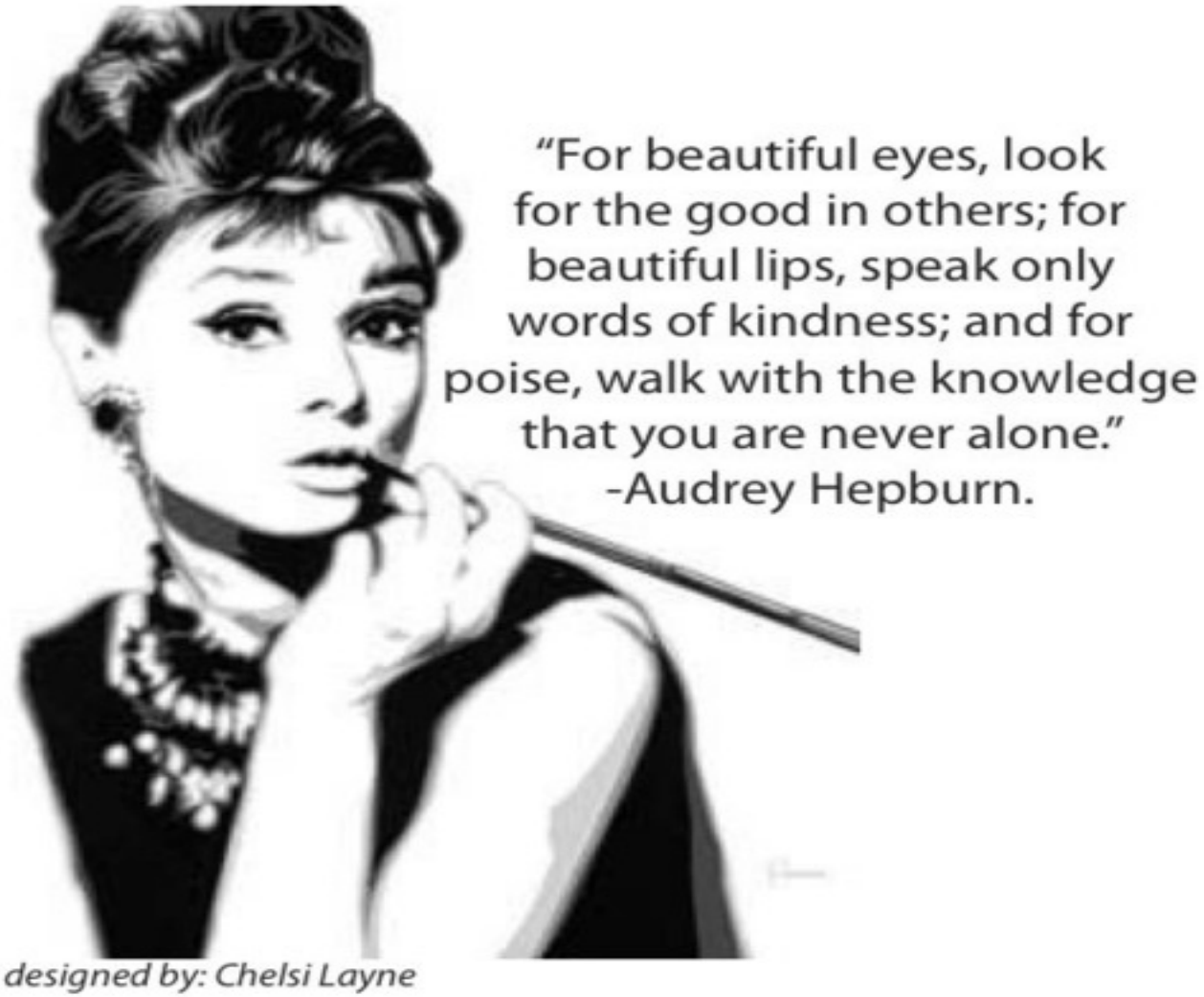
ABI 1204

Ground Service Management

Unit 10

Baggage service and Ground handling equipment

Things to think



"Not to worry, we didn't lose your luggage, we forgot to load it."

Baggage claim

Baggage claim area are located at the landside arrival.

Passenger with oversized baggage , fragile items and baggage with irregular shapes such as sporting equipment will have their baggage delivered to a designated baggage claim area.

