

Evolving airlines & airports through intelligent **baggage management**

RFID technology to improve travelers experience



Introduction



The excitement of arriving at your destination is hampered when you wait at the carousel only to discover that for some reason your baggage is missing. Baggage losses result in disgruntled customers and tarnished reputations. Bag tracking is most effective when the complete journey is mapped and the bags are dropped at the check-in counter. Airlines and airports have always collaborated to fulfil passenger facilitation, but now is the time for advance and intelligent baggage management to complement the touch-less travel experience.

Trends



An International Air Transport Association (IATA) study revealed that:



- **25%** of significant drop in mishandled bags by 2022 using RFID technology is achievable
- Intelligent baggage tracking will improved overall customer experience



- Projection of industry wide RFID technology adoption
- Leading to significant drop in cost of RFID tags & readers



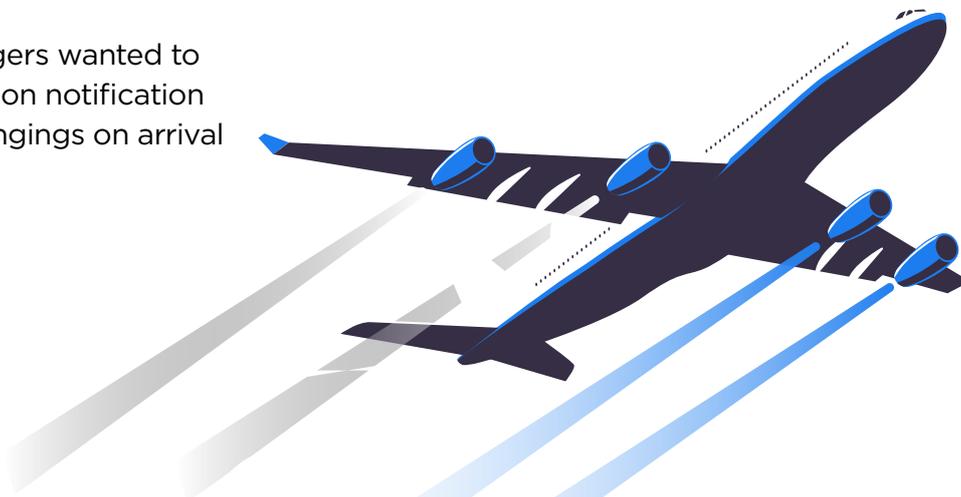
- Mishandled bags per 1000 passengers can be reduced by **80%** with efficient tracking technologies
- Advancement in technology and machine learning can bridge this gap of **20%**



- **64%** passenger desired to track their baggage via a mobile app, based on a survey
- **63%** passengers wanted to see a collection notification of their belongings on arrival



- **88%** passengers are happy if they are reunited with their luggage within 10 minutes



Challenges



As a part of the overall experience, airlines and airports need to go that extra mile when it comes to infrastructure and technology collaboration to ensure excellent passenger experience from both- airlines and airports.

Solution



Using traditional bar coded bag tag consisting of below elements:



