii into or through the continental United States.

This list is not all-inclusive, subject to change and is provided as a reference only.

- Berries of any kind, including coffee berries and sea grapes
- Cactus plants or parts
- Cotton and cotton bolls
- Fresh flowers of gardenia, jade vine, and Mauna Loa
- Fresh pulpy fruits and vegetables (except pineapple)
- Kikania and fresh pandanus
- Live insects and snails
- Plans in soil
- Seeds with pulp and fresh seed pods
- Sand (not clean ocean sand)
- Soil
- Sugarcane
- Swamp cabbage (unchoy)
- Sweet potato (raw)

Animal and Plant Health Inspection Service (APHIS) may make exceptions to the above and allow certain items to travel.

Section 20 - Hawaii > 200 - Hawaii to U.S. Mainland

### Aircraft Inspection

Revision date: 8/2/2017  
Supersede date: 03/24/2014

**Applicable to flights operated with 737 and Airbus aircraft only.**

The inspector has the right to inspect our aircraft prior to departure and upon arrival.

If an inspector finds our aircraft infested with or contains plant pests, and the inspector orders disinfection of the aircraft, the airline or designee shall disinfect the aircraft and its cargo in accordance with an approved method under the supervision of an inspector and in a manner prescribed by the inspector, prior to any movement of the aircraft or its cargo.

Section 20 - Hawaii > 200 - Hawaii to U.S. Mainland

### **Checked Baggage Acceptance**

Revision date: 8/2/2017  
Supersede date: 07/23/2015

#### **Applicable to flights operated with 737 and Airbus aircraft only.**

The airline shall not accept or load any checked baggage unless a certificate is attached to the baggage, or the baggage bears a USDA stamp, [inspection sticker](#), or other indication applied by an inspector representing that the baggage has been inspected and passed.

### **Checked Baggage Exceptions**

Customers departing the following cities are allowed to check one box of pineapples (if properly packaged) without charge:

- HNL
- KOA
- OGG
- LIH

## 300 - Dogs and Cats to/from Hawaii

Section 20 - Hawaii > 300 - Dogs and Cats to/from Hawaii

### Dog and Cats to Hawaii

Revision date:6/12/2023  
Supersede date:2/8/2023

Dogs, cats, and service dogs (SVAN) are the ONLY animals permitted to travel as AVIH and PETC to Hawaii (birds, rabbits, or any other animal pet are not permitted to travel to Hawaii as AVIH, PETC, or SVAN).

#### No exceptions shall be made

**Note :**See [Section 20.300-Service/Guide Dogs to Hawaii](#) for guests traveling to Hawaii with a Service dog for health certificate, proof of vaccination and Neighbor Island Inspection Permit requirements.

The following conditions must be met:

**Note :**Animals in Hold (AVIH) are not permitted on flights operated with Airbus aircraft.

**Note :**Animals in Hold (AVIH), Pet in Cabin (PETC) including all Service dogs (SVAN) are not permitted on flights arriving in HNL after 2200 (10:00pm) due to Hawaii Department of Agriculture hours of operation.

#### Dogs and cats to HNL

For AVIH, complete the Priority Pet Program ([TZ-105](#)) form.

For PETC and/or AVIH, complete the Pets to Hawaii SSR to add the appropriate comments to the arrival paperwork.

**Note :**Remove AVIH/PETC SSR if customer does not travel with the pet.

The owner of the dog(s) and/or cat(s) is responsible for compliance with all Hawaii governmental regulations and restrictions, such as whether or not a health certificate, vaccinations and a valid printed Neighbor Island Inspection Permit are required.

#### No exceptions shall be made

- Refer customer to [hdoa.hawaii.gov](http://hdoa.hawaii.gov) for more information.

**Note :**See [Section 6.600-PETC/AVIH Health and Vaccination Requirements](#) for health certificate requirement information.

Alaska Airlines is not responsible for any costs incurred should the customer not have the required health documentation.

- Dogs and cats arriving without proper documentation may be quarantined for 120 days in HNL at the expense of the customer.

### Dogs and Cats to KOA, LIH or OGG

For AVIH, complete the Priority Pet Program ([TZ-105](#)) form.

For PETC and/or AVIH, complete the Pets to Hawaii SSR to add the appropriate comments to the arrival paperwork.

**Note :**Remove AVIH/PETC SSR if customer does not travel with the pet.

For both AVIH and PETC, verify guest is in possession of a valid, printed copy of the Neighbor Island Inspection Permit.

- Guest shall retain a valid printed copy in their possession until after clearing inspection in KOA, LIH or OGG.
- Deny animal transportation to KOA, LIH or OGG without a valid printed copy of Neighbor Island Inspection Permit. **No exceptions shall be made.**

**LIH**

Department of Agriculture  
STATE OF HAWAII

Animal Industry Division  
Rabies Quarantine Branch  
Telephone: (808) 837-8092  
(808) 483-7154  
FAX: (808) 837-8094

**OGG**  
AIRPORT ONLY

**KAHULUI Airport Dog and Cat Inspection Permit**

Department of Agriculture  
STATE OF HAWAII

Animal Industry Division  
Rabies Quarantine Branch  
Telephone: (808) 837-8092  
(808) 483-7154  
FAX: (808) 837-8094

**KOA**  
AIRPORT ONLY

**KONA Airport Dog and Cat Inspection Permit**

Permitted Arrival Date: May 22, 2020 Permit No.: 123-KOA-10101010

This Neighbor Island Inspection Permit (NIIP) must be complete and contain a unique permit number to be valid. This notice is to inform airline agents that the animal listed below is eligible for inspection within the Ellison Onizuka Kona International Airport, Keahole in Kona, Hawaii on arrival. An inspector will meet the user or a designated airplane and escort the user to the place of inspection. This KOA Airport Inspection permit is valid only for the permitted arrival date +/- 5 days. Should the flight arrive late or the user fails to meet the arrival time requirements, the animal shall be held and not allowed to be released until inspected and cleared for release by the State.

1. Airline: ALASKA AIRLINES, INC. Time of Arrival: 11:05 PM

2. Owner Name: ALOHA JOE

3. Dog  Cat  Description: CSH, Male, CHO, 1 years old

5. Animal Name: MARY 6. Microchip No.: 001001F7B1224

7. Iss. by: Animal Industry Division Date: 01/01/2020

Aircraft Agents: A Shipmaster's Declaration Form must be submitted to an inspector for dogs and cats. Please do not release the animal until an inspector meets the owner/handler/owner's agent or a designated airplane.

AUTHORIZED INSPECTOR: (NAME OF VET CONTRACTOR & CONTACT INFORMATION)  
AGS-KOA NIIP 18  
(3/18)

- Confirm the Owner Name on the Neighbor Island Inspection Permit matches the traveler's name.
- Refer to [Guest Does Not Have Neighbor Island Inspection Permit](#) below if the name listed as Owner Name is not traveling with the dog(s) and/or cat(s).

- Verify the flight, date, and itinerary on the Neighbor Island Inspection Permit match the customer's flight, date and itinerary in their PNR.
  - Refer to [Flight Changes](#) below if the flight, date and/or itinerary do not match.
- The owner of the dog(s) and/or cat(s) is responsible for compliance with all Hawaii governmental regulations and restrictions, such as whether or not a health certificate, vaccinations and obtaining a Neighbor Island Inspection Permit are required. **No Exceptions shall be made.**
  - Refer guest to [hdoa.hawaii.gov](http://hdoa.hawaii.gov) for more information.

**Note :** See [Section 6.600-PETC/AVIH Health and Vaccination Requirements for health certificate requirement information.](#)

- Alaska Airlines is not responsible for any costs incurred should the guest not have the required health documentation.
  - Dogs and cats arriving without proper documentation may be quarantined for 120 days in HNL at the expense of the customer.

### Flight Changes

#### Guest Responsible Flight Changes

Guests requesting itinerary changes must contact Animal Quarantine to advise of changes.

- Refer customer to Animal Quarantine at 808-483-7151
- Any costs incurred are the responsibility of the customer

Neighbor Island Inspection Permit may not reflect change.

- Contact Animal Quarantine 808-483-7151 to verify change has been made.
- Document record with Animal Quarantine officer's name confirming change has been made.

**Note :** A valid, printed copy of Neighbor Island Inspection Permit must still be presented.

#### Airline Responsible Flight Changes

Guest experiences itinerary changes due to delay or cancellation:

- Agent must contact Animal Quarantine at 808-483-7151
- Verify new itinerary directly to LIH, KOA, or OGG is acceptable.

- Ensure vet will meet guest upon arrival
- Ensure Neighboring Island Inspection Permit is still valid for new arrival date into LIH, KOA, or OGG
- Document the PNR with the Animal Quarantine officer's name confirming change has been made

If Animal Quarantine cannot be reached and changes cannot be made, the animal cannot be transported to LIH, KOA, or OGG.

Options to offer the guest are:

- Route guest to their destination via HNL.
  - Contact Animal Quarantine (808-483-7151) until changes can be confirmed. Ensure vet will meet the guest upon arrival
  - Ensure Neighboring Island Inspection Permit is still valid for new arrival date into LIH, KOA or OGG
    - Flight must arrive HNL before 10:00pm due to Hawaii Department of Agriculture hours of operation.
- Guests who cannot have their animal cleared in time will require an overnight in HNL at Alaska's expense.
  - Connection in HNL must be at least three hours

OR

- Return guest to their origin on next available flight.

#### **Guest Does Not Have Neighbor Island Inspection Permit**

**Note :**Airlines are not permitted to fly a dog or cat directly to KOA, LIH, or OGG from outside the state of Hawaii without a valid Neighbor Island Inspection Permit issued by the Department of Agriculture.

If all procedures are not followed in the case of the Neighbor Island entries, the dog or cat will be denied entry at KOA, LIH or OGG. Pets that are denied entry will be transported to HNL for inspection and/or quarantine or transported out-of-state at the owner's expense.

**No exceptions shall be made**

Guest may be rerouted to their destination via HNL at owner's expense.

- Connection in HNL must be at least 3 hours

- Animal holding facility closes for release of animal at 4:30pm Hawaii Time.
- Guests who cannot have their animal cleared in time will require an overnight in HNL at guest's expense.

Contact Reservations for rebooking assistance.

Add/Collect and change fees may apply.

Section 20 - Hawaii > 300 - Dogs and Cats to/from Hawaii

### Service/Guide Dogs to Hawaii

Revision date:6/12/2023  
Supersede date:2/1/2023

#### Service/Guide Dogs to HNL

Add SSR SVAN - Service Animal to the guest's Passenger Item.

**Note :**Remove SSR SVAN - Service Animal if guest does not travel with a service animal.

**Note :**Service dogs (SVAN) are not permitted on flights arriving in HNL after 2200 (10:00pm) due to Hawaii Department of Agriculture hours of operation.

No fee is collected.

The owner of the service/guide dog is responsible for compliance with all Hawaii governmental regulations and restrictions, such as health certificate and/or vaccination requirements. The required documents must be valid and presented to the agent at check-in. Travel will be denied if required documents are not present at check-in. No exceptions shall be made.

- Refer guest to [hdoa.hawaii.gov/ai/aqs/guide-service-dogs/](http://hdoa.hawaii.gov/ai/aqs/guide-service-dogs/) for more information.

Alaska Airlines is not responsible for any costs incurred should the customer not have the required health documentation.

- Dogs arriving without proper documentation may be quarantined for 120 days in HNL at the expense of the guest.

#### Service/Guide Dogs to KOA, LIH, or OGG

Add SSR SVAN - Service Animal to the guest's Passenger Item.

**Note :**Remove SSR SVAN - Service Animal if guest does not travel with a service animal or travel is denied due to incorrect documentation.

No fee is collected.

Verify guest is in possession of an original and valid Neighbor Island Inspection Permit.

- Guest shall retain original copy in their possession until after clearing inspection in KOA, LIH or OGG.

- Deny animal transportation to KOA, LIH or OGG without original Neighbor Island Inspection Permit. No exceptions shall be made.

The image shows a sample of a Kauai Airport Dog and Cat Inspection Permit. The form is issued by the Department of Agriculture, State of Hawaii, Animal Industry Division, Rabies Quarantine Branch. It includes a circular stamp from the Department of Agriculture, Division of Animal Industry. The permit details the arrival date (5/21/2013), permit number (13D-LIH-22013), and flight information (AS 873, 12:55). It lists the owner (John Doe, N. Able) and the animal (G SHEP, FS, SABLE, 9 YR(S)). The animal's name is AJA, and it has a microchip number (095552013). The owner's contact number is 808-635-2013, and the address is 2013 ELROY ROAD, WAYNESVILLE, NC 22013. The permit is issued by the Animal Industry Division, dated 4/25/13. A note at the bottom states: "Aircraft Agents: A Shipmaster's Declaration must be submitted to an inspector for dogs and cats. Please do not release the animal until an inspector meets the owner or a designated airplane." An authorized inspector is listed as KAUI HUMANE SOCIETY, Tel: (808) 632-0610, with the code AQ5-LIH NIIP 16 (8/06).

Confirm the Owner Name on the Neighbor Island Inspection Permit matches the traveler's name.

- Refer to Guest Does Not Have Neighbor Island Inspection Permit below if the name listed as Owner Name is not traveling with the pet.

Verify the flight, date and itinerary on the Neighbor Island Inspection Permit match the customer's flight, date and itinerary in their PNR.

- Refer to Flight Changes below if the flight, date and/or itinerary do not match.

The owner of the pet is responsible for compliance with all Hawaii governmental regulations and restrictions, such as whether or not a health certificate or vaccinations are required.

- Refer customer to [hdoa.hawaii.gov/ai/aqs/guide-service-dogs/](http://hdoa.hawaii.gov/ai/aqs/guide-service-dogs/) for more information.

Alaska Airlines is not responsible for any costs incurred should the customer not have the required health documentation or Neighbor Island Inspection Permit.

- Animals arriving without proper documentation may be quarantined for 120 days in HNL at the expense of the customer.

### **Flight Changes**

#### Guest Responsible Flight Changes

Guests requesting itinerary changes must contact Animal Quarantine to advise of changes.

- Refer guest to Animal Quarantine at 808-483-7151
- Any costs incurred are the responsibility of the customer

Neighbor Island Inspection Permit may not reflect change.

- Contact Animal Quarantine 808-483-7151 to verify change has been made.
- Document record with Animal Quarantine officer's name confirming change has been made.

**Note :** A valid, printed copy of Neighbor Island Inspection Permit must still be presented.

#### Airline Responsible Flight Changes

Guest experiences itinerary changes due to delay or cancellation:

- Agent must contact Animal Quarantine at 808-483-7151
- Verify new itinerary is acceptable.
- Document the PNR with the Animal Quarantine officer's name confirming change has been made

If Animal Quarantine cannot be reached and changes cannot be made, the animal cannot be transported to LIH, KOA or OGG.

Options to offer the customer are:

- Return guest to their origin.

- Rebook guests on next available flight.
  - Continue to contact Animal Quarantine until changes can be confirmed.
- Route guest to their destination via HNL.
  - Connection in HNL must be at least three hours
  - Animal holding facility closes for release of animal at 4:30pm Hawaii Time.
  - Guests who cannot have their animal cleared in time will require an overnight in HNL at Alaska's expense.

**Guest Does Not Have Neighbor Island Inspection Permit**

Guest may be rerouted to their destination via HNL at owner's expense.

- Connection in HNL must be at least 3 hours
- Animal holding facility closes for release of animal at 4:30pm Hawaii Time.
- Guests who cannot have their animal cleared in time will require an overnight in HNL at guest's expense.

Contact Reservations for rebooking assistance.

Additional collection may apply.

Section 20 - Hawaii > 300 - Dogs and Cats to/from Hawaii

### Gate Agent Duties for Dogs and Cats to Hawaii

Revision date: 9/21/2022  
Supersede date: 10/6/2021

**Applicable to flights operated with 737 and Airbus aircraft only.**

#### Gate Announcement

The following announcement shall be used at all flights departing the mainland to Honolulu prior to boarding:

*"May I have your attention, please? If you are traveling to Honolulu with a dog or cat, including a service dog, please see me at the podium with your pet's health certificate and vaccination record. The Hawaii Department of Agriculture has strict regulations regarding the import of dogs and cats into Hawaii and I want to ensure your arrival is smooth and hassle-free. An agent will be waiting for you on arrival into Honolulu to escort you to the Hawaii Department of Agriculture for your pets release."*

The following announcement shall be used at all flights departing the mainland to Hawaii (except Honolulu) prior to boarding:

*"May I have your attention, please? If you are traveling to (Lihue, Kona, Kahului) with a dog or cat, including a service dog, please see me at the podium with your Neighbor Island Inspection Permit and vaccination record. The Hawaii Department of Agriculture has strict regulations regarding the import of dogs and cats into Hawaii and I want to ensure your arrival is smooth and hassle-free. An agent will be waiting for you on arrival into (Lihue, Kona, Kahului) to escort you to the Hawaii State Vet for your pets release."*

#### Boarding Agent Duties

U.S. Mainland to Hawaii gate agent shall:

- Print the following SSR list(s)
  - PETC
  - SVAN – Service Dog
  - AVIH (applicable to 737 aircraft only)

Boarding agent shall refer to list(s) during boarding.

- As customers board, ensure any dogs, cats, or service dogs boarding appear on the lists.
- If a dog, cat. or service dog is not on the list, do not board until the correct SSR is added and all required documentation is present and verified.
  - If a dog, cat, or service dog SSR is added, a new list shall be printed.
- If a dog, cat, or service dog appears on the list, but the customer is not traveling with the dog, cat, or service dog, remove the SSR.
  - If a dog, cat, or service dog SSR is deleted, a new list shall be printed.

Provide all printed list(s) to the “A” Flight Attendant.

Section 20 - Hawaii > 300 - Dogs and Cats to/from Hawaii

### **Animals From Hawaii**

Revision date: 4/13/2021  
Supersede date: 7/17/2013

Standard mainland procedures shall apply for all animals traveling from Hawaii to the mainland.

- For AVIH, click [here](#).
- For PETC, click [here](#).
- For Service Animal, click [here](#).

**Note:** While dogs and cats are the only animals available to travel into Hawaii, any eligible animal may be transported from Hawaii. Refer to the applicable page for animal type acceptance.

## **400 - Hawaii Irregular Operations**

Section 20 - Hawaii > 400 - Hawaii Irregular Operations

### **Hawaii Headwinds**

Revision date: 8/28/2023  
Supersede date: 8/14/2019

#### **Applicable to flights operated with 737 and Airbus aircraft only.**

Due to strong seasonal headwinds (aka "Pineapple Express") over the Pacific Ocean, flights bound for Hawaii may utilize either Tech Stop or Weight Critical operations.

#### **Tech Stops**

Based on advanced weather reports, guest load, estimated bag/cargo weights, and aircraft specs, SOC will determine if a Tech Stop is needed and declare a Hawaii Flight Irregularity (HFI). Tech Stops may be in SEA, PDX, or OAK, and used to retrieve more fuel necessary for the trans-Pacific crossing.

Affected flights will be updated in FLIFO and with F-text check-in messages. SOC may require that flights push early.

#### **At the Ticket Counter:**

- Advise guests of the added stop. More information will be available at the gate
- Verify guest's itinerary:
  - Rebook connections as necessary, use Misconnect as the reason.
  - Reroute to other flights, online or offline
  - FIM tickets or push VCR control as necessary
- Verify all guest edits are entered correctly:
  - INF
  - CHD
- Ensure heavy bags are flagged

#### **At the Gate:**

- Make announcements about the Tech Stop.
- Provide estimated time of departures and arrivals
- If applicable, advise guests about the desire to push early
- Verify guest itinerary:
  - Rebook connections as necessary, use Misconnect as the reason
  - Reroute to other flights, online or offline

- FIM tickets or push VCR control as necessary
- Verify all guest edits are correct:
  - INF
  - CHD
- Prior to boarding, make announcement of planned onboard meal and beverage service. Consult with the A-Flight Attendant if necessary.
- At D-40, provide CC with the current passenger counts' including kids and infants, and the number of stow-below and claim-at-gate bags.

### **Weight Critical Operations**

Based on advanced weather reports and payload estimates, SOC will declare a Hawaii bound flight as Weight Critical.

NOS will lower the AU levels to the authorized passenger count in the Flight Status Display (Ctrl+G). Affected flights will be updated with F-text check-in messages. Refer to your station specific communication tool for more information.

#### **At the Ticket Counter:**

- Actively solicit for volunteers as early as possible:
  - Use Weight/Balance as the reason.
  - Provide predetermined compensation.
  - Rebook the guest.
  - FIM or push VCR control as necessary.
- Verify all guest edits are correct:
  - INF
  - CHD
- Tag all standby (revenue and non-revenue) with Standby Tags. Advise bags are in voluntary separation status.
- Monitor AUTH levels and stop volunteer solicitation when the number is reached.

#### **At the Gate:**

- Make announcements and solicit for volunteers as early as possible
  - Use Weight/Balance as the reason.
  - Provide predetermined compensation.

- Rebook the guest.
- FIM or push VCR control as necessary.
- Verify all guest edits are correct
  - INF
  - CHD
- Monitor AUTH levels and stop volunteer solicitation when the number is reached.
- At D-40, communicate to CC the current guest counts including kids and infants, as well as number of volunteers. Advise of any stow-below or claim-at-gate bags.

Section 20 - Hawaii > 400 - Hawaii Irregular Operations

### Hawaii Headwinds Announcements

Revision date: 4/5/2018  
Supersede date: 8/2/2017

**Applicable to flights operated with 737 and Airbus aircraft only.**

#### Tech Stop

The following script shall be used when boarding a flight bound for Hawaii that has been declared Hawaii headwind critical, and will require a Tech stop.

**Note:** Some latitude is permitted, but the elements in each of the following are important and should not be omitted.

*"May I have your attention, please? Our flight operations department has advised me that due to unusually heavy headwinds over the Pacific Ocean, it will be necessary for flight \_\_\_\_ to \_\_\_\_ to make a fuel stop in \_\_\_\_."*

*"Our scheduled departure time is \_\_\_\_ with an expected arrival in \_\_\_\_ of \_\_\_\_\_. We expect to depart from \_\_\_\_ at \_\_\_\_ and arrive into \_\_\_\_ at \_\_\_\_."*

*"We will be monitoring connection times for those of you continuing beyond \_\_\_\_ and will page you here in the boarding area if it becomes necessary to reschedule your flights."*

*"We apologize for any inconvenience this may cause you. If you have any questions please see an agent. Thank you."*

#### Weight Critical Operations

The following script shall be used when boarding a flight bound for Hawaii that has been declared Hawaii Weight Critical.

**Note:** Some latitude is permitted, but the elements in each of the following are important and should not be omitted.

*"May I have your attention, please? Our flight operations department has advised me that due to unusually heavy headwinds over the Pacific Ocean, we will need to add additional fuel onboard and possibly leave with fewer passengers. We are looking for volunteers who have flexibility in your travel plans to take alternate flights to the Islands."*

*"As a 'thank you' for your flexibility, you'll receive a \$\_\_\_\_ Bonus Travel Certificate which may be applied to travel anywhere Alaska Airlines flies."*

*"The Bonus Travel Certificate is valid for one year from today and is valid on any flight, any time. You can either use it yourself or designate it for use by someone else."*

*"Please see me if you would like to be considered for volunteering your seat."*

## Section 21 - Private Charters

### 100 - Charter Overview

Section 21 - Private Charters > 100 - Charter Overview

#### Charter Requests and Types

Revision date: 5/9/2023  
Supersede date: 4/25/2018

**Controls:**

[PCSSP, 49 CFR 1544.101 \(f\)](#)

**Interfaces:**

[AS FOM 13.500, AS FAM 6.400,](#)

[CSM Vol. 4, Section 6.100 - Charter Operations](#)

**Applicable to flights operated with 737 and Horizon Air E175 aircraft only.**

A Charter Operation is an unscheduled passenger or cargo operation for the purpose of obtaining additional revenue.

