

spiritTM
LESS MONEY. MORE GO.

Bag Swap



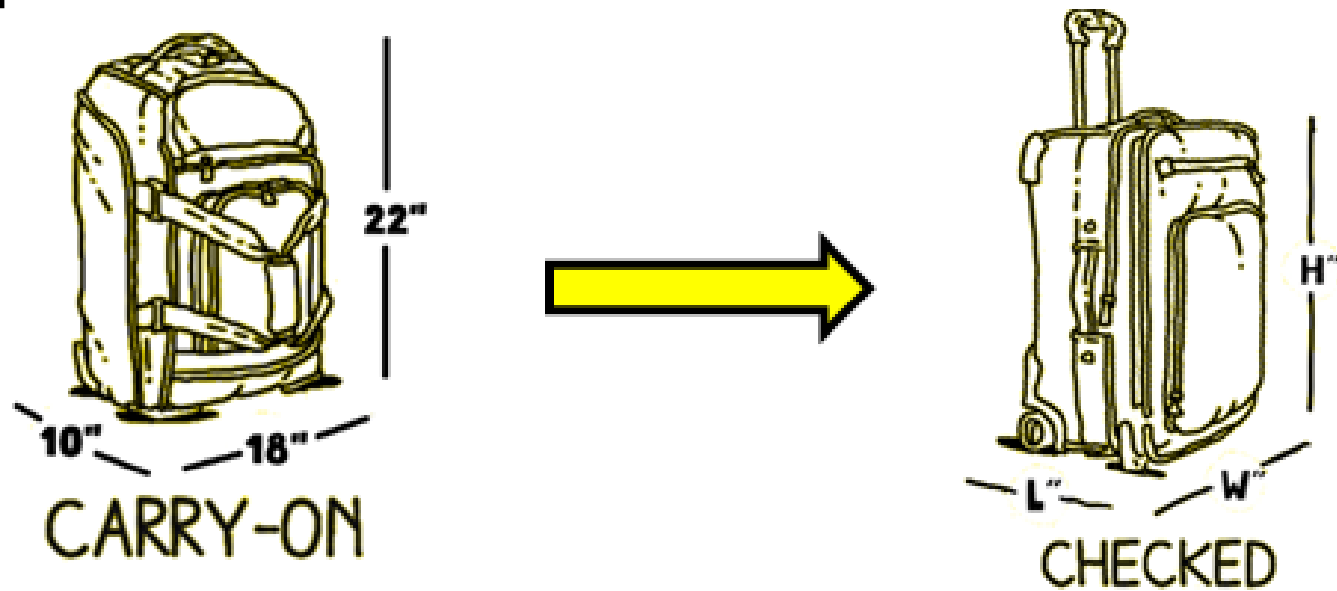
Incorrect baggage
purchase



This process outlines the handling procedures for Guests who bought the wrong bag and want to swap it out with another.

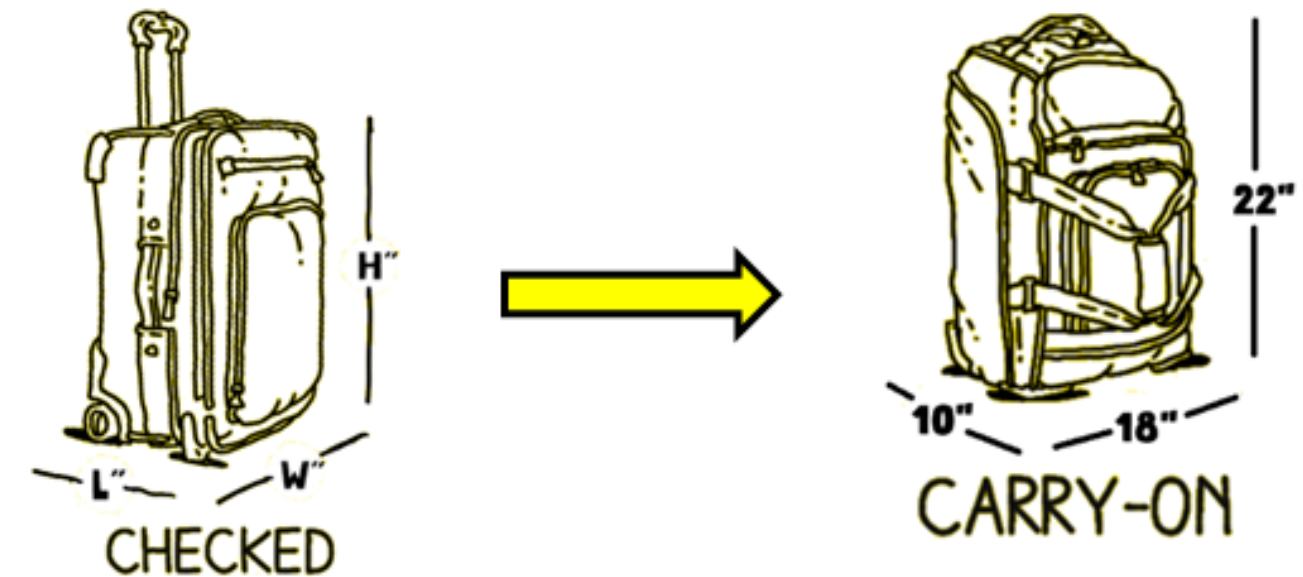
There are two main scenarios we can find:

