

# Baggage Services

## Designed for

Baggage Services is a key area in airport operations. If the baggage system breaks, the passenger flow stops. If the processes are not well planned, then the turnaround time extends.

This area is designed for any company that is involved in baggage services from the construction of full baggage systems through to passenger facing technologies such as electronic baggage tags.

One of the key controls in baggage handling is the messaging that underpins every baggage journey. This group manages the standards for both the Type B (EDIFACT) messaging and also the new modern baggage messaging standards, making membership essential for any baggage system provider.

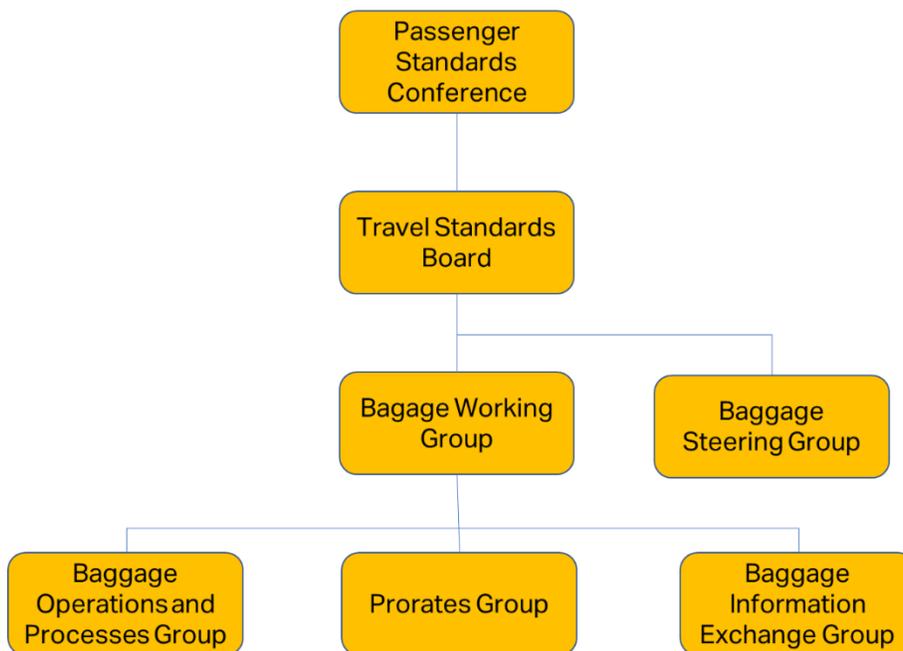
## Areas of Activity

Baggage Operations and Processes is a new area that is involved in examining the impact of standard changes on the operations and processes used. Examples include things like adding special baggage exception codes.

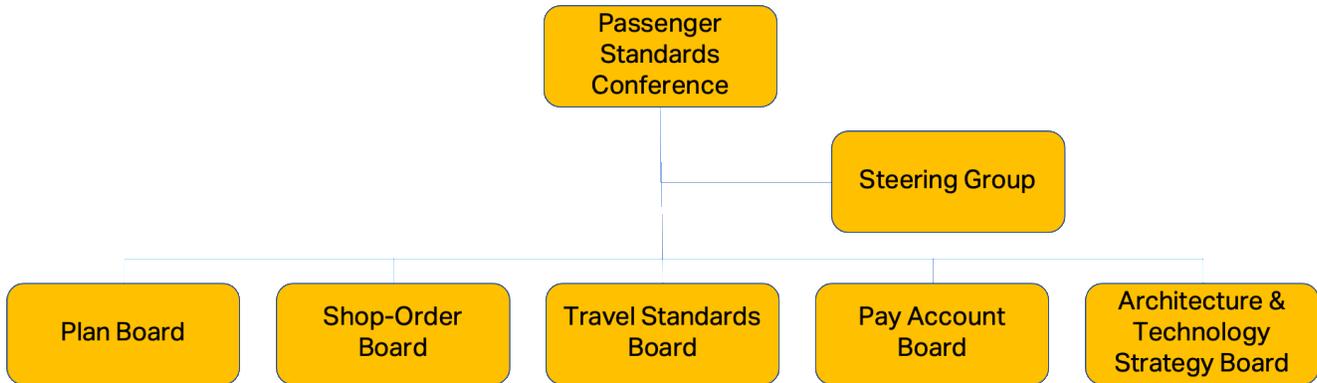
The group has a strong focus on Baggage Innovation and Technology and is looking into all aspects of technology such as electronic baggage tags and Radio Frequency Identification (RFID), Electronic Baggage Tags, Machine Vision, Artificial Intelligence, Machine to Machine communications and Machine Learning.

Prorates is another crucial area as it ensures that when baggage is mishandled the various carriers share responsibility, and financial accountability, for the bag. This area sets the rules for the how airlines undertake this essential activity.

## Baggage Services Structure



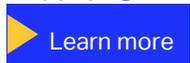
**Strategic Partners must join the Passenger Experience and Baggage Services areas of involvement to attend the Passenger Standards Conference.**



## Exclusive Access to Meetings & Work Groups

### CONTACT

Mr. Hasse Joergensen  
Senior Manager, Baggage  
Operations  
[baggage@iata.org](mailto:baggage@iata.org)



### BAGGAGE OPERATIONS AND PROCESSES SUB WORKING GROUP (BOP)

The BOP Sub Working Group will look after the standards for processes and procedures for areas such as the UNAR process that allows unaccompanied bags to travel, Home Office Hotel (HOH) services for baggage or Off Airport Baggage Operations.

### PRO-RATES SUB WORKING GROUP (PRO)

Group tackles the industry issue of pro-rating of baggage claims. When a bag is mishandled then the cost to recover that bag is shared between airlines. The rules that are in place today are not well understood and are hard to automate, so this group is working on a simplified set of pro-rate rules that could be used by airlines and also at the future development in the baggage proration area.

### MODERN BAGGAGE MESSAGING SUB WORKING GROUP (BIX)

The airline industry is moving from type B messaging framework to XML data standards. This group is delivering the guidance that could facilitate this transition and help with the Baggage XML Implementation. There are different streams within this sub-group: Technical Solutions (Baggage Broker), Editorial Board (maintaining the standard), Test Node and Directory Services as well as Business Implementation stream.

### Benefits

- Participate in, sponsor and exhibit at the IATA Industry Conferences/Events
- IATA Certified Product Status (for specific products)
- IATA Support for workshops and meetings
- Ask IATA - consultancy on products and solutions



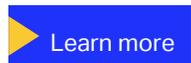
## Additional Strategic Partnership benefits

### Branding

- Recognition as a valuable supporter of IATA and the air transport industry
- Inclusion in the IATA Strategic Partnerships online directory
- Exclusive usage of the IATA Strategic Partnerships logo
- Promotion through the electronic quarterly Strategic Partner Newsletter, viewed by thousands of aviation industry contacts
- Monthly posting of Strategic Partners' press releases on the IATA website

### Publications

Partners may purchase publications at a preferential rate.



### Courses

Strategic Partners may attend, at a reduced fee, IATA training courses.

Strategic Partners may receive 55% discount on the first 2 seats per year to any IATA classroom course (subject to availability).