Airline/
carrier name



Flight number



Baggage tag
number



Destination
airport code

Using NextGen tag profile that provides more flexibility in below elements



Origin and
destination



Passenger
name



Baggage
tag number



ULD details



Baggage
picture



Transfer and
Handler details



Previous baggage
journey

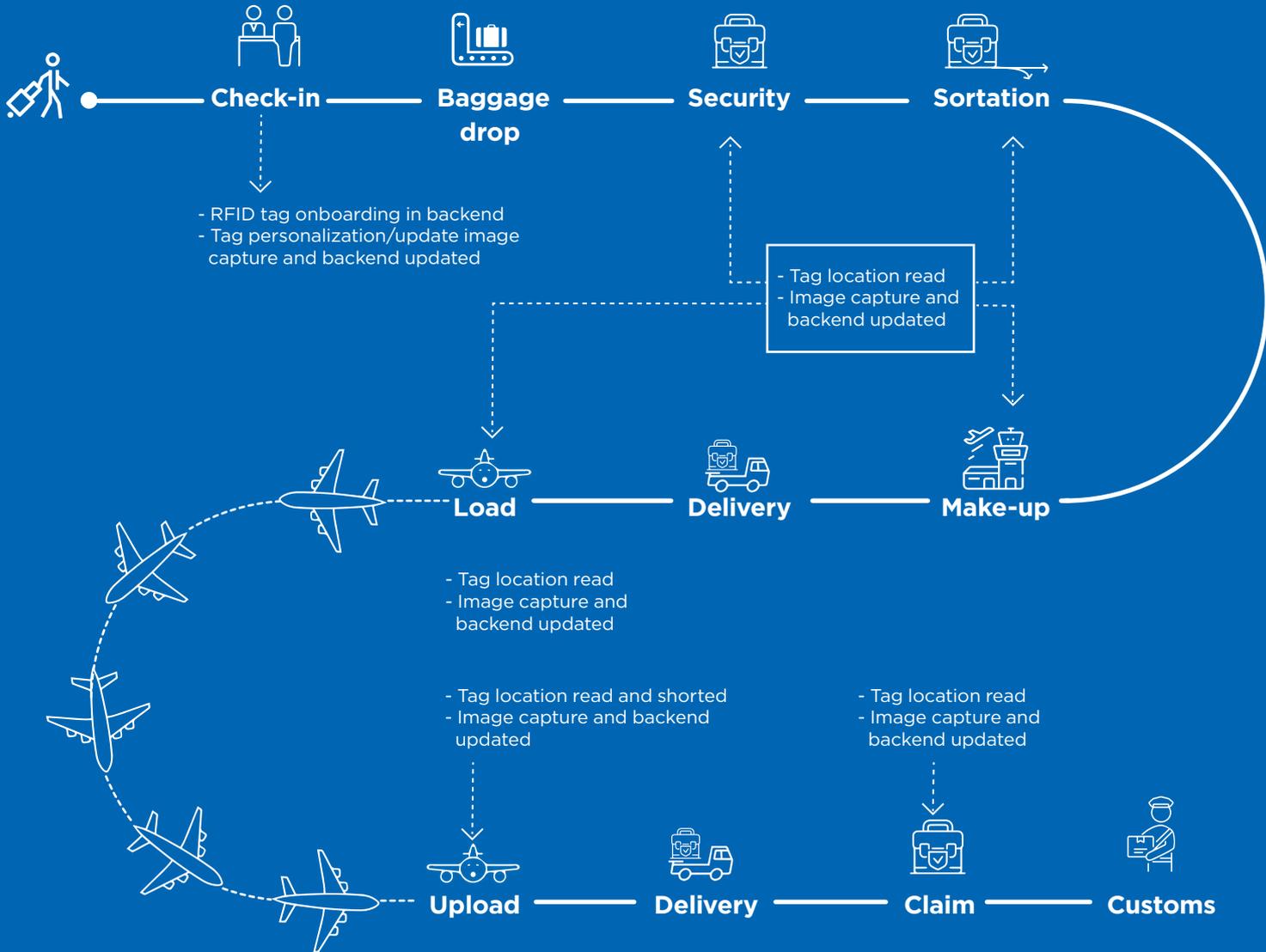


Baggage
sortation details



Frequent flyer number
and other details

The following image shows a use case on how the complete bag journey is mapped from the time the bags are dropped at the check-in counter and/or self-check-in kiosk.



Note:-Image will be used for analytic purpose to compare and find the damages and settle claims

Airlines and airports together have to walk an extra mile to collaborate on infrastructure & technology which will ensure superior passenger experience leading to overall business transformation.



