

# SKY ASSIST



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

## BagAssist

Our solutions  
for your passengers



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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



Delayed bag declaration

e-AHLreport  
m-AHLreport



### AT THE AIRPORT

#### Front office (Declaration)



Agent desktop application



Self-service kiosks

#### Back office (Handling)



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



Online delayed bag declaration

e-AHLreport

m-AHLreport

#### Follow-up



Pro-active notifications

Online bag status & file modification

e-AHLmanage

# 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

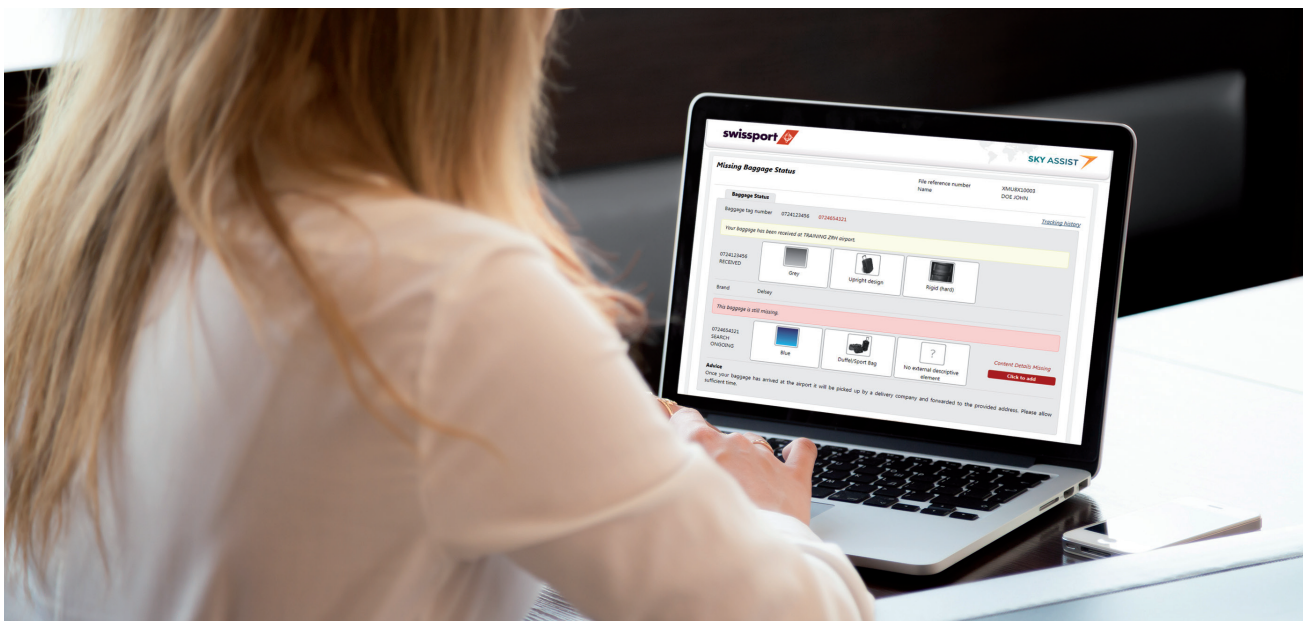


Passenger can update their contact details and delivery address (within airline rules) which ensures the accuracy of data and eases the bag delivery.

### 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.



## 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).



## Sky Assist SA

Leuvensesteenweg 510, Building 5  
1930 Zaventem, Belgium

[www.skyassist.com](http://www.skyassist.com)



Follow us on LinkedIn



**Luc Trentels** Managing director

*Direct Phone* +32 2 710 50 82

*Mobile* +32 475 42 22 91

*Email* [luc.trentels@skyassist.com](mailto:luc.trentels@skyassist.com)

**Eric Stessels** Product manager

*Direct Phone* +32 2 710 50 83

*Email* [eric.stessels@skyassist.com](mailto:eric.stessels@skyassist.com)