

BAGGAGE ALERTING AND REPORTING SYSTEM



Building Modern Enterprises

Business Need & Benefits

Business Need

Baggage Alerting and Reporting solution is a state of the art online web-based real time baggage tracking application that allows airlines to track the bags from the time customer checks in the baggage to the time customer collects the baggage at claim area for both connecting and terminating flights.

Benefits

- Web based tool will allow users the ability to track bags by departure or arrival based on real time information.
- Single source of consistent, reliable and real-time baggage information across the entire network
- Creation of baggage data repository will enable further analysis.
- Proactive alerts enable Business Group to act, PAX is notified about their baggage location – enhanced experience
- Enable management to understand individual Ground Handling Agents performance statistics.
- Customer satisfaction and increase client's customer confidence.
- Reduce system downtime and cost due to production issue.
- Improve brand positioning: The airport is more attractive to airlines, and public perception is improved through operational efficiency and increased security levels.

Sample Reports

- ❑ The **Multiple Flight Summary Report** for Departures/Arrivals allows users to view the real time status or past seven day's status of the bags giving the count of number of bag tags issued , the number of through bags, bags that have been scanned on to the flight ,the number of bags that have not been scanned onto the flight but the passenger has boarded the plane , number of bags not scanned on to the flight and also the % of bags that have been scanned for all the flights leaving the station for time range and date selected by the user.
- ❑ The **Single Flight report** allows the users to track all bags on a flight giving the specific flight number as search criteria for flights arriving/departing at the station for time range and date selected by the user.
- ❑ The **Bag Itinerary report** provides the detailed information about bags' actual and current itinerary and also all the actions performed on the bag.
- ❑ The **Claim Area Summary Report** allows the users the ability to monitor total delivery time (from block IN time) for “all” bags and “Priority” bags arriving in a claim area from a specific flight. This report for “All” Bags allows users to view first bag claim scan time, last bag claim scan time, the count of number of terminating bags, the number of scanned bags, the number of unscanned bags, the number of terminating bags within a defined timeframe and the % of bags within that time that have been scanned at the Claim area.
- ❑ **Duplicate tag alerts** are the ones that occur due to same Tag number issued for multiple bags on a same day. The systems would now start to show these alerts to enable the user to monitor these bags and avoid possible passengers arriving without bags (PAWOBS).
- ❑ **Region scan performance summary report** gives the bag scanning statistic based on Total local issued bags tags , Total local issued scanned bags , Total local issued not scanned bags , variance, scan % , MTD Scan % , Prev Month Scan % to measure against corporate performance goals of baggage handling.

Happy to help

