

CVG Operations Memorandum

To: Airline Ramp Personnel

From: Brian Cobb, VP - Customer Services

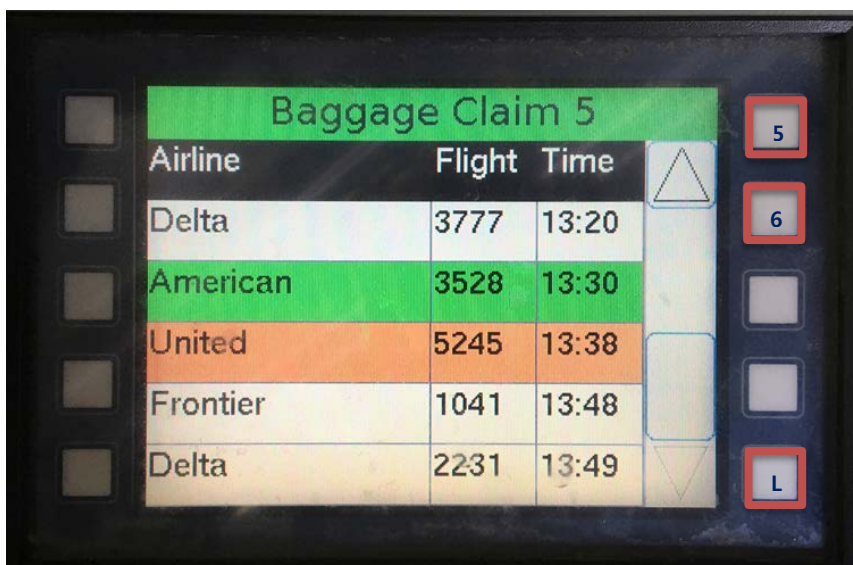
Subject: Concourse A First & Last Bag Time Stamp

Date: April 4, 2016

CVG will be leveraging previously installed technology to collect and report bag delivery performance. The steps below illustrate how the units are to be used, effective upon receipt of this notice if not already in use by staff. CVG will further explore the option of providing staff and customers with real-time information on the progress of their baggage en route to local claim.



"Tugman" units on either side of both induction lines.



Using the touchscreen,

1. Press arriving flight or use up/down arrow to locate
2. When asked, press "YES" (first bag time stamp) or Press "5" or "6" to change carousel assignment
3. Induct bags as normal
4. After last bag, Press "L" When asked, Press "YES" (last bag time stamp)