#### Charter Requests

Agents occasionally receive inquiries from individuals or groups about how to arrange charter flights. When this occurs, refer the customer to Charter Sales, SEARR (206) 392-2693.

#### Types of Charters

Charter Operations can be a private (single entity), public or pro rata (public - determined by a specific factor such as ½ purchased and ½ charter).

**Private** - sells the whole aircraft to a single entity. Below are some examples.

- Government charters for the military or other federal government agency
- Sports teams (e.g. University of Washington Huskies football team)
- Corporations (e.g. Red Dog Mine)

**Public** - sells seats to the general public for an unscheduled destination. Below are some examples.

- Skiing excursion (e.g. Steamboat Springs Charter)
- Hotel Corporations (e.g. MGM Grand)
- Wholesale Travel Agents

Charters are either considered on-line or off-line

An on-line charter is a flight that operates completely within the Air Group route system:

- On-line charters are handled by Air Group employees or our business partners in Alaska Airlines stations

- All normal station operations are performed such as baggage handling, weight & balance, and loading etc.

An off-line charter is a flight that operates to or from cities that Alaska Air Group does not operate regular scheduled service to.

- An authorized representative (e.g. vendor) will handle off-line charters.
- All normal station operations are performed, as listed for on-line charters, except for weight and balance, which is handled remotely by the ANC, PDX, or SEA Operations office.

**Note:** On-line stations shall be treated as an off-line operation when Alaska Air Group personnel or our business partners are unavailable to work the charter operation. Flight Operations Support shall contract a vendor and operate the charter out of their facility.

Section 21 - Private Charters > 100 - Charter Overview

### Flight Operations Support

Revision date: 5/9/2023

Supersede date: 12/13/2017

**Control**  
**PCSSP**

Flights operated with Horizon Air E175 aircraft, refer to the Horizon Air Charter Operations Manual.

**Applicable to flights operated with 737 aircraft only.**

Flight Operations Support coordinates and supports the operation of a charter.

All operating details and supporting documents are located in the Master Operations Plan (MOP)

Exceptions to any of these procedures will be documented in the MOP.

Flight Operations Support has oversight for the support and coordination of each workgroup responsible for carrying out their specific piece of the MOP.

The MOP is located on the Flight Operations web page. To review and print a copy of the MOP go to any company computer connected to the network and link to: [http://fltops.insdeaag.com/pilotwx/mop.asp](http://fltops.insideaag.com/pilotwx/mop.asp).

At a minimum, all charters will include the following employees: Mechanic, Ground Security Coordinator (GSC), Charter Check-in Coordinator (CCC) and a Charter Load Coordinator (CLC)

- The CCC will be a Customer Service Agent (CSA)
- The CLC will be a Communciation Coordinator (CC)
- The GSC may be the CCC or the CLC

### Charter Stations

Assume no procedures unless directly guided by the CCC or CLC accompanying the charter.

No paperwork shall be kept or filed at a charter city.

The CCC shall provide the CLC with the final Charter Manifest/flight paperwork to be included for mailing/delivering to the Charter Coordinator on charter conclusion.

## 200 - Controlling Station

Section 21 - Private Charters > 200 - Controlling Station

### Check-In

Revision date: 5/10/2023  
Supersede date: 12/13/2017

**Applicable to flights operated with 737 and Horizon Air E175 aircraft only.**

The same check-in processes used on all passenger service flights apply to private charters with the following exceptions:

- The Group Desk will initialize a private charter flight in IMAGE 72 hours in advance of departure time, upon receipt of a potential Charter Manifest sent by Flight Operations Support.
- This procedure allows us to comply with Watchlist procedures, which are the same as scheduled passenger service when IMAGE is used for check-in.
- The CCC shall use the final copy of the Charter Manifest they receive from Flight Operations Support to check in passengers and print boarding passes.

If a flight is not initialized in IMAGE (e.g. military charters) the CCC shall use a hardcopy of the Charter Manifest for check in.

A completed Charter Manifest hardcopy shall be:

- Located on the MOP
- or
- Provided by Flight Operations Support

Contact a GSC if a private charter passenger is a potential Secure Flight or Watchlist match.

Private Charter passengers may or may not have actual tickets.

**Applicable to flights operated with Horizon Air E175 aircraft, refer to the Horizon Air Charter Operations Manual for other check-in differences.**

### Section 21 - Private Charters > 200 - Controlling Station

#### Baggage

Revision date: 5/10/2023  
Supersede date: 8/14/2019

##### **Applicable to flights operated with 737 and Horizon Air E175 aircraft only.**

Baggage processes used on all passenger service flights apply to private charters with the following exceptions:

Bags may or may not be tagged with AS bag tags.

If the bag is lost:

- Follow normal baggage service procedures.
- Charge to city opening tracer and refer to code 58.

When a customer's bag has been delayed and the customer is connecting to a charter flight, expedite the delayed baggage when:

- The customer traveled on any airline and the baggage remained in the control of the airline.

Delayed baggage should be expedited/delivered to the customer's next charter flight destination.

Charter baggage must not be expedited/delivered when the customer did not initially check the baggage with an airline because charter bags are not subject to screening.

**Exception:** We can expedite baggage if it has been screened by the TSA and has been under aircraft operator control.

#### Red Dog Mine Charter Flights

Customers connecting to the Red Dog Mine Charter flights can have bags checked all the way through.

Flights do not appear in IMAGE; however, tags can be generated in the Issue Bag Tags Mask by adding downline space that is not currently booked in PNR.

ANC ticket counter handles Red Dog Mine Charters. Alaska Airlines operates flights year round between ANC and RDB (Red Dog) for Teck Alaska Charters.

#### Flight schedule

Wednesdays (year round)

AS9671 ANCRDB  
AS9672 RDBANC

Saturdays (year round)

AS9677 ANCRDB  
AS9678 RDBANC

Customers departing RDB must pick up and recheck their bags in ANC for screening.

#### Baggage

- Do not accept any bags over 50 lbs. Customer will need to break down or ship via Northern Air Cargo (NAC).
- Must accept contractor tools and bow and arrows.
- Tugboat in RDB, red and white (must ride tag) is attached to this bag.
- Firearm Acceptance:
  - Approval must be added to the PNR before acceptance.

FLIFO can be accessed for any Charter flight if the flight number is known and flight is operating that day. Flight number, date, and passenger name, just as any other PNR, can also access reservation.

**Note:** Baggage can be checked from a scheduled flight to charter; however, baggage cannot be checked from a charter to a scheduled flight.

#### **BP (British Petroleum) Charter Flights (SCC)**

Customers connecting to BP Charter flights can have their bags checked all the way through.

Flights do not appear in IMAGE; however, tags can be generated in the Issue Bag Tags Mask by adding downline space that is not currently booked in PNR.

ANC ticket counter handles the BP Charters. Alaska Airlines operates flights year round between ANC and SCC for BP.

#### Flight schedule

Mon, Wed, Thurs, Fri

AS9661 ANCSCC

AS9660 SCCANC

Wed, Thurs, Fri

AS9663 ANCSCC

AS9662 SCCANC

Tuesdays

AS9665 ANCSCC

AS9664 SCCANC

**Baggage**

- Excess, oversize, overweight bags may be accepted, baggage fees apply
- Customers departing from SCC shall be referred to check baggage at the airport when:
  - Unable to check-in via the web or mobile app
  - Bag fees apply
  - ID Failure
  - Outage
  - Checking firearms or live animals
- Checked baggage for the BP Charter flights is screened in SCC in accordance with TSA Regulations as a regular passenger flight.
  - Baggage may be checked beyond ANC when departing from SCC and connecting to AS flights only (including flights operated by Horizon and SkyWest)
  - Baggage shall only be checked to ANC when making offline connections

**Note:** At the start of charter service, baggage for connecting passengers will be placed on the transfer belt and sent to TSA for screening in ANC prior to loading on downline flights to the passengers' final destination.

Baggage will be screened in SCC when operations are consolidated at the DAC (Deadhorse Airport Center) Facility.

FLIFO can be accessed for any Charter flight if the flight number is known and flight is operating that day. Flight number, date, and passenger name, just as any other PNR, can also access reservation.

Section 21 - Private Charters > 200 - Controlling Station

### Special Passenger Handling

Revision date: 5/10/2023  
Supersede date: 12/13/2017

#### **Applicable to flights operated with 737 and Horizon Air E175 aircraft only.**

Special passenger handling processes used on all passenger service flights apply to private charters with the following exceptions:

- Armed passengers on military Charters (Department of Defense DoD) are allowed.

On military charters, where military forces of the US Government exclusively use the entire cabin load, weapons are permitted to be carried in the cabin under the following conditions:

Government-owned individual weapons may be transported by either of the following two methods:

- Unloaded, containerized and carried in the baggage compartment; or
- Unloaded, carried in the passenger compartment, bolts and clips removed for M-16's and bolts locked in the open position for all other weapons.

When government-owned individual weapons are to be carried in the passenger cabin, the following shall take place prior to any individual being authorized to board the aircraft:

- The unit commander or the officer in charge must have provided advance notice to Flight Operations Support or its designee; and
- The flight must be chartered by the United States military with only United States military personnel on board; and
- Each individual weapon will be inspected at the foot of the steps by qualified military personnel; and
- The weapon's safety switch (if applicable) will be put into the safe position; and
- All hand carried weapons shall be unloaded with the bolts and clips removed for all M-16's and the bolts locked in the open position for all other weapons; and
- Weapons will either be holstered or stowed flat on the floor under the seat in front of the passenger; and
- The bolts and clips will be placed under positive control of the military troop commander.

**Note:** A RAVEN Team could be assigned to a military charter. These groups are armed military police similar to FAMs. Advance notice and documentation will be given by the military if a RAVEN Team is ever to be aboard the aircraft.

### Jumpseat

Flight Operations Support approves all Jumpseat requests.

Once Flight Operations Support approves a jumpseat request, follow the same procedures as if it were a normal passenger service flight.

Section 21 - Private Charters > 200 - Controlling Station

### Flight Control and Boarding

Revision date: 5/10/2023  
Supersede date: 12/13/2017

**Control**  
**PCSSP**

#### **Applicable to flights operated with 737, Horizon Air E175 aircraft only.**

The same flight control and boarding processes used on all passenger service flights apply to private charters with the following exceptions:

#### Aircraft Search

**Applicable to flights operated with 737 aircraft:** When a CCC needs to conduct an aircraft search, follow the procedures outlined on the checklist For Private Charters Only on the [Aviation Security website](#).

**Applicable to flights operated with Horizon Air E175 aircraft:** Personnel that conduct an aircraft search for scheduled flights also search private charter flights. QX private charters are operated out of stations the same as scheduled flights. Follow the procedures outlined in [QX Services Manual section 3.18-Aircraft Security and Search](#).

#### Flight Control

**Applicable to flights operated with Horizon Air E175 aircraft: refer to the Horizon Air Charter Operations Manual for other flight control differences.**

Flight close out is via IMAGE if charter is on-line and the flight is initialized in IMAGE.

For off-line flight close out, fax the completed Charter Manifest to Flight Operations Support and NOS.

- Fax numbers are provided on the [MOP](#).
- Retain charter flight paperwork for 90 days.

#### Boarding

VPES-Passengers, who want to assist the crew in case of an inflight emergency, follow the same volunteer process for private charters as we use on all passenger service flights.

**Exception:** On hardcopy Charter Manifest, the CCC will make a notation in the column marked VPES and use the appropriate comment:

- LEO
- FIREFIGHTER

- EMT

Section 21 - Private Charters > 200 - Controlling Station

### **Irregular Operations**

Revision date: 5/10/2023  
Supersede date: 5/3/2019

**Applicable to flights operated with 737, Horizon Air E175 aircraft only.**

Flight Operations Support will handle all irregular operations.

A contingency plan is filed in advance and the PIC will communicate with the Chief Dispatcher.

The CCC will communicate with the Sector Manager Desk.

Section 21 - Private Charters > 200 - Controlling Station

### **International Charters**

Revision date:5/10/2023  
Supersede date:12/13/2017

**| Applicable to flights operated with 737 and Horizon Air E175 aircraft only.**

The same international processes used on all passenger service flights applies to private charters with the following exceptions:

For off-line international charter flights APIS must be transmitted electronically.

- Flight Operations Support will make arrangements in advance for an on-line station to submit APIS information at charter departure time.

A Customs seal is required for each international airport destination.

- Apply for this in advance through Flight Operations Support

Flight Operations Support will provide the CCC with a DOC KIT.

- The CCC shall verify DOC KIT is complete.

**| Applicable to flights operated with Horizon Air E175 aircraft, refer to the Horizon Air Charter Operations Manual for other international differences.**

## Section 22 - Ramp Action Center (RAC)

### 100 - RAC Functions

Section 22 - Ramp Action Center (RAC) > 100 - RAC Functions

#### RAC Overview

Revision date: 7/23/2015

Supersede date: 11/06/2014

#### Interfaces

##### [CSM Vol. 3, Section 12 - Ramp Action Center](#)

Ramp Action Centers (RAC) are coordination and communication centers designed to monitor and facilitate a station customer and baggage service connections and related flight operations.

The function and responsibility of RACs are to keep customers and their baggage traveling together.

RAC functions may vary to fit individual stations.

RAC room locations:

- ANCRAC
- LAXRAC
- PDXRAC
- SEARAC

Customer/baggage scenarios handled by RACs include, but are not limited to:

- Involuntary Reroutes – Passengers and their checked baggage who are rerouted from their original itineraries, due to flight cancellations or delays.
- Normal Passenger/Baggage Connections – Normal flight connections, at or above the minimum connection time.
- Canceled Flight Re-accommodation – When customers are re-booked and their checked bags are moved to the new flight.
- Voluntary Reroutes – Customers and their checked baggage who choose to reroute their original itinerary.
- Less than Minimum Connection Time – Coordinated transfer of customers/baggage in cases where there is less than the station's standard minimum connection time.

Click here to access the [RAC Process Model flow chart](#) to better explain the above scenarios.

### Section 22 - Ramp Action Center (RAC) > 100 - RAC Functions

#### Holding a Flight

Revision date: 5/31/2023  
Supersede date: 9/9/2019

##### **CEME: E27N**

All flight holds, regardless of length, must be communicated with and approved by AS SOC or QX SOC (via local RAC, where applicable).

- AS SOC Sector Manager Desk Phone Numbers:
  - Airbus Flights: 844-316-7337
  - Boeing Flights: 877-279-3610
  - CPA (e.g., QX, OO, &H, KS) or cargo: 877-279-3012
- QX SOC Phone Numbers:
  - local 503-384-4553
  - toll free 800-451-0222 extension 44553

**AS SOC and QX SOC** shall consider a hold when the benefit to the operation exceeds the negative impact, for example:

- Guests cannot be accommodated on AS, QX, or OAL within four hours of their original flight time.
- More than 15 guests will misconnect.
- There are downline international connections with limited protection options or with significant reaccommodate cost.
- The directional impact can be mitigated by known conditions (e.g., enroute winds, known ground holds, ATC, etc.).
- OAL cancels where Alaska Air Group has a revenue opportunity with minimal system impact.

The above scenarios may warrant a hold, however AS SOC or QX MCO could opt not to hold based on other operational factors (e.g. crew time, scheduled maintenance, weather).

Flight hold times that are expected to be longer or exceed the original authorized hold time shall be re-communicated to SOC for approval.

Once SOC decision is made to hold, stations do not have the authority to override without SOC approval.

**Note:** Stations do not have the ability to hold for "five minutes" at their discretion.

### Requesting a Hold for Inbound Connecting Passengers

- Local station contacts the applicable SOC to request a hold.
- SOC authorizes or denies the request.
- Local station communicates approved hold information or hold denials with appropriate station departments.
- If a hold is approved, SOC posts updated FLIFO with authorized hold time.

### Requesting a Hold for Outbound Connecting Passengers

- Upline station contacts the downline station to request a hold for the connecting flight(s).
- Downline station contacts the applicable SOC.
- SOC authorizes or denies the request.
- Downline station shall contact the upline station to advise if SOC approved or denied the hold request.
- Downline station communicates hold approval or denial with appropriate local station departments.
- If a hold is approved, SOC posts updated FLIFO with authorized hold time.

**Note:** In stations where AS and QX both operate (e.g., SEA or PDX), contact the appropriate airline RAC for a hold directly.

### Requesting a Hold for Catering Operations

Some flights may be held past scheduled departure time for catering to return to the aircraft to correct catering supply shortages of more than one of the following:

Flights 1100 Miles or more:

A hold may be requested if ALL of one or more of the following is missing:

- First Class Meals
- Main Cabin Pre-Reserve Meals
- Beverage Carts
- Ice
- Water
- Coffee Brew Pots: on flights departing before 1100

- First Class Oven Glides (Mainline-Airbus only, Regional- E175)

Flights less than 1100 miles:

- No approved holds
- Do not request a hold for catering

Network Operations will make final decision to hold any aircraft past the departure time.

**Note:** You can find how many miles will be flown on CSA Mobile device by using the flight info app under flight information.

Section 22 - Ramp Action Center (RAC) > 100 - RAC Functions

## RAC Functions

Revision date: 4/19/2023  
Supersede date: 9/17/2021

### Interfaces

[CSM Vol. 7 \(Departure Coordinator\), Section 2.300 - Load Reconciliation and Communication](#)

RACs shall coordinate all activities associated with customers and baggage handling within their station including, but not limited to:

- Passenger service coordination
- Encoding and closing of open tracers
- Codeshare partners/other airlines transfer baggage coordination

The following functions are done in conjunction with Customer Service Agents or Ramp Service Agents/Coordinators:

- Transfer baggage coordination
- Local baggage coordination

In some locations, RACs shall be the central communication point between System Operations Control (SOC) and the station for the following operations determination:

- Information received from SOC regarding a canceled or delayed flight shall be disseminated to station personnel.
- Work through SOC and the Sector Manager Desk when requesting flight holds, for connecting customers and baggage.
- RACs shall work with upline stations and other RACs to ensure customers, who may misconnect, are rebooked and their bags are re-tagged at the origin station.

**Note:** Depending on the size of the operation, a station may have one or more agents addressing these tasks.

- When reaccommodating individual customers, use PNR Rebook in IMAGE.
- When an inoperable seat is assigned to the MEL within one hour of departure time, the RAC agent shall coordinate with the gate agent to:
  - “N” Block the seat(s) using a control set and assign an alternate seat for the customer.
  - Advise the customer of the new seat assignment.
  - Only remove the “N” Block when confirmation has been provided that the seat is fixed.

### Passenger Service Coordinator

One or more agents may be assigned to tasks/functions handled by RAC. Agents assigned to RAC positions shall be responsible for the following:

- Learn and use the gate management system, and Airport Applications (e.g. IMAGE/Sabre and [Misconnects](#) in the [Operations Reporting SharePoint site](#) under Station Tools).
- Monitor progress of inbound flights and verify connections.
- Analyze for possible misconnections and other service or operations breakdowns.
- Rebook customers with broken connections and communicate changes to the respective Gate and Lead agents.
- Investigate holds, delays, swaps, split tail, cancellations, and diversions for effect on customer and their baggage.
- Communicate with SOC to discuss suggestions and jointly decide on plans to handle irregular operations. Relay information to local Lead Agents, Supervisors, and Communication Coordinator/Load Coordinator.
- Serve as a communication point for Leads, Gate Agents, service center, ticket counter, Communication Coordinator/Load Coordinator and codeshare/other airlines.
- Coordinate with other RAC personnel (if applicable) for customer reroute.
- Relay all pertinent information regarding flight delays and/or transfer baggage to the applicable LRSA, Supervisor, or Team Captain.
- Communicate all significant outbound customer count changes and flight delays to local Communication Coordinator.

### Encoding and Closing of Open Tracers

- Send Baggage in System (BIS) messages to downline stations advising them of misloaded and fail-to-load bags. Communicate irregular baggage occurrences to upline and downline stations.
- Encode delay (reason) into open tracers, based on feedback information obtained from baggage transfer runners (dancecard notes).

### Coordination of Codeshare Partner Transfer Baggage Handling

The partner carrier representative(s) shall:

- Coordinate the transfer of passengers and baggage between carriers.
- Communicate pertinent information and transfer irregularities to RAC personnel.
- Coordinate shared staffing, equipment and informational resources to ensure completion of tasks.

## Section 23 - International

### 100 - International Check-in

Section 23 - International > 100 - International Check-in

#### International Check-in Overview

Revision date: 7/18/2011

Supersede date: 09/14/2010

##### Interface

[Security and International Facilitation Manual](#)

##### Controls

19 CFR Parts 4 and 122: 6 CFR Part 5

19 CFR 122 Part 49

The same process and procedures apply to international flights and any additions or differences contained in this section shall be applied as well.

Failure to comply with International Regulations could incur a penalty for Alaska Airlines and Horizon Air.

Section 23 - International > 100 - International Check-in

### APIS Quick Query (AQQ)

Revision date: 4/19/2023  
Supersede date: 5/24/2022

The Advance Passenger Information System (APIS) is an electronic data interchange system that allows AS/QX to transmit traveler data to CBP. APIS data includes, but is not limited to, passenger information that would be found on the face of a passport, such as full name, gender, and country of passport issuance.

APIS Quick Query (AQQ) builds real-time flight manifests for CBP. In addition, AQQ provides CBP and TSA the ability to conduct comparisons to the Selectee and No-Fly Watchlist prior to printing the boarding pass.

AQQ data submission is based on directional travel. Directional travel is defined as one or more flight segments which meet ALL the following rules:

- Does not include both a flight into the US and a flight departing the US
- Connecting flights may not exceed 8 hours between scheduled arrival and scheduled departure
- The destination is not the origin or a co-terminal airport (e.g., JFK, EWR)

Agents are responsible to verify the accuracy of APIS data. For stations with passport scanners, the passport verification process will be completed by swiping the machine-readable passport in the scanner. This can also be done using the scanning feature in the Lobby Agent application on the CSA Mobile device.

#### AQQ process:

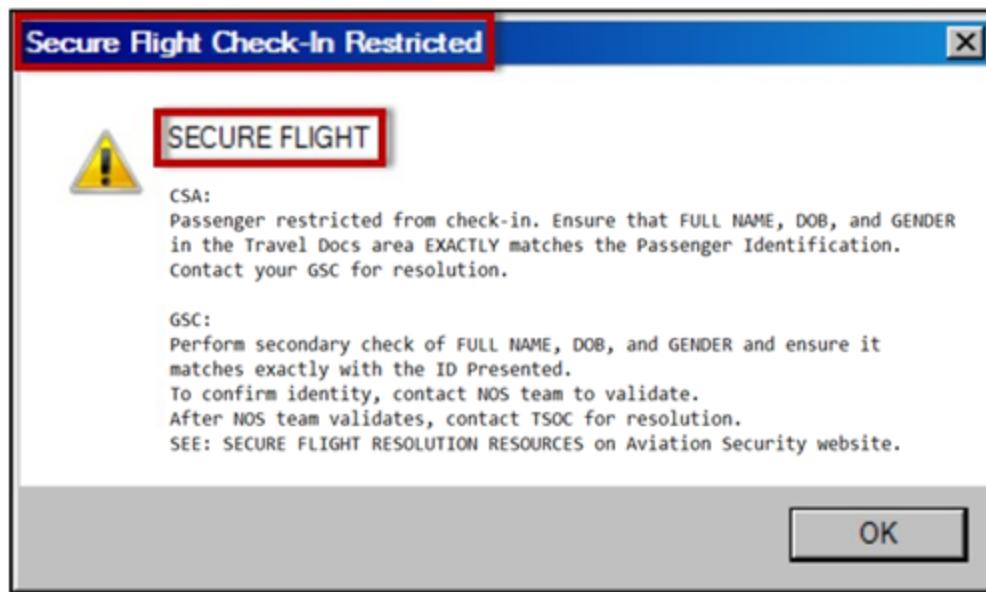
- Enter APIS information in the IMAGE mask or the Lobby Agent application. Behind the scenes this will be sent to DHS.
- DHS conducts watchlist matching for the Selectee and No-Fly lists.
- DHS sends a Boarding Pass Print Result (BPPR), which will indicate whether the passenger is approved/denied for boarding.