Baggage irregularity

Occurs when a passenger's baggage is delayed, lost , damaged and soiled

Delayed baggage is known as passenger arriving without baggage (PAWOB) may cause by

- **Airport facilities**: problem such as power or computer outages can cause malfunction as baggage must be sorted manually bags may be misdirected
- **Misconnection:** occurs when the passengers are unable to connect to their flight and be on other flight but baggage's itinerary still on the original flight

Or passenger have a short connecting flight that baggage can't have time to load on the same flight.

- **Airline operations**: in case of weather condition that flying time is expected to be extended the fuel tank will be fully filled , the passenger , baggage and cargo may be exceed the maximum take off weight and the passenger baggage are off load and will be loaded on later flight

- **Human error**: check in staff tagging the baggage incorrectly , don't remove old tag or ramp agent placing in wrong containers , or passenger take wrong bag as destination

Handling PAWOB

- GSA have to check the baggage claim receipt to verify destination and flight details and pax have to complete the **property irregularities report (PIR) know as delay report**
- Name
- Local address or hotel name
- Telephone no.
- Email address
- Flight info
- Missing baggage claim check no
- Description od lost baggage

Nesma Airlines

PROPERTY IRREGILARITY REPORT (PIR)

FOR CHECKED BAGGAGE

(to be completed in BLOCK LETTERS)

OPERATOR TRANSMISSION NOT REQUIRED FOR BOXES LEFT EMOTY

Address(es) A T L W M X S

• Originator L L | Date | Time

Station where Bag was last seen

Destination on baggage Tag

Originator plesse cross out those boxes that do not apply

AHL

Airport | Carrier

NM → Passenger's Family name and Name on Bag

Note: maximum of 3 Names
16 characters per name

IT → Initials — Initials on the Bag or Passengr's Full Initials (maximum of 4)

TN → Carrier - Bag Tag Number | Carrier Bag -Tag Number

Carrier - Bag Tag Number | Carrier Bag -Tag Number | Carrier Bag -Tag Number

CT → Colour Type Description | Colour Type Description | Colour Type Description | Colour Type Description | Colour Type Description

RT → Routing and/or locations to be traced (maximum of 15 city codes)

FD → Carrier - Flight Number | DATE (DAY/MO) | Carrier - Flight Number | DATE (DAY/MO) | Carrier - Flight Number | DATE (DAY/MO)

BI → Brand Name of Bag Distinctive Outside Identification (1) Other markings/Hotel/stickers on Bag (maximum of 58 characters)

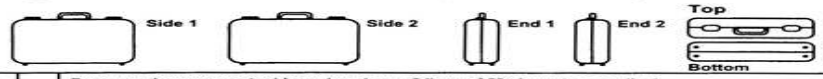
BI → Brand Name of Bag Distinctive Outside Identification (2) Other markings/Hotel/stickers on Bag (maximum of 58 characters)

BI → Brand Name of Bag Distinctive Outside Identification (3) Other markings/Hotel/stickers on Bag (maximum of 58 characters)

BI → Brand Name of Bag Distinctive Outside Identification (4) Other markings/Hotel/stickers on Bag (maximum of 58 characters)

BI → Brand Name of Bag Distinctive Outside Identification (5) Other markings/Hotel/stickers on Bag (maximum of 58 characters)

Damage Information Please indicate damage on these drawings.



Type of Damage		Condition	
Minor		Good	
Major		Fair	
Complete		Poor	

PA → Passenger's permanent address (maximum 2 lines of 58 characters per line)

— →

TA → Temporary address (maximum 2 lines of 58 characters per line)

— →

PN → Passenger's permanent phone number (maximum of 20 characters) | TP → Temporary phone number (maximum of 20 characters)

LD → Lical delivery instructions (maximum 1 lines of 58 characters)

FF → Free From Text (maximum 99 lines of 58 characters per line)

Additional Elements

PT → Passenger's Title | NP → Number of Passengers | LA → Language | PP → Passport Number

TK → Ticket Number | PR → PNR Record Locator | FL → Frequent Flyer ID

BW → Weight of missing pc(s) | RL → Reason for loss | FS → Fault Station | AG → Agent

