



Glidepath Helps Revolutionize Airport Check-In

Air New Zealand - Domestic Bag Drop System at Auckland and Wellington Airports

In order to cater for increased passenger numbers within limited space and terminal capacity, airports and airlines are turning to self-service check-in and bag drop systems.

During June 2008, Glidepath NZ was contracted to provide a revolutionary, fully automated baggage system to support the new self service check-in system developed by Air New Zealand.

In order to give Air New Zealand a competitive edge over other airlines, the project was given a demanding schedule where



Inline baggage weighing system

much of the work had to be developed 'on-the-fly' as the project evolved and without affecting ongoing operations. Glidepath worked in close consultation with Air New Zealand to design and develop customized baggage handling equipment and provide working solutions to overcome some of the challenges associated with allowing passengers to check-in their own baggage unassisted.

One of the mandates for the project was to perform all of the baggage handling tasks such as weighing, and weight tagging 'back-of-house' to maintain a clean and free flowing check-in area, uncluttered with desks, conveyors and scale equipment.

The existing check-in desks were replaced with self-service check-in kiosks, the check-in conveyors were removed and the existing collector conveyor modified to be used as a 'bag-drop conveyor'. To enable this, a new design collector conveyor was developed to provide a smooth and safe interface with the passenger.

After a successful launch of the self service check-in system, passengers are now able to print their own bag tags to attach themselves, prior to proceeding to load their own bags onto the bag drop conveyor saving time in queues. When additional assistance is required, roaming Air New Zealand customer service agents are available to help and passengers still have the choice to use a full service kiosk.

As baggage is conveyed airside, it is weighed on an inline scale where overweight items are then tagged by an inline labelling system. An integrated barcode and RFID solution is used to identify the baggage allowing it to be sorted by weight and destination in preparation for loading onto the aircraft.

Glidepath's leading edge control software GlideControl and GlideView, were used to successfully integrate these innovative key system components, maintain tracking of the bags and communicate with other essential airport systems.

Feedback from Air New Zealand passengers has been extremely positive. The new processes have streamlined the check-in procedure and virtually eliminated passenger queuing providing greater satisfaction for the customer and a far more efficient operation for Air New Zealand.

Passenger prints boarding pass and bag tag from self-service kiosk

Passenger attaches bag tag and deposits baggage onto collector conveyor.

Baggage is conveyed airside where it is weighed inline. An RFID scanner detects baggage conveyed in tubs and automatically removes the tub weight from the bag weight. A 'heavy' sticker is automatically applied to overweight luggage.

Baggage is scanned by an Automatic tag reader (ATR).

Scanned baggage is sorted and conveyed to the appropriate destination for aircraft loading and reconciliation.



Inline labelling system

Overweight baggage or baggage that cannot be scanned by the ATR is diverted for manual handling and reconciled with a hand held scanner.