#### There are three possible BPPR responses:

- Cleared (DHSC) – Boarding authorized.
- Selectee (DHSS) – Selectee BP can be issued to passenger.
- Inhibited (DHSI) – Passenger is a potential match to the No-Fly Watchlist and a GSC must be contacted.

Altering or changing a name in a check-in restricted PNR is prohibited and could be grounds for discipline.

The following Pop-up will appear in IMAGE if Check-in Restricted due to Secure Flight.



To resolve an inhibited BPPR:

- Ask for the guest's identification.
- Verify the customers SFPD data against the DOCS data:
  - In IMAGE go to the Traveler's Doc Mask (F1/f11)
  - Input the customer's last name, then Enter
  - Select the Secure Flight button
  - Verify the information on the ID presented matches EXACTLY the information in the PNR, paying special attention to spaces, middle names or initials, and typos.
  - If the information doesn't match, select the applicable item number to update the Traveler's Documentation mask.
  - If the information matches, check Request updated BPPR/ESTA.
- Wait approximately one minute before attempting to check-in again.
- Contact a GSC if the customer remains check-in restricted.
- Retrieve the Passenger Item and PNR for the GSC to review.
- GSC will assist in contacting the NOS Team for identity validation, followed by contacting the Secure Flight Operations Center for further clearance.

**Note:** The TSA may request the names of co-travelers of a check-in restricted customer and require additional actions or enhanced security.

If a lap infant has a more restrictive BPPR than the accompanying adult, the adult's BPPR will match the infant BPPR.

CBBG and EXST will not request or receive a BPPR.

If any changes are made using any of the following procedures a new BPPR may be received from DHS.

**PNR updates** - change or deletion of name, itinerary, DOCS or DOCA.

**Customer Changes** - Changes made at will by the customer.

**Carrier Changes** - Flight schedule changes by Alaska Airlines.

**Overfly** – When a live flight changes due to a US gateway city being overflowed.

**Flagstop** – This is a change to the US gateway city.

**Reinstated after flight cancel** – A message is sent to DHS with all passengers listed on the flight to enable the flight manifest to be re-created.

**Transfer of Standbys (Revenue and Non-Revenue)** – All passengers on the Priority List will be transferred. However, they will be restricted from being cleared a seat off the Priority List until they have a BPPR that allows the printing of a BP. (This transfer is completed as an interactive batch transmission, so the process takes a few minutes longer.)

**Inbound Edifact Check-In** – If the request is received from the OAL and the passenger does not have a prior BPPR, an interactive request is sent to DHS. If the request times out, an error message is returned and the BP cannot be issued.

## **Outages**

In the event of an AQQ outage, refer to [Section 12.600](#) for outage procedures.

If Alaska Airlines and Horizon Air are unable to receive a boarding pass printing result from CBP via AQQ, it is considered an outage.

The following procedures are followed in the event of an AQQ outage.

- The station will notify NOS of the outage.
- NOS will notify CBP via email to [AQQoutages@dhs.gov](mailto:AQQoutages@dhs.gov).

The email message must identify the following:

- Alaska Airlines (AS) / Horizon Air (QX) as applicable
- Flight Number impacted

- Subject line should read: airline code, flight number, date (example: AS 123 February 12, 2009)

NOS will provide CBP with periodic updates every 60-minutes or until issue has been resolved, at which time a final email notice will be sent indicated that the issue has been resolved.

- NOS will also notify the AS Help Desk so they can post on their website.

### **DHS Outage Contact List**

Alaska Airlines and Horizon Air have provided DHS with the following contact information. DHS is to use this contact information to inform Air Carriers when they experience an outage in their system.

Manager, International Facilitation  
Manager, Network Operation Support  
Alaska Airlines (AS) Network Operations Support (NOS)  
NOS.Alerts@alaskaair.com  
PO BOX 68900  
Seattle, WA 98168

### **Belize Differences**

In addition to the requirements for the United States the following differences/variations or additions also apply:

#### **Transmission Methods**

- After flight closure, control agent shall print five (5) copies of the passenger manifest and deliver one copy each to the following authorities:
  - Immigration
  - Customs
  - Health
  - CIB (airport police)
  - BACC (Belize Airport Concession Company)

### **Canada Differences**

In addition to the requirements for the United States the following differences/variations or additions also apply:

#### **Transmission Methods**

- All transmissions are sent via a non-interactive batch transmission.
- Flight close out messages are not applicable.

#### **Transmission Times**

For flights to/from Canada, Alaska Airlines and Horizon Air shall submit an APIS transmission no later than 15 minutes after departure (wheels up). IMAGE will send this transmission automatically when the agent closes the flight.

#### **Costa Rica Differences**

In addition to United States requirements, the following differences/variations or additions also apply.

#### **Transmission Methods**

- All transmissions are sent via a non-interactive batch transmission.
- Flight close out messages are not applicable.

#### **Mexico Differences**

In addition to the requirements for the United States the following differences/ variations or additions also apply.

#### **Transmission Methods**

- All transmissions are sent via a non-interactive batch transmission.
- Flight close out messages are not applicable.

Section 23 - International > 100 - International Check-in

### International Documents/TravelDoc

Revision date: 8/29/2023  
Supersede date: 6/16/2023

For international ID requirements agents must use [TravelDoc](#) to determine what valid entry document(s) the guest will present to Customs/Immigrations for their entire itinerary, including the return flight.

The Travelers Documentation mask must reflect only the valid documents used to enter the United States even when exiting.

**Exception:** Mexican Nationals traveling from the United States to Mexico can present an expired Mexican passport or birth certificate as a valid document.

- Ensure the document name and number is accurately recorded via CSAM Control Agent App, even when differing from the name on the ticket. For stations with passport scanners, the passport verification process will be completed by swiping the machine-readable passport in the scanner. This can also be done using the scanning feature in the Lobby Agent application on the CSA Mobile device.

### Self-Service Document Verification

Qualified guests have the option to scan their passport and receive the DOCV (documents verified) edit using self-service kiosks or Alaska Mobile Verify (Airside). DOCV is configurable based on nationality, country of origin, destination, maximum stay, and passport expiration. Failure of any requirement or/ inability to read the passport scan will result in an agent referral.

The following are APIS requirements for all flights to/from the U.S.:

- Full name as it appears on valid document. If a guest's documentation contains only one legal name, enter the one legal name in the last name field. Enter the letters FNU in the first name field to represent First Name Unknown.
- Gender
- Date of birth
- Citizenship
- Document information (e.g., country & type - number and expiration are required when applicable)
- Residency
- U.S. destination address (Except for U.S. citizens, U.S. resident aliens and transit guests with less than 8 hours connection in the U.S.).

### **TravelDoc Outage**

In the event of a TravelDoc outage, refer to [Section 12.400](#) for outage procedures.

### **Passport Validity**

All passports, regardless of issuing country, must contain the following data:

- Bearer's full given name
- Bearer's date and place of birth
- Place and date of issue
- Expiration date of the passport
- Valid Signature - If the signature area is altered in any way, such as a punched-out hole through the signature, it is not valid for travel, regardless of whether the expiration date is still valid.

**Exception:** For Canadian Passports only, if the passport does not have a child's signature on page 2, one is not required on page 3. The passport may also be stamped with "signature not required."

For U.S, Mexico, and other countries, contact that country's Passport Issuing Authority for guidance.

Guests from Visa Waiver Countries must have a valid Machine-Readable Passport to enter the United States. Refer to TravelDoc for complete details.

### **Visa Validity**

A visa is a document authorizing a person to enter or leave the country for which it was issued. There are several types of visas such as tourist, student, etc.

- TravelDoc will prompt you when a visa is required for travel.
- When a visa is required, a valid number must be entered in the traveler's documentation mask.
- IMAGE and Lobby Agent App functionality allows for multiple visa numbers to be entered.

### **Electronic Visa to Australia**

Every foreign traveler to Australia (except those from New Zealand) must have a visa to enter the country. It can be paper or electronic.

**Note:** E-visa information must be verified however, it does not need to be entered into the traveler's documentation mask.

All electronic visas must be confirmed during the check-in process using the following instructions:

- In Sabre, change to ETA field (use Sabre entry "aaETA").(The Pillow key "a" is the left bracket key "[")
- Type in:TIETAC/ Passport Number/ Nationality/ Last Name, then Enter.
- If the guest does not have an ETA, Sabre will respond: "No Visa/ETA Found—Do Not Board Until Issued."
- If the guest does have an ETA, Sabre will respond: "Authority to Travel Valid until –date varies/ Ok to board.
- When you have finished checking the guest's ETA status change back to the RES field (use Sabre entry "aaRES").

ETA can be submitted electronically at [www.ETA.IMMI.GOV.AU](http://www.ETA.IMMI.GOV.AU)

Federal regulations require airlines to exercise reasonable diligence when examining and accepting passports to enter or exit the U.S.

When any of the following items appear to be of concern, contact the Lead agent or Supervisor for immediate intervention:

**Cover/Bindings:**

- Is the printing and national insignia of high quality and resolution?
- Is there any irregular stitching in the passport?
- Does there appear to be excess glue?

**Photo/Description:**

- Do the photo, birth date, and age match the bearer?
- Are there signs of tampering around picture/laminate?
- Does the color match throughout the photograph?
- Are there stains or wrinkles around the photograph?

**Pages/Text/Printing:**

- Is the paper of high quality?
- Are watermarks used?

- Are the pages numbered in sequence?
- Are the pages the same size/color?
- Is there visible damage or alterations?
- Are there any spelling mistakes?

### **Visa confirmation:**

- Is a visa required to enter the next country?
- Is the visa valid?
- Is the visa acceptable during travel dates?

Connection stations will verify all guests have the DOCV edit and any secondary regulatory ID checks such as [Transport Canada](#) and [CBSA requirements](#).

At non-U.S. locations, the guest must provide legal documentation of his or her legal name change.

Stations with passport readers integrated into the keyboard can scan machine readable passports. This can also be done using the scanning feature in the Lobby Agent application on the CSA Mobile device. The Machine-Readable Zone (MRZ) contains several APIS data elements and scanning travel documents expedites check-in while insuring 100% APIS data accuracy.

- If a guest's passport data was entered by an AS agent using the keyboard scanner, the Passenger Item will include the code S1.
- APIS must also be added when guests travel from a US to a US destination on a flight stopping in another country (i.e., SAN/YVR/ANC).

### **International Second Seat:**

[Refer to 5.200 - Second Seat](#)

### **International Cabin Seat Baggage:**

[Refer to 6.100 - Cabin Seat Baggage](#)

Section 23 - International > 100 - International Check-in

### Contact Tracing

Revision date: 12/16/2021  
Supersede date: New

#### Controls

[86 FR 6246](#)

The United States Centers for Disease Control and Prevention (CDC) requires air carriers to collect the following contact tracing information for all U.S.-bound passengers:

- Full name
- U.S. destination address
- Phone number
- E-mail address

CSA/PSAs at non-U.S. locations shall add and/or confirm contact tracing information for all guests who did not provide the information through self-service or those who provided the information through self-service more than 72 hours prior to scheduled departure.

Contact tracing information must be added and/or confirmed using CSA Mobile. IMAGE Airport does not support contact tracing.

Section 23 - International > 100 - International Check-in

### **Immigration Advisory Program (IAP)**

Revision date: 10/21/2015  
Supersede date: 08/31/2010

The Immigration Advisory Program (IAP) is a partnership between US Customs and Border Protection (CBP), foreign governments and commercial air carriers to identify and prevent high-risk and improperly documented travelers from boarding U.S. bound flights.

Part of the IAP is the Regional Carrier Liaison Group (RCLG) who are available to provide assistance 24 hours a day, seven days a week. The RCLG consists of Immigration Advisory Officers who are available for immigration assistance with any flight destined to the United States of America.

When unable to contact your local CBP (if your station has one), contact an Immigration Advisory Officer of the RCLG for assistance with the following:

**| For travel from Costa Rica or Mexico into the United States:**

- Assistance with determining the authenticity of travel documents.
- Assistance in discretionary authority for passengers to travel with minor technical documentary deficiencies (e.g. expired documents when returning to the United States after an extended leave).

For customers traveling from Mexico, contact the Miami RCLG office at 305-874-5444.

**| For travel from the United States into Mexico, Canada or Costa Rica:**

- Customers needing emergency travel (e.g. life or death emergency only) where they have the correct documentation to enter the foreign country, but do not have correct documentation to return.

For customers traveling from Canada or originating in the United States for international travel, contact the Honolulu RCLG office at 808-237-4632.

Until the APIS mask is updated with a new IAP RCLG exception option, use the Consulate exception from the document type drop-down list.

Upon receipt of any exception or authorization, document the customer's PNR with a brief description of the exception granted.

Section 23 - International > 100 - International Check-in

### Lap Infants and Minors

Revision date: 4/4/2023  
Supersede date: 12/3/2021

Lap infants travel free of charge within the United States but are subject to select taxes and fees when traveling from an international location into the United States. Refer to [the international taxes page on alaskaair.com](#) for a summary of applicable taxes and fees by international origin.

### Check-in - Acceptance of Unaccompanied Minors (Junior Jetsetters, Teen Assist, Teen No Assist) for International Travel

In addition to APIS documents, unaccompanied minors traveling to an international destination shall have the following:

- Tourist card or Customs Declaration:
  - Belize - Belize Immigration/Customs and Customs Declaration combined form (IMM BZ 200 and C200) and [U.S. Customs Declaration \(6059B\)](#)
  - Canada – [Welcome to Canada](#) (customs)
  - Costa Rica - Art 5226 CR Immigration QT-100/Art 5227 Customs Form QT-101 and U.S. Custom Declaration (6059B)
  - Mexico – [U.S. Customs Declaration \(6059B\)](#)
- Letter of Consent (LOC) to travel, when applicable
  - Belize - A notarized letter of consent signed by both parents/legal guardians is required upon arrival and departure for anyone under the age of 18 traveling without a parent/legal guardian to/from Belize. If LOC is signed by only one parent due to sole custody, documentation such as death certificate or custody papers shall be attached.
  - Canada - Canada Border Security Agency (CBSA) strongly recommends an LOC.

Costa Rica nationals and Dual citizens shall present a letter of consent.

Foreign minors that have been in Costa Rica beyond three months shall present a letter of consent.

When departing Mexico, agent shall ask parent(s) or guardian(s) of minors who are nationals of Mexico or are permanent, temporary or student resident of Mexico the following:

- Three (3) copies of the Letter of Consent or Salida de Menores (SAM) document
- Original birth certificate
- Two (2) copies of minor's birth certificate

**Note:** Refer to TravelDoc for most current information.

When departing Costa Rica, exit departure fees shall apply to each lap infant. Costa Rica has two fees that must be paid before exiting the country. Fees are not included in the ticket price, and shall be paid for at the airport prior to check-in.

The lap infant and minor guardian is required to complete these forms at first point of contact.

**Note:** No escort shall be allowed past the security checkpoint in YVR due to pre-clearance with U.S. Customs and Immigrations

### Check-in - Acceptance of Minors Traveling with Only One Parent

The Belizean Customs and Immigration authority requires minors traveling with one parent to present a notarized letter of consent (LOC) from the other parent upon arrival and departure. In cases of sole custody, documentation such as death certificate or custody papers may satisfy this requirement.

### Seating of Accompanied Minors to/from Canada

Canadian federal regulations require airlines to seat children under the age of 14 near to their parent, guardian, or tutor at the earliest opportunity. The proximity will depend on the age of the child:

- Under the age of 5: in a seat adjacent to their parent, guardian, or tutor.
- Aged 5 to 11: in the same row and separated by no more than one seat from their parent, guardian, or tutor.
- Aged 12 to 13: separated by no more than one row from their parent, guardian, or tutor.

**Note:** Agents may solicit volunteers and/or offer Empowerment Toolkit compensation to meet this obligation. If the criteria cannot be met, agents shall thoroughly document the challenges faced and options offered to the passenger in the PNR.

Section 23 - International > 100 - International Check-in

**Canada Border Services Agency (CBSA)**

Revision date: 5/11/2023  
Supersede date: 3/26/2019

**Interface**

Aviation Security Manual, International Facilitation, General Requirements, Training

The Canada Border Services Agency (CBSA) ensures the security and prosperity of Canada by managing the access of people and goods to and from Canada.

Canada Border Services Agency (CBSA) requires airlines to perform a secondary examination of valid international travel documents for all customers (including infants) boarding flights to Canada. This will ensure the valid international travel documents are still in the correct passengers' possession upon boarding.

The secondary document examination helps reduce the amount of the penalty assessment we receive for improperly documented passengers, and reduces the number of illegal aliens attempting to enter Canada.

The check-in agent at the first point of contact (counter/gate) shall:

- Verify all international travel documents for non-stop, transit Canada (i.e. SAN/YVR/ANC), and direct flights (i.e. FAI/ANC/YVR). For stations with passport scanners, the passport verification process will be completed by swiping the machine-readable passport in the scanner. This can also be done using the scanning feature in the Lobby Agent application on the CSA Mobile device.
- Accept valid travel documents that comply with APIS/WHTI and [Transport Canada Regulations](#) such as:

Passports/Visa

NEXUS cards

Lawful Permanent Resident Cards

- Verify the name on the document matches the name on the boarding pass/ticket. Minor typographical errors, common nicknames and variant transliterations are acceptable.
- Examine all documents for authenticity and any alterations.
- Compare the photo to the traveler frequently.
- Verify the expiration date on Canadian visitor visas if it is past date, do not honor for travel to Canada.

The boarding agent shall:

- Make an announcement, prior to boarding, asking all travelers to present their valid travel documents again at the boarding door.
- Confirm the valid travel documents presented match the customer presenting them, prior to ONing.

- Not scrutinize documents as that step is completed with the first point of contact agent.
- Verify travel documents for customers traveling on thru flights, which deplane, at the en-route city.

**Note:** If the customer leaves the boarding line after their valid international travel documents have been verified. Re-examine the valid travel documents prior to allowing the customer to board the aircraft.

Contact a Lead or Supervisor should you suspect fraud, and in the event there is a customer service irregularity regarding this policy, complete the applicable irregularity report in the AAG Safety Reporting System.

- **Applicable to flights operated with 737and SkyWest ERJ 175 aircraft:** Complete a Ground Irregularity Report ([GIR](#)).
- **Applicable to flights operated with Horizon Air E175-aircraft:** Complete a [QX Irregularity Report](#).

Section 23 - International > 100 - International Check-in

### Canada Electronic Travel Authorization

Revision date: 12/21/2022  
Supersede date: 9/21/2016

The Canadian Government requires all foreign nationals who fly to or transit through Canada to have an Electronic Travel Authorization (eTA). Exceptions include Canadian and U.S. citizens/permanent residents and travelers with a valid Canadian visa.

An eTA requires travelers to seek approval via the web-based eTA application process. Most applicants will receive their eTA approval (via an email) within minutes, however, some applications can take several days to process so travelers should not wait until the last minute to apply for an eTA. Guests are encouraged to obtain their eTA prior to booking their flights to Canada. Each family member (including lap infants) must apply separately for an eTA and the system only allows one application at a time. Guests who apply for an eTA will need:

- a valid passport from a visa-exempt country is
- a debit/credit card to pay the \$7 CAD fee
- a valid email address

**Note:** A printed copy of a guest's email with the approval for an eTA is not acceptable, should a guest present one.

The eTA program applies to single directional travel into Canada by visa exempt foreign nationals. eTA uses the application to determine in advance of travel, whether a guest is eligible to travel to Canada. The guest's travel authorization or denial is communicated to the guest via email and is provided to the airline by CBSA transmission via the APIS pre-departure interactive messaging process relaying eTA status for travelers.

Upon check-in the agent will receive one of the following eTA responses:

- CAN-ETA/VISA ON FILE (Guest is approved for travel)
- CAN- NO ETA/VISA ON FILE (Guest will need to apply for an eTA)
- CAN-ETA/VISA NOT APPLICABLE (Guest does not need eTA to travel)

CBBG and EXST will not request or relay a status.

Section 23 - International > 100 - International Check-in

### Arrival-Departure Record for Non-immigrant Visitors with a Visa for the U.S. (I-94)

Revision date: 10/21/2015  
Supersede date: 07/23/2015

US Customs and Border Protection (CBP) has created an electronic admission record for travelers requiring documentation to enter the United States. The data is used to track the entry and exit of foreign citizens.

Customers can obtain their assigned I-94 number at [www.cbp.gov/I94](http://www.cbp.gov/I94).

If a customer and airline fails to follow the procedures, the customer may be prohibited from entering the U.S. in the future.

The paper Form I-94 required for non-immigrant visitors arriving in the United States is automated. If the customer(s) did not receive a paper Form I-94 upon arrival in the United States, CBP will record the departure electronically with manifest information provided by our airline or by the CBP.

The paper forms [I-94](#) and [I-94W](#) are used in the event of a government outage.

The two types of paper I-94 are:

- White [I-94](#) is for citizens of countries who require a Visa to enter the U.S.
- Green [I-94W](#) is for citizens of countries participating in the Visa Waiver program.

**Note:** Paper forms will be stored in International Document Kits and distributed in the event of a government system outage. Customers will be required to present the paper form upon entry into the United States.

#### Arrivals into the U.S.

I-94s do not apply to Canadian citizens, U.S. citizens, U.S. lawful permanent residents, and passengers in transit through the U.S.

Foreigners from Visa Waiver Program ([VWP](#)) countries shall file the I-94W electronically prior to travel.

The ESTA program requires citizens and eligible nationals of the Visa Waiver ([VWP](#)) who wish to travel the U.S. to submit an online application via ESTA.

#### Departures from the U.S.

Upon departure, the boarding agent shall:

- Collect any I-94 or I-94W presented by the customer
- Complete the back portion.

- Turn in the I-94s and I-94Ws to the local CBP office within 48 hours (exclusive of Saturdays, Sundays and legal holidays).
- Wrap the Aircraft/Vessel Report ([I-92](#)) around the I-94s and secure the documents with a rubber band.

#### I-94/Side Trips

During the customer's stay in the US, they may take a side trip to Mexico or Canada without relinquishing their I-94. The following conditions must be met:

- Duration may not exceed 30 days
- Transportation may be via air, land or sea
- Customer must be traveling directly between the U.S. and Canada, Costa Rica, or Mexico (no third country may be used as a connection point)

**Note:** Do not collect I-94s from the customer if they are taking a valid side trip. Only collect them, when they are leaving the U.S. to return "home".

Section 23 - International > 100 - International Check-in

### Visa Waiver Program (VWP)

Revision date: 10/21/2015  
Supersede date: 07/23/2015

**Controls – [19CFR217](#)**

**Interfaces – International Facilitation Manual 3.1.34**

#### Visa Waiver Program

The Visa Waiver Program (VWP) enables citizens of specific countries to travel to the United States for tourism or business for 90 days or fewer without obtaining a visa.

