

BAGTAG

BAGTAG Manual

For airline crew



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Introduction

Proof of Concept

Thank you for participating in the Emirates BAGTAG crew PoC. Over the next few months, we will test the BAGTAG concept for crew members. Your baggage check-in process will stay fairly the same, with the addition of 2 steps: updating the BAGTAG device and filling out a quick survey after each flight.

How it works

BAGTAG offers airline crew members the convenience of digitally checking in and labeling their baggage using the electronic bag tag. It reduces check-in time and touchpoints, replacing traditional paper labels and streamlining the baggage check-in experience.

BAGTAG connects to the airline booking system to retrieve your flight and baggage details. In the future, you will be able to update your digital label within seconds through the Emirates Crew app. During the PoC test phase, you will use the BAGTAG application instead. The BAGTAG is completely batteryless and only uses power from your phone to update its display with the digital baggage label.



About the device

Flexible strap

The BAGTAG is versatile and can be used on any type of baggage, easily interchangeable between bags thanks to its wrap lock system.

Electronic ink

The BAGTAG display is made from shock- & waterproof materials and uses electronic ink to show your baggage label just like a traditional paper label would.

Batteryless

The device is completely batteryless, which means recharging is not needed.

Updates through NFC

The BAGTAG uses Near Field Communication Technology (NFC) to pair with your phone and to update its display.



How to attach

Step 1: Fasten

Fasten the strap around the handle until tightly attached.

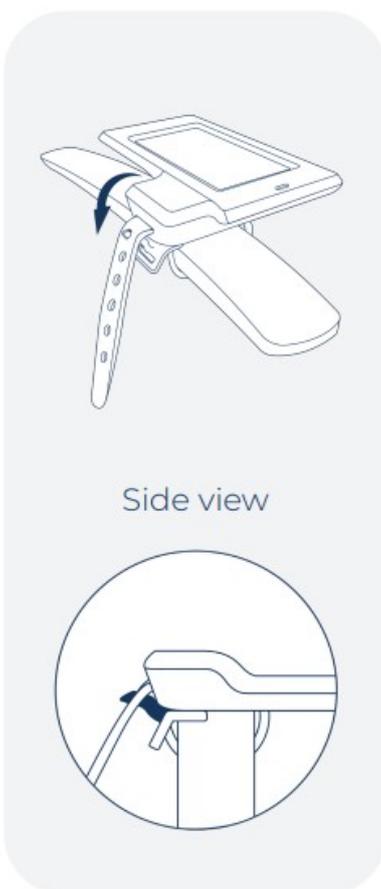
Step 2: Pull

Firmly pull the closest strap hole over the buckle pin.

Step 3: Tuck

Pull the strap end through the buckle and tuck it under the handle.

Please keep in mind to always attach the BAGTAG as tightly as possible to avoid the device from moving during its journey.



How to use for a flight

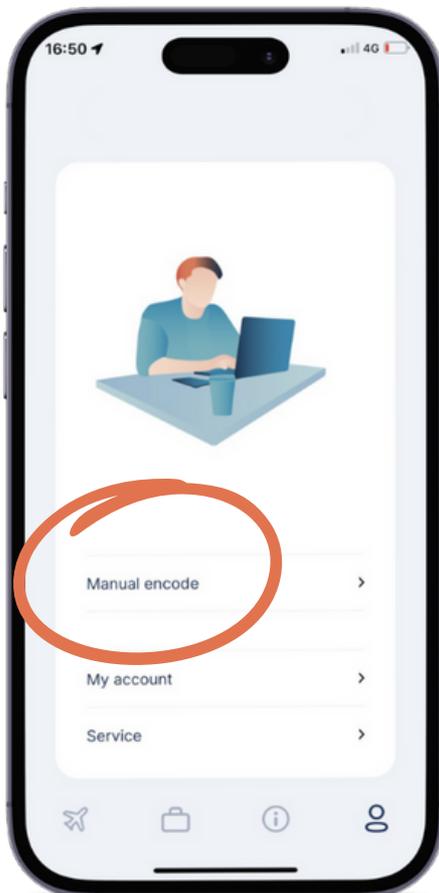
Step 1: Log into the BAGTAG app

Download the BAGTAG app from the App Store or Google Play Store. Continue to log in using your crew member email address.



