



海南航空地面业务提示

Ground Service Operation Tips

地面业务中心

Ground Service Business Center

编号 SA NO	执行日期 EFFECTIVE DATE	编写人 HANDLE BY	审批人 ISSUED BY
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主送 SEND TO	海航股份地面保障单位、飞航地服、境内地服供应商 All Ground Service Units of the International routes of Hainan Airlines		
抄送 COPY TO	服务部 Service department		
掌握程度 LEVEL ATTAINED	<input type="checkbox"/> 了解 <input type="checkbox"/> 掌握 <input checked="" type="checkbox"/> 执行		

【CS】关于前往俄罗斯旅客托运行李 相关要求的业务提示

海航地面保障单位、飞航地服、境内地服供应商：

近期我司俄罗斯航线发生多起因俄罗斯海关对于托运行李的特别要求而导致的旅客投诉事件，为规避风险，现下发此业务提示，请各单位遵照执行。

一、背景介绍

根据俄罗斯海关相关规定，旅客个人名下入关托运行李总额不能超过 50 公斤，超出部分需要交每公斤 4 欧元的罚款。

如旅客行李晚到，必须在到达俄罗斯时前往机场行李服务处备案并填写行李事故单，否则后续行李速运到位提取时，需向海关缴纳每公斤 4 欧元的服务费。



二、适用航班范围

本规定适用于下列海航/大新华航空自营航班。

- (一) 直达航班: 北京-莫斯科/圣彼得堡。
- (二) 联程航班: 境内始发站-北京-莫斯科/圣彼得堡。所有航段在同一 PNR 下。
- (三) 非联程航班: 境内始发站-北京, 北京-莫斯科/圣彼得堡。航段分属不同 PNR。

三、应对方案

托运行李限额	A, 若通过查询系统, 或经旅客告知后得知旅客后续航班为海航北京-莫斯科/圣彼得堡, 无论旅客是否搭乘联程航班, 均需确保单个旅客名下托运行李重量最大不超过 50KG。俄联邦公民在境外居住超过 6 个月以上的除外。 B, 从北京始发前往莫斯科/圣彼得堡旅客的托运行李要求同上。
托运行李直挂	A, 如旅客从俄罗斯转机前往白俄罗斯或哈萨克斯坦, 行李只托运到莫斯科/圣彼得堡。旅客需在莫斯科/圣彼得堡自行提取行李清关。 B, 如旅客从俄罗斯转机前往其他国家, 托运行李必须挂至终点。
行李延误备案提示	A, 如境内始发站航班延误导致旅客在北京 MCT 不足, 始发站及北京地服人员需在登机前告知旅客到达俄罗斯后若发现行李未到, 务必在行李查询处备案并填写事故报告单, 以避免多缴纳费用。 B, 北京-莫斯科/圣彼得堡航班起飞后如确认行李漏运, 北京飞航需将相关信息记载在国际航班保障单中发送至莫斯科/圣彼得堡场站运行经理及地服代理。 C, 如提前得知行李延误信息, 莫斯科/圣彼得堡运行经理需监督地服代理找到相关旅客并协助其做好备案工作。

本业务提示立即生效, 请各单位组织学习并遵照执行。

特此通知。

海南航空股份有限公司
服务部地面业务中心
2017 年 08 月 04 日



【CS】 Business Tips: Special Requirements of Russia Custom on Checked-in Baggage

Hainan Airlines Ground Services Units, Sinoport, Domestic Ground Services

Suppliers of Hainan Airlines:

Recently we received several passenger complaints resulted from the special requirements of the Russia Custom on checked in baggage, in order to prevent such cases from happening again now issuing this business tip. All concerned units please learn and comply.

I. Background Introduction

According to the regulation of the Russia Custom, the checked in baggage allowance of each passenger can bring into Russia is limited to maximum 50 KGs per person. Passenger will be fined 4 EURO for each kilo of excess part.

Meanwhile, passenger must report to the baggage service office of the arrival airport and complete the PIR in case their checked in baggage get delayed. Otherwise they will be charged 4 EURO service fee by Russia Custom 4 EURO for each kilo of checked in baggage.

II. Applicable Scope

This business tip is applicable to all the following HU/CN flights.

- (I) Direct flight: Beijing - Moscow/St.petersburg.
- (II) Connecting flight: Domestic departure station - Beijing - Moscow/St.petersburg , all segments under same PNR.
- (III) Non-connecting flight: Domestic departurer station - Beijing, Beijing - Moscow/St.petersburg, segments under different PNRs.

带格式的: 缩进: 左侧: 0 厘米, 位置:
水平: 居中, 相对于: 页边距, 垂直:
4.6 字符, 相对于: 页边距, 水平: 1.8
字符, 周围环绕



III. Response Plan

Limitation on checked in bag weight	<p>A, Once noticed in system or informed by passenger that they have connection flights to Moscow or St. Petersburg, domestic departure stations shall ensure the maximum checked in baggage weight under one passenger name is no more than 50 KGs. The only exception is Russia Fed. Citizen who have lived abroad for more than 6 months.</p> <p>B, Above requirements are applicable to direct flight from Beijing to Moscow /St.petersburg also.</p>
Bag tagging	<p>A, For passenger transiting in Russia Fed. to Kazakhstan or Belarus, their bag shall be tagged to Moscow or St. Petersburg. Passenger are required to clear custom in Moscow or St. Petersburg.</p> <p>B, For passenger transiting in Russia Fed. to other countries, their baggage must be tagged to the final destination.</p>
Ensure PIR filed in case bag delay	<p>A, In case passenger MCT in domestic transit station is not enough due to flight delay in domestic departure station, ground staffs in both departure station and Beijing station shall remind passenger to report to bag service office and complete PIR once find their bag get delayed, thus to avoid extra charge from Russia custom.</p> <p>B, Once confirm bag has been left behind after flight from Beijing to Moscow /St.petersburg departed, Beijing station shall record relevant information in flight information form and send to operation manager and ground supplier in Moscow or St. Petersburg.</p> <p>C, If notified of delayed bag information, Moscow or St. Petersburg operation manager shall ensure staff of ground supplier to find concerned passenger and complete PIR filing.</p>

This business tip is effective immediately.

Hainan Airlines Service Department
, Ground Business Center
04 AUG 2017