01 Pre-Travel

Passenger Facilitation / Passenger Data Harmonization & Quality

Key Facts and Figures

Advanced Passenger Information
↗ Used throughout the 14 steps
↗ Required by over 50 countries

Lack of Global Alignment
↗ Exchange mechanisms
↗ Message formats
↗ Data elements

IT System
↗ Average of 382,000 US$ spent per year to update and maintain the system to transfer passenger data

Passenger Data

0.7M US$

Is the amount spent per year per airline as the cost of passenger data (including fines and system maintenance and updates)

Benefits

Aircraft Operators	Governments	Passengers

↗ **Reduce the number of transmission**
↗ **Avoid fines for mismatching data and INAD passengers**

↗ **Enable identification of potentially high-risk passengers**
↗ **Improve border security**

↗ **Avoid denied boarding**
↗ **Avoid being inadmissible and send back home**

02 Ticket

eTicket

03 Check-in

Fast Travel / Check-in

FAST TRAVEL
→ Check-in

6

What do passengers want?

86% want either to use biometrics / ePassport as their token or to get their **boarding pass off airport**

76% want to use **self-tagging** at home or at a kiosk

86% The overall majority of respondents are interested in providing their **passport details in advance**

37% 25% 24% 7%

51% 24%

86%

03 Check-in

Fast Travel / Check-in

The Problem

Passengers are still standing in long lines to complete check-in formalities. Passengers also want to be in control of their journey, avoid long queues, and select their seats

The Solution

Allow passengers to perform their check-in transaction and to receive their boarding pass via self-service channels (web, kiosk and mobile phone), avoiding long lines at check-in desks and offering more control

03 Check-in
Fast Travel / Check-in

| Airlines	Airports	Passengers
⚲ Lower operational costs	⚲ Lower operational costs	⚲ No queues at airport
⚲ Better pic management	⚲ Maximise existing physical infrastructure	⚲ More control and better convenience
⚲ On time departure	⚲ Better pic management	⚲ More options
⚲ Direct contact with customers	⚲ Retail revenue growth opportunity	⚲ Flexibility and combination of channels to complete check-in formality
⚲ Ancillary revenue selling opportunity at time of check-	⚲ Reduction of congested area	

03 Check-in

Fast Travel / Check-in

Kiosks

Web

Mobile
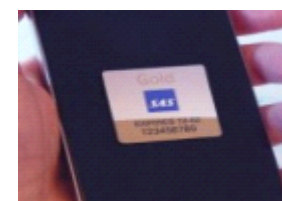
Check-In

5212

AL / AP Pairs

FAST TRAVEL
→ Check-in

73%

of passengers are offered with self-service check-in

Check-In

Passenger departing from these regions

03 Check-in

Fast Travel / Check-in

Supporting Projects and Materials

CUSS (Common Use Self-Service)   BCBP (Bar Coded Boarding Pass)
RP1706c – CUSS   Resolution 792 – BCBP
CUSS Implementation Guide   BCBP Implementation Guide

Project Criteria

To validate a Check-In project, the airline must have implemented self-service
check-in at the location, using at least one of the following three channels:
- Kiosk (Dedicated or Common Use)
- Web
- Mobile

03 Check-in

Fast Travel / Check-in

Mobile Check-in - NFC

Special stream under Fast Travel to cover NFC and Mobile
Services
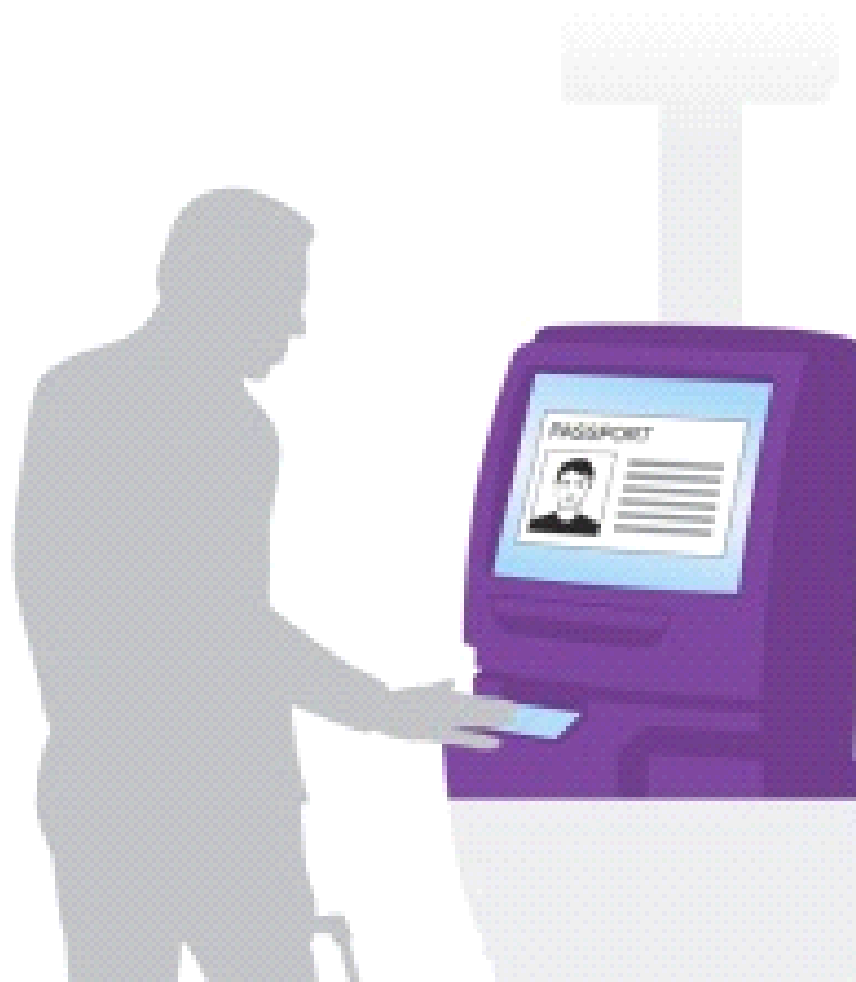IATA / GSMSA White Paper early 2011
Specific Working Group
Collaboration with NFC Forum
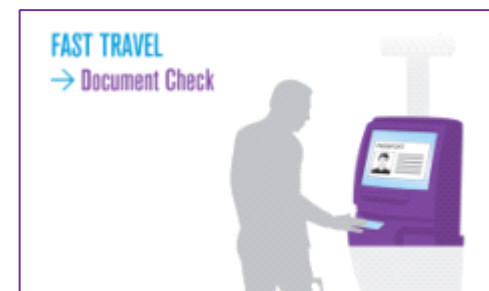Business Requirements and Use Cases under development