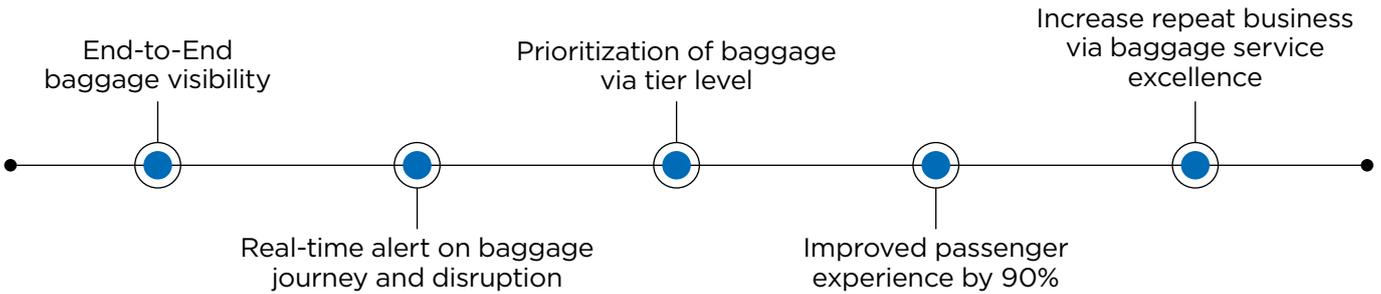
Benefits of intelligent bag track



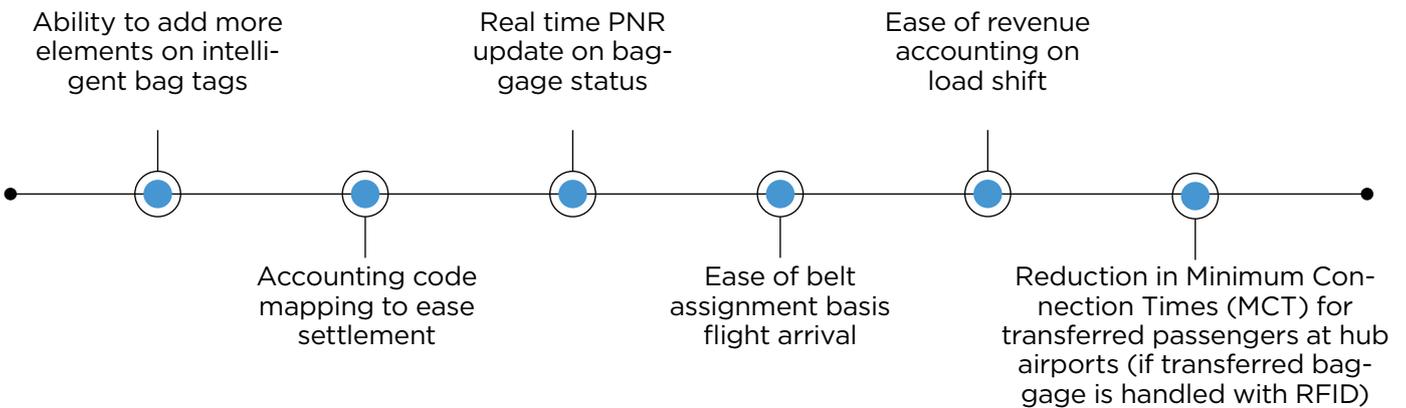
Intelligent RFID increases automation in baggage handling processes, ensuring seamless baggage tagging, and tracking thereby significantly reducing the number of mishandled bags and the associated costs. The benefits of baggage handling using this process are as follows:



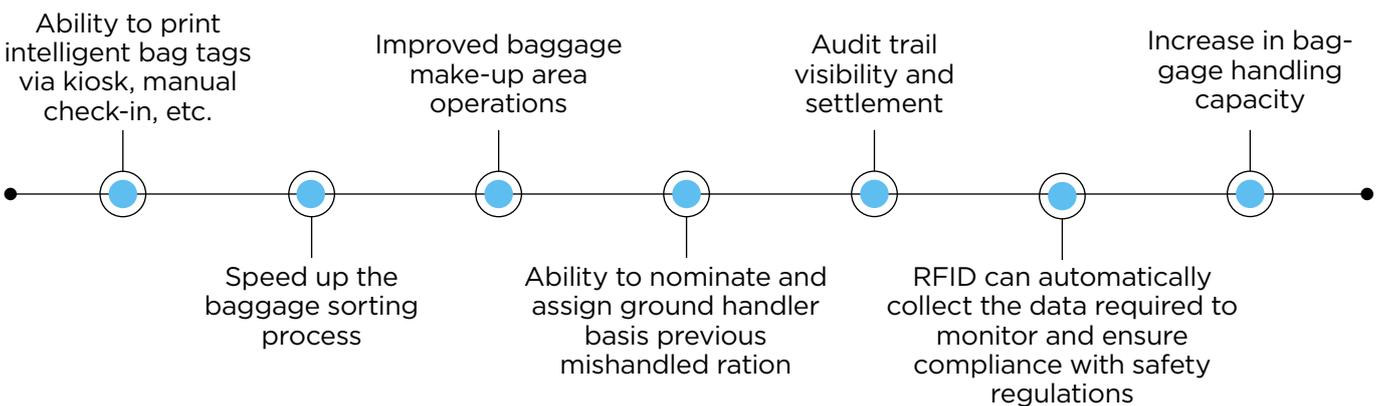
Benefits of using RFID technology for passengers

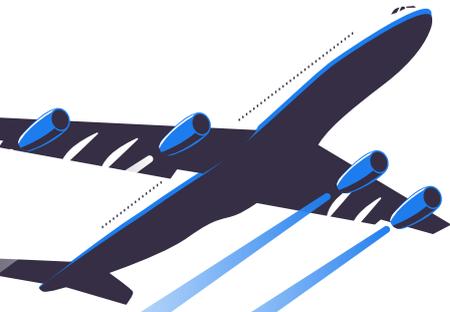


Benefits of using RFID technology for airline



Benefits of using RFID technology for airports





For more information,
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