Citizens of VWP – Participating Countries (refer to TravelDoc for participating countries) are eligible to travel without a visa, provided the following criteria are met:

- Traveler has a machine readable passport (MRP) issued by a VWP eligible country
- Passport has a digital photo if issued after October 25, 2005
- Passport must be an e-passport if issued after October 25, 2006
- Traveler is not a permanent resident of the United States
- Traveler is seeking entry for 90 days or fewer as a temporary visitor for business, pleasure, or transit
- Arrives via air or sea on a signatory carrier
- Has an approved ESTA travel authorization
- Has return/onward tickets
- Travel may not terminate in contiguous territory or adjacent islands unless the traveler is a resident of those areas
- Traveler is a Citizen or National of one of the VWP participating countries
- Has completed and signed an electronic [I-94W](#)

#### Electronic System for Travel Authorization (ESTA)

The ESTA program requires Citizens and eligible Nationals of the Visa Waiver Program (VWP) participating countries who wish to travel to the US, to submit an online application via ESTA.

ESTA requires travelers to seek approval via the web based ESTA application process at least 72 hours before departing for the US Those travelers without a valid ESTA number may be barred from entering the U.S. at a port of entry.

**Note:** A printed copy of a customer's ESTA status is not acceptable, should a

customer present one.

ESTA uses the application to determine in advance of travel, whether or not a passenger is eligible to travel to the United States under the VWP. The passenger's travel authorization or denial is:

- Provided by Customs and Border Protection (CBP)
- Vetted against appropriate law enforcement databases
- Authorized via ESTA and communicated through the boarding pass printing result (BPPR)

The ESTA program applies to single directional travel into the US by travelers from Visa Waiver countries. Since Alaska Airlines and Horizon Air do not fly directly to any of the visa waiver countries, the only way a traveler from one of these countries can enter the United States on AS/QX is via Mexico, Costa Rica, or Canada.

Upon check-in the agent will receive one of the following ESTA responses:

- ESTA approved – okay to travel
- ESTA inhibited – BPPR is inhibited, contact GSC
- ESTA Denied – ESTA application was denied and customer will need to produce other acceptable forms of documentation via TravelDoc or contact their embassy for assistance
- ESTA not on file – Visa Required – customer will need a visa

CBBG and EXST will not request or receive a [BPPR](#).

If a customer has not applied for an ESTA, they need to be referred to a non-AAG computer to apply.

Lap infants are not part of the VWP. Infants will need a visa.

Section 23 - International > 100 - International Check-in

### **US VISIT**

Revision date: 7/23/2015  
Supersede date: 05/14/2013

United States Visitor and Immigrant Status Indicator Technology (US-VISIT) requires certain foreigners to provide biometrics (digital finger scan and a digital photograph) upon entry into the United States.

By scanning travel documents and capturing biometrics:

- The system will match the visitor's identity.
- Verify departure from the US and confirms compliance with CBP.

Biometric procedures apply to international travelers holding a non-US passport or visa. Collecting biometrics helps the US government prevent passengers from using fraudulent documents to enter the country illegally. The biometric collection also enables the government to compare the biometrics to a watchlist of suspects/known terrorists.

#### **The US-VISIT process:**

- Biometrics is initially collected overseas at a US visa issuing post.
- When the passenger arrives in the US, they will again provide biometrics to CBP during immigration processing and are enrolled in US-VISIT.
- CBP will compare biometrics to ensure the passenger at our port is the same passenger who applied for the visa and provided initial biometrics overseas.
- CBP will collect biometrics from all foreign visitors entering the US (with limited exceptions) and/or are required to complete an [I-94](#).

For more information Refer to the [Department of Homeland Security Website](#).

Section 23 - International > 100 - International Check-in

### NEXUS Program

Revision date: 7/6/2015  
Supersede date: 05/09/2014

NEXUS is a joint program between [CBP](#) and [CBSA](#) that allows pre-screened passengers faster processing at pre-clearance airports in Canada. Interested customers can apply online.

#### Eligibility

The customer must be either a:

- US Citizen
- Canadian Citizen
- US lawful permanent resident
- Canadian permanent resident

The customer has resided in either Canada or the US for the last three years.

The customer must pass a criminal history and law enforcement check.

#### Approval

The customer will go through an approval process by both government agencies.

Customers holding a valid NEXUS card may use this document in lieu of a national passport provided the customer is traveling between the United States and Canada to/from the following NEXUS-designated airports in Canada:

- Calgary International Airport (YYC)
- Edmonton International Airport (YEG)
- Vancouver International Airport (YVR)

The Nexus card must be valid on arrival.

Refer to TravelDoc for complete details including other authorized NEXUS Airports in Canada.

Section 23 - International > 100 - International Check-in

### **AS International Jumpseat & Crew Movement**

Revision date: 11/1/19  
Supersede date: 4/25/2018

#### **Controls**

14 CFR 121.547, 121.548, 121.550

AS Ops Spec A048

EFR

#### **Interfaces**

AS FAM, AS FOM,

CSM Vol. 4, Section 4.300 - Final Passenger Count Verification

***Policy and procedures regarding flight deck jumpseat verification cannot be revised without prior regulatory approval and revision of Operations Specification A048 for Alaska Airlines.***

#### **Flight Deck Jumpseat**

**Applicable to flights operated with 737 and Airbus aircraft only.**

#### **Check-In - AS Pilots and Dispatchers**

Only authorized Federal Officials and AS pilots and dispatchers are authorized to ride in the Flight Deck jumpseat to or from an international destination.

Transportation Security Administration (TSA) regulations require airline employees to be listed on the Flight Crew Manifest (FCM) before the employee is authorized to sit in the Flight Deck Jumpseat on an international flight. Therefore, a jumpseat rider who is not already assigned to the flight must be added to the FCM at the gate if they will be sitting in the flight deck.

- Note:**
- The APIS Master Crew List (MCL) consists of all crewmembers and dispatchers at Alaska Airlines.
  - The APIS Flight Crew Manifest (FCM) automatically consist of crewmembers (pilots and flight attendants) working the flight, and any Check Airmen or deadheaders assigned to the flight.

After [JACS verification](#), the agent will update and resend the FCM if the jumpseat rider will be assigned the flight deck jumpseat.

Refer to the [FCM Crew Update/Resend eTool](#) for procedures on adding an employee to the FCM.

#### **General Declaration**

Check Airman, AS pilots and or dispatchers, Federal Inspectors and FAA employees eligible for the flight deck jumpseat are considered working crewmembers. These passengers:

- Must be added to the General Declaration under the “Total Number of Crew” section.
- Receive the same Customs/Immigration clearance as working crewmembers.

Main cabin jumpseaters shall:

- Must be added to the General Declaration under the “Total Number of Crew” section.
- Receive the same Customs/Immigration clearance as working.

#### **Check-In - OAL Pilots and Dispatchers**

OAL pilots and Dispatchers qualified for the jumpseat through JACS are authorized to travel in a coach seat for international destinations.

#### **Taxes**

OAL leisure travel jumpseaters must pay applicable taxes and fees at the departure station's ticket counter prior to being allowed to board.

All applicable taxes and fees for leisure travel shall be automatically deducted from the Alaska Airlines/Horizon Air employee's paycheck.

#### **Check-In - International Crew Movement**

When traveling internationally, the agent shall verify the name in the APIS mask and enter the actual crewmember's name as it appears on their passport (i.e. Smith/John).

#### **Check-In Flight Attendant Jumpseat - International Destinations**

- Flight attendant jumpseat riding is permitted to/from Mexico, Costa Rica, and Canada.
- All applicable taxes and fees for leisure travel shall be automatically deducted from the Alaska Airlines/Horizon Air employee's paycheck.
- Flight attendant jumpseat riders shall:
  - Be added to the [General Declaration](#) “Number of Pax” count.
  - Provide passport for collection/verification of international Traveler's Docs information.
  - Receive the same Customs & Immigration forms given to all other customers.

Crewmembers shall file a crew baggage declaration (Customs Form 5129) upon each arrival into the United States.

### **Duty/Exemptions**

If the value of items acquired abroad and/or at a duty free shop does not exceed \$200, duty will not be assessed.

Included in this \$200 are not more than 50 cigarettes, not more than 10 cigars and not more than 150 ml of either an alcoholic beverage or alcoholic perfumery.

If amounts are exceeded, whether dollar amount or the numerical limit, the entire amount is subject to duty and internal revenue tax.

Limits for Alaska Airlines and Horizon Air crewmembers are more restrictive as a majority of our employees live in and terminate their travels in the United States.

For employees who live in another country, your personal duty may differ from the above.

These limits differ from the standard passenger limits.

Some Ports may opt to apply the passenger limits to crewmembers.

### **Agricultural Items**

Since agricultural items are heavily regulated it is suggested that crewmembers refrain from transporting these items.

If a crewmember brings agricultural items onboard an aircraft destined for the United States and the item is not consumed prior to landing, the item should be left onboard the aircraft. These items will be disposed of in accordance with APHIS regulations for international garbage.

If the agricultural item is removed from the aircraft upon arrival, it should be declared appropriately. If a crewmember fails to declare the item, they personally could be subject to a \$500 penalty.

Section 23 - International > 100 - International Check-in

## **QX International Jumpseat & Crew Movement**

Revision date: 5/11/2023

Supersede date: 10/17/2018

### **Controls**

[14 CFR 121.547, 121.548, 121.550](#)

QX Ops Spec A048

EFR

### **Interfaces**

QX FAM, QX FOM

**CEME: E21, H9, L2AA**

*Policy and procedures regarding flight deck jumpseat verification cannot be revised without prior regulatory approval and revision of Operations Specification A048 for Horizon Air.*

| Applicable to flights operated with Horizon Air E175 aircraft.

## **Flight Deck Jumpseat**

### **Check-In - QX Crew Member/Dispatcher**

Only authorized Federal Officials and QX crew members and dispatchers are authorized to ride in the Flight Deck jumpseat to or from an international destination.

Transportation Security Administration (TSA) regulations require airline employees to be listed on the Flight Crew Manifest (FCM) before the employee is authorized to sit in the Flight Deck Jumpseat on an international flight. Therefore, a jumpseat rider who is not already assigned to the flight must be added to the FCM at the gate if they will be sitting in the flight deck.

- Note:**
- The APIS Master Crew List (MCL) consists of all crewmembers, dispatchers, and a limited number of mechanics at Horizon Air.
  - The APIS Flight Crew Manifest (FCM) automatically consist of crewmembers (pilots and flight attendants) working the flight, and any Check Airmen or deadheaders assigned to the flight.

After [JACS verification](#), the agent will update and resend the FCM if the jumpseat rider will be assigned the flight deck jumpseat.

Refer to the [FCM Crew Update/Resend eTool](#) for procedures on adding an employee to the FCM.

### **General Declaration**

Check Airman, QX crew members and dispatchers, Federal Inspectors and FAA employees eligible for the flight deck jumpseat are considered working crewmembers. These passengers:

- Must be added to the General Declaration under the “Total Number of Crew” section.
- Receive the same Customs/Immigration clearance as working crewmembers.

Federal officials are authorized to ride in the flight deck jumpseat to and from an international destination.

Deadheading pilots, Dispatchers conducting operational familiarization, and authorized Maintenance personnel while on duty are authorized to occupy the flight deck jumpseat. The flight deck jumpseat shall be booked by Crew Scheduling Services.

Horizon Air pilots and Horizon Air Dispatchers are authorized to ride in the flightdeck jumpseat to and from an international destination for non-rev travel or commuting.

**Note:** Pilots and Dispatchers who jumpseat internationally while off-duty shall list in Fly prior to checking in at the gate.

Crewmembers from other airlines are not authorized to ride in the flightdeck jumpseat to and from an international destination at any time.

### **Cabin ACM Seat**

Deadheading crewmembers, Dispatchers conducting operational familiarization and authorized Maintenance personnel while on duty are authorized to occupy the Cabin ACM on flights to and from an international destination. The ACM shall be booked by Crew Scheduling Services.

Horizon Air Flight Attendants, Pilots, and Dispatchers are authorized to ride in the cabin ACM to and from an international destination for non-rev travel or commuting.

**Note:** Alaska Airlines Flight Attendants are authorized to ride in the cabin ACM to and from an international destination for non-rev travel or commuting.

Inflight personnel from other airlines are not authorized to ride in the cabin ACM to and from an international destination at any time.

### **Check-In - OAL Pilots and Dispatchers**

OAL pilots and Dispatchers qualified for the jumpseat through JACS are authorized to travel in a coach seat for international destinations.

### **Taxes**

OAL leisure travel jumpseaters must pay applicable taxes and fees at the departure station's ticket counter prior to being allowed to board.

All applicable taxes and fees for leisure travel shall be automatically deducted from the QX employee's paycheck.

### **Check-In - International Crew Movement**

When traveling internationally, the agent shall verify the name in the APIS mask and enter the actual crewmember's name as it appears on their passport (i.e. Smith/John).

### **Check-In - Flight Attendant Jumpseat - International Destinations**

- Flight attendant jumpseat riding is permitted to Mexico and Canada.
- All applicable taxes and fees for leisure travel shall be automatically deducted from the employee's paycheck.
- Flight attendant jumpseat riders shall:
  - Be added to the [General Declaration](#) "Number of Pax" count.
  - Receive the same Customs & Immigration forms given to all other customers.

Crewmembers shall file a crew baggage declaration (Customs Form 5129) upon each arrival into the United States.

### **Duty/Exemptions**

If the value of items acquired abroad and/or at a duty free shop does not exceed \$200, duty will not be assessed.

Included in this \$200 are not more than 50 cigarettes, not more than 10 cigars and not more than 150 ml of either an alcoholic beverage or alcoholic perfumery.

If amounts are exceeded, whether dollar amount or the numerical limit, the entire amount is subject to duty and internal revenue tax.

Limits for Alaska Airlines and Horizon Air crewmembers are more restrictive as a majority of our employees live in and terminate their travels in the United States.

For employees who live in another country, your personal duty may differ from the above.

These limits differ from the standard passenger limits.

Some Ports may opt to apply the passenger limits to crewmembers.

### **Agricultural Items**

Since agricultural items are heavily regulated it is suggested that crewmembers refrain from transporting these items.

If a crewmember brings agricultural items onboard an aircraft destined for the United States and the item is not consumed prior to landing, the item should be left onboard the aircraft. These items will be disposed of in accordance with APHIS regulations for international garbage.

If the agricultural item is removed from the aircraft upon arrival, it should be declared appropriately. If a crewmember fails to declare the item, they personally could be subject to a \$500 penalty.

Section 23 - International > 100 - International Check-in

### **Service Animals to/from Belize, Canada, Costa Rica, or Mexico**

Revision date: 06/26/2023  
Supersede date: 11/17/2021

#### **Vaccination Requirements for Dogs Entering the U.S.**

Refer to [CSM Section 6.600 - PETC/AVIH Health and Vaccination Requirements](#).

#### **Service Animals to/from Belize**

Service dogs only with 30 business days advanced notice required.

No fees apply.

The guest is responsible for following all AAG requirements for [Service Animal](#) acceptance.

The owner of the service animal is responsible for compliance with all government regulations and restrictions when the animal is traveling (e.g. health certificate requirements).

The airline is not responsible for any costs incurred should the guest not have the required documentation.

**Note:** The U.S. Centers for Disease Control and Prevention (CDC) currently restricts the importation of dogs from Belize due to its classification as a high-risk country for rabies. The owner/handler of the service dog/military working dog is responsible for complying with all required governmental documentation and health requirements.

#### **Service Animals to/from Canada**

Service dogs only.

No fees apply.

The guest is responsible for following all AAG requirements for [Service Animal](#) acceptance.

The owner of the Service Animal is responsible for compliance with all Canadian governmental regulations and restrictions (e.g. proof of rabies vaccination or health certificate requirements) upon arrival.

The airline is not responsible for any costs incurred should the guest not have the required documentation.

#### Accommodating Large Service Animals

The airline shall make a reasonable effort to accommodate them in the cabin if the service animal occupies more than their owner/handler's foot space.

1. Block the open seat adjacent to the guest
2. Move to an open row and block the seat adjacent to the guest
3. Move to an alternate flight with more room in the same class of service/cabin and block the seat adjacent to the guest at no additional charge.

**Note:** Other guests shall not be denied boarding to accommodate a service animal that occupies more than their owner/handler's foot space.

#### **Service Animals to/from Costa Rica**

Service dogs only.

No fees apply.

Service Animals require a health certificate and all additional documentation that a non-service animal requires.

The guest is responsible for following all AAG requirements for [Service Animal](#) acceptance.

The owner of the service animal is responsible for compliance with all Costa Rica government regulations and restrictions to which the animal is traveling, such as health certificate requirements and proof of rabies vaccination.

The airline is not responsible for any cost incurred should the guest not have the required documentation.

#### **Service Animals to/from Mexico**

Service dogs only.

No fees apply.

The guest is responsible for following all AAG requirements for [Service Animal](#) acceptance.

The owner of the service animal is responsible for compliance with all Mexican government regulations and restrictions to which the animal is traveling (e.g. health certificate requirements).

The airline is not responsible for any cost incurred should the customer not have the required documentation.

Section 23 - International > 100 - International Check-in

**Checked Baggage Allowance**

Revision date: 4/27/2022  
Supersede date: 8/31/2010

Customers originating travel on Alaska Airlines and Horizon Air, and connecting to another airline within 18 hours of arriving in the connection city for international travel, will follow the other airline's free baggage allowance (size, weight, dimensions) provided Alaska Airlines and Horizon Air has a ticketing and baggage agreement with the international carrier.

Verify ticketing and baggage agreement in IMAGE Convert (F9/f6)

Refer to the other airline's website for free baggage allowance rules and restrictions.

Section 23 - International > 100 - International Check-in

**ASFD/Standby**

Revision date: 8/31/2010  
Supersede date: New

International Positive Bag Match applies.

Standby customers traveling on International flights are not able to voluntarily separate (V/S) from their baggage.

If a customer would like to travel standby on an alternate flight the baggage must be rerouted with the customer.

Section 23 - International > 100 - International Check-in

### **Baggage Acceptance/Cut Off**

Revision date: 10/21/2015  
Supersede date: 12/03/2010

Skycaps are not permitted to check baggage to international destinations.

| For all international flights departing to/from Canada, Costa Rica, and Mexico, the acceptance time for checked baggage is 60 minutes prior to departure.

**Exception:** Flights departing GDL have an increased baggage acceptance cut-off time of 90 minutes.

Baggage shall not be accepted more than four hours prior to the flight departure unless the baggage is for the following flight departure from the station on the same day.

**Exception:** YVR can only accept bags three hours prior to departure.

YYC can only accept bags two hours prior to departure.

Section 23 - International > 100 - International Check-in

### Transportation of Currency

Revision date: 10/21/2015  
Supersede date: 08/31/2010

Passengers who plan on traveling or shipping any money that exceeds \$10,000 to or from the United States must report the money to Customs and Border Protection (CBP) using the [FinCEN 105 form](#). This regulation was set in place to reduce money laundering and the financing of terrorist activities.

This section does not apply to the Federal Reserve, banks or other commercial type shipments.

Alaska Airlines and Horizon Air have no regulatory requirement to provide the form to the Customer or collect the form from the customer. However, Alaska Airlines stocks a limited supply of the forms at the gateways and in the international documentation kits for customer convenience.

#### Inbound

Passenger shall:

- Complete the [FinCEN 105](#) onboard the aircraft upon arrival
- Provide the form to US CBP

#### Outbound

Passenger shall:

- Complete the [FinCEN 105](#) prior to departure
- Provide the form to US CBP at the port of departure prior to boarding the aircraft

#### Canada Differences

In addition to the requirements for the United States the following differences/variations or additions also apply.

Passenger shall:

- Report to a border services officer any amounts equal to or greater than CAN\$10,000 that a passenger plans on bringing in or out of Canada.
- Complete and sign [Form E677](#) (Cross-Border currency or Monetary Instruments Report - Individual)..
- Complete [Form E667](#) (Cross-Border currency or Monetary Instruments Report - General) when carrying money on behalf of another person.
- Provide the form to the nearest CBSA office at the time of travel.
- Be referred to [CBSAs website](#) for more information. Other options are to report by mail or to use a courier.

**Costa Rica/Mexico Differences**

In addition to the requirements for the United States the following differences/variations or additions also apply.

Passenger shall note any transportation of currency that exceeds \$10,000 US on the [Customs Declaration](#) form.

Section 23 - International > 100 - International Check-in

### Certificate of Registration

Revision date: 8/19/2010  
Supersede date: New

While not required, it is suggested that passengers register certain items with CBP prior to departure from the US to a foreign country or they may be subject to duty (taxes).

Passengers must pay duty on expensive items such as computers, CD players, cameras, jewelry, etc that were made in another country unless the passenger can prove he/she owned it prior to departing the US

**Example:** If a laptop computer was made in Japan, the passenger might have to pay duty on it each time it is brought back into the U.S., unless the passenger can prove it was purchased in the U.S. prior to departure.

### Departure from the US

To make travel easier on the passenger it is suggested they complete CBP [Form 4457](#), which describes the item the passenger is going to take out of the US

The passenger can obtain the form directly from CBP.

CBP must see the item the passenger is registering so they can certify that the 4457 form is accurately completed.

### Arrival into the US

Upon arrival into the US, the passenger should show CBP the 4457 along with the [Customs Declaration \(6059B\)](#).

If the passenger does not have a 4457, he/she should be prepared to show proof of ownership/purchase in order to not be taxed.

Acceptable items to show proof are detailed sales receipts, insurance policies, jeweler's appraisals, etc.

### Canada differences

In addition to the requirements for the United States the following differences/variations or additions also apply.

Upon arrival in Canada, a border services officer may ask passengers to leave a security deposit for their goods, which will be refunded to when they export the goods from Canada.

Passengers will be required to complete a Temporary Admission Permit ([Form E29B](#)).

Section 23 - International > 100 - International Check-in

**Codeshare**

Revision date: 9/14/2010  
Supersede date: New

For detailed international baggage acceptance, see codeshare chart in [section 5.100](#).

### Section 23 - International > 100 - International Check-in

#### Costa Rica Departure Exit Tax

Revision date: 6/22/2016  
Supersede date: 10/21/2015

Costa Rica requires two exit fees to be paid prior to exiting the country.

The two fees are:

- **A1 tax** - Bag Inspection Fee, approximately \$2 USD (in addition to AS baggage fees)
- **B1 tax** - Boarding Tax, approximately \$27 USD.



Reservations and alaskaair.com now include Costa Rica departure taxes (A1 and B1) in the price of the ticket for bookings beginning June 1, 2016, for travel on or after July 1, 2016. Reservations has attempted to contact those who purchased tickets before this date. Sabre will send an email to Costa Rica leadership with the list of customers who have not paid for departure taxes, which will be sent out daily until the system recognizes there are no more affected customers.

Station leadership will share with agents the list of customers that will need to be directed to the kiosk for tax collection before check-in.

## 200 - International Baggage

Section 23 - International > 200 - International Baggage

### Interline Transfer Baggage Acceptance

Revision date: 5/31/2017  
Supersede date: 07/20/2016

The same baggage processes used on all domestic flights apply to international flights with the following additions:

- Customers making an interline transfer to Alaska Airlines from another carrier, must have their baggage claim numbers edited into the customer's passenger item.
- The agent shall complete an [Approved for Loading Form](#) for all inbound; interline customers connecting to an Alaska Airlines international flight.

