SITA WorldTracer® Auto Reflight

Automatically reflight RUSH bags without human intervention

SITA WorldTracer Auto Reflight is a fully automated SaaS solution that is compliant with IATA Resolution 755. It is integrated with major airport and airline systems and is capable of reflighting bags without human intervention, providing the ability to manage the mishandled bag process from end-to-end and following system configurations based on airline requirements.

BACKGROUND

Major airlines and airports face multiple challenges when it comes to reflighting RUSH bags:

- Need to modernize and improve baggage reflighting capabilities

- Inefficient process to handle bags left behind

- Waste of bag tags due to re-tagging and re-labeling

- Lack of integration between systems (BHS, BRS, DCS, WorldTracer)

- Reduced staff can't cope with volume pick-up

SOLUTION

SITA WorldTracer Auto Reflight is a cloud-based application for major airlines and airports in need of an integrated tool capable of solving the RUSH bag problem.

Auto Reflight provides the ability to:

- Comply with IATA Resolution 755

- Collect baggage routing and passenger details from DCS

- Automatically suggest suitable flight routing for the RUSH bag using flight schedule

- Reflight on the original bag tag

- Update the DCS with RUSH bag routing

- Integrate with WorldTracer

- Proactively inform the passenger on arrival of any delay

- Collect delivery details, allowing the passenger to bypass the baggage hall and track their bag

BENEFITS

- Cloud-based, part of WorldTracer suite

- Automatically reflight bags without human intervention

- Full IATA message and resolution 755 compliance

- Passenger notifications

- DCS/BRS/BHS platform agnostic

- Smooth deployment at 2000+ airports

- Fully industry-aligned for global messaging and integrated with key systems

- Detailed mishandled bag reports and reason for loss

The aim is to reconcile the passenger with their delayed baggage as quickly and efficiently as airline and airport resources allow. The potential for accurate and detailed communication results in an enhanced customer experience.

RESULTS

SITA WorldTracer Auto Reflight can save an airline

$500k

per year

SITA

AT AIRPORTS

SITA WorldTracer® Auto Reflight

How does it work?
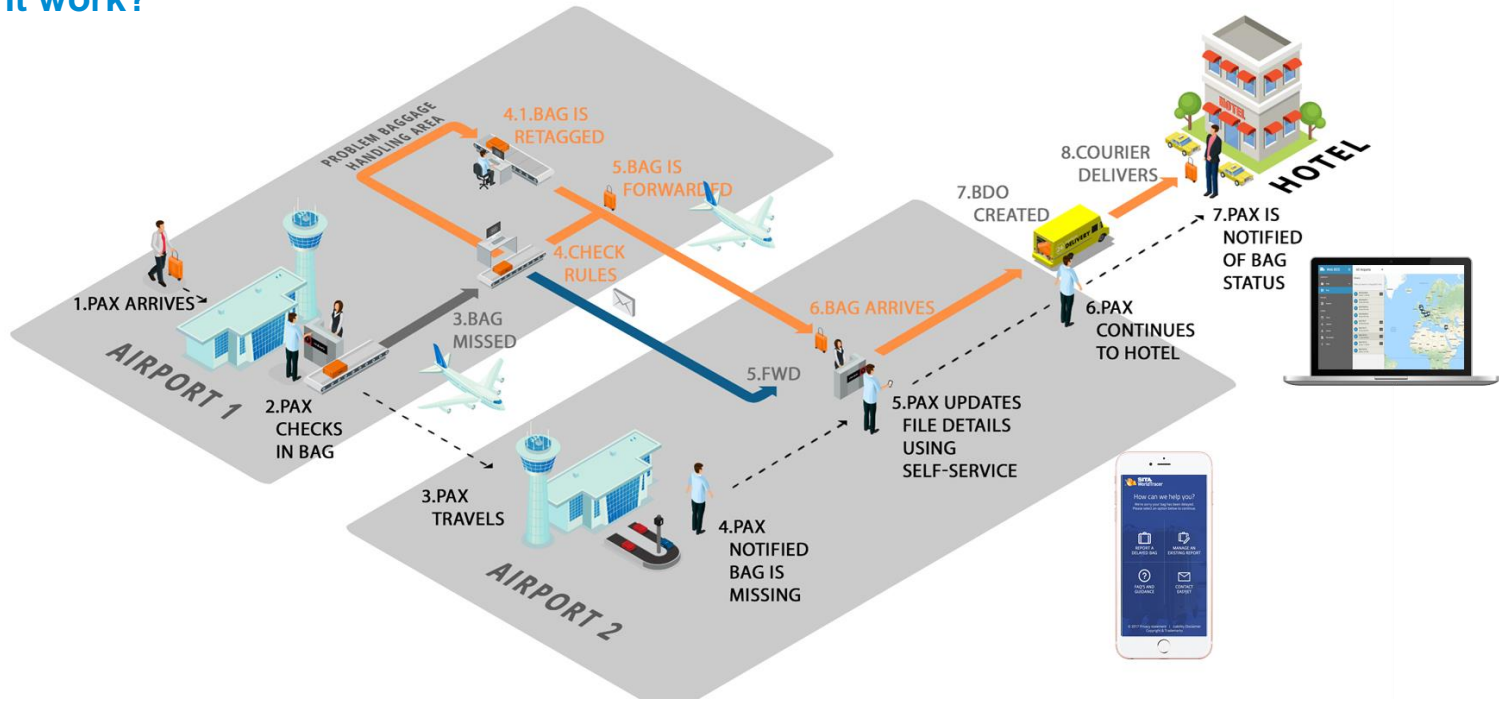
CASE STUDY

During a recent trial with a major European carrier at one of the main transfer hubs in the region, WorldTracer Auto Reflight provided a bag reflight automation rate above 70%, demonstrating its capabilities to reflight bags on the original bag tag without human intervention. In addition, the application was able to automatically determine reason for loss and fault station in 60% of the cases. This means that the overall automation rate was above 50%.

For a Tier 1 European airport processing about 170k mishandled bags per year, the customer could save approximately $80,000 each year and reduce required staff from six (fully manual) to two agents, if subscribed to SITA's Auto Reflight service.