



IATA STB DAY – 25 NOVEMBER 2009

AGENDA

14:00	<p>Simplifying the Business: Delivering industry change in turbulent times Stefano BARONCI - Assistant Director, EU Affairs – IATA Arturo GARCIA-ALONSO – Manager, Facilitation and Airport IT – ACI</p>
14:15	<p>Bar Coded Boarding Passes (BCBP): Lower costs for the industry, better service for passengers - Eric LEOPOLD, BCBP Project Manager – IATA</p> <ul style="list-style-type: none">✓ In Europe, more than 80% of boarding passes contain a 2D barcode✓ The road to 100% BCBP in 2010: challenges and opportunities in Europe✓ More automation and better service in a 100% BCBP industry <p>Mobile BCBP implementation in Europe - Nick RANKIN, CEO – Mobiqu</p>
15:30	<p>Fast Travel: self-service for passengers that provide better service and lower cost Stephan COPART, Fast Travel Project Manager – IATA</p> <ul style="list-style-type: none">✓ Passengers are asking for more self-service options✓ Fast Travel is addressing 4 steps of the end to end passenger process✓ Self-service Baggage Process✓ Self-service Document Check✓ Self Boarding✓ Self Service Baggage Recovery✓ But gaps remain: How do we address the other steps? <p>Document Check throughout the passenger process - Pascal THOMAS, International Sales Director – DESKO</p>
16:45	<p>Wrap up Session</p>
17:00	<p>Meeting Closing</p>

IATA StB Day at ACI Airport Exchange 2009