



Frankfurt Airport

*How to check in baggage correctly
at the check-in counters*

BVD-IO, May 2023



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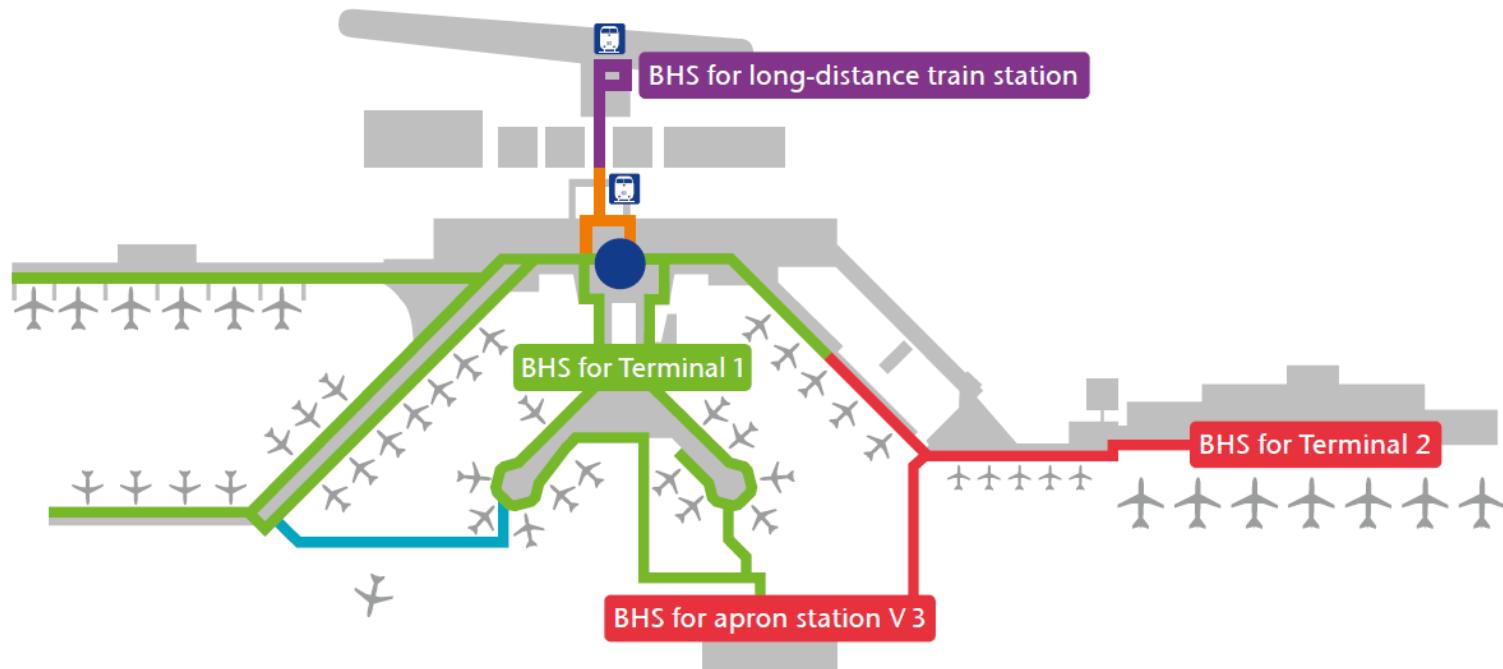


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2. How to check in baggage correctly
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1

Our baggage handling system at FRA

Overview



■ Tunnels for Terminal 1
■ Tunnels for Terminal 2

■ Tunnels for long-distance train station
■ Link between long-distance train station and Terminal 1

■ Distributor for Terminal 1
■ Link between Pier A/Z and Pier B-West

The baggage handling system at Frankfurt



- The Check-in counters at Frankfurt Airport are connected to an automated baggage handling system (BHS) of more than 80km in total.



- After being checked-in, each baggage item is automatically aligned and placed flat on a tray. Then it begins its roller coaster ride through the conveyor system.

