

To: Airlines

From: Brian Cobb, VP - Customer Services

Subject: Bag System Hygiene

Date: July 10, 2015

Based upon troubleshooting recent bag system outages, there are prevention steps that staff must take when inducting bags into the system. Following these hygiene-related steps will help improve system reliability and accuracy of delivery to the proper Concourse or claim device.

- Basic steps
 - o Encourage the customer to remove loose straps and tuck inside bag
 - o Inspect/remove all old barcoded baggage tags
 - o Ensure collapsible handles are secured
 - o Wheels up
 - o Position the longest portion of the bag parallel on the belt
- Bin use
 - o One barcoded tagged bag per bin
 - o Soft sided luggage, light luggage or luggage with loose straps
 - o Straps must be contained inside the bin
- Spacing
 - o Bags should be approximately 4 feet apart
 - Hygiene and distance stickers are located on the belt guards on West Ticketing side
 - "Power-stacking" / no spacing / back-to-back spacing is not permitted

For bags being inducted at Concourse A bag to Baggage Claim, staff is reminded that both belts are operational supporting four lanes of tug traffic. There is a common misconception that only one belt is operable.

Sample pictures of poor bag hygiene, taken from video footage, are included on the following pages for learning purposes.



Soft sided and loose strap; should be in bin.
Straps and soft sided bags susceptible to getting caught on rollers causing jams or belt tears



Bag is perpendicular to belt; high probability of system jam.



"Power stacking" or bags to close together; bag merges ahead increase the possibility of system jam.



Handle not secured; this bag caused a belt tear and full outbound system failure for several hours.



Bags to close; system jammed multiple times



Handle on bag above is extended; system jammed and down for several minutes



Bags to close; system jammed and down for several minutes