FAST TRAVEL
→ Document Check

Document Check

1969

AL / AP Pairs

FAST TRAVEL
→ Document Check

41 % of passengers are offered with self-service document check
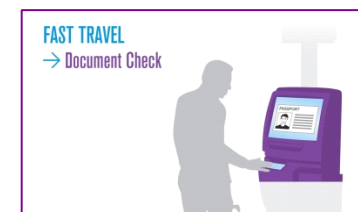
Document Check

FAST TRAVEL
→ Document Check

Passenger departing from these regions

04 Document Scanning
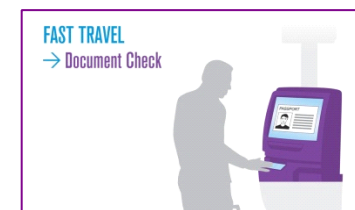
Fast Travel / Document Check

An airline offering the ability for a passenger to self-scan travel documents to perform automated verification of the travel document data against travel data requirements

04 Document Scanning

Fast Travel / Document Check

The Problem

While self-service check-in is massively offered to passengers by airlines, travel document verification remains a difficult process. Passengers having travel documents to be checked are not fully eligible to self-service and have to stand in queues to get them verified. Airlines are also facing heavy fines if documents are not properly verified.

The Solution

Offer the possibility for passengers to self-scan their travel documents (passport, ID cards, Driving licences...) and verify automatically that the travel document data are compliant with the destination or transit requirements (ex: TIMATIC).

04 Document Scanning

Fast Travel / Document Check

Benefits

Airlines

Airports

Passengers

Airlines	Airports	Passengers
⬋ Lower operational costs	⬋ Lower operational costs	⬋ No queues at airport
⬋ Reduce fines and repatriation costs related to inadmissible passengers	⬋ Maximise existing physical infrastructure	⬋ More control and better convenience
⬋ Reduce departure delay due to extensive	⬋ Better pic management	⬋ More options
	⬋ Retail revenue growth opportunity	⬋ Reduced risk of denied boarding or being
	⬋ Reduction of congested	inadmissible on arrival

Why Check passengers documents?

Because Airlines must!

"Aircraft operators shall take necessary precautions at the point of embarkation to ensure that passengers are in possession of the documents prescribed by the states of transit and destination for control purposes." ICAO

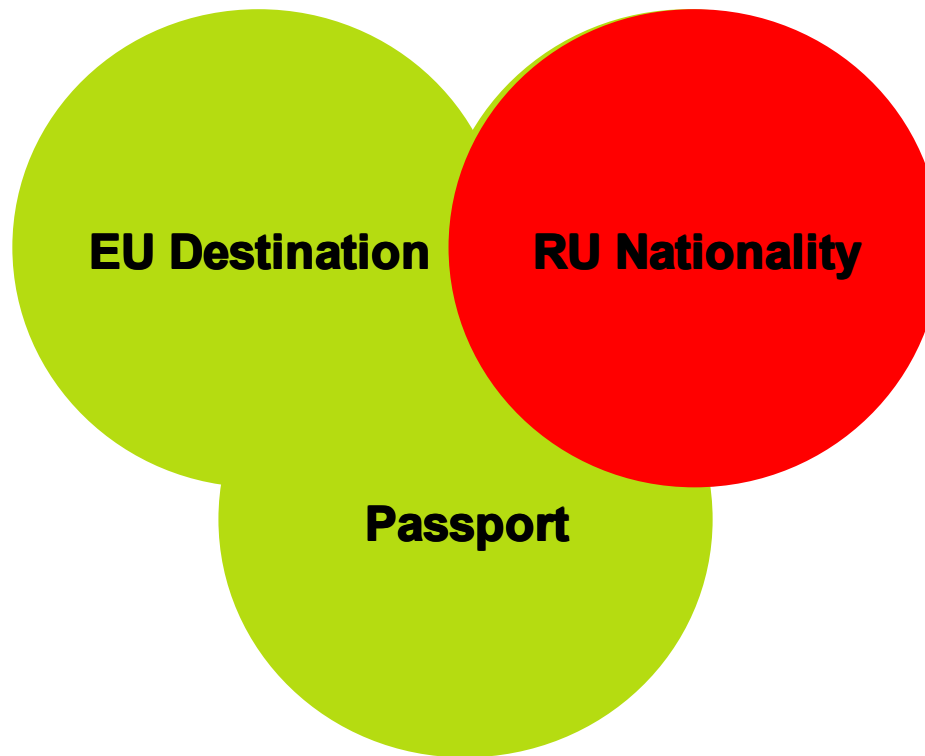**Carrying improperly documented passengers costs airlines:**

