

Customer Service Manual



JEFFERSON & LINES

2100 East 26th Street
Minneapolis, MN 55404
Phone: (612) 359-3400

Revised September 2012

Jefferson Lines Mission Statement

From our home in America's heartland, we connect people with places. Our transportation company provides scheduled service and a full range of group travel services. We earn our customer's business by understanding what they value and require when traveling with us. Then we provide service that exceeds their expectations.

The Jefferson Lines planning operations and organizational development are subject to the following values:

1. Safety is our first priority
2. We are reliable and trustworthy in all of our business and personal affairs
3. Our respect for the dignity of every individual is demonstrated in our conduct and reflected in our intentions
4. Great ideas come from everywhere in our company
5. We are good citizens in our communities
6. We live responsibly in our environment
7. Good humor, kindness, and goodwill make our interactions richer
8. Each of us is responsible for the success of our company

Thank you for being part of the Jefferson Team and remember the most important people in our organization are our customers and you!

Why is Customer Service Important?

The employees are the most important asset in a company. However, the most important person in a company is the customer. Without the customer there is no company.

- You represent Jefferson Lines
- A large number of motorists and pedestrians see our bus – a moving billboard
- The quality of the employee's interaction with passengers helps determine the public's impression of Jefferson Lines

Jefferson Lines Customer Service Standards

Facilities

- Operate in a clean, pleasant, and safe environment
 - Hourly restroom checks
 - Maintain clean environment
 - Regularly police exterior for trash and cigarette butts
 - Provide pleasant interaction with customers
 - Maintain awareness of surroundings

Coaches

- Operate a fleet of well maintained, clean, modern motorcoaches

Telephones

- Answered in three rings or less

Telephone Script

- Initial Script:
 - “Good Morning/Afternoon/Evening, Jefferson Lines. This is (your first name) how may I help you?”
- Hold Script:
 - Ask caller #1 “May I place you on hold for a moment?, Thank you.”
 - Caller #2 “Good Morning/Afternoon/Evening, Jefferson Lines. Please hold for a moment.”
 - Place line #2 on hold and return to line #1. State “Thank you for holding” and continue call
 - Complete line #1 with “Thank you for calling Jefferson Lines”.
 - Go to line #2. State “Thank you for holding, this is (your first name) how may I help you?”

In person

- Opening: “Good Morning/Afternoon//Hello/welcome to Jefferson Lines, How may I help you”
- Closing: “Thank you for your business”

Baggage

- Assist customers with handling baggage especially in cases where parents are travelling alone with children, senior citizens or persons with disabilities.

Information

- We can only learn what our customers want by listening. Agents should give information in a courteous, helpful, professional and timely manner.
- Assist customers to learn baggage, ticketing and boarding procedures. WE ARE HERE TO HELP!

On-Time Performance

- Every activity we done with one goal in mind...Give our customers an experience with friendly service on schedules that operate safely and arrive on time.
- Always be aware of the time. Customers want to travel on time.

SERVICE NEVER STOPS!

Pricing & Refund Policy

Effective: December 6, 2011

There are a variety of pricing options available to our customers and refund policy applications based on the option chosen. This memo will hopefully eliminate any confusion about the appropriate fare and how the Jefferson Lines refund policy will be applied.

FARE TYPES

ECONO FARE: Typical walkup fare generally quoted

- NR-Non refundable
- Subject to change of itinerary fee if used on a different date or schedule that for which ticket was originally issued.
- Valid for transportation for up to year

FLEX FARE: Upgraded walk up fare.

- Valid for a refund
- No penalty to modify date or time of departure
- Valid for transportation for up to 1 year

PROMOTIONAL FARES

- Typically advanced purchase required (example: 3, 7, 14, 21 days prior to departure)
- Subject to change of itinerary fee if reissued for a later date or schedule for which the ticket was originally issued.
- Subject to payment of fare difference and change of itinerary fee if upgraded to an earlier departure date or schedule for which the ticket was originally issued.
- Valid for transportation for up to 1 year

PREPAID TICKET ORDER FEE

- Handling fee assessed on prepaid ticket orders purchased to be picked up at an alternate location. (NR- Non refundable)
- Prepaid ticket orders must be picked up by passenger within 10 days of purchase.
- Once issued, honoring restrictions associated with the applicable fare paid will apply
- All rules and regulations applicable to the fare used for the sale of a PTO will also apply to the PTO, i.e., ticket limits, restrictions, cancellation penalties, etc

