

A yellow SITA suitcase is positioned in the foreground on the left side of the frame. The suitcase is upright with its handle extended. The background is a blurred airport terminal with large pillars and a blue carpet.

SITA

Modernizing Baggage:

Every
Bag
Matters

Alexandr Lichý
Head of Baggage SST

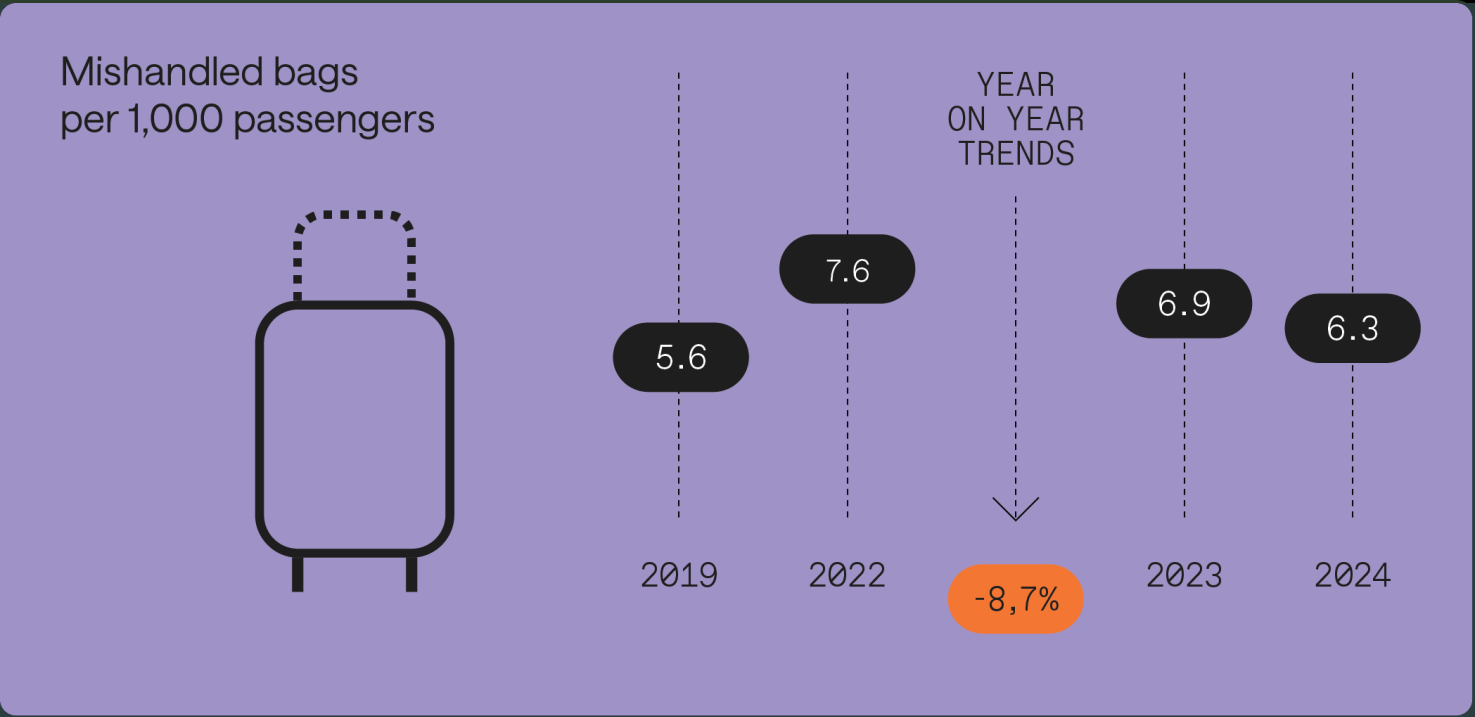
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A photograph of an airport tarmac under a cloudy sky. In the foreground, a red rolling suitcase sits on the dark asphalt. In the background, a ground crew member in a high-visibility vest is operating a small orange service vehicle. To the left, a jet bridge is visible. Two orange traffic cones are positioned on the right side of the frame. The overall scene is slightly blurred, emphasizing the text overlay.