↗ Fine between USD $0 – $10,000   → 1 in 20,000 passengers = $175m*

↗ Repatriation costs

↗ Management costs

Verification process costs airlines :

↗ Identifying who to check

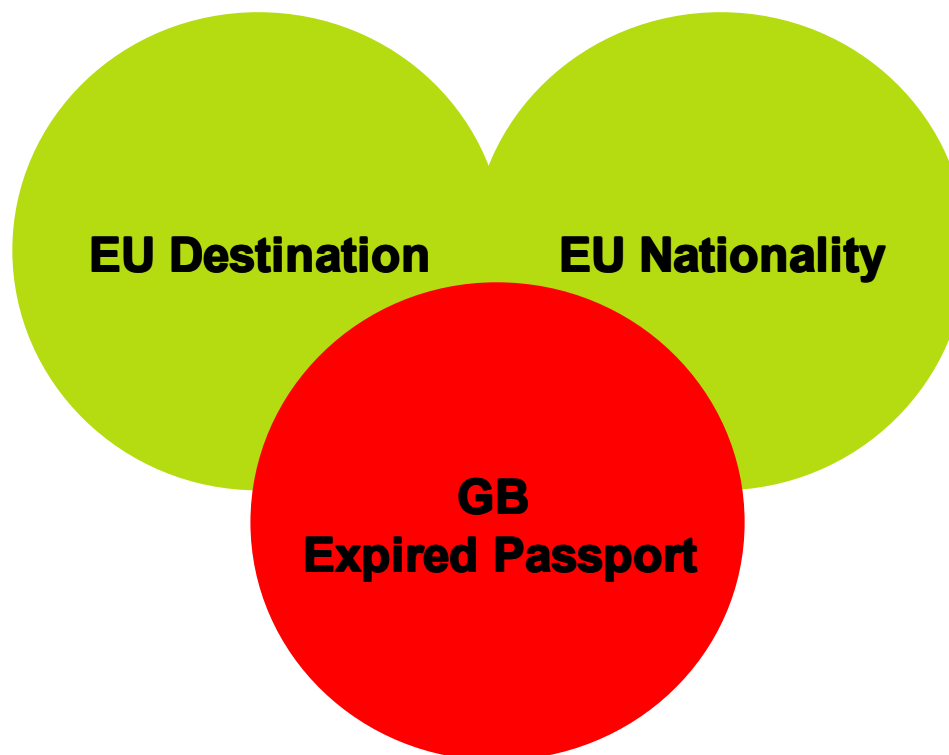↗ Manual verification process   → 65m passengers analyzed = $130m*

