[0053] When the baggage recognition information is not received within the predetermined time, the airport management server 100 transmits baggage delay guide information including the cause of baggage delay to the terminal 40 of the passenger.

[0054] For example, when an error occurs during the baggage transportation at the departure airport (such as falling from the conveyor belt or the like), or when baggage is not loaded at the departure airport (a simple mistake, or when sent in the next aircraft due to insufficient space of the aircraft), or when the baggage handling in the aircraft with the passenger is delayed due to a large amount of waiting baggage or other errors after arrival at the destination airport, or when baggage falls from the conveyor belt, recognition fails, or other accidents occur after arrival at the destination airport, the baggage may be delayed. Here, when the baggage is delayed due to an error occurring during baggage transportation at the departure airport or due to a failure of baggage loading at the departure airport, the passenger may mostly identify the cause of the delay before arriving at the destination airport. When the baggage delay and the cause thereof are identified as such, the airport management server 100 may transmit baggage delay guide information to the passenger as a text message as shown in FIG. 12, for the passenger immediately after arriving at the destination airport or may transmit a notification via an application, a homepage, and the like to be viewed by the passenger. In addition, when the baggage arrives at the destination airport together with the passenger but baggage handling is delayed and the waiting time increases, the airport management server 100 transmits a text message to the passenger about the cause of the delay or delayed processing in real time or transmits a notification via an application, homepage, and the like so as to be viewed by the passenger.

invention includes the baggage management server 200 that is connected to each airport management server 100 and transmits baggage misdelivery guide information to the owner of the misdelivered baggage.

[0059] On the other hand, the misdelivered baggage may arrive at the misdelivery airport earlier than the time at which the corresponding passenger arrives at the destination airport or may arrive at the misdelivery airport later than the time at which the passenger arrives at the destination airport.

[0060] In a case that the baggage arrives at the misdelivery airport earlier than the time of arrival of the passenger at the destination airport, the airport management server 100 may notify that the baggage has been incorrectly delivered in response to the barcode 10 recognized at the misdelivery airport. The airport management server 100 transmits baggage misdelivery information to the baggage management server 200 to be shared with the baggage management server 200 and transmits baggage misdelivery guide information to the passenger as a text message shown in FIG. 13 or transmits a notification linked to an application or homepage for inquiry. With such a configuration, the passenger may immediately identify that his or her baggage has been misdelivered immediately after arriving at the destination airport and thus more rapidly and accurately handle the misdelivery baggage so that the risk of baggage loss is reduced.

[0061] Thereafter, in a case in which the baggage arrives at the misdelivery airport later than the time of arrival of the passenger at the destination airport, when the baggage is notified to have been misdelivered in response to the barcode 10 recognized at the misdelivery airport, the passenger may need to keep waiting at the airport where the baggage is not output and report a loss of the baggage to the airline. In order to prevent such a situation, upon an existence of baggage whose baggage

recognition information has not been received within a predetermined time from an arrival time of the corresponding aircraft or from a reader recognition time of the first baggage carried in the cabin among pieces of baggage of passengers having registered the airport as a destination, the airport management server 100 of the destination airport transmits baggage misdelivery guide information to the terminal 40 of the passenger and transmits baggage tracking request information to the baggage management server 200. Here, the baggage tracking request information may include passenger identification information, baggage identification information, and the like.

[0062] As described above, the airport management server 100 may transmit guide information that the baggage has not been normally handled to the passenger as shown in FIG. 14 when the baggage has normally arrived at the destination airport but the baggage has fallen from the conveyor belt or has not been recognized, may transmit guide information that the error has not been resolved when the error has not been resolved and has led to a delay as shown in FIG. 15, and may transmit guide information indicating that the problem has not been solved and transmit guide information that the error has been resolved when the error has been normally solved as shown in FIG. 16.

[0063] In addition, the airport management server 100, when the baggage arrives at the misdelivery airport and the barcode 10 of the baggage is recognized, may transmit misdelivery airport information (indicating an airport at which the baggage has arrived) to the passenger as a text message or transmit a notification as an application or homepage for inquiry. In addition, the airport management server 100 provides a service to be connected to a baggage management service center or an airline service center when baggage is misdelivered. With such a configuration, the

[0093] When it is determined as a result of operation S1920 that the baggage has arrived at the destination, the airport management server 100 determines whether the baggage recognition information has been received within a predetermined time from the time of arrival of the corresponding aircraft (S1930). That is, the airport management server 100 determines whether the baggage recognition information has been received within the predetermined time to determine whether a situation in which baggage reception is delayed occurs.

[0094] When it is determined as a result of operation S1930 that the baggage recognition information has been received within the predetermined time, the airport management server 100 calculates baggage location information of the baggage from the reader identification information and the conveyor driving speed (S1940) and transmits the calculated baggage location information to the terminal of the corresponding passenger (S1950).

[0095] When it is determined as a result of operation S1930 that the baggage recognition information has not been received within the predetermined time, the airport management server 100 transmits baggage delay guide information including the cause of the baggage delay to the terminal 40 of the passenger (S1960).

[0096] When it is determined as a result of operation S1920 that the baggage has not arrived at the destination, the airport management server 100 transmits baggage misdelivery information including airport identification information and baggage information to the baggage management server 200 (S1970). In this case, the airport management server 100 may transmit baggage misdelivery guide information to the terminal 40 of the corresponding passenger.

[0097] The baggage management server 200 transmits the baggage misdelivery information to the terminal 40 of the corresponding passenger. Then, the baggage