



The table below summarises the information contained in the CUSS Interactive Map and is updated monthly.

Region	Airport	CUSS Live Date	CUSS Owner	CUSS Vendor	CUSS Users (Airlines)	Number of kiosks	Number of kiosks - comments	CUSS Kiosk Locations	Future CUSS Plans	CUSS Charges	CUSS - Service Level Agreement	PAX Assistance Method	Bag Drop Provisions
Africa	CPT - Cape Town International Airport	Nov-06	Airport	SITA	SA,KL,BA	10	There are 10 CUSS kiosks operating at CPT.	2 kiosks in the International Terminal, 3 kiosks in the multi storey parkade (MSPA), 4 kiosks in MSP B and 1 kiosk in the training centre	No plans at this stage	No CUSS Charges	Covered by the CUTE contract SLA - 45 minutes	ACS has 3 roving agents working in the International Departures Terminal from 16h00-23h00 during the participating airlines check-in times and 6 roving agents working in the MSPs from 09h00-19h00. Staff are rostered in shifts	2 bag drops at International and 1 bag drop at Domestic. Bag drops are specific to each airline - there is no common bag drop point
Africa	DUR - Durban Airport	Nov-06	Airport	SITA	SABA6	4	There are 4 CUSS kiosks operating at DUR	The 4 kiosks are located in the Domestic Terminal	ACSA procures CUSS hardware - ACSA and ACS advised that this is still to be negotiated - no decision has been made as yet.	Included in CUTE charges	Covered by the CUTE contract SLA - 45 minutes	ACS has 2 roving agents working in the Domestic Departures Terminal from 09h00-19h00. Staff are rostered in shifts	No bag drops currently
Africa	JNB - Johannesburg	Nov-06	Airport	SITA	SA,KL,KO,BA,BA6	20	There are 20 CUSS kiosks operating at JNB	There are 10 kiosks at Domestic Departures Terminal, 8 kiosks at International Departures Terminal, 1 kiosk at International Transit and 1 kiosk in the training centre	ACSA procures CUSS hardware - ACSA and ACS advised that this is still to be negotiated - no decision has been made as yet.	Included in CUTE charges	Covered by the CUTE contract SLA - 45 minutes	ACS has 8 roving agents working in the Domestic Departures Terminal from 09h00-19h00 and 8 roving agents working in the International Departures Terminal during the participating airlines check-in times. Staff are rostered in shifts	3 bag drops at International and 2 bag drops at Domestic. Bag drops are specific to each airline - there is no common bag drop point.
Africa	PLZ - Port Elizabeth Airport	Nov-06	Airport	SITA	SABA6	2	There are 2 CUSS kiosks operating at PLZ	There are 2 kiosks in the Terminal	ACSA procures CUSS hardware - ACSA and ACS advised that this is still to be negotiated - no decision has been made as yet.	Included in CUTE charges	Covered by the CUTE contract SLA - 60 minutes response	ACS has 2 roving agents working in the Domestic Departures Terminal from 09h00-19h00. Staff are rostered in shifts	No bag drops currently
Asia Pacific	PUS - Kimhae Pusan	Nov-07	Airport	ARINC	KE, OZ	5	Airinc platform and OKI kiosks	Located in the main concourse	Not yet decided	Not yet decided	1 hour response	Airlines provide staff during peak periods	Individual airline bag drops
Asia Pacific	GMP - Seoul Gimpo	Nov-07	Airport	ARINC	KE, OZ	3	ARINC Platform and OKI kiosks	Located in the main concourse	Plans to increase to 6	Not yet decided	1 hour response time	Each airline provides staff at peak periods	Individual airline bag drops
Asia Pacific	BOM - Mumbai	Mar-07	Airlines	SITA	KL, NW	3	There are 14 kiosks operating at BOM	Check-in Desks	Effective Dec 07, the number will go to 4 and ownership will be by SITA. By March 2008, the Airport expects to have around 25 kiosks at the check in area and 3-4 at the transit area.	To be agreed	Covered by the CUTE contract SLA	Branding on proximity - Airline Staff	Airlines look after themselves
Asia Pacific	NGO - Nagoya - Centair International Airport	Jun-06	Airport	ARINC	NH, NW	7	There are 7 CUSS kiosks operating at NGO	All Kiosk are installed in checkin counter.	NGO has a plan to increase the number of Kiosk, if the airline users are increased.	To be agreed	Covered by the CUTE contract SLA - 60 minutes response	Leave that to airlines	Baggage Drop Space for CUSS users are available to each airlines.
Asia Pacific	NRT - Tokyo Narita	Jun-06	CUTE Club	ARINC	NH,AC,OS,OZ,UA,LH,NW	174	There are 174 CUSS kiosks operating at NRT	In Terminal 1 South Wing there are 126 Kiosks, in Terminal 1 North Wing there are currently 48 Kiosks at present	Additional Kiosks are expected in Terminal 1 North Wing in 2008	Declined to advise	Covered by the CUTE contract SLA - 60 minutes response	Leave that to airlines	Common Bag Drop is not ready. Each airline has individual Bag Drop.