2

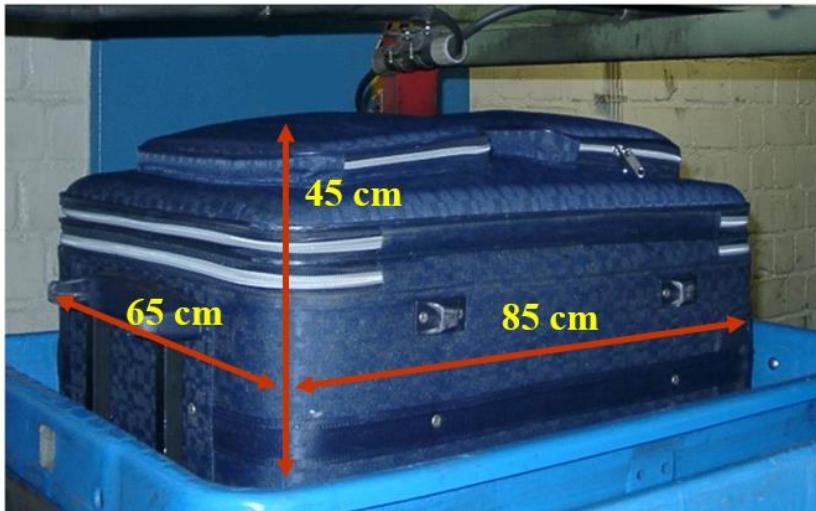
*How to check in baggage
correctly*

Checking-in baggage correctly



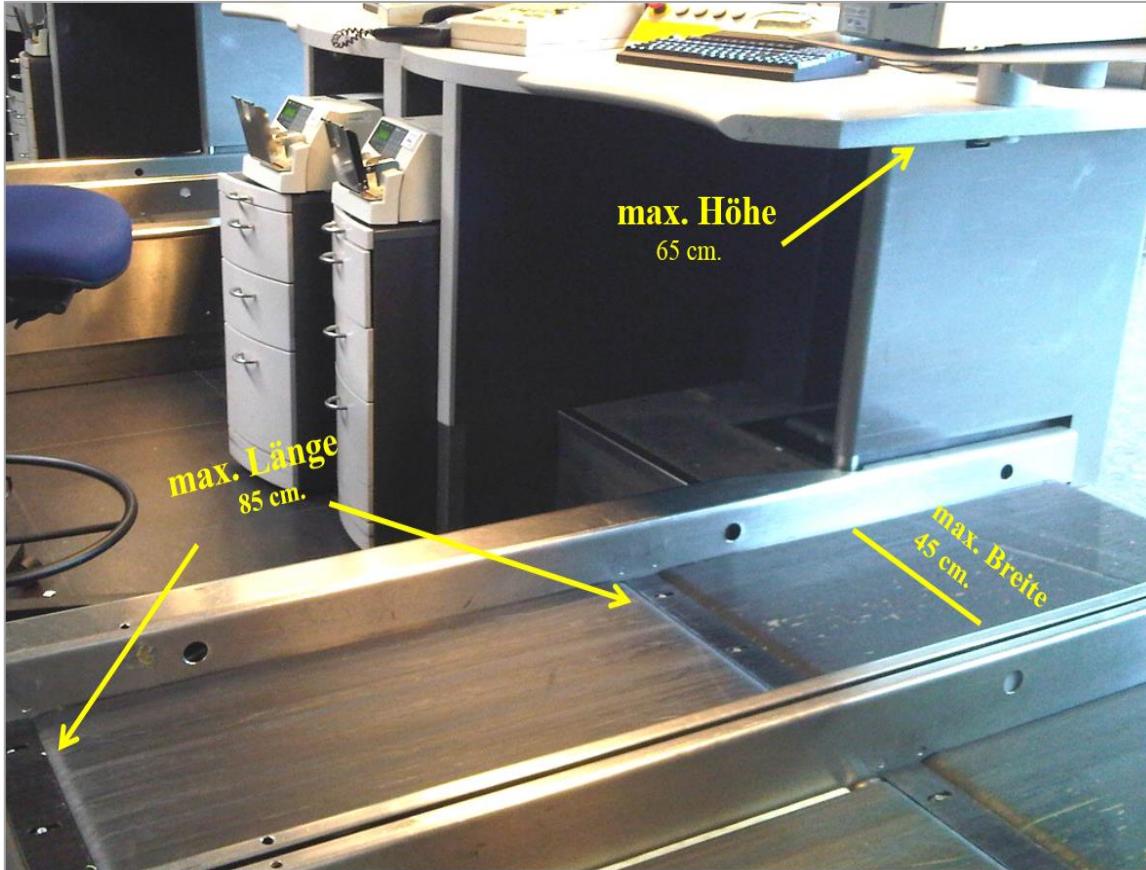
Size and composition of the baggage item is essential for a trouble-free transportation in the baggage conveyor system.

Therefore, please regard following regulations - only accept items of baggage such as suitcases, travelling bags or boxes not exceeding $85 \times 65 \times 45$ cm.



