

STAR ALLIANCE CONNECTION SERVICE – HOW IT WORKS



> Flight LH430 from FRA to ORD is expected to arrive 15 minutes later than scheduled due to bad weather. Passenger Hans Mueller has an onward connection to SCE departing at 14:12. He is concerned he will miss his onward flight. >>>

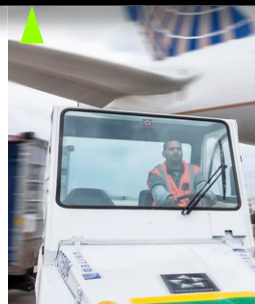
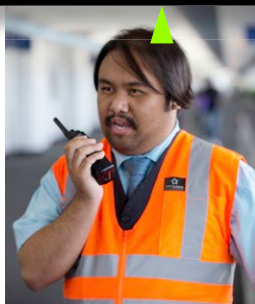
> Flight LH430 lands and taxis to the gate, arriving at 13:01. >>>

> Flight UA5373 is ready to board. >>>

> Flight UA5373 departs on time at 14:12 with Hans Mueller and his checked bag on board. >>>



ORD local time 11:45 12:00 12:10 12:12 13:01 13:05 13:42 13:50 14:12



> At the Star Alliance Connection Service, an alert from the Transfer Decision Tool warns the planner that Hans Mueller and his checked bag now have a tight connection. She marks it as "expedite required". >>>

> A passenger expeditor and baggage expeditor are charged with taking care of Hans Mueller and his bag. >>>

> The passenger expeditor meets Hans Mueller at his arrival gate and speeds him through customs and immigration to flight UA5373, arriving when most passengers have already boarded. >>>

> The baggage expeditor delivers Hans Mueller's bag to flight UA5373 just in time to travel with him on the flight.