Asia Pacific	KUL - Kuala Lumpur Airport	Jul-07	Airport	SITA	KL	12	There are 12 CUSS kiosks operating at KUL	There are 6 kiosks now at main terminal check-in counter, 4 at satellite transfer building and 2 at Pan Pacific KLIA Hotel.	When more airlines using it, the balance of the kiosk (out of total 36) will be progressively installed in addition to the above by Oct/Nov07.	To be agreed	First line on-site support	We leave that to airlines	We don't have a bag drops yet, the airlines look after this themselves
Asia Pacific	SIN - Singapore	Oct-06	Ground Handling Agent	IER	SQ	14	There are 14 CUSS kiosks operating at SIN	There are 6 kiosks at Row 6 of Terminal 2 Departure Check-in Hall and 8 kiosks at Row 9 of Terminal 2 Departure Check-in Hall.	Plan to install in the new Terminal 3 but there are no concrete plans. However, discussions are ongoing between the ground handler (Singapore Airport Terminal Services - SATS) and the Airport Authority (CAAS).	Declined to advise	SAL is 24 hours	1 Ground Handler's staff for every 2 Kiosks.	For 14 kiosks, there are 8 bag drop points during peak period and 6 drop bag drop points during off peak period.
Asia Pacific	ICN - Seoul - Incheon International Airport	Apr-07	Airport	SITA	KE, OZ	39	There are 39 CUSS kiosks operating at ICN	All kiosks on the main check-in concourse	In 2008 approx 40 units of CUSS will be increased in ICN airport	No CUSS Charges	First line on-site support	We leave that to the airlines	We don't have common bag drops
North Asia	WNZ - Wenzhou Yongqiang Airport	Jan-07	Airport	IER	CA,CZ,MU,HU,ZH,FM,M,F	1	There is 1 pilot kiosk in WNZ at present	The kiosks are located in the terminal	No further plan yet	No CUSS Charges	First line on-site support	1 agent available	No special bag drop counter
North Asia	XIV - Xi'an - Xianyang Airport	Aug-07	Airport	IER	CA,CZ,MU,HU,ZH,FM,MF,SC,3U	1	There is 1 pilot kiosk in WNZ at present	The kiosk is located in the VIP lounge	Will have total 6 by the end of 2007	No CUSS Charges	First line on-site support	1 agent available	No special bag drop counter
North Asia	DLC - Dalian	Aug-07	Airlines	IER	CA	2	The 2 kiosks are for CA's usage at present.	The kiosks are in front of the CA's check-in counter	There has no further plan at this time.	No CUSS Charges	First line on-site support	there 1 agent available to help the passengers	No special bag drop counters
North Asia	PEK - Beijing	Apr-06	Airlines	IBM, IER	CA, MU, HU	22	There are 22 CUSS kiosks operating at PEK	In the terminal	Will have 80 kiosks in T3 when it put into use by the end of 2007.	No CUSS Charges	First line on-site support	10 agents available	No special bag drop counter yet
North Asia	CAN - Guangzhou Baiyun International Airport	Oct-07	Airport	IER	Multi-users	4	4 kiosks, SLA for 1st line is 20 mins	TBC	TBC	TBC	TBC	TBC	TBC
North Asia	HAK - Haikou Airport	Aug-06	Airlines	IBM, IER	HU	2	There are 2 CUSS kiosks operating at HAK	In the terminal	No further plans at the moment	No CUSS Charges	First line on-site support	1 agent available	no special bag drop counter
North Asia	KMG - Kunming Airport	Sep-06	Airport	IER	CA,CZ,MU,HU,ZH,FM,M,F,SC,3U	2	There are 2 CUSS kiosks operating at KMG	The kiosks are located in the terminal	The expanding plan is undergoing - not decided yet.	No CUSS Charges	First line on-site support	1 agent available	No special bag drop counter
North Asia	HKG - Hong Kong	Oct-07	Airport	SITA	10 airlines CX,KABAN,HKL	40	-	Main concourse	Considering more kiosks off site	TBC	TBC	TBC	TBC
North Asia	XMN - Xiamen - Gaoqi Int'l Airport	Jul-07	Airport	IBM	CA,CZ,MU,HU,ZH,FM,MF,SC,3U	6	There are 6 CUSS kiosks operating at WHH	The kiosks are located in the terminal - before the check-in counters	will have total 10 kiosks by the end of 2007	No CUSS Charges	First line on-site support	2 agents available	No special bag drop counter
North Asia	TAO - Qingdao Liuting International Airport	Sep-06	Airport	IER	CA,CZ,MU,HU,ZH,FM,MF,SC,3U	3	There are 3 CUSS kiosks operating at TAO	The kiosks are located in the terminal	No further plan yet	No CUSS Charges	First line on-site support	1 agent available	No special drop off counter
North Asia	WUH - Wuhan Tianhe Airport	Jan-07	Airport	IER	CA,CZ,MU,HU,ZH,FM,MF,SC,3U	3	There are 3 CUSS kiosks operating at WUH	The kiosks are located in the terminal	no further plan yet	No CUSS Charges	First line on-site support	1 agent available	No special bag drop counter
North Asia	SZX - Shenzhen - Baoan International Airport	Jan-07	Airport	IER	CA & ZH	8	There are 8 CUSS kiosks operating at SZX	The kiosks are located in the terminal	No further plan yet	No CUSS Charges	First line on-site support	2 agents available	No special drop off counter
