



Airline Deployment towards 100% BCBP

This document addresses all the potential steps an airline has to take to reach 100% BCBP. Although some airlines may have to take all the steps, most airlines will face only a few of them, depending on their destinations, organization and infrastructure.

IATA's mandate focuses on airline capability on one channel and airport equipment capability, because this defines the minimum requirements for BCBP capability. The BCBP usage then depends on airlines, to follow all the steps below.

1. Airline System capability across all channels

Airlines can issue BPs through 4 channels: check-in desks, kiosks, web and mobile. If one channel is not capable, the BPs issued will create issues, usually requiring re-printing.

- Desk capability requires the airline host system to be capable (including when a GHA is handling the airline on the airline's system)
- Kiosk capability requires the kiosk application to be capable.
- Web capability requires the web application to generate 2D bar codes
- Mobile capability requires a system to send bar codes to mobile phones

2. Local system capability

Airlines may completely outsource the check-in and boarding process at some stations. In that case the airline provides the airline with the passenger list and the GH uses its own local DCS to issue BPs. The airline capability at this station depends on the GH system's capability. If the local DCS is not capable, the BPs issued will not contain a 2D bar code. This could be an issue for connecting flights at the downline station.

- Ground handlers DCS: need to be upgraded to support BCBP

3. Own equipment

Issuing and reading BCBP requires adapted equipment. Mag-stripe only equipment is not 2D bar code capable and is being phased out. Thermal printers may support 2D bar code printing. 1D bar code reader are not likely to support 2D bar codes reading. Dual 'mag stripe – 2D bar code' equipment is available but is much more expensive to maintain than bar code-only equipment.

- Boarding pass printers: must be upgraded to support 2D bar codes
- Boarding gate readers: must be updated to support 2D bar codes

4. Shared equipment

Airports may provide shared equipment to airlines, mostly using CUTE. Airlines have to contact the airport or CUTE provider to ensure that the equipment is 2D bar code capable.

- Contact airport CUTE providers: request equipment upgrade

5. Own paper stock

Printing 2D bar codes at the airport requires thermal printers and thermal paper stock. The layout of the boarding pass must also be adapted to fit the 2D bar code. Without the right paper stock airlines may simply not issue BCBP.

- Design layout: re-design to include a quiet zone for 2D bar codes
- Order low cost paper: thermal paper in rolls is cheaper than ATB stock with mag stripe

6. Other paper stock

Airlines using paper stock provided by third parties must ensure that a 2D bar code can be printed on it. To accommodate various layouts it is recommended to adopt blank paper stock. If the bar code is printed over colorful background it may not be read, which defeats the point of using BCBP.

- Ensure it is blank or with a quiet zone

7. Security

The main benefit of BCBP is to enable home printed boarding passes. Once airlines have managed to upgrade systems and equipment, they still have to ensure that security checkpoints will accept them. Less than 30% of airports do not accept home printed BCBP and require that BCBP are re-issued at the airport.

- Acceptance of home printed BCBP

8. Through check-in

IATA validates BCBP submitted by all BCBP capable airlines. There may still be minor formatting issues, which must be handled by airlines' boarding applications.

- Test robustness of boarding application with BCBP issued by through check-in partners

9. Special processes

Getting the full benefits of BCBP requires to take into account the processes related to the introduction of BCBP and various boarding pass formats. In case of home printed BCBP, re-issuing may be required. Some countries may require stamping of BPs, which is not an issue for airport generated BCBPs as long as the stamp does not cover the bar code. For home printed BCBP, stamping adds a step in the airport process and is not recommended. At the gate, tearing-off the boarding pass is not adapted to home printed BCBP. The future is paperless. A mobile phone cannot be stamped or torn off.

- Re-issuing: should not be required with BCBP
- Stamping: should not be required with BCBP (especially mobile BCBP)
- Tear-off: should not be required with BCBP (especially home printed, multi-leg and mobile)

10. Coordination of all of the above

Airlines should hope for the best – a paperless future – and plan for the worst – all the 8 items are required. Without plans airlines will be unable to deploy efficiently: either the airline will be ready, but not the airport, or vice versa, the airport will upgrade the equipment and the airline won't be ready. To avoid disruptions and



higher costs, airlines must plan and take advantage of the BCBP Matchmaker provided for free to the industry by IATA

- Plan: Airlines and airports to use the BCBP Matchmaker
- Test: Airlines to include a test phase before using BCBP on live flights
- Cutover: Specify cutover dates to all partners

Deployment Strategy

Airlines need a deployment strategy and action plan including all the applicable steps. The strategy should define the key objectives and milestones. The project team is described in section 4.1 of the BCBP Implementation Guide. The deployment is driven by the 'airport operations' or 'ground services' team. The support of the IT team is necessary.

Example 1: phased approach in order to manage expectations and learning curve

In the phased approach, the airline can validate all the aspects of BCBP, including technology, equipment, staff, processes. Channels are upgraded one by one, airports are deployed one at a time, as well as staff. This very cautious approach will require dual processing of BCBP and other boarding passes during the whole transition, which may increase workload during the transition, e.g. gate agent tearing off only ATB boarding passes and entering manually the BCBP.

2-year Plan:

- Month 1-3: Web check-in on one domestic route, upgrade BGR to 2D
- Month 4-6: Web check-in on all domestic routes, upgrade BGR to 2D
- Month 7-9: Web check-in on selected international routes (e.g. major volume), where CUTE BGR are 2D and accepted at security
- Month 10-12: Web check-in on remaining international routes, where CUTE BGR are 2D and accepted at security
- Month 13-15: Kiosk check-in on all domestic routes, upgrade kiosk printer to 2D; Kiosk check-in on selected international routes, where 2D capable CUSS available
- Month 16-18: Desk check-in on on all domestic routes, upgrade desk printers to 2D; Desk check-in on selected international routes, where CUTE printers are 2D capable
- Month 19-21: Desk check-in on remaining international routes, where ground handled; Mobile check-in on one domestic route
- Month 22-24: Through check-in partners, reading BCBP issued by partners; Through check-in partners, issued BCBP for partners

Example 2: big bang approach in order to maximize efficiency and reduce costs

In the big bang approach, the airline already has a good expertise on bar code technology, home printed boarding passes, and has a trained staff that will handle the transition. All the equipment is upgraded within a few weeks, and BCBP are rolled out across all channels in a few months. This approach reduces the dual processing of BCBP and other boarding passes to a limited timeframe.



3-month Plan:

- Month 1: Deploy web and kiosk check-in at all CUTE airports where BGR are 2D capable
- Month 2: Upgrade dedicated printers and BGR at all stations, deploy kiosk check-in
- Month 3: Launch mobile check-in and through check-in at major hubs