Program Strategy

FAST TRAVEL PROGRAM

StB

Simplifying the Business

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1. INTRODUCTION

The purpose of this document is to outline the implementation strategy for the IATA Simplifying the Business (StB) Fast Travel program to achieve the programme vision by 2020. Following the evolution of the program since its creation in 2007, this document is updated to reflect the direction endorsed by the Board of Governors. The programme vision is that by 2020, 80% of global passengers will be offered with a complete, relevant Self-Service suite throughout their journey.

2. CONTEXT, BACKGROUND AND IMPACT

2.1. History and evolution

Self-service options were introduced in the 1990's for passengers primarily in the area of check-in. What was initially a service for business or frequent travellers soon migrated to the wider customer base. The early drivers included direct cost reduction for airlines and a need to provide a higher level of customer service by reducing queuing times at check-in.

The internet revolution, reinforced by mobile technology improvements, has provided a platform for airlines to launch a whole host of added value services and products for customers which creates a direct relationship between carrier and customer. At the same time, the general public has become used to using all kinds of technology to make their daily lives easier, specifically with online and mobile capability becoming the pervasive delivery channels.

Passengers now expect to exercise control over more of the journey as they see real added value from self-service options, namely speed, convenience and control.

Airports are facing increased pressure from both airlines and passengers to provide a seamless journey to and through the airport, at a cost that reflects the realities of modern aviation. While many airports already recognise the need to address this change of emphasis by providing flexible infrastructure to meet their customer demands, many more require information and guidance in delivering appropriate solutions.

2.2. The industry trend assumption & impacts

2.2.1. The industry trend

The industry trend shows that passengers are driving increased use of self-service not only at check-in, but are increasingly demanding other self-service options throughout the journey. This trend results in passengers coming into less frequent contact with agents bur rather other non-human "touch points" and thus the impact on process and infrastructure is changing radically.

2.2.2. The main impacts

Process
The human interaction has reduced dramatically to those elements required by legislation such as baggage acceptance and visual check of passports, visas or other travel documents. By reducing the passenger / agent interaction, coupled with a shorter process time, the result is fewer passengers spending less time with an agent.

Infrastructure
The consequence of this change is that the traditional check-in lobby has become inefficient. The change in process, from relatively static lines of passengers to be processed by agents to a dynamic one whereby passengers manage a number of separate sub-processes such as baggage processing and documentation checks, results in an infrastructure that is sub-optimal and at variance with traditional airport design. In this context different means a flexible infrastructure to facilitate an increased flow of passengers managing those process steps outlined above.

3. THE OPPORTUNITY

In the early days of self-service, airlines correctly saw self-service as a leading-edge product over the competition. The industry has progressed to the stage whereby basic self-service options should now be seen as the base for all carriers to offer to their passengers.
Consequently, taking into account the trend towards greater self-service, there is an opportunity to drive mass market capability (for example 80% of passengers using self-service) and transform customer service at an industry level and as a direct consequence help drive down unnecessary cost.
Evidence from mature markets indicates that self-service is fast becoming the process of choice for passengers in many of the steps in the overall passenger process. It may be argued that these are the only options offered, but this has not proven to be the case. Passengers are offered a choice but most choose self-service due to the direct passengers benefits outlined below. For example, we see that in mature markets for example, the US, many airlines are now experiencing 90% self-service penetration for check-in using a combination of delivery channels including automated check-in, kiosks, web and mobile.

4. FAST TRAVEL PROJECT SCOPE

The IATA Board of Governors has identified the trend and the opportunity of global self-service, recognised the challenges and concluded that to deliver the industry benefits requires a coordinated industry effort. Consequently, the Board mandated IATA to drive a program of six projects covering areas of the passengers' airport journey that are managed by airlines or airports. By creating uniform standards and recommended practices, IATA facilitates industry adoption of these projects – and a better travel experience for the customer.

The six areas covered by Fast Travel are:

- **Check-in**: Offering self-service check-in at the location, using at least one of the following four channels: Automated, Kiosk (Dedicated or Common Use), Web or Mobile Check-in.

