

A photograph of a man with glasses and a dark sweater standing at a check-in counter, smiling. A woman in a white shirt is partially visible behind him, holding a piece of paper. The background is a blurred airport interior.

CORRECT BAGGAGE HANDLING AT THE CHECK-IN COUNTER

BVD-IO, Juni 2024

Flughafen Frankfurt



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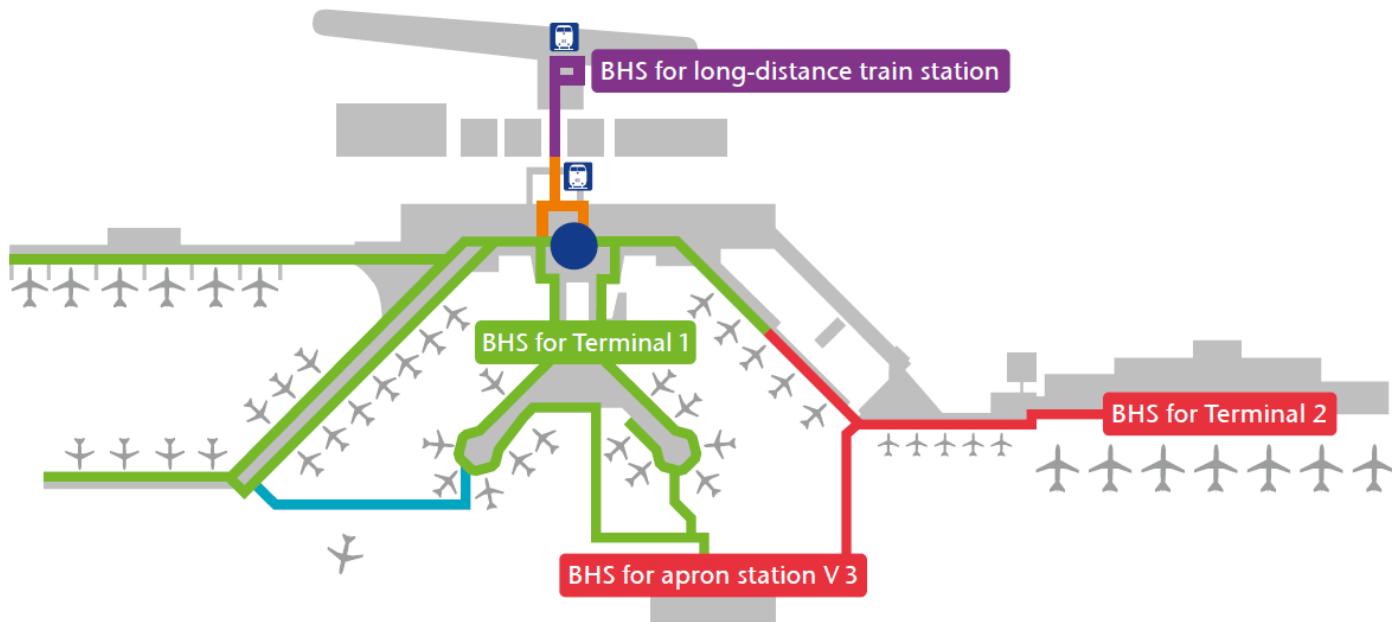
How to handle bulky baggage



1

OUR BAGGAGE HANDLING SYSTEM AT FRA

OVERVIEW



■ Tunnels for Terminal 1

■ Tunnels for long-distance train station

■ Distributor for Terminal 1

■ Tunnels for Terminal 2

■ Link between long-distance train station and 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.



