

SELF-SERVICE CHECK-INS FOR FAST AND SEAMLESS TRAVEL



Two self bag-drop units and four self check-in kiosks have been fitted alongside the Jetstar check-in counters at Changi Airport Terminal 1.

Jetstar Asia's passengers departing from Changi Airport Terminal 1 can now look forward to a speedier check-in experience with the launch of a three-month trial of self-service functions such as check-in, bag tagging and bag drop, until August 2014. Passengers on selected Jetstar flights are invited to use these self-service options. Instructional videos and signs are available to guide passengers and on-ground staff are also present to provide assistance. Since the trial started earlier this month, about 1,000 passengers have used the FAST facilities.

Self-service options provide greater flexibility and convenience to passengers, while shortening waiting time as compared to manual check-ins processes. Airlines also support this move to self-service options. The automation of the check-in process will provide productivity gains for the airlines. It will allow airlines to enhance operational efficiency and achieve long-

term cost savings through the reduced reliance on manpower for check-in. Resources such as ground handling agents can be better deployed to focus on providing more personalised forms of service that further enhance the passenger experience.

Feedback from passengers will be sought to fine-tune the operations and processes to deliver a better user experience, allowing CAG to assess each of the services offered ahead of a wider rollout of the products at Changi Airport. The new Terminal 4, which will come with design and process innovations to redefine passengers' travel experiences, will also see an extensive roll-out of a suite of FAST initiatives which will extend to immigration clearance and departure-gate boarding.

“Against a backdrop of growing passenger traffic and the current manpower situation in Singapore, such as in the ground-handling sector, the adoption of self-service initiatives will help alleviate some of the pressure faced by the industry,” said Mr Tan Lye Teck, CAG’s Executive Vice President, Airport Management. “The implementation of FAST@Changi is in line with a wider global push towards increasing automation at airports to improve productivity and efficiency, while providing passengers with greater flexibility and convenience.”