ON-LINE TICKETING PRICING

- Some promotional fares and schedules may not be available on line
- Pricing variances may exist between on-line pricing and local agents and local agents will not honor on-line pricing
- Credit card is the only form of payment accepted
- Tickets purchased on-line are NON REFUNDABLE

REFUND POLICY

1. **All standard (mileage) and reduced fares, are non-refundable (restriction NR), unless otherwise indicated.**
2. In most cases the customer can purchase an upgraded (Flex Fare) which removes the NR restriction and thus makes the ticket both refundable and exchangeable for no extra charges or penalties. When refunds are available they are always less transportation used.
3. Unused tickets marked as "non-refundable" have no refund value.
4. Unused one way and round trip walk-up fare tickets designated as "refundable" will have a refund value equal to the fare paid by the passenger, less any cancellation fee noted in the ticket restrictions (example C 20%).
5. Partially used one way tickets will have no refund value.

6. Partially used round trip tickets designated as "refundable" in which the going or return portion is unused will have a refund value equal to the fare paid, less the applicable lowest one way fare, and less any applicable cancellation fee off the remaining value. Partially used round-trip tickets in which parts of both the going and return portions of the ticket have been used will have no refund value.
7. Tickets which are refundable will only be refunded by Jefferson Lines to the original purchaser only.
8. Refundable tickets must be presented for refund within one (1) year from date of purchase. Tickets submitted for refund after this time period will have no refund value.

Please consider the appropriate pricing option when making your purchase as refunds will not be issued for tickets with the NR (Non-refundable) restriction.



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TICKETS

ECONO FARES	Valid for Travel for 1 year	No Refund	\$20.00 change of itinerary fee	Origin or Destination may not be changed	Stop Over permitted enroute	Walk-up Fare - specific date and time of departure
FLEX FARES	Valid for travel for 1 year	Fully Refundable - Less 20%	No Change of itinerary fee	Origin or Destination may not be changed	Stop Over permitted enroute	Walk-up Fare - may be used any day, any time
CHILD FARES	40% Discount off Econo / Flex Fare for children 2 - 11	No Discount on 7 or 14 day Advance	Up to 2 children can travel per 1 adult ticket	1 Child under 2 can travel free when not occupying a seat		
SENIOR FARES	5% Discount of Econo / Flex Fare	No Discount on 7 or 14 day Advance	Age 62 & Over	ID Required	No Prepaid Ticket Orders	
STUDENT DISCOUNTS	15% Discount off Econo / Flex Fare	No Discount on 3, 7 or 14 day Advance	TRIPS Discount Code - ST	Good Only on Jefferson Lines	Connecting to Greyhound, student must possess a "Student Advantage Card"	
7 DAY ADVANCE PURCHASE DISCOUNT	7 Day Advance Purchase Required	No Refund	\$20.00 change of itinerary fee	Origin or Destination may not be changed	No Stop Over permitted enroute	No Prepaid Ticket Orders - Specific date and time of departure
14 DAY ADVANCE PURCHASE DISCOUNT	14 Day Advance Purchase Required	No Refund	\$20.00 change of itinerary fee	Origin or Destination may not be changed	No Stop Over permitted enroute	No Prepaid Ticket Orders - Specific date and time of departure
21 DAY ADVANCE PURCHASE DISCOUNT (Valid only on trips which interline with Greyhound)	14 Day Advance Purchase Required	No Refund	\$20.00 change of itinerary fee	Origin or Destination may not be changed	No Stop Over permitted enroute	No Prepaid Ticket Orders - Specific date and time of departure
3 DAY ADVANCE PURCHASE COMPANION FARE	3 Day Advance Purchase Required	No Refund	\$20.00 change of itinerary fee	Origin or Destination may not be changed	No Stop Over permitted enroute	Buy 1 get up to 3 tickets @ 50% O/W or R/T, must travel together
WEEKEND PREMIUM	Friday, Saturday & Sundays fares are marked up for Travel	Applicable to type of ticket purchased	Applicable to type of ticket purchased	Applicable to type of ticket purchased	Applicable to type of ticket purchased	
HOLIDAY PREMIUM	Specific Holiday period fares are marked up for Travel	Applicable to type of ticket purchased	Applicable to type of ticket purchased	Applicable to type of ticket purchased	Applicable to type of ticket purchased	3, 7, & 14 Day Advance Purchase tickets not available when originating during holiday
UNACCOMPANIED CHILDREN	Age 8 - 14 may travel alone @ adult fare	Up to 5 hours of travel, no transfers and daylight only	Origin & Destination stations are open	\$5.00 Additional Fee	Unaccompanied Child Form Completed	
MILITARY FARE	Maximum \$198.00 round trip fare	Valid Picture military ID	Good for spouses and children, no child discounts	20% refund penalty	No Prepaid Ticket Orders	
MILITARY FARE	10% Discount off Econo /Flex Fare	Valid Picture military ID	Good for spouses and children, child fare discount applies	20% refund penalty	Good for travel for 60 days	No Prepaid Ticket Orders
PREPAID TICKET ORDERS	Are paid at one location and picked up at another	Flex Fare Only will apply. No senior, military or student discounts	ID Required to pickup ticket. If no ID, Password required	Refundable only to purchaser, if refund is allowed	\$20.00 fee for ticket, add \$5.00 for cash advance	50% of fare or a maximum of \$50.00 can be sent per person or \$100.00 per transaction. Must be picked up within 10 days.