North Asia	SHE - Shenyang - Taoyuan International Airport	Jun-07	Airport	IER	CA,CZ,MU,HU,ZH,FM,MF,SC,3U	4	There are 4 CUSS kiosks operating at SHE	Located in the terminal	no further plan yet	No CUSS Charges	First line on-site support	1 agent available	no special bag drop counter



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Russia / CIS	SVO - Moscow Sheremetevo	Apr-07	Airport	ARINC	KL	9	There are 9 CUSS kiosks operating at SVO	There are 4 kiosks at T2, 3 kiosks at TC and 2 kiosks at T1. Only T2 kiosks are being used and only by KL. All kiosks located in front of the customs area.	No plans for more kiosks. Objectives to attract airlines in all 3 terminals. Hopes for DL and KC towards the year change.	No CUSS Charges	First line on-site support	Assisted by MASH staff	No bag drops, baggage checked in at traditional desks by airlines themselves. Plans for bag drops in 2008 when baggage sorting system is installed
Europe	EMA - Nottingham East Midlands Airport	Aug-06	Airport	ARINC	TCX, FCA, TOM, XLA	10	There are 10 CUSS kiosks operating at EMA.	All 10 kiosks are located in the main Terminal	No further plans at the moment	No CUSS Charges	Covered by the CUTE contract SLA	via handling agents and airport information staff	We dont have bag drops the airlines look after this themselves
Europe	HUY - Humberside International Airport Ltd	Aug-06	Airport	ARINC; IBM	KL	2	There are 2 CUSS kiosks operating at Huy	The kiosks are located in the Check in Hall	None	No CUSS Charges	First line on-site support	We leave that to the Airlines	We dont have bag drops the airlines look after this themselves
Europe	KEF - Keflavik Airport	2005	Airport	IER	FI, SK	16	There are 16 CUSS kiosks operating at KEF	All are located in the Departure hall extension	2 kiosks planned for installation in a hotels in the REK area	No CUSS Charges	First line on-site support	Handling Agent on demand. No floor walkers	Common bagdrop
Europe	NUE - Nuremberg	Nov-06	Airport	Materna	AB, KLM, AF, LH	7	There are 7 CUSS kiosks operating at NUE	There are 7 kiosks located in Terminal2, 2 in front of AB desks, 1 in front of SkyTeam desks, 4 at central entrance	2 additional kiosks ordered to be installed in Terminal1	Included in CUTE charges	First line on-site support	iba	There are 1 bag drop for every 4 kiosks as peak period
Europe	SVG - Stavanger Airport	Jul-07	Ground Handling Agent	IBM	KL	3	There are 3 CUSS kiosks operating at SVG	The kiosks are located in the departure hall by WF ticket office	No immediate plans but WF will search for another airline to join on the CUSS to share cost. (Note WF themselves are on SAS dedicated kiosks)	No CUSS Charges	No SLA	WF check in staff assists	KL only user. No decision how to handle it if more airline will sign up
Europe	BRS - Bristol International Airport	Nov-07	Airport	SITA	U2/ First Choice/AF	8	TBC	Main check-in concourse	No plans yet	TBC	TBC	TBC	TBC
Europe	BGO - Bergen Flesland Airport	Jun-07	Ground Handling Agent	IBM	KL	3	There are 3 kiosks operating at BGO	The kiosks are in the departure hall by the Airline Ticket offices	No imdate pins but if WF will find another airline willing to use the kiosk a business case will be run.	No CUSS Charges	No SLA	WF check in staff do this	As KLM are the only carrier at presenting the kiosk it is not decided how this will work once there are more airlines
Europe	BLL - Billund Airport	Nov-07	Airport	IER	BA, SK	4	4 IER 918 Kiosks	TBC	TBC	TBC	TBC	TBC	TBC
Europe	BHD - Belfast City Airport	Jan-07	Airport	SITA	BE	4	There are 4 kiosks operating at BHD	There are 4 kiosks in front of check in area	There is a strong case for additional kiosks	No CUSS Charges	Covered by the CUTE contract SLA	2 hosts (handling agent airline staff)	Airlines have been requested to provide bag drops
Europe	VIE - Vienna	Before SIB	Airport	Materna	OS, LH, LO, SK, JK, JP, OU, IB, KL, AF, AB, HG	35	There are 35 CUSS kiosks operating at VIE	Terminal 1 - Star Alliance terminal, 20 handluggage and 5 baggage kiosks, Terminal 2-2 handluggage only kiosks	Additional 11 IER-918 machines will be received and installed. Only ET and 2D boarding passes are possible. Same time with the installation of these new machines the Swissport Application	Included in Rates and Charges	First line on-site support	Level One - Travelcoaches (Support staff of relevant Handling agents, for on site problems and helping the passengers); Level Two - OS Technician; VIE Technician; Level Three - OS + VIE Technician, Materna	Terminal 1 / CUTE Workstation; Terminal 2 / per carrier 1 DOP (Drop off point); Terminal 1A / CUTE Workstation; CAT / no DOP
