



Your Personal TRACE ME Self-Print Smart ID



Get Started with TRACE ME

Welcome to TRACE ME Smart ID, featuring a 3 month baggage search and identification service. Your Self-Print Smart ID luggage tag features your personal 14 character **TRACE ME** serial number.

Five simple steps to protect your bag:

We recommend you action these steps at least one day before travelling:

1. Print all three pages of this download.

2. Download our FREE App by scanning the QR Code, it

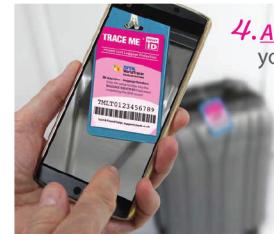
- lets you **Activate** your membership easily and quickly so we can stay in touch as necessary,
- records your **Smart ID** details,
- can capture photos of your **Smart ID** attached to your bag,
- connects to us via email if something goes wrong.

You can also **Activate** your membership by visiting <https://register.tmlt.co.uk>



Activate me

3. Cut out your Self-Print Smart ID to the required size to fit into your own luggage tag holder. The grey dotted line is the minimum cutting size.



4. Attach* your registered **Smart ID** Self-Print Smart ID securely to your bag and take a photo.

5. Place the Inside Bag ID Sheet (Page 2) **inside** your bag, ensuring the complete page is visible if the bag is opened.



* DO NOT attempt to attach copies of the same Smart ID to multiple bags. The SITA system will reject multiple entries for the same serial number and you will increase the risk of losing your bag.

IMPORTANT: You must Register your Smart ID or the service won't work.

WHY? Because we can't help return your missing bag unless we have your correct contact details.

We respect your privacy. Your contact details stored securely in our database (certified ISO 27001) will only ever be used for the purpose of providing the Service, identifying and communicating with you, responding to your requests/enquiries, and improving our services.

Don't let your bag get lost without a Trace...

More than a million checked-in bags get lost forever at airports globally, every year. TRACE ME Smart ID prevents that happening to you....

Once registered and attached to your bag, the unique serial number will identify your luggage anonymously at thousands of airports worldwide, preventing loss and speeding return.

Full details at our website www.tmlt.co.uk.



If Your Bag Goes Missing....

If your bag doesn't arrive at your destination when you do....

- Go to the airline's lost luggage counter ASAP,
- Fill in the standard airline lost luggage report. This will either be an airline specific form, or a Property Irregularity Report (PIR). Make sure you include your TRACE ME serial number in the bag description field of the form.
- Scan or photograph the PIR and send a copy to us ASAP at support@tmlt.co.uk, and provide your latest contact information (email and phone). You can also do this via our FREE App.

Whilst the airline does a search, so do we. Either the airline will find your bag, or the baggage handlers will contact us.

You will then be advised that your bag has been found and the airline will arrange to return it to you.

Full customer support is available via email at customerservices@tmlt.co.uk.

"Inside Bag ID Sheet"

Attention - Baggage Handlers

To identify the owner of this bag please enter the serial number below into the SITA WorldTracer System and send an email with the serial number included to support@tmlt.co.uk.



»» Attention - Baggage Handlers

Enter the serial number into the BAGGAGE IDENTIFIER Field when completing the OHD record.

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各地勤及行李处理人员请注意：

请把上列序列号输入 SITA WorldTracer 行李处理系统，以确定行李之物主，并连同这序列号发送电子邮件至 support@tmlt.co.uk。

Вниманию сотрудников багажных служб:

Чтобы найти владельца этого багажа, пожалуйста, введите серийный номер, указанный ниже, в систему поиска багажа SITA (SITA WorldTracer System) и отправьте электронное письмо, указав в нем данный серийный номер, на адрес support@tmlt.co.uk.

Bagagistes Attention

Pour identifier le propriétaire de cette valise, veuillez entrer le numéro de série dans le SITA WorldTracer System et envoyer un email comprenant le numéro de série à support@tmlt.co.uk.

Atenção:

Para identificar o dono desta bagagem, por favor coloque o número de série abaixo no WorldTracer SITA e envie um e-mail com o número de série incluído para support@tmlt.co.uk.

貨物取扱作業担当者様

このスーツケースの所有者を確認するためには下記のシリアル番号を SITA WorldTracer System に入力し、同シリアル番号をeメールにて support@tmlt.co.uk までお知らせください。

各地勤及行李處理人員請注意：

請把上列序列號輸入 SITA WorldTracer 行李處理系統，以確定行李之物主，並連同這序列號發送電郵至 support@tmlt.co.uk。

Atención despachadores de equipajes:

Para identificar al propietario de esta maleta, favor introduzca el número de serie que aparece a continuación, en el Sistema WorldTracer de SITA, y envíe un e-mail incluyendo el número de serie a support@tmlt.co.uk.

Ai responsabili dei bagagli:

Per identificare il proprietario di questa valigia, si prega di inserire il numero di serie riportato di seguito, nel Sistema WorldTracer di SITA ed inviare un'e-mail con il numero di serie incluso a support@tmlt.co.uk.

تنبيه إلى حاملي الحقائب

للتعرف على صاحب الحقيقة الرجاء ادخال الرقم التسلسلي أدناه إلى نظام SITA وارسال رسالة إلكترونية متضمنة الرقم التسلسلي إلى support@tmlt.co.uk

Something you should know

How to use your Self-Print Smart ID - Do's and Don'ts



Cut out



Tag holder



Attach



2nd Page -
Place or tape



Why not UPGRADE your luggage protection?

TRACE ME Offers a series of luggage protection products, in different forms and protection levels, to suit your needs. These are available for purchase from your travel supplier, or via our website www.tmlt.co.uk.

TRACE ME VIP adds additional protection to cover luggage delays. Backed by our **Baggage Delay Warranty (BDW)** - payable if your bag isn't found within 100 hours of your arrival.

There are also annual subscription products covering multiple flights for frequent flyers.

Choose the level of protection that is right for you:

TRACE ME
Self-Print Smart ID



Membership period

3 months (Single Trip)

TRACE ME
VIP Smart ID



3 months (Single Trip)

TRACE ME
Smart ID



12 months renewable

Tag format

Print at home

Print at home

Long Life Acrylic Tag

Attachment method

Using your own
luggage tag holder

Using your own
luggage tag holder

Durable loop supplied

Protects against

Luggage LOSS

Both
Luggage LOSS and DELAY

Luggage LOSS

Search and Identification Service



Baggage Delay Warranty * (BDW)



Warranty Level:
Variable from
US\$ 250 to 2,000



Product Performance Warranty ** (PPW)



US\$ 500

How to upgrade

Not applicable

Available on our website or
contact where you received
your self-print Smart ID

Available on our website
(Requires delivery by post or courier)

* Any bag not arriving at your destination airport within 100 hours of your flight landing, may be eligible for a Baggage Delay Warranty (BDW) payment from TRACE ME VIP Smart ID.

** Any bag officially declared permanently lost by your airline may be eligible for a US\$ 500 Product Performance Warranty (PPW) payment.