Step 2: Retrieve paper label & start update

Go to the check-in staff to retrieve your paper label as you normally would. You can now start to transfer the information of the paper label onto your BAGTAG by clicking "Manual encode"

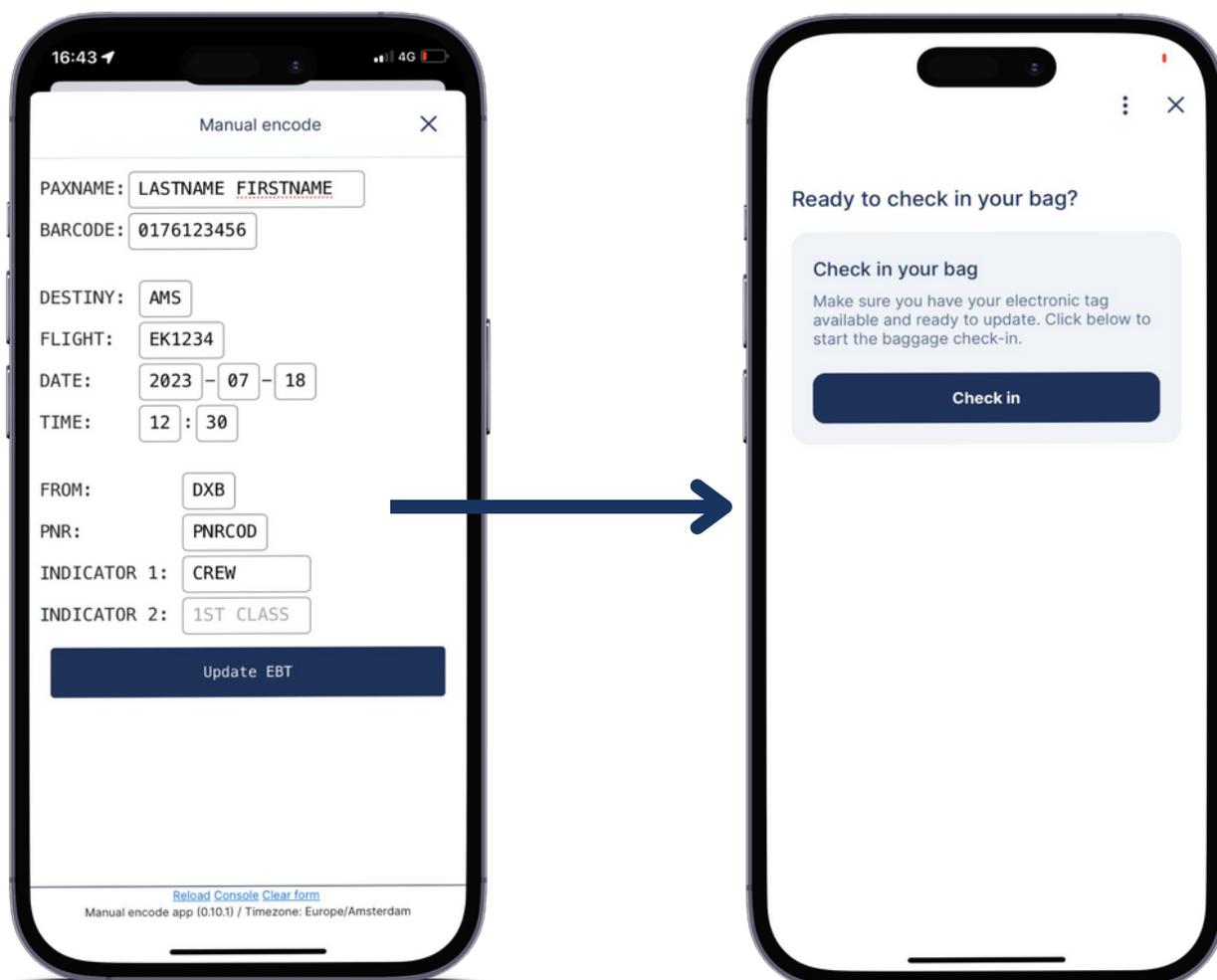


Step 3: Enter flight information

Enter the exact information you have on your paper label in the designated fields. Always double-check if everything is filled out correctly.

Please keep in mind that the field "indicator 1" must always be filled in with the term 'crew'. Also do not forget to add the "/" between lastname & firstname.