DATE: July 30, 2012
TO: Interline Partners
FROM: Tim Therrian, Director, Scheduling & Revenue Support Greyhound Lines, Inc.
SUBJECT: Sales Outlet Program Expansion (PayNearMe/Ace Cash Express)

We are excited to announce the expansion of our PayNearMe customer payment program to now include Ace Cash Express retail stores in addition to 7-Eleven convenience stores. Starting **August 6th**, Ace Cash Express will begin using the PayNearMe platform allowing customers to create an itinerary on Greyhound.com and pay for their itinerary at any of the 1,800 Ace retail outlets.

This program has been very well received by our customers and adding Ace allows us to expand the program into markets not currently served by 7-Eleven.

Operationally, the program allows Greyhound to offer a selling option at many of our bus stop locations, adding operational efficiency for field staff.

Also the program offers our cash paying customers an opportunity to take advantage of web only discounted fares previously unavailable to them. With 60 percent of our customers still paying for tickets with cash, we believe this added convenience gives us a competitive advantage.

By adding Ace to the program, employees will encounter a slight variation in the look of the current PNM/7-Eleven travel pass. Each pass will be on thermal register receipt paper similar to the current 7-Eleven Pass and will clearly indicate the retailer that issued the document. We have provided an example of the *Ace Pass* as part of this document. Please familiarize yourself with the travel document.

Interline partners will continue to receive payment for these tickets through the same process they do 7-Eleven tickets today.

If you have any questions about the program please contact me at 214-849-7377 or tim.therrian@greyhound.com.

FARE \$174.80 AGCY 3473 PAYNEARME
TAX \$0.00 QUICK
TOTAL \$174.80 CLEAN
#0.07# INTERLINE RECLAIM
001 01 29 74400572 0

How was your recent experience?
Tell us about your store visit at
<http://tinyurl.com/acecash>

We offer more than check cashing.

Short-term cash advances*
Pre-paid MasterCard*
Money Orders*

Wire Money through MoneyGram*
Pre-paid calling cards*
Place to pay your bills*

*Not available in all states.
See store for product availability.

For Customer Service issues
please call 1-888-753-2384.

Sample Ace Pass



BAGGAGE INFORMATION

INTERSTATE AND INTRASTATE BAGGAGE ALLOWANCES				
	Limit	Charge per Piece	Weight Limit	Liability
ADULT FARE TICKET	2 pieces	1st Bag free 2nd Bag \$15.00	100 pounds **	\$250
CHILD'S FARE TICKET	1 piece	Free	50 pounds	\$125
**No single piece of baggage may weigh more than 50 pounds. Additional pieces handled under Excess Baggage Rules				

SIZE LIMITATIONS

A single piece of baggage must not exceed 62 inches when adding the total outside dimensions of the bag: Length + Width + Height. A reduced express charge of \$30, \$35 or \$40 will be assessed for each piece over and above the 62-inch dimensional limit. See express terms and conditions for maximum size limitations.

