

# SMART BAG DROP

**SITA**

Create success. Together

## MAKING HASSLE-FREE BAG DROP THE INDUSTRY STANDARD.

Checking in baggage can be stressful for passengers. The good news is that with the right bag drop solution, every journey can get off to a great start.

### A GROWING INDUSTRY

Rising passenger numbers result in demand for more capacity and self-service at airports around the world.

2016



3.6 BILLION PASSENGERS

2034



7.0 BILLION PASSENGERS

2016 IATA 20 year Passenger Forecast



30%+ OF PASSENGERS INTEND TO USE SELF BAG DROP ON THEIR NEXT FLIGHT

2016 SITA Baggage Report

70%+ OF AIRPORTS WILL OFFER BAG DROP BY 2018

2016 SITA Baggage Report



60% INCREASE IN TERMINAL CAPACITY

### WHY BAGDROP IS RIGHT FOR YOU

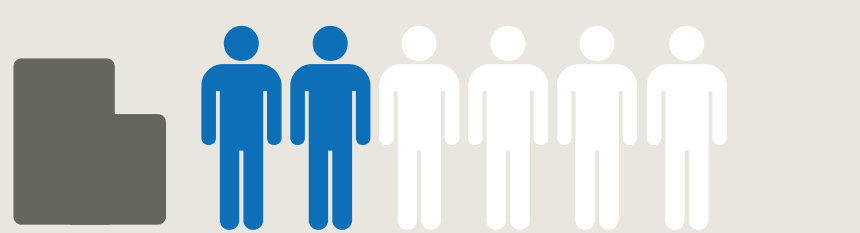
With SITA BagDrop, everybody wins. Airports increase their terminal capacity, airlines' operating costs fall and passengers have a quick and easy start to their journey.



60 SECONDS OR LESS TO DROP YOUR BAG



40% REDUCTION IN OPERATIONAL COSTS



SHORTER QUEUES

Give passengers more time to eat, drink and shop before boarding their flights.



#### COMMON USE

SITA BagDrop can be used by any passenger of any airline.



#### ONE AGENT FOR SIX BAG DROPS

Six traditional counters can be replaced by one agent and six bag drop units.



#### FUTURE PROOF

Bag drop is part of SITA Smart Path™ that allows passengers to pass through airports with a single biometric token for a seamless and secure end-to-end journey.

### A SEAMLESS BAG DROP

There's more to a successful self bag drop solution than hardware and software. Whether you're using existing check-in desks and conveyors or starting from scratch, SITA provides everything you need for a great passenger experience.

### NEW-FIT

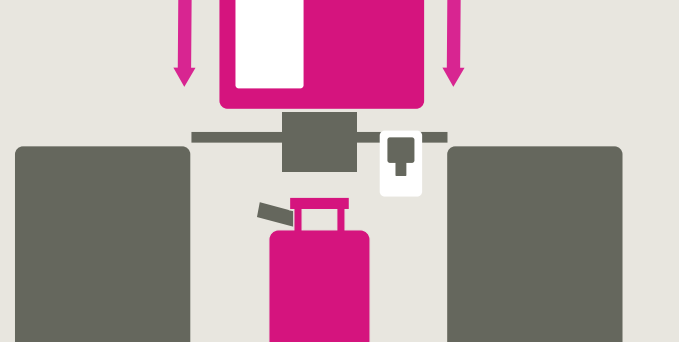
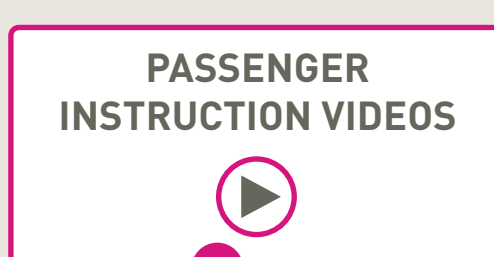
#### DROP&FLY

For new or refurbished terminals.

### RETRO-FIT

#### SCAN&FLY

Mounted onto existing check-in desks with a smart support frame.



#### INTUITIVE BAG TAG

Designed for a simple bag drop.

#### PASSENGER INSTRUCTION VIDEOS

Clear instruction videos to prepare passengers for bag drop.

#### GLOBAL SERVICE AND SUPPORT

SITA's local presence for 24/7 service and support.



#### MONITOR PERFORMANCE

Monitor and improve process times using the SITA dashboard.



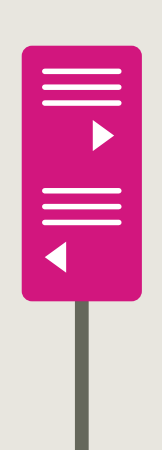
#### PROACTIVE SERVICE DURING BAG DROP

Ground agents use an interactive application to monitor all self bag drop units and help passengers as needed.

#### STAFF TRAINING



Extensive training for ground agents and maintenance teams to get the most out of self bag drop.



SITA advises on clear, well-located signage for an easy passenger experience.

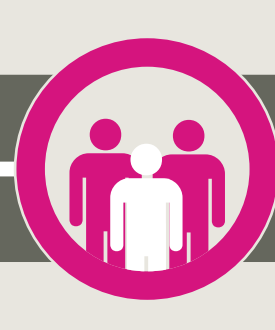
### KEY BENEFITS



HAPPY PASSENGERS



LOWER OPERATIONAL COSTS



MORE CAPACITY

### WHO IS USING SITA BAGDROP TODAY?

GENEVE AIRPORT

brussels airport

Incheon Airport

AirAsia

FINNAIR

MELBOURNE AIRPORT

#### AWARDS

SITA BagDrop is awarded for high-quality design, setting a new standard for functionality, user experience and design.



reddot award 2017 winner

WANT TO LEARN MORE? CONTACT US AT:

bagdrop@sita.aero or visit www.sita.aero/bagdrop