



RESOLUTION 753: BAGGAGE TRACKING

PSC(34)xxxx

Expiry: Indefinite
Type:
Effective: June 2018

RESOLVED that:

IATA members shall maintain an accurate inventory of baggage by monitoring the acquisition and delivery of baggage.

Purpose

Accurate baggage inventories will:

- prevent and reduce mishandling by determining custody of every bag during different phases of baggage chain,
- increase passenger satisfaction, as mishandling is reduced,
- reduce the possibility of baggage fraud by closing the baggage journey,
- enable exceptions to be detected where baggage is delivered to a party, but not processed further,
- speed up reconciliation and flight readiness for departing flights,
- help measuring compliance to SLAs,
- Provide evidence to an automatic interline proration process.

Member Obligations

Members shall be able to:

- **Demonstrate Delivery**, of baggage when custody changes;
- **Demonstrate acquisition**, of baggage when custody changes;
- **Provide an inventory of bags**, upon departure of a flight.
- **Be capable of exchanging these events** with other airlines as needed

The minimum set of custody changes shall be:

Delivery of the bag to the passenger (delivery is by the handler, acquisition is by the arrivals facility, such as an arrivals belt, the passenger's home, etc.)

Delivery of the bag to the aircraft (delivery is by the handler, acquisition is by the flight)

Delivery of the bag to an airline system (delivery is by the handler, acquisition is by the airline system)

References

IATA Resolutions Manual: RP1800 and RP1745