Packaging only exceptions to the following items:

Bicycles, skis and ski poles must be packed in wood, canvas or other substantial container, and securely fastened; **towing equipment** must be enclosed in rigid containers or wrapped in a strong material such as canvas and securely strapped or tied. Towing equipment is limited to 100 pounds actual weight; **these items are not exempt from oversize charges.**

Baggage exceeding the size limit will be transported in express service under the Xpress Baggage Service at reduced rates based on current Express Rate Zones. **Baggage destined to Express Rate Zones A thru C, will be \$30 per piece, while baggage destined to Express Rate Zone D will be \$35 per piece and Express Rate Zone E will be \$40 per piece.**

Use the first three digits of the destination station zip code to determine zone. From South Dakota Zip Code Prefix 571							
To Zip Prefix	Rate Zone	To Zip Prefix	Rate Zone	To Zip Prefix	Rate Zone	To Zip Prefix	Rate Zone
010-355	E	510-513	A	576	C	700-708	E
356	D	514-515	B	577	D	710-711	D
357-369	E	516	C	580-581	C	712-714	E
370-372	D	520	D	582-583	D	716-757	D
373-379	E	521-525	C	584-585	C	758-759	E
380-389	D	526-539	D	586-597	D	760-764	D
390-397	E	540	C	598-599	E	765-789	E
400-406	D	541-545	D	600-641	D	790-796	D
407-409	E	546-547	C	644-645	C	797-799	E
410	D	548-549	D	646-662	D	800-832	D
411-418	E	550-551	C	664-665	C	833	E
420-436	D	553-554	B	666-668	D	834	D
437	E	556-558	D	669	C	835-838	E
438	D	559	C	670-679	D	840-845	D
439	E	560	B	680-681	B	846-865	E
440-443	D	561	A	683-684	C	870-871	D
444-447	E	562-563	B	685-686	B	873	E
448-456	D	564-565	C	687	A	874-877	D
457	E	566-567	D	688	B	878-880	E
458-499	D	570-571	A	689	C	881	D
500	B	572	B	690	D	882-883	E
501-503	C	573	A	691-692	C	884	D
504-505	B	574-575	B	693	D	889-994	E
506-508	C						

WEIGHT LIMITATIONS

Maximum allowable weight for a single piece of baggage is 50 pounds. If a bag exceeds the 50-pound limit, it may be transported in express shipping service subject to express terms and conditions. A reduced express charge of \$20, \$25 or \$30 will be assessed for each piece.

Baggage exceeding the weight limit will be transported in express service under the Xpress Baggage Service at reduced rates based on current Express Rate Zones. Baggage destined to Express Rate Zones A thru C, will be \$30 per piece, while baggage destined to Express Rate Zone D will be \$35 per piece and Express Rate Zone E will be \$40 per piece. Maximum weight for any piece shipped in Xpress Baggage Service must not exceed 75 pounds.

To ship Overweight Baggage at Xpress Baggage Rates, passenger must show proof of ticket purchase. Baggage may be shipped to destination shown on ticket only and at the same time as the passenger. Baggage sent ahead of the passenger will travel at normal express tariff rates.

Maximum value for Xpress Baggage will be \$1,000 per shipment. Free value allowance is \$250. A charge will be assessed for any value over and above the \$250 free allowance