- **Bags ready-to-go**: Self-tagging [offering passengers the possibility to generate and apply the baggage tags themselves] and Fast Baggage Drop Off [offering a dedicated position for the purpose of baggage acceptance]

- **Document Check**: Offering 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).

- **Flight rebooking**: In case of disruption (cancelation or delay), offering 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).

- **Self-boarding**: Offering the possibility for passengers to self-scan their boarding token at the gate to gain entry to the aircraft.

- **Bag recovery**: Offering the possibility for passengers to register a claim for a mishandled bag via a self-service channel (kiosk / web / mobile).

Processes controlled by other agencies, such as Security and Immigration, are not directly covered under Fast Travel but other IATA projects are covering these areas (see Passenger Experience Vision).

5. FAST TRAVEL VISION

Initially the program was created to meet the following goals:
To provide a range of self-service options to meet growing customer demands, continue to reduce industry costs, improve efficiency of airport infrastructure and enhance customer service.

Even though the above statement remains valid, in 2009 the vision was modified to reflect the implementation objective endorsed by the Board of Governors. The vision is:

By 2020, 80% of global passengers will be offered with a complete relevant Self-Service suite throughout their journey to provide better convenience and reduce queues

5.1. Passenger Experience Vision

Although the range of projects covered under Fast Travel is limited to those passenger process areas for which airlines have control it was obvious that the other areas of the passenger process had to be addressed as well in order to deliver a true value proposition to passengers.

In 2009, IATA's Passenger Experience defined the 14 step End-to-End Passenger Process (see graphic).

Under the Passenger Experience umbrella, three programs (Fast Travel, Passenger Facilitation and Smart Security) will cover the end-to-end passenger journey to deliver a fast, consistent and secure experience to passengers by:

- Optimising and linking business processes between airlines, airports and governments.
- Harmonising processes through new concepts, technologies and automation,
- Streamlining regulatory processes throughout the journey.

Note: While the Common Use stream under Passenger Experience is not an StB delivery program, it provides the infrastructure 'pillar' to support many of the Fast Travel solutions and systems at airports.

6. THE INDUSTRY VALUE CHAIN

At mass market capability, there is a value proposition for each of the main stakeholders involved, specifically:

Passengers

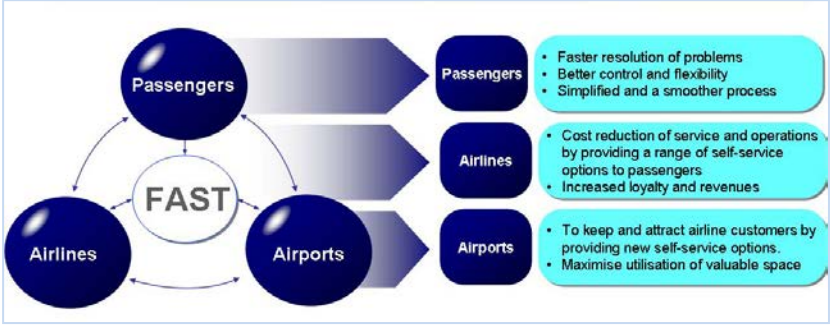
Passengers will value the elements of speed, convenience and control through a greater range of self-service options. Passengers will be able to utilise the full range of self-service options globally.

Airlines

Airlines can enhance their value proposition to their passengers and so realise enhanced customer service, reduce their cost base and improve the bottom line.

Airports

Airports will be in a position to develop appropriate facilities to provide an improved value proposition to meet the needs of all passengers, airline customers and their handling agents. In addition, the improved flow of passengers using self-service will enable a change in the design and layout of airports in the future translating to more efficient capital investment for airport construction.



7. COST BENEFIT ANALYSIS

IATA has developed a cost benefit analysis to support the industry value proposition concept and provide potential cost savings indication for the industry once the program is widely implemented.

The cost benefit analysis covers five out of the six projects under the Fast Travel umbrella. Savings from the Check-in project have not been factored in as self-service check-in will naturally grow.

The Fast Travel Program aims at providing self-service options for all areas of airlines and airport managed processes. However, not all airlines or airports may implement systematically all projects and therefore the cost benefit analysis has been established for each individual projects.

