

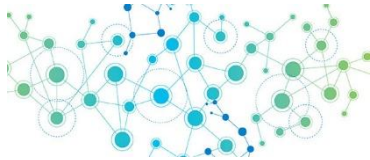
A woman in silhouette is walking from left to right, pulling a rolling suitcase. She is positioned in front of a large, glowing blue wall. The word "SITA" is displayed in large, white, bold, sans-serif capital letters on the wall. The floor is dark and reflective, showing a faint reflection of the woman and the suitcase. The overall scene is lit with a strong blue light, creating a high-contrast silhouette effect.

SITA

Baggage Customer Conference Agenda

Ho Chi Min, Vietnam
4-6 November 2025

Day 1 – Tuesday 4 November - Conference Room Saigon 3 (Floor B-2)

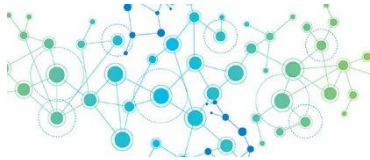
Time	Topic
0900	Welcome from SITA Introductions SITA Baggage IT Insights Report 
0945	The industry today: panel session
1030-1100	Coffee Break
1100	Elevating Operation: real-world wins from leading airlines: <ul style="list-style-type: none"> • Improving customer experience • Innovative approaches to baggage management • Automating baggage handling
1230-1330	Lunch
1330	“Track, Tag and Snap” - modernizing baggage tracking <ul style="list-style-type: none"> • TRACK: What’s next for baggage tracking? • TAG: The evolution of the electronic bag tag • SNAP: The strategic use of imagery for baggage
1500-1530	Coffee Break
1530	From Data to Doorstep: the new baggage experience <ul style="list-style-type: none"> • Turning baggage into business insights • Transforming baggage recovery • Beyond the belt – the rise of off-airport handling: panel session
1630	Wrap up and preparations for Day 2
1700	Close of Day 1

Evening – 1900 - 2030	SITA Hosted Cocktail Reception - Oriental Pearl Restaurant, Floor 66
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We will use slido.com to get your feedback: for voting, questions and answers, and surveys. Full instructions and training will be shared on the first day, but please bring an internet-enabled device: phone, tablet or pc.

Day 2 – Wednesday 5 November - Conference Room Saigon 3 (Floor B-2)

Time	Topic	
0930	Welcome and recap from SITA Aviation summit	
1000	Baggage Imagery The route ahead for imagery and baggage management	
1100-1130	Coffee Break	
1130- 1300	Practical Workshops - in smaller groups you will attend three workshops in: Saigon 3, Meeting Room 1 and Meeting Room 4: <ul style="list-style-type: none"> Automating baggage Tracking mishandled baggage Baggage data insights and analysis 	
1300-1400	Lunch	
1400	After lunch audience splits by product domain:	
	WorldTracer® Community Development (Main Room – Saigon 3)	Bag Manager User Group (Breakout Room – Meeting Room 1)
1500-1530	Coffee Break	
1530	WorldTracer® Community Development – as above	Bag Manager User Group – as above
1730	Close of Day 2	

Evening - 1830	Hosted Dinner
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Day 3 – Thursday 6 November - Conference Room Saigon 3 (Floor B-2)

Time	Topic
0900	WorldTracer® Community Development - continued
	What's new in WorldTracer in 2025 Managing claims and fraud for mishandled baggage
1030 - 1100	Coffee Break
1100	Community development and the look ahead to 2026
1215	Wrap up and Conference Close
1230-1330	Lunch



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WorldTracer® Community Development

As part of our move to online collaboration, we will be launching the new WorldTracer Community Development portal for roadmap ideas and agenda items.

You can access the portal here: <https://worldtracer-community.ideas.aha.io>

If you do not yet have a username and password, we can provide this at Conference

If you have any questions onsite please either speak to a member of the SITA team.