



BCBP Case Study Swissport

A ground handler's full implementation

September 2008



Introduction



About Swissport

- Swissport is an IATA Strategic Partner and a member of the International Ground Handling Council
- Provides ground services for over 70 million passengers
- Active at 187 airports in 43 countries on five continents
- Offers 'e-services' aligned with the StB projects – ET, CUSS, RFID and BCBP
- Services provided by Swissport rely on BCBP

Passenger Services	
Airport ticketing	ITR
Arrival and transfer services	
Check-in services	BCBP
Dedicated passenger services	
Gate services	BCBP
Lost & found services	
Lounge services	BCBP
Special services and VIP	



Interview with the BCBP champion

- Rico Barandun – Swissport’s Head of E-services:
 - “We offer BCBP from CUSS and the web, as well as for our preferred DCS axsControl from EDS, depending on availability of barcode printing at airports.”
 - “We are in the process of removing the mag stripe from the boarding passes in Zurich airport.”
 - “We are also pushing airports to enable bar coded boarding passes. As an example we switched to 100% BCBP in Dar es Salaam where we not only do ground handling but also have our own equipment.”

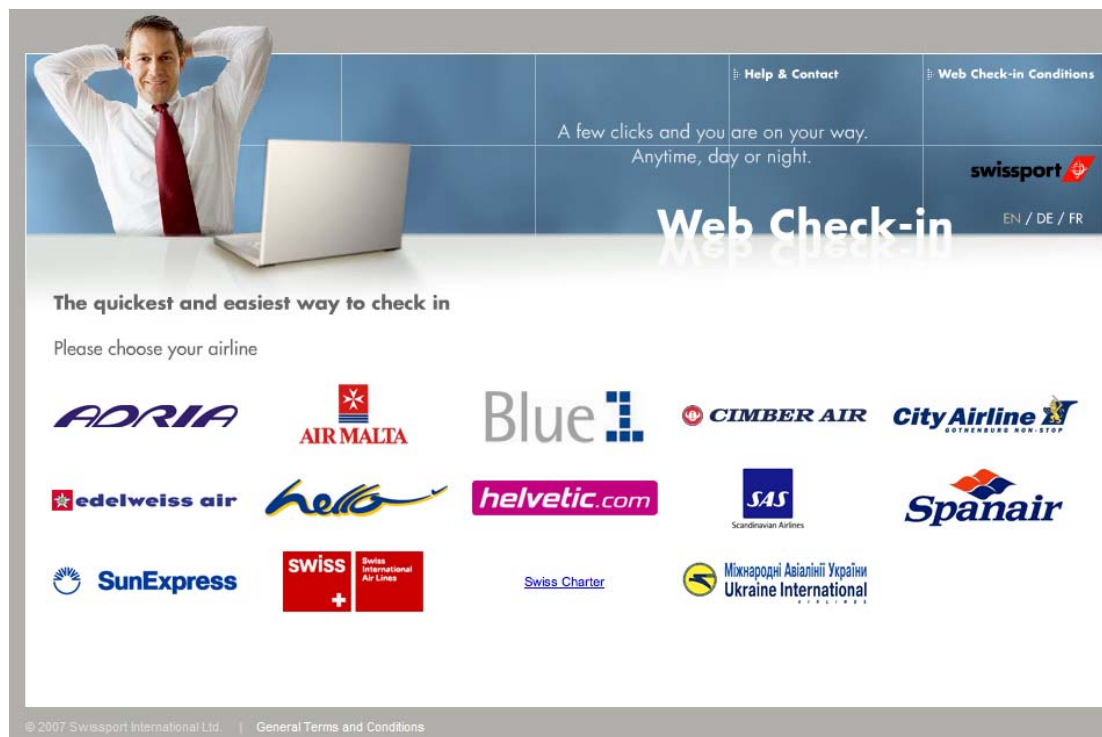


Swissport projects



Web check-in

- Swissport offers Web check-in to its customers
- The boarding passes include the IATA standard 2D bar code



The screenshot shows the Swissport Web Check-in interface. At the top, a man in a white shirt and red tie is sitting at a desk with a laptop, looking relaxed with his hands behind his head. The website header includes the text "A few clicks and you are on your way. Anytime, day or night." and the "swissport" logo. Navigation links for "Help & Contact" and "Web Check-in Conditions" are visible. The main heading "Web Check-in" is prominently displayed. Below this, the text reads "The quickest and easiest way to check in" and "Please choose your airline". A grid of airline logos is presented for selection, including ADRIA, AIR MALTA, Blue, CIMBER AIR, CityAirline, edelweiss air, helvetic.com, SAS, and Spanair. Other logos like SunExpress, SWISS, Swiss Charter, and Ukraine International are also visible. The footer contains the copyright notice "© 2007 Swissport International Ltd." and a link to "General Terms and Conditions".