The cost benefit analysis is based on the program's vision: potential annual savings for the industry has been calculated based on a program penetration of 80% of global passengers and is estimated to US$ 2.1 Billion.

8. THE RISKS AND CHALLENGES

The main challenges in driving mass-market capability relate to the adoption of process, technology solutions and regulatory aspects, specifically:

Passengers

Availability: In developed markets, self-service options are increasingly available in many elements of the passengers' journey: for self-service to become universally accepted as a clear option, it is imperative that the passenger is able to use self-service options on a global basis.

Consistency: The range of self-service options require passengers to learn how to use those options each time they use a different carrier and so there is a lack of consistency causing confusion and therefore traditional channels become the default.

Airlines

Cost and complexity: The widespread adoption of any such service raises the question of a common approach or standards to provide consistency and lowering of costs to the whole industry. The challenge is to introduce standards to reap those benefits without stifling creativity in the development of new products.

Airports

Business case: Airports may be reluctant to invest and implement such solutions as they face the dual challenges of differing customer requirements in terms of technology and process as well as the lack of a coherent proposition that reduces airline costs while at the same time maximises value for the airport. Global industry standards help to minimise the impact and are at the core of the Fast Travel solutions offered by the service providers and vendors.

Control Authority Agencies

Regulators have defined requirements prior to self-service and technology emergence. New processes based on Fast Travel initiatives require an evolution of these requirements that takes long time and effort to achieve.

9. SYNERGIES AND DEPENDENCIES

During the life cycle of the project, many synergies have been identified between Fast Travel and other projects or areas within IATA:

Passenger Facilitation: This other project under the umbrella of Passenger Experience focuses on regulatory agencies controlled processes. Passenger Facilitation and Fast Travel are working closely together on areas including passenger data / document verification, self-boarding, regulatory requirements and the use of biometrics throughout the passenger process as already used for automated border control solutions.

Smart Security: This new industry programme addresses the security screening process at the airport and therefore will have a significant impact on the other two projects of Passenger Experience. Depending on the outcome of the undergoing concept definition development, Fast Travel may be strongly impacted.

Baggage: Strong dependencies exist between Fast Travel and the Baggage process, especially regarding the development of baggage standards and the tracking of baggage. Both groups are working closely together to guarantee a coordinated approach.

10. FAST TRAVEL DELIVERY STRATEGY

10.1. How IATA adds value to the industry from Fast Travel

In each of the projects IATA aims to add value over and above an airline's own value proposition.

The added value focuses on IATA's position in the industry to facilitate:

Standards: Create and manage technical and process standards that comprise one or more of the following options:
- IATA Resolutions
- IATA Recommended Practices
- IATA Technical standards in support of both resolutions and recommended practices.
- Implementation Guides: best practices to assist in consistency of product and service delivery.

Implementation: Deliver to targets set by the Board of Governors to meet the vision.

During the life cycle of the program, each project will be appraised against the standards criteria outlined and appropriate criteria will be proposed. For example, some projects may require a new technical standard to be developed, while others may simply require modifications to an existing one. Additionally, some projects may require existing resolutions to be reviewed and potentially amended. Such analysis will be part of the scope of the Fast Travel Working Group in a recommendation to the Passenger Experience Management Group for consideration by the JPSC.

See: Industry Target and Milestones for more information on current status.

10.2. Stakeholders Engagement Strategy

10.2.1. Key Stakeholders

The key stakeholders for the Fast Travel Projects are:

- **Airlines**: airlines are more than instrumental in Fast Travel from both a standards and implementation perspective.
- **Airports**: Airports and ACI are also key stakeholders to facilitate Fast Travel implementation due to the infrastructure they deploy to support the project.
- **Industry suppliers**: Mainly IT system providers, they are strategically involved in the program to develop the solutions to support the program.
- **Regulatory Agencies**: Some local regulations are impacting Fast Travel projects and their potential implementation. It is quite important to permanently assess this constraint and engage local regulators to facilitate Fast Travel implementations and harmonize regulations affecting the projects.
- **Airline Alliances**: At a time of mass implementation phase for Fast Travel, Alliances become instrumental to engage second tier airlines and use the leading carriers in each alliance to drive Fast Travel globally within the alliance.