1



**Swapping from a carry-on
to a checked bag**

2



**Swapping from a checked bag
to a carry-on**

1

Guest purchased a carry-on bag, but needs to switch it to a checked bag:

- Delete the bag from the PNR. This will display as a credit
- Go to the Bag-O-Tron to check the path chosen when purchasing the initial bag and then determine the cost of the new bag

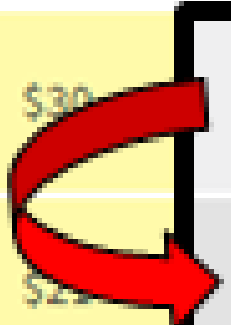
You can find the Bag-O-Tron in the link below:

<https://www.spirit.com/optional-services>

EX: If Guest bought the carry-on bag during booking for \$39, we will charge \$32 for their checked bag.

	DURING SPIRIT.COM BOOKING	BEFORE ONLINE CHECK-IN	DURING ONLINE CHECK-IN	AIRPORT / GROUP DESK / RESERVATION CENTER	AT GATE
Carry-On Bag	\$30	\$39		\$59	\$65
1st Checked Bag	\$25	\$32		\$52	\$65
2nd Checked Bag	\$31	\$42	\$41	\$52	\$65
3rd-5th Checked Bag	\$76	\$87	\$86	\$97	\$100

If customer paid \$39 for the carry-on, credit their account for \$39 then charge them \$32



Offer to upsell seats with the remaining balance or preserve as a Future Travel Credit for the Guest.

2

Guest bought a checked bag, but wants to switch to a carry-on bag:

- Delete the bag from the PNR. This will display as a credit
- Go to the Bag-O-Tron to check the path chosen when purchasing the initial bag and then determine the cost of the new bag

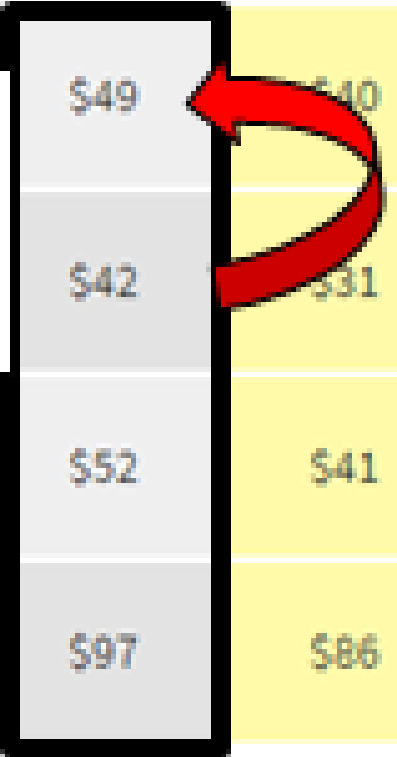
Again, you should be always checking utilizing the Bag-O-Tron as a reference:

<https://www.spirit.com/optional-services>

EX: If Guest bought their checked bag for \$42 during the online check-in process, we would charge them \$49 for their carry-on bag.

	DURING SPIRIT.COM BOOKING	BEFORE ONLINE CHECK-IN	DURING ONLINE CHECK-IN	AIRPORT / GROUP DESK / RESERVATION CENTER	AT GATE
Carry-On Bag			\$49	\$59	\$65
1st Checked Bag			\$42	\$52	\$65
2nd Checked Bag	\$31	\$42	\$41	\$62	\$65
3rd-5th Checked Bag	\$76	\$87	\$86	\$100	\$65

If customer paid \$42 for the carry-on, then charge them \$7 more for the checked bag



Collect a form of payment for the difference



REMINDERS

1

Offer seat assignments or upsell the Big Front Seats with any credits remaining on the PNR.

2

If correct amount is not shown, override to correct the amount from the Bag-O-Tron.

3

Be sure to use the correct SSR in SkySpeed, depending on the path the Guest bought the original bag.



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SSR	SSR Value	Description	Nest	Nest Value	Price
BGW3	1	Checked Bag 3 - Online Check In (Guest)	BAGS	248	\$ 194.00 US...
BGW4	1	Checked Bag 4 - Online Check In (Guest)	BAGS	248	\$ 194.00 US...
BGW5	1	Checked Bag 5 - Online Check In (Guest)	BAGS	248	\$ 194.00 US...
BGZ1	1	Checked Bag 1 / Manage Travel	BAG1	219	\$ 70.00 USD...
BGZ2	1	Checked Bag 2 / Manage Travel	BAGS	248	\$ 90.00 USD...
BGZ3	1	Checked Bag 3 / Manage Travel	BAGS	248	\$ 180.00 US...
BGZ4	1	Checked Bag 4 / Manage Travel	BAGS	248	\$ 180.00 US...



Thank you!

Now, let's get back to work.