Section 23 - International > 200 - International Baggage

**Carry-on Baggage Prohibited Items**

Revision date: 8/25/2011  
Supersede date: 09/14/2010

The following prohibited items to Mexico are in addition to what is listed in the domestic baggage section:

- Batteries (unless inside camera, flashlight, cell phone or personal CD/cassette player)
- All types of matches
- Hairspray in excess of 18 ounces

**Note:** Articles made of pottery, glass or wood are not allowed as carry on items on flights departing from Mexico cities.

Section 23 - International > 200 - International Baggage

### Standby Flags

Revision date: 5/31/2017

Supersede date: 07/20/2016

#### Interface

[CSM Vol. 3 - Screening of Checked Baggage](#)

[QX Services Manual - Section 3.17 - International Ground Handling and Operations](#)

Use the [Standby/Volunteer Flag](#) for all international standby customers, due to PPBM.

Section 23 - International > 200 - International Baggage

### Overweight/Oversize/Excess

Revision date: 11/9/2022  
Supersede date: 3/8/2019

Guests making international connections within 18 hours of arriving in the connection city to another airline shall follow the weight restrictions of the other carrier, which may permit them to have bags heavier than the Alaska Airlines allowance.

Alaska Airlines baggage rules shall be applied for customers having a stopover of 12 hours or more before or after their international flight.

When an oversize/overweight/excess bag is carried interline on an international itinerary, the other airline fee is collected. Contact the other airline via their website for baggage acceptance information. Refer to the [International Airline Baggage Links](#) eTool.

CSA/PSA shall collect Interline bag fees shown in the Fee Collection mask.

- Select the appropriate bag option based on the interline carrier's rules for weight, size, and type (e.g., Sporting Equipment)
- Collect the fees as quoted in the Fee Collection Mask
- Provide a receipt to the guest if requested

**Note:** A holiday season embargo for flights to/from the GDL and MEX markets is in effect each year between November 15th and January 15th. Additional, overweight, and/or oversized checked baggage will not be accepted during this period.

Section 23 - International > 200 - International Baggage

### **Carnet Documentation**

Revision date: 10/21/2015  
Supersede date: 08/13/2010

An ATA Carnet is used when a customer is traveling with a commercial shipment as checked baggage or transporting commercial shipments via air cargo and has the need to temporarily import the item without paying duty.

Customers traveling internationally with commercial examples, items for exhibitions and fairs and with professional equipment (film, video and photographic) require legal documentation through US customs.

International customers should have Carnet documentation. A Carnet allows a customer to import temporarily without having to pay customs duties and taxes.

- Customers are encouraged to contact their local customs office to have carnets documentation prepared in advance.
- It is ultimately the customer's responsibility to provide paperwork at border crossings.

### **Validity**

A carnets is valid for one year. The customer may use the carnets multiple times during the validity period for the same merchandise.

If the customer wants to travel with different merchandise then a new carnets is needed.

One carnets can usually be used when traveling to/from multiple countries. It is not always necessary to obtain a separate carnets per country. Customers should verify requirements for each country.

### **Canada Differences**

In addition to the requirements for the United States the following differences/ variations or additions also apply.

It is the responsibility of the customer to obtain an ATA Carnet. Customers can be referred to the Canadian Chamber of Commerce for assistance.

### **Costa Rica/Mexico Differences**

There are no additional requirements beyond what has been outlined above.

ATA Carnet is not currently applicable in Costa Rica or Mexico.

When transporting items in/out of Costa Rica or Mexico that are over the allotted personal exemption or are being used for commercial purposes, customers should always seek the assistance of a customs broker.

Section 23 - International > 200 - International Baggage

**Equipment for Large Groups**

Revision date: 5/31/2017

Supersede date: 08/13/2010

**Controls**  
**AOSSP**

For international travel, the designated representative must travel on the same flight with the equipment.

If the airline determines all of the equipment cannot be accommodated on the same flight as the designated representative, portions of the equipment may be transported on another flight.

The designated representative must not be permitted to select which items to be transported on the other flight.

Section 23 - International > 200 - International Baggage

### Pets to/from Belize, Canada, Costa Rica, or Mexico

Revision date: 4/6/2022  
Supersede date: 11/17/2021

#### PETC/AVIH to and from Belize, Canada, Costa Rica and Mexico

Dogs and cats are the only acceptable animals allowed between the U.S. and an international location.

The owner of the pet is responsible for compliance with all U.S. and international government regulations and restrictions to which the animal is traveling, such as health certificate and vaccination requirements.

**Note:** See [section 6.600-PETC/AVIH Health and Vaccination Requirements](#) for health certificate requirement information.

The owner is responsible for any importation fees paid upon entry into Costa Rica or Mexico.

**Note:** Refer to the [Senasica website](#) for more information.

The following are not permitted on flights operated with Airbus aircraft:

- AVIH

#### **Pets from Belize, Canada, Costa Rica or Mexico:**

The pet owner is responsible to ensure their dog and/or cat meets U.S. entry requirements. Failure to meet the import requirements will result in problems upon arrival in the U.S. and the pet may be refused entry. U.S. entry requirements can be found at: <https://www.aphis.usda.gov/aphis/pet-travel/bring-pet-into-the-united-states/pet-travel-dogs-into-us>

#### **Pets to Belize**

**Pets shall not be accepted as PETC or AVIH to/from Belize (BZE).**

**Alaska Airlines does not accept pets for Cargo service to/from Belize**

Only service animals (SVAN) and military working dogs (MWD) may be accepted for flights to/from Belize with 30 business days advance notice. See [Section 23.100 - Service Animals to/from Belize, Canada, Costa Rica, or Mexico](#).

All dogs to Belize require an import permit.

#### **Pets to Costa Rica**

**Only dogs and cats will be accepted for travel.**

**Alaska Airlines does not accept pets for Cargo service to/from Costa Rica.**

A proof or rabies vaccination may also be required.

A valid health certificate is required for animals transported as both AVIH and PETC. The certificate must show the breed, sex, age, and description of the animal(s), as well as the date of the examination.

A health certificate is valid for transport when issued:

- Within 10 days of originating travel
- Within 30 days of return travel on the same ticket
- Within 10 days of travel if the return is on a separate travel.

Additional documentation will be required upon arrival into Costa Rica and Mexico and returning to the U.S. Refer customers to [Traveling with Pets - International Travel](#) for all documentation requirements.

The airline is not responsible for any costs incurred should the customer not have the required documentation.

**Kennel Requirements to Costa Rica** - No bedding or similar materials are allowed to enter when packed in the kennel with the pet. Shredded paper or absorbent pads are acceptable.

Only enough food for a day's travel is acceptable.

### **Pets to Mexico**

**Only dogs and cats will be accepted for travel.**

**Alaska Airlines does not accept pets for Cargo service to/from Mexico.**

A proof of rabies vaccination may also be required.

Upon arrival to Mexico with a dog and/or cat, the guest must visit the Mexican Animal and Plant Health Inspection Office (OISA), to contact the official personnel working with SENASICA. The official personnel will verify the following:

- The dog and/or cat does not present signs of infectious and contagious diseases.
- The dog and/or cat is/are free of ectoparasites.
- The dog and/or cat does not present fresh wounds or wounds in a healing process.

Other requirements/information about inspection at the OISA, upon presentation of the shipment in Mexico:

- If the dog and/or cat is/are under treatment due to lesions and/or infections on the skin due to mites, dermatomycosis, dermatophilosis, hairless or similar lesions, the guest should present to the official personnel of SADER/SENASICA the diagnostic and treatment instructed by the Veterinarian. Such information should be presented in a letterhead, including the professional registration number (or equivalent). Enclosed to the letterhead, it can be accepted a copy of the professional registration number (or equivalent).

- Compliance of what is indicated in this document, does not exempt the importer of presenting documents, complying with applications and/or procedures requested by other authorities.
- When the cage/cARRIER is dirty and/or contains bed disposable (newspaper wood – other materials) toys or edible products, a disinfection will be applied, removing all that is inside of the carrier/cage, for a proper destruction.
- Only the portion of food used to feed the animal during the day of arrival, will be allowed.

**Kennel Requirements to Costa Rica and Mexico** - No bedding or similar materials are allowed to enter when packed in the kennel with the pet. Shredded paper or absorbent pads are acceptable.

Only enough food for a day's travel is acceptable.

**From Mexico:** Only two animals permitted to travel into the United States per family, per flight.

### Pets to Canada

**Only dogs and cats will be accepted for travel.**

Dogs older than 8 months old and cats do not require a health certificate.

Proof of rabies vaccination is all that is required for dogs in the following categories:

- Any dog greater than 8 months of age.
- Assistance animals certified as guide, hearing or service dogs, if the person accompanying the dog to Canada is the user of the dog.
- Two or less pet dogs accompanied by their owner to Canada.
- Any dog exported on a temporary basis for competition in a show or trial, if at the time of importation proof of entry in a show or trial is provided.

Dogs – Rabies vaccination certificate as proof of rabies vaccination:

- Required for all dogs greater than 3 months of age (with the exception of assistance dogs certified as a guide, hearing or service dogs which accompany their user into Canada)
- Issued by licensed vet, proving vaccination within 3 years of importation into Canada.
- Proof of rabies vaccination by documenting on a health certificate, if a health certificate is required.

Cats – Rabies vaccination certificate. Issued by a licensed veterinary, proving vaccination within 3 years of importation into Canada.

- Kittens under 3 months of age exempt from rabies vaccination
- Date of vaccination and the type of vaccine must be on the vaccination certificate

Dogs younger than 8 months old may require a health certificate from a licensed veterinarian in the United States.

- Shipments of 1-2 dogs less than 8 months of age traveling with their owner are only required to travel with proof of current rabies vaccination\*.
- \*Dogs younger than three months old are not required to be vaccinated for rabies but proof of the dog's age must be available to Canadian Officials. All dogs greater than 3 months of age, with the exception of assistance dogs certified as a guide, hearing or service dogs which accompany their user into Canada, must have proof of current rabies vaccination to travel to Canada.

**Note:** Through and transfer baggage arriving in the U.S. from YVR and YEG is not required to be re-screened.

### Pets Arriving Seattle from Canada

When customers travel from Canada with AVIH, the check-in agent shall:

- Advise the customer that upon landing in Seattle they will need to proceed to the Customer Service Center on the C-Concourse to expedite the security clearance for their live animal.

**Exception:** For flights landing at the Seattle South Satellite, the agent meeting the flight will coordinate the screening process.

- Confirm that the connection time between flight segments is enough to complete the screening process.
- Rebook on an alternate flight if needed.

Section 23 - International > 200 - International Baggage

### Firearms and Ammunition

Revision date: 8/16/2023  
Supersede date: 4/6/2022

#### Controls

TSR 1540.111, AOSSP

Firearms and ammunition shall not be checked to foreign interline destinations.

Each guest may check a maximum of 11 pounds of ammunition provided the international country permits the transport of ammunition.

Firearms checked between the United States and Mexico/Canada will not be accepted without the required documentation.

The guest must obtain any necessary government permits, supporting documents, or notice of additional government requirements/restrictions to check firearms to/from Canada and Mexico prior to departure.

A US Customs declaration issued before departing the US is required before returning with the firearm back to the United States. For more information the guest may contact: [www.cbp.gov](http://www.cbp.gov)

**Belize** - Firearms and ammunition are embargoed to and from Belize.

#### Canada

Prior to checking a firearm to Canada, the guest must contact the Canadian Firearms Centre for specific documentation requirements. For more information the guest may call 1-800-731-4000 or consult: [www.cfc-cafc.gc.ca](http://www.cfc-cafc.gc.ca)

Handguns cannot be transported to or through Canada.

**Note:** Through and transfer baggage arriving in the U.S. from YVR, YYC, and YEG is not required to be rescreened.

#### Costa Rica

Firearms and ammunition are embargoed to and from Costa Rica.

#### Mexico

Prior to checking a firearm into Mexico, the guest must contact the Secretaria de la Defensa Nacional (Secretary of the National Defense) for specific import permit and declaration form requirements. For more information, the guest may contact: [www.sedena.gob.mx](http://www.sedena.gob.mx)

Handguns cannot be transported to or through Mexico.

The owner of the firearm is responsible for compliance with all governmental regulations and restrictions when checking a firearm.

The airline shall advise gueststhey must contact and obtain an authorization signed and stamped from the appropriate Consulate. The Consulate will provide the guest with the specific requirements needed to check a firearm.

### Seattle Arrivals

When guests travel from Canada with checked firearms, the check-in agent shall:

- Advise the guest that upon landing in Seattle they will need to proceed to the Customer Service Center on the C-Concourse to expedite the security clearance for their checked firearm.

**Exception:** For flights landing at the Seattle South Satellite, the agent meeting the flight will coordinate the screening process.

- Confirm the connection time between flight segments is enough to complete the screening process.
- Rebook on an alternate flight if needed.

### Check-In

Upon check-in, the agent will ask to see the guest's written authorization from the appropriate Canadian or Mexican Government Agency. Firearms will not be accepted without the required documentation.

The agent will add a SSR under the header "OTHS" with the comments "Firearm Checked to Mexico" or "Firearm Checked to Canada". This SSR will alert the international station there is a firearm checked on the aircraft.

In addition to the above, [standard firearm check-in procedures](#) shall be followed.

Section 23 - International > 200 - International Baggage

**Claim at Gate**

Revision date: 5/11/2023  
Supersede date: 4/25/2016

Claim at gate is available for flights to/from Canada.

Claim at gate is not available for flights to/from Costa Rica or Mexico, with the exception of assistive devices and car seats, strollers, and/or baby carrier backpack only.

Section 23 - International > 200 - International Baggage

### Baggage Liability - International

Revision date: 6/29/2020  
Supersede date: 12/31/2019

#### Controls:

[Canadian Transportation Agency: Accessible Transportation for Persons with Disabilities](#)

When a bag is lost or damaged beyond recovery, the customer is entitled to a settlement, equal to the bag's value or loss of property.

Stations shall follow current guidance in the CSM when it comes to handling bags that do not show up after 5 days, or if damage is more than \$200.

- Any items that are not covered domestically may be covered if there is an international segment in the itinerary (e.g. PVR-LAX-SEA).
- Stations shall handle interim expenses up to \$1,000 USD. Any interims in excess of \$1,000 USD shall be sent to CBS.
- Any damage over \$200 or pilferage/missing items shall be immediately sent to CBS

**Note:** The \$1,000 USD guideline shall not be disclosed to the public. This is internal guidance for handling immediate international baggage claims. Use suggested verbiage and examples found in [Section 6.700 - Delayed](#), under "Interim Expenses."

Contact CBS if you are unsure whether the Warsaw or Montreal Convention applies.

#### Warsaw Convention

For international travel, including the domestic portion, subject to the Warsaw Convention, the liability limit for delay, damage or loss is approximately \$9.07 per pound (\$20.00 per kg) for checked baggage and approximately \$400 per passenger for uncheck baggage.

#### Montreal Convention

Where the Montreal Convention applies, the liability for the delay, damage or loss to checked and uncheck baggage is limited to 1,288 Special Drawing Rights (SDRs) per passenger.

**Note:** Liability limits in the Montreal and Warsaw Conventions do not apply to mobility aids and other assistive devices. The cost of repair/replacement is covered in full.

**Canada Differences**

[CSM Vol. 2, Section 23.200 - Damaged Baggage](#)

[CSM Vol. 2, Section 23.200 - Delayed Bag](#)

Section 23 - International > 200 - International Baggage

**Unclaimed Baggage to/from Canada**

Revision date: 8/13/2010  
Supersede date: New

For unclaimed checked baggage at the destination station, the following information is required in the onhand record:

- Date of flight
- Flight number
- Bag tag number
- Passenger name
- Name of agent completing the information

A printed copy of each onhand record must be retained in the station for ninety days.

This information must be made available to the Transport Canada Minister on request.

Section 23 - International > 200 - International Baggage

### In-Bond Baggage

Revision date: 5/31/2017  
Supersede date: 10/21/2015

If a bag is being transferred without the passenger, and Customs is unable to open the bag for clearance, we are asked to put a bag In-Bond. This requires the airline to complete an Air Cargo Manifest form. If the bag is continuing on to another destination, complete form 7512C. These forms are obtained through CBP and are not available through Relizon or PeopleSoft.

U.S. Customs may charge a duty-tax on commercial goods brought into the country.

When the customer cannot pay the duty, or should an expedite bag from a non-U.S. location be assessed for duty, the bag may be required to be shipped "In-Bond" to an airport with Customs, closest to the customer's destination.

"In-Bond" means the bag shall be carried under a \$5,000US bond, and the airline shall be responsible for:

- Transferring the bag to a different facility/city for Customs processing.
- Not allowing the bag to be released to the customer until Customs has cleared the bag for release.

Most customers with bags containing goods that will be assessed a sizable duty-tax are aware of Customs clearance requirements and advance arrangements are made.

When the Customs duty cannot be paid, the agent shall suggest that the goods remain "In-Bond".

Customer shall:

- Continue home and make arrangements through a broker to clear their bag.
- Incur all costs

When duty-tax payment is required, it becomes a matter between the customer and US Customs.

When the customer desires the bag to be forwarded, the airline shall:

- Transport the bag "In-Bond" on the next available Alaska flight to their desired destination.
- Transport the bag "In-Bond" on the next available Alaska flight to a city with Customs closest to their destination, for a fee of \$25US.

Section 23 - International > 200 - International Baggage

### Damaged Baggage

Revision date: 6/29/2020  
Supersede date: 7/17/2019

#### Controls:

[Canadian Transportation Agency: Accessible Transportation for Persons with Disabilities](#)

Reports of damaged baggage must be made in person at the station where the passenger arrived within seven days for international itineraries.

#### Canada Differences

Customers are entitled to monetary compensation based on baggage liability limits outlined in the Montreal Convention, and may be eligible for a refund of their baggage fees when their bag is damaged beyond normal wear and tear.

Only refund baggage fees in the direction of travel where the damage occurred. Fees shall not be refunded for the round trip.

U.S. Stations and CBS shall issue monetary compensation in USD.

Canadian Stations shall issue monetary compensation in USD, unless the customer specifically requests compensation in CAD.

Stations shall follow guidance in [Section 23.200 - Baggage Liability](#) for taking a claim for damaged bag, compensating if damage is beyond normal wear and tear, and refunding bag fee.

**Note:** Liability limits in the Montreal and Warsaw Conventions do not apply to mobility aids and other assistive devices. The cost of repair/replacement is covered in full.

#### Stations:

- Follow procedures for creating and settling Damage Claims in [Section 6.700 - Damaged Baggage](#).
- Follow the Fee Refund Procedures for refunding the applicable baggage fee.
  - Only refund the baggage fee if damage is **beyond normal wear and tear**.
  - If AS did not collect the baggage fee, refer the guest to the OAL that collected the baggage fee for a refund.

#### CBS:

- Issue monetary compensation for the damaged bag based on the limits in the Montreal Convention for damage **beyond normal wear and tear**.
- Follow the Fee Refund Procedures for refunding the applicable baggage fee.
  - Only refund the baggage fee if damage is beyond normal wear and tear.
  - If AS did not collect the baggage fee, refer the guest to the OAL that collected the baggage fee for a refund.

Section 23 - International > 200 - International Baggage

### Delayed Baggage

Revision date: 3/23/2022  
Supersede date: 11/20/2019

Reports of delayed baggage must be made in person at the station where the passenger arrived within 21 days for international itineraries.

### Canada Differences

#### Baggage Service Guarantee (BSG)

International flights requiring customs clearance upon arrival are exempt from the Baggage Service Guarantee. All AS/QX international flights require customs clearance upon arrival except arrivals into the U.S. from airports with CBP Preclearance (YEG, YVR, YYC). See [Section 6.700 - Baggage Service – Delayed](#) for further details.

### Lost Baggage

Customers are entitled to monetary compensation based on baggage liability limits outlined in the Montreal Convention, and may be eligible for a refund of their baggage fees when the airline has not recovered the bag.

If the bag has not been recovered by the station within the first five days, the Delayed Claim shall be forwarded to CBS to begin the settlement process.

**Note:** Stations shall never refuse to take a claim.

Only refund baggage fees in the direction of travel the bag was lost/delayed. Fees shall not be refunded for the round trip.

CBS shall issue monetary compensation in USD.

### CBS

- Only refund baggage fees in the direction of travel the bag was lost/delayed. Fees shall not be refunded for the round trip.
- CBS shall issue monetary compensation in USD.
- Issue monetary compensation for the lost bag based on the limits in the Montreal Convention if it has not been recovered.
- Follow the Fee Refund Procedures for refunding the applicable baggage fee.
  - If AS did not collect the baggage fee, refer the guest to the OAL that collected the baggage fee for a refund.



Section 23 - International > 200 - International Baggage

**Smuggling**

Revision date: 5/31/2017  
Supersede date: 08/31/2010

Any Alaska Air Group employee involved in transporting smuggled merchandise and/or people shall be subject to a civil penalty and possible conviction. In addition, any aircraft used in connection with any violation, may be seized and forfeited and the airline could also receive a civil penalty.

**e-Allegations**

"US Customs and Border Protection have established an on-line procedure by which concerned individuals can report illegal import and export activity." The process is completely anonymous, unless you provide your email address, which will be used to provide you with a confirmation.

You may also report trade violations by calling 1-800-BE-ALERT.

## 300 - International Ticketing

Section 23 - International > 300 - International Ticketing

### Methods/Forms of Payment

Revision date: 11/17/2015  
Supersede date: 10/21/2015

***The same ticketing processes used on all domestic flights apply to international flights with the following additions:***

#### Cash or its Equivalent

Stations in Canada	Stations in Mexico	Stations in Costa Rica
<ul style="list-style-type: none"> <li>Only Canadian and U.S. currency are accepted.</li> <li>U.S. currency accepted in Canada shall require currency conversion calculations.</li> </ul>	<ul style="list-style-type: none"> <li>Only Mexican Pesos are accepted.</li> </ul>	<ul style="list-style-type: none"> <li>Only Colon (CRC) and U.S. currency are accepted.</li> </ul>

#### Cashier's Checks

Cashier's checks are not accepted in Mexico and Costa Rica.

#### Acceptable Checks

- Only checks drawn from a U.S. or Canadian bank are accepted.
- U.S. checks represent U.S. Dollars, Canadian checks represent Canadian Dollars.
- When accepting a Canadian check for purchase in the U.S., convert the U.S. purchase price to CAD.
- Personal checks are not accepted at Mexico and Costa Rica stations.

#### Credit Card Sales

Tickets issued in Mexico and Costa Rica, but charged to a U.S. credit card should never be issued in MXN or CRC, when using IMAGE.

| Only select Colon (CRC) if collecting cash. When processing a credit card, always select USD.

### **The International Desk**

Revision date: 9/11/2013

Supersede date: 10/11/2012

Contact the International Desk via the Station Support Inside line at 877-451-1825 and select International desk from the phone menu.

The International Desk assists with the following:

- Ticketing
  - Agents shall contact the International Desk, prior to ticketing, accepting or exchanging any international flagship carrier issued tickets.
  - Agents shall not issue a complete journey (no AS segments) or any part of an international journey on 027 ticket stock.
- Voluntary rerouting
- Involuntary exchanges
- Endorsements
- OAL flight coupon acceptance
- Documentation, etc.

Section 23 - International > 300 - International Ticketing

**International Exchanges**

Revision date: 5/1/2021  
Supersede date: 9/8/2011

For international ticket exchanges, refer the customer to [alaskaair.com](http://alaskaair.com) or to Reservations for voluntary changes.

Section 23 - International > 300 - International Ticketing

**Tax Refunds**

Revision date: 8/13/2010  
Supersede date: New

There may be times when a tax/fee is added to a customer's ticket when it should have been exempted.

Process refunds using normal refund procedures.

