

Save time with the Swissport web check-in service

We also keep a prime focus on existing technologies like the internet, where we've developed an application that can be used on our axsControl DCS system. Linking this application to other DCS hosts is a further objective here.

You can use web check-in for yourself and your luggage and can print your boarding card – all from your computer!

Take advantage of our web check-in:
www.web-check-in.com

Spare yourself the queuing at the airport!

This innovative service will be available from mid 2007.

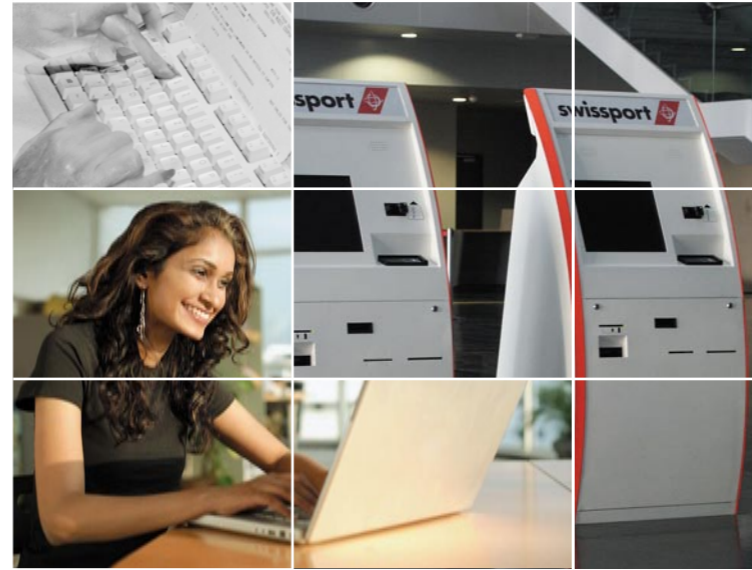
Swissport aims to be and remain the most innovative aviation service provider. Because we develop products that will cut our airline customers' costs, meet all security standards and requirements and, most importantly of all, enhance travel comfort.

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A glossary of abbreviations

API	Advance Passenger Information
CUSS	Common Use Self-Service
DCS	Departure Control System
IATA	International Air Transport Association
SSD	Self-Service Device
SPT IG	Simplifying Passenger Travel Interest Group



Simpler
Speedier
Smarter

Swissport's self-service solutions deliver applications, products and technologies to simplify the passenger experience and eliminate obstacles throughout the journey.

Self-service is an exciting opportunity for airlines to tap into synergic strategic potential and cut costs by sharing resources with other parties. And Swissport International is eager to support all its customers who wish to participate in the self-service revolution.

- For example, we endorse the CUSS philosophy, and have integrated this innovative concept into our e-Services strategy. For the global Swissport family, CUSS is a further tool that allows us to demonstrate our leadership in cost management based on a spirit of keen innovation.
- Swissport is also working to develop innovative new products to meet future requirements. Web check-in performed by a handling agent is an example of this, as is the development of new tools and processes – like the use of biometrics technology – to fulfil intensified security needs.

A win-win-win solution for travellers, airlines and airports

Passenger benefits

- Greater convenience and control over the process
- Quicker check-in times than at conventional desks
- The option of remote check-in at hotels, at train stations, on cruise ships and at airport car parks

Airline benefits

- Airlines can afford to offer their passengers self-service check-in
- According to an IATA survey, most passengers will be using self-service kiosks by 2008, so airlines with high passenger volumes can also substantially reduce costs
- Standardised processes and equipment reduce infrastructure needs and handling costs

Airport benefits

- Kiosks can handle passengers from different airlines
- Standardised hardware leads to lower investment costs
- Less congestion on the check-in concourse thanks to remote web check-in or check-in kiosks elsewhere
- Passengers have more time in the transit area, and thus more time for shopping

Self-service kiosks @ Swissport

Convenience for all

Self-service check-in kiosks (also called CUSS kiosks or SSDs) are designed to raise customer satisfaction by letting passengers quickly and easily check in at the airport, select or change seating and print out their boarding pass. Kiosks are a welcome alternative to long check-in queues. They can also help make optimum use of terminal space and employees' time and energies. And they can be shared by airlines.

CUSS (Common Use Self-Service) is a standard that was developed by the IATA CUSS Management Group to enable airlines to share kiosks at airports within a defined system environment. The objective is to reduce capital expenditure, cut operating costs for airlines and improve the utilisation of the airport's capacity.

The benefits of airline and airport self-service kiosk solutions:

- seat selection and seat changes
- passenger identification by various means: e-tickets, passports etc.
- baggage check-in and tag printing
- return flight check-in
- ability to input API data
- can read 2D barcodes
- ability to check-in standby passengers
- group check-in supported

Fast Track @ Swissport

Imagine being able to pass through the various process steps at the airport faster. Frequent travellers in particular are looking for opportunities of this kind.

But this won't only help your most valuable guests; it will also improve your own processes and make them more cost-efficient.

Swissport is an active player in the industry's Simplifying Passenger Travel Interest Group, and actively promotes new processes and technologies. Swissport has already invested in various trials of biometrics-supported passenger processes, and is also leading with other new process ideas.

Trials have been conducted with passengers who are biometrically enrolled at check-in and verified at the gate, to automate gate processes and smooth the passenger's journey. The new approach has also been fully integrated into the check-in process via a link to the axS-Control DCS check-in system.

API data handling

In handling API data, too, Swissport has been "thinking outside the box" and now offers a fast way to enter API data (and address data in particular). At Zurich Airport we now use a handwriting recognition system to extract address data from forms filled in by passengers and insert these directly into the DCS.

Baggage drop-off @ Swissport

Common baggage drop-off points

Further planned developments include common baggage drop-off facilities where passengers can hand in their bags irrespective of the carrier they are flying with.

This will enable airlines to offer their passengers a more convenient and quicker process; and it will help them save costs, too.