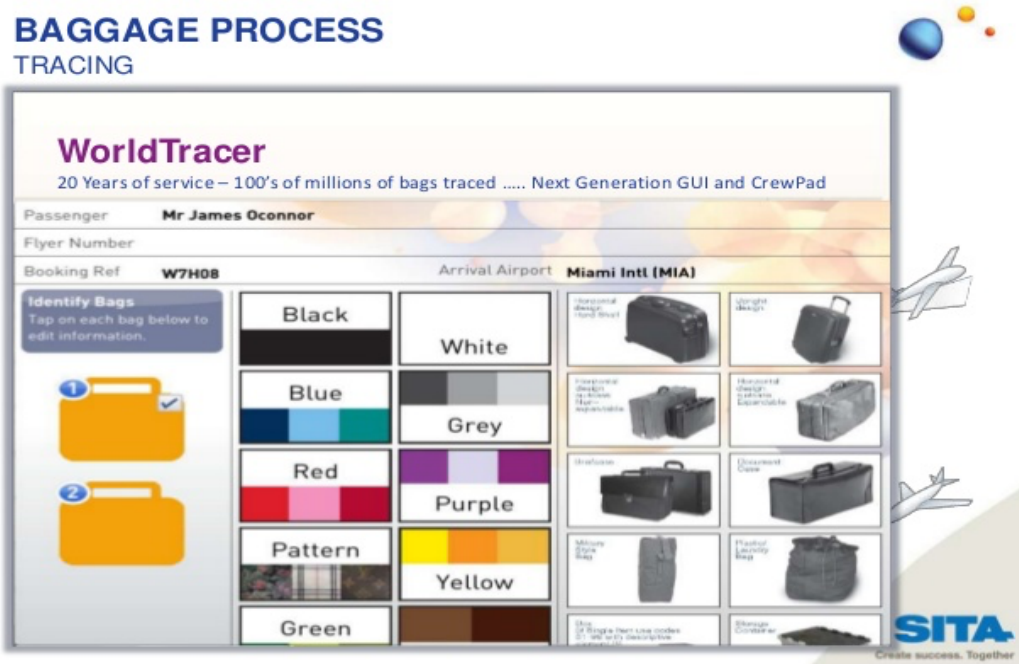
INSURANCE YES ☐ NO ☐ | If bag(s) locked ask for key(s) and attach to PIR Key(s) attached YES ☐ NO ☐ | Code of Combioation Lock | Overnight Kit Maie ☐ Female ☐ | Cach Advance paid

This report does not involve any acknowledgement of liability

AGENT SIGNATURE ..... PASSENGER SIGNATURE .....

Baggage Tracing

GSA are required to create a file for missing baggage by input the data collected from the PIR in to computer baggage tracing systems or World Tracer



World tracer is a computer baggage tracing system established by SITA allow all airline to share information of concerning baggage

There are 2 ways of using

- 1.advise if hold (AHL)
- 2.bags on hand (OHD)

English

WorldTracer

We apologize for the mishandling of your baggage and understand that this will be inconvenient for you. Please be assured that we will do all possible to assist you through this experience.

Your baggage details have been entered into our worldwide computerized baggage tracing system.

You may check the status of your delayed bag and, as needed, modify the delivery and contact information.

Please ensure your name, address, flight information and bag type details are correct. In case of any changes, please notify us as quickly as possible so we can update your file accordingly. This information will help us in returning your baggage quickly.

We will advise you once your baggage has been received and arrange a convenient time for delivery.

Error Mandatory

Check Delayed Bag Status / File Information

To display information about your delayed bag, enter your 10-character file reference in the first box below, your last name in the second box and click the "Submit" button.

File Reference
(e.g. ATLXS13166) *

Name
(e.g. Johnson) *

Submit

©elmundodefloxie

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WorldTracer Services - Thai

www.worldtracer.aero/filedsp/tg.htm

Mail - Inbox (6502) -... Google

THAI

File display

We apologize for the mishandling of your baggage and understand that this will be inconvenient for you. Please be assured that we will do all possible to assist you through this experience.

Your baggage details have been entered into our worldwide computerized baggage tracing system.

If any of your information has changed or if, after reviewing your file you have corrections, it would be appreciated if you would notify us immediately so we can update your file accordingly. It would also be most helpful if you would ensure your name, address and bag type details are correct.

This will help us in returning your baggage to you quickly.

We will advise you once your baggage has been received and arrange a convenient time for delivery.

To display information about your delayed bag, enter your 10-character file reference in the first box below, your last name in the second box and click the "Submit" button.