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BAGGAGE

CHECKED BAGGAGE	Container suitable for handling and piling, no trash bags	Must have Passenger ID on exterior of checked item	Must include name, address and telephone number	Completed Destination Baggage Check	Passenger to give to driver for loading	Passenger to claim and transfer at each transfer point.
PERSONAL BAGGAGE DEFINED	Clothing, toiletries					
FRAGILE ITEMS	Must be wrapped in bubble wrap, Styrofoam	Clothing, bedding, newspaper will be consider inadequate				
SIZE LIMITATIONS	Length + Width + Height may not exceed 62 inches	Items exceeding these limits will be handling under Package Express				
VALUE LIMITATIONS	\$250.00 per adult ticket	Additional value can be declared at time of check in	\$2.00 per additional \$100.00 of value	Maximum declared value \$1,000.00	Agents to complete excess value receipt form	
LIMITED LIABILITY	Maximum \$250.00 liability	Antiques, articles of extraordinary value, heirlooms, items convertible into currency or coin, negotiable instruments, valuable papers including manuscripts, irreplaceable publications or documents				
WEIGHT LIMITATIONS	Maximum per piece weight is 50 lbs	Items exceeding 50 lbs but less than 70 lbs will be assessed a fee based on Package Express zones Zone A-C \$30, Zone D - \$35, Zone E - \$40			Items exceeding 70 lbs will be handled as Package Express	
EXCESS BAGGAGE	1 checked bag is allowed free per adult or child ticket	The 2nd checked baggage will be accessed \$15.00 excess baggage fee	Any items over 2 pieces or weigh between 50 and 70 lbs will be assessed a fee based on Package Express zones Zone A-C \$30, Zone D - \$35, Zone E - \$40		Agents to complete excess baggage receipt form for 2nd piece. Complete busbill and lot shipment stickers for over 2 pieces.	
BICYCLES	Must be broken down and placed inside a box	Bicycles will be assessed a fee based on Package Express zones Zone A-C \$30, Zone D - \$35, Zone E - \$40				
PROHIBITED ITEMS	Acids, alcohol, ammunition, animals batteries, compressed gasses, corpses or ashes of cremated corpses, explosives, films, firearms, fireworks, flammable items, furniture, gases, hazardous articles, illegal or controlled sustances, jewelry, laptop computers, live fish poultry reptiles, matches, material with disagreeable odor, merchandise for resale, money, perishable items including foodstuff, phonograph records, poisons, prescription medications, radioactive material, televisions or electronic components, watches, weapons					
CARRY - ON ITEMS	Allowed 1 personal carry-on item	See Prohibited items	Lap Tops count as 1 item	Items must fit in overhead or under seat	Purses do not count as a carry-on item	No liability for lost or stolen carry-on items or contents

Handling Customer Complaints

- Listen non-defensively.
 - No matter how outrageous the complaint seems to you, listen without bias or judgment.
- Validate the feelings of the person making the complaint.
 - Acknowledge the persons' frustrations and confirm his or her right to feel upset.
- Remember feelings are not always rational, but they are real.
- Do not make promises or try to solve the problem in the heat of the moment.
- Try to see the problem from the passenger's point of view
- If a complaint can not be resolved locally contact Jefferson Lines Customer Care at 800-451-5333.
- Our goal is immediate satisfaction

**TREAT OUR CUSTOMER THE
WAY YOU WOULD WANT TO BE
TREATED**



JEFFERSON LINES DELAYED BAGGAGE PROCEDURES

WHEN TO BEGIN A BAGGAGE TRACE?

A baggage tracer should be opened immediately after the last bus unloads on the customer's arriving schedule.

WHO IS RESPONSIBLE FOR OPENING A BAGGAGE TRACE?

- TRIPS Agencies must use the BAGS function to begin a baggage trace.
- MAX/MANUAL locations should contact the baggage locator service at **800-413-2871** or on-line at www.greyhound.com/en/baggage/locationrequest.aspx
- Customers may begin their own tracer by emailing baggage@jeffersonlines.com

WHAT INFORMATION IS REQUIRED TO BEGIN A BAGGAGE TRACE?

- Copy of travel itinerary, order or confirmation number
- Baggage claim check number
- Express baggage bus bill number
- Baggage type and color
- Name on baggage ID tag, if any

PROCESS

Immediate Action

1. Apologize and reassure the customer that most delayed baggage arrives on the next arriving schedule from their point of origin and every will be made to reunite the passenger and baggage.
2. Review the customer's ticket receipt and baggage claim check and check for discrepancies such as short checking or checked to an incorrect destination, no claim check or a blank claim check.
3. Record the following information on a BRQ card (Form B34) or delayed baggage log.
 - a. Customer's name address and contact telephone number
 - b. Baggage type and color
 - c. Passenger's origin and destination
 - d. Transfer points and/or routing
4. **TRIPS locations** enter the information in to the BAGS system.
5. **MAX/MANUAL Locations** call the baggage locator at **800-413-2871** or enter the information on-line at www.greyhound.com/en/baggage/locationrequest.aspx
6. If given a baggage locator Reference number record this information on the BRQ card or delayed baggage log.
7. Provide the customer with a BAGGAGE TRACER/CLAIM form. These can also be found on our web site at http://www.jeffersonlines.com/pdf/Baggage_Tracer.pdf
8. Ask the customer to complete and return the baggage tracer claim form within 24 hours. In addition to the signed, completed baggage tracer claim form the following items are required to process the paperwork should it become a claim:
 - a. ORIGINAL BAGGAGE CLAIM CHECK
 - b. ORIGINAL TICKET RECEIPT (If the trip was round trip and the customer has yet to use the return portion a photo copy will suffice)
9. Provide the customer with the *customer copy* of the baggage tracer claim form and supporting documents.
10. Provide the customer with the *baggage tracing process letter* and reassure them that we will work diligently to reunite them with their belongings.

