



White Paper

Baggage Auto-Reflighting: Resolution 755 - Call to Action

Introduction

The primary objective of any airline's baggage operation is to consistently transport passengers along with their luggage. To meet these objective airlines can rely on established industry best practices and/or standardized messaging protocols. These procedures allow airlines to reflight bags within their own operations and among their interline partners, facilitating the reunification of bags with passengers. By adhering to these standards and ensuring widespread implementation across the industry, airlines can reduce the rate of mishandled baggage and expedite the recovery process.

These efficiency standards are outlined in Resolution 755, and broader compliance and implementation of these standards are essential.

Objective

Our objective is to establish industry-wide compliance with the standards outlined in Resolution 755 for tasks related to baggage reflighting. Resolution 755 provides a comprehensive framework for airlines and contracted parties to effectively communicate operational messages between systems during baggage reflighting processes.



Benefits

Reduction in mishandled baggage rate (MBR) when passengers are rebooked/rerouted:

By promptly reflighting baggage automatically, airlines can significantly reduce the occurrence of mishandled baggage. This proactive approach ensures that bags are reflighted to minimize baggage mishandling.

Enabling technology, such as auto-reflight systems, to improve recovery time and reduce resource requirements:

Implementing auto-reflight systems allows for faster recovery of mishandled bags. These automated processes optimize resource allocation and streamline the reflighting process.

Reducing backlog and congestion in the baggage system:

Swiftly recovering and reflighting bags helps prevent congestion and backlog in the baggage handling system. This efficiency benefits both passengers and airline operations.

Cost reduction due to quicker recovery:

Faster recovery times will translate to reduced cost for airlines, airports and ground handling service providers. Reuniting baggage with its owner ultimately minimizes expenses related to compensation, storage, and delivery.

Enhancing customer satisfaction:

According to the IATA Global Passenger Survey, 61% of customers indicated that faster recovery, in case of mishandled baggage, will increase their confidence to travel with checked in baggage. Meeting this expectation improves passenger's level of confidence with baggage check in and overall customer satisfaction.

Earlier visibility of reflighted bags for airlines and contracted parties:

Industry standard messaging provides real-time visibility into reflighted bags. Airlines and contracted parties can proactively plan operations based on this information.

Industry best practice and common standard for reflighting bags among interline partners:

Adopting industry wide acceptable standard messaging ensures smooth communication between airlines and contracted parties. This best practice facilitates the seamless transfer of reflighted baggage, even in interline scenarios.

Collaboration Unlocks Success

To achieve a successful auto-reflighting process, industry-wide collaboration is essential among interline partners, airlines, contracted parties, and various vendors involved in the process. By working together, we effectively ensure compliance with the standards outlined in Resolution 755 across our industry.

Through this collaborative effort, we reap the benefits of a smoother auto-reflighting process, including reduced baggage congestion and increased customer satisfaction. The creation of Resolution 755 itself was a result of collaboration, and by continuing to work together, our industry can mobilize to achieve efficient baggage reflighting.

Actions and Recommendations

Airlines should collaborate closely with suppliers and vendors, including those responsible for Departure Control Systems (DCS), Baggage Reconciliation Systems (BRS), and tracing systems, to adopt IATA Resolution 755. This resolution, which has been in place since 2019, through the updates made in 2023, now permits automated baggage reflighting and e-rush process. Swift adoption is crucial to address the rising baggage irregularities associated with the rising global passenger traffic. Establishing strong partnerships between airline members and vendors is essential. Members are encouraged to proactively engage with their partners and vendors to implement solutions that fully leverage auto-reflighting benefits. Similarly, vendors should proactively enhance their solutions to meet the standards set by Resolution 755, enabling seamless end-to-end baggage auto-reflighting.