

**SKY ASSIST**



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



# 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.



# 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.

## Kiosk-AHLreport

For passengers to declare their missing bags at the airport using a kiosk device

Using a kiosk or a PC equipped with touch screen and printer, passengers can report their delayed bag at the airport.

Thanks to the scanning of the boarding pass and bag tag and interfaces to third-party systems, many fields are pre-populated, reducing the declaration time per passenger to 3 minutes.

The process ends with the printing of a report containing the WorldTracer file reference and the display of information regarding bag forwarded messages when available.

Passengers receive a copy of their declaration via e-mail, along with a customs report and additional airline documents if any.

### — Benefits —

#### Simplicity



The self-explanatory screens available in 10 languages give the same confidence to passengers than making a declaration at the desk.

#### Quality

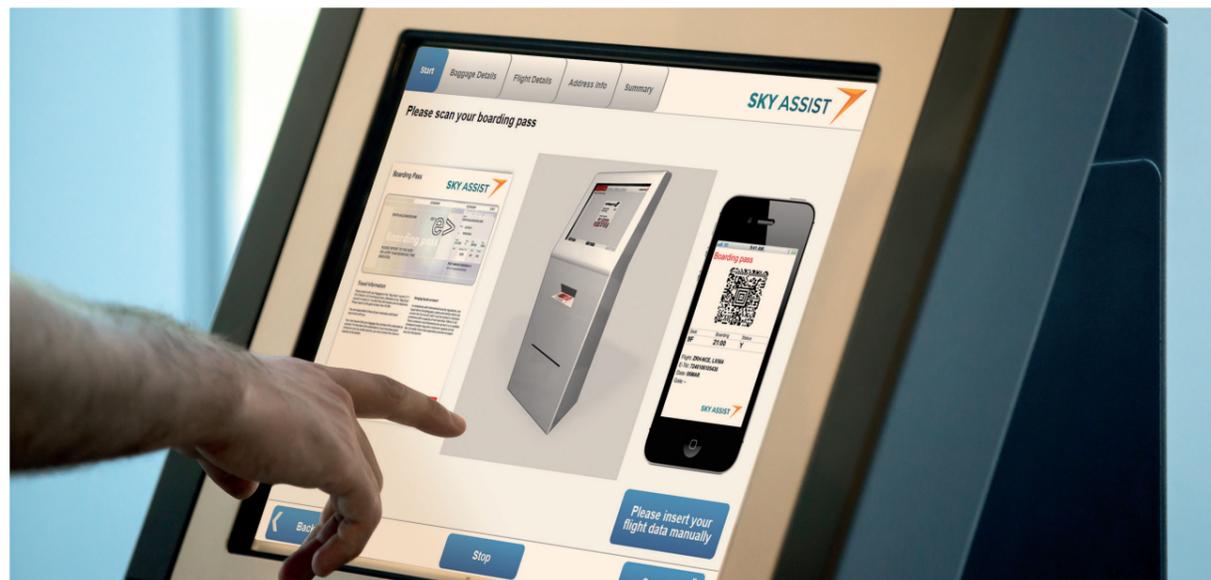


AHL files created at the kiosk are error-free since passengers enter the data themselves while the application ensures the data format correctness.

#### Productivity



With the kiosk application, one agent can attend 2 to 4 passengers at the same time. Cross-usage of staff is possible as no expertise is needed.



At Billund airport (Denmark), 80% of the AHL files are created at the kiosk by passengers themselves. Billund airport has been using our kiosk-AHLreport application since 2012.

## e-AHLreport and m-AHLreport

For passengers to declare their missing bags outside the airport using a PC or a smartphone

On internet, from home, hotel or office, passengers can register a baggage incident. Application security prevents fraud and duplicate files; connection to third-party systems allows fields pre-population speeding-up the missing bag declaration.

In case of big disruptions of flight/baggage operations (snow, strike, etc.), e-AHLreport is a must-have secured solution to cope with the high number of incidents, minimize passenger annoyance and enhance arrival area security by having passengers leaving the airport quickly.

### — Benefits —

#### Comfort



Passengers do not need to wait at the airport; they can declare their delayed bags sitting comfortably at home, the hotel or the office whenever they have time.