AGENCY TRACING PROCESS

1. Make telephone calls to points along the passenger's route to make inquiries about the delayed luggage. Make notations of these efforts on the BRQ card or delayed baggage log.

24 Hours

1. Collect the BAGGAGE TRACER/CLAIM and supporting documents from the customer and update the BAGS system or Baggage Locator system with any pertinent information if applicable.
2. Continue to make inquiries to locations along the passenger's route or other possible locations.
3. TRIPS locations review BAGS system for messages
4. Provide the customer with a progress report

48 Hours

1. Photocopy the supporting documents.
2. Staple the photocopy to the *agent* copy of the baggage tracer/claim form.
3. Staple the original supporting documentation to the *Tracing/Claim dept.* copy of the baggage tracer/claim form.
4. U.S. Mail the completed baggage tracer/claim form and supporting documentation to:

JEFFERSON LINES BAGGAGE AND EXPRESS CLAIMS 116 North 6th Street Ft. Smith, AR 72901

5. Continue to make inquiries to locations along the passenger's route or other possible locations.
6. TRIPS locations review BAGS system for messages
7. Provide the customer with a progress report every 24 hours

15 days

1. Apologize again for the customer's inconvenience and inform the customer that any additional communication will be from the Jefferson Lines Baggage tracing department.
2. Place the customer baggage tracer in a claim folder and retain for 1 year.

Note: If at any point in this process the baggage is located please contact Jefferson Lines baggage tracing department by calling 888-465-1532 or email baggage@jeffersonlines.com.

JEFFERSON LINES BAGGAGE AND CLAIMS DEPARTMENT

Upon receipt of baggage tracer/claim form

1. Review form for errors and omissions and contact agent and/or customer for additional information.
2. Verify the entry of information into the BAGS system.
3. Mail the customer a *tracer acknowledgement letter*
4. Make telephone calls to points along the passenger's route to make inquiries about the delayed luggage. Make notations of these efforts in the customer's file.

Every 24 hours

1. Continue to make inquiries to locations along the passenger's route or other possible locations.
2. Review the BAGS system for messages

30 days from original date on baggage tracer

1. Review the BAGS system for messages relating to the tracer
2. Contact the destination agent to verify that the bag has not been returned to the customer before processing the tracer as a claim.
3. Complete the necessary paperwork and forward the claim to the Jefferson Lines corporate office for payment.
4. Send the customer a *claims processing letter*.

50 days from original date on baggage tracer

1. Baggage Tracing Department completes claim paperwork and forwards to Accounting for approval and payment.

60 days from original date on baggage tracer

1. Check is cut and sent to the customer.



JEFFERSON LINES BAGGAGE ON HAND (B.O.H) PROCEDURES

WHEN DOES THE BAGGAGE ON HAND PROCESS BEGIN?

The process begins immediately upon discovery of an unclaimed or possibly mishandled bag.

WHO IS RESPONSIBLE BAGGAGE ON HAND?

- TRIPS Agencies must use the BAGS function to inventory baggage.
- MAX/MANUAL locations should contact the baggage locator service at **800-413-2871** to report baggage on hand.

WHAT INFORMATION IS REQUIRED TO BEGIN THE BAGGAGE ON HAND PROCESS?

- Baggage claim check number
- Express baggage bus bill number
- Baggage type and color
- Name on baggage ID tag, if any
- Date and time of arrival
- Agency number

PROCESS

Immediate Action

9. Record the date and time of arrival on the reverse side of the baggage claim check.
10. For bags without a claim check, attach a re-forwarding tag to the baggage and record the date and time of arrival on the tag.

11. Attempt to contact the customer by telephone using the phone number on the baggage claim check or identification tag.
12. For bags without identification or a phone number, inspect the contents for any identification. If information is found attempt to contact the passenger again. *It is advisable to have more than one person on hand for the inspection and wearing gloves is recommended.*
13. For locations which use a baggage on hand log, record the pertinent information on the log.
14. **TRIPS locations** enter the information in to the BAGS system and record the BX 33 number generated by BAGS on the back of the claim check, re-forwarding tag and baggage on hand log if applicable.
15. **MAX/MANUAL Locations** call the baggage locator at **800-413-2871** and relay baggage information to the baggage locator service. Record the BX 33 number generated by baggage locator on the back of the claim check, re-forwarding tag and baggage on hand log if applicable.