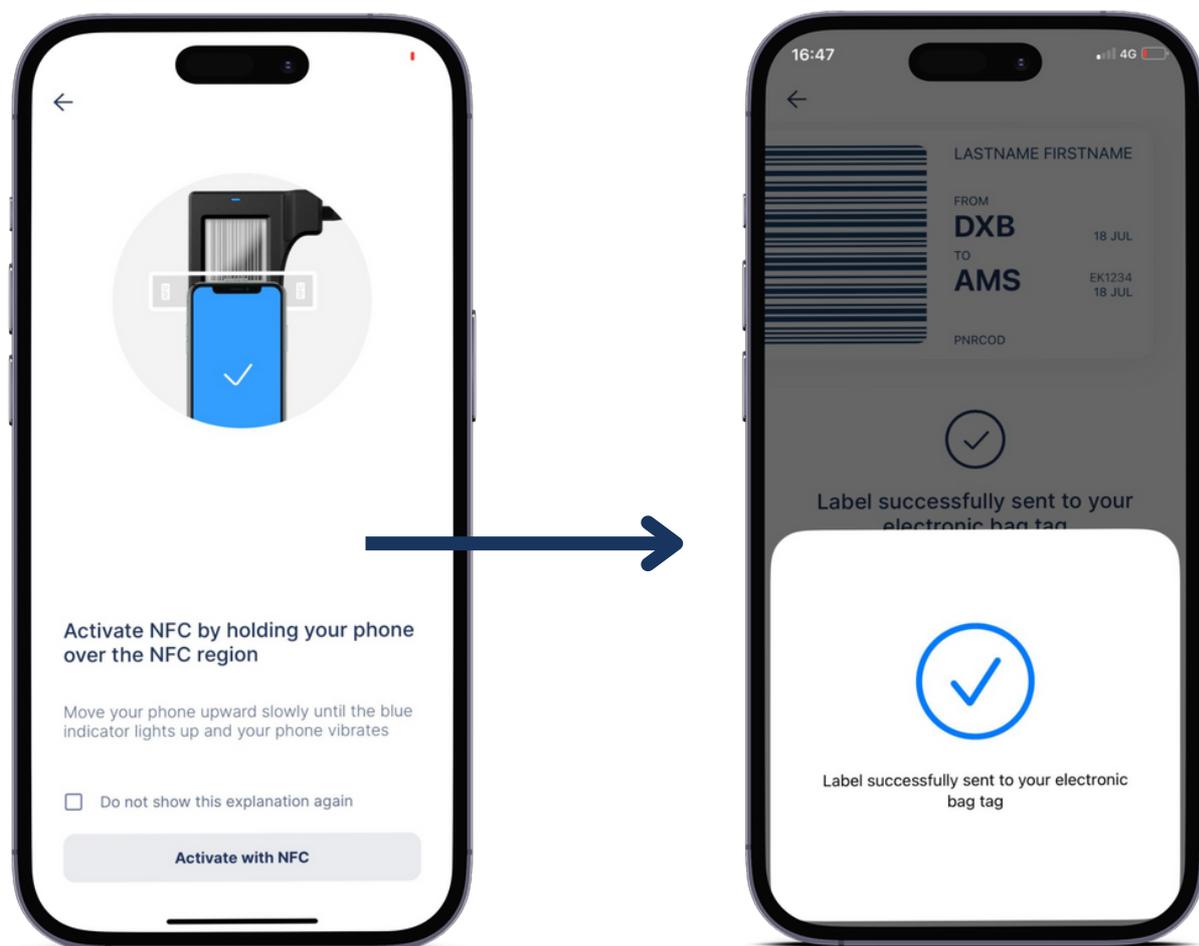
Proceed by selecting "update EBT" and start the process of checking in your bag.



Step 4: Update the display

Follow the in-app instructions to establish a connection between your phone and the BAGTAG. Or, watch the instruction videos in the Emirates Crew test area.

Hold your phone against the NFC area of the BAGTAG and wait until the digital baggage label is fully transferred and the update is complete. *Updating usually takes around 7 seconds. Please keep your phone on the BAGTAG until the display is completely loaded with the digital baggage label. Try again if unsuccessful.*



Step 5: Drop off baggage

Keep the paper label on your person and drop off your baggage with the BAGTAG attached, as you normally would.

