

SCAN&FLY

RETRO-FIT BAG DROP MADE FAST AND EASY

Checking in baggage can be stressful for passengers. And with the number of travelers increasing globally, many airports are faced with capacity constraints, which in turn lead to long queues. For airports that don't have either the resources or the space to expand, SITA Scan&Fly can be installed onto existing check-in desks and conveyer belts offering more terminal capacity, lower operational costs and an improved passenger experience.

ISSUES

Limited terminal capacity

While passenger numbers continue to rise, many airports do not have the resources to build a new terminal or to refurbish an existing terminal building.

This results in long queues following sudden peaks in demand during the busiest traffic periods.

High operational costs

The increasing number of travelers leads to a need for more ground agents. This in turn results in higher recruitment and staff costs.

Dissatisfied passengers

Even though many passengers check in online at home, once they arrive at an airport they may still have to wait in a long queue for a ground agent to check in their bag.

SOLUTION

Scan&Fly enables passengers to check in their hold luggage within less than one minute. It is the perfect choice for your retro-fit requirements, leveraging your existing terminal infrastructure.

Its compact, award-winning design gives capacity-constrained airports that don't have the resources or space to expand the opportunity to install more units in the terminal building, thus increasing passenger throughput.

Scan&Fly can be installed overnight onto the airport's existing check-in desks and conveyer belts. In addition, you have the option of easily switching from self-service mode to agent-assisted mode in a matter of seconds.

Scan&Fly offers a choice of additional options, such as payment, passport scanners and much more.

BENEFITS

- A plug and play design
- Manage passenger flow 24/7 during peak periods
- Enhance passenger experience
- Fully customizable
- Switch back to an agent-assisted mode in just seconds
- Common-use self bag drop
- Global support 24/7/365
- Easy maintenance – easy access for a quick fix with maintenance modules
- Higher airside revenue due to shorter queues

60%
increase in terminal
capacity

40%
reduction in
operational costs

HOW DOES IT WORK?



SOLUTION COMPONENTS

- 1. Models and processes**
Answering the need for either one-step, two-step (for passengers with pre-tagged bags) or combined bag drop.
- 2. Hybrid bag drop**
Operate Scan&Fly in an assisted, self-service or hybrid mode.
- 3. Agent Information System**
An innovative mobile application that gives ground agents a complete overview of the live status of all self bag drop units and sends push-notifications about passengers who may need extra assistance.
- 4. Management Information System**
Collects detailed, real-time statistics to analyze trends and generate dashboard reports for continuous optimization of the business case and streamlining of the self-service bag drop process.
- 5. Payment terminal**
A payment terminal can be integrated for the direct payment of excess baggage fees by debit card or credit card.
- 6. ID scanner**
Scan&Fly can meet the airport's ID check requirements with the integration of a fixed passport scanner.
- 7. Handheld or fixed scanner**
For scanning of the boarding pass and the bag tag, if required.
- 8. Common-use self-service bag drop**
Dedicated or common-use operation via IATA Web Services or CUSS.

CASE STUDY

Geneva Airport faced the problem of ever-increasing passenger numbers, which in turn resulted in a terminal packed with long queues, dissatisfied passengers and high operational costs. Extending the terminal building was not an option.

“Passengers are demanding technology like Scan&Fly. They want to be in control of their journey and be part of the process. That – together with our capacity constraints – is why Geneva Airport installed Scan&Fly. We are very happy with the results and with the excellent passenger feedback. We have now expanded the self-service bag drop project with the purchase of more Scan&Fly.”

Jacques Morgeneegg

Project Manager Landside at Geneva Airport

GENEVE
AÉROPORT

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