Europe	BRU - Brussels	Before SIB	Airport	IER	SN, IB, OS, LH, BA	14	There are 14 kiosks operating at BRU.	All the kiosks are in front of the check in counters	No plans to order extra kiosks this year. Next year, 10 new kiosks could be purchased (depending on the internet check in kiosks and on the carriers' requirements)	One time installation fee: 3,110 EUR per airline	Covered by the CUTE contract SLA	Provided by the ground handlers or the airlines	BRU airport is using the same traditional check-in counters, with additional 2D bar coded scanners
Europe	CPH - Copenhagen	Before SIB	Airport	IBM	AY, IB, FI, KL, NB, BA, BM, AZ, AP	48	There are 48 CUSS kiosks operating at CPH.	T2 and T1 and 2 at metro station, 1 at Hilton Hotel	By Dec 07 additional kiosk at Main Railways Station in downtown and CUSS in several other hotels, the contract are being discussed right now.	No CUSS Charges	First line on-site support	By airline. iport considering common support but no decision	Bag drop per Handling Agent. Airport considers common but no decision
Europe	HEL - Helsinki	Nov-06	Airport	IBM	AY, FC, KL	25	There are 24 CUSS kiosks operating in all 4 terminals and one kiosk at the airport Hilton Hotel	The 24 kiosks are split across all 4 terminals, plus one in the door Hilton Hotel	Currently enough CUSS kiosks available. Expecting to get more airlines to use the existing ones.	Included in Rates and Charges	First line on-site support	1-4 roving agents available	Ground handling specific baggage drops
Europe	NCE - Nice	2005	Airport	IER	BA, AF, DL, TU, SU, XK	20	There are 20 CUSS kiosks operating at NCE.	The CUSS are located in the main entrances and check-in areas of the 2 terminals. There are no CUSS outside the airport.	The objective is to have 30 CUSS by 2009. There is no plan to implement CUSS outside the airport.	0.07 euro / pax	Covered by the CUTE contract SLA - 10 minutes response	1 airline agent minimum at all time and more if needed during peak hours.	Terminal 1 - 1 bag drop operated by BA. T2: up to 7 bag drops for Sky team members and operated by them.
Europe	CGN - Konrad Adenaur	2005	Airport	Materna	4U, Germanwings	15	There are 15 kiosks operating at CGN.	All CUSS terminals located in CGN airport terminal 14 kiosks just in front of boarding pass control an central security check area of CGN airport terminal 1 others located in check in area B of CGN airport terminal 1 and near to German Wings Check In	Plans consist of having more airlines using CUSS equipment. Installation of additional kiosks will be planned according to airline requirements	Declined to advise	SLA 45 min from 6:00 a.m. to 6:00 p.m	No customer service available specifically for the CUSS kiosks	We don't have bag drops yet. Installation of common bag drops still under consideration
Europe	FRA - Frankfurt	Jun-06	Airlines	SITA	BA, NW, AC, AA, IB, AB	14	Currently there are 6 kiosks in T2 area E; 2 in T2 area D; 4 in T1 area B; 2 in T1 area C.	All kiosks are deployed over both terminals, none in off-terminal locations yet.	Fraport is currently undertaking a study to review the future plans for CUSS and it's strategic impact. Within this context the following airlines are short-listed as potential CUSS users or interested in using CUSS	Included in CUTE charges	Covered by the CUTE contract SLA - 45 minutes	Currently no customer service available for the CUSS kiosks, although AA, IB and to an extent AC provide support through their own staff.	Currently bag drops are located at the airlines respective check-in desks. A study by Fraport on Common Use Bagdrop is currently underway
Europe	MUC - Munich	Sep-07	CUTE Club	Materna; SITA	BA, AF, KL, AZ, BA, DL, IB, MA	8	There are 8 CUSS kiosks operating at MUC	There are 6 kiosks located in Terminal 1, 2 kiosks in Terminal 2 running with LH and UA on shared usage	Pilot ongoing, no definite plans at the moment.	Included in CUTE charges	To be agreed	T1: psgr assistance not yet decided, T2: LH roving agents	T1 not yet decided - T2: available, integrated inside manned CI counters



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Europe	ATH - Athens	Before SIB	Airport	SITA	KL, IB, A3 (Nov. 2007)	6	There are 6 kiosks operating at ATH	All on the main terminal concourse	6 additional kiosks are expected.No further plan since business case is not strong	Euro 600 per airline per month for CUSS system	Covered by the CUTE contract SLA	Airlines' Agents	No dedicated drop-off. Airlines assign normally Business Class counter.
Europe	BUD - Budapest	Dec-06	Airlines	SITA	MA	4	There are 4 kiosks operating at BUD.	4 KIOSKS, middle of Departure Hall, front of check-in desks, in Terminal 2A (used by MALEV only)	No approved plan yet, but assessment is in process (general plan: 6-8 new KIOSKS in total will be installed in 2008, in Terminal 2A/2B).	To be agreed	Covered by the CUTE contract SLA	By Local Support.	Under study.