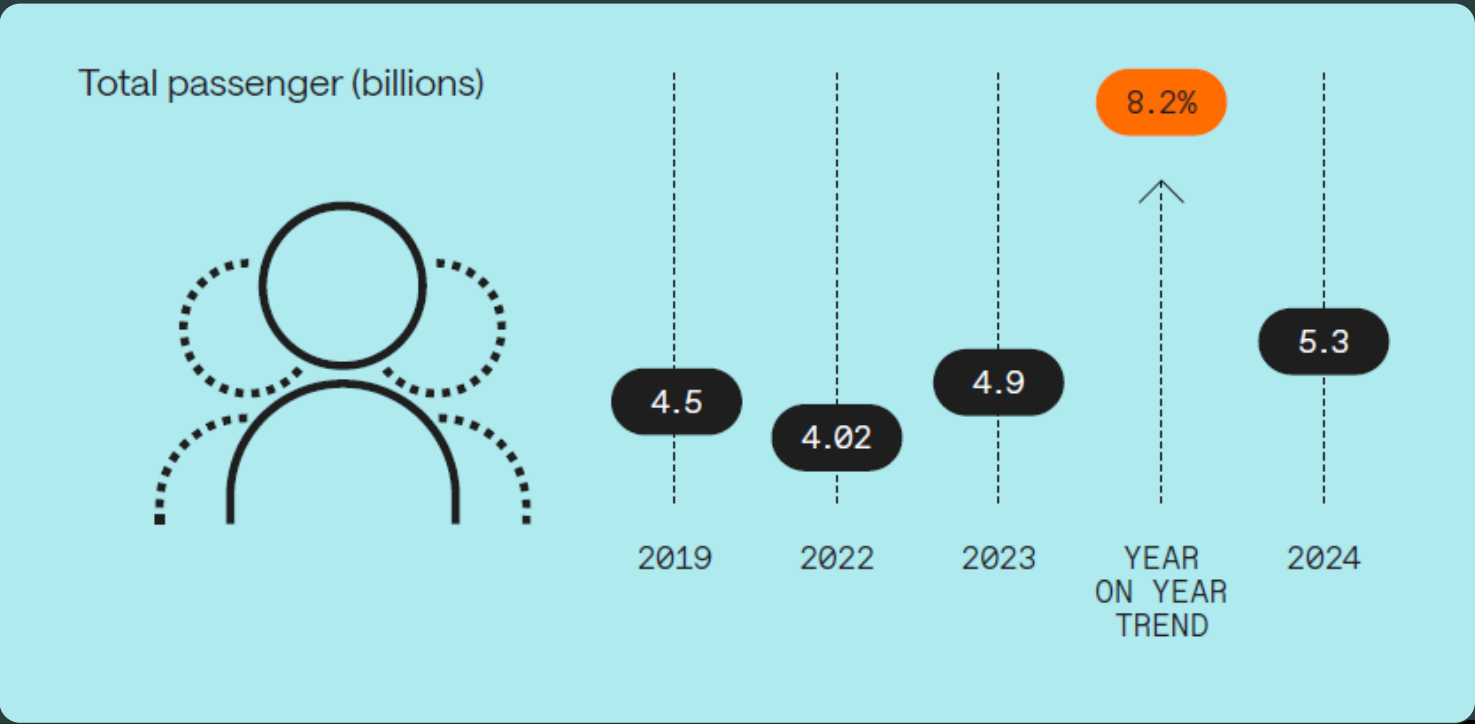
2024 Baggage Performance

2024 Results:

Mishandled Baggage Rates



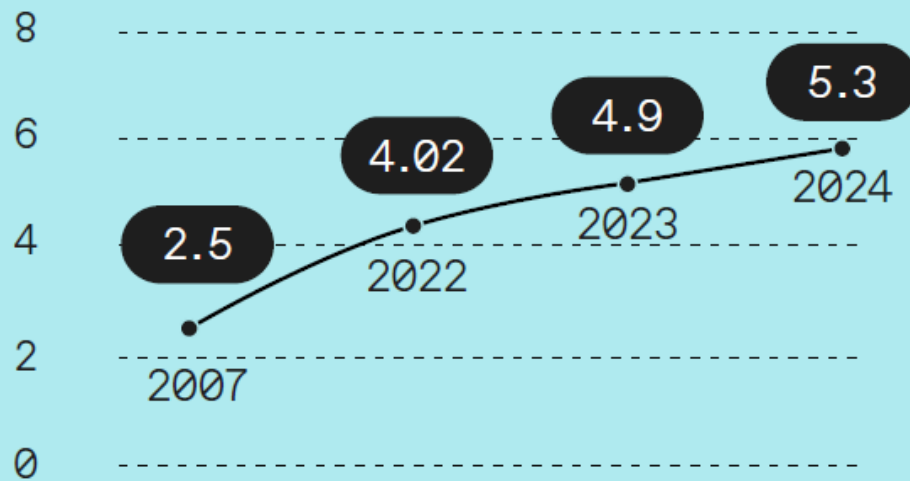
Passengers Enplaned



Long-Term Trends:

Passengers Enplaned

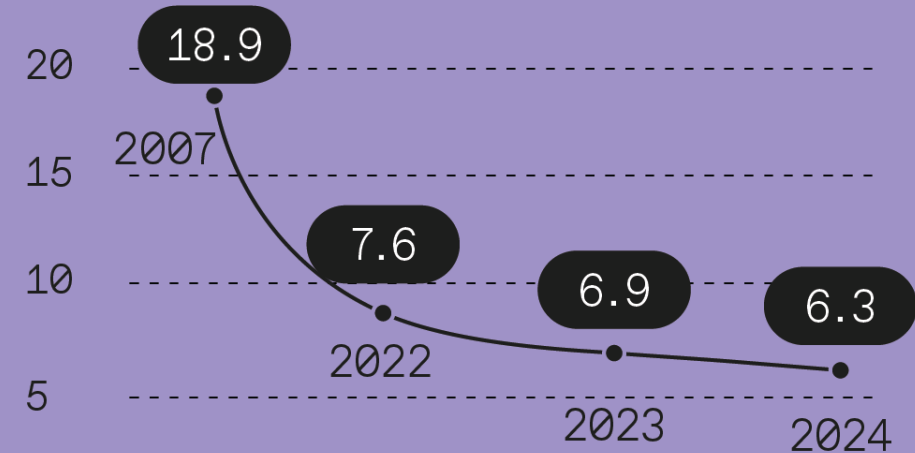
Total passengers
(billions)