There is a minimum size for items as well! Please don't check-in items smaller than $22 \times 14 \times 7$ cm

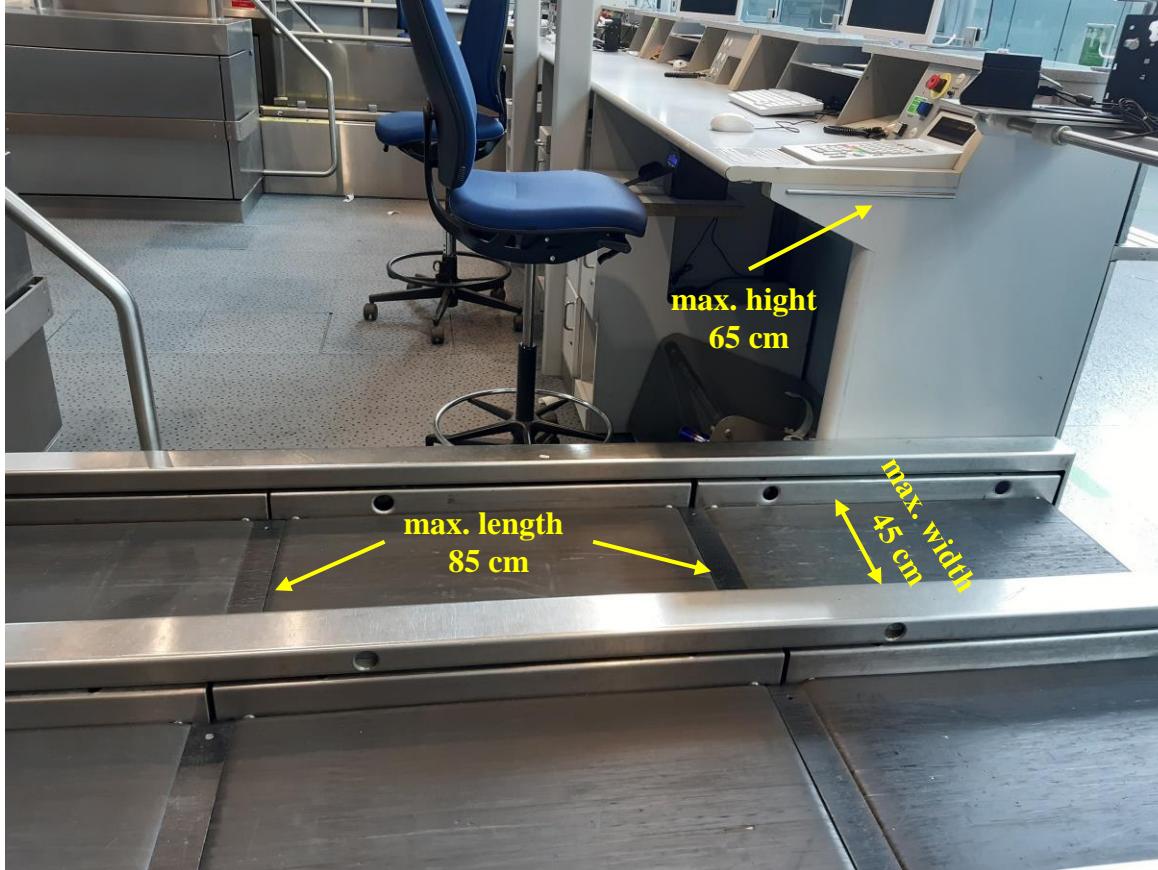
Flags at the check-in counters help you make the right decision



Terminal 1

- Maximum length
= length of the conveyor segment
- Maximum width
= width of the conveyer belt
- Maximum height
= edge of the desk