Europe	AMS - Amsterdam Schiphol	2005	Airport	IBM	HV,VG,CB,LO,TL,F,L,S,CL,BD,OU,T,OM,AT,NB,YS,IB,LH,OS,KL,AY,CG	157	There are 157 kiosks operating at AMS.	There are 38 kiosks in Departure 1, There are 78 kiosks in Departure 2, There are 39 kiosks in Departure 3, 1 kiosk in local Hotel, 1 kiosk in WTC		No CUSS Charges	SLA 30 mins	airlines responsibility with floorwalkers	We have asked airlines to provide bag drops
Europe	OSL - Oslo	Before SIB	Ground Handling Agent	IBM	KL, AF, NB	7	There are 7 CUSS kiosks operating at OSL	All in Departure hall by the by island C	Have plans but will await OLS Airport policy clarification on Kiosk.	To be agreed	No SLA	Each airline or stipulated by agreement with individual airline for Handling Agent to provide floor walker	Both individual and common. Each Airlines preference
Europe	MAD - Madrid	Feb-06	Airport	IER	IB	52	There are 48 CUSS kiosks operating for IB at MAD and more to follow for BA	All kiosks in first line when entering the terminal 4	4 additional kiosks being deployed for BA shortly.	EUR 309 per month/EUR 0.21 per passenger	First line on-site support	we leave that to the airlines	airlines decide how many bag drops they wish to have
Europe	ARN - Stockholm Arlanda	Jun-07	Ground Handling Agent	IER	NB	5	There are 5 kiosks operating at ARN	Not finally decided: 5 test kiosk are installed today initially in T5. But by launch of ARN as CUSS-only Airport 18 kiosk will be installed in T2, T4 and T5. The final installment will depend on which customers signed for this service by then and from whi...	18 kiosk are already purchased by Nordic Aero. 5 are installed. 13 will be installed and activated on 10 DEC 07. Airport will buy all 18 on that day. Further plans to up to total of 40 kios are looked at depending on interest from th airlines.	To be agreed	To be agreed	see above	Under discussion. Today dedicated is the model but in future airport wants shared resources
Europe	GVA - Geneva	May-06	Airport	SITA	LH, OS, LX	16	16 SITA Kiosks						
Europe	ZRH - Zurich	Aug-06	Airport	IBM	LX +vial LX app, JP, OS, KF, BD, OU, LO, LH, SK, JKK, TP, KL, BA, AB, HG	34	There are 34 CUSS kiosks operating at ZRH	There are 24 Kiosks located at Check-in area 1 (LX +STAR), 4 Kiosks at Check-in area 2 (KL, BA, AB, HG) 6 Kiosks at Check-in area 3 (Common)	Distribution to other close by off-airport facilities (carpark, trainstation) is strategic goal. no new counters to be built.	Included in CUTE charges	First line on-site support	Airline/Ground handlers responsibility	No common Bag drop as of today.
Europe	BHX - Birmingham International Airport	Jul-07	Airport	ARINC	KL, BE, ZB	10	There are 10 kiosks in the initial phase at BHX	There are 3 in T1 and 7 in T2.	Plans to install additional kiosks are on hold until existing 10 are fully operational	Included in CUTE charges	Covered by the CUTE contract SLA	To be provided by handling agents	There are 3 bag drops, as the kiosks are split between 3 locations
Europe	LGW - London Gatwick	2005	Airport	IER	TUI, VS,NW	14	There are 14 CUSS kiosks operating at LGW	There are 6 kiosks in Zone AC, 4 in zone G, and 4 in zone K. We are considering relocating the kiosks on zone K in due course. All of them are enabled to allow any of the carriers to check in.	Plans to roll out kiosks in the North terminal and to expand the number of kiosks in the south terminal if demand requires it.	Declined to advise	SLA for kiosk availability (per cluster) of 97%, with a target of 99%	GAL responsible for self service check in and trouble shoot when any problem are encountered. There is a specific resource for CUSS.	We dont have bag drops, the airlines look after this themselves
Europe	LHR - London Heathrow	2005	Airport	IER	AA,AC,JL,CX,EK,KL,VS	35	There are 35 CUSS kiosks operating at LHR	There are 27 kiosks across Terminal 3 check-in concourse at each zone and 8 kiosks in Terminal 4 check-in concourse	Additional 29 kiosks to be installed in T3 for single application mode for VS, in Nov 2007	Declined to advise	SLA for kiosks availability (per cluster) of 97%, with a target of 99%	BAA provides basic pax assistance and 1st level technical assistance.	Airlines' responsibility
Europe	MAN - Manchester	2005	Airport	ARINC; IBM	V,S,KL,BE,TCM,F,CA,ZB,BA,KL,AL,H,AC,3W,MYT,T,CX,VG,ED,W5,G,SM	78	There are 78 CUSS kiosks operating at MAN	Located in ALL Terminals	Terminal "hand baggage only" quick check in areas located next to security	Included in Rates and Charges	Covered by the CUTE contract SLA	We leave that to the airlines/handling agents	MAN does not operate bag drops. The airlines look after this themselves. 10 shared bag drops located in airlines check in areas
Europe	BSL - EuroAirport	Mar-06	Ground Handling Agent	SITA	LX, OS, LH	2	There are 2 CUSS kiosks operated by Swissport at BSL.	CUSS KIOSK: 5 meters desk	None at this stage	Included in Handling charges.	Covered by the CUTE contract SLA	We leave that to the airlines	The GHA looks after this part of the operation.