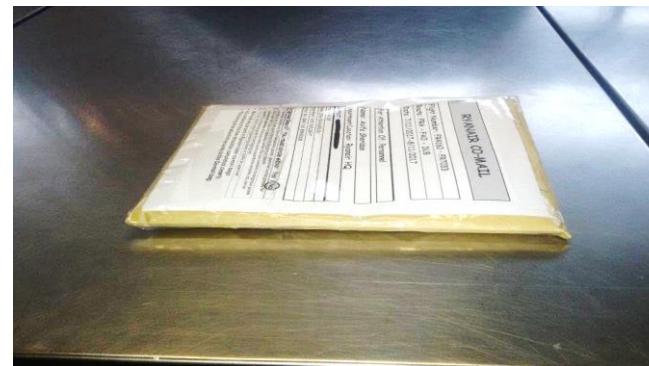
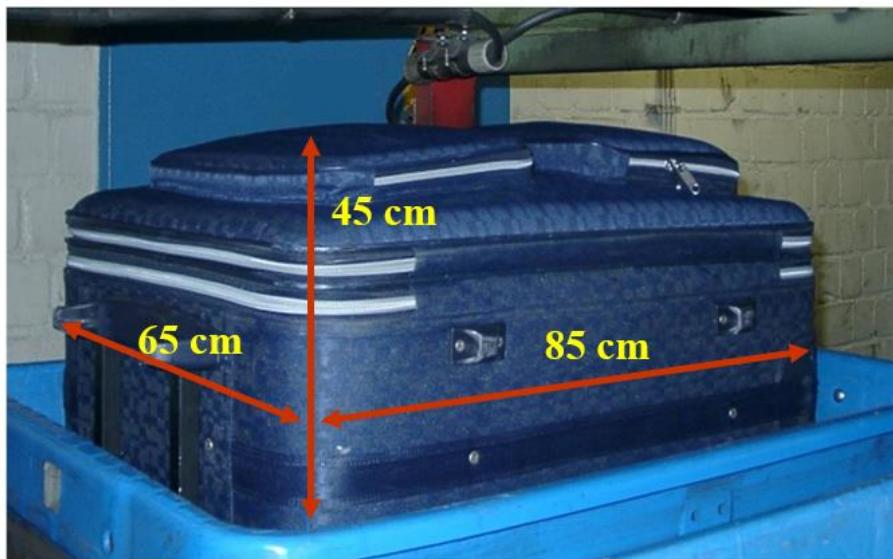
- After being checked-in, each baggage item is automatically aligned and placed flat on a tray. Then it begins its roller coaster ride through the conveyor system.