Every 24 Hours

1. Attempt to contact the customer by telephone using the phone number on the baggage claim check or identification tag.

Releasing Baggage to the Customer

1. Verify that the customer's baggage claim check matches that of the bag on hand and destroy both halves of the claim check.
2. If the customer does not have a claim check or has already surrendered the baggage claim check when completing a baggage tracer, view the customer's identification and/or collect the customer's baggage tracer/claim form.
3. For locations which use a baggage on hand log, record the pertinent information on the log.
4. Release the bag from the BAGS system or call the baggage locator at **800-413-2871** to release the bag from the system.

Re-forwarding Baggage to another Location

1. **TRIPS locations** re-forward the bag using a re-forwarding tag and the BAGS system. Record the BX 33 number generated by BAGS on the back of the re-forwarding tag along with the original claim check number (if applicable) and your agency number. On the front of the re-forwarding tag record the destination city and state. **Remove the original claim check from the bag.**
2. **MAX/MANUAL Locations** call the baggage locator at **800-413-2871** and ask for assistance re-forwarding a bag. Record the BX 33 number given to you by BLS on the back of the re-forwarding tag along with the original claim check number (if applicable) and your agency number. On the front of the re-forwarding tag record the destination city and state. **Remove the original claim check from the bag.**
3. For locations which use a baggage on hand log, record the pertinent information on the log.
4. For locations which use a baggage re-forwarding log, record the pertinent information on the log.

When Baggage is Unclaimed

1. **30 Days from the date of arrival** unclaimed baggage is forwarded to the Greyhound Lines Baggage Warehouse in Dallas, TX.
2. **TRIPS locations** re-forward the bag using a re-forwarding tag and the BAGS system. Record the BX 33 number generated by BAGS on the back of the re-forwarding tag along with the original claim check number (if applicable) and your agency number. On the front of the re-forwarding tag record the destination city and state. The baggage warehouse agency number is **6845**. **Remove the original claim check from the bag.**
3. **MAX/MANUAL Locations** call the baggage locator at **800-413-2871** and ask for assistance re-forwarding a bag. Record the BX 33 number given to you by BLS on the back of the re-forwarding tag along with the original claim check number (if applicable) and your agency number. On the front of the re-forwarding tag record the destination city and state. The baggage warehouse agency number is **6845**. **Remove the original claim check from the bag.**
4. For locations which use a baggage on hand log, record the applicable information on the log.

5. For locations which use a baggage re-forwarding log, record the applicable information on the log.

This process is usually most efficient when a representative from each shift is responsible for inventory and customer notification and one or two people are assigned supervisory responsibility over the entire process.



Rev Jan 2012

How many bags am I allowed?

One (1) piece of baggage is checked free of charge for adults and one (1) piece of baggage per child ticket.

One (1) carry-on bag is allowed per customer and must fit underneath the seat or in the overhead compartment.

Adults may check one (1) additional piece under the bus for a \$15.00 fee and up to an additional three (3) pieces for a fee of \$30 - \$40 per piece (depending on the distance traveled).

Child tickets are allowed up to an additional four (4) pieces of checked baggage for of fee of \$30 - \$40 per piece (depending on the distance traveled).

How much weight am I allowed?

The maximum allowable weight for checked baggage is 50 lbs. per individual piece of baggage. A fee of \$30 - \$40 fee (depending on the distance traveled) will be charged per piece for any baggage above the 50 lbs. limit but less than 75 lbs. Baggage over 75 pounds will be subject to package express rates and no piece over 100 lbs. will be accepted.

What size suitcase may I bring?

Baggage must not exceed 62 inches when adding the total exterior dimensions of the piece (length + width + height). A fee of \$30 - \$40 (depending on the distance traveled) per piece will be applied to any baggage above the 62-inch limit.

May I bring a Bicycle?

Bicycles may be checked under the coach for a \$30 - \$40 fee depending on the length of trip. Bicycles must be boxed and are considered the first piece of checked luggage.