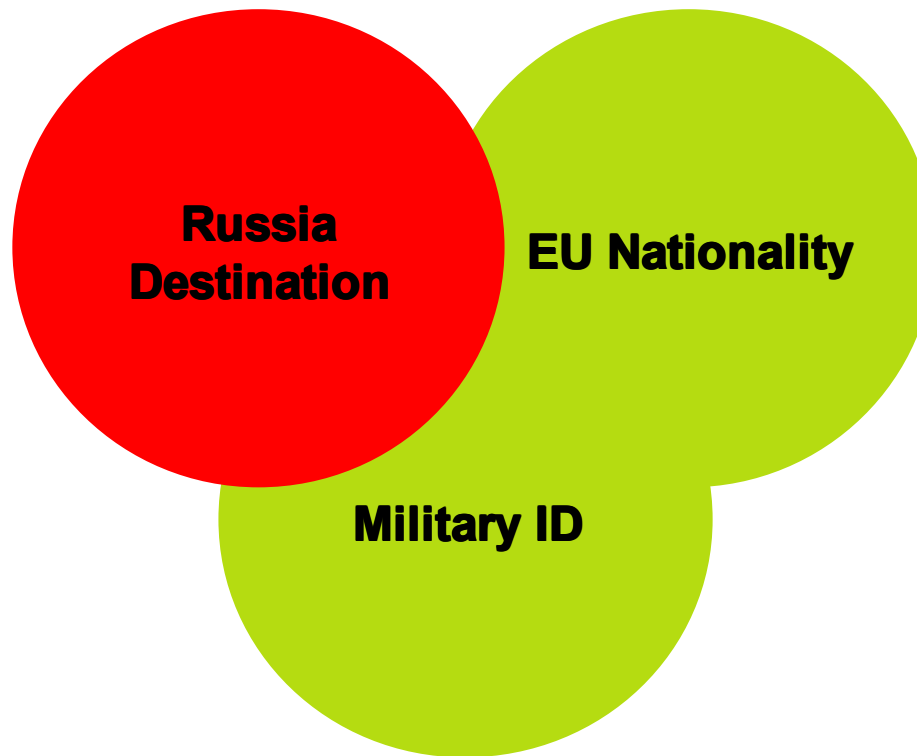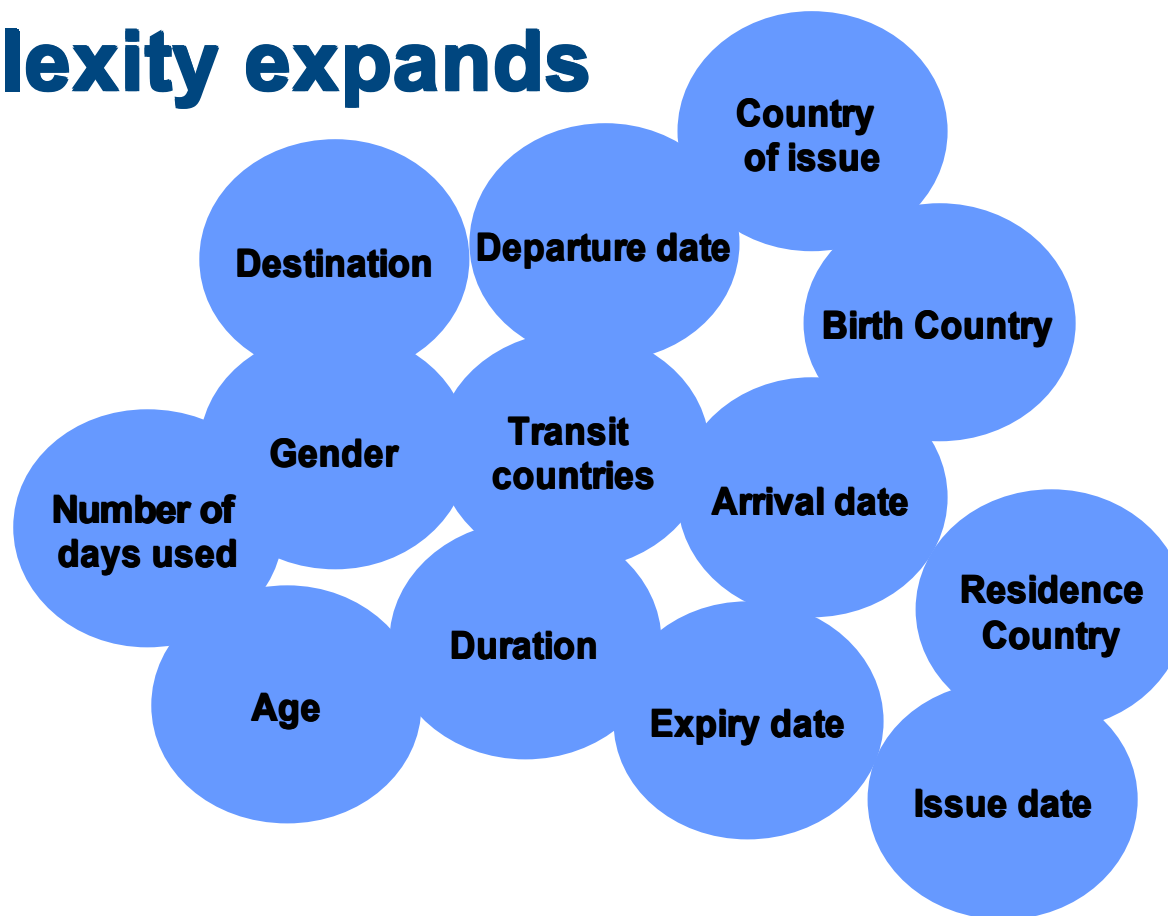