



## **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**

1. Record the date and time of arrival on the reverse side of the baggage claim check.
2. 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.
3. Attempt to contact the customer by telephone using the phone number on the baggage claim check or identification tag.
4. 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.*
5. For locations which use a baggage on hand log, record the pertinent information on the log.
6. **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.
7. **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.