2

HOW TO CHECK IN BAGGAGE CORRECTLY

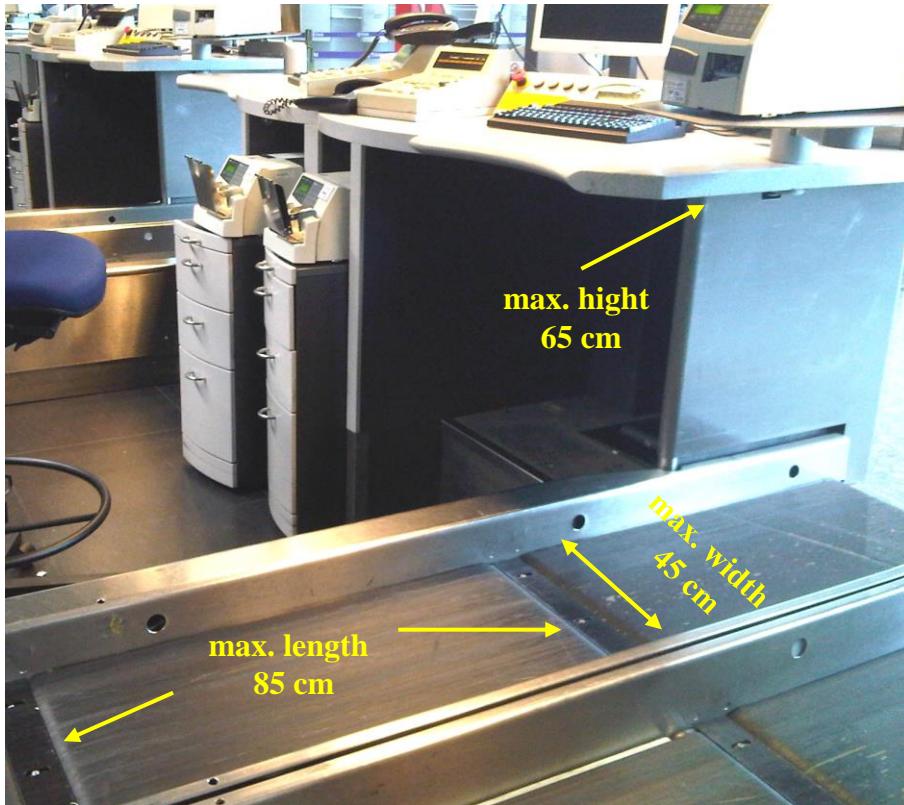
CHECKING-IN BAGGAGE CORRECTLY

- **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 x 65 x 45 cm**



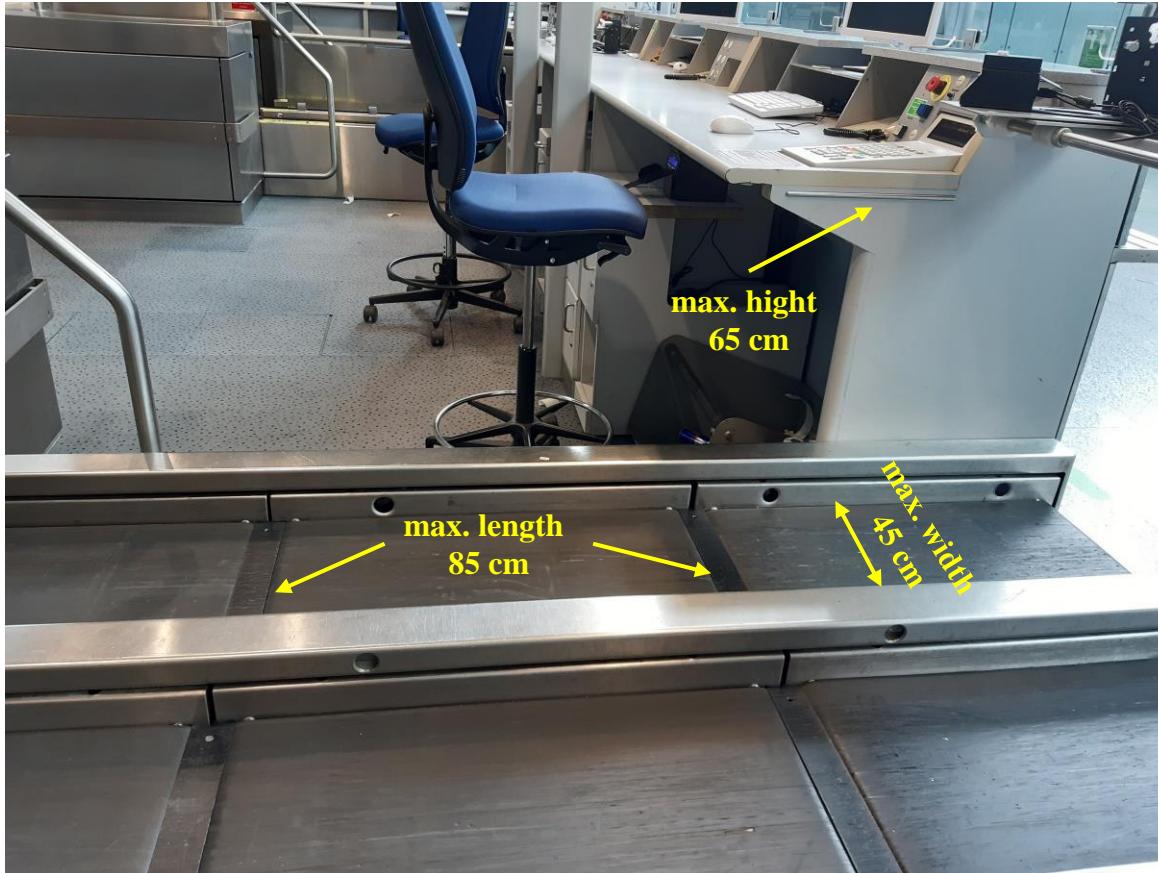
There is a **minimum size** for items as well! Please don't check-in items smaller than 22 x 14 x 7 cm