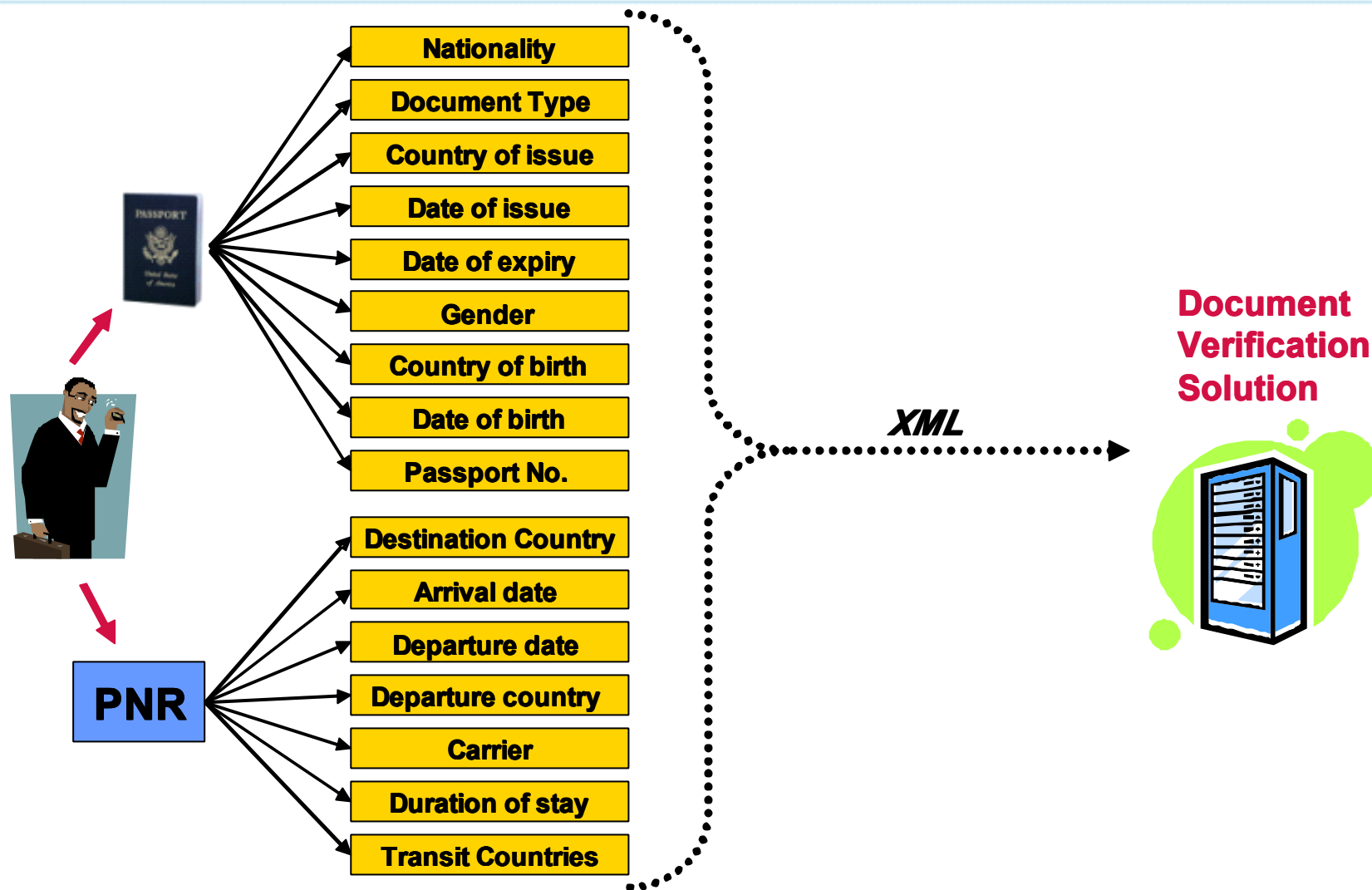How do airlines currently manage this process?

