

A Baggage as a Service ecosystem for Amsterdam Airport Schiphol

Nudging passengers to use early baggage check-in services to make optimal use of the baggage handling capacity

Problem

By 2029, a baggage handling capacity shortage at Amsterdam Airport Schiphol is expected due to the foreseen growth in the aviation industry.

Challenge

Research stated that 20% of the check-in baggage must be inserted into the baggage handling system before peak hours to realize the desired spread of baggage handling throughout the day (peak shaving) and to cover the expected shortage. Passengers need to be nudged to change their travel behavior with hold baggage since they need to hand over their baggage before departure day.

Solution

The EASY TRAVEL service is a home pick-up baggage service for passengers traveling with hold baggage. Schiphol is able to influence the timing of processing CI baggage in order to shave the expected capacity peak since the baggage can be handled before peak hours.

Schiphol will take the lead in building the Early Baggage Check-in Service ecosystem by collaborating with the necessary third parties and their infrastructures to provide the baggage service.

Schiphol will develop an Application Programmed Interface (API) that will serve as an interface tool to support this ecosystem where the backend of three service features is arranged. This API can be easily integrated with the existing apps of airlines and can be adapted to their own brand, making it attractive for airlines to implement it.

Benefits

Passenger travels in ultimate comfort to and at AAS without hold baggage, saving time by skipping check-in desks, feeling in control through regular updates on the baggage, earning rewards using the service, and receiving personal travel assistant giving travel and time advice.

Airlines will be the interface towards their passengers and will offer the EASY TRAVEL service as an additional service on their booking platform, leading to additional revenue and increased brand image.

Schiphol will stimulate a kick-start in peak shaving and offers passengers an increased travel experience in the terminal.



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