LONG-TERM TREND 114%

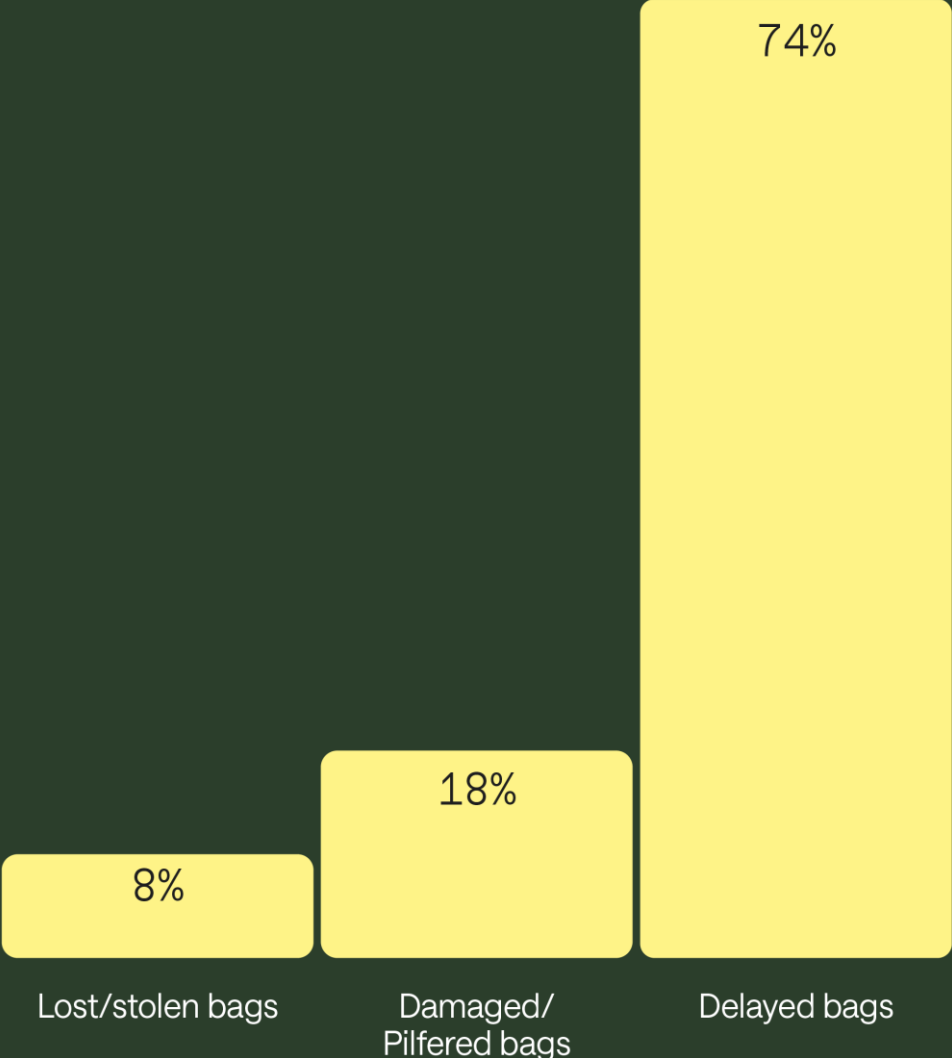
Mishandled Baggage Rates

Mishandled bags
per 1,000 passengers

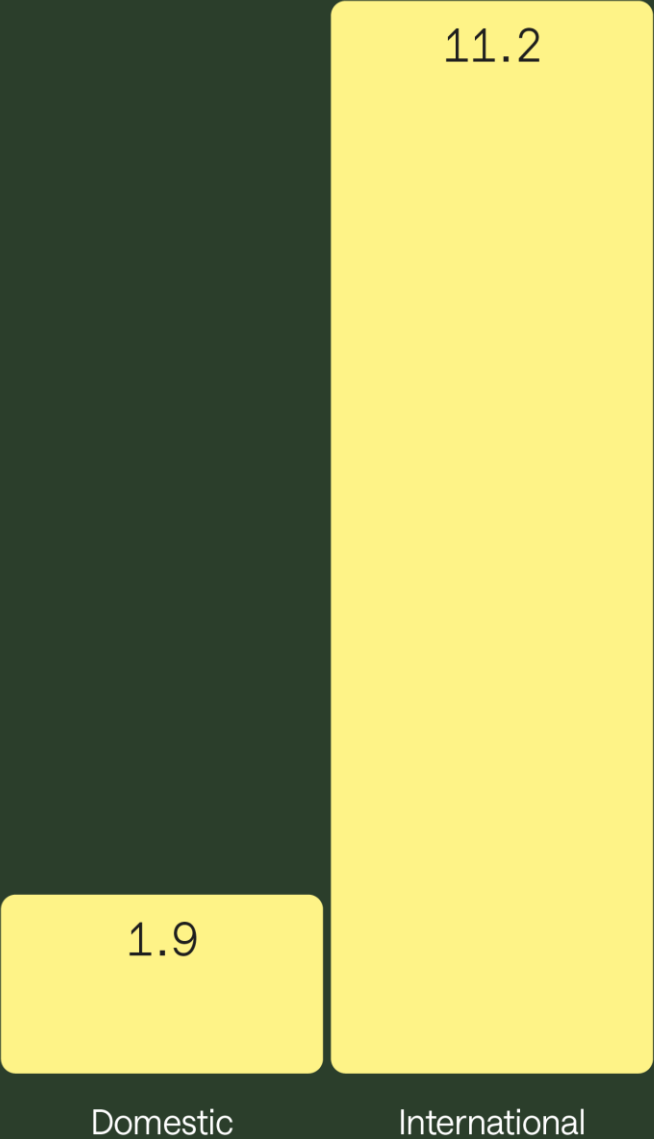


LONG-TERM TRENDS -67%

Breakdown on mishandled bags

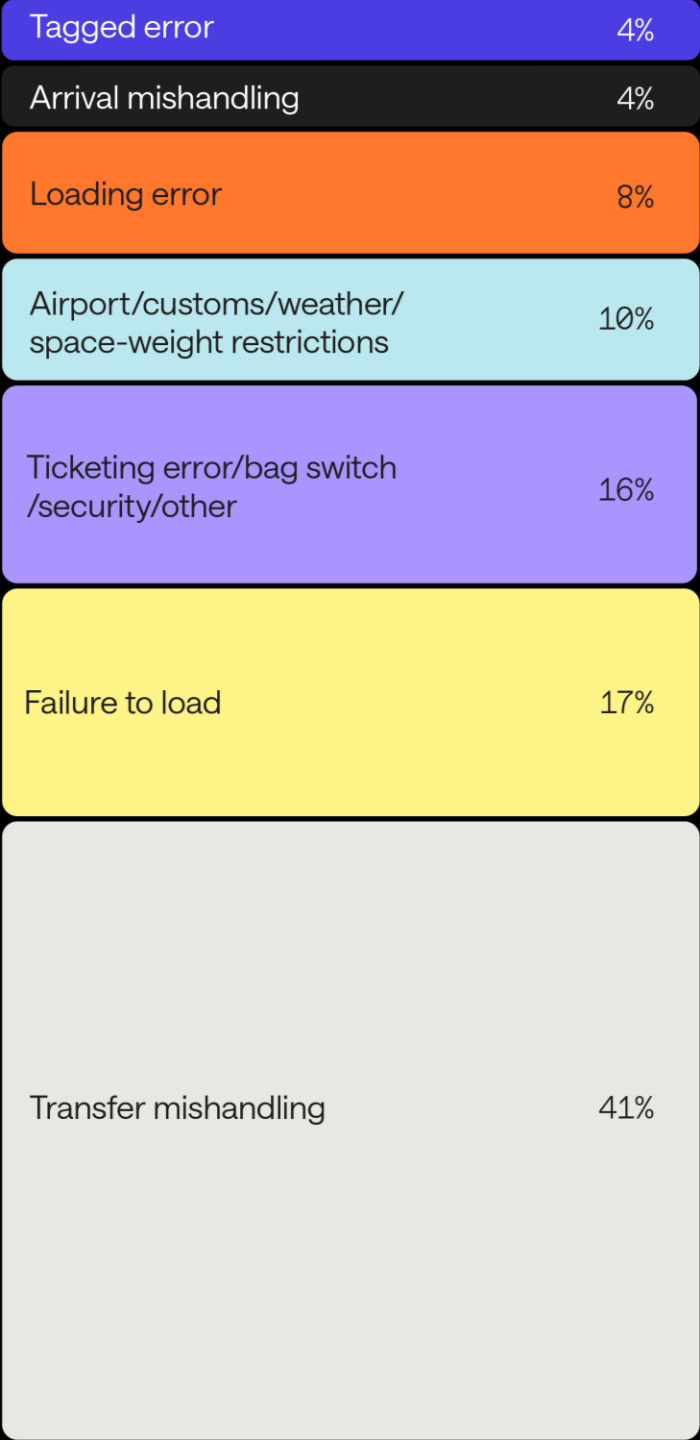


Mishandled bags per 1,000 passengers globally



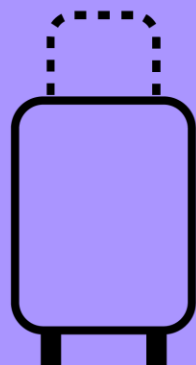
2024 Results:

Reasons for Mishandling



Results Per Region

EUROPE



16.60

2007

-26%

12.3

2024



N AMERICA



7.05

2007

-22%

5.5

2024



ASIA



3.05

2007

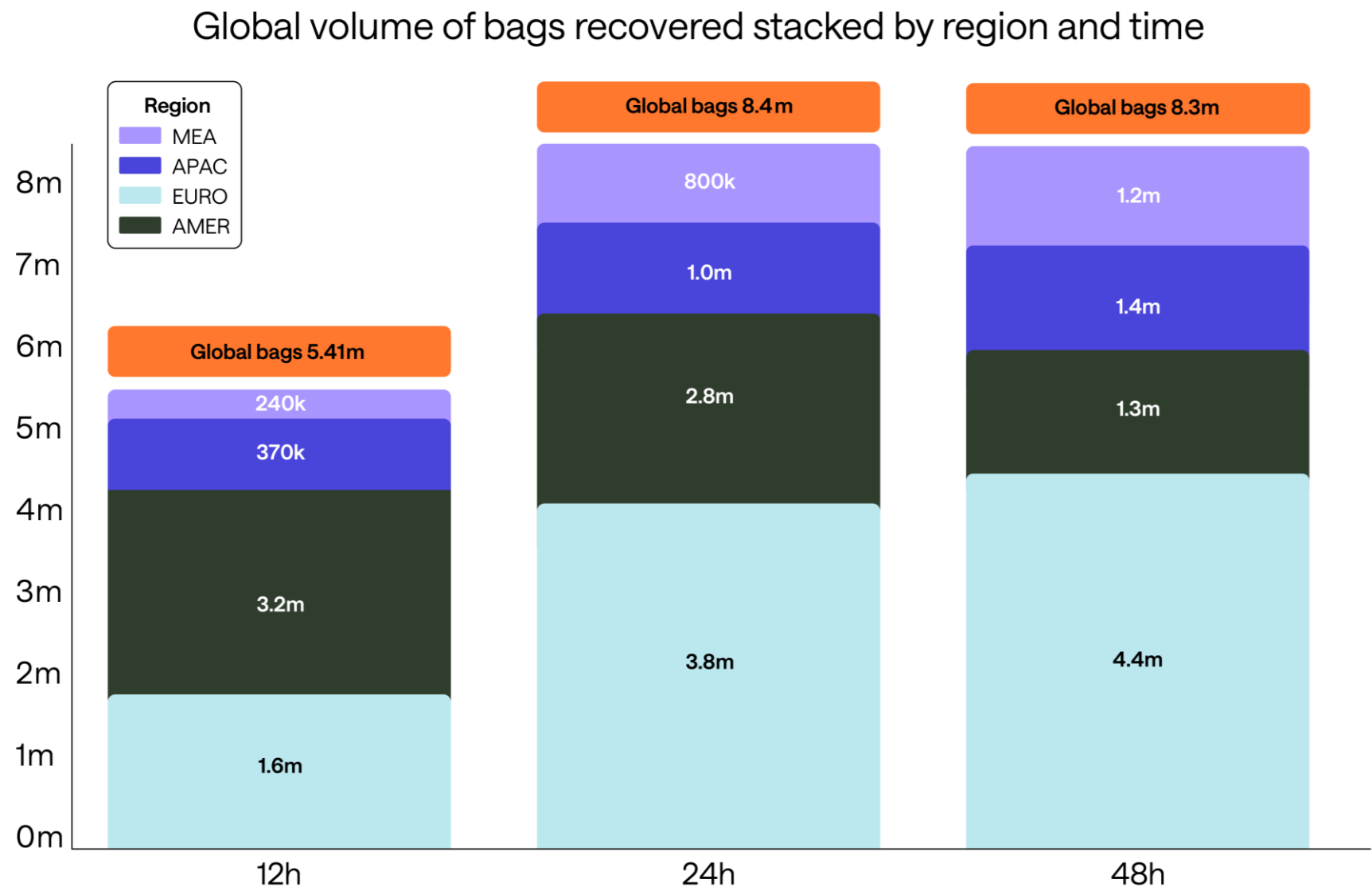
+1.6%

3.10

2024



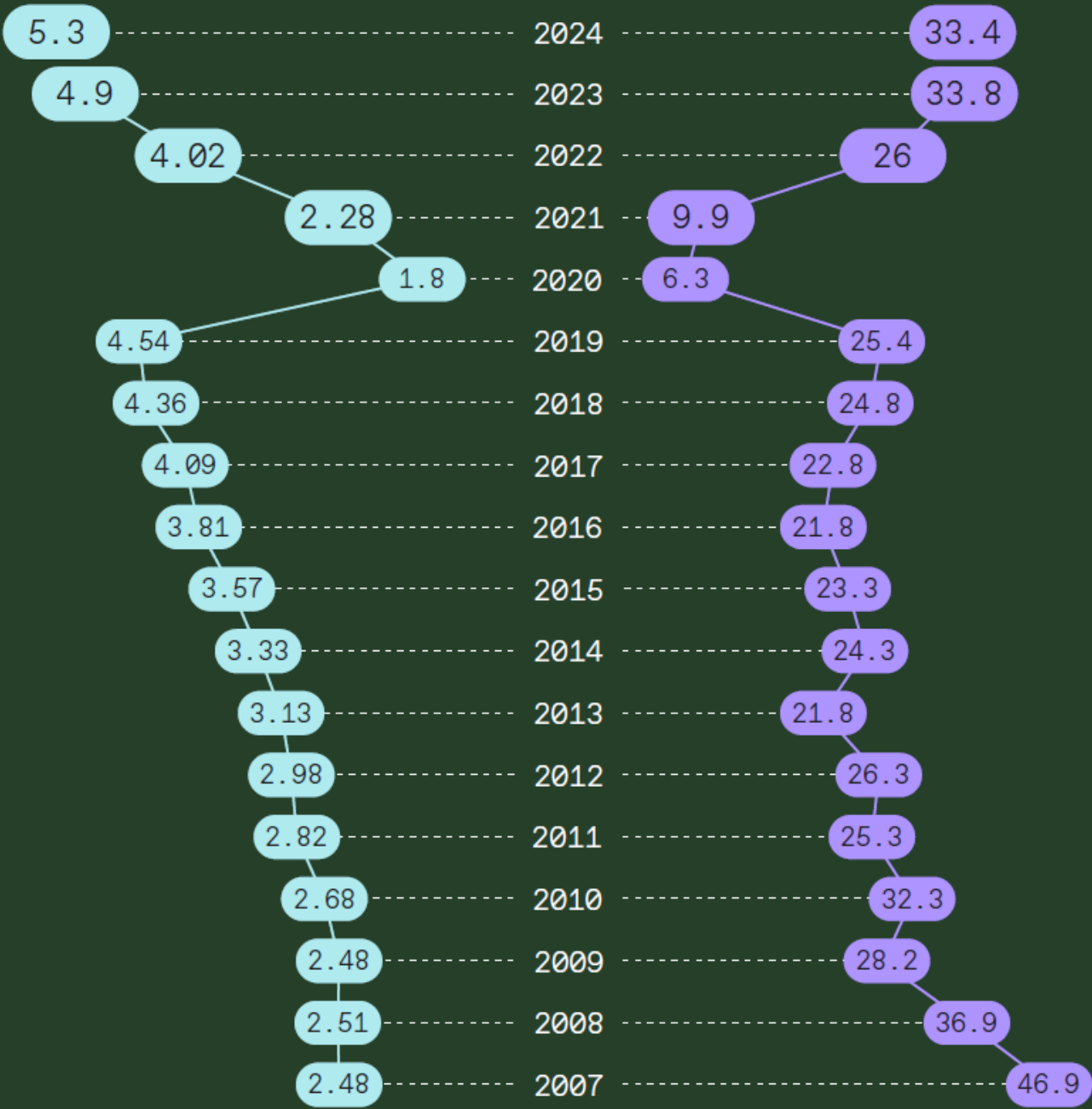
2024 Results: Repatriation Times



2024 Totals:

Passengers Enplaned

Bags Mishandled





Solution: Innovate

Baggage Reconciliation: Bag Manager v7

New generation available now:

- Redesigned system architecture
- Responsive and customizable UI
- Enhanced self-configuration
- Native Android application

Supports >30 HHTs, wearables

Roadmap packed with innovations

Started migrations from v6 to v7

The image shows the SITA Bag Manager web interface and a mobile app interface. The web interface displays a table of flight data with columns for Flight T1, Date & STD T1, ETD T1, Route T1, Due T1, Exp. T1, Seen T1, Lded T1, On A/C T1, OK T1, N OK T1, Inb T1, Local T1, Rush T1, UNK T1, Onw T1, and To Off T1. The mobile app interface shows a 'Load Bag into HOLD' screen with fields for Flight ID (XS1101), Date (01JAN), and Bag (5). It also displays a 'OK LOADED ON A/C' confirmation screen with flight details: Flight XS1101, Date 01JAN, Bag Route LHR, Class ECON, Lseq 1, Comments -, PSN 009, Surname WALKER, and Categories -.



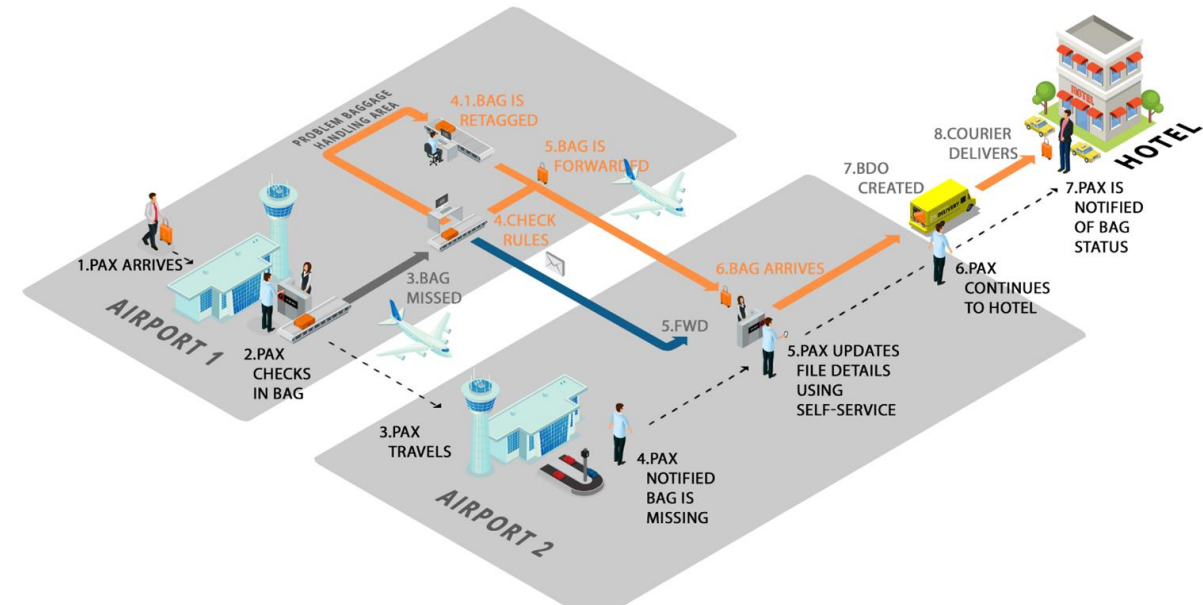
Automating Repatriation: WTR AutoReflight & AutoNotify

Ultimate automation in action:

- Reflights up to 80% of delayed bags on original tags
- All the data gathering, validations, and flight selections run in background
- Creates WorldTracer file and can notify passenger automatically

Development in progress:

