AUTOMATED BAGGAGE RULES
COLLECT BAGGAGE CHARGES AND ENSURE INTERLINE COMPLIANCE

Baggage charges have evolved to become a major source of ancillary revenue for airlines. Passengers are becoming increasingly accustomed to paying for this value-added service. As baggage charges proliferate, industry rules governing them have become complex. Automated Baggage Rules is a feature of the SITA Airfare pricing system and enables airlines to navigate this environment to maximize revenues and ensure interline compliance.

ISSUES

Driving increased revenues
Baggage charges are the single most common optional service apart from sales of frequent flyer miles.

Ensuring industry and government compliance
Complex industry mandates and government requirements rule baggage allowances and extra baggage pricing. Non-compliance can result in fines. Compliance enables airlines to not only avoid costs but create revenues.

Keeping the traveler informed about bag allowances and fees
Providing accurate and consistent information about baggage allowance and charges at the time of fare quote and/or ticketing is a requirement, and is also good business practice.

SOLUTION

• Automated Baggage Rules is a component of the SITA Airfare pricing system and is a core feature of the Horizon portfolio. It is also integrated with SITA Ticketing so as to ensure that the correct baggage allowance is shown on the ticket.
• Fully industry compliant, its rules engine applies IATA-defined processing, including the most significant carrier rules for baggage allowances.
• Allows the pricing display of excess baggage charges in an industry-standard format, enabling interlining partners to collect the appropriate excess charges.

BENEFITS

• Industry and interline compliance in enforcing baggage rules.
• Additional revenues from excess baggage charges collected from interline partners.
• Integrated with SITA Ticketing – the ticket carries the appropriate baggage allowance, even in cases where a complex multi-carrier itinerary is involved.

40% = baggage fees as a percentage of ancillary revenues at a typical major US airline, excluding the sale of frequent flyer miles.
HOW DOES IT WORK?

1. Baggage allowance and excess baggage fee rules engine
   The rules engine interrogates the itinerary and the fare, including interline-operated components of the itinerary. It returns baggage allowances and excess charges relevant to the ticketed routings, including IATA-standard processing of most significant carrier (MSC) rules. This means that the baggage allowance is quoted dynamically and in real-time – as opposed to simply using static data from tables.

2. Seamless integration with fare pricing
   Baggage allowance data is seamlessly integrated with the pricing transaction both during the initial fare quote and at the time of ticketing. The allowance is displayed along with the fare quote on all relevant screens.

3. Seamless integration with the ticket
   The correct baggage data is included on the ticket and on all receipts, without any agent intervention.

CASE STUDY

An airline recently changed its baggage policies and was anxious to push the new baggage policy seamlessly into its reservations and ticketing processes. At the same time, one of its interline partners changed their baggage policies and, as a result, the two carriers now have different allowances. This has caused issues with finding, communicating and enforcing the correct baggage allowances. This leads to the generation of occasional debit memos due to interline baggage rules not being enforced correctly.

SITA’s Automated Baggage Rules has bridged all of these issues. Today, both the fare quote and the ticket display the correct baggage information and therefore there are no surprises for either airline agents or passengers regarding baggage rules. These benefits were achieved with simple, seamless integration into existing reservations and ticketing systems, with no impact on agents or systems operations.

For more information please contact us at info@sita.aero

• Automated Baggage Rules is part of the portfolio’s retailing services and is available for SITA Airfare customers. It is integrated with the pricing engine as well as with SITA Ticketing.

• Automated Baggage Rules takes baggage allowance and excess baggage filings from across the industry in real time, ensuring that the most accurate and up-to-date rules can be communicated to passengers.