

PAXTrack®

Real-time Passenger Tracking



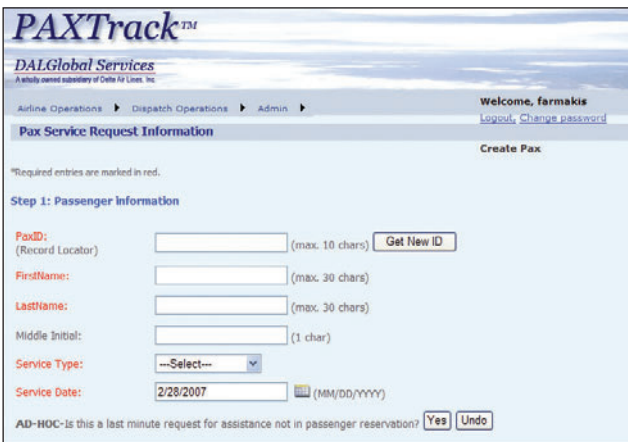
Recent initiatives in the European Union and United States require that airports and airlines better serve special needs passengers including the disabled and unaccompanied minors. PAXTrack provides real-time passenger tracking information from point of origin to final destination. Excessive wait time is the #1 complaint made by special needs passengers. PAXTrack's dynamic dispatch capabilities put your employees in front of the passenger sooner.

PAXTrack's data collection and analysis capabilities enable airports and airlines to improve customer service, employee productivity, reduce costs and improve research and reporting for complaint resolution. Using PAXTrack technology, an employee scans the passenger's boarding card at all points of contact providing real-time tracking. The system dynamically interfaces with relevant passenger itinerary information, following and monitoring the process until service is complete.

PAXTrack's ability to monitor the passenger experience fulfills European Union requirements for assisting special needs passengers. PAXTrack is a valuable tool helping airlines and airports achieve compliance with PRM Regulation 1107/2006.

Key Benefits

- serve special needs passengers more effectively and efficiently
- perform VIP and unaccompanied minor tracking
- gain a larger share of the market
- improve customer service



PAXTrack™
DAL Global Services
A wholly owned subsidiary of Delta Air Lines, Inc.

Airline Operations | Dispatch Operations | Admin | **Welcome, farmakis**
[Logout](#), [Change password](#)

Pax Service Request Information
Create Pax

*Required entries are marked in red.

Step 1: Passenger Information

PaxID: (Record Locator) (max. 10 chars)

FirstName: (max. 30 chars)

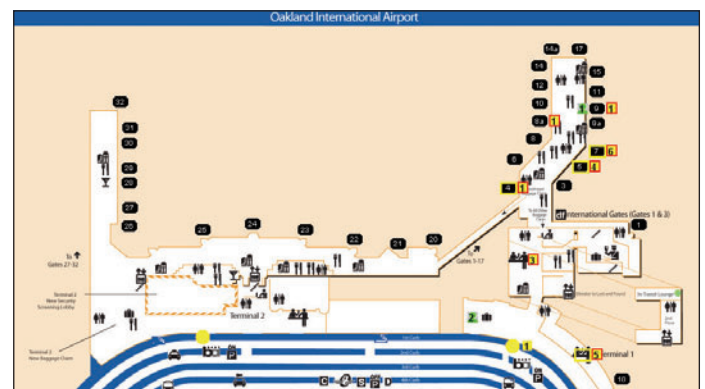
LastName: (max. 30 chars)

Middle Initial: (1 char)

Service Type:

Service Date: (MM/DD/YYYY)

AD-HOC-Is this a last minute request for assistance not in passenger reservation?



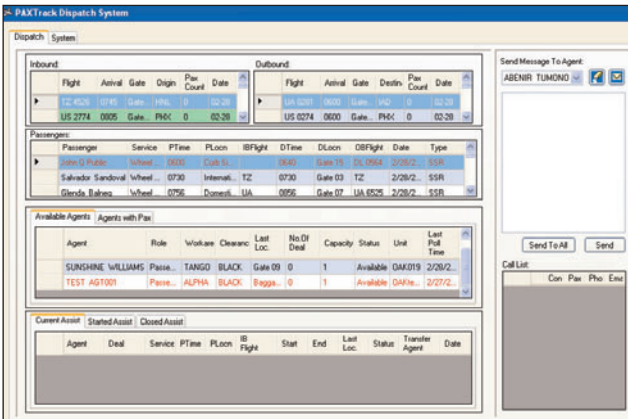
Features and Functions

- enables real-time passenger tracking
- easy monitoring of passenger experience
- information interfaces with passenger itinerary
- patent pending state-of-the-art technology
- flexible use with portable wireless device
- scalable – accommodates airline or airport working environments

PAXTrack® is powered by DAL Global Services, an aviation services company providing ramp and passenger handling services for domestic and international carriers in the U.S.

DAL Global Services

A Wholly Owned Subsidiary of Delta Air Lines



PAXTrack Dispatch System

Dispatch System

Inbound						Outbound					
Flight	Arrival	Gate	Origin	Pax Count	Date	Flight	Arrival	Gate	Destin	Pax Count	Date
TZ 453	0745	Gate 19A	9	02/28	US 0274	0600	Gate 19A	9	02/28		
US 2774	0605	Gate 19C	0	02/28	US 0274	0600	Gate 19C	0	02/28		

Passenger	Service	PTime	PLoon	IBFlight	OTime	DLoon	OBFlight	Date	Type
John O Public	Wheel	0630	Cub 51	0643	Gate 15	51 0564	2/28/2	55R	
Salvador Sandoval	Wheel	0730	Internat	TZ	0730	Gate 03	TZ	2/28/2	55R
Glenda Bales	Wheel	0756	Domest	UA	0856	Gate 07	UA 6526	2/28/2	55R

Available Agents - Agents with Pax									
Agent	Role	Workare	Cleanse	Last Loc	No. of Chats	Capacity	Status	Unit	Last Post Time
SUNSHINE WILLIAMS	Pass	TANGO	BLACK	Gate 03	0	1	Available	04K019	2/28/2
TEST AGT301	Pass	ALPHA	BLACK	Bagga	0	1	Available	04K16	2/27/2

Current Assist											
Agent	Deal	Service	PTime	PLoon	IB Flight	Start	End	Last Loc	Status	Transfer Agent	Date

Send Message To Agent: ABENIR TUMOND

Call List: Con Pax Pho Encl

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