**modify PNR to support “Track your bags”**

-Create PNR (or book flight for none-QA)

-Check in at airport

-Add “Track your bags” at the airport (Sabre will modify your PNR at this point)

**To locate a bag you need**

-Last name

-Bag tag number or record locator

**Scenarios**

-Customer does not enter last name or does not enter valid last name

-Doesn’t enter a baggage file locator or a valid BFL

-Customer enters valid Baggage File Locator information and the system is busy/unavailable

-User should be able to track his bags for upto 72 hours

-To track your bags you can be a logged out or logged in

-Track your bags icon has been added to mobile web home page (if you have TYB on your PNR)

- the header and footer will be suppressed on track your bags page when coming from the app

-Mobile web user who has bags tracked does not see the bags icon in the toolbar on view res (only the text)

-To view delayed bags user will need a first name, last name and 13-character file reference number.

- If you have a bag tag, to track a bag click Travel Information > Baggage > Track your bag or your PNR must be modified (by Sabre) for this option to be available in your toolbar

-If bag arrived at an incorrect city, the “arrived” status under track your bags will indicate the airport where the bag is. If bag sent to correct city, the status will indicate “Arrived End Route from …” Status will still display even though the bag is not on the correct plane.

-Status are dependent on agents scanning the bags, if you already picked up your bag.. the status could still show Loaded on plane as it was never scanned.

-MBO refers to a form you fill out if you and your bag were separated and your bag arrives late. The MBO is where delivery instructions can be entered and your bag will be re-delivered to you (free of charge) if the destination city supports such a service.

-If bag is late and the destination city does not support Track your bags, the notification you receive will contain a link with nformation on the checked baggage.