10.2.2. Engagement Strategy

Fast Travel Working Group

The Fast Travel Working Group gathers leading stakeholders on the program and supports the engagement of key airlines and airports to develop the product, the standards and showcase the initiatives. These airlines and airports are also used for case studies and for driving the rest of the industry forward.

IATA Engagement

Based on the StB methodology, the Fast Travel Team coordinates with the IATA's regional and country offices to mobilise and engage local stakeholders on a monthly basis identified for each airline. Regular campaigns (via visits, phone calls or emails) are also organised to achieve specific engagement objectives.

Regional Implementation Workshops
To support this implementation program and specifically targeting emerging markets, the Fast Travel Team delivers a series of Regional Workshops. These workshops aim to gather together local stakeholders from a particular region and provide implementation information and support for the region on each project.

StB Matchmaker
The StB Matchmaker is a matchmaking platform dedicated to the air transport industry. The StB Matchmaker is a community tool that allows airlines and airports to manage, schedule and report implementations status worldwide that relates to IATA's Simplifying the Business program. The Fast Travel module of the platform was developed in 2011 and is now used to monitor Fast Travel penetration globally and to provide a self-engagement platform for stakeholders.

http://matchmaker.iata.org

10.3. Communication Strategy

The goal of the communication strategy is to build awareness about the IATA Fast Travel Program as an enabler to the industry growth of self-service options for the passenger airport processes.

IATA's main communication strategy is based on the following channels and actions:

www.iata.org
A central project information page is available on the Internet under http://www.iata.org/whatwedo/passenger/fast-travel/Pages/index.aspx posting regular updates about the project reference documents and the Fast Travel industry implementation status.

An interactive map visually displays Fast Travel progress geographically on iata.org

Social Media
Fast Travel is also present on the internet through social media:
- Facebook: http://www.facebook.com/FastTravel

Facebook is targeting the general public to create awareness to passengers

Industry Conferences
Events are organised to build awareness about Fast Travel and provide latest Fast Travel updates such as Airport Exchange, Future Travel Experience, Passenger Terminal Expo or IATA's World Passenger Symposium. For a list of all IATA events please visit:
http://www.iata.org/events/Pages/index.aspx

Email Campaigns
IATA StB newsletters are issued monthly to the StB mailing list
(www.iata.org/whatwedo/stb/newsletter)

Webinars
Webinar are conducted regularly with industry media or partners.

11. GOVERNANCE

11.1. Board of Governors and Industry Priorities

In 2007, the IATA Board of Governors approved the IATA Fast Travel Program as a Simplifying the Business project. Since its creation, Fast Travel is included in IATA's Board Monitored Activities every year.

11.2. StB Steering Group

During the project timeline, the IATA StB Steering Group, sets project strategy, guidance and monitors progress.