Europe	NCL - Newcastle Airport	Aug-06	Airport	SITA	KL,AF,BE	10	There are 10 CUSS kiosks operating at NCL.	All 10 kiosks within 10 metres of the check-in desks	No definite plans at this stage.	Included in CUTE charges	First line on-site support	Airlines' responsibility	Currently each airline operate its own bag drop. However, this is to be reviewed when airlines number grows to enable saving.
Europe	ZAG - Zagreb Airport	May-07	Airport	ARINC	OU,LH	4	There are 4 CUSS kiosks operating at ZAG	ZAG AP has only one terminal and all CUSS are located near check-in desks.	There is a plan to install the additional CUSS in downtown.	No CUSS Charges	First line on-site support	Customer service available.	No bag drops, only passengers with hand luggage can use CUSS.
Europe	TRF - Sandefjord - Torp Airport	Sep-06	Ground Handling Agent	IBM	WF, KL, BX, W6, FR.	10	There are 10 CUSS kiosks operating at TRF	The kiosks are located in the main corridor leading to the single departure hall.	No further plans at the moment	No CUSS Charges	SLA - same working day.	Floor walker during Airport Opening hours	Common drop



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MENA	AQJ - Aqaba - King Hussein Int'l Airport	May-07	Single Airline	IER	RJ	2	There are 2 kiosks operating at AQJ	AQJ has only one terminal and the kiosks are there near the check in desks	No plans set in the near future. However, we do intend to expand the number of kiosks for RJ and hopefully for other carriers once they join the service.	No CUSS Charges	First line on-site support	1 agent available at the kiosk area	1 bag drop area in for the Terminal. Taken care of by the GHA
MENA	AMM - QAIA (Queen Alia International Airport)	Dec-06	Single Airline	IER	RJ	10	There are 10 kiosks operating at AMM	6 kiosks at Southern Terminal (Terminal 01 for RJ flight) and 4 in the Northern Terminal (Terminal 2). In addition to that, 2 additional Kiosks are installed in the City Terminal at town.	No plans set in the near future. However, we do intend to expand the number of kiosks for RJ and hopefully for Other carriers once they join.	No CUSS Charges	First line on-site support	2 agents available at the Kiosk Area	2 bag drop areas at Southern Terminal (T2). GHA takes care of it (Northern Terminal (T1) has no drop area because it's for other carriers that did not join yet)
The Americas	YHM - Hamilton Airport	Apr-06	Airport	ARINC	AC, WS	6	There are 28 CUSS kiosks operating at YHM	The kiosks are located within 5 meters of check-in Desks	Maintain status quo until further growth.	Declined to advise	First line on-site support	Would be performed by airline staff	Dependant on airline staff with two different drop off positions
The Americas	YHZ - Halifax International Airport	Jan-06	Airport	ARINC	AC, WS, CO, NW	24	There are 24 CUSS kiosks operating at YHZ	13 kiosks are located within 5 meters of the check-in desks and the balance are by the car rentals and at the entries of the airport	Extend the kiosks to the parking area and introduce self-tagging and install kiosks at hotels	Included in CUTE charges	Covered by the CUTE contract SLA	Left up to the airline staff	Don't have one at the present time
The Americas	YYJ - Victoria Int'l Airport	2005	Airlines	IBM	AC, WJ, OX	10	There are 10 CUSS kiosks operating at YYJ	All located in departure area, just a few meters from the desk (departure check-in area).	The objective is to convert into common use in the future.	\$0.07 per landed seat	First line on-site support	left to the airlines but with airport staff support when required	Dependent on airline staff availability
The Americas	YLV - City of Kelowna Airport	Oct-06	Airport	ARINC	AC, AS, WS	12	There are 28 CUSS kiosks operating at YLV	The kiosks are situated in the North and South lobbies. All kiosks are within 5 meters of check-in desks	Looking at expanding kiosks in other locations such as parking, hotels and allow self-tagging	\$1.00 per enplaned seat	First line on-site support	Left with airline staff	4 drop off location and depending on the airline it can vary
The Americas	YYC - Calgary International Airport	Before SIB	Airport	ARINC	AA, AC, CO, NW, UA, WS	84	There are 84 CUSS kiosks operating at YUL	Majority of kiosks are within 5 meters from the check-in desks. They have a few in common use area and at hotels.	Currently planning to test self-tagging and eventually install kiosks in the parking area	approx \$0.15 per enplaned passenger	Covered by the CUTE contract SLA	Provides by airline staff	Currently have 3 drop points, 1st with AC, 2nd with WS and 3rd at the transborder area