Complex

EU Destination

EU Nationality

GB
Expired Passport

How do airlines currently manage this process?

Complex

Russia Destination

EU Nationality

Military ID

Complexity expands

Result:

➚ **Fines eliminated**

➚ **Selection process: maintenance and technology reduced**

➚ **Manual verification reduced**

~0.1%

Not OK

Passport needs to be valid for 3 months upon arrival

Document verification Solution

Nationality

Document Type

Country of issue

Date of issue

Date of expiry

Gender

Country of birth

Receipt No.

Departure date

Departure country

Carrier

Duration of stay

Transit Countries

PNR

04 Document Scanning
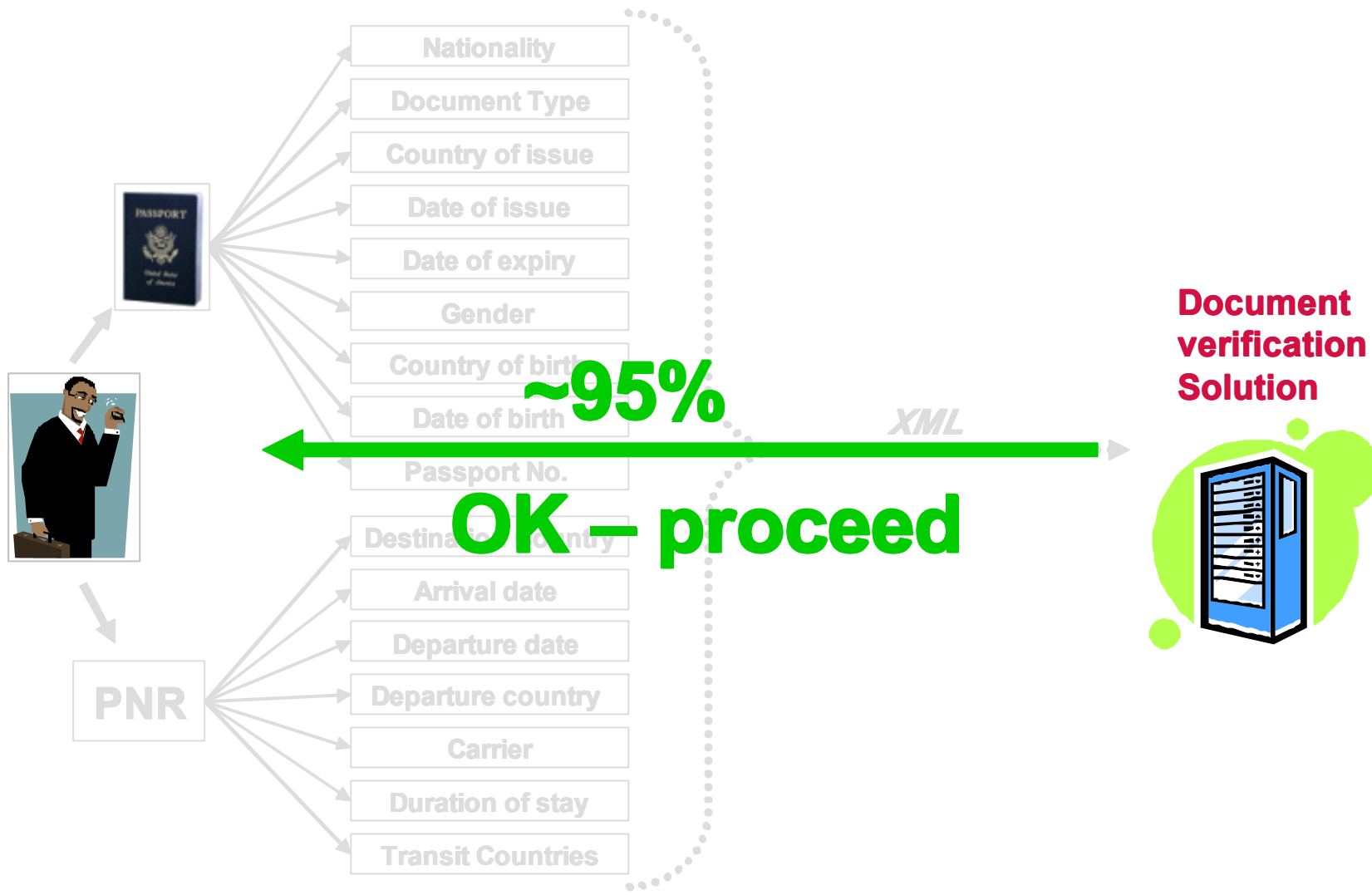
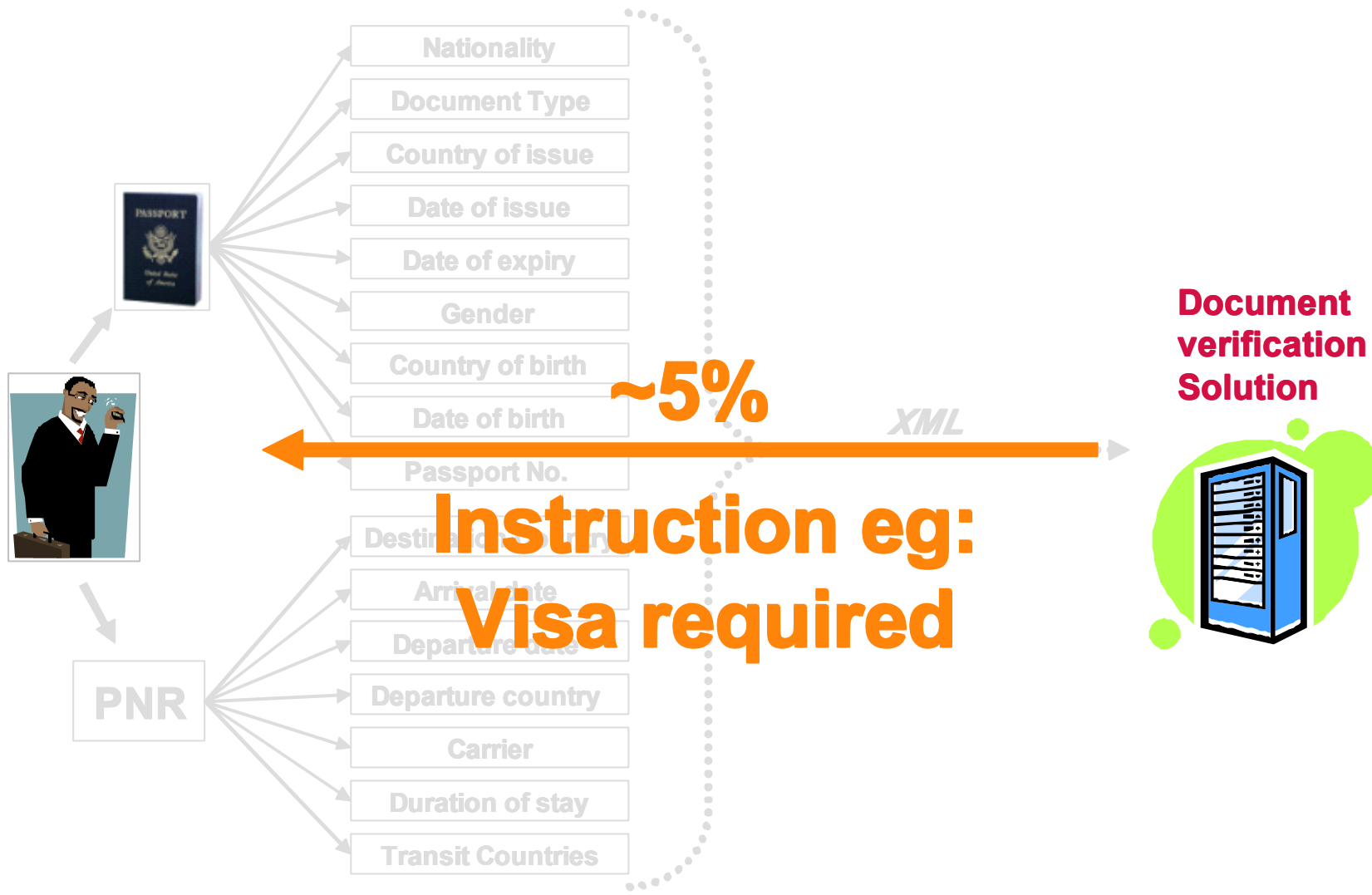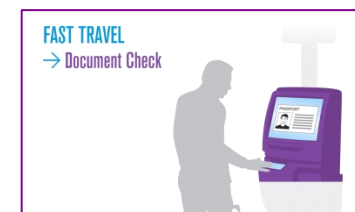Fast Travel / Document Check

