

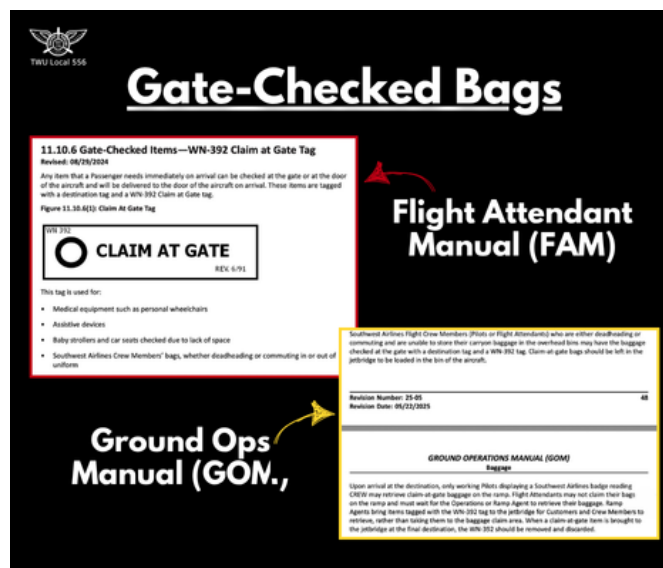
Fast Fact Friday

Gate-Checked Bags

Friday, June 27, 2025

Q1: “I had to run and catch my deadhead, and the Ops Agent is telling me I need to check my bag. Should my suitcase be gate-checked?”

Yes. Per our Flight Attendant Manual (FAM) 11.10.6 and the Ground Operations Manual (page 48-49), SWA Flight Crew Members (Pilots and/or Flight Attendants) who are either deadheading or commuting may gate-check their bag(s) with a WN-392 tag.



Q2: “When I get to my destination, do I need to go down and get my bag on the ramp?”

No. Only working Pilots, and badged Ops Agents or Ramp Agents may bring an item tagged with the WN-392 tag to the jetway. Once the appropriately badged Pilot, Ops Agent, or Ramp Agent brings your suitcase to the jetway, they will remove and discard the WN-392 tag.

Q3: “I’m commuting out of uniform. Can I still gate check my bag?”

Yes! Flight Attendants and Pilots who are deadheading or commuting may gate-check their bag whether they're in uniform or not.

Q4: “I’m commuting and the Ops Agent is telling me that they won’t put a WN-392 tag on my bag. What should I do?”

Professionally remind them that per the Ground Operations Manual (GOM) and our Flight Attendant Manual (FAM), Flight Attendants commuting into work who are required to check their bag due to not having available overhead bin space should have their luggage tagged with a WN-392 tag and brought to the jetway at arrival. If there continues to be issues in getting your bag gate-checked, please write an Irregularity Report (IR) and contact TWU Local 556 to ensure Management and the Union can ensure communication to all applicable parties can be done.

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Q5: “The Ops Agent put a WN-392 tag on my bag. However, when we got to my destination, the Captain went down to grab my bag and it had been sent to baggage claim. When I grabbed it from baggage claim, the WN-392 had been torn off. What should I do?!?”

Write an IR and contact TWU Local 556. While SWA and our respective Unions have communicated the procedures for Crew gate-checked luggage, there can still be miscommunication and co-headers who have been told different (but incorrect) procedures. In order to ensure the correct SWA procedures are followed as written, reports of noncompliance are important so issues can be addressed as soon as possible.

TIP: When gate-checking a bag while deadheading or commuting, snap a quick picture with your boarding pass and WN-392 tag. This can be attached to an IR if your gate checked bag is not brought to the jetway as is SWA procedure.

