SKY ASSIST

Enhance your arrival services
and shape with us the future of Lost & Found

BagAssist

Our solutions
for your agent

Around
20 million bags mishandled
Costing the aviation industry
$ 2 billion

Source : The Baggage report 2016 by SITA.

With today's technologies, productivity can be increased by 50 % while improving passengers / airlines services.

ON THE PLANE

Delayed bag notification

sms

Delayed bag declaration

e-AHLreport
m-AHLreport

AT THE AIRPORT

Front office (Declaration)

Back office (Handling)

Agent desktop application

Self-service kiosks

Agent mobile application

Automated bag rush

Automated bag reception & delivery

Agent mobile application

BagAssist AHL / DPR / LP / QS

kiosk-AHLreport

BagAssist Rush / DR / Delivery / OHD / FP

OUTSIDE THE AIRPORT

Declaration

Follow-up

Online delayed bag declaration

Pro-active notifications

Online bag status & file modification

e-AHLreport

m-AHLreport

e-AHLmanage

BagAssist

For agents to perform all front-office...

For airlines and ground-handlers looking to increase their productivity, BagAssist is a process-driven application supporting Lost & Found agents from passenger declaration until the delivery of the bags. BagAssist is connected to SITA WorldTracer for all Lost & Found operations.

Thanks to its local database, BagAssist offers various additional features such as bag photo upload or file creation when WT is down. Interfaces to third-party systems such as DCS, airport / airline systems or delivery companies are also included to retrieve and populate data.

Missing bags **(AHL)**		Thanks to the scan of the passenger boarding pass and the interfaces to third-party systems, delayed and damaged bag declarations are quickly created with consistent data. A professional PIR, customs document and needed airlines documents are printed for the passengers.
Damaged bags **(DPR)**		
Financial and material compensation **(QS)**		BagAssist ensures that the compensation and replacement bags given to passengers are as per the airline rules. In the administration tool BagAdmin, supervisors manage the bag inventory.
Lost and found properties **(LP / FP)**		Registering lost and found properties in WorldTracer and performing searches is easily done via BagAssist. The upload of found items pictures speeds up the item recovery.

— Benefits —

Productivity

Thanks to its fields pre-population, tag labels printing, processes automation & interfaces to third-party systems, BagAssist increases staff productivity by 65%. Also BagAssist can be used even when WorldTracer is down.

Simplicity

This plug and play application only requires a browser and an internet connection. The screens are self-explanatory to minimize training needs and ensure a quick user-adoption.

Professionalism

BagAssist helps Lost & Found departments increasing their service quality to passengers and handled airlines by reducing tracing time and improving file accuracy.

... and back-office operations

Rush bags **(FWD, FOH, FAH, FLZ)**		Thanks to the embedded flight list, agents easily select the outbound flights. BagAssist sends a rush message to WorldTracer, a Baggage Source Message to the airport sorter and prints a rush bag label. Our additional module BagAutoRush works as a mini reconciliation system for baggage control department.
Bag receiving **(DR)** & delivery **(BDO)**		Agents acknowledge the bag reception and issue Baggage Delivery Orders (BDO) for AHL, DPR and OHD files within airline restrictions. Delivery bag labels and delivery lists are printed to ease collaboration with the delivery partners. Our additional module Auto DR-Delivery speeds up the processes of receiving and delivering the baggage with minimum agent intervention.
On-hand bags **(OHD)**		With a few clicks, agent can report an on-hand bag in WorldTracer, describe the bag content and print an OHD label to attach to the bag.
Action message		BagAssist displays the action messages in a structured way, guiding the agent to necessary action(s).
Tag printing		BagAssist prints rush bag label to ensure the immediate and correct forwarding of the bag, OHD bag label to ease on-hand bags identification and storage, DR and BDO bag labels to speed up the delivery of the bag to the passenger.
WorldTracer Emulator		BagAssist includes a WorldTracer emulator for supervisors to configure their stations and extract reports.

> (!) **Thanks to the fields pre-population, a Lost & Found agent needs less than 3 minutes to create a missing bag report using BagAssist.**

About us

Sky Assist is a recognized provider of advanced niche software solutions
for the Air Transportation Industry, focusing on Arrival Services,
Lost & Found and Customer Relations processes.

Our customers are our best references

Worldwide airlines and European handling companies have chosen us
as IT partner for their air transportation solution.
Our customers are willing to share their user experiences
and arrange on-site visits to show the perfect integration
of our products with their daily operational processes.
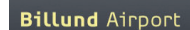
AIRFRANCE KLM   Austrian   brussels airlines   Luxair

QANTAS   TUI BELGIUM   ahs   alyzia   Billund Airport

brussels airport the heart of Europe   GBS   groundforce PORTUGAL   SBA   swissport

Our partners

ibs

Our technical partner for
product development,
maintenance and support.

ITCE

Our Belgian hosting partner
provides professional services
including connections to SITA
World Tracer.

IER

Together with IER we provide
you bag tag printers (IER400) and
airport kiosks (IER919).

SKY ASSIST

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