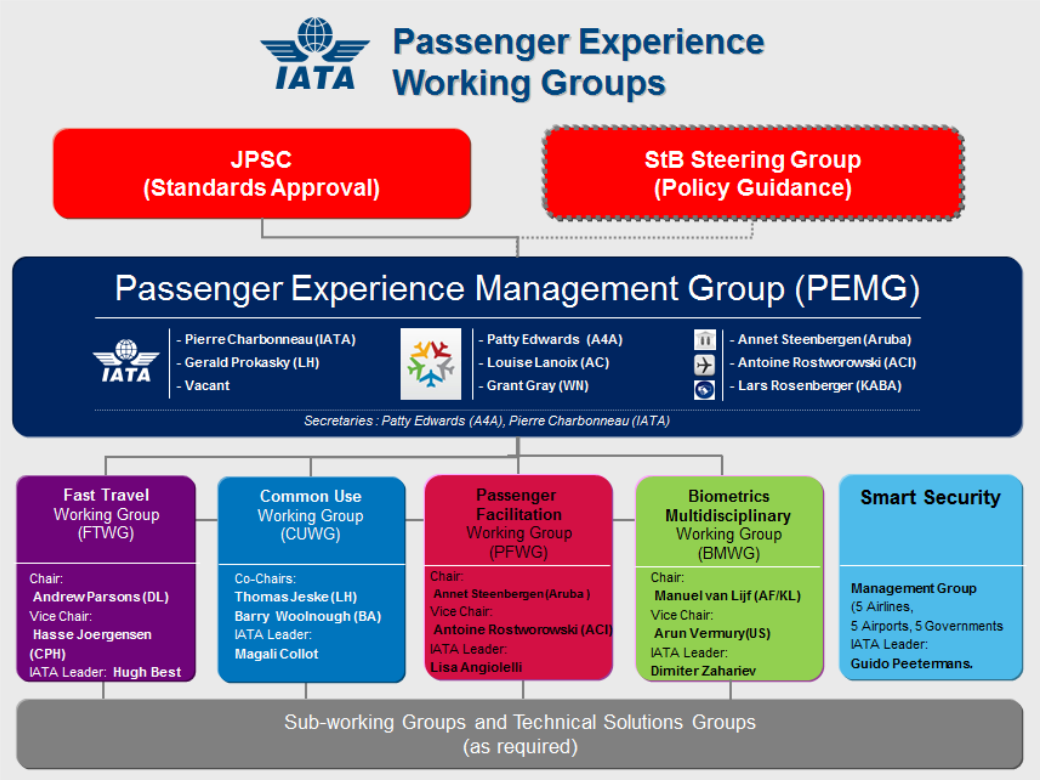
11.3. Fast Travel Working Group, Passenger Experience Management Group and JPSC

The Fast Travel Working Group (FTWG) consists of experts across the industry including airlines, airports and industry providers. The FTWG is a sub-group of the Passenger Experience Management Group (PEMG).

PEMG comprises of five initiatives:
- Fast Travel
- Passenger Facilitation
- Smart Security (in conjunction with IATA's Security Department)
- Common Use
- Biometrics

All projects are supported by a Technical Solutions Group (as required).

The Fast Travel Working Group manages standards development and maintenance for each project. These standards are proposed and voted at IATA's Joint Passenger Services Conference (JPSC)



12. INDUSTRY TARGET AND MILESTONES

The Fast Travel Program has been part of IATA's Industry Priorities since 2008 and targets have been set by the Board each year.

The key phases for the projects are:

12.1. Product definition: 2007-2009

This 2-year phase started at the end of 2007 when the project was endorsed by the Board.

In 2008 and 2009 IATA validated the value proposition of Fast Travel through 18 pilots, developed the industry cost benefit analysis and business case for the program.

In 2009, the first set of 4 standards was endorsed by the Joint Passenger Services Conference (JPSC). See Fast Travel Individual Projects Information for details on available standards and documents for each project.

12.2. Show Case: 2010-2011

This 2 year cycle was used to develop the implementation supporting materials like implementation guides, update and finalise standards as well as updating the Fast Travel business case with Flight Re-Booking now included.

Real implementation efforts started during that phase with the objective to showcase Fast Travel and build awareness. These implementations were also used to develop case studies to support future mass implementation.

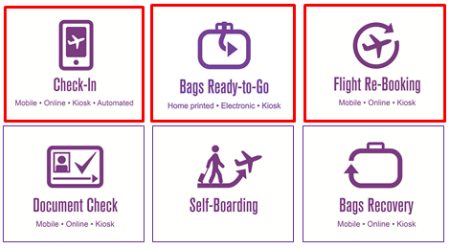
In 2010, the Board target was 60 Fast Travel implementations indicating that Fast Travel had value.

In 2011, the Board target was 5 locations with at least one airline at the location having implemented all six projects. This demonstrated the full value proposition of Fast Travel as a complete suite of self-service options. This also demonstrated the link and interdependencies between projects and highlighted the need to adapt the compliance definition of the program. The requirement to deliver all 6 projects implemented at a single location revealed the need for more flexibility.