How to clear the display

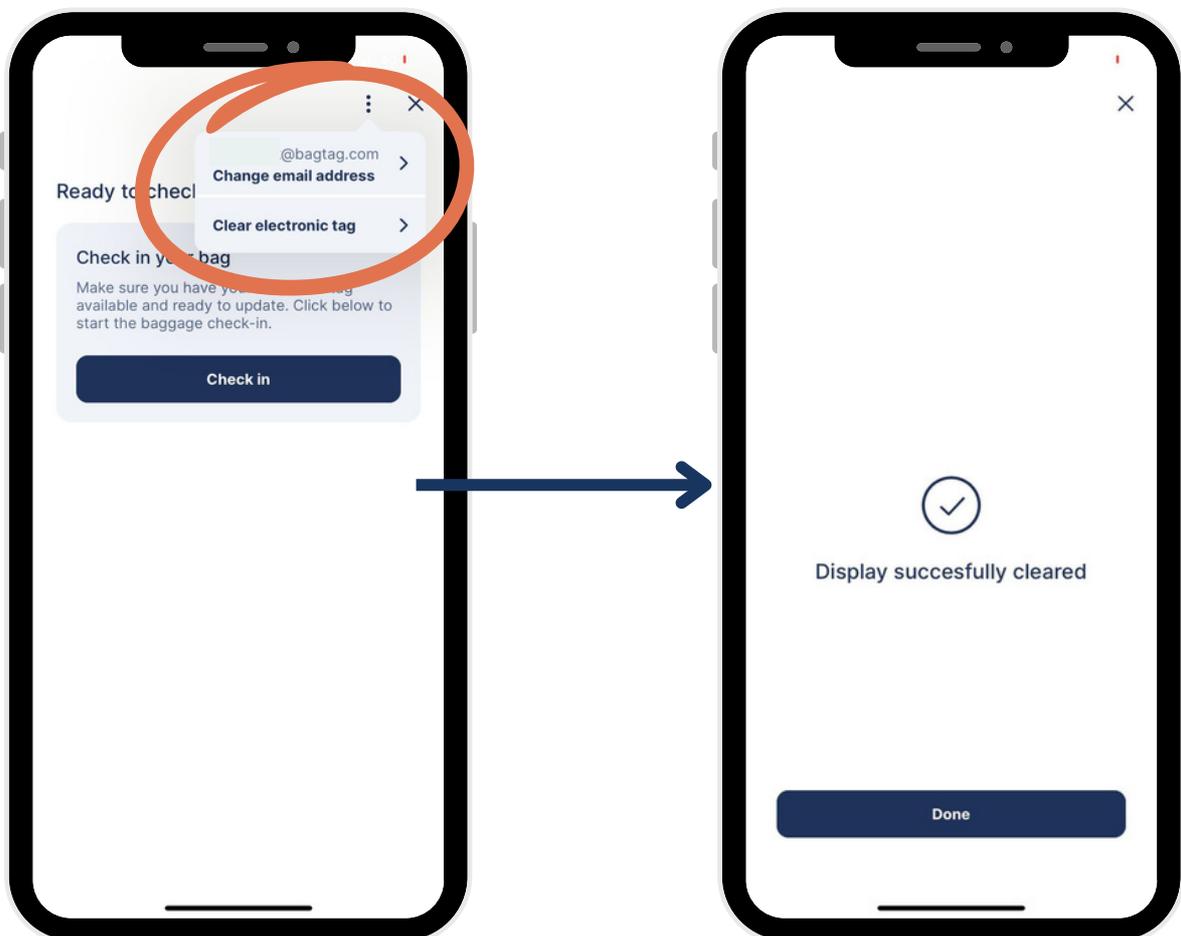
You can clear the BAGTAG's display after a flight or if you are not planning on using the device on an upcoming trip.

Step 1: Go to your BAGTAG account and select "manual encode"

To remove the flight information of the BAGTAG display, Go to "manual encode", "update EBT" and click on the three dots in the top right corner. Select "Clear electronic tag".

Step 2: Clear the display

Go through all the steps you would normally take to establish an NFC connection and wait for the scan to complete. Your BAGTAG display should now be cleared.



Tips & tricks

Tighten the BAGTAG strap

Always attach the BAGTAG as tightly as possible to avoid the device from moving during its journey.

Finding a phone's NFC location

Make sure that the NFC location of the phone is directly in contact with the BAGTAG NFC reader. The position of the NFC reader in the BAGTAG Flex is indicated with markings on the edges of the screen.

Depending on which brand of smartphone and which model you are using, the NFC antenna may be located somewhere else on the device. You can search online to find out where your phone's NFC location is.

Extra tip: remove your phone protective case to improve the NFC-connection between your phone and the BAGTAG.

Is the display not entirely loaded?

You can always try again. Please keep your phone on the BAGTAG until the display is completely loaded with the digital baggage label.

Need assistance?

You can always contact BAGTAG support through the Crew PoC test area.