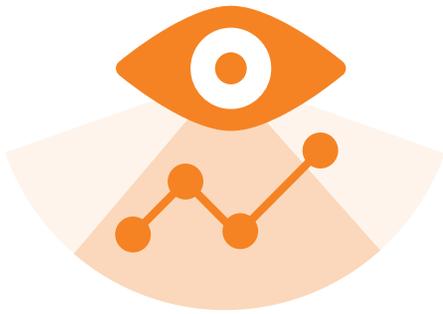# BAGGAGE MANAGEMENT TEN TOP TIPS

Baggage management systems aim to help airlines reduce baggage mishandling, control costs, and improve the customer experience. But with several different offerings on the market, what benefits should you look for, specifically, and what features will inspire you?
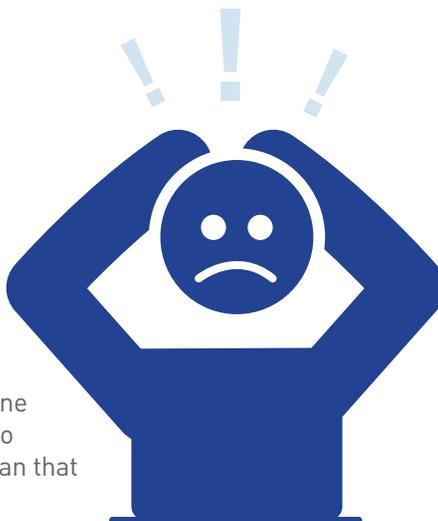
1. Improve airline process visibility

Effective real-time operational decisions are key to your success.

Airline processes are by definition complex and variable, and this is especially true for baggage. New baggage solutions offer full visibility of every bag at every step of the journey, allowing you to take effective action whenever necessary, including swapping resources in and out in case something fails in the process. Baggage reconciliation, together with messaging services connected to a network-wide management system can deliver improved process visibility and process performance throughout the journey.

2. Reduce baggage mishandling during transfer

Almost half of all baggage mishandling worldwide happens during transfers.

It's all about visibility – knowing where each bag is, not just on which flight, but which container it's in and where that container is on the aircraft. A smart baggage management system should help with improved container segregation, resulting in fewer mishandled and reflighted bags during transfer. It will also deliver accurate information from the previous station, and pass it on automatically to the final destination. And by identifying 'at risk' bags, particularly with short minimum connection times, you're also more likely to be able to achieve IATA 753 compliance.

3. Reduce operating costs

Automated systems and improved visibility help you do more with less.

Effective baggage management systems bring down overall costs, using smart technologies like RFID to help load and unload more bags with fewer people. Wearable technologies and increased automation help improve productivity on the ground. Mobile and cloud-based solutions are proving increasingly cost effective. And shorter turnaround times – enabled by more efficient baggage loading and unloading – can translate into millions saved.

4. Reduce passenger anxiety

Passengers care about their bags – and you can help reassure them.

Baggage is passengers' second greatest air travel concern, after security. With better baggage tracking and global visibility at all times, airlines can do much to improve the passenger experience. With proactive messaging, passengers no longer need to wait at the carousel to find if their bag has gone missing, or queue up at lost-baggage desks to report it. And global tracing systems now mean that the vast majority of mishandled bags can be returned to passengers within 24 hours.

SITA

5. Improve disruption management

The more visibility you have on the baggage you're carrying, the quicker you can respond to disruptions.

When disruptions occur, it's important to get baggage information into a global database as soon as possible, so that they can quickly be rerouted or reflighted. Baggage reconciliation systems help here, along with information not just about bags but about containers – so that not every container necessarily needs to be unpacked before reflighting. Baggage messaging services are also vital here, to ensure that people are ready to help on arrival at the destination airport. Emphasis should also be made on proactive rather than reactive reporting.

6. Reduce proration costs

Timely and accessible baggage tracking data helps apportion responsibility more fairly.

Default proration charges for mishandled bags are based on the cost per segment and miles flown with each carrier. But with a network-wide baggage management system in place, you can quickly see disconnects and inactive bags, pinpointing the precise moment of mishandling.
This comprehensive visibility - both at headquarters and in airports - helps you to apportion responsibility, so you only pay the prorated repatriation charges you are directly responsible for.

7. Improve turnaround

Quick turnarounds and solid on time performance are everything. But baggage often delays departure...

A comprehensive baggage management system lets you know where every bag is, all the time. This helps to improve turnaround times, by delivering maximum visibility to ground handlers and dispatchers. It also helps you make smarter load processing and baggage make-up decisions. Accurate flight information systems, integrated with baggage reconciliation systems, also improve on time performance and turnaround times.

8. Reduce customer claims and fraud

The faster you deliver mishandled bags, the less you pay out.

Although fraudulent claims are impossible to eradicate entirely, improved visibility, end-to-end, with a powerful baggage management system, can help reduce them. When bags do go missing it can also make a big difference in the amount you pay out. Baggage repatriated within 24 hours results in far smaller claims than bags repatriated later on – by which time passengers need to buy new clothes, shoes etc.

9. Improve ground handler performance

Effective ground handling makes all the difference.

Baggage management systems can help improve your ground handler performance and bring down ground handling service costs. With full visibility on every bag, from check-in to arrival on the belt, you can set up more detailed and effective service level agreements. Delivery key performance indicators for both arrivals and departures will be met more often, and times from identifying mishandled baggage to reflighting can be reduced.

10. Reduce ground handler injuries

New technology is a game changer – but the health and safety of your ground handlers are paramount.

Some technologies, such as handheld scanners, used by ground handlers, have resulted in increased one-handed baggage handling, and associated injuries. As a result, there is now increased emphasis on wearable technologies, such as ring scanners and arm-mounted devices, which deliver better safety as well as improved efficiency, productivity and visibility.

Talk to SITA about baggage management

SITA