



New-fit Self Bag Drop solution – for smoother journeys

Checking in baggage can be stressful for passengers. With an increasing number of travelers, many airports are faced with long queues caused by capacity constraints. SITA Smart Path Drop and Fly enables airports to increase terminal capacity, lower operational costs and improve the passenger experience. Passengers can efficiently check in their luggage in new or existing terminals without agent assistance.

BACKGROUND

Improve passenger experience

A growing number of passengers are checking in online at home. Even so, many are still forced to wait in long queues for ground agents to check in their bags.

Grow airport capacity and reduce costs

With passenger travel increasing post-covid, many airports face capacity constraints. This results in unsatisfied passengers and the need for more ground agents, leading to higher recruitment and staffing costs.

Improve monitoring of passenger flow

Managing all the baggage stations is a complex and time-consuming task. This results in the potential of diminished passenger experience when additional assistance is required.

Generate more revenue airside

With longer bag drop queues, travelers are often limited in the amount of time they spend airside in duty-free and lounges. This could lead to reduced revenues.

SOLUTION

SITA Smart Path Drop and Fly facilitates a better passenger experience. The ergonomic and intuitive design enables passengers to check in their luggage easily and efficiently without assistance, in less than a minute.

The state-of-the-art Self Bag Drop solution is ideal for a new or refurbished departure terminal. The various product options and hardware configurations meet the individual needs of every airport. It is equipped with biometrics, as well as 3D Dimensioning, Common Use payment, ID scan and more.

SITA Smart Path Drop and Fly better manages the day-to-day operation with a mobile application that sends push notifications to operational staff. In addition, with the detailed management information system, terminal and operational managers can receive trend analysis to better optimize and streamline the entire bag drop process.

BENEFITS

- Enhance passenger experience
- Increase terminal capacity with more available bag drop positions and a faster bag drop process
- Manage passenger flow 24/7/365, especially during peaks
- Designate a dedicated, multi-airline or common use bag drop
- Choose from various product options and hardware configurations
- Cater to passenger needs with an intuitive, passenger-focused solution
- Allow for easy maintenance by airport staff with fast repair through maintenance modules
- Reduce queues with higher airside revenue
- Benefit from global support 24/7/365
- Partner with an experienced provider of integration with existing airline and airport systems
- Select a solution awarded with a Red Dot design award and IF award for its intuitive and ergonomic design

RESULTS

60%
increase in terminal
capacity

More than **900**
SITA Smart Path Bag
Drop units globally

Deployed at **54+**
airports, serving
90+ airlines
worldwide

Deployment at BCIA



SOLUTION COMPONENTS

- 1. Common use payment**
Passengers can pay excess baggage fees by credit or debit card through an integrated payment terminal for passengers of all airlines
- 2. Document scanner**
Meet airport safety requirements with the integration of a fixed ID scanner which scans passports as well as boarding passes
- 3. Agent Mobile Application**
Providing the agent with timely and relevant information enabling them to optimise the bag drop process, such as when a printer is low on paper.
- 6. Multiple process options**
 - Answers the need for a one-step, two-step or a one-and-two-step bag drop process
 - **Common use self-bag drop**
Dedicated, multi-airline or common-use operation

CASE STUDY

Incheon International Airport is one of the world's leading airports. It was seeking to provide passengers with innovative leading technologies, like SITA Smart Path Bag Drop.

With only one operational terminal and fast-growing passenger numbers, the airport needed more capacity but was faced with space constraints.

In 2015, we installed 12 SITA Smart Path Drop and Fly units to help the airport manage its passenger numbers. This initiative was also in line with their aim to provide the best and most convenient passenger experience in a one-step process.

After two years of positive results, the airport opted to expand further. Their newly constructed terminal T2 was fitted with 34 SITA Smart Path Drop and Fly units. This was in time to welcome the Olympic athletes and supporters for the Winter Olympics in PyeongChang2018.

One of the airlines, KLM, has switched from ten traditional check-in desks to 10 SITA Smart Path Drop and Fly units.

There are now 48 SITA Smart Path Drop and Fly units deployed at Incheon Airport. SITA was also chosen to implement 30 retrofit SITA Smart Path Scan and Fly units in 2018.