



# IBM Airline Kiosk Check-in Application

for Common Use Self Service

## Passenger Self-Service

Year after year more and more passengers are signalling their preference for self-service check-in. That can mean kiosk, web or mobile.

Even with the choice available, kiosk check-in still has a key role to play. Many passengers arrive at the airport needing to print a boarding pass, tag their bags or complete other services.

This is where IBM comes in. The IBM Airline Kiosk Check-in (KCI) application is our industry leading airline self-service check-in solution. Proven and reliable, it is Common Use Self Service (CUSS) compliant and certified on all major CUSS platforms on the market.

The IBM Airline KCI application is a full function, browser-based application which shares a common multichannel architecture with IBM web and mobile check-in applications.

CUSS applications developed by IBM are running worldwide on CUSS platforms provided by

- ARINC
- IBM
- IER
- Materna
- SITA

## IBM Airline Kiosk Check-in Application

Passenger Identification | Additional Travel Information | Flight Information | Baggage | Print Boarding Passes |

Here is your itinerary. You may change your seats. Touch Confirm to continue.

**Flight Details:**

FLIGHT	FROM	TO	DEPARTS	ARRIVES
AC 091	Toronto	New York	Dec 10 07:10	08:40
AC 8810	New York	Chicago	Dec 10 15:30	23:35
UA 322	Chicago	Orlando	Dec 11 00:40	02:30

**Passenger Details:**

NAME	AC 091	AC 8810	UA 322
SUZANNE BENELETTI	7B	47A	10A
DANIELLE BENELETTI	8A	47B	10B
MARCOS VAN DER BERG	8B	47C	10C
KENNETH VAN DER BERG	7F	46A	10D

Change Seats | Change Seats | Change Seats

Quit | Confirm

This application provides self-service check-in for airlines. It can also be used or adapted by airports or handling agents that want to provide a kiosk check-in solution for airlines sharing a local departure control system.

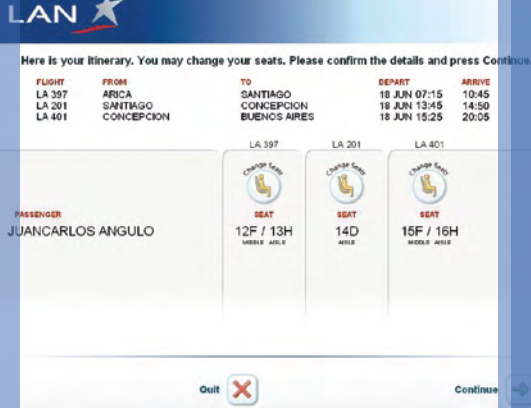
Two standard graphical interfaces are available, both tested for usability and accessibility. IBM KCI is highly customizable and allows for additional application development beyond the core check-in functions.

IBM's considerable experience in developing self-service applications is available to you. This application is created with specialized development tools. It is deployed using robust IBM software products which have been extensively tested and deployed on CUSS platforms around the world.

In addition, IBM KCI is part of the IBM Multichannel Airline Self-Service Solution, a suite of applications that seamlessly integrates kiosk, web and mobile check-in channels. Remote monitoring is available with IBM Kiosk Manager.

The IBM Airline Kiosk Check-in Application delivers IBM's proven CUSS experience and our rapid, no-nonsense approach to development.



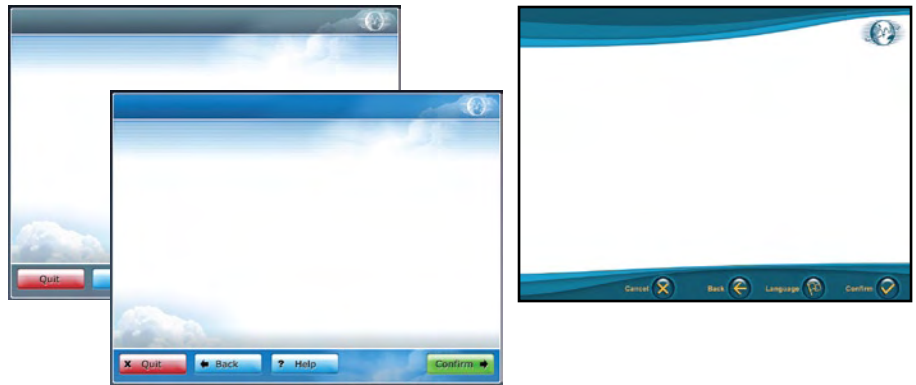


## Airline Kiosk Check-in Functions

The application supports check-in for up to 9 passengers with 4 flight segments per booking. The comprehensive set of functions includes:

### Branding

The application is delivered with a choice of 2 standard user interfaces in English, developed using the experience gained with a large number of self-service customers. Both have been tested for usability and accessibility. As part of the application, we can brand each screen with your own banners and logo. A style guide is available which explains in detail the local customization options.



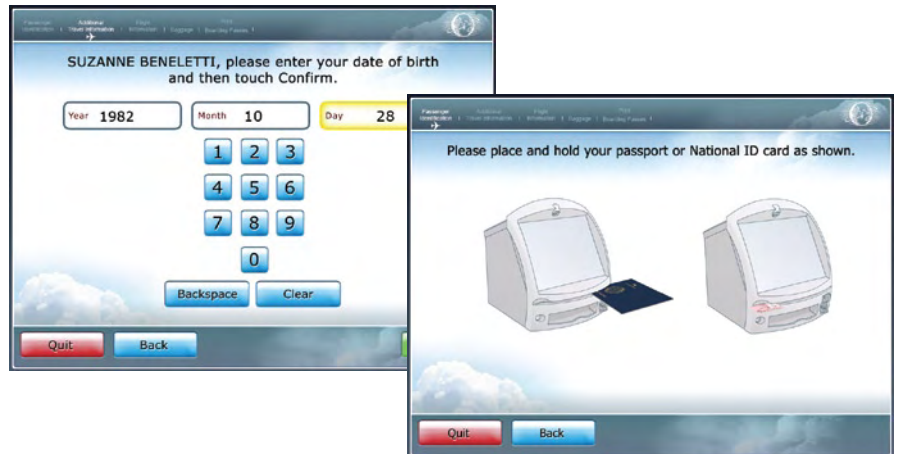
### Passenger Identification

Passengers initiate their check-in at the kiosk by entering one of the following forms of identification:

- Reservation confirmation number (PNR)
- Credit card
- Frequent flyer card
- Passport or National Identity card
- Barcode scan (PNR number on paper, mobile device or bagtag).

Secondary identifiers are:

- Reservation confirmation number
- Barcode scan
- Flight number
- Passenger's first name.



### APIS Data Collection

The kiosk can collect APIS data by passport or National ID swipe, or by manual entry using a touchscreen keyboard. The host will determine APIS requirements based on itinerary, destination and other PNR details.

### Seat Change

All passengers on the same reservation can review and change their seats using the interactive seat map.



English | Français | Deutsch | Español | Italiano | BRITISH AIRWAYS

Please confirm your check in details or touch buttons below to change details.

Flight	From	To	Departure
BA1492	London - LHR	Glasgow - GLA	24 Oct. 09 17:15

Passengers

	1st Flight	Frequent Flyer
Mr A. POWERS	4A Window Change seat	12345678 Add Frequent Flyer
Ms D. ARMISHAW	4C Aisle Change seat	Add Frequent Flyer
Ms L. COUGHLAN	4B Middle Change seat	Add Frequent Flyer

Once you have confirmed your seats, you will not be able to make any further seat changes. British Airways reserves the right to change passenger seating at any time prior to travel.

EXIT | CONFIRM

Alitalia

**FAST CHECK-IN**

TOCCARE LO SCHERMO PER INIZIARE  
TOUCH THE SCREEN TO START

CHECK-IN VELOCE  
con biglietto elettronico e solo bagaglio a mano

FAST CHECK-IN  
e-ticket and carry-on baggage only

Excellence in Flight

Please wait while your boarding pass is printed.  
Thank you for choosing our airline.

After you receive your boarding pass, please proceed to the security check point.

Boarding time: 8:00AM  
Gate:

Enjoy your flight.



## Airline Kiosk Check-in Functions

SUZANNE BENELETTI, please select your frequent flyer program.

