SITA

Top 5 Tips: Baggage reflighting

Passenger demand has quickly bounced back post-pandemic, to near-2019 levels. While this is more than welcome, it has caused significant problems in terms of capacity management for airline and airport baggage operations. Millions of bags are mishandled every year, and delays at transfer typically account for over 40% of mishandled bags.

The processes in place today to reflight mishandled baggage are inefficient, expensive and wasteful. Operational excellence is at risk for baggage like never before, but automationof reflight operations could save the industry up to USD $30 million per year.

So what could you achieve, by taking a fresh look at baggage reflighting?

Automate the process

Use cutting-edge new technology for quick and accurate reflighting.

Even when ground handling agents are in plentiful supply, the nature of manual processes means that they're subject to operational stress and human error. But new technology advances mean you can now completely automate the reflighting of bags without – or with minimal – human intervention.

Bag and passenger details and message flows can be managed autonomously at both departure and arrival stations. The most suitable flight routing to reflight the RUSH bag can also be determined automatically, by consulting flight schedules, customer-defined business rules, and the passenger's travel and bag status.

By taking advantage of automation, you benefit from increased confidence and accuracy. You can manage mishandled baggage from a single location, allowing staff to reflighted baggage quickly and easily.

01

Reduce costs

Bring down overheads and reduce human error.

The cost of managing mishandled bags is enormous – amounting to around US$ 150 per bag in the USA and Europe, according to SITA's latest research. When a bag is totally lost or destroyed, the figure can easily be ten times higher. There's also a lot of information missing – more than half a million mishandled bags a year have 'reason for loss' unknown.

With auto reflighting, you increase the chances of baggage quickly being repatriated to its owner. You also get detailed mishandled bag reports, with automated coding of the fault station, and the reason for loss. So you only pay the prorated repatriation charges you're directly responsible for.

02

Improve the passenger experience

Passengers want to be informed and in control, before, during and after.

03

Auto reflighting doesn't just mean a better process for airlines and ground handlers; it also means happier travelers. As soon as you know that a bag's been delayed, the passenger can be informed automatically, so they don't have to wait at the carousel in arrivals for baggage that won't arrive on time.

When you proactively deliver passenger notifications you can also automatically collect bag delivery details. This allows passengers to bypass the lost baggage claim, and track their bag via an easy-to-use self-service web interface, with 24/7 access. Automated communications can also keep passengers informed by delivering customized messages at every stage of the process, right through to baggage repatriation.
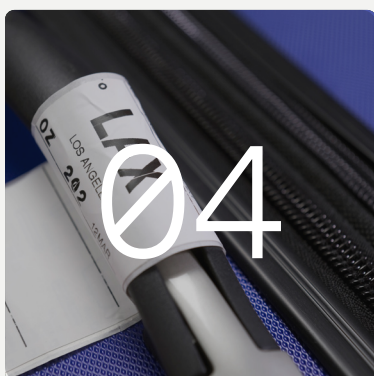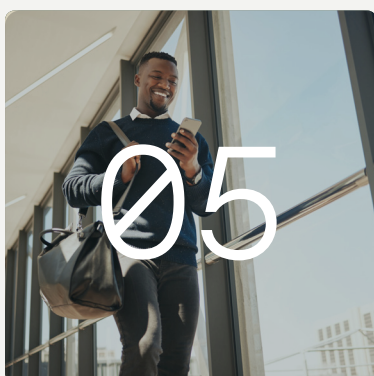
Avoid manual retagging

More accurate, more sustainable, less wasteful.

04

New technology solutions mean you can reflight automatically on the original bag tag. This avoids the need for reprinted bag tags or overlays, which are not just wasteful, but time-consuming.

With less human work you can reallocate you workforce to tasks with a higher priority.

Benefit from integration

For smooth deployment and increased operational efficiency.

05

It's astonishing, in the 21st century, that most baggage reflighting still relies on a manual process. Reflighting or baggage handling agents can find themselves using isolated, unconnected systems on separate devices, including desktop and handheld, to manage departure control, baggage handling and reconciliation, and baggage tracing.

With automated reflighting, all of the separate systems are integrated in a single global aviation-specific solution, with a single shared database. The Delayed Bag files are automatically created in WorldTracer, already in use at over 2,800 locations worldwide. The solution is robust, accurate, easily configurable, and available through the cloud, to support the automated repatriation process from end to end.

Talk to SITA about automated baggage reflighting:　　sita.aero