



Since 2003 the Airline CS Support

Keep it simple!



Whereas

- In the years the standard of luggage checked-in by passengers has changed. Due to mass travelling and mass luggage sales, **quality of checked luggage is lower than the past**
- E-Baggage is **operating since year 2003**, and always focused on Airline savings policies, maintaining high standard of service
- **Shortening the supply chain directly from producer to passenger**, results as major saving in time/costs
- Customer Service level can turn a claim approach into a commercial success. Major care is given to **satisfy passenger though maintaining high the attention to frauds**.
- Careful evaluation of each case is the key to provide the balanced solution to close the damage file matching **passenger satisfaction and airline saving**.

The features of the Service

- Standard and Special luggage repair/replacement including top brands luggage, strollers, sport bags, tech bags
- Professional interaction with Airline CS department
- Multi-tool communication; email, whatsapp, wechat. Multi-lingual web interface; 5 languages including Chinese.
- Available production of Airline branded luggage
- NEW 2019 BRS Direct Assistance at *Kipoint* service centers (13 railways stations / 120 urban points) vouchers released by airport Lost&Found GHA



The features of the Service

- Baggage Replacement/Repair System since year 2003 around the idea of modern passenger as internet user
- Matching the current trend of passenger luggage standard
- Easy administration: 1 cost all inclusive (service+delivery)
- Replacement directly from producer: faster/cheaper/reliable
- In house repair lab for major brands





The Flow

- Passenger got his **luggage damaged**.
- **Opens DPR through GHA Lost&Found** front line assistance in any European Airport.
- He is given **letter of instruction** to connect to www.e-baggage.net using Name and DPR number or he is **addressed to E-Baggage by Airline Customer Service department**.
- As he connects, his **file is checked by remote CS agent** that allows access to process collecting mandatory data reported in the WT file (PS/CT/Multiple damagements)
- Remote evaluation is made to check **if luggage is repairable**.
- **If repairable pick-up is arranged to pax address**. Repair takes place and luggage is sent back to pax within 7 working days.
- **If not repairable** passenger is given **replacement suggestion** according to damaged **luggage value** releasing Airline of further liability toward him or insurance company.
- Chosen luggage is sent by **Express Courier** (24/48h in Italy - up to 96h Europe Schengen).
- **Price for the Airline includes all costs** (Customer Service, Repair, Delivery, New Luggage).

Standard Replacement



PE Soft Trolley and ABS Hard Shell Trolley (all sizes) with min. features such as TSA Lock
Price range (all inclusive) from 65,00 to 89,00 Euro

Replacement Selection



PE Soft Trolley & Duffle Bags ABS/PP Hard Shell Trolley with high standard features such as flat TSA Lock, Double Wheels, Expandable

Price Range (all inclusive) from 89,00 to 139,00 Euro

Replacement Selection



PE Soft Trolley & ABS/PC/PP Trolley (any size) by Top Brands.

Price Range (all inclusive) from 89,00 to 199,00 Euro

Higher quality luggage available upon airline authorization (any brand)
according to agreed SLA



Baby Strollers & Sport Bags (Multibrand)

Standard service provided. For special items under authorization of Airline Customer Relation according to agreed SLA



F. A.Q.

Q. When replacing, not repairing ?

- A. Repairing is given priority before replacing. Evaluation can be made by remote action (receipt of damaged luggage Jpeg picture) or arranging pick-up from passenger at his address. Wide range of repair can be arranged. If repair cannot assure positive results, replacing is arranged according to passenger luggage type and value.

Q. What if passenger has a very expensive luggage (i.e. Louis Vuitton/Rimowa...)?

- A. After check on brand certification, E-Baggage staff reports the case to Airline C.R. office for authorization. If luggage not repairable, passenger can be offered a wide range of High Quality matching damaged luggage estimated commercial residual value (at wholesale cost for the airline) or suggested any form of compensation according to airline policy.

Q. What if passenger refuses to accept the products offered through the system ?

- A. This is a very small percentage due to dynamic timing of the process (passengers are positively surprised how fast their claim is treated). Still the case is reported by E-Baggage staff to Airline C.R. office for further authorization.



Q. What if passenger with damaged luggage is non-resident?

A. If passenger stays in the country for a minimum of 10 days repair can be arranged or new luggage is delivered at temporary address within 48h. As from early 2019 Non-Resident passengers will be able to complete replacement in any Kipoint service center during their stay in Italy (13 main Italian railways stations, including Milan, Genoa, Venice, Turin, Bologna, Florence, Rome, Naples and Palermo). For those airlines wishing to replace damage luggage at the airport, E-Baggage can provide limited stock of standard luggage.

Q. Is E-Baggage able to deliver the service in several countries?

A. Yes. E-Baggage system is available for the whole European Schengen area at the same service levels (delivery time up to 96h). For some countries where the distribution cost might be different (for customs or logistic purposes) E-Baggage can provide separate offer.

Q. Frequent Flyer or First/Club class traveler can receive a dedicated assistance?

A. Yes. The Airline can provide guidelines to E-Baggage to show different products (higher profile) or different standards for those kind of passengers.



E-Baggage
Smart Service Solution
for Smart Airline