AIRPORT IVALIDATE

HOME-PRINTED BOARDING PASS VALIDATION IN A SELF-SERVICE AIRPORT ENVIRONMENT

Passengers who do not have checked-in bags, and who do not need a visa, can proceed directly to security checkpoints without queuing up at the check-in counter.

ISSUES

Airlines and airports are unable to achieve the full benefits of self-service

Passengers with a home-printed boarding pass (i.e. paper or mobile barcode) need to queue up at airport check-in counters for boarding pass validation even if they do not have bags to check in. This dilutes the efficiencies that airlines and airports hope to achieve from the use of self-service technologies.

Manual checks impact on operational efficiency and on the passenger experience

Where automated systems are not in place, passengers are obliged to go through manual checks in order to validate their boarding pass, and this results in reducing airport efficiency and productivity. In addition, passengers dislike having to join multiples queues.

SOLUTION

Airport iValidate provides security checkpoint agents and officers with the ability to scan both paper and mobile phone bar-coded boarding passes (BCBPs).

The contents of the 2D BCBPs are displayed to security agents for validation against the passenger's travel documentation.

The boarding pass with BCBP is validated online against the airline passenger validation system, which is linked to the airline's departure control systems (DCS), using the IATA BCBP XML standard.

BENEFITS

Increased productivity and efficiency of airport check-in process

Allows passengers who do not have checked-in bags and visa requirements to bypass check-in queues and proceed directly to airport security, immigration and boarding gates.

Reduced wait time at security checkpoints due to automation of boarding pass validation

Allows airport security agents to verify passenger documentation quickly and efficiently.

Both paper and mobile phone BCBPs are validated against flight information within the airline's departure control system (DCS).

> "THIS INNOVATIVE SOLUTION IS ENHANCING THE TRAVEL EXPERIENCE FOR BOTH OUR CUSTOMERS AND OUR OPERATIONS AT CHANGI AIRPORT.
>
> FOR OUR CUSTOMERS, IT TAKES AWAY THE STRESS CHECKING IN DURING PEAK PERIODS AND WITH THE CONVENIENCE TO CHECK AT HOME OR THE OFFICE, GIVES TRAVELERS MORE TIME BEFORE THEIR FLIGHT.
>
> FOR OUR OPERATIONS, IT MEANS OUR TEAM CAN FOCUS MORE ON SERVING CUSTOMERS WITH CHECKED BAGS AND SPECIAL NEEDS, FAST-TRACKING THE CHECK-IN PROCESS."

MR BARATHAN PASUPATHI,
JETSTAR ASIA CEO

USE CASE

SITA
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HOW DOES IT WORK?

The BCBP is checked for passenger name, passenger on flight, early and late for flight, duplicate scanning, invalid flight and origin, and visa requirement.

Information collected by Airport iValidate is used to provide the airport and the airline with detailed reports and statistics on BCBP validation for each of its carrier codes, flight numbers, passenger details, and error codes, if any.

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SOLUTION COMPONENTS

1. Client options
At security checkpoints, Airport iValidate supports bar-coded boarding pass (BCBP) validation on agent-manned workstations, mobile handheld terminals (HHTs), and self-service automated gates.

2. Server configuration options
Depending on business needs, two server configurations are available: i) a single server and ii) for greater redundancy, dual-clustered servers with a storage area network (SAN) device. Airport iTrack (for BCBP tracking) and Airport iValidate share the same server infrastructure.

3. AirportConnect Open platform compatibility
Airport iValidate can be implemented as a standalone system or as an extension to the AirportConnect Open common-use platform. When deployed in conjunction with AirportConnect Open, Airport iValidate becomes part of an enterprise-wide passenger flow monitoring system, along with Airport iTrack.

4. Passenger Flow Monitoring
Airport iValidate is a component of SITA's Passenger Flow Monitoring product suite, providing visibility of passenger movements across the airport, in order to improve security, increase efficiency, achieve greater non-aeronautical revenues and enhance the passenger experience throughout the airport.

CASE STUDY

Jetstar Asia, the first low-cost airline in Asia to set up and use this service

On selected routes from Singapore, passengers with no checked-in baggage and visa requirements can bypass check-in counters and head straight to the security checkpoints.

Jetstar Asia, a major low-cost airline based in Singapore, is using Airport iValidate to enable airport security agents to scan both paper and mobile BCBPs for validation against the airline DCS, and also in order to perform additional checks that meet the airport's stringent requirements for boarding pass validation.

For more information please visit **www.sita.aero** or contact us on **info@sita.aero**