

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) [Get New ID](#)

FirstName: (max. 30 chars)

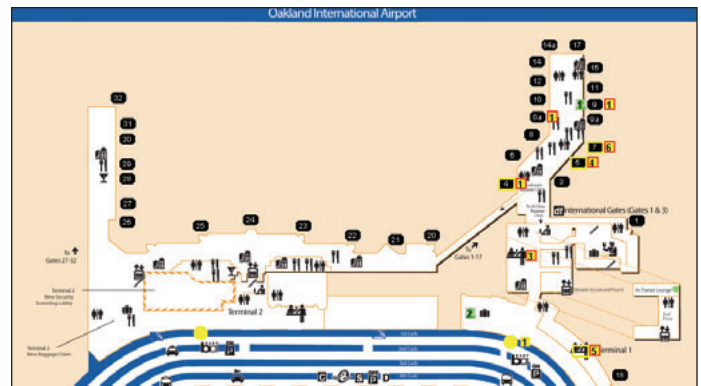
LastName: (max. 30 chars)

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	Rte. Count	Date	Flight	Arrival Gate	Destin.	Rte. Count	Date
DL 4528	0745	Seale	146	02/28	DL 5281	0630	Seale	140	02/28
US 2274	0605	Gate: PHC	0	02/28	US 0274	0630	Gate: PHC	0	02/28

Send Message To Agent: ABENR TUMOND

Passenger	Service	PTime	PLoon	WFlight	DTime	DLoon	DBFlight	Date	Type
John D Public	Wheel	0530	Cab SL	0640	Gate 15	DL 5554	2/28/2	SSR	
Salvador Sandoval	Wheel	0730	Internat.	TZ	0730	Gate 03	TZ	2/28/2	SSR
Glenda Baines	Wheel	0736	Domest	UA	0656	Gate 07	UA 625	2/28/2	SSR

Agent	Role	Workare	Clearanc	Last Loc.	No Of Deal	Capacity	Status	Unit	Last Pul Time
SUNSHINE WILLIAMS	Pass	TANGO	BLACK	Gate 03	0	1	Available	DAK219	2/28/2
TEST AGENT	Pass	ALPHA	BLACK	Bagga	0	1	Available	DAK219	2/27/2

Agent	Deal	Service	PTime	PLoon	WFlight	Start	End	Last Loc.	Status	Transfer Agent	Date

Quantum Aviation Solutions, Inc.

1720 Epps Bridge Pkwy
Suite 108, Number 304
Athens, GA 30606
(404) 348-4839
www.quantum.aero