The Americas	YEG - Edmonton International Airport	Jan-07	Airport	ARINC	AC, AS, NW, UA, WS	28	There are 28 CUSS kiosks operating at YEG	There are 28 kiosks located at the airport and 2 are located at the Chamber of Commerce building for AC & WS in downtown.	Additional kiosk plan includes: 8 kiosks for the terminal, 2 for parking area and 10 for hotels	\$0.38 per outbound seats per aircraft	Covered by the CUTE contract SLA	Handled by airline staff	AC has bag drop - new bag drop for WS
The Americas	YUL - Montreal Pierre Trudeau Airport / Dorval	Before SIB	Airport	ARINC; SITA	AA, AC, AF, KL, PD, US, WS	47	There are 47 CUSS kiosks operating at YUL	48 kiosks are located in the Terminal. There are 14 CUSS located 5 meters from desk, 7 CUSS - 8 meters from desk, 19 CUSS - 10 meters from desk and 7 CUSS - 15 meters from desk.	40 of the Aerocheck CUSS casing will be replaced by IBM casing (by December 2007). 22 additional CUSS to be installed by end 2007 (IBM casing-ARINC). By the end of 2008 - new Transborder sector with 42 additional CUSS kiosks.	Included in Rates and Charges	Covered by the CUTE contract SLA - 45 minutes	We leave that to the airlines	AC - only carrier with Bag Drop
The Americas	YYZ - Toronto	Before SIB	Airport	ARINC; SITA	AC, WS, AF, BA, CO, DL, NW, US, KL	120	There are 120 CUSS kiosks operating at YYZ	Located in the terminal	End state Q4 2007 T1 (incl. garage) - 30 ARINC and 62 SITA T3 (incl. Sheraton) - 28 ARINC and 24 SITA - 16 CUSS for Transborder (ARINC) & L.F. 6 CUSS TB (SITA) augment for AA (moved from existing East expansion and play zone) & L.F. 12 CUSS East Expansion ...	Included in Rates and Charges	Covered by the CUTE contract SLA	We leave that to the airlines	Bag drop not consistent. Work with airlines that uses CUSS. No common drop-off at this point.
The Americas	YVR - Vancouver International Airport	Before SIB	Airport	IBM	AC, AA, AS, CI, BA, KL, CO, UA, NW, WS	100	There are 100 CUSS kiosks operating on airport (50) and off airport (50) at YVR	79 of the kiosks are located 5 meters from check-in with 4 kiosks in the USA transit area and the remaining 17 kiosks are located in the parking area.	Currently testing 5 kiosks with self-tagging capability, eventually they plan to roll-out more self-tagging.	Declined to advise	First line on-site support	This is left to the airlines	Passenger assistance is left to the airline with airport staff support
The Americas	CUN - Cancun	Apr-07	Airport	SITA	AC, AS, NW	7	There are 7 CUSS kiosks at CUN. Three are being used exclusively by MX in their area and the other 4 are shared by AC and AS at present.	There are four CUSS kiosks in Terminal 2. Two of them are 8 metres in front of desk number 68 the other two are 6 metres in front of the MX desk.	No decision has been made yet. This is a pilot project and during November or December 2007 we will make an evaluation and we could think to in ease the cuss during 2008 or 2010.	No CUSS Charges	Managed by Airlines	WE LEAVE THAT TO THE AIRLINES AND SITA IS IN CHARGE OF THE MAINTENANCE OF THE EQUIPEMENT	WE DO NOT HAVE BAG DROPS AT THIS TIME
The Americas	YQR - Regina International Airport	May-07	Airport	ARINC	AC, WS	9	There are 26 CUSS kiosks operating at YQR.	8 kiosks are within the 5 meters and one is located at the entrance.	No finalised plan but the objective would be to install kiosks in hotels (off-site)	Declined to advise	No information	Handled by airline staff	Each airline handles own drop off which can vary from 1 to 3



The table below summarises the information contained in the CUSS Interactive Map and is updated monthly.

Region	Airport	CUSS Live date	CUSS Owner	CUSS Vendor	CUSS Users (Airlines)	Number of kiosks	Number of kiosks - comments	CUSS Kiosk Locations	Future CUSS Plans	CUSS Charges	CUSS - Service Level Agreement	PAX Assistance Method	Bag Drop Provisions
US	PIT - Pittsburgh International Airport	Nov-06	Airport	ARINC	FL, CO, B6, YX, UA, US	8	There are 8 CUSS kiosks operating at PIT	There are 8 kiosks located at landside terminal levels 1, 2, and 3	At the moment NO future expansion plans.	It's included in our rates and charges, no additional cost	First line on-site support	No customer service available specifically for the CUSS kiosks. However, Non-Dedicated customer service reps and airport ambassadors can provide assistance if needed.	Do not have bag drop off service. Airlines look after this themselves.