- Interaction with Bag Manager BRS
- Batch mode
- Actionable web UI



SITA | Worldtracer Auto Reflight

BAG MONITOR

Showing 20 of 600 bags

MISSED FLIGHT	BAG TAG	DESTINATION	MISSED TIME	STATUS	RUSH FLIGHT	DESCRIPTION	MISSED DATE
LH2800	2987654321	VIE	06:51	In Process..	-	-	01-MAR-2023
LH1099	2987654321	FRA	06:48	Auto Reflighted	LH2248	Reason to manual - Passenger status not available	01-MAR-2023
LH1099	2987654321	FRA	06:48	Auto Reflighted	LH2248	Reason to manual - Passenger status not available	01-MAR-2023
LH1099	2987654321	FRA	06:48	Auto Reflighted	LH2248	Reason to manual - Passenger status not available	01-MAR-2023
LH1099	2987654321	LYS	06:48	To Manual	-	Reason to manual - Passenger status not available	01-MAR-2023
LH1099	2987654321	LYS	06:48	To Manual	-	Reason to manual - Passenger status not available	01-MAR-2023
LH1842	2987654321	LYS	06:48	To Manual	-	RL code 52 - Interline MCT available	01-MAR-2023
LH1842	2987654321	LYS	06:48	To Manual	-	RL code 52 - Interline MCT available	01-MAR-2023
LH1842	2987654321	LYS	06:48	To Manual	-	RL code 52 - Interline MCT available	01-MAR-2023
LH1842	2987654321	LYS	06:48	To Manual	-	RL code 52 - Interline MCT available	01-MAR-2023
LH1842	2987654321	LHR	06:12	In Process..	-	RL code 52 - Interline MCT available	01-MAR-2023
LH2384	2987654321	OPO	05:54	Auto Reflighted	LH2804	RL code 52 - Interline MCT available	01-MAR-2023
LH2384	2987654321	OPO	05:54	Auto Reflighted	LH2804	RL code 52 - Interline MCT available	01-MAR-2023

Enhanced Data Exchange: New Bag Messaging Standard

Current messaging since 1985...

New IATA Standard 1755 for:

- Improve data content
- Reduce complexity
- Reduce cost
- Improve resilience
- Enabling new product offering
- Backward compatibility



Improving Tracking Visibility: Commercial Trackers

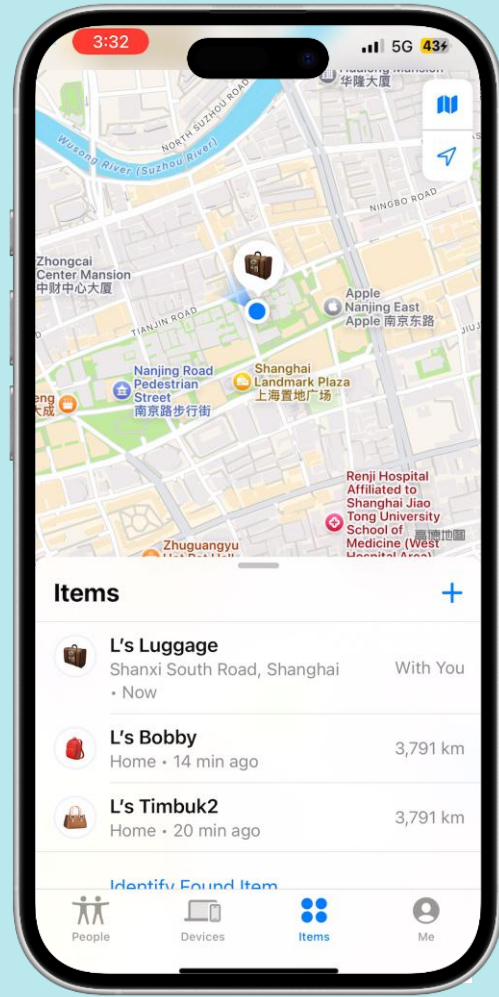
Passengers tend to track bags with their own devices

SITA works on adding this data among the traditional tracking information from airport scanners:

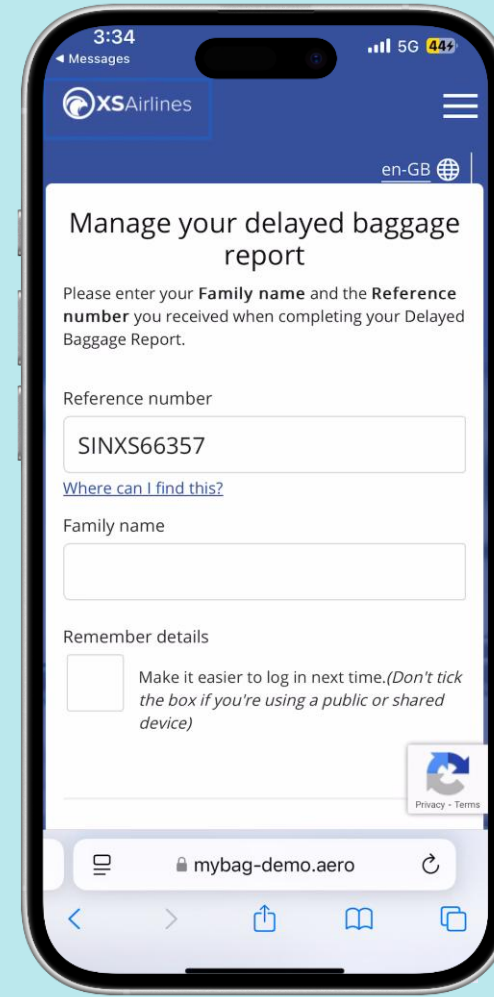
- Partnership with Apple for embedding Find My location link into WorldTracer
- Ongoing discussions with other providers,
- Plans on more sophisticated integration



