

MEDIA RELEASE

SWISSPORT SUBSIDIARY CHECKPORT LAUNCHES MATCHBOX

Swissport subsidiary Checkport introduces MatchBox, a digital tool for the verification of travel documents during online check-in. The new tool helps ensure passengers are in possession of the necessary documents before they are issued their boarding passes. MatchBox will improve departure punctuality and save airlines millions in fines.

Checkport, a subsidiary of Swissport, unveils MatchBox, a digital application designed for comprehensive document verification during passengers' online check-in process. It ensures passengers are in possession of all required travel documents, including valid passports, visas or other permits, before boarding passes are issued. In this way, passengers still have time to organize and submit missing documents within a 24-hour window between the opening of online check-in and departure.

Each year, airlines worldwide face over 200 million USD in fines for transporting passengers without valid entry documents, who are then denied entry and cause high repatriation costs. By preventing inadmissible passengers (INAD) before they even board their flights, MatchBox optimizes the online check-in and boarding processes and enhances overall departure punctuality, saving airlines millions for financial penalties.

"MatchBox is a groundbreaking digital solution that leverages technology to ensure compliance with immigration regulations and addresses a challenge the airline industry has battled with for many years," says Daniel Steffen, CEO of Checkport Switzerland AG. "With MatchBox we can help airlines avoid fines and improve their departure punctuality. It is a pivotal transformation of online document checking. Our full trust in the MatchBox system is underscored by Checkport's commitment to assume 100% of fines resulting from unintended INAD cases."

"Our solution not only prevents INAD violations, but also offers time savings during check-in and passenger boarding," adds Albano da Cunha, Head of Operations at Checkport. "The seamless integration with airlines' online check-in processes, MatchBox enhances both the passenger experience and operational efficiency."

Before formally launching MatchBox, Checkport tested the system with several airlines in realistic operational conditions. Those who evaluated MatchBox for nearly a year affirm its reliability and effectiveness.

In 2023, Swissport International AG provided best-in-class airport ground services for some 232 million airline passengers (2022: 186 million) and handled roughly 4.7 million tons of air freight (2022: 4.8 million) at 115 air cargo centers worldwide.

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Several of its warehouses have been certified for pharmaceutical logistics by IATA's CEIV Pharma and by the British MHRA. At the end of December 2023, the world's leader in airport ground services and air cargo handling, with currently around 60,000 employees, was active at 286 airports in 44 countries on six continents.

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