New project compliance definition:

The new project definition adopted by the Board is:
For an airline/airport pair to be Fast Travel compliant, the airline must have implemented the following projects at the location:
1. Check-in
2. Bags Ready to Go
3. Flight Re-Booking
4. Any of the remaining ones: Document Check or Self Boarding or Bag Recovery

It is a good balance between:
- A prescriptive approach to impose the implementation of the projects with the biggest impact on the industry (both from a consumer experience benefit and industry cost saving benefit) and
- Allowing enough flexibility to cater for local differences and
- Enable business cases to be built whilst keeping local and regional traffic specifics in mind..



12.3. Mass Implementation: 2012-2016

In 2012, Fast Travel entered an important phase. For the next 4 year cycle, the program has entered into a mass implementation phase with an initial target for 2012 of 100 airline / airport pairs being Fast Travel Compliant as per the new definition set in 2011.

The Fast Travel project Team developed a roadmap for Fast Travel between 2012 and 2020 when the program delivers the vision with a milestone at 2016 to review progress towards realisation of the vision

To align annual targets with the program vision, it is proposed to use a global capability penetration metric to monitor the progress of the program from 2013 onwards.

The Fast Travel programme objective is to reach a threshold of a capability penetration of 40% of global passengers by 2016.

The Fast Travel team estimates that this threshold will allow a natural and steady growth from the industry for the remaining 40% penetration to be achieved by 2020.

If progress matches the roadmap we can envisage programme closure in its current scope at the end of 2016 if the programme reaches 40% global penetration.

The following diagram summarizes the key program milestones and proposed targets for Fast Travel:

12.4. Mass Implementation Strategy: 2012-2016

12.4.1. 2012: 100 Fast Travel compliant Airline/Airport pairs.

In 2012, the board target was 100 Airline/Airport pairs to be Fast Travel Compliant. The year was concluded with a total of 114 compliant pairs, representing 10.65% of global traffic.

12.4.2. 2013: Global Capability = 20%.

Based on the 2012 achievements and the analysis of data in Matchmaker, along with a strong implementation promotion program targeting emerging regions, the Fast Travel team proposed a target of 20% capability penetration. In order to achieve this milestone, there was a focus on enabling:

- US: Carriers in the US region starting to deploy Bags Ready-to-Go at their main locations.
- Europe: The remaining few leading carriers to deploy Fast Travel at their main home airports and already compliant carriers to continue their deployment across secondary airport locations.
- Asia Pacific: Leading carriers in Japan, Singapore, Central Asia to deploy Fast Travel projects at their home airports and Asia Pacific carriers to continue to expand Fast Travel implementations across their network
- North Asia: local carriers to follow the path of Air China and start to implement Fast Travel at their home airports
- Africa and Latin America: A workshop program was established to encourage leading carriers form the region to deploy Fast Travel at in at least one of their airports.

12.4.3 2014 and 2015: Global Capability expansion and regulatory adoption

The 2014 target of 27% global penetration proved to be a challenging one where two primary causes can be identified. In order for the programme to reach the desired level of global penetration, these two factors needed to be addressed accordingly. The identified factors were:

- **Regulatory Restrictions**

The introduction of new modern technology, especially for the Bags Ready-to-Go project, had been impeded by either national or regional regulations written when many modern technologies did not yet exist. As a result, solutions in passenger handling that have Fast Travel in mind e.g. Mobile Boarding Passes, cannot be introduced. Airlines and airports alike have found it hard to justify certain business cases as the accompanying technology and solutions cannot yet be implemented.

The FTWG has decided to increase the regulatory engagements with regulators in order to allow modern and especially mobile, technologies to be made available to the industry from a regulatory perspective. This acceptance of new technologies will be achieved by combining the efforts of all the IATA departments and offices and subsequently engage with the regulators. Additionally an online overview will be created to track the acceptance of Fast Travel projects from a regulatory perspective.

- **Focus by key stakeholders**

In order to maintain the priority of both the airlines and airports on enabling Fast Travel compliant solutions, both updated documentation and engagement will be needed. Especially the role of airline alliances is estimated as being of high importance. For this reason, not only will implementation guides and business cases be reviewed, but also the major airlines alliances in the world will be included in our discussions on driving Fast Travel.

12.4.3. 2015 - 2016: Global Capability = 35% & 40%.