Retrieving Find My Link



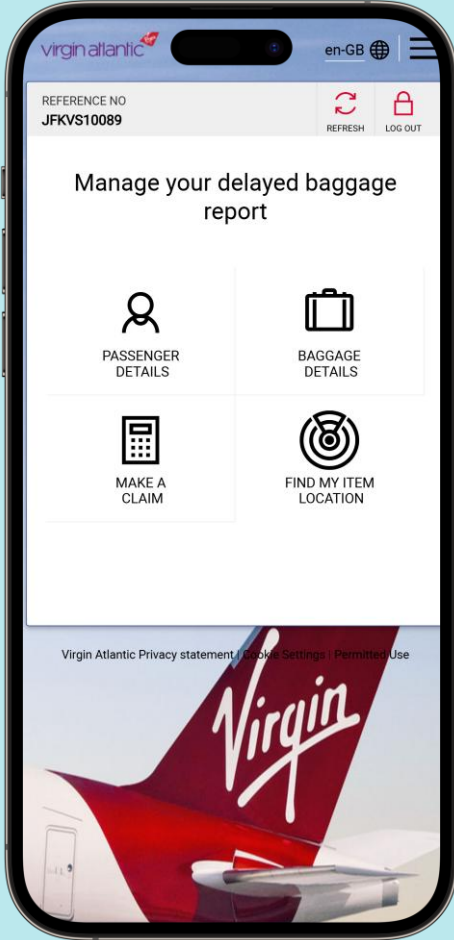
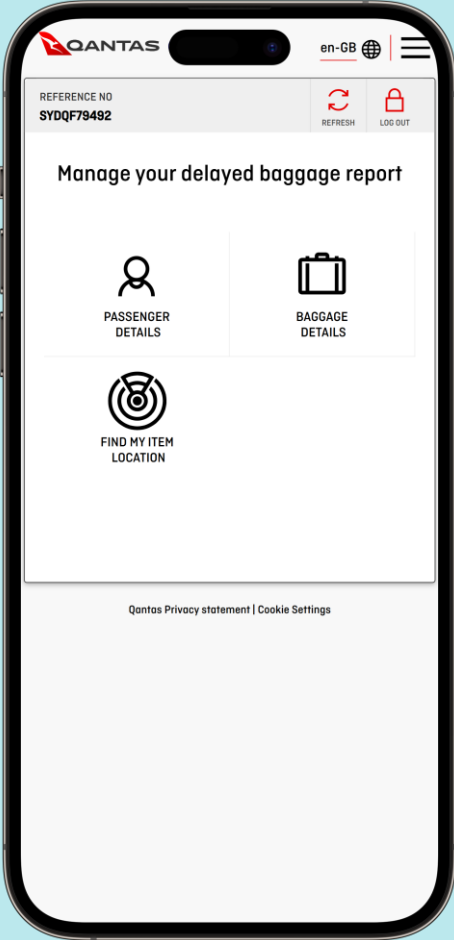
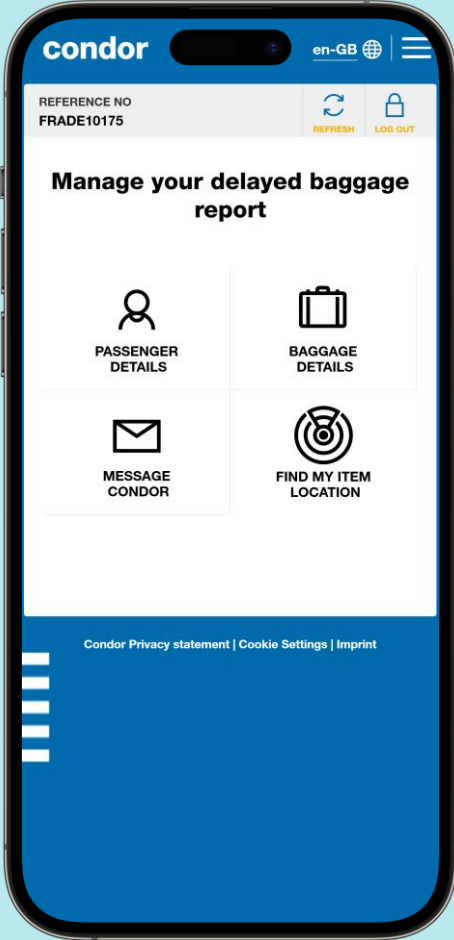
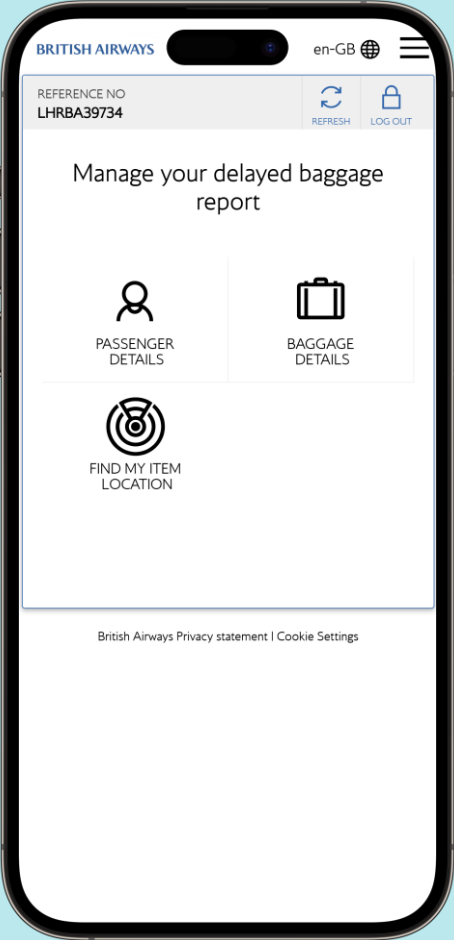
Adding Find My Link to WorldTracer Self Service



Activated with 15 Customers, 21 More in Works



Live Examples



Improving Tracking Visibility: Electronic Bag Tags

EBTs to help with relieving limited terminal infrastructure:

- No bag tag printing; tag generated by passenger
- Offers embedding multiple tracking technologies (RFID, Apple Find My, Google Find Hub, etc.)
- Sustainability contribution

All SITA solutions supporting the EBTs



AI in Action: Computer Vision

Current solutions focusing on bags identification

More use cases being explored:

- Damage detection & assessment
- IATA chart classification
- Cabin bags size validation
- Cabin bags capacity evaluation

