



d 海南航空地面业务提示

Ground Service Operation Tips

地面业务中心

Ground Service Business Center

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DF-2017-101	2017-8-25	杨晨	杨鸥
主送 SEND TO	海航各基地/分公司/现场保障室/场站、飞航地服、各境内地服供应商，莫斯科/圣彼得堡办事处/地面供应商 All Ground Service Units of of Hainan Airlines, Sinoport, All Ground Services Suppliers of Hainan Airlines, Hainan Airlines Offices and Ground Services Suppliers in Moscow/St.petersburg.		
抄送 COPY TO	服务部、市场部 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】关于俄罗斯航线托运行李补充要求的业务提示

海航各基地/分公司/现场保障室/场站、飞航地服、各境内地服供应商，莫斯科/圣彼得堡办事处/地面供应商：

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关税及清关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，旅客个人名下入关免税托运行李总额限为 50 公斤，超出部分需要交每公斤 4 欧元的关税。在境外居住超过 6 个月以上的俄罗斯公民，以及持有外交护照的旅客不受此限制。



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 欧元的关税。

二、适用范围

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	<p>A, 对于搭乘联程或非联程航班的旅客，若通过查询 SIM 或离港系统，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，则单个旅客名下托运行李重量一般不超过 50KG。在境外居住超过 6 个月以上的俄罗斯公民，以及持有外交护照的旅客不受此限制。</p> <p>B, 如因实际情况可能导致个别旅客需在个人名下托运超过 50KG 的行李，如商务舱、金鹏高端会员等有额外行李额度的高端旅客，购买了额外行李额度的经济舱旅客，以及家庭或团体出行的经济舱旅客等，可充分告知其俄罗斯海关收取关税的规定，旅客同意后方可进行托运。</p> <p>C, 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。</p>
托运行李直挂	<p>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。</p> <p>B, 如旅客从俄罗斯转机前往其他国家，在同一机场中转时，托运行李必须挂至终点。</p>
行李延误备案提示	<p>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，如到达俄罗斯后发现行李未到，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。</p> <p>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。</p> <p>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。</p>

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25日

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

All Ground Service Units of of Hainan Airlines, Sinoport, All Ground Services Suppliers of Hainan Airlines, Hainan Airlines Offices and Ground Services Suppliers in Moscow/St.petersburg:

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 charged 4 EURO as tariff for each excess kilo. Russian citizen living overseas for more than 6 months and passenger travelling with diplomatic passport are exempt from the restriction.

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 tariff 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 departure station - Beijing, Beijing - Moscow/St.petersburg, segments under different PNRs.

III. Response Plan

Limitation on checked in bag weight	<p>A, For passenger holding connection or separate tickets, once noticed in SIM or DCS system or informed by passenger that they have HU connection flights from Beijing to Moscow or St. Petersburg, generally domestic departure stations shall ensure the maximum checked in baggage weight under one passenger name is less than 50 KGs. For high-end passengers such as business class, or fortune wings club elite member, as well as economy class passenger who requests to check in more than 50 KGs</p> <p>B, In some occasions it might be unavoidable that certain passenger may request to check in more than 50KGs baggage under their name, for instance high-end passengers including business class, fortune wings club elite member, economy class passenger who purchased EB allowances, family and group passengers, etc. It is recommended to inform passenger about the tariff requirement on baggage of Russia Custom and obtain passenger consent before accepting the baggage.</p> <p>C, 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 if transit in same airport.</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>



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 after flight arrival

This business tip is effective immediately.

Hainan Airlines Service Department
, Ground Business Center

25 AUG 2017