From 2015 until the end of 2016, it is anticipated that:

- Current regulatory restraints impeding the deployment of new technologies such as Home Printed Bag Tags and Electronic Tags will be resolved, opening up the possibility of major advances being made. This applies especially for the Bags Ready-To-Go project, as it bypasses the lack of airport infrastructure.

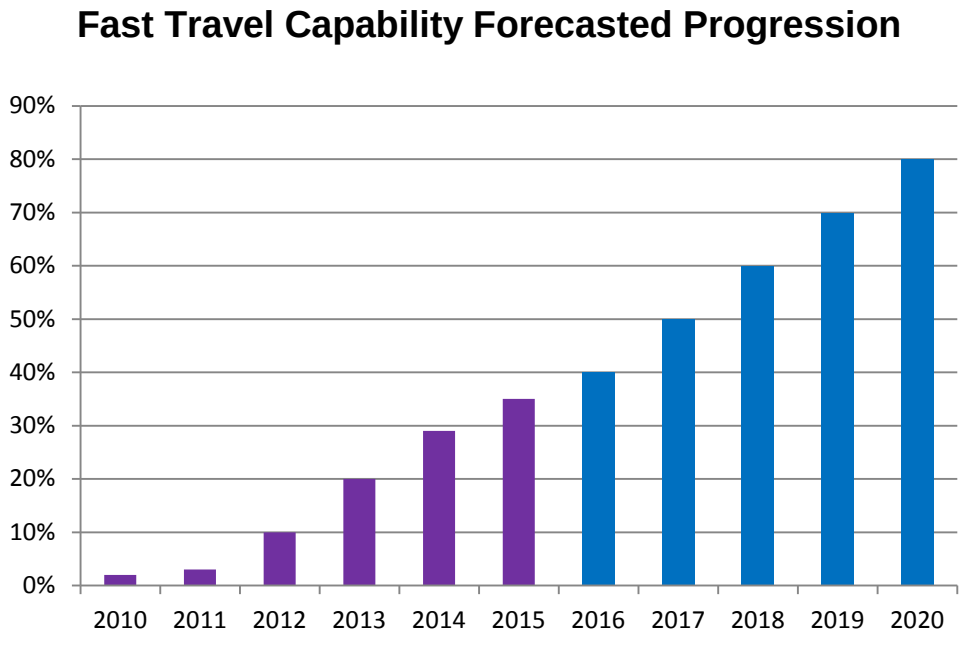
- Most of the main locations of European and US based carriers will be implemented by the end of the first half of 2015 and will progressively expand Fast Travel initiatives throughout their networks.

- Asia Pacific and North Asia based carriers will have their main locations covered. MENA carriers will expand to the same level of Europe in 2014.

- Latin American and African carriers will progress with implementations at their main locations by the end of 2015.

The Fast Travel team anticipates a global penetration of 40% at the end of 2016 and 50% at the end of 2017. However, this estimation will be re-assessed during the first semester of 2016 according to the level of implementation at that time.

12.4.4. 2010 - 2020: Fast Travel Capability over 10 years



FAST TRAVEL

INDIVIDUAL PROJECTS INFORMATION

The Problem - The Solution - The Benefits

Reference Documents and Materials

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

- Lower operational costs
- Better pic management
- On time departure
- Direct contact with customers
- Ancillary revenue selling opportunity at time of check-in (web channel)

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
- Flexibility and combination of channels to complete check-in formality

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

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

- Lower operational costs
- Better pic management
- On time departure
- 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
- Flexibility and combination of channels to complete both passenger and baggage check-in formality

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)
RP1706c – CUSS
CUSS Implementation Guide

BCBP (Bar Coded Boarding Pass)
Resolution 792 – BCBP
Resolution 740 – Baggage Tag
BCBP 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
  - using dedicated or shared kiosks at the airport or at a remote location
  - using home printed bag tags
  - 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

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 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

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

- 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

Airports

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

Passengers

- 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

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 (cancelation 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
✓ 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	✓ Lower operational costs ✓ Maximise existing physical infrastructure ✓ Better IRROPS management ✓ Retail revenue growth opportunity ✓ Reduction of congested area minimising security threats	✓ 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

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.