FAST TRAVEL
→ Document Check

Supporting Projects and Materials

Fast Travel – Document check
RP1701d – Self-Service Automated Document Check
Document Check Implementation Guide

CUSS (Common Use Self-Service)   BCBP (Bar Coded Boarding Pass)
RP1706c – CUSS   Resolution 792 – BCBP
CUSS Implementation Guide   BCBP Implementation Guide

Project Criteria

To validate a Document Check project, the airline must offer the possibility for passengers to self-scan their travel documents (passport, ID cards, Driving licences...) and verify automatically that the travel document data are compliant with the destination or transit requirements (ex: TIMATIC).

FAST TRAVEL
→ Bags Ready-to-go

Bag Drop

06 Baggage Processing

Fast Travel / Bags Ready to Go

FAST TRAVEL
→ Bags Ready-to-go
Bag Drop

Self Tagging   Bag Drop

Where are we today?

76% want to use **self-tagging** at home or at a kiosk
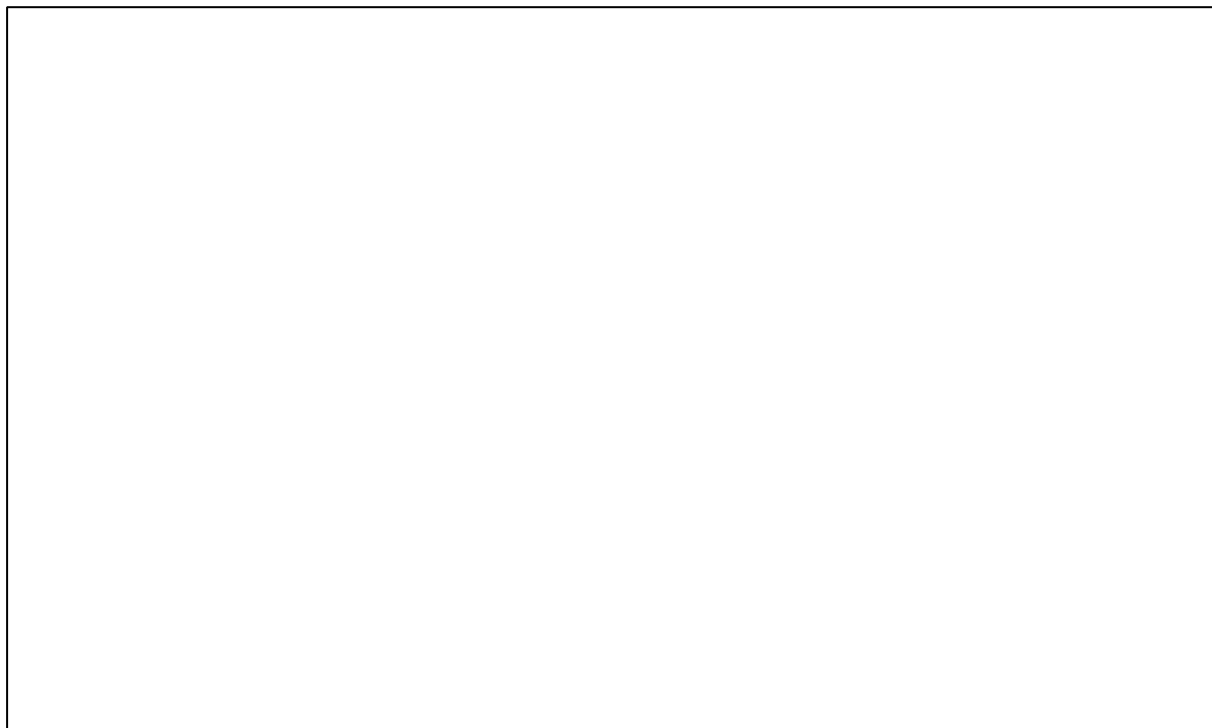
Bags Ready to Go

133

AL / AP Pairs

11%

of passengers are offered with self-tagging

Bags Ready to Go

Passenger departing from these regions

06 Baggage Processing

Fast Travel / Bags Ready to Go

The Problem

While self-service check-in is massively offered to passengers by airlines, baggage check-in remains a difficult process. Passengers having checked-in via a self-service channel still have to stand in long queues only to drop their bag.

