



RBAGS System Updates

One of the critical elements associated with getting paid correctly from the airlines is invoicing of each delivery. To insure proper invoicing occurs for all your deliveries, you should sign onto WWW.RBAGS.COM each day you work and review your deliveries for that day. The following information should be reviewed / updated to insure each delivery is invoiced properly.

- 1) Verify date/time of pickup is correct.

- 2) Verify date/time of delivery is correct (must be more than 5 minutes after the pickup time)

- 3) Review Signature Field – If passenger signed for bag, the signature field will be blank. If someone other than passenger signed for bag, make sure that name is in the signature field. If not, click on “ADD”, enter their name and click on “SAVE”. (An example of this would be a “Front Desk Clerk” signing for bag. It is a requirement to always have the BDO Invoice show the person signing for the delivery if it’s someone other than the passenger)

- 4) Verify Zip Code is correct (this is how pricing is arrived at; so it is important to make sure the zip code is correct.

- 5) Verify cost of delivery appears. If this looks incorrect, please contact your district manager immediately to get verification.

- 6) If a delivery was not on WMS, it will not be in RBAGS. You should contact your District Manager ASAP to insure it is put in for payment. Not doing so will result in non-payment to both the driver and company.

- 7) If the driver fails to verify his/her delivery information within DART within 7 days, non-payment may occur.

Note: 90% of the deliveries will appear correct with no action required. It remains the responsibility of the driver to insure the 10% with issues are addressed correctly. Please contact your District Manager immediately with any/all potential issues so he/she can support you in getting them corrected for payment in a timely manner. Holding BDO’s beyond 7 days without proper invoicing may result in non-payment.

https://www.youtube.com/watch?v=6G-yg_0BL-8