#### Quality

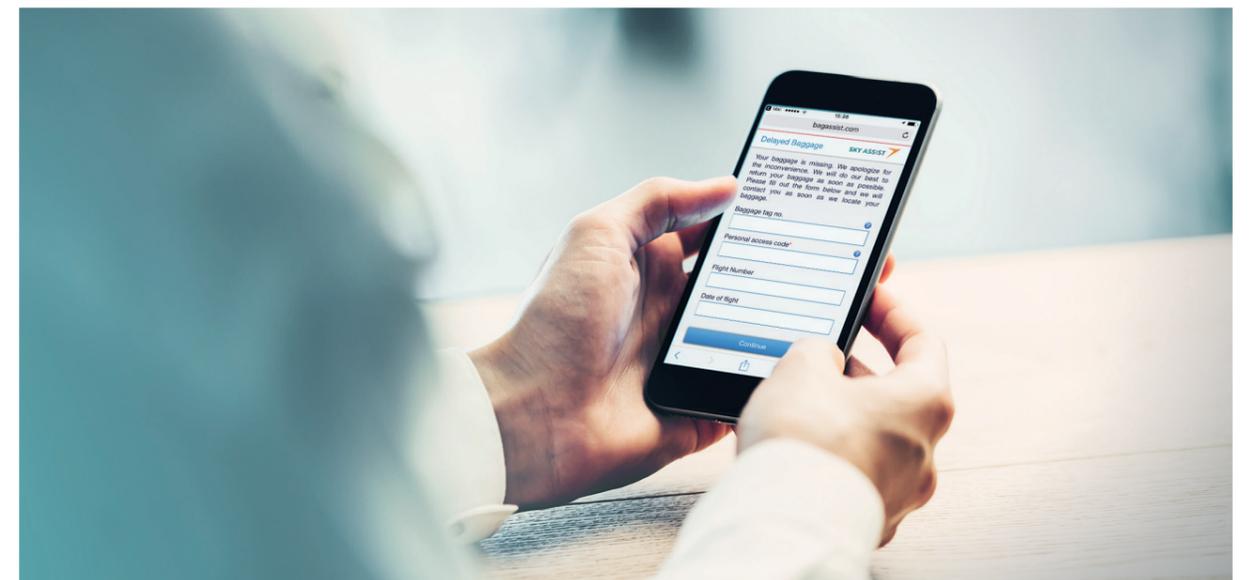


AHL files created via e-AHLreport are error-free since passengers enter the data themselves while the application ensures the data format correctness.

#### Productivity



With the e-AHLreport application, agents can focus their time and effort on back-office task to reduce the tracing time and deliver bags to passengers at the earliest.



e-AHLreport and m-AHLreport are used by our customers, both airlines and handlers, on a worldwide scale. These applications are used in airports spread across 50 countries.

## e-AHLmanage

For passengers to track the status of their missing bags and receive e-mail and SMS notifications

On the Internet, from anywhere (home, office, hotel), passengers can consult 24/7 the current status of each of their delayed bag. Passengers can change their delivery preferences within the airline delivery restrictions, update their personal details and describe their bag content.

All modified data is sent to WorldTracer. Passengers can also subscribe to e-mail and/or SMS notifications to be informed of their bag status on a regular basis

### — Benefits —

#### Flexibility



e-AHLmanage brings more control, independence and information to the passengers increasing their satisfaction.

#### Accuracy

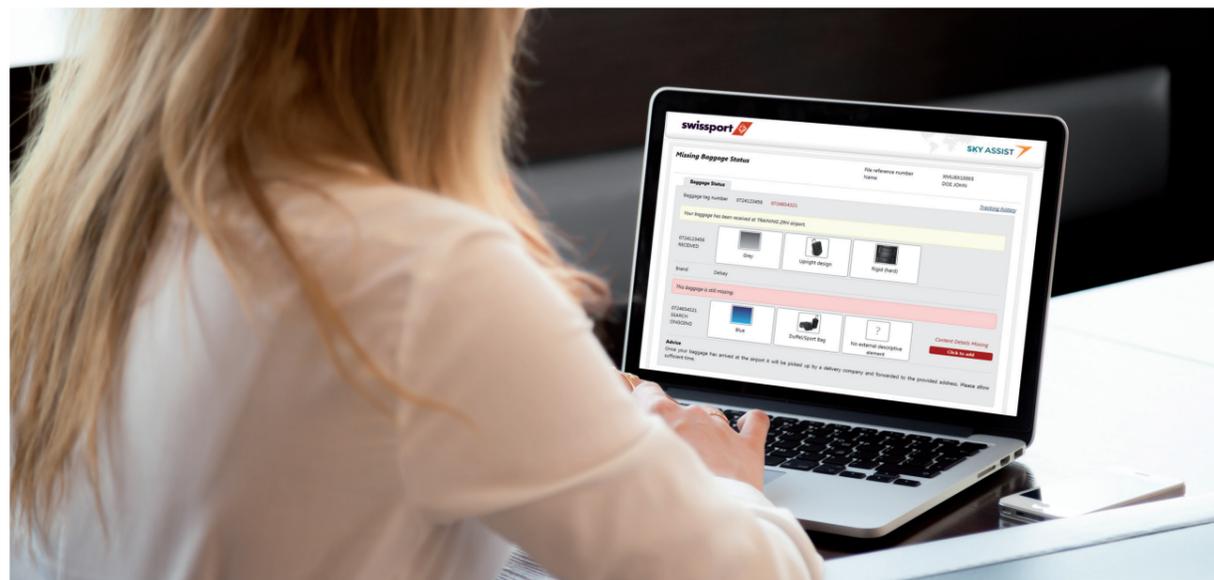


Passenger can update their contact details and delivery address (within airline rules) which ensures the accuracy of data and eases the bag delivery.