Flags at the check-in counters help you make the right decision



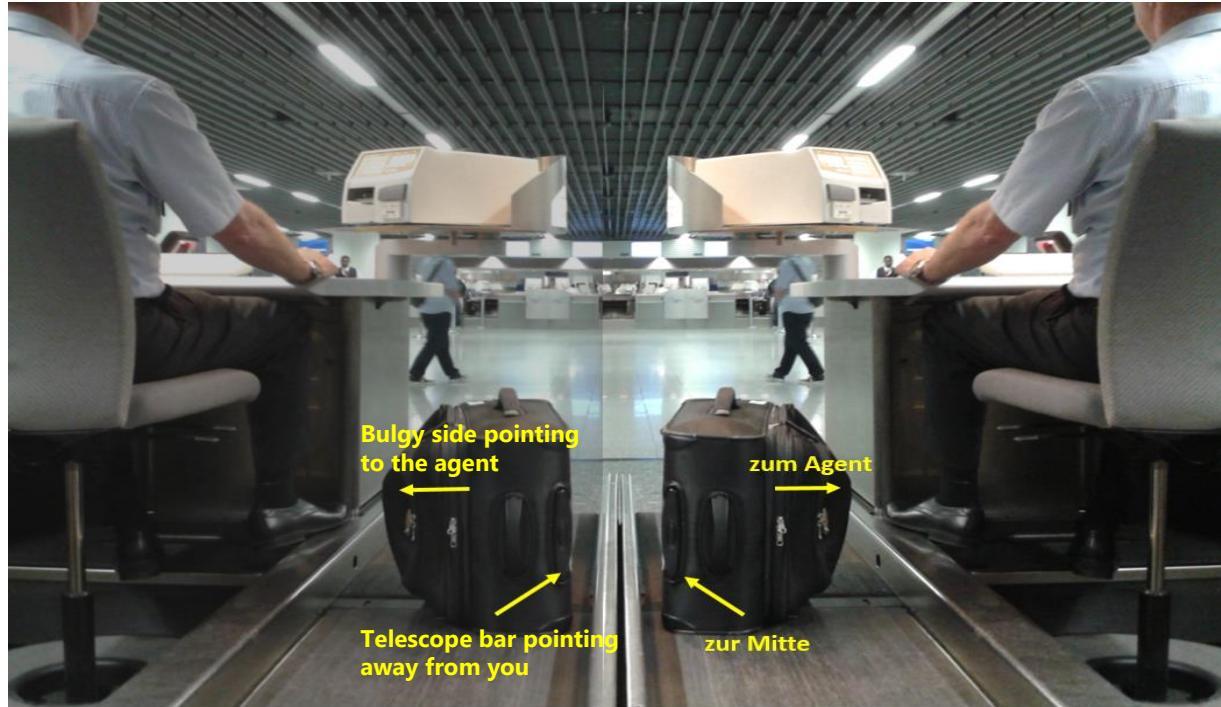
Terminal 2

- Maximum length
= length of the conveyor segment
- Maximum width
= width of the conveyer belt
- Maximum height
= metal rail at the side of the desk

3

*How to put baggage items
on the conveyor*

Please make sure trolleys are put onto the conveyor belt with the bulgy side pointing to you (the agent) and the telescope bar pointing to the middle of the check-in counter.



Travelling bags with straps



No loose straps – please ensure that straps are either bond together or put away.



Straps entangled in a motor in the baggage handling system

4

How to handle special and bulky baggage

What defines as special baggage here in FRA?



Please don't check bulky baggage items such as

- **bag packs** or
- **tool boxes**

in the baggage handling system - even if the items fit the measures.



Please order a manual transport by our Fraport Ground Services team!



What defines as special baggage here in FRA?



Baggage items that may not be transported in the baggage handling system due to their weight, dimensions and/or nature (e.g. foil-wrapped/"rounded" luggage, surfboards, bicycles, golf bags, skateboards, strollers/buggies, etc.) →

Please always have these bulky pieces of baggage picked up by our Fraport Ground Services team.



Small cause, big effect

- Straps can get tangled up in the system's roller coasters, drawers can open up due to motions and vibrations, extended bars can get caught and cause not only baggage damage but also delays and / or major interferences in the baggage handling system.
- If in doubt – please order a manual transport – our passengers will be grateful!



5 *Contact details*

Trainings and Q&A sessions



We would like to offer you – free of charge – to brief your staff and / or answer any questions regarding the check-in of baggage. Just make an appointment!

Please contact:

Mrs. Elkhanova

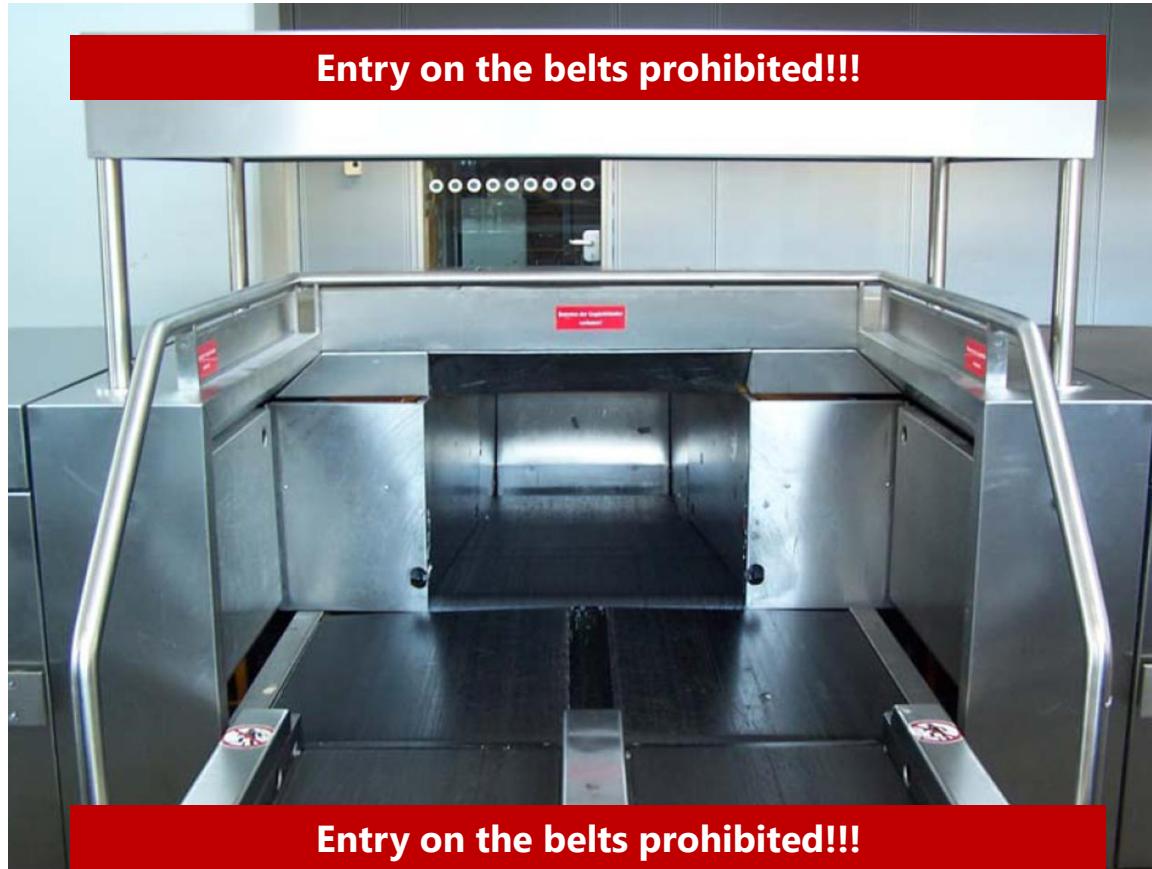
Fraport Ground Services, BVD IG 5

Phone 069 690 71132

E-Mail e.elkhanova@fraport.de

Gute Reise – we make it happen!

Backup



Have joined baggage picked up as bulky baggage



Telescopic poles can "extend" during transport in the BHS and lead to malfunctions and damage



Damage caused by backpacks in the BHS



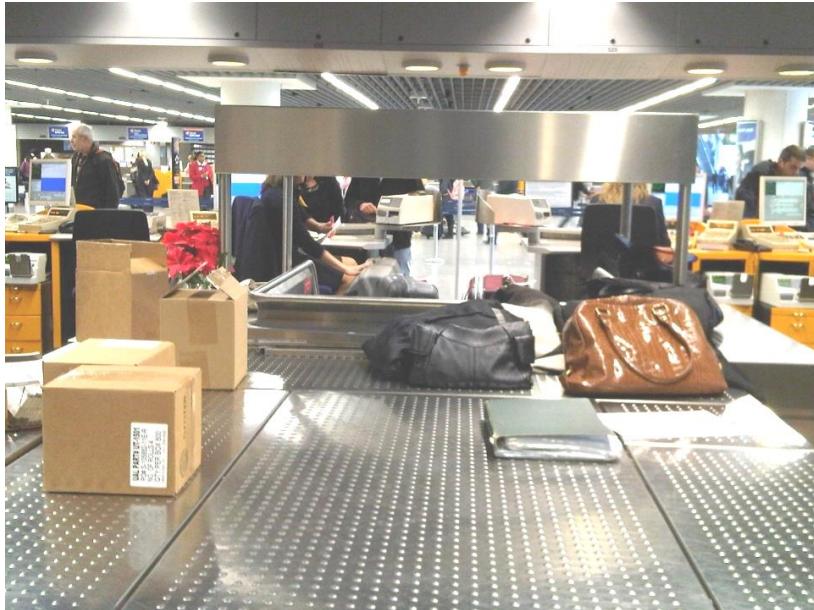
Jammed toolboxes in the BHS



Keep access to the BHS clear



→ do not block the access to the BHS or misuse the surface as storage space





Gute Reise!
We make it happen