US	HPN - Westchester County Airport	Mar-06	Airport	ARINC	AE, NW, AT, JB, US, CO, AC, DE	4	There are 4 CUSS kiosks operating at HPN	The kiosks are located in the lobby of the main terminal	Possible curbside use, not yet decided.	included in rate, no additional cost.	45 minutes by ARINC	Support for CUSS by provided by ARINC through the airlines	No bag drop off
US	SEA - Seattle-Tacoma International Airport	Aug-07	Airport	ARINC	AS, OX, UA, CO, NW	7	There are 7 CUSS kiosks operating at SEA	There are 7 kiosks deployed on 5 bridges between the parking garage and the terminal on the garage side.	Current deployment is a 7 kiosk pilot program. At this time we intend to increase the kiosks but have not yet determined what the expansion looks like.	Included in Rates and Charges	First line on-site support	Minimal assistance available, infrequent basis	Bag drops following boarding pass issuance is accomplished by the airlines
US	MSP - Minneapolis-St Paul International Airport	2005	Airport	IBM	SY	10	There are 10 CUSS kiosks operating at MSP	Planned - 6 in ticketing hall (not in queue) and 4 in skyway between terminal and parking ramp.	Currently have 10 "ATM" style kiosks that serve primarily remote locations. Planning 20 new "table top" style kiosks for 2008. New ticket counter design allows for either kiosk or full-service (agent) position.	Flat Fee. All CUSS and Common-Use Equipment costs are included in a Gate Use Fee based on aircraft size.	24/7/365 Third party IT support. On-site IT support by third party vendor 17 hrs/day 365 for all CUSS and Common-Use computer equipment. All calls for support go through a "help desk" 24/7/365 for tracking.	Airlines provide passenger (user) assistance. Airlines contact IT Support for technical problems.	1 bag drop (counter location) for each carrier using kiosks. Only one carrier currently using kiosks within their ticket queue. Other kiosks are remote for passengers with (no) checked luggage.
US	RSW - Fort Myers - SW Florida Int'l Airport	Nov-07	Airport	IER	UA, YX	4	4 IER 918 kiosks	TBC	TBC	tbx	-	TBC	TBC
US	DFW - Dallas	2005	Airport	ARINC	AA, F9, AC	52	28 kiosks North Hall of Terminal D for AA customers. The other kiosks in the terminal are being shared by F9 and AC.	The 46 kiosks in Terminal D (28 are located North, 1 at Grand Hyatt, 18 South, 5 Terminal E.	3 kiosks at Rental Car Center - JAN/2008 3 kiosks at terminal E - JUN/2008 4 kiosks terminal D - MAR/2008	Included in Rates and Charges	Covered by the CUTE contract SLA - 45 minutes	Airlines manage pax assistance.	Airlines manage their own bag drop off
US	MIA - Miami	Oct-07	Airport	SITA	US, UA	10	All in concourse J. to be added to Bus station.	On main check-in concourse	Plans to increase additional kiosks and locate in off site hotels and convention centre, Cruise Port of Miami are in the plans. Exact numbers are not yet defined.	There are no additional charges for CUSS at the airport. It's all included in the CUTE charges.	Provided by CUSS supplier to a 45 minute 1st level SLA, agreed with airlines via SITA.	The airlines provide their own staff to assist during peak times.	Each airline is asked to provide a Bag Drop counter. The airport is investigating a Common Bag Drop with the Airline's AOC.
US	JFK - New York JFK	Mar-06	Airlines	SITA	LX	4	-	Located in T4	Planned to deploy CUSS kiosks in the inter-terminal connecting train system. This effort has not been successful.	Between airlines and Terminal 4	Between the airlines and Terminal 4	Provided by the airlines.	Airlines provide the bag drop.
US	SFO - San Francisco	Apr-06	Airport	IER	UA, BA, B6, CX, CI	35	There are 35 CUSS kiosks operating at SFO	There are 27 kiosks located in "TTB"; 4 in the domestic terminal #1 airtrain bridge; 4 in the domestic terminal #3 airtrain bridge and 2 outside "BART" (rapid transit station)	Expect to all NW, KL, short term 3-months. Also, SQ, AF, F9, CO, US and possibly AS, LH in the near future within 6-9 month term.	Included in Rates and Charges	Covered by the CUTE contract SLA - 45 minutes	We leave that to the airlines	For now, there is no bag drop off system in place. We leave that to the airlines to manage for now.
US	LAS - Las Vegas - McCarran International Airport	Before SIB	Airport	IBM	AA, AS, AT, AQ, CO, DL, F9, OX, B6, YX, NW, WN, UA, US	180	There are 180 CUSS Kiosks operating at LAS and at various external locations	There are 120 table-top units, 60 free-standing. Combination of on-airport and off airport. 19 are installed off-airport (hotels, rental car center and convention center). On-airport, they are installed in a combination of places on-airport.	Additional roll-out in hotels. Also, installation of kiosks on the secure side of the airport (requested by several air carriers).	Included in Rates and Charges	First line on-site support - 30 minutes	No specific airport support to the customers, though sometimes, such as during IR Ops, we supply some personnel to assist.	One bag drop per 4 kiosks at the check-in counter
US	OGG - Kahului Airport	Jun-07	Airport	SITA	US, UA, NW	24	There are 24 CUSS kiosks operating at OGG	There are currently 24 common use kiosks located at the main lobby ticketing counters	There are plans to add 84 common use kiosks in the terminal at the ticketing lobby	charges are included within airline counter leases	It is managed by SITA	airline responsibility	There is one bag drop per 2 kiosks at the ticketing counter