



## BAGGAGE HANDLING

Baggage Handling, as any airline is aware of, is an highly complex operational area. Baggage has to be delivered on time and, more importantly, has to be tracked constantly to make sure it is not lost, thus keeping the customers loyal to the airline.

SkyTECH, with its vast experience in the domain, has developed customizable solutions for Baggage Handling. This enables employees to track all the checked-in luggage in real time from the point of check-in to final destination over all connecting flights.

The system uses a user-friendly web based tool, which takes the user inputs and provides the operational information in tabular format to the user.

### OUR SOLUTION – FEATURES

- Enables real time baggage tracking
- Provides proactive reassignment of baggage as per passenger's itinerary changes
- Facilitates tracking of mishandled baggage
- Enhances ability to search for lost baggage
- Provides actionable baggage information to front-line employees and Management to effectively perform their job
- Enable visibility into the amount of money spent for settlement of claims and also to transport mishandled baggage to the customer
- Features additional important tools that facilitate
  - Baggage Alerting
  - Performance Reporting
  - Auto Charge Tool

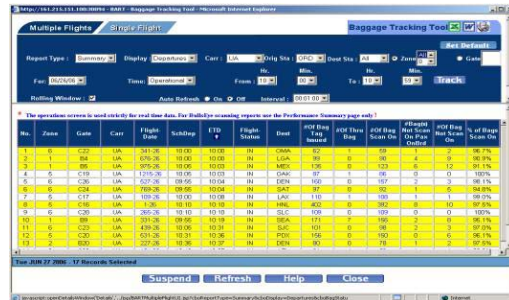
**AIRLINE & AIRPORT OPERATIONAL SOLUTIONS – BAGGAGE HANDLING**

**SYSTEM TOOLS**

The Baggage Tracking Solution features various tools and sends reports to the station ramp lead supervisors, zone controllers, gate controllers, WHQ and other operational employees. The tools include:

*The Baggage Tracking Tool*

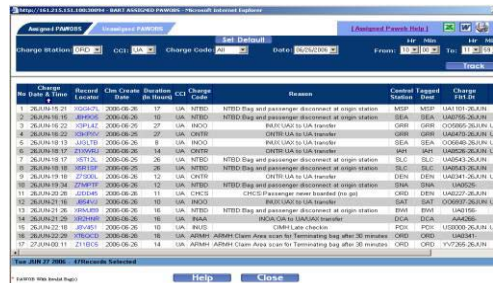
Baggage Tracking Tool is a real-time status display tool that can be used to monitor consistent, reliable and timely baggage and passenger information.



Baggage Tracking Tool

*The Baggage Alerting Tool*

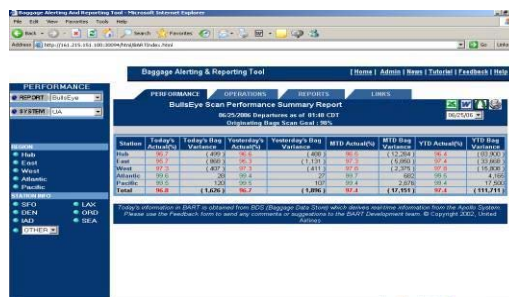
Baggage Alerting Tool enables the users to proactively identify problematic flights and avoid PAWOBS (Passengers Without Baggage) in the future.



Auto-Charge Tool

*The Claim Area Report Tool*

Claim Area Report Tool allows the users the ability to monitor and measure performance of company standards of 20 minutes for narrow body aircraft and 25 minutes for wide body aircraft for claim area deliveries for all bags and priority bags



Performance Reports

*The Auto-Charge Tool*

Auto-Charge Tool allows the user the ability to view charges assigned by the station, reason for the charge (rule violated), open charges for a station and to dispute the charge by sending emails to Auto charge administrator.

*The Performance Reporting Tool*

The Performance tab provides the user with Summary of the Baggage scanning statistics information.



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**OUR SOLUTION – BENEFITS**

With our solution airlines would be able to:

- Track baggage across the entire network and locate it at every point throughout the journey
- Provide front-line and management employees with operational information necessary to effectively perform their job and in turn create a better travel experience for the customers
- Know that a bag is lost before the customer knows it
- Divert a bag to the final destination before a customer even knows it has been misrouted
- Enable management to understand individual Ground Handling Agents performance statistics such as baggage handled, mishandled, lost and why
- Reduce manual work and improve process automation
- Reduce the amount of money spent to transport mishandled baggage to the customer

**ABOUT SKYTECH**

SkyTECH Solutions provides IT consultancy services and develops niche software solutions for global airlines and airports. Incorporated as a joint venture between United Airlines, one of the largest airlines and The Chatterjee Group (TCG), a US-based investment firm, SkyTECH is an established player in the airline/airport IT domain.

Based in Chicago, SkyTECH has 3 Offshore Development Centers (ODCs) in India at Kolkata, Mumbai and Chennai. SkyTECH's offshore development infrastructure is certified to ISO 9001:2000 and SEI CMM Level 5.

SkyTECH's diverse client base is geographically spread in the USA and Asia-Pacific, and includes some of the largest airlines, airports and IT consulting firms of the world.