Aer Lingus	Air Canada
Air New Zealand	AirTran
bmi British Midland	British Airways
Delta Airlines	Jetstar Airways
Southwest Airlines	Thai Airways

Insert your frequent flyer card as shown.



Quit | Back

### Frequent Flyer Information

Passengers can add or change their membership number. This can be done by swiping the frequent flyer card or by entering the number via the touchscreen keyboard.

You can choose which frequent flyer partners are made available to the passenger.

### Baggage

Passengers can indicate the number of bags they wish to check. If baggage is declared, passengers can optionally be asked security questions right at the kiosk.

You can choose which kiosks allow baggage selection, set baggage limits and give special instructions to passengers.

Select the number of bags to check for each person and then touch Confirm.

SUZANNE BENELETTI	0	1	2	3
DANIELLE BENELETTI	0	1	2	3
MARCOS VAN DER BERG	0	1	2	3
KENNETH VAN DER BERG	0	1	2	3

Quit | Back | Confirm

### Boarding Pass and Bagtag Printing

The kiosk application will print boarding passes for all passengers on all segments. Each boarding pass includes an IATA M Resolution 792 - 2D barcode.


The application can also print passenger bagtags. These can be on IATA CUSS 21" stock or can use an airline-specific layout.

Please wait while your 5 boarding passes are printed.

Now printing 1 of 5 boarding passes

After you receive all your documents, please go to the bag drop area.

Boarding time: 16:40  
Gate: 12C



### Configuration

You can tailor the KCI application to your business rules with extensive settings and parameters such as:

- support for multiple languages
- data entry rules
- transaction flow order
- minimums and maximums
- check-in restrictions (ex. minors)

With the flexibility of the IBM KCI application, we can meet all your needs.

## Flexibility

For airlines that want a custom solution, we offer many options: from extra functionality to completely new applications.

Additional KCI functions include:

- multiple language support
- e-Ticket receipt
- group check-in
- customized business rules via an intelligent configuration engine
- charging for bags at the kiosk
- upgrade purchase
- other ancillary services

Other self-service applications we provide include:

- web check-in
- mobile check-in
- fast bagdrop
- ticket purchase
- gate agent check-in
- irregular operations handling
- crew check-in

## Ongoing Support

We continually improve the IBM Airline KCI application and update our middleware to keep current with industry standards such as IATA CUSS 1.2. Following implementation, we offer an ongoing support service that extends product warranty coverage and makes available regular enhancements and updates.

## Extend your Self-Service Solution

Today, self-service check-in is accepted by the majority of passengers. With many channels to choose from, passengers can book their flights using their mobile phones, check-in at home via the web, and complete their bag check at a kiosk.

Even though passengers have all these choices, the kiosk check-in channel is still a very important one. Its functionality is evolving. Once it was just about the passenger getting a boarding pass. Today it means processing additional services such as seat upgrades or printing bagtags to complete the bag check process.

As the world of self-service grows, IBM will continue to work with you to innovate and evolve your KCI solution.

Let us fly the journey together.

## Flying Start at Ryanair

Stansted Airport in the UK boasts 76 IBM A Series check-in kiosks for Ryanair customers.

Adrian Dunne, Deputy Director of Ground Operations at Ryanair, said they chose IBM as their partner in this project because of IBM's "unrivalled knowledge of airline self-service requirements. In working with Europe's largest low fares airline, IBM was willing to think outside the box. They developed new and innovative aspects of our application, including the introduction of the world's first airline kiosk self-service Chip and PIN payment facility.

The results have been phenomenal, allowing Ryanair to reduce their desk requirement by over 80% from 53 desks to just 8 over the winter. Ryanair now uses just 6% of Stansted's 125 desks, yet it delivers approximately 70% of Stansted's traffic.



## For More Information

For further information on IBM Self-service Solutions, please visit

[www.customerfacingsolutions.com](http://www.customerfacingsolutions.com)

or send an email to [eaccess@ca.ibm.com](mailto:eaccess@ca.ibm.com)



© International Business Machines Corporation 2010

IBM Canada Ltd.  
3600 Steeles Avenue East  
Markham, Ontario  
Canada L3R 9Z7

Printed in Canada

January, 2010.  
All Rights Reserved

P23766