The Solution

Increasing significantly passengers through put at bag drop locations by allowing passengers to print and apply their bag tags themselves and offer a dedicated touch point for baggage acceptance only.
desks and offering more control

06 Baggage Processing
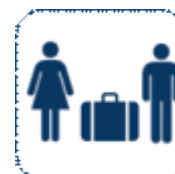## Fast Travel / Bags Ready to Go

Airlines	Airports	Passengers
- Lower operational costs - Better pic management - On time departure - Maximise self-service value proposition	- Lower operational costs - Maximise existing physical infrastructure - Better pic management - Retail revenue growth opportunity - Reduction of congested area	- No queues at airport - More control and better convenience - More options - Flexibility and combination of channels to complete both passenger and baggage check-in formality

Location: LHR T3

Type: Common Use (CUSS)

Process: 2 steps
- Self Tagging at SSK
- Fast Bag Drop Off

Bag Drop: Special Application

Techno : Active / Inactive

Local Regulation: DFT approved
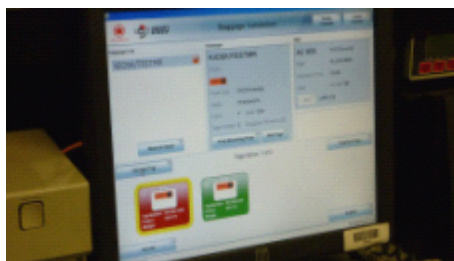
Location: All Scandinavia
Process: 2 steps
- Self Tagging at SSK
- Fast Bag Drop Off

Type:
Self Tagging   **Dedicated & CUSS**
Bag Drop   **Dedicated only**

Bag Drop:
Techno :   **Special Application**
Local   **Active / Inactive**
Regulation: **None**

swissport

Location: ZRH – LH

Airlines: LX, LH, OS, TP, SK

Process: 2 steps
- Self Tagging at SSK
- Fast Bag Drop Off

Type:
Self Tagging **CUSS**
Bag Drop **Common Use**

Bag Drop:
Techno : **Common front end**
Local
Regulation: **None**

AIR NEW ZEALAND

Location:	**AKL**
Process:	**2 steps**
	- Self Tagging at SSK
	- Fast Bag Drop Off
Type:	**Domestic**
Self Tagging	**Dedicated**
Bag Drop	**Dedicated**
Bag Drop:	
Techno :	**-**
Local	
Regulation:	**None**

Billund Airport

Location: **BLL**
Airlines: **SK, Local DCS Users**

Process: **2 steps**
- Self Tagging at SSK
- Fast Bag Drop Off
Type: **Domestic & Int.**
Self Tagging **CUSS**
Bag Drop **Common Use**

Bag Drop **CLF (Common**
Techno : **Language Facility)**
Local
Regulation: **None**

BLL can print bag
SAS CUSS and fr
CUSS

Kiosk bagtags % o
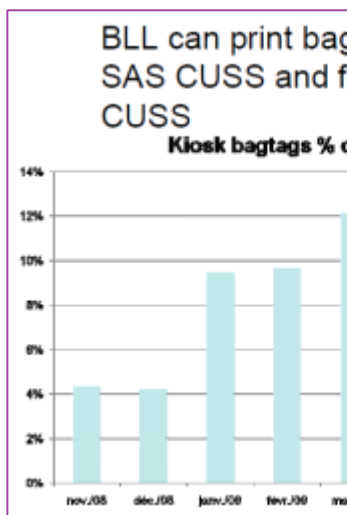
06 Baggage Processing

Fast Travel / Bags Ready to Go

Supporting Projects and Materials

Fast Travel – Bags ready to Go

RP1701f – Self-Service Baggage Check-in

Bags Ready to Go Implementation Guide

CUSS (Common Use Self-Service)	BCBP (Bar Coded Boarding Pass)
RP1706c – CUSS	Resolution 792 – BCBP
CUSS Implementation Guide	BCBP Implementation Guide

06 Baggage Processing
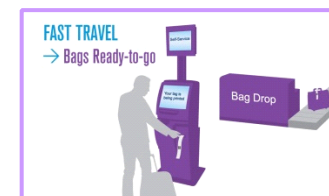
Fast Travel / Bags Ready to Go

Project Criteria

To validate a Bags Ready to Go project, the airline must have implemented self-tagging and operate a fast baggage drop off.

-         Self Tagging means the possibility for passengers to print and apply their baggage tags themselves. This can be done

o   using dedicated or shared kiosks at the airport or at a remote location

o   using home printed bag tags

o   using reusable permanent tags, e.g. Qantas RFID permanent bag tags

-         Fast Baggage Drop Off means a dedicated position for the purpose of baggage acceptance. This can be an agent facing or self-service bag drop position, either dedicated or common use.

06 Baggage Processing
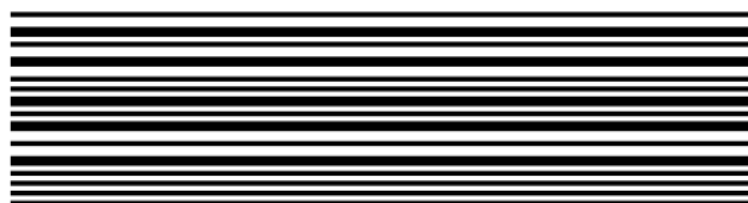
Fast Travel / Bags Ready to Go

FAST TRAVEL
→ Bags Ready-to-go

Bag Drop

↗ Home Printed Tag

↗ Permanent Bag Tag

JORDAN/MICHAEL   4027226371   *Alaska Airlines*
Origin - SEA 20NOV12   AS 226371
PNR - FQZKVM

JORDAN/MICHAEL   4027226371   *Alaska Airlines*
Origin - SEA 20NOV12   AS 226371
PNR - FQZKVM

INSTRUCTIONS
INSTRUCCIONES

① FOLD HERE DOBLE AQUI

② FOLD HERE DOBLE AQUI

③ INSERT BAG TAG INSERTE LA ETIQUETA

Coffee break
10:40 – 11:00