



Manage and track delivery of delayed bags with local couriers

SITA WorldTracer® Bag Delivery Service provides a fully-automated end-to-end solution for the speedy delivery of delayed or mishandled bags. With sophisticated reporting tools and real-time tracking, couriers and airlines can repatriate bags to a passenger's home or hotel quickly and efficiently.

BACKGROUND

There are several challenges involved in manually processing baggage delivery orders (BDOs):

- **Extra workload** – dealing with manual requests for baggage delivery adds to an agent's workload
- **Delays in repatriation** – contacting the relevant courier and handing over the bag information can take time
- **Higher risk of errors** – baggage information handover involves extra admin, such as writing and typing, which can sometimes lead to errors
- **Lack of visibility** – once a bag has been picked up by a courier, airlines have no way of tracking its progress
- **Environment** – unnecessary waste of paper

SOLUTION

SITA WorldTracer® Bag Delivery Service can resolve all of these issues, and more:

- Passengers can log their requests electronically and check the status of their bags online
- It provides passenger, baggage and delivery information to the courier electronically, ensuring delayed bags are repatriated as quickly as possible
- It removes the need for paperwork, saving time, money and eradicating human error
- Airlines can track baggage in real time, check the progress of each delivery and provide passengers with up-to-the-minute status reports
- Paperless, electronic solution

BENEFITS

- Receiving BDO information electronically allows new files to be processed more efficiently, with quicker bag scheduling and allocation to delivery drivers
- Label scanning on pick-up and delivery prevents drivers from collecting the wrong bags
- Auto closure of single-bag file on a BDO reduces tracing costs and cuts down on admin
- Tracking bags in real time allows passengers to check the status of their bags online, reducing enquiries to couriers and airlines
- The system supports third-party applications, allowing airlines and couriers to generate invoices automatically

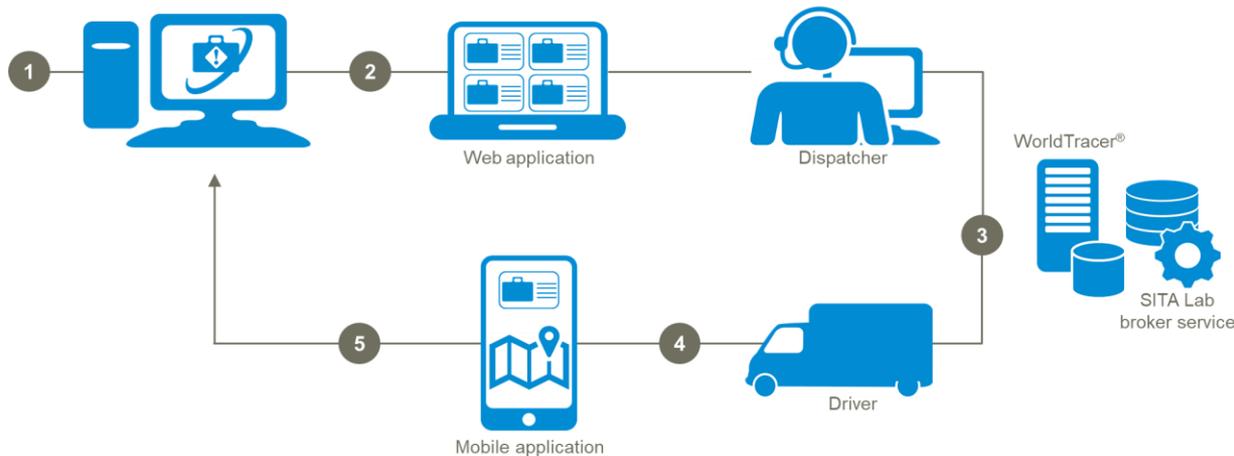
RESULTS

Helps airlines comply with IATA Resolution 753

500+ WorldTracer® customers at 2,800 airports



How does it work?



1. WorldTracer®

The airline receives the forwarded bag at the final station and allocates its delivery to the local courier company.

2. Interface to SITA WorldTracer® Bag Delivery Service

The courier company receives all the baggage information electronically (bag type, delivery address, passenger details, timing).

3. WebBDS

The courier company allocates the bag to a driver using the web management application.

4. Driver app

The delivery driver receives a notification via the app on their smartphone or tablet. They collect the bag, deliver it to the passenger and update the app with a signature for proof of delivery.

5. Interface from BDS

The app updates the delivery information to the courier company and to WorldTracer®, which then sends them along with the passenger information.

CASE STUDY

One of the largest courier companies in the industry was looking for a state-of-the-art solution to streamline their baggage delivery process. They needed an automated system that would incorporate everything, from the BDO receipt to the bag's final delivery to the customer. They wanted to uphold their philosophy of pursuing green initiatives, while improving business processes and maintaining compliance with IATA Resolution 753.

The courier company had developed its own in-house solution, adopting a stand-alone baggage delivery system. However, they soon found that they were unable to expand their business beyond a certain point. This was because their in-house system couldn't cope with the increased activity.

Along with their ground handler, the company completed a successful trial of SITA WorldTracer® Bag Delivery Service. Utilizing state-of-the-art components such as the WorldTracer® web interface, they could automate and streamline their existing communication and delivery processes. This dramatically improved their service.

Using SITA WorldTracer® Bag Delivery Service, the courier company was able to increase in the number of bags it was able to process by more than 10%, allowing it to win new business and expand its existing client base.

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