UK - Mexican Tourism Tax may be refunded if the customer is:

- A Mexican citizen with valid Mexican passport
- A legal resident of Mexico holding an FM2 or FM3
- A diplomat
- An infant under the age of two
- Transiting Mexico within 24 hours (i.e., with connecting flight to a country beyond Mexico)

Verify customer's proof of exemption (e.g., Mexican passport)

Determine original form of payment

- If credit card, process refund using Refund Application (TZ-72)
- If cash/check, process refund using Refund Draft (T-92)

For electronic tickets, enter "UK Tax Refunded" in VCR Remarks

For paper tickets, write "UK Tax Refunded" on the customer's receipt.

Section 23 - International > 300 - International Ticketing

### International Taxes & Definitions

Revision date: 8/31/2010  
Supersede date: New

The following are definitions of taxes and tax codes for departures and arrivals into or from Mexico.

Refer to Sabre entry **TXN\*MX** for most current tax rates and all inclusive list of tax codes or the **STAR: MEXTAX**.

XD - International Mexico Departure Tax	<p>Applies to international departures from Mexico. The amount varies depending on the departure city.</p> <p>Refer to Sabre entry TXN**XD for additional information.</p>
UK - Mexico Tourism Tax	<p>Applies to tourists arriving into Mexico. Does not apply to Mexican citizens (regardless of residence), persons legally living in Mexico, persons transiting Mexico within 24 hours, infants, diplomats traveling on diplomatic passports or on-duty airline crew. If exemption cannot be verified prior to ticket issuance, this tax will be included in ticket price and customer can request refund afterwards as shown later in this section).</p> <p>Refer to the Sabre entry TXN**UK for additional information.</p>
XO - Mexican International Sales Tax	<p>Applies only to itineraries originating in Mexico, whether one way or round trip. Tax is determined based upon a percentage of the base fare.</p> <p>Refer to the Sabre entry TXN**XO for additional information.</p>

The following are definitions of taxes and tax codes for departures and arrivals into or from Canada.

Refer to the Sabre entry **TXN\*\*CA** for most current tax rates and all inclusive list of tax codes.

XG - Canadian Goods and Services Tax	<p>Assessed on all itineraries originating in Canada. It is also assessed on some Canada taxes (e.g., SQ and CA1).</p> <p>Refer to the Sabre entry TXN**XG for additional information.</p>
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CA1 - Canada Air Security Charge - Subject to GST	Applies to all tickets including a departure from Canada to another Canadian airport or transborder travel to the US, excluding Hawaii.  Refer to the Sabre entry TXN**CA1 for additional information.
CA2 - Canada Air Security Charge - Not Subject to GST	Applies to all tickets including a departure from Canada to another Canadian airport or transborder travel to the US, excluding Hawaii.  Refer to the Sabre Entry TXN**CA2 for additional information.
CA3 - Canada Air Security Charge - International Travel	Applies to all tickets including a departure from Canada to all international points, including the US and all US territories.  Refer to the Sabre Entry TXN**CA3 for additional information.
SQ - Canadian Airport Improvement Fee	Applies to travel from Canadian airports, rate differs depending on Canadian enplanement point.  Refer to the Sabre entry TXN**SQ for additional information

Section 23 - International > 300 - International Ticketing

**Mexico eInvoice**

Revision date: 6/19/2014  
Supersede date: New

The Mexico government now requires air carriers to provide customers a means to obtain an “eInvoice” or Comprobante Fiscal Digital por Internet (CFDI) for purchases that include an XO or MX tax. This is different from a customer’s confirmation receipt.

When a customer requests a Mexico Fiscal Invoice (eInvoice or CFDI), advise customer to send an email request to [Mexico.Invoice@alaskaair.com](mailto:Mexico.Invoice@alaskaair.com), and include the following:

- Ticket Number
- Tax ID Number/RFC (Passenger or Company that will use the CFDIs for fiscal deduction purposes)
- Passenger or Company Name
- Mexican Fiscal Address
- Confirmation Number/PNR
- Date of Purchase

This request will be fulfilled by the Mexico City office within 24 hours of receiving the customer’s email.

## **400 - International Flight Control**

Section 23 - International > 400 - International Flight Control

### **International Document Kits**

Revision date: 2/8/2023  
Supersede date: 11/17/2021

The same Flight Control processes used on all domestic flights apply to international flights with the following additions:

- Each aircraft operating to/from Mexico or Canada must be stocked with an international document kit. There are two different kits – one contains documents for Mexico, and the other, documents for Canada.
- Employees in the US gateway city, stock each kit with required documents. Agents controlling flights departing the US for Mexico or Canada must ensure a stocked Doc Kit is placed on board the aircraft. Upon arrival back in the US, the agent meeting the flight must remove the Doc Kit from the aircraft.
- It is each gateway city's responsibility to ensure a sufficient supply of Doc Kits is maintained at the station. Replacement cases may be ordered through Office Depot (item #396011).

### **Belize Doc Kits**

Belize Doc Kits are stocked for round trip travel (Entering U.S., Entering Belize, and Crew) before a departure from the U.S. Each kit must contain the items shown on the [Belize Doc Kit matrix](#), in the quantities specified, prior to the flight's departure from the U.S.

### **Canada Doc Kits**

Each Canada Doc Kit must contain the items shown on the [Canada Doc Kit matrix](#), in the quantities specified, prior to the flights departure from the U.S.

**QX:** Forms are distributed on board by the flight attendant.

### **Costa Rica Doc Kits**

Costa Rica Doc Kits are stocked for round trip travel (South, North and Crew) before a departure from the U.S. Each kit must contain the items shown on the [Costa Rica Doc Kit Matrix](#), in the quantities specified, prior to the flight's departure from the U.S.

### **Mexico Doc Kits**

Mexico Doc Kits are stocked for round trip travel (South, North, and Crew) before a departure from the U.S. Each kit must contain the items shown on the [Mexico Doc Kit matrix](#), in the quantities specified, prior to the flight's departure from the U.S.

Section 23 - International > 400 - International Flight Control

### **Customs Identification Seals and Security Areas**

Revision date: 2/13/2017  
Supersede date: 10/21/2015

Qualifying employees shall be issued ID when:

- A completed application request has been submitted.
- Two forms of positive ID have been presented.
- One ID with photo.
- The second ID must be government issued.

Visitors who are guests of the airport are allowed a temporary badge (see Supervisor for temporary badge information) to access the appropriate zone and security areas.

- Visitors must be escorted by an authorized badge holder.
- Visitors must possess photo ID.
- Contact a supervisor for the application process.

All employees and vendors, who have unescorted access to the Customs Security Area as defined below, shall:

- Shall ensure the control and accountability of their ID.
- Immediately notify a supervisor when an ID is lost or stolen.
- Display at all times or produce the while in the sterile areas of the airport.
- Display the badge on the person's outermost garment above the waist.

#### **Exceptions:**

- Federal and uniformed state and local law enforcement personnel
- Aircraft passengers
- Crew – designated for that flight

The Customs Access Seal remains the property of Customs, and must be immediately surrendered upon demand by any authorized Customs Officer.

### **Customs Security Area**

The Customs Security Area is established for the purpose of prohibiting unauthorized entries or contact with persons or objects for international flights.

The Customs Security Area includes:

- The Federal Inspection Services (FIS) area.

- The jetbridge, ramp, and aircraft for international departures/arrivals, including those boarding at a domestic terminal.
- Domestic Terminals - Departing flights from the US, operating out of the domestic terminal officially become "international" when the first international crewmember steps onboard.
- Access to bonded freight/cargo and a bonded warehouse.
- Other restricted areas designated by the local Port Director (usually indicated with signage).

### Customs Seal Awareness

Each employee/vendor who submits an application for a Customs Seal will read and sign the [Customs Seal Awareness Form QT-1](#).

The employee's manager will keep the QT-1 on file at the station.

Upon each renewal period the employee will read and sign the form again and sign and date the back.

The [QT-1](#) may be ordered from Relizon and must be made available at all US International Gateway Stations or any additional stations that handle international charters.

### Types of Seals

Depending on the station, the appearance of Customs Access Seals may vary.

Each color of access seal indicates certain restrictions for mingling in a Customs Security Area. It is up to each employee to understand the local port rules.

In most stations, the seals are divided into two zones:

- Zone 1: Those who can access the Federal Inspection area (FIS) or aircraft cabin with passengers and crew. These seals are most commonly red or may display the generic CBP logo. (Usually Customer Service Agents and Maintenance employees.)
- Zone 2: Those who cannot access the FIS or aircraft cabin with passengers and crew. These seals are commonly black or blue or silver. (Usually catering, fleet, ramp, etc.)

In stations with two zones the following exceptions are granted on flights departing the United States. On international arrival flights, they must still wait until all passengers have deplaned.

- Ramp Service Agents with zone 2 access, may be granted access to the aircraft, in order to process the Dangerous Goods paperwork, assist with disabled passengers, or collect Claim-at-Gate baggage, on departing flights from the United States.
- Maintenance employees with zone 2 access, may be granted access to the aircraft only when absolutely necessary to resolve maintenance issues with the crew on departing flights from the United States.

### Station Details

- Los Angeles (LAX) has black and red seals. However, they have an exception, which allows catering and fleet to be on the aircraft during international turns while the Captain and First Officer are on the flight. Flight Attendants and passengers may not be on the flight.
- Anchorage (ANC) does not differentiate zones. All employees who have a Customs Seal have the same access.
- Seattle (SEA) does not differentiate zones. All employees who have a Customs Seal have the same access.
- Las Vegas (LAS) has two different zones, which are blue and red.
- San Francisco (SFO) and San Jose (SJC) have two different zones, which are black and red.
- San Diego (SAN) has two different zones, which are black and red. SAN zones only apply to flights operating out of the international terminal.
- Portland (PDX) has two different zones, which are silver and red.

**Note:** Catering employees have black seals and CSAs have red seals. The catering employees may enter the aircraft to cater international flights, but they must do so prior to any crew and/or passengers boarding. Once catering is completed, they may no longer have access to that aircraft. The CSAs however, may be on the aircraft anytime.

#### Crewmember Matrix

May pre-board or remain onboard while ground service personnel work	SNA	SEA	PDX	SMF	SFO	SJC	LAX	SAN	Mexico	Canada	Costa Rica
FLIGHT ATTENDANTS	P	P	X	X	X	X	X	P	P	P	P
PILOTS	P	P	P*	X	X	X	P	P	P	P	P

#### \*PDX Exceptions

Flight Attendant: Pre-boarding with Catering only

Flight Attendant and/or customers cannot board the aircraft until the security inspections and cleaning have been completed. PDX has an exception allowing the Captain and First Officer on board the aircraft with

Fleet personnel. Catering personnel that are red sealed may interact with crew and/or customers in the aircraft during pre-flight/boarding process.

### **Initial Application**

Employees must complete Customs Form 3078.

Alaska Airlines and Horizon Air must provide a written request, on company letterhead, and state the duties that the employee will perform while in the Customs Security Area. Some Customs Seal Offices have a local form to satisfy this requirement.

In addition, local CBP may require:

- the applicant to submit fingerprints
- proof of citizenship or authorized residency
- a photograph

### **Background Check**

Alaska Airlines or Horizon Air must attest in writing that a background check has been conducted on the employee, to the extent allowable by law.

The background check must include, at a minimum, references and employment history for the preceding 5 years prior to the application process for a Customs Seal.

Records of background investigations conducted by Alaska Airlines or Horizon Air must be retained for a period of one year following termination of employment and made available upon request of the Customs port director.

### **Expiration**

Each Customs Access Seal issued is normally valid for two years, unless the Port badge expires first.

In Anchorage, the Customs Access Seal is valid as long as the Port badge is valid, which is normally longer than two years.

### **Reapplication**

If a person wishes to retain an approved Customs Access Seal after the expiration date the employee must submit a new application no later than 30 calendar days prior to the expiration date.

The application process is the same as the initial process, except that the written request by Alaska Airlines or Horizon Air is not required if there has been no change in employment since the last application.

### **Replacement Access Seal**

A new Custom Access Seal may be obtained in the following circumstances, without the completion of an additional application.

- A change in employee name or address,
- A change in the name or ownership of the employing company,
- A change in employer or airport authority identification card format, or
- Loss or theft of the Customs Access Seal.

All changes should be noted in writing on Alaska Airlines or Horizon Air letterhead and submitted to the local Customs Seal Office.

Local Customs policy may be more restrictive and require employees to re-apply.

### **Quarterly Reporting**

Alaska Airlines and Horizon Air must submit to the Customs Seal Office a quarterly report during the first month of each calendar quarter; January, April, July, and October.

The report shall contain:

- A current list of all its employees who have a Customs access seal.
- All additions since the last report.
- All deletions since the last report.

Each port may have a slightly different reporting format based on local Customs requirements.

### **Employee Status/Name Changes**

Alaska Airlines and Horizon Air shall immediately notify the Customs Seal office, in writing, of any of the following situations:

- The employee no longer requires access to the Customs Security Area for an extended period of time due to:
  - a change in duties
  - termination of employment
  - seal has expired and a new application has not been renewed and/or approved
  - other

If the employee no longer requires access to the Customs Security Area, the employee will need to get a new SIDA badge issued, since the Customs Seals are appended to the SIDA badge.

If, after issuance of a Customs Access Seal to an employee, any circumstance arises (for example, an arrest or conviction for a disqualifying offense) that constitutes a ground for denial/revocation/suspension of access the employee must within 24 hours advise the port director in writing of that change in circumstance.

In the case of an arrest or prosecution for a disqualifying offense the employee must within 5 calendar days advise the port director in writing of the final disposition of that arrest or prosecution.

In addition, if Alaska Airlines or Horizon Air suspends an employee's unescorted access authority to a Security Identification Display Area the employee must within 24 hours advise the port director in writing of the fact of, and basis for, the suspension.

If Alaska Airlines or Horizon Air becomes aware of any change in the circumstances of its employee as described above, the employer must immediately advise the Port Director of that fact even though the employee may have separately reported that fact to the Port Director.

### **Temporary Customs Access Seal**

Alaska Airlines and Horizon Air may request a temporary Customs Access Seal for any employee or vendor.

The request shall be in writing on Alaska Airlines or Horizon Air letterhead. The request shall state the number of days the temporary seal is needed.

Some Customs Seal Offices will only issue daily access.

### **Grounds for Application Denial**

Access to the Customs Security Area will not be granted to any person whose access, in the judgment of the CBP Port Director, endanger the revenue or the security of the area or pose an unacceptable risk to public health, interest or safety, national security, or aviation safety.

If you have an employee who was denied or had his/her seal suspended contact the Manager of International Facilitation for assistance.

Section 23 - International > 400 - International Flight Control

### **International Document Envelope - IDE (X-54)**

Revision date: 5/11/2023  
Supersede date: 7/13/2018

The primary method for transporting passenger and cargo documents across international borders is the International Document Envelope ([X-54](#)).

The [X-54](#) shall:

- Be placed on board, in the designated overhead bin, at the origin station.
- Continue through all intermediate stops to the final destination.

Agents at en route stops shall add or remove contents as needed.

The X-54 contains:

- General Declaration
- International Cargo Documents Envelope for each destination
- Permit to Proceed authorization from US Customs, as needed
- I-94 Envelope ([TZ-106](#)) containing I-94s lifted from inland US stations
- UNMR plastic bags for international minors (for all Junior Jetsetter paperwork including citizenship documents)
- Any other documentation as needed

Prior to closing the cabin door, the agent shall confirm an IDE is onboard every segment of an international flight, including domestic portions.

Applicable to flights operated with Horizon Air E175 only.

Passenger and cargo documents transported across international borders on Horizon Air E175 aircraft are carried in a red international document envelope (HA 624).

Section 23 - International > 400 - International Flight Control

**Aircraft/Vessel Report (I-92)**

Revision date: 10/21/2015  
Supersede date: 06/29/2011

**Controls:** [8 CFR 231](#)

**Interfaces:** [FOM 7.100](#); [CSM Volume 2 Section 23](#); [FAM 9.400](#)

Agents shall complete an Aircraft/Vessel Report I-92 for all flights departing to Costa Rica and Mexico.

The I-92 shall be wrapped around the I-94s and secured by a rubber band and turned into CBP (by an agent) at the end of each calendar day.

DEPARTMENT OF HOMELAND SECURITY  
U.S. Customs and Border Protection

OMB No. 1651-0102

Expires 02/28/2010

**AIRCRAFT/VESSEL REPORT**

<input type="checkbox"/> ARRIVAL Last Foreign Port _____		<input checked="" type="checkbox"/> DEPARTURE First Foreign Port <u>Los Cabos, MX</u>	
Airline/Vessel (Name and Nationality) <u>Alaska Airlines - USA</u>		Flight Number <u>AS 250</u>	Port of Arr/Dep <u>LAX</u>
TYPE OF TRANSPORT – Check One			Total Passengers <u>127</u>
1. <input type="checkbox"/> U.S. military—including charters to military	3. <input type="checkbox"/> Commercial—chartered		
2. <input checked="" type="checkbox"/> Commercial—scheduled	4. <input type="checkbox"/> Foreign military		
<b>DO NOT WRITE IN THESE BLOCKS – For CBP Use Only</b>			
Passengers Inspected	Passengers Deferred	Deferred Port	

Attach CBP 7507, ICAO Declaration, or I-418, or List Crew below:

Crew: Name Status

FOREIGN PORT AND COUNTRY	PASSENGERS		
	USC	ALIEN	TOTAL
<u>Los Cabos, MX</u>	126	1	127
<b>TOTAL</b>	<b>126</b>	<b>1</b>	<b>127</b>

(See instructions on reverse of form)

CBP Form I-92 (06/09)

Section 23 - International > 400 - International Flight Control

### **Transit Passengers**

Revision date: 8/31/2010  
Supersede date: New

A transit passenger is a person who travels through a country without obtaining that country's immigration documents.

There are no transit facilities or transit programs allowed in the United States.

All passengers must enter the United States and clear Customs and Immigration.

All passengers must have proper US entry/exit documents to enter the United States.

### **Transiting Canada**

In addition to the requirements for the United States the following differences/variations or additions also apply.

Agents shall:

- Ensure that transiting passengers and their baggage are kept separate from other operations of the airport.
- Hold passengers in the YVR transit lounge.
- Take the passenger to the Canada Border Services Agency for inspection if the agent failed to board the transiting passenger for any reason.

Checked transit baggage may be transferred directly from the arriving aircraft to the departing aircraft. Baggage may not mix with other baggage until on the departing aircraft.

Section 23 - International > 400 - International Flight Control

### Arriving Flights

Revision date: 5/11/2023  
Supersede date: 3/28/2017

#### Controls

19 CFR 122.41-43

The Agent shall:

- Print a [thru list](#) when working an international thru flight.
- Make appropriate international announcement applicable to each gateway station.
- Assist customers through customs.
- Receive the International Documents Envelope ([X-54](#)) (or a red International Documents envelope HA-264 for flights operated with Horizon Air E175 aircraft) from the "A" flight attendant.
- Passenger and/or cargo documents shall be removed and distributed to appropriate departments for handling.

Section 23 - International > 400 - International Flight Control

### Costa Rica Arrival Announcement

Revision date: 6/22/2016  
Supersede date: 01/05/2016

Use the following sample announcement scripts when meeting an arrival flight to Costa Rica.

**Note:** Some latitude is permitted, but the elements in the following is important and should not be omitted.

### CRI Arrival Announcement

*"On behalf of your Alaska ground staff here in (San Jose/Liberia), welcome to Costa Rica! To ensure a great trip, we want to make you aware of this important departure information.*

*On the day of your return flight, please note the following:*

- Regardless of where you are checking baggage, all customers must pay their fee and verify their passports at the ticket counter where you will receive an airport-generated boarding pass.*

*To ensure all government requirements are met, please arrive at the airport three hours before departure. Again, welcome to Costa Rica. We're glad you've come to visit!"*

Section 23 - International > 400 - International Flight Control

### Crewman's Landing Permit (I-95)

Revision date: 7/29/2016  
Supersede date: 08/31/2010

All foreign crewmembers (including Alaska Airlines Passenger Service Coordinators on GDL flights) must complete an I-95 upon each arrival into the United States.

The I-95 allows the foreign crewmember entry into the United States for a specified period of time. Usually CBP will only grant enough time for the crewmember to return on the next available flight, not to exceed 29 days.

The I-95 can be obtained at any US CBP Port or in the GDL station.

Section 23 - International > 400 - International Flight Control

### **Employee and Customer Access to Aircraft on International Arrivals & Departures (Customs Seals)**

Revision date: 10/21/2015

Supersede date: 02/02/2015

#### **Interface**

##### **Security and International Facilitation Manual**

A current SIDA Badge with a customs seal will be worn by all agents in the United States when working international arriving or non-stop international departing flights. Access to the aircraft is limited to each work group depending on the following criteria.

#### **International Arrivals Into All Cities**

Agents and Maintenance employees are allowed to be in the jetbridge or on the aircraft at the same time as incoming customers and flight crew.

Ramp Service Agents (RSAs), Fleet Service and Catering shall not come in contact with passengers or crew of a flight arriving from an international station unless under escort by an agent with a customs seal.

RSAs may access the jetbridge only for the purpose of delivering claim-at-gate bags to the jetbridge and then return directly to the ramp area.

**Note:** Flights departing YVR, YYC and YEG to the U.S. are considered a domestic arrival.

#### **Boarding International Departures from SJC and SFO**

Cabin Security Search, cleaning and catering must be conducted before Flight Crew and passengers are able to board the aircraft. The Flight Crew and customers may not board the aircraft while Fleet Service and Catering are on board.

Agents and Maintenance employees may be on the aircraft or in the jetbridge at any time.

Agents may access the jet bridge only for the purpose of delivering claim-at-gate bags to the jetbridge and then return directly to the ramp area.

#### **Boarding International Departures from PDX**

Cabin Security Search and cleaning must be conducted before Flight Attendants and customers are able to board the aircraft. The Flight Attendants board the aircraft while Fleet Service personnel are on board.

PDX has an exception allowing the Captain and First Officer on board the aircraft with Fleet personnel and during the security inspection.

Agents and Maintenance employees may be on the aircraft or in the jetbridge at any time.

Agent shall retrieve/deliver claim at gate items from/to the RSA by opening the jet bridge door.

### **Boarding International Departures out of ANC, SEA, SAN, and Canada**

The Cabin Security Search and cleaning must be conducted prior to the boarding of passengers but Flight Crew may be on board at any time. Customers may not board the aircraft while Fleet Service is on board.

Catering may be done at any time.

Agents, Maintenance, Catering, Fleet Service or RSAs may be on the aircraft or in the jetbridge at any time.

### **Boarding International Departures out of Mexico**

The Cabin Security Search shall be conducted by a contracted security vendor, Paprisa. Fleet service will be conducted by Menzies Aviation. While passengers are deplaning, Menzies Aviation Fleet Agents shall board the aircraft and begin servicing and cleaning. Fleet Agents will lift seat cushions to indicate the row has been cleaned and serviced. Paprisa Security Agents will follow Menzies Fleet Agents and search each row, replace the seat cushions, and cross seatbelts. The area is then considered sterile.

The Cabin Security Search and cleaning must be conducted prior to the boarding of passengers but Flight Crew may be on board at any time. Customers may not board the aircraft while Fleet Service and or Security Agents are on board.

Catering may be done at any time.

Agents, Maintenance, Catering, Fleet Service, Security Agents or RSAs may be on the aircraft or in the jetbridge at any time.