File Reference **Name** Submit Reset

Example: ATLXS13166 Johnson

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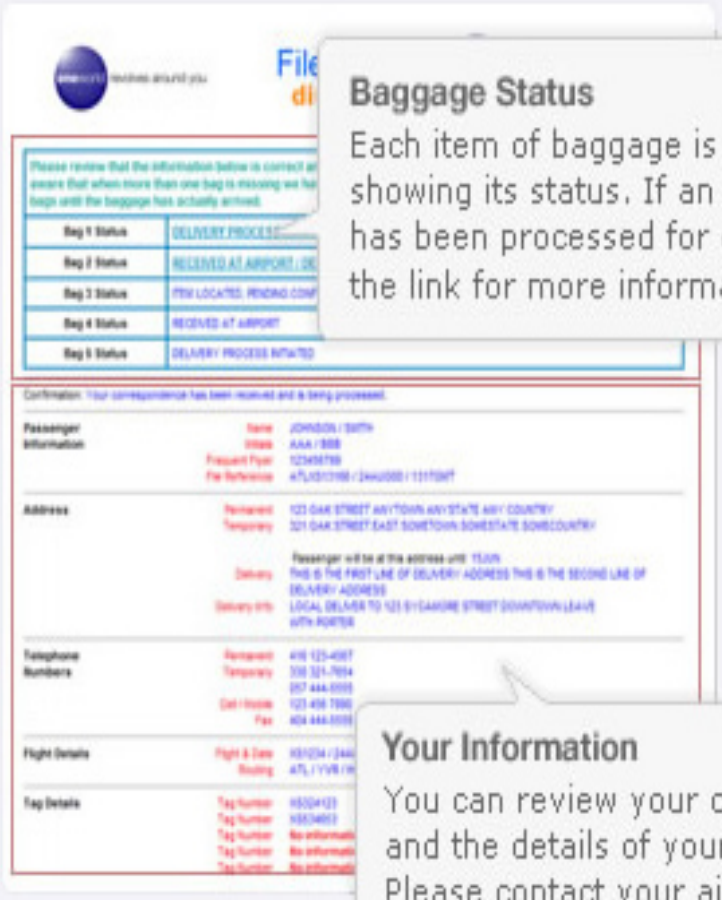
SITA · IATA WorldTracer SERVICES

Step 1: Enter your reference number

Baggage Search

Enter your Reference Number and Name in the fields provided and click on 'submit'.

Step 2: View your information



Baggage Status

Each item of baggage is displayed showing its status. If an item of baggage has been processed for delivery, click on the link for more information.

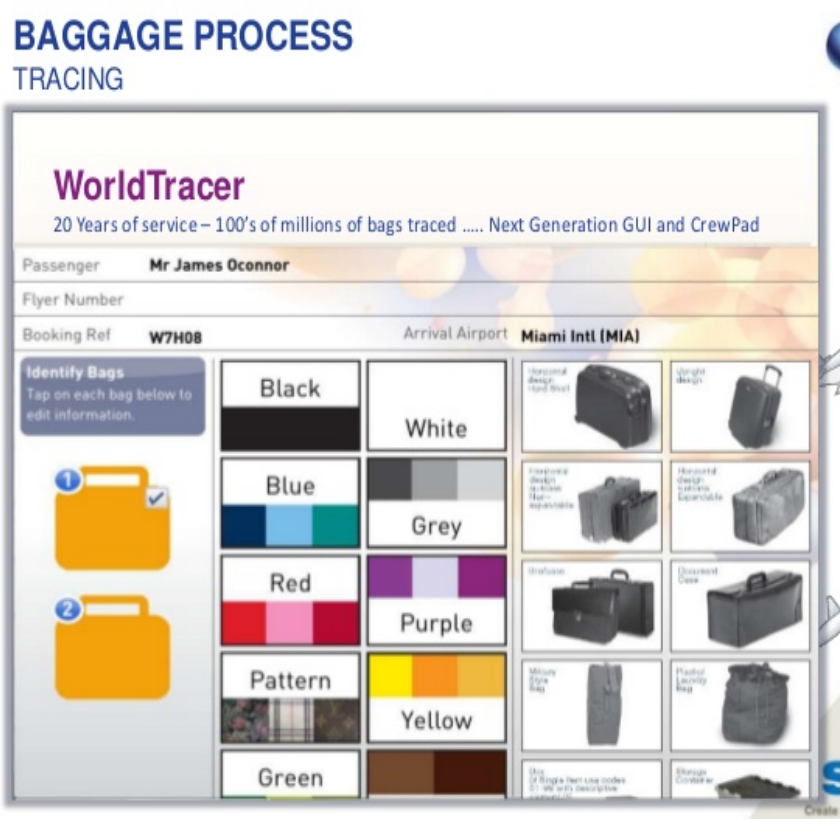
Your Information

You can review your contact details and the details of your baggage. Please contact your airline if you have any questions or changes.

