



FAST TRAVEL

INDIVIDUAL PROJECTS INFORMATION



Check-In

Mobile • Online • Kiosk • Automated



Bags Ready-to-Go

Home printed • Electronic • Kiosk



Document Check

Mobile • Online • Kiosk



Flight Re-Booking

Mobile • Online • Kiosk



Self-Boarding



Bags Recovery

Mobile • Online • Kiosk

The Problem - The Solution - The Benefits



Reference Documents and Materials



Check-In

Mobile • Online • Kiosk • Automated

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 own seats

The Solution

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

The Benefits



Airlines



Airports



Passengers

<ul style="list-style-type: none"> ✍ Lower operational costs ✍ Better pic management ✍ On time departure ✍ Direct contact with customers ✍ Ancillary revenue selling opportunity at time of check-in (web channel) 	<ul style="list-style-type: none"> ✍ Lower operational costs ✍ Maximise existing physical infrastructure ✍ Better pic management ✍ Retail revenue growth opportunity ✍ Reduction of congested area minimising security threats 	<ul style="list-style-type: none"> ✍ No queues at airport ✍ More control and better convenience ✍ More options ✍ Flexibility and combination of channels to complete check-in formality
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Supporting Projects and Materials

CUSS (Common Use Self-Service)

RP1706c – CUSS

CUSS Implementation Guide

BCBP (Bar Coded Boarding Pass)

Resolution 792 – BCBP

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 four channels:

- Automated check-in
- Kiosk (Dedicated or Common Use)
- Web
- Mobile



Bags Ready-to-Go

Home printed • Electronic • Kiosk

Bags Ready to Go

Industry Business Case: \$US 665 million

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.

The Benefit



Airlines



Airports



Passengers

<ul style="list-style-type: none"> ✍ Lower operational costs ✍ Better pic management ✍ On time departure ✍ Maximise self-service value proposition 	<ul style="list-style-type: none"> ✍ Lower operational costs ✍ Maximise existing physical infrastructure ✍ Better pic management ✍ Retail revenue growth opportunity ✍ Reduction of congested area minimising security threats 	<ul style="list-style-type: none"> ✍ 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
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Supporting Projects and Materials

Fast Travel – Bags ready to Go

RP1701f – Self-Service Baggage Check-in
Bags Ready to Go Implementation Guide

BCBP (Bar Coded Boarding Pass)

Resolution 792 – BCBP
Resolution 740 – Baggage Tag
BCBP Implementation Guide

CUSS (Common Use Self-Service)

RP1706c – CUSS
CUSS Implementation Guide

Project Criteria

To validate a Bags Ready to Go project, the airline must have implemented self-tagging and operate a fast baggage drop off, these processes can be done either separately (two-step) or at the same time (one-step).

- 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 electronic 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.



Document Check

Industry Business Case: \$US 290 million

The Problem

While self-service check-in channels are 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).

The Benefit



Airlines

- ✍ Lower operational costs
- ✍ Reduce fines and repatriation costs related to inadmissible passengers
- ✍ Reduce departure delay due to extensive document verification at time of boarding
- ✍ Maximise self-service value proposition



Airports

- ✍ Lower operational costs
- ✍ Maximise existing physical infrastructure
- ✍ Better pic management
- ✍ Retail revenue growth opportunity
- ✍ Reduction of congested area minimising security threats



Passengers

- ✍ No queues at airport
- ✍ More control and better convenience
- ✍ More options
- ✍ Reduced risk of denied boarding or being inadmissible on arrival

Supporting Projects and Materials

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

BCBP (Bar Coded Boarding Pass)
 Resolution 792 – BCBP
 BCBP Implementation Guide

CUSS (Common Use Self-Service)
 RP1706c – CUSS
 CUSS Implementation Guide

Project Criteria

To validate a Document Check project, the airline must offer passengers the capability to capture their travel document data (e.g. passport, visa, ID cards, Driving licences...) and automatically verify that the travel document(s) data is sufficient to comply with the destination or transit requirements (ex: TIMATIC).



Flight Re-Booking
Mobile • Online • Kiosk

Flight Re-Booking

Industry Business Case: \$US 455 million

The Problem

In case of disruption, either flight cancellation or delay, passengers have to stand in long queues at the airport to be re-accommodated and re-booked on another flight. This results in a great level of passenger stress dissatisfaction. It also results in extensive additional costs for both original and new operating carriers.

The Solution

In case of disruption, the airline offers the possibility for passengers to be pro-actively re-booked and to obtain new booking options or boarding token via a self-service channel (kiosk/web/mobile).