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

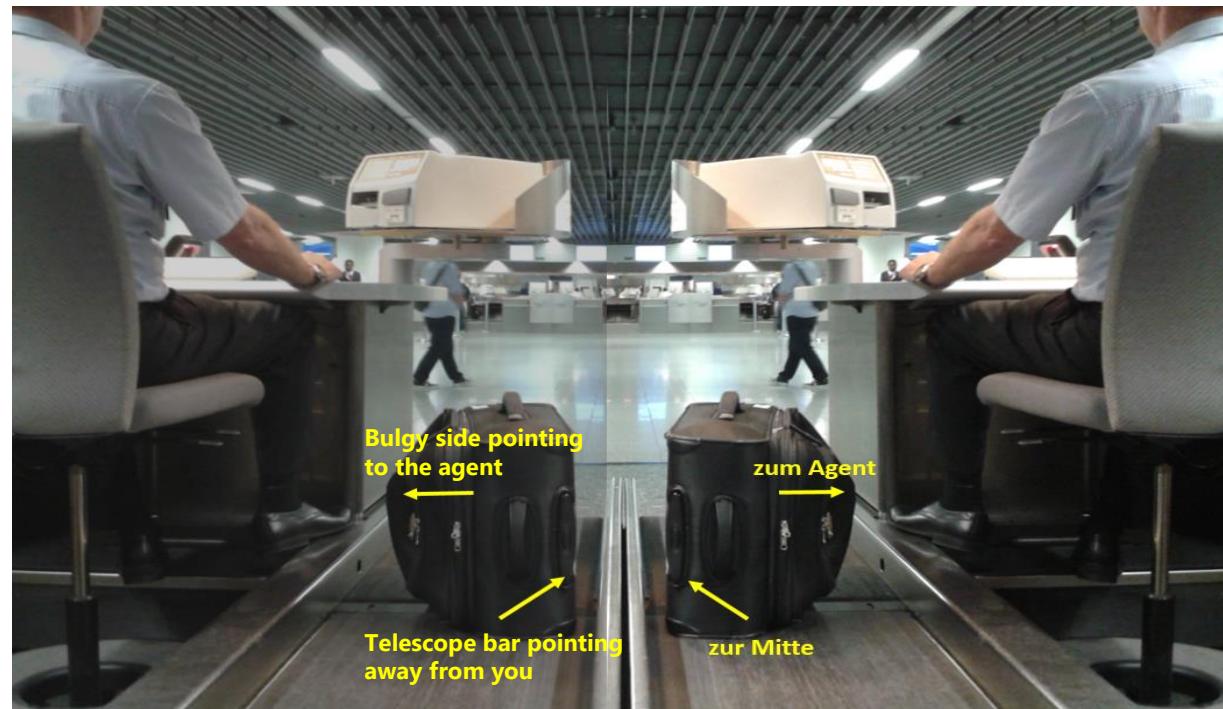
3

HOW TO PUT BAGGAGE ITEMS ON THE CONVEYOR

TROLLEYS WITH TELESCOPE BARS / WITH A BULGY SIDE

Please make sure trolleys are put onto the conveyor belt with

- the **bulgy side pointing to you (the agent)**
- the **telescope bar pointing to the middle of the check-in counter** and
- the **wheels pointing towards the passenger**



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

- **bagpacks** 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 by pressing the button Sperrgepäck at the check-in counter!



WHAT DEFINES AS SPECIAL BAGGAGE HERE IN FRA?

- Baggage items that should not be transported in the baggage handling system due to their weight, dimensions and/or nature (e.g. foil-wrapped/"rounded" bags or backpacks, 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 IO
Phone 069 690 71132
E-Mail e.elkhanova@fraport.de

5

BACKUP

Entry on the belts prohibited!!!

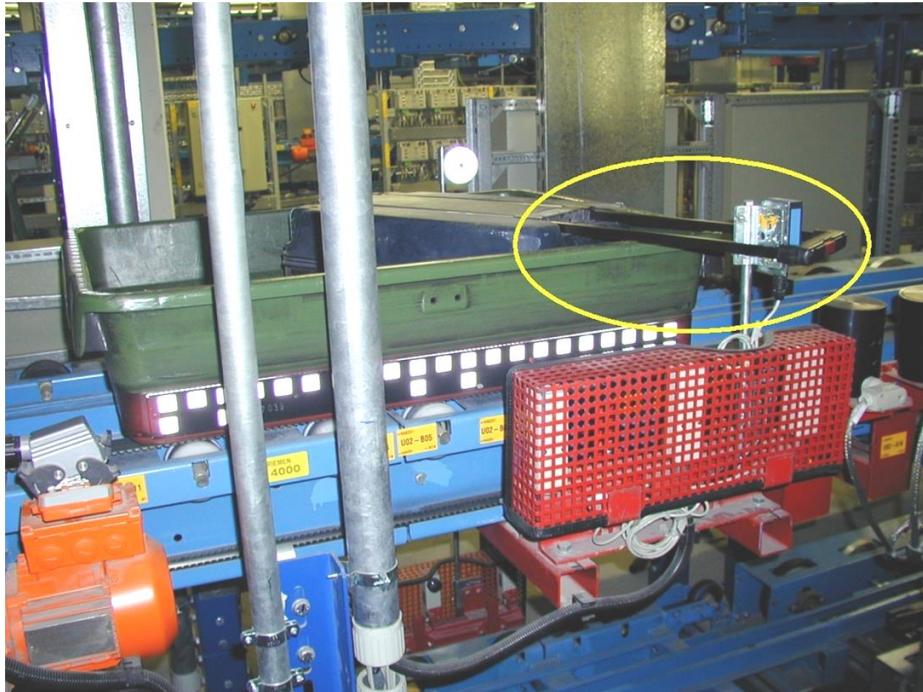


Entry on the belts prohibited!!!

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