#### Productivity



e-AHLmanage reduces Lost & Found workload by drastically reducing the number of phone calls and e-mails received from the passengers.



Implementing e-AHLmanage reduces the number of phone calls to Lost & Found by 50%. To get a status of their delayed bags, 70% of the passengers prefer using internet over phone calls.

## BagAssist BDS

WorldTracer made available to courier companies

Courier companies are not WorldTracer members. Using BagAssist BDS they can receive the baggage delivery information immediately after a BDO (Baggage Delivery Order) is made by an agent in order to better prepare baggage pick-up at handler location. It supports also calls to passengers to organize final delivery, baggage label printing and

delivery voucher. Through bag tag scan the agent updates in real-time the delivery status (in stock, delivery in progress – including estimated date / time, delivered, undelivered) in WorldTracer. Direct tracking and navigating to the courier company website to check the status can be enabled.

### — Benefits —

#### 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.

#### Customer satisfaction



Thanks to the accurate information updated via BagAssist BDS, passengers and airlines are informed in real-time of the delivery status of the bags.

#### Productivity



Bag tag scanning and printing, file automated update in WorldTracer and delivery documents generation all increase the productivity of courier companies.



Having your courier companies implementing BDS supports your airlines to comply to IATA resolution 753 while helping you to monitor deliveries quality & services.

# Pax Claims

For Airline Customer Relations to manage passenger and baggage complaints.

## For agents

Using a process-driven interface, with automated claims creation and data population from airline website, WorldTracer or Frequent flyer data, the agents benefit of accurate operational data and standardized answers based on claim resolution to settle them with quality and within the management service levels. Baggage proration helps the airline to recover from other airlines based on IATA regulations.

## For passengers

Through website templates, the passengers can register a claim of different types with automated acknowledgment containing a file number, used later as key for follow-up and update comments, upload necessary documents like taxi vouchers, copy of ticket, ... or validate financial settlement including bank details.

### — Benefits —

#### Productivity



By automating time consuming tasks, Pax Claims allow your staff to concentrate on claims resolution.

#### Company image

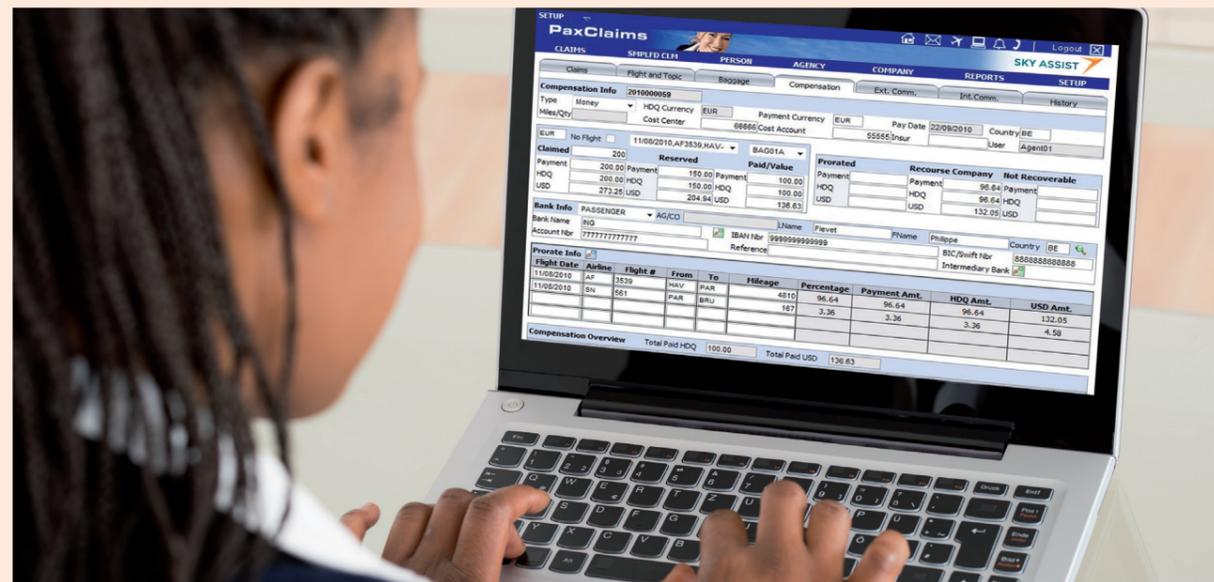


By automating answers and proposing compensations based on claim incident type, answers to passengers are consistent and in line with your company image.

#### Centralised database



All data is kept centralised, including all communication channels, and can be accessed by any user worldwide (no local data).



Encouraging the passengers to enter complaints using the website as main channel, our customers achieved 30% of complaints being automatically created, answered and closed without agent intervention.



# 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.



## Our partners



Our technical partner for product development, maintenance and support.



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



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



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