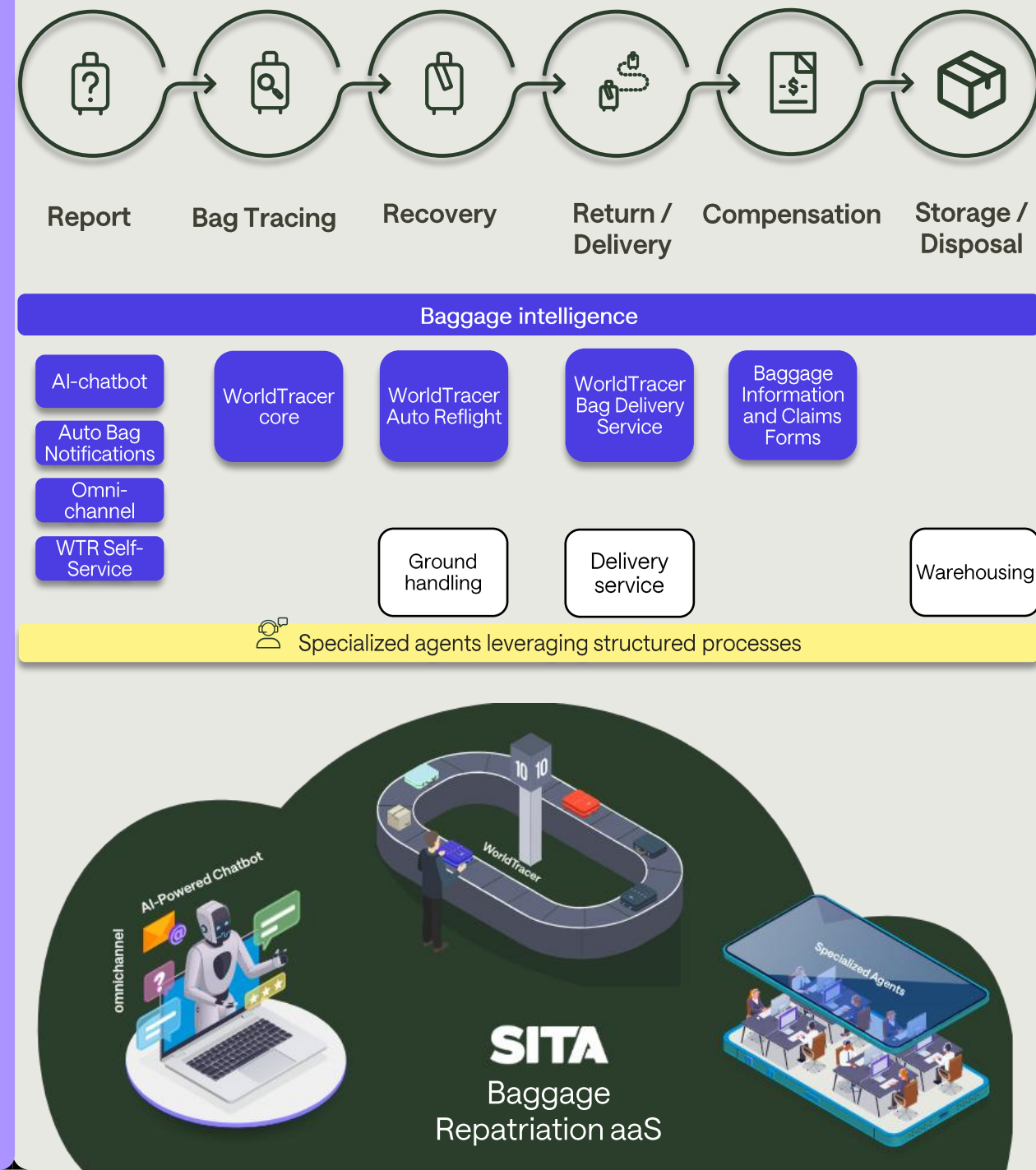


New Approach to Repatriation: Bag Mate

Delegate the headache of baggage repatriation to experts

Our team of agents, utilizing industry-leading practices and cutting-edge technologies:

- Omnichannel Customer Service
- Bag Genie & AI-Powered Chatbot
- Specialized Agents



Breaking the Boundaries: Off Airport Processing

Wide scale of benefits:

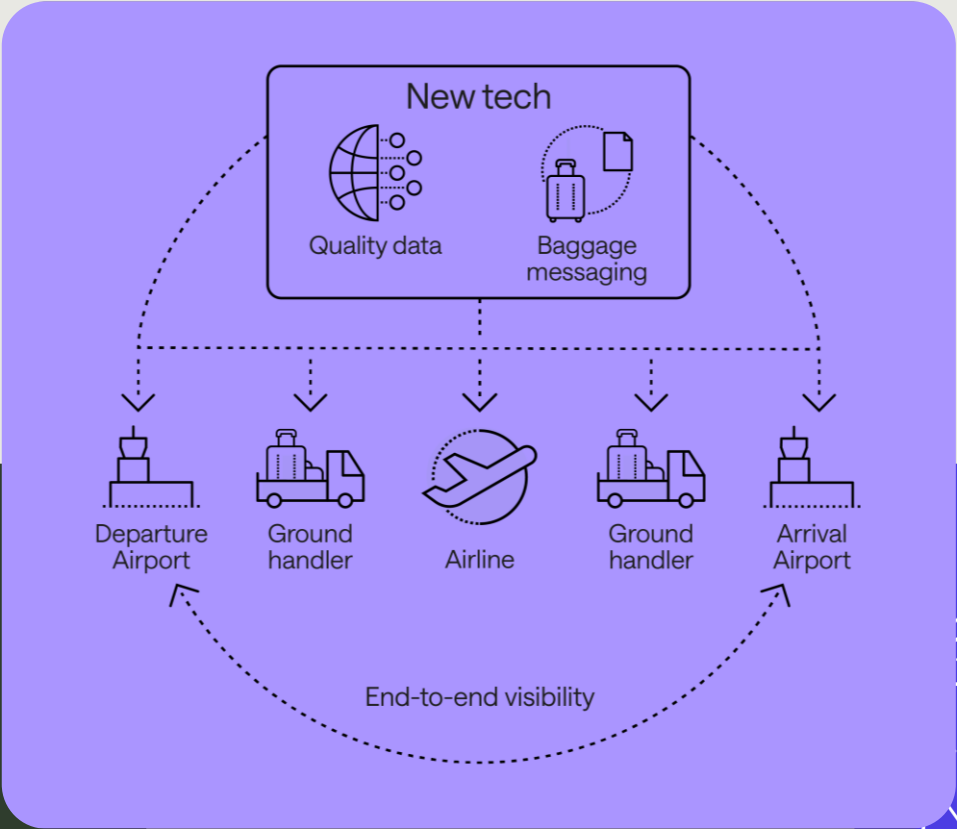
- Extension of terminal capacity
- New level of comfort for passengers
- Ancillary revenue opportunity

In line with intermodal transport trends:
train, bus, ferry, cruise terminals

Barriers to overcome:

- Varying standards and regulations
- Pricing perception





SITA