



## Recovery of luggage from BSO

The following information and video will discuss the proper process of signing out bags from the BSO. A quick review is provided below to help the driver understand the importance of signing out luggage properly.

When signing out luggage from a BSO, it is important to understand what you are doing. First and foremost, you are accepting responsibility for the luggage. It should always be treated in a way that protects it from theft and/or damage once in your possession. When signing out luggage, always focus on one delivery at a time. Review the paperwork for name, tag number(s) and description (BK22, BN20, RD25). Make sure the paperwork matches the bag(s) going with the paperwork. Always look at the luggage for possible damage and if there is any, document it on the Station and Vendor Copy of the BDO and ask the BSO agent to initial it. This is extremely important so we don't get blamed for any damage to luggage. If the name, tag number or baggage description does not match the bag tag and bag, request the BSO agent review it and make any changes necessary confirming the paperwork and bag(s) go together. Once you are done with this, sign the station copy (with any corrections/damage documented) and give this copy to the BSO Agent. There should be two additional copies of the same BDO. One (we will call this the "Vendor" copy) will be used to document when we picked up the luggage (along with any documented changes/damage) while the other (we call this the "Customer" copy) will be the drivers to retain to insure payment is received (verify this against your paystubs when you get paid). On the "Vendor" Copy, you will use the Company Stamp on both the bottom left and bottom right. On the bottom left, you will sign out the luggage by writing "SDS/Name/Driver Number" along with the date and time of pick up. The stamp on the bottom right will be used to obtain the passengers printed name, signature and date and time of delivery. This copy will be returned to the airport and filed in the filing cabinet provided by date of delivery. Before filing, put your initials/driver number on the top right of the "Vendor" copy. This helps in case another driver claims they made the delivery. Only the driver with their initials will get paid in any dispute between 2 drivers. These must be kept for 1 year so it is important to always return and file these the next time you come to work. The "Customer" copy is yours to keep. We recommend you file this in an orderly way at home so when you get paid, it is easy to compare these to your payment history to ensure you are being paid for all your deliveries. Watch the video link below to review this in more detail.

<https://www.youtube.com/watch?v=5sAypdS007Q>