The Benefit



Airlines



Airports



Passengers

<ul style="list-style-type: none"> ✍ Lower operational costs (real estate, staffing, ticketing procedure...) ✍ Reduce re-accommodation and compensation costs ✍ Increase passenger loyalty ✍ Better processing of passenger and better consistency of service delivery ✍ Maximise self-service value proposition ✍ Maximize capacity 	<ul style="list-style-type: none"> ✍ Lower operational costs ✍ Maximise existing physical infrastructure ✍ Better IRROPS management ✍ Retail revenue growth opportunity ✍ Reduction of congested area minimising security threats 	<ul style="list-style-type: none"> ✍ No queues at transfer areas ✍ Better service delivery for complicated situations ✍ Better comfort for the passenger, reduces stress... ✍ Consistent service delivery ✍ Self Service One stop shopping
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Supporting Projects and Materials

Fast Travel – Self Service Flight Re-Booking
RP1701j – Self-Service Automated Document Check

Resolution 735d – Involuntary change of carrier, routing, class or type of fare.

Project Criteria

To validate a Flight Re-Booking project, in case of disruption (cancellation or delay) the airline must offer the possibility for passengers to be pro-actively re-booked and to obtain new booking options or boarding token via a self-service channel (kiosk/web/mobile).

100% passenger eligibility is not required to validate the project. The implementation can be valid even if it applies only to a limited number of passengers. The re-booking process doesn't necessarily need to automate either as long as it is pro-active.

In a Flight re-Booking scenario, the passenger should be able to be re-accommodated and obtain new boarding pass or options without having to see an agent.



Self-Boarding

Industry Business Case: \$US 170 million

The Problem

Airlines try to minimise aircraft turnaround times and reduce operational costs at boarding for both narrow and large body aircrafts. Passengers are standing in long queues to board the aircraft resulting in dissatisfaction and potential departure delay.

The Solution

Allow passengers to self-scan their boarding token at the gate to gain entry to the aircraft in a controlled manner.

The Benefit



Airlines



Airports



Passengers

<ul style="list-style-type: none"> ✍ Lower operational costs ✍ Improve aircraft loading time ✍ Dedicate agent attention to passengers requiring additional assistance and time to board ✍ More efficient use of gate agent's expertise and time. ✍ Improved overall efficiency of the boarding process ✍ Reduce aircraft turnaround time 	<ul style="list-style-type: none"> ✍ Lower operational costs ✍ Maximise existing physical infrastructure ✍ Better IRROPS management ✍ Retail revenue growth opportunity ✍ Reduction of congested area minimising security threats 	<ul style="list-style-type: none"> ✍ Reduced queues at the boarding gate ✍ Getting entry to the aircraft quicker ✍ Consistent service delivery ✍ Better services for passengers requiring extra attention ✍ Self Service One stop shopping
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Supporting Projects and Materials

Fast Travel – Self Boarding
 RP1701k – Self-Boarding
 Self-Boarding Implementation Guide

BCBP (Bar Coded Boarding Pass)
 Resolution 792 – BCBP
 BCBP Implementation Guide

Project Criteria

To validate a Self-Boarding project, the airline must offer the possibility for authorised passengers to self-scan their boarding token at the gate to gain entry to the aircraft.

It is **not** required that the airline uses automatic boarding gate devices
 It is **not** required that the boarding process is unattended
 It is **not** required that all passengers on the same flight follow this process

Passengers can self-scan any type of boarding token, e.g. paper boarding pass, web check-in boarding pass, mobile BCBP boarding pass, NFC boarding pass, passport, biometrics or any other token used by the airline.



Bag Recovery

Industry Business Case: \$US 575 million

The Problem

Having their bag(s) mishandled is already a great factor of stress for passengers. Having then to stand in a long line to get information and to complete a claim report is even more stressful. This is not a good passenger experience. It is also costing Airlines a lot of money to process these claims.

The Solution

Proactive communication with passengers allows them to avoid waiting at the baggage carousel if their bag is not there. Then, allow passengers to report a missing bag utilising a self-service channel instead of waiting in line at a baggage service counter.

The Benefit



Airlines

- ✍ Lower operational costs
- ✍ Reduce agent handle time (airport and contact centre)
- ✍ More efficient use of baggage claim agent's expertise and time.
- ✍ Improved overall efficiency of the baggage claim area
- ✍ Reduce recovery cost of lost baggage delivery



Airports

- ✍ Lower operational costs
- ✍ Maximise existing physical infrastructure
- ✍ Reduction of congested area minimising security threats



Passengers

- ✍ Better comfort for the passenger, reduces stress due to lack of information
- ✍ No queues at the baggage claim area
- ✍ Consistent service delivery
- ✍ Better services for passengers requiring extra attention
- ✍ Self Service One stop shopping

Supporting Projects and Materials

Fast Travel – Bag recovery
RP1701m – Self-Service Baggage recovery

BCBP (Bar Coded Boarding Pass)
Resolution 792 – BCBP
BCBP Implementation Guide

Project Criteria

To validate a Bag Recovery project, the airline must offer the possibility for passengers to register a claim for a mishandled bag via a self-service channel (kiosk / web / mobile).

The initiative can be implemented by the airline, an alliance for their airline members, a handling agent for their airline customers or an airport on a common use environment.