

State-of-the-art self-service bag drop

SITA Smart Path Scan and Fly allows passengers to check in their luggage quickly and efficiently without the need for agent assistance. It is ideal for airlines and ground handlers as well as airports that are experiencing delays and congestion but don't have the space or the resources to expand. It can increase terminal capacity, cut down on queues and reduce operational costs. It can also be retrofitted to existing check-in desks and conveyor belts, providing a simple, cost-effective solution.

BACKGROUND

Improve passenger experience

A growing number of passengers prefer to check in online before they leave home. However, once they arrive at the airport, they still may have to wait in line for a ground agent to check in their bag.

Grow airport capacity and reduce costs

With air travel becoming increasingly popular, many airports are facing capacity constraints. Queues are getting longer; airports are becoming more congested and staffing costs are skyrocketing.

Improve monitoring of passenger flow

Managing all the baggage stations is a complex and time-consuming task. This results in the potential for diminished passenger experience when additional assistance is required - or the bag tag stocks are exhausted.

SOLUTION

SITA Smart Path Scan and Fly allows passengers to drop off their luggage quickly and efficiently. It can be retrofitted to existing check-in desks and conveyor belts, increasing terminal capacity and providing a simple, cost-effective solution.

It provides more bag drop positions, reducing passenger processing time and increasing the flow through the terminal, particularly during peak times.

With hybrid functionality, you can switch between self-service and agent-assisted modes in a matter of seconds.

SITA Smart Path Scan and Fly can be installed overnight, with minimal disruption to daily operations. It also offers a selection of additional options, such as a ScanArch, common use payment, ID scan and biometrics.

BENEFITS

- Enhance the passenger experience
- Increase terminal capacity and passenger throughput
- Manage passenger flow 24/7 particularly during peak hours
- Common use self bag drop via CUSS or CUWS
- Customizable plug-and-play design
- Switch between self-service and agent-assisted modes in a matter of seconds
- Easy maintenance for airport staff and quick repair with maintenance modules
- Higher airport revenue, with shorter queues and passengers spending more time in retail areas
- Global support 24 hours a day, 365 days a year
- The product has received a prestigious Reddot award for intuitive design



RESULTS

60%
increase in terminal capacity

40%
reduction in operational costs

More than **280**
SITA Smart Path Bag Drop units deployed at
40+ airports



How does it work?

MODELS

SITA Smart Path Scan and Fly W

- 12.1-inch touchscreen
- Baggage weight detection interface
- One-and-two-step bag drop (or combined)
- Customized stainless steel support frame



SITA Smart Path Scan and Fly D

- 17-inch touchscreen
- Baggage weight detection interface
- One-and-two-step bag drop (or combined)
- Fully modular: retrofit or new-fit full self-service or combined model



SOLUTION COMPONENTS

- 1. Common use payment (optional)**
A common use payment terminal can be integrated for the direct payment of excess baggage fees. It accepts payments by debit or credit card for passengers of all airlines.
- 2. ID scanner (optional)**
SITA Scan and Fly can meet your airport ID requirement checks with the integration of a fixed passport scanner.
- 3. Handheld or fixed scanner**
Boarding passes and bag tags can be scanned using handheld or fixed scanners, if required.
- 4. ScanArch (optional)**
This provides automatic bag tag reading, volume scanning and intrusion detection.
- 5. Agent Mobile Application**
Providing the agent with timely and relevant information to optimize the process eg when a printer is low on paper.
- 6. Multiple process options**
Answering the need for a one-step, two-step or a combined process
 - **Hybrid bag drop**
Operate in an assisted, self-service or hybrid mode
 - **Common use bag drop**
Dedicated, multi-airline or common use operation

CASE STUDY

Geneva Airport was facing ever-increasing passenger numbers. Due to capacity constraints, extending the terminal building was not an option. Queues were growing, terminals were becoming crowded, passengers were dissatisfied, and operational costs were soaring.

They chose to install SITA Smart Path Scan and Fly to help resolve these issues, with excellent results.

“Passengers are demanding technology like SITA Smart Path Scan and Fly. They want to be in control of their journey and be part of the process.”

“We are very happy with the results and with the excellent passenger feedback.”

“The terminal capacity has clearly improved and the bag drop throughput optimized.”

Jacques Morgenegg
Project Manager Passenger and Terminal At Geneva Airport

