



Cuts baggage mishandling with end-to-end tracking and reconciliation

SITA Bag Manager is a real time baggage management and reconciliation system. This system helps airlines, airports and ground handlers reconcile, track and manage departure and arrival baggage throughout the airport. SITA Bag Manager is available as a local, onsite or multi-airport hub installation. It is also available through SITA's ATI Cloud for quick implementation with no onsite server equipment required. This makes it ideal for use even at low-medium baggage volume locations.

BACKGROUND

Costs of mishandled bags

Every mishandled bag costs about US \$100 to return it to its owner. Even if an airline has a 1% mishandled bag rate, costs quickly add up.

Flight delays due to offloading bags

When a checked-in passenger fails to board the aircraft, their bags must be offloaded for security reasons. This process involves searching through a large number of bags.

Baggage staff do not have up-to-date information about flights and bags

SOLUTION

- SITA Bag Manager tracks every bag that is loaded onto a plane, a ULD or a cart. It scans and evaluates the characteristics of each bag against the flight parameters to ensure bags are loaded onto the correct plane.
- If a bag needs to be offloaded, it can be easily located and removed to minimize or avoid delays. By scanning every bag, SITA Bag Manager can quickly tell you where each bag currently is – plane, ULD or cart.
- Staff are provided with mobile wireless devices to access real-time information about all flights and bags at the airport

BENEFITS

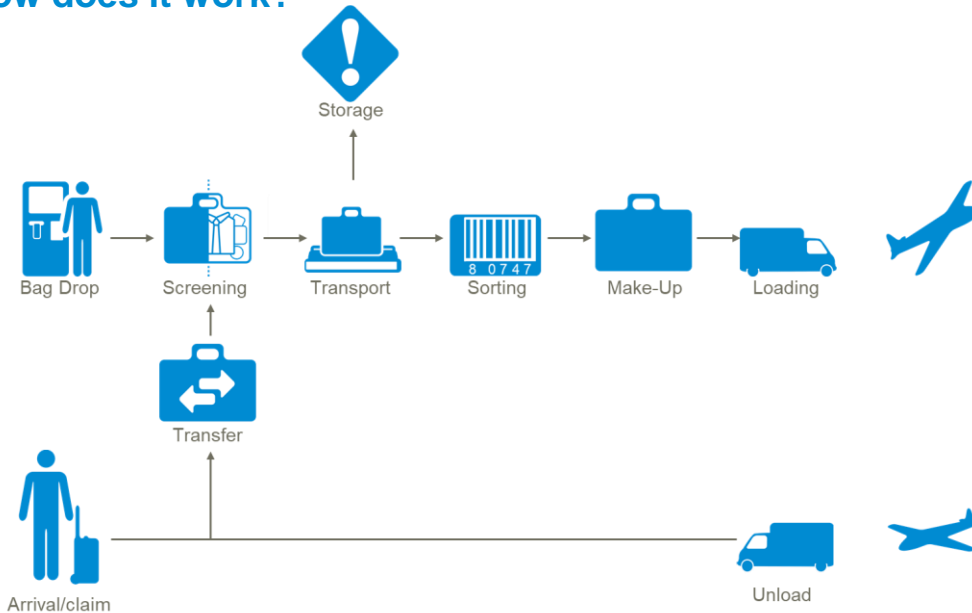
- Checking that bags are loaded correctly reduces the number that go astray. This reduces the airline's costs for mishandled bags.
- Flight delays are minimized as every bag on the aircraft can be located. Less flight delays save direct gate parking costs and improve customer satisfaction. This helps to ensure on-time departures so passengers can make their connecting flights.
- The automation of baggage management provides a powerful solution for delivering optimal efficiency, as well as saving time and money

RESULTS

20%
reduction in the number of mishandled bags after SITA Bag Manager was introduced in a major European airport

85+
customers
at
200+ airports
reap the benefits of SITA Bag Manager

How does it work?



- After check-in, bags are security screened and transported to the loading area on a baggage handling system
- At the loading area, the bag tag is scanned with a SITA Bag Manager mobile device. An 'OK' or 'Not OK to load' response is given to the user.
- The bag is loaded as appropriate and the flight departs
- When a flight arrives, bags are unloaded and scanned to measure the handling agent performance
- They are sorted into 'terminating bags' to be delivered to passengers or transfer bags that must be transported to an outbound flight

CASE STUDY

A major European airport had a typical mishandled rate of just over 1% of bags. This incurred a cost of around US \$10 million per year to its airline tenants.

Some 50% of the problem bags were associated with weather delays or aircraft technical delays.

Following the introduction of SITA Bag Manager, the rate of mishandled transfer bags dropped by 20%. This was along with a 15% drop in the number of mishandled bags checked in at the airport.

The airlines at that airport saved US \$1.75 million in direct costs alone.

Airlines reported fewer delays and less schedule disruption, representing a considerable intangible saving.

SOLUTION COMPONENTS

- 1. Fully managed support:** SITA Bag Manager is available globally and is supported by baggage experts
- 2. 24/7/365 management and monitoring:** Monitored in SITA's Baggage Center of Excellence
- 3. An intuitive user interface:** A graphical user interface, available in many different languages, makes extensive use of layout, color and sound to provide an intuitive experience
- 4. Mobile solution:** Mobile wireless devices provide baggage staff with accurate, real-time information about all flights and associated bags
- 5. High-availability servers:** With an availability of more than 99.95%, customers can be assured that SITA Bag Manager will be continuously up and running. It can be delivered either via SITA's ATI Cloud or onsite equipment.
- 6. Interfaces with other systems:** SITA Bag Manager integrates seamlessly with:
 - Airport flight information display systems (FIDS) to receive flight data
 - SITA Bag Message to receive bag information messages (BIMs)
 - WorldTracer® to provide bag tracing functions