



BAGGAGE JOURNEY

Our vision: convenient and hassle free handling and tracking of baggage for passengers, with greater choice.

00 – THROUGH THE JOURNEY

BAG IDENTITY

A Bag ID is used as the token to identify the bag operationally. This may be represented in different forms to the passenger and for the operational processes. A visual element of this Bag ID or a RFID component may be incorporated within bags at time of manufacture and/or detailed bag metrics are obtained by 3D image capture to uniquely identify the bag. Tag issuing at the airport is an exceptions process, as the majority of bags are known to the airline and airport prior to travel.

ORDER MANAGEMENT

Selection of baggage services and orders for other goods and services can be made throughout the journey. These are captured as one order along with the flight booking. All orders are tracked, fulfilled and linked to the passenger's digital identity and Bag ID.

01 – OFF AIRPORT

BOOKING AND SHOPPING

The passenger can choose from a range of baggage delivery service options at time of booking such as:

- Collection from and/or delivery to origin/home/office using a 3rd party logistics service
- Use bag drop points at a hotel, local shop, train or bus station or other designated location
- Or still choose to drop off or pick up baggage at the airport

BAG REGISTRATION

The passenger identifies their bag using the Bag ID. There is no need to attach and display temporary baggage tags.

Passengers use their digital identity to register for a flight and also register their bag for the journey using the Bag ID. This sends the unique identity for the bag to the airline so that the bag is recognized during its journey.

The Bag ID remains linked with the passenger identity within the order management of their journey.

Details of the bag such as its weight and security information can be added to the bag record upon verification.

TRACKING

Using a smart device passengers can consent to receive pushed information regarding the status/location of the bag throughout the baggage journey.

BAG JOURNEY CHOICE

Passengers can adjust their order to select other available options for collection/drop-off.

Standard baggage products are likely to offer home collection, bag drop at various locations within the city and at the airport.

BAG COLLECTION

At the appointed time (as selected by the passenger) the bag is collected by the baggage delivery company.

A baggage receipt is sent electronically. In fact, this receipt is an update within the order record which can be accessed by the passenger at any time.

The baggage delivery company has an assigned drop time at the airport remote processing facility where the bag will be security screened ready for the journey.

02 – AT DEPARTURE AIRPORT

PROCESS COMMUNICATIONS

The airline receives the bag from the baggage collection company. A message is sent to the passenger to say that the airline has the bag and confirms that the passenger can proceed through the airport seamlessly.

ROUTING SELECTION

The airline has the flexibility to choose the routing and timing for the bag independent of the passenger's journey. This enables the airline to provide a cost efficient service that matches the requirements of the passenger's order.

Updates to the bag record using the unique Bag ID reference are made to reflect the planned routing for the bag. This information is communicated as required, triggering appropriate security and cargo processes necessary for the selected flights.

AIRPORT BAGGAGE DROP OFF

If the passenger has chosen to drop off their bag at the airport: the passenger uses the built-in digital Bag ID or "bag biometric" at a simple bag drop and this is linked to the passenger identity.

Automated movers (i.e. robots) may also take the bag from the passenger as they enter the airport (at a train station or car park or terminal entrance).

BAGGAGE SECURITY

The bag is processed through security. Risk based alerts based on both security screening combined with Bag ID data may trigger a higher level security process. Communications between the security screening agency, the airline and, if required, the passenger enables changes to the passengers' process through the airport.

Linked to the Bag ID, the baggage records are updated with the verified dimensions and weight of the bag.

BAGGAGE IMAGE TRACKING

A digital record of the screened baggage images are added to the passenger's travel profile.

A single bag record from the origin is used for security and customs clearance of the bag throughout the



journey including all transfer points and at the final destination.

Customs, security and other border controls use the same digital record and travel profile to clear the bag for arrivals or to refer the passenger to secondary screening.

As part of the bag processing, all relevant authorities shall be aware of the bag's movement. Requirements for further searches of the bag can be requested by the authorities. Airlines receive notifications of this and ensure that the bag is routed to the authority on arrival.

BAGGAGE HANDLING

The baggage system in the remote processing facility uses AGVs (Autonomous Guided Vehicles) to move the bag. The AGV delivers the bag to the robotic loader for the designated aircraft.

Use of AGVs or robots also move bags from train stations, car parks and other airport connection points. These autonomous vehicles are capable of delivering the bag to the flight with all the security processes complete.

In real-time, each handling process triggers updates to the bag record (which is linked to the Bag ID).

LOADING

The robotic loader checks the journey, customs and security details are correct and then loads the bag onto its flight.

At any time, the passenger can access the real-time information to confirm the status and location of their bag.

03 – AT DEPARTURE AND CONNECTING AIRPORTS

AIRPORT EXPERIENCE

Retailers offer a range of delivery options for purchases made en route. Depending on the passenger's selected time and location for delivery, the airline may transport purchased items as cargo or as baggage.

For items transported as baggage, a Bag ID will be created which is added to the existing passenger order for the journey. Cargo items may use a different form of tracking ID and way of retaining a link to the passenger's order.

Notifications and tracking status for these or other additional items can be accessed by the passenger in the same manner as all their other journey details.

Similarly, customs shall be informed about the additional items to enable pre-clearance before delivery to the final destination.

Collaborations and real-time communication between customs, retailers and the airline enables a seamless, hassle free process for customs declarations and duty payments.

04 – IN-FLIGHT

REAL-TIME COMMUNICATIONS

Passengers can check via their selected app at any time to see bag status or to receive push notifications (with prior consent).

Changes to the passenger's flight schedule will be checked for compatibility with the status/delivery of the bag and ordered products.

Ancillary service offers to the passenger or other circumstances might mean that the passenger wishes to change the delivery requirements for their bag and

purchases. The passenger can manage this via their selected app which uses the consolidated order record.

Confirmation is provided to the passenger that their baggage has been delivered.

05 – AT ARRIVAL AIRPORT

ARRIVALS CUSTOMS

Customs processes are streamlined as passengers are pre-vetted and can complete e-declarations in advance.

Exceptions shall be flagged for inspections and airlines shall adjust the delivery/routing of the bag if required.

ARRIVAL BAGGAGE NOTIFICATIONS

Upon arrival passengers receive push notifications:

- Option 1 Airport Delivery: To streamline baggage reclaim processes the passenger is informed about their specific bag: i.e. “Your bag has arrived and will be available in X minutes at Y carousel”
- Option 2 Off-Airport Delivery (Walking Pace Arrivals): Baggage is delivered to a pre-selected location; as such the passenger will not stop at baggage reclaim. The passenger is notified of delivery time and status
- Option 3 Customs inspection required: the passenger is directed to a secondary baggage inspection area in the event that bag or the passenger were not granted pre-clearance

06 – AT DESTINATION

BAGGAGE DELIVERY

As per the passenger order, they may arrive baggage-free.

Baggage is cleared and delivered to the location selected by the passenger (i.e. hotel/home or business).