### **Boarding International Departures out of LAX**

The Cabin Security Search, cleaning and catering must be conducted prior to the boarding of the Flight Attendants and passengers but the Pilot Crew may be on board at any time. Flight Attendants and passengers may not board the aircraft while Fleet Service or Catering are on board.

Agents, Maintenance, Catering, Fleet Service or RSAs with a Black Customs Seal may be on the A/C during the Security Search. Only those with a Red Customs Seal may be on the A/C once passengers begin boarding.

### **Boarding International Departures out of SNA**

The Cabin Security Search, cleaning and catering shall be conducted prior to boarding the Flight Attendants and passengers however, the Pilot Crew may be on board at any time. Customers may not board the aircraft while Fleet Service and or Security Agents are on board.

Catering may be done at any time.

Agents, Maintenance, Catering, Fleet Service, Security Agents or RSAs may be on the aircraft or in the jetbridge at any time.

**Boarding International Departures out of Costa Rica**

The Cabin Security Search, cleaning and catering shall be conducted prior to boarding the Flight Attendants and passengers however, the Pilot Crew may be on board at any time. Customers may not board the aircraft while Fleet Service and or Security Agents are on board.

Catering may be done at any time.

Agents, Maintenance, Catering, Fleet Service, Security Agents or RSAs may be on the aircraft or in the jetbridge at any time.

Section 23 - International > 400 - International Flight Control

### Canadian Customs 90 Minute Rule

Revision date: 7/31/2013  
Supersede date: New

#### Controls

QX FAM, QX FOM, [AS FAM](#)

#### Aircraft turns

- The crew need not clear Canadian Immigration/Customs unless ground time is in excess of 90 minutes.
- The crew shall remain on the aircraft unless scheduled ground time is in excess of 90 minutes.
- During irregular operations where a station turn may exceed 90 minutes, local station personnel may seek approval from Canada Immigration/Customs (and U.S. Customs in pre-clearance cities) to allow the crew to remain onboard the aircraft.
- If the scheduled ground time is in excess of 90 minutes or crewmembers proceed into the terminal, they shall clear Canadian Customs.

**Note:** The crew may step off to inspect the aircraft exterior.

**General Declaration**Revision date: 4/19/2023  
Supersede date: 11/19/2021**Controls**[19 CFR 122, Subpart E and H, 8 CFR 251](#)**Interfaces**[AS FAM 7.300, AS FOM 16.100](#)[Security and International Facilitation Manual](#)**Overview**

A General Declaration (Gen Dec) is used to identify the owner of the aircraft and its country of registration, the flight number and routing, and the names of all crewmembers. Specific stations are required to have copies of the General Declaration and must be prepared for each segment of an international flight. Customs signature is no longer required although, certain countries may still require the form to be filled out. A General Declaration is required even if no cargo is boarded.

The departing station is responsible for completing the Gen Dec in typed form. Copies must be stored at the station for 5 years.

**Mandatory Information on the General Declaration:**

Owner or Operator	Alaska Airlines or Horizon Air
Marks of Nationality and Registration	Enter the aircraft registration number (not the company ship number) and the country of registration (N756AS or N239AK).
Flight Number	Flight Number
Date	Enter the official flight date using the MM-DD-YYYY format only.
Departure from	City and country from which the flight is departing.
Arrival at	City and country of the destination airport.
Place	The complete flight routing, including the airport from which the flight originated, all enroute stops, and the final destination airport.
Total Number of Crew	Obtain the crew names from the "WHO Report".

Owner or Operator	Alaska Airlines or Horizon Air
	<p>Enter the full name (last name, first name, middle initial) of each crewmember for all international flights, except those operating between points within the U.S.</p> <p><b>Note:</b> Deadheading crew and other personnel riding in a jump seat are NOT considered crewmembers and should NOT be listed on the General Declaration.</p>
Number of Passengers on This Stage	Number of passengers booked at the time Gen Dec is completed. The CSA/PSA will correct the final passenger count, mark final and forward to the Cargo Agent.
Declaration of Health	Completed by the Lead Flight Attendant
Signature	The agent preparing the Gen Dec shall sign in the space provided.
Number of SEDs and AWBs	<p>Number of Shippers Export Declarations (SEDs) must be entered into the SED space (applicable to U.S. only).</p> <p>Number of Air Waybills must be entered into the AWB space.</p>
For Official Use Only	<p>Enter the following information:</p> <ul style="list-style-type: none"> <li>• Number of Air Waybills</li> <li>• Number of SEDs (if applicable)</li> <li>• Scheduled Time of Departure</li> </ul>

**Note:** Stations must work with their local port authority to establish guidelines for passenger count corrections and submission.

The following may not be applicable in some stations based on post- and pre-clearance operations and/or country of departure.

For Pro Forma General Declaration procedures, see [CSM Vol. 5, Section 13.106 - Pro Forma](#).

## **Departure**

### **An Agent shall:**

- Complete the [General Declaration form](#) (may be pre-filled by Lead, Trainer or designee beforehand).
- Review all information on the General Declaration.
- Review necessary requirements using [Gen Dec Guide](#) for station specific locations.
- Make needed corrections on all copies by drawing a line through the incorrect information and clearly writing the correction next to the old information. Verify crew names previously listed on the General Declaration by matching them against the CSA Mobile device.
  - If applicable, add the [Passenger Service Coordinator's \(PSC\)](#) full name to this section (e.g. Mendoza, Jose L).

**Note:** Deadhead crews are not listed under the “Total Number Of Crew” section.

Check Airmen in the flight deck jumpseat are considered working crew.

- For flights operated by Horizon Air, verify the crew names are recorded correctly on the General Declaration (Gen Dec):
  - Refer to FOGS/WebFinder/Crew Information on the FOGS website (can be accessed via the CSA/PSA Panel).
  - Display the crew member names (this application lists the crew names as they appear on their passport or other valid approved travel document).
  - Ensure the crew names on the Gen Dec are an exact match to the crew names as they appear in FOGS.

**Note:** Names as displayed in a gate management system will not provide CBP compliance.

- Select Gen Dec (Esc f1/f9) in IMAGE to obtain the souls onboard count. Number is complete after all customers have been ON'd.
- If the “Number of Passengers” count changed from the preliminary count listed on the General Declaration, draw a line through the incorrect number and write the correct total.

**Note:** If your flight includes customers who have purchased extra seats, EXST or CBBG must show in the name field. If an extra seat was entered using

another format, IMAGE will view the name field as a customer and include it in the total count. If your flight includes customers who purchased extra seats, In that case you must manually subtract from the "Number of Passengers" total.

- No passenger count will be entered on the "Through On Same Fight" line.
- Place the original and copies of the corrected General Declaration forms into the International Document Envelope and present the envelope to the Flight Attendant, or for flights operated by Horizon Air, the Captain.
- Coordinate with the Communication Coordinator (CC)/Load Coordinator (LC) or local Cargo Agent to document cargo (SED and/or AWD) loaded onto the aircraft.

#### **Arrival in Belize, Costa Rica, and Mexico Only**

An Agent meeting the flight shall:

- Obtain the International Document Envelope or the General Declaration copies from the "A" Flight Attendant.
- Write the Block Time in military time format on each General Declaration in the "For Official Use Only" section.

**Note:** BT 1540

The block time may be obtained by calling Operations, asking the Pilot or accessing the computer for FLIFO.

#### **Distribution of Departure/Arrival General Declaration in Belize Only**

Deliver one copy each to:

- Immigration
- Health
- Customs
- CIB (airport police)
- BACC (Belize Airport Concession Company)
- Final copy retained in station facility for five years (local station file or Cargo)

**Note:** Belize Immigration provides the option to deliver Gen Dec via email to [pgia@immigration.gov.bz](mailto:pgia@immigration.gov.bz) or [venetta.kerr@immigration.gov.bz](mailto:venetta.kerr@immigration.gov.bz)

### **Distribution of Departure/Arrival General Declaration in Costa Rica and Mexico**

Deliver one copy each to:

- Immigration
- Health
- Customs
- Final copy retained in station facility for five years(local station file or Cargo)

### **Distribution of Departure General Declaration**

Copy 1-5      [International Document Envelope on aircraft](#)

Section 23 - International > 400 - International Flight Control

### Comail to Canada

Revision date: 5/11/2023  
Supersede date: 12/13/2021

#### **Applicable to flights operated with Horizon Air E175 aircraft only.**

Horizon Air Operations offices will process all comail shipments to and from Canada for flights operated with Horizon Air E175 aircraft.

Local Horizon Air station management is responsible for ensuring that comail is accepted and released in accordance with applicable regulations and guidelines, and that all employees accepting and releasing comail are current in their training.

Agents and authorized representatives having duties and responsibilities for the acceptance, handling, and carriage of comail are responsible for following the procedures outlined in this manual and in their international training.

For comail procedures, see [CSM Vol. 5, Section 13.500 - COMAIL and COMAT](#).

Section 23 - International > 400 - International Flight Control

**Passenger Service Coordinator**

Revision date: 7/29/2016  
Supersede date: 05/27/2014

**Interfaces**

[Security and International Facilitation Manual](#)

**Applicable to flights operated with 737 aircraft only.**

Alaska Airlines has a Passenger Service Coordinator (PSC) onboard flights to/from GDL. The Director Customer Service – Airports (LAX/Mexico and Hawaii) oversees this program.

The PSC is onboard for translation purposes because a high number of passengers on these flights speak only Spanish.

The PSC is a Mexican citizen and holds a passport and a U.S. crewman visa. The crewman visa is either a C1D or D1/D2.

PSCs have crew visas and must appear in the crew portion of the General Declaration. PSCs must clear Customs using the crew-designated line.

Section 23 - International > 400 - International Flight Control

**Restrict to Gate**

Revision date: 5/13/2011  
Supersede date: 09/14/2010

The flight shall be restricted to gate check-in 60 minutes prior to posted departure.

All customers (revenue and non-revenue) must be checked in and available to board at the designated boarding gate for international non-stops.

Section 23 - International > 400 - International Flight Control

**Initial Boarding**

Revision date: 3/28/2017  
Supersede date: 10/21/2015

Boarding shall begin at least:

**AS:** 40 minutes

**QX:** 27 minutes

Prior to departure, after the [aircraft search](#) has been completed for flights departing to/from Mexico, Costa Rica, or Canada.

Section 23 - International > 400 - International Flight Control

**APIS Verification**

Revision date: 11/1/2018  
Supersede date: 5/7/2012

Prior to boarding at the gateway city, the gate agent shall:

- Retrieve a "Not OK to Board" list in IMAGE (F2/f6) or view "Doc Verification" flags via the "NOT ON" tab in the Boarding Agent app.
- Page listed guests to the podium with their international documentation:

*"If you're traveling on flight \_\_ with service to \_\_, we need to check your passport. When I call your name, please come to the counter with your passport open to the photo page." (Call list of names.)*
- Process guest(s) using Name Check-in in IMAGE (F1/f8) or via the "Document" tab in the Lobby Agent app.
- Verify, edit or add international documentation in the Traveler's Documentation mask according to TravelDoc guidance.
- Ensure the edit code DOCV is in the check-in response or press "Verify Documents" button in the Lobby Agent app after resolving all "Restricted" flags.
- Continue paging guests until the "Not OK to Board" list is complete or all "Doc Verification" flags are resolved.

Section 23 - International > 400 - International Flight Control

### Thru Passenger Verification

Revision date: 4/25/2018  
Supersede date: 7/20/2016

#### Interfaces

Volume 6 - Fleet Service > Aircraft Security>6.100 A/C Security and Inspection Procedures,  
FAM - 7.200 - F/A Deplaning on through flights with customers onboard

The following thru passenger verification procedure shall be completed prior to boarding local customers on all international thru flights:

Step 1 – Ensure all customers have deplaned in the thru city. This procedure must occur due to Aircraft Security and Inspection Procedures required on all international departures.

Step 2 – Before pre-boarding the outbound flight, UN-ON any thru customers who have deplaned the aircraft using OnBoard Manager.

**Note:** Prior to preboarding any local customers, contact a flight attendant and ask "Is the minimum crew onboard", refer to Section [9.400](#).

Step 3 – Standard boarding procedures may begin once the Aircraft Security Procedures are completed.

| **Applicable to flights operated with 737 and Airbus aircraft only.**

Step 4 – Gate agent shall attach the Thru List to the Flight Control Sheet, which is kept on file at the station for 90 days.

Section 23 - International > 400 - International Flight Control

### Thru Passenger Verification - International

Revision date: 11/16/2020  
Supersede date: New

#### Interfaces

FAM - 7.200 - F/A Deplaning on through flights with customers onboard

The passenger count shall be verified on all international thru stops.

#### Applicable to flights from the U.S. to a Non- U.S. Location

Customers shall only deplane at the location noted on their boarding pass per government regulations. Local passengers shall not be boarded.

Immediately notify Immigration officials if customers deplane at a location that is different than what is stated on their boarding pass.

#### Thru Passenger Verification

The following thru passenger verification procedure shall be completed prior to secondary departure for international thru flights:

1. Access Boarded List in Boarding Agent app to display all thru customers continuing on to their final destination on the same aircraft.

**Note:** For stations not using CSA Mobile,  
print Thru List in IMAGE (esc1/f11).

2. Onboard the aircraft, make the following announcement:

*"Ladies and Gentlemen if you're continuing on this flight, you must remain on the plane per government regulations. You may only deplane at the location noted on your boarding pass. I will be passing through the cabin very quickly to re-verify the names of all guests that will be remaining onboard. Please remain seated until I have checked off your name. Then, please retrieve all carry-ons you brought onboard today while we do a quick search of the aircraft for any left behind items. Thank you."*

3. Working from either the rear of the aircraft forward or front to rear, physically verify (e.g., verbally and/or visual inspection of boarding pass) the thru customers who have remained onboard using the Boarded/Thru List.

**Note:** All Thru Passengers shall remain onboard the aircraft.

4. Confirm the remaining thru passengers onboard matches the passenger list in Boarding Agent or IMAGE.

- If the thru count matches what is stated in Boarding Agent or IMAGE:
  - Close the flight.
  - Follow standard Final Flight Closeout and Door Closure Procedures.
- Confirm with the RSA that Bag Match is completed before pushback.
- Print and complete the TTY Security Record and retain in the station for 24 hours.

**Note:** Non-revenue or local domestic passengers shall not be added on the continuing international segment(s).

#### **Limited Search at Intermediate Stop**

A limited search of the aircraft shall be conducted when any customers deplane at the intermediate stop. A search of the aircraft is not required if no one deplanes at the intermediate stop.

Crewmembers and thru passengers may remain onboard while qualified employees conduct the search of the aircraft.

Passengers should reclaim any carry-on items brought into the cabin with them during the search.

A GSC should be contacted for any suspicious or unclaimed items found in the cabin during the search.

#### **If the Onboard Thru Count does not Match the Count on the Boarded/Thru List:**

- Reverify the Boarded/Thru List to the passenger count in Boarding Agent or IMAGE to determine if the Boarded/Thru List is correct.
  - If the Thru List is not correct:
    - Print a new Thru List and complete a second verification of the onboard passengers to confirm who is onboard.
  - If the Boarded/Thru List is correct:
    - Complete a second verification of the onboard passengers to confirm who is onboard.
- Once the onboard thru count matches the Boarded/Thru List and the count in Boarding Agent or IMAGE:
  - Close the flight.
  - Follow standard Final Flight Closeout and Door Closure Procedures.
- Confirm with the RSA that Bag Match is completed before pushback.
- Print and complete the TTY Security Record and retain in the station for 24 hours.

**If the Onboard Passenger Count still does not match the Passenger Count Boarded/Thru List:**

- Physically confirm which passengers are not onboard the aircraft using the Boarded/Thru List.
- Go to that passenger's seat assignment onboard.
- Ask for the passenger's boarding pass to verify the name and seat assignment on the boarding pass with the name and seat number on the Boarded/Thru List.
- If the passenger is not in the seat in question, ask for the customer by name in that general area of the aircraft.

**Note:** If no verbal response is received, customer(s) is considered not onboard.

- When a passenger is confirmed not onboard the aircraft:
  - Unseat them in Boarding Agent or IMAGE
  - Advise the RSA to remove their checked baggage
  - Relay the new count to the "A" Flight Attendant
  - Notify the Departure Coordinator with the corrected passenger count

**Note:** Any passengers that have deplaned at the wrong destination shall be reported to immigration authorities prior to departure.

Passengers must deplane at the location specified in their PNR unless emergency circumstances warrant deplaning (e.g. Flight Mechanical)

- Print and complete the TTY Security Record and record which passengers were unseated and that their checked baggage was removed from the aircraft
- Confirm with the RSA the bags were removed, and that Bag Match is completed before pushback
- Close the flight
- Follow standard Final Flight Closeout and Door Closure Procedures

**Note:** Printed Thru list is only required for stations not using CSA Mobile. Printed Thru List shall be kept on file at the station for 90 days (either stapled to the Flight Control Sheet or other designated location).

Retain the completed TTY Security Record in the Station for 24 hours.

**Applicable to flights from a Non-U.S. Location to the U.S.**

Customers shall only deplane at the location noted on their boarding pass per government regulations. Local passengers shall not be boarded.

Immediately notify Immigration officials if customers deplane at a location that is different than what is stated on their boarding pass.

**Thru Passenger Verification**

The following thru passenger verification procedure shall be completed prior to secondary departure for international thru flights:

Confirm with the Flight Attendant that all inbound thru passengers remained onboard and have not deplaned.

After confirming with the Flight Attendant that all inbound thru passengers remained onboard, standard boarding procedures may begin.

When boarding is complete:

- Reconcile any Not On customers following the procedures in [Section 9.600 - Reconciling Not Onboard Customers](#).
- Unseat customers not onboard the flight.
- Advise the RSA to remove their checked baggage from the flight.
- Confirm with the RSA the bags have been removed, and Bag Match is completed before pushback.
- Print and complete the TTY Security Record and retain in the station for 24 hours.

**Note:** Printed Thru list is only required for stations not using CSA Mobile. Printed Thru List shall be kept on file at the station for 90 days (either stapled to the Flight Control Sheet or other designated location).

**If a Passenger does Deplane at the Intermediate Stop:**

1. Access Boarded List in Boarding Agent app to display all thru customers continuing on to their final destination on the same aircraft.

**Note:** For stations not using CSA Mobile, print Thru List in IMAGE (esc1/f11).

2. Onboard the aircraft, make the following announcement:

*"Ladies and Gentlemen if you're continuing on this flight, you must remain on the plane per government regulations. You may only deplane at the location noted on your boarding pass. I will be passing through the cabin very quickly to re-verify the names of all guests that will be remaining onboard. Please remain seated until I have checked off your name. Then, please retrieve all carry-ons you brought onboard today while we do a quick search of the aircraft for any left behind items. Thank you."*

4. Working from either the rear of the aircraft forward or front to rear, physically verify (e.g., verbally and/or visual inspection of boarding pass) the thru customers who have remained onboard using the Boarded/Thru List.

**Note:** All Thru Passengers should be remaining onboard the aircraft.

If any passengers deplane, the aircraft shall be searched.

4. Confirm the remaining thru passengers onboard matches the passenger list in Boarding Agent or IMAGE.
5. Once thru customers have been verified, standard boarding procedures may begin.
6. When boarding is complete:
  - Reconcile any Not On customers following the procedures in [Section 9.600 - Reconciling Not Onboard Customers](#).
  - Unseat customers not onboard the flight.
  - Advise the RSA to remove their checked baggage from the flight.
  - Confirm with the RSA the bags have been removed, and Bag Match is completed before pushback.
  - Print and complete the TTY Security Record and retain in the station for 24 hours.

**Note:** Printed Thru list is only required for stations not using CSA Mobile. Printed Thru List shall be kept on file at the station for 90 days (either stapled to the Flight Control Sheet or other designated location).

**If the Onboard Thru Count does not Match the Count on the Boarded/Thru List:**

- Reverify the Boarded/Thru List to the passenger count in Boarding Agent or IMAGE to determine if the Boarded/Thru List is correct
  - If the Boarded/Thru List is not correct:
    - Print a new Thru List and complete a second verification of the onboard passengers to confirm who is onboard
  - If the Boarded/Thru List is correct:
    - Complete a second verification of the onboard passengers to confirm who is onboard
- Once thru customers have been verified, standard boarding procedures may begin

**Note:** Passengers must deplane at the location specified in their PNR unless emergency circumstances warrant deplaning (e.g. Flight Mechanical)

Any passengers that have deplaned at the wrong destination shall be reported to immigration authorities prior to departure.

**If the Onboard Passenger Count still does not match the Passenger Count on the Boarded/Thru List:**

- Physically confirm which passengers are not onboard the aircraft using the Boarded/Thru List.
- Go to that passenger's seat assignment onboard.
- Ask for the passenger's boarding pass to verify the name and seat assignment on the boarding pass with the name and seat number on the Boarded/Thru List.
- If the passenger is not in the seat in question, ask for the customer by name in that general area of the aircraft.

**Note:** If no verbal response is received, customer(s) is considered not onboard.

- When a passenger is confirmed not onboard the aircraft:
  - Un-ON them in Boarding Agent or IMAGE.
- Once thru customers have been verified, standard boarding procedures may begin.

**Note:** Any passengers that have deplaned at the wrong destination shall be reported to immigration authorities prior to departure.

Passengers must deplane at the location specified in their PNR unless emergency circumstances warrant deplaning (e.g. Flight Mechanical)

- When boarding is complete:
  - Reconcile any Not On customers following the procedures in [Section 9.600 - Reconciling Not Onboard Customers](#).
  - Unseat customers not onboard the flight.
  - Advise the RSA to remove their checked baggage from the flight.
  - Confirm with the RSA the bags have been removed, and Bag Match is completed before pushback.
  - Print and complete the TTY Security Record and retain in the station for 24 hours.

### ONing Process and Lifting Documents

Revision date: 11/1/2018  
Supersede date: 7/23/2015

Agents at gateway cities (last point of departure for international flights) must:

- Verify passport is in hand and passport name matches the name on boarding pass, prior to ONing scan.

**Exception:** Another primary document may be acceptable per TravelDoc guidance (such as Military orders, Refugee document, Nexus, U.S. Permanent Resident card, etc.).

- Remove any I-94 forms from customer boarding passes/tickets.
- Collect I-94 forms.
- Complete the back bottom portion.
- Turn completed I-94 forms in to the local immigrations office within 48 hours of departure (except Sat, Sun and legal holidays when immigration may be closed).

Agents at an upline city, working a flight that continues through to an international destination must:

- collect I-94 forms.
- place them in an I-94 envelope ([TZ-106](#)).
- send them to the gateway city via the [International Docs Envelope \(X-54\)](#).

Section 23 - International > 400 - International Flight Control

**Passenger Bag Match**

Revision date: 12/2/2011  
Supersede date: 09/14/2010

All international departures must conduct [PPBM](#) procedures.

If a passenger BPPR status changes after bags have been checked, bags shall be removed if the passenger does not travel.

For specific PPBM procedures, see Customer Services Manual - Volume II/Passenger Services, section 15.

Section 23 - International > 400 - International Flight Control

**Flight Close Out**

Revision date: 8/13/2010  
Supersede date: New

Each BPPR is used by DHS to build their own APIS passenger manifest real time as customers are checked in.

When an international flight is closed, the FCO (Flight closeout message) sends a complete APIS manifest of boarded passengers prior to departure.

Section 23 - International > 400 - International Flight Control

### **Record Keeping**

Revision date: 7/23/2015  
Supersede date: 08/31/2010

Each station is responsible for following the policy/procedure for maintaining these documents.

If your station would like to file the records in alternative format, you must first seek approval from the Manager, International Facilitation, as there are additional requirements from the Government.