Advise if hold (AHL)

When pax's bag is missing and world tracer requires the agent to input info to begin the matching process such a

- NM last name
- IT passenger's initial
- RT routing
- FD flight/date
- CT color/type

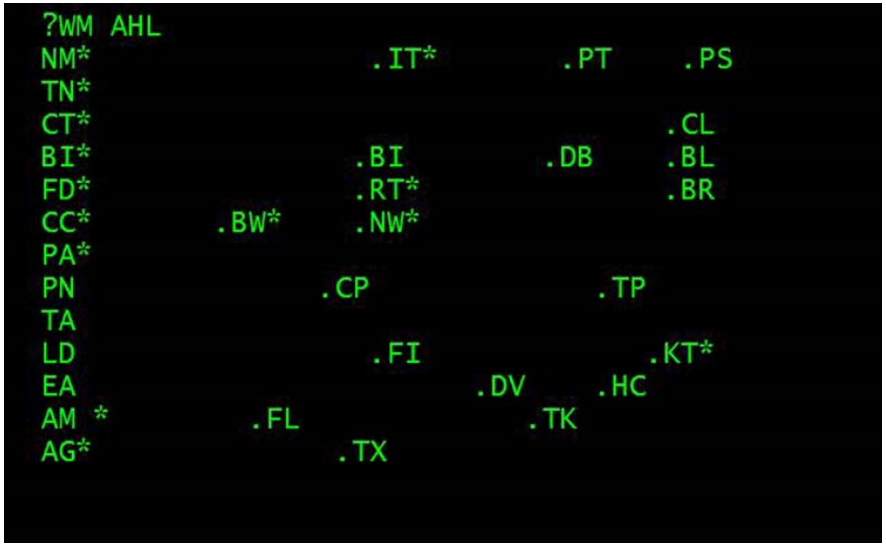


Bags on hand (OHD)

If unclaimed bag is left at the belt, airline ground agents are collect these bags and input at lease 4 mandatory information in to world-tracer an OHD file is created in the system

4 mandatory elements are

- CT color/type
- RT routing
- FD flight/date
- AG agent



Matching

Worldtracer helps airline to match information between data input for AHL and OHD databases to identify possible match

- *With [WorldTracer Tablet], we can proactively manage baggage claims from anywhere in the airport. The whole process takes around five minutes, half the time customers normally spend finding the right counter and filling in desktop terminals.*
- *Dato' Mohd Salleh Ahmad Tabrani, Director, Customer Services Division, Malaysia Airlines*

Baggage Tracing

- When the baggage is lost , AHL side ground agent key in PIR information, if match with the OHD file, send the TELEX to request the baggage,

OHD side sent baggage with RUSH tag and telex to inform flight/date of arrival

- **Custom clearance**

When baggage is sent to requesting airline , the airline will clear custom for passenger

If there are duty free over permission ,custom will store the baggage in the custom bond room

- GSA have to inform pax
- Pax deal directly with custom
- The airline pay the tax for pax and collect later upon delivery the baggage
- Pax can refuse to pay but custom will keep the bag for designated period of time before disposing

Lost baggage

- If airline is unable to find the missing bag , pax can complete “property loss claim” to give more detail of the bag to search for it.

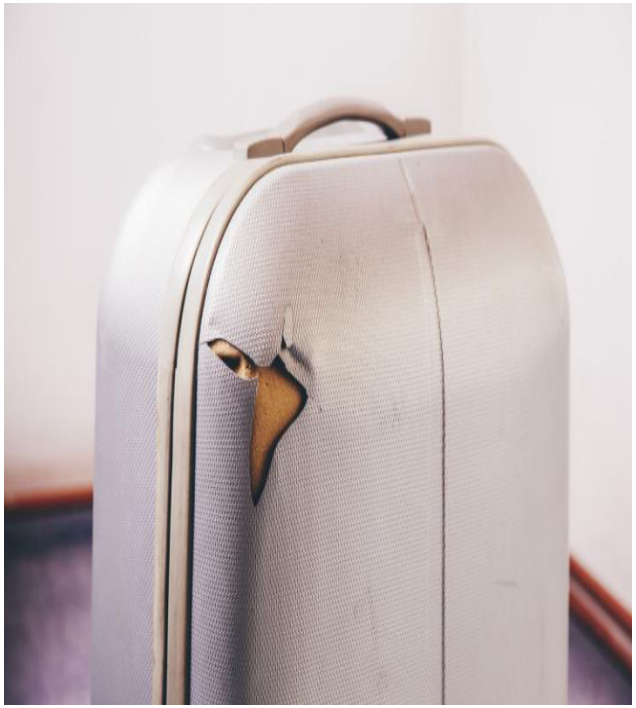
- If the bag declared lost after a period of time the airline give compensations under the WARSAW Convention or Montreal Convention

