



# **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](http://www.greyhound.com/en/baggage/locationrequest.aspx)
- Customers may begin their own tracer by emailing [baggage@jeffersonlines.com](mailto: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](http://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](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.