### **Passenger/Crew Related Records**

When a Customs Officer with proper credentials requests information about a passenger on an international flight, agents are authorized to answer their questions.

In addition, printed or electronic copies of passenger and crew APIS records and flight manifests for international flights may be provided to Customs upon request.

All other requests for information or copies of PNRs should be directed to the Manager, International Facilitation (SEAQT).

[Click here](#) for all requirements.

## **500 - International Inadmissible/Deportee/Deported Passengers**

Supercede date: 03/18/09

An inadmissible passenger is defined as a customer who is refused admission into the country of destination by the authority of the immigration officer at the point of entry.

- The customer may be refused entry for reasons unknown to the company.
- The industry code for inadmissible customer is INAD.

A detainee (or detained passenger) is a person held in custody by a Government Agency. This term is often used to describe adolescents (Juvenile delinquents) who are in policy custody. It is also used to describe a person waiting for an immigration hearing. Many people are detained while waiting for the hearing as they have not yet received approval to enter the country legally.

A deported passenger should not be confused with extradition. Deportation means the expulsion of a person or group of people from a place or country. In general, deportation is reserved for foreigners who commit serious crimes, enter the country illegally, overstay their visa, or face trial by another country (See extradition in definition section.). It can also be used on non-criminal visitors and foreign residents who are considered to be a threat to the country.

Alaska Airlines and Horizon Air are required by law to deport any inadmissible passengers at our expense, if the passenger does not have the funds to cover the costs.

We are not required to deport detainees and have the right to refuse travel if we feel the passenger will pose a threat.

The carrier transporting an inadmissible customer must remove them from the country refusing entry and return them to the country of last departure.

**Example:** A Swiss customer entered Los Angeles on an Alaska Airlines flight from Los Cabos. The documents examined in Los Cabos complied with Alaska Airlines requirement for entry into the U.S. However, for reasons beyond the company's knowledge and control, U.S. INS denied the customer entry into the U.S. Alaska Airlines is required to remove the customer from the U.S. This does not mean Alaska Airlines gives the customer free passage back to Switzerland.

### **Notification / REMOVAL**

#### **Inadmissible**

If the passenger is determined to be inadmissible, US CBP will provide a completed "Notice to Detain, Remove, or Present Alien" ([Form I-259](#)) to the local station. This is the local stations authorization to deport the customer.

On rare occasions, passenger's may self deport under certain circumstances using Form I-392 approving travel.

Alaska Airlines and Horizon Air are responsible to remove the passenger from the country refusing entry to the nearest country that will allow entry.

Passengers may not be removed to foreign contiguous territories (Canada and Mexico) unless they are native, citizens, nationals or legally reside in those countries.

**Example:** A Korean National who resides in Korea, may not be deported to Canada or Mexico. They must be deported back to Korea or any other country that would allow entry.

The Customer Service Agent handles all inadmissible passenger reservations and ticketing per guidelines in CSM Volume 2.

#### **Detainee**

If the passenger is a detainee and will be removed the US Immigration and Customs Enforcement (ICE) Office of Detention and Removal (DRO) will be responsible for the passenger.

ICE Field Offices books solely through Omega World Travel. The travel agency will work directly with Alaska Airlines and Horizon Air to book appropriate travel for the detainee and the escort. All tickets are paid for by ICE.

If the passenger does not have proper travel documentation and ICE is unable to obtain proper travel documentation, the passenger may be removed (deported) using a "Certificate of Identity" (Form I-269).

#### **Tracking**

In order to keep track of how many inadmissible and/or detainees Alaska Airlines and Horizon Air handles, a copy of the PNR and the Customs Form(s) shall be comailed to the Manager, International Facilitation (SEAQT).

#### **Canada Differences**

In addition to the requirements for the United States the following differences/variations or additions also apply.

Alaska Airlines and Horizon Air may be assessed administration fees to help defray the cost of processing certain inadmissible foreign nationals.

The Manager, International Facilitation is notified by CBSA via fax of all improperly documented passengers that enter Canada. If a fee is assessed we will receive a Notice of Assessment.

Alaska Airlines and Horizon Air fees are reduced due to the Memoranda of Understanding (MOU) that we have signed with Canada Border Services Agency (CBSA).

Alaska Airlines and Horizon Air must remove any inadmissible passenger from Canada within 48 hours of the notice and cover all associated costs with that removal. Costs include, but are not limited to escorts,

medical, hotels, etc. If we failure to remove the passenger in a timely manner, CBSA will make arrangements for the passenger at our expense.

Removal notice will be made on CBSA form [IMM1216B](#).

#### **Mexico Differences**

In addition to the requirements for the United States the following differences/variations or additions also apply.

The local station in Mexico is usually notified by phone when a passenger is deemed inadmissible.

Passenger's should be returned on the next available flight, even if that flight is on another air carrier.

All expenses related to the passenger while waiting for the flight are the responsibility of the air carrier.

Removal notice will be made on form issued by the Instituto Nacional de Migracion. To see a copy of the form click [here](#).

Section 23 - International > 500 - International Inadmissible/Deportee/Deported Passengers

**Verification**

Revision date: 5/27/2014  
Supersede date: 08/19/2010

The following shall occur when the airline is notified by immigration officers that a customer is classified as INAD.

**Document the PNR with the following information:**

- Name of customer
- Complete ticket number
- Date and flight number of arrival
- Station of denied entry

**Reasons for refused entry:**

- Expired passport
- Invalid visa entry date
- No visa presented
- Stolen documents

**Brief circumstance description**

- On the date of refused entry, forward the following to Manager, International Facilitation (SEAQT).
- Include a photocopy of return ticket only when charged to an Alaska Airlines account.
- Obtain a completed form I-259 or the completed I-259C from the US INS officer.
- Copy of inbound PNR.

**Note:** The I-259 is used for immediate removal from the U.S. The I-259C is used for paroled removal from the U.S. Either form is required from the INS officer.

- Supply the flight and date of refusal.
- Write INAD inbound, and customer ticket number below customer's name in the left hand column.

- Write a brief description of any relevant or unusual circumstances on the back of the form, when applicable.

Section 23 - International > 500 - International Inadmissible/Deportee/Deported Passengers

**Return Documentation**

Revision date: 8/19/2010  
Supersede date: New

The INAD customer's passport or other travel documents presented must be examined carefully to determine if the INAD can be returned to the country from which travel originated on Alaska Airlines or Horizon Air.

- Do not assume INAD customers shall automatically be allowed to re-enter the country from which they departed. Some visas are valid for only one entry or exit.

The INAD may be transported to an alternative offline country that shall accept the customer when:

- The INAD customer cannot re-enter the country where the Alaska Airlines or Horizon Air flight originated.
- All other return travel options have been exhausted.

When possible, contact the International Desk (800) 308-0101 for ticketing and documentation assistance.

Alaska Airlines or Horizon Air may refuse to accept INAD customers from other carriers when conduct, age, mental/physical conditions, force majeure, or documentation situations do not comply with the company's accepted practices.

**Note:** The passenger's BPPR will be inhibited and must be cleared by a GSC.

### Section 23 - International > 500 - International Inadmissible/Deportee/Deported Passengers

#### Return Ticketing (Online)

Revision date: 2/5/2015  
Supersede date: 05/27/2014

When an INAD customer has a round-trip, circle trip, or continuation ticket in their possession:

- Lift the return or continuation portion of the customer's ticket to carry the INAD out of the country, waiving all restrictions (including minimum/maximum stay, companion travel status, fare validity dates, carrier endorsement, etc.).
- Write "Restrictions Waived Due INAD" in the Endorsement box of the ticket, including the customer receipt coupon, when using ATB stock.

**Note:** Do not issue a Flight Interruption Manifest (FIM) to transport an INAD customer out of the country of denied admittance.

- Use the inbound PNR to re-book the INAD out of the country. Do not create a new PNR.
- Add historical remarks to the inbound PNR.

**Example:** 5H-PSGR NOT ADMITTED INTO  
USA/ LAXTR/5102

- Add applicable INAD (deportee) SSR into PNR:  
  
DEPA = accompanied deportee  
  
DEPU = unaccompanied deportee
- Confirm the customer in the same class of service as ticketed for the return.
- Alert the Alaska Airlines or Horizon Air port of entry via **R-TEXT** that the INAD will be traveling.
- Forward the PNR copy and I-259 or I-259C to Manager, International Facilitation (SEAQT).

When an INAD customer does not have a round trip, circle trip, or continuation ticket in their possession:

- Every effort must be made to obtain funds from the INAD customer to cover the costs of the return transportation.
- This may include, but is not limited to, prepaid tickets from sources other than the customer. Return or onward ticket must be issued to the extent possible and reasonable to the inbound carrier.
- Add historical remarks to the PNR

**Example:** 5H-PSGR NOT ADMITTED INTO  
USA/ LAXTR/5102

- Display the fares from the Alaska Airlines or Horizon Air port of denied admittance to the lowest online fare point in the return country.

**Example:** The INAD's ticket is from Mazatlan to Yakima, but is denied entry into the U.S. in Los Angeles. The LAX CSA would display fares from LAX to the lowest online fare point in Mexico.

- Select the lowest fare.
- Confirm the INAD customer in the applicable class of service code, regardless of fare restrictions.
- When all means available to obtain funds from the INAD have failed, Alaska Airlines or Horizon Air shall absorb the cost of transporting the INAD out of the country.
- Charge the full or partial amount of the figure obtained as the appropriate fare to the Alaska Airlines special INAD account number 2744-0097881.
- This account must be used for INAD ticketing transactions only.
- Contact the Station Support Line to manually price the PNR.
- Forward the PNR copy and I-259 or I-259C to Manager, International Facilitation (SEAQT).
- Include a photocopy of any ticket fully or partially charged to this account.
- In cases of overpayment when the continuation flight coupon exceeds the return costs, contact the International Desk.

Section 23 - International > 500 - International Inadmissible/Deportee/Deported Passengers

**Return Ticketing (OAL)**

Revision date: 8/31/2010  
Supersede date: New

Use the same procedure described in [Return Ticketing \(Online\)](#) when ticketing return transportation on OAL.

INAD customers shall be ticketed by Alaska Airlines or Horizon Air to the last point of stopover on OAL when either:

- Under extreme circumstances.
- At the discretion of the local Customer Service Manager.

## 600 - International Irregular Ops

Section 23 - International > 600 - International Irregular Ops

### AQQ Unsolicited Messages

Revision date: 12/10/2012  
Supersede date: 08/19/2010

Unsolicited messages are interactively sent from DHS and contain revised BPPR instructions that result from an update to the watchlists that alter a passengers previous BPPR.

**Example:** A customer with a cleared BPPR can check-in on the web 24 hours prior to departure and receive a boarding pass. The same customer presents their boarding pass to board the aircraft and may not be cleared to board due to an unsolicited message sent from DHS advising the customer's BPPR has changed from Cleared to Inhibited or Selectee.

NOS will be the designated point of contact for unsolicited messages.

- DHS will contact NOS.
- NOS will contact the station or place the customer's VCR in "NOGO" status. Refer to [Ticketing Verification](#).

Section 23 - International > 600 - International Irregular Ops

### **International Outage Plans**

Revision date: 9/28/2023  
Supersede date: 6/1/2022

#### **Sabre Outage (Systemwide)**

International flights cannot depart during a systemwide outage. International flights and operations in non-U.S. locations shall cease upon notification from NOC/SOC of a systemwide outage.

#### **VDRP Station Outage**

International flights may operate during a station outage using [Sister Station Outage Procedures \(section 12.200\)](#).

- International gateway stations in the U.S. (LAS, LAX, ORD, PDX, SAN, SFO, SEA, SJC) may act as sister station for other gateway stations in the U.S.
- Canada stations may act as sister stations for other stations in Canada.
- Latin America and Caribbean (Bahamas, Belize, Costa Rica, Guatemala, Mexico) stations may act as sister station for other Latin America and Caribbean stations.

**Note:** Larger international stations (such as SJD, PVR, and YVR) should be considered first to act as sister stations to minimize operational impacts on smaller stations.



In the event of a DHS/CBP outage, refer to [Section 12.500](#) for outage procedures.

Section 23 - International > 600 - International Irregular Ops

**Day of Departure Flight Cancellations**

Revision date: 5/27/2014  
Supersede date: 08/13/2010

Any time an international flight cancels on the day of departure:

- The manager or designee shall notify local USCBP port of arrival/departure at a US gateway city of the flight cancellation.

Section 23 - International > 600 - International Irregular Ops

**Advanced Cancelled Flights**

Revision date: 8/31/2010  
Supersede date: New

The same irregular ops processes used on all domestic flights apply to international flights with the following additions:

Contact the International Desk for guidance on international travel options.

**The following are tips for rebooking:**

- Consider Alaska Airlines or Horizon Air first, then OAL.
- Do not re-route through Canada when travel is a domestic flight.
- Customers must clear customs, leave and re-enter the secured areas.
- Customs and YVR airport fees (plus GST on the airport fee) must be collected.

Section 23 - International > 600 - International Irregular Ops

### **Delays/Cancellations to/from Canada**

Revision date: 4/19/2023  
Supersede date: 12/11/2019

Canadian Air Passenger Protection Regulations (APPR) mandate special handling for delays and cancellations to/from Canada.

- Meal vouchers shall be provided to all passengers for delays of 2+ hours unless providing vouchers will increase length of delay. Station Leadership/Designee will have the authority to determine if vouchers shall not be provided.
- Upon request, agents shall allow guests to use gate phones.
- Alternate travel arrangements must be provided (as defined in table below)
- Refund requests related to cancellations/delays of 3+ hours shall be handled by the station of departure.
- We are required to provide guests with information about their rights under APPR. Guests shall be directed to [www.alaskaair.com/APPR](http://www.alaskaair.com/APPR) and provided with contact information for Customer Care for any APPR-related complaints, claims for compensation, and refunds not covered by the above bullet point.
- Canada-specific announcements can be found in [CSM Vol. 1, Section 8.300 - Extreme Flight Irregularity \(EFI\)](#).

See the [Canada Delay/Cancellation reference chart](#) for specific requirements based on reason for and length of delay/cancellation.

Section 23 - International > 600 - International Irregular Ops

**Accepting OA Customers**

Revision date: 10/21/2015  
Supersede date: 08/31/2010

Zero-value paper tickets, bulk tickets, or mileage awards may be accepted with a 735d endorsement.

| For Costa Rica and Mexico markets, the ticket must be issued by an airline based in the U.S.

Section 23 - International > 600 - International Irregular Ops

**Involuntary Reroute**

Revision date: 7/23/2015  
Supersede date: 05/14/2013

These procedures allow for customers to be rerouted when cancelled/delayed flights do not allow the customer to travel as originally scheduled.

Available option for International re-route is IATA Resolution 735d.

Rebook new routing keeping customer on the original carrier when possible using the current ticket. Issue a Flight Interruption Manifest (FIM), if necessary.

Click [here](#) to view the International Involuntary Reroute Chart.

Section 23 - International > 600 - International Irregular Ops

**IATA Resolution 735d Endorsement**

Revision date: 5/27/2014  
Supersede date: 08/13/2010

International IATA Resolution 735d applies when there is no change to the origin, destination and cabin, although the connection point may be different.

All international carriers that participate in IATA must accept an original flight coupon with 735d- "Invol Reroute" written in the endorsement box, on the face of the coupon or in the upper left-hand area of the coupon.

All flight coupons shall be settled at face value.

When re-routing to an IET partner:

Set the "invol" indicator

Push/send control of coupon(s) to the other airline.

When an IET partner is unable to pull control of their own coupon(s) from the Alaska Airlines database, contact the Station Support Line.

Section 23 - International > 600 - International Irregular Ops

### Flight Interruption Manifests (FIMs)

Revision date: 8/19/2010  
Supersede date: New

An endorsement may be required for Alaska Airlines and Horizon Air to get paid from another carrier when issuing a FIM against international tickets.

- If AS is not in the carrier box, look to see whose ticket stock the ticket was issued on.
- If ticket was issued on the stock of a foreign flag carrier (e.g., Thai Airways, British Airways, etc.) we need to get an endorsement either from the carrier in the carrier box or from the ticket stock carrier. This applies even if lifting a domestic coupon.
- If ticket was issued on the stock of a US/Canadian flag carrier (e.g., American Airlines, United Airlines, etc.) an endorsement is not required.

**Example:** Passenger holds a coupon SFO AA LAX issued on LH (Lufthansa) ticket stock. The passenger now wants to travel SFO AS LAX. Since the segment was issued on LH stock, AS must obtain an endorsement from either LH or AA in order to get paid.

Types of endorsements:

- Control of IET coupon – getting control of an IET coupon implies the endorsement from the other carrier.
- Endorsement stamp – rubber stamp inked directly on the flight coupon(s)
- Handwritten – other carrier agent hand writes the endorsement on the coupon(s), it must also include a validation stamp.
- Hardcopy TTY request – if the other carrier does not have a ticket counter at your station, a TTY request can be sent to the other carrier. For more information see STAR: **INTLENDORSEMENT** or contact the International Desk for assistance.

Section 23 - International > 600 - International Irregular Ops

**International Positioning Flights (Special Flight Permit Ferry)**

Revision date: 3/8/2019  
Supersede date: 7/23/2015

Refer to [Section 9.200](#) for Non Routine Flight Process.

Section 23 - International > 600 - International Irregular Ops

### **Costa Rica Wind Conditions/Wet Runway**

Revision date: 4/19/2023;  
Supersede date: 5/15/2019

**Applicable to SJO-LAX flight operated with 737-800 737-MAX-9 aircraft only.**

Due to strong seasonal wind conditions/wet runways from San Jose Costa Rica (SJO) to Los Angeles, flights departing from SJO may utilize Weight Critical operations or Tech Stops.

#### **Tech Stops**

Based on advanced weather reports, customer load, estimated bag/cargo weights, and aircraft specs, SOC will determine if a Tech Stop is needed and declare a Costa Rica Flight Irregularity (CFI). Tech Stops will be in LIR or IAH (or other U.S. Airport) and used to retrieve more fuel necessary for the duration of the flight.

Affected flights will be updated in FLIFO and F-text check-in messages. SOC may require flights to push early.

At the ticket counter:

- Advise customer of added stop. More information will be available at the gate.
- Verify customer's itinerary:
  - Rebook connections as necessary; use Misconnect as the reason.
  - Reroute to other flights, online or offline.
  - FIM tickets or push VCR control as necessary.
- Verify all passenger edits are entered correctly (i.e. INF and CHD)
- Ensure heavy bags are flagged.

At the Gate:

- Make announcements about the Tech Stop.

*"May I have your attention, please? Our flight operations department has advised me that due to unusually heavy headwinds/wet runway, it will be necessary for flight \_\_\_\_ to \_\_\_\_ make a fuel stop in \_\_\_\_."*

*"Our scheduled departure time is \_\_\_\_ with an expected arrival in \_\_\_\_ of \_\_\_\_\_. We expect to depart from \_\_\_\_ at \_\_\_\_ and arrive into \_\_\_\_ at \_\_\_\_."*

*"We will monitor connection times for those of you continuing beyond \_\_\_\_ and will page you here in the boarding area if it becomes necessary to reschedule your flights."*

*"We apologize for any inconvenience this may cause you. If you have any questions, please see an Alaska Airlines agent. Thank you".*

- Provide estimated times of departure and arrivals

- If applicable, advise customers about the desire to push early
- Verify customer's itinerary:
  - Rebook connections as necessary, use Misconnect as the reason.
  - Reroute to other flights, online or offline.
  - FIM tickets or push VCR control as necessary.
- Verify all passenger edits are entered correctly (i.e. INF and CHD)
- Prior to boarding, make announcements of planned onboard meal and beverage service. Consult with the A-Flight Attendant if necessary.
- At D-40, provide CC with the current passenger counts' including kids and infants, and the number of stow-below and claim-at-gate bags.

### Weight Critical Operations

Based on advanced weather reports and payload estimates, SOC will declare a Costa Rica bound flight as Weight Critical.

Costa Rican government requires a formal written explanation for customers that are checked in for a flight and then later removed after D-60. Customers that choose to volunteer shall be placed on the standby priority list.

At the Ticket Counter:

- Actively solicit for volunteers as early as possible (Up to 15 customers).
  - Place customer on the Volunteer List.
  - Provide a copy of the Denied Boarding Compensation Letter (TZ-06) to any volunteers who do not have a seat assignment at the time of volunteering.
- Verify all customer edits are correct (i.e. INF and CHD).
- Tag all standby (revenue and non-revenue) with Standby Tags. Advise bags are in voluntary separation status.

At the Gate:

- Make announcements and solicit for volunteers as early as possible.
  - Use F8/f5, Pax/Flight Reaccom.
  - Select Yes to offer compensation.
  - Use Weight/Balance as the reason.
  - Provide pre-determined compensation.
    - Select Schedule Change as the Reason for Selection.

- Enter "Voluntary Denied Boarding" in the comments section.
- Rebook with predetermined protection space.
- FIM or push VCR control as necessary.
- Verify all passenger edits are correct (i.e. INF and CHD).
- At D-60, communicate to CC the current customer counts including children and infants, as well as number of volunteers.
- Re-check customer placed on the priority list when seats can be released, using basic check-in.

Volunteers for SJO Options:

- Issue compensation (BTC).
  - Rebook on other carrier on direct flight or shuttle via LIR on AS flight the next calendar day (DL, US Airways).
  - Provide taxi/shuttle voucher if connecting to LIR.
- If necessary, provide hotel and food voucher.
- If necessary, work with station leadership to charter airplane to LIR to connect on AS flight.

## **700 - Denied Boarding**

Section 23 - International > 700 - Denied Boarding

### **Fails to Comply with Rules and Regulations**

Revision date: 9/14/2010  
Supersede date: New

The same denied boarding processes used on all domestic flights apply to international flights with the following additions:

Customers who fail to be checked-in and available to board at the designated boarding gate prior to posted departure for international flights may be [denied transportation](#).

Section 23 - International > 700 - Denied Boarding

### **Soliciting Volunteers**

Revision date: 7/23/2015  
Supersede date: 05/14/2013

#### **Ticket Counter**

- For customers volunteering on an oversold international flight, attach a STANDBY/VOLUNTEER flag ([TZ-156](#)) to the destination bag tag on bags.
- Fill out the Approved for Loading Tag ([TZ-96](#)) for volunteer customers departing to an international destination and instruct the customer to give the form to the gate agent.

#### **Departure Gate**

If Positive Passenger Bag Match (PPBM) procedures apply when the oversold flight is an international flight, refer to the [PPBM procedures](#) in Section 15.300 of this manual, for volunteer guidelines.

Section 23 - International > 700 - Denied Boarding

**Overbooked Flights - Reaccomodation of Customers**

Revision date: 8/13/2010  
Supersede date: New

Contact the International Desk when needed.

Do not re-route through Canada when travel is a domestic flight, because customers must clear customs, leave and re-enter the secured areas. Also, customs and YVR airport fees (plus GST on the airport fee) must be collected.

Section 23 - International > 700 - Denied Boarding

### Overbooked Flights - Involuntary Compensation

Revision date: 4/13/2021  
Supersede date: 9/1/2015

Rescheduled arrival time at destination	Compensation
Within 4 hours of original scheduled arrival for international	At least 200% of the value of the affected flight segment(s), or \$775, whichever is lower.  and  Comparable transportation
More than 4 hours of original scheduled arrival for international	At least 400% of the value of the affected flight segment(s), or \$1550, whichever is lower.  and  Comparable transportation

**Note:** Follow Company Policy when issuing denied boarding compensation. The “Amount of Denied Boarding Compensation” on the Denied Boarding Compensation Letter (TZ-06) must match the DOT Regulation for Denied Boarding which is a different amount.