JEFFERSON  LINES Nov 2011



2100 East 26th Street
Minneapolis, MN 55404

Date: _____

Dear Jefferson Lines Customer,

We apologize for the inconvenience caused by your delayed baggage and are committed to resolve the issue as quickly as possible. Delayed baggage generally arrives on the next incoming bus from the direction from which you arrived but the baggage tracing process will begin prior to that arrival. The local agency will immediately enter a baggage tracer on your behalf and start the tracing process by telephone or email. If the delayed baggage has not arrived after 48 hours the completed baggage claim form will be forwarded to the Jefferson Lines Baggage Tracing Department where they will assist the agent in locating your baggage. We will provide you with updates as they occur.

We apologize for your inconvenience and are committed to resolving this issue as quickly as possible.

Thank you.

Jefferson Lines Customer Care

Local Agency telephone number

Contact

Jefferson Lines Baggage Tracing Department

888-465-1532

baggage@jeffersonlines.com

Child Safety Seat Policy

Effective: November 2, 2011

Child Safety Seat Policy

Customers are welcome to use child safety seats on Jefferson Lines buses. Parents traveling with children who do not require a ticket may travel with the child in the adjoining seat at no cost unless seating capacity becomes an issue. At that point the driver will ask the customer to hold the child and check the car seat underneath the coach to make room for ticketed passengers. In order to guarantee use of the adjoining seat the space must be purchased at the discounted child fare. You should ensure that your child seat has been approved for use in a motor vehicle, and is used in accordance with the manufacturer's instructions.

It is the passenger's responsibility to secure the child seat to the bus seat with strapping or webbing that is approved by the child seat manufacturer. Passengers are responsible for providing the strapping or the webbing and should also secure your child in the child seat with a manufacturer-approved lap and/or shoulder belt/harness. Jefferson Lines does not provide lap and/or shoulder belts/harnesses.

Jefferson Lines

Child Safety Seat Guidelines

for our Smaller Passengers



Rear-Facing Seat

Infants under 20 pounds and under 1 year of age should be in a rear-facing infant seat

Forward-Facing Seat

Over 1 year in age, and over 20 pounds

Belt-Positioning Booster Seat

Children under age 8 and shorter than 4 feet 9 inches should be in a child safety seat or booster

Boosters are for children up to 4 feet 9 inches, typically ages 4-8

Jefferson Lines encourages customers to use Child Safety Seats when traveling with small children. Parents/guardians traveling with children who do not require a ticket may travel with the child in the adjoining seat at no cost unless seating capacity becomes an issue. At that point the driver may ask the customer to hold the child and check the Child Safety Seat underneath the coach to make room for ticketed passengers. In order to guarantee use of the adjoining seat, the space must be purchased at the discounted child fare.

You should ensure that your Child Safety Seat has been approved for use in a motor vehicle, and is used in accordance with the manufacturer's instructions.

It is the parent/guardian's responsibility to secure the Child Safety Seat to the bus seat with strapping or webbing that is approved by the Child Safety Seat manufacturer. The parent/guardian is responsible for providing the strapping or the webbing and should also secure the child in the Child Safety Seat with a manufacturer-approved lap and/or shoulder belt or harness. Many Jefferson Lines motorcoaches are equipped with 3-point seat belts that may be used to secure the child Safety Seat but Jefferson Lines does not provide special belts or harnesses for this purpose.

Thank you for choosing to ride with Jefferson Lines!

On Time Performance

Date: July 2, 2012

To: Jefferson Lines Employees
Agents

From: Kevin John

Re: On-Time Performance

One of the key components of our service that directly relates to customer satisfaction is on-time performance. All of our daily activities from washing the coach to operating an efficient ticketing and boarding process at our agencies and terminals contribute to on-time performance. Furthermore, there are several messages and procedures that you can convey to our passengers that will aid in the process.

1. If tickets are purchased in advance supply your customers with ID tags and ask that they be completed and attached to their luggage prior to bring baggage to the counter or coach side for checking.
2. Either in person or by phone request that passengers arrive at the agency, bus stop or terminal location at least 30 to 45 minutes prior to departure
3. **NEW:** Either in person or phone, inform customers that ticket sales will cease 10 minutes prior to scheduled departure or when the boarding process begins.
4. Schedules will not be held past the scheduled departure time for late *originating* passengers.

By working together with our customers we can provide an efficient and pleasurable experience that will get our passengers to their destinations on time!

REMEMBER: DELIVER WHAT WE PROMISE