damage

The airline will take limit of liability to damage or loss to some parts.

Part that not liability

- Scratches
- Pull handle
- Zippers
- Handles
- Hooks
- Wheels
- Feet
- Lock



And not liability on

1. Spoilage of perishable result from delay
2. Damage to fragile that are unsuitably packed
3. Carry –on baggage
4. Over packed baggage
5. Pax must report damage before leaving the airport

Baggage pilferage

- Items being taken without authorization from the baggage while in possession of the airline
- Airline has no liability of missing of money, jewelry, cameras, antique etc.
- Pax have to fill out missing property form and sent to lost and found office to review and compensation
- http://news.delta.com/delta-introduces-innovative-baggage-tracking-process-0

Ground Handling Equipment

Supporting equipment – vehicle to support the airline's service

- 1.Flight service – cleaning the aircraft
- 2.Freight and baggage service
- 3.Passenger services
- 4.Aircraft service

1.Flight services

Catering truck – high loader truck to load / unload catering services

Cabin cleaning truck

Transport necessary servicing equipment and materials to the aircraft includes vacuum cleaners cleaning liquids brushes and items to be replaced like pillows , blankets

Air conditioning truck

External service to maintain cabin comfort

Water truck for drinking water is pumped into the aircraft's tank

Lavatory truck – drain aircraft waste and must be empty when the tank is full. Drain by connecting the hose to waste tank

2.Freight and baggage services

Bag carts

Used to hold baggage and mail. the airline use bag carts to transport passenger’s baggage between aircraft and the terminal

- **Trolley**

Known as dolly or unit load device (ULD) and is used to transport containers to the aircraft ,it require a tractor to move between location

- **Container loader**

Is a piece of equipment assists in loading and unloading of containers and pallets in to cargo compartment

• Belt loader

Is a vehicle equipped with a conveyer belt to assist the loading and unload process

3.Passenger service

- Apron bus

- Air-stair

- Boarding ramp use by some airlines to board pax to smaller aircraft

N742AS

Ground Handling Equipment

- **High lift device**

Use to assisted disabled and elderly passengers

4.Other aircraft service

- **Ground power unit GPU**

use when APU is not sufficient may installed at the gate area or on mobile vehicle

Ground Handling Equipment

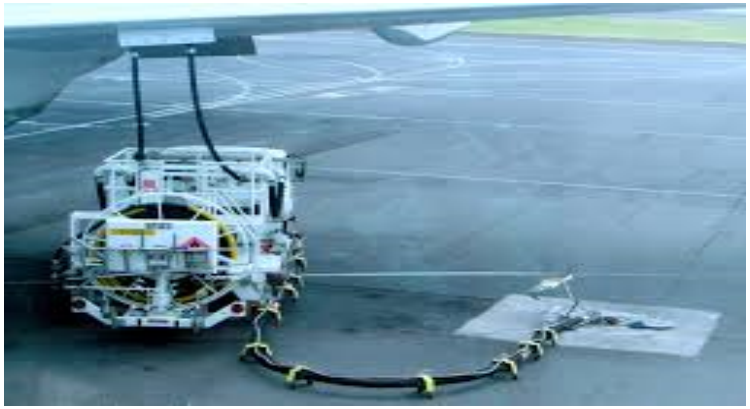
- **Air start unit**

when APU can't generate enough power

- **Push back tug**

capture the nose wheel and lift the wheel up.

- **Jet refueling truck**



Ground Handling Equipment

- De-icing vehicle to remove ice that built up on the surface of the aircraft during extreme cold weather.

Captain's wife has been selecting the stewardesses again !!

Any Question?

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