CUSS check-in

- Swissport offers kiosk check-in on its own CUSS kiosks
- The kiosks contain thermal printers that support 2D bar codes
- The CUSS application issues boarding passes containing 2D bar codes



A red icon of a hand holding a card with a grid pattern.

100% BCBP at the airport

- Both international airports in Tanzania are 100% BCBP
- In Julius Nyerere Airport Dar es Salaam (DAR) and Kilimanjaro Airport (JRO), Swissport operates with its own equipment
- Swissport phased out mag stripes and issues BCBP on plain paper stock
- The gates are equipped with bar code scanners only





Next step

- Swissport is keen on providing a full range of services to passengers
- CUSS will be introduced in DAR in September 2008
- Now that the BCBP standard includes mobile phones, Swissport will look into mobile BCBP



Conclusion



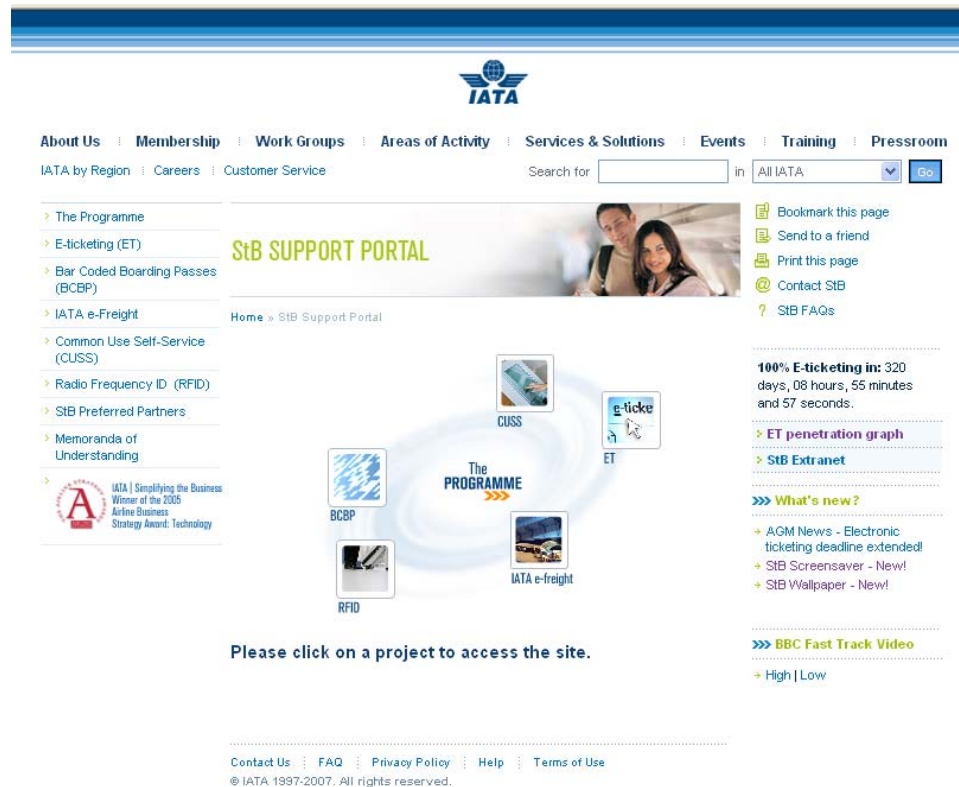
Conclusion

- Swissport demonstrates how a ground handler can fully benefit from BCBP
 - Better service for passengers
 - More services for passengers
 - Reduced costs of operations



For more information, StB Support Portal:

➔ <http://www.iata.org/stbsupportportal/bcbp/>



The screenshot shows the IATA StB Support Portal website. At the top is the IATA logo. Below it is a navigation menu with links: About Us, Membership, Work Groups, Areas of Activity, Services & Solutions, Events, Training, and Pressroom. There is also a search bar and a dropdown menu for "All IATA".

The main content area features a large banner for "StB SUPPORT PORTAL" with a photo of a man and a woman. Below the banner is a navigation path: Home > StB Support Portal. A central graphic titled "The PROGRAMME" shows icons for BCBP, CUSS, ET, and IATA e-freight. To the left is a sidebar menu with links: The Programme, E-ticketing (ET), Bar Coded Boarding Passes (BCBP), IATA e-Freight, Common Use Self-Service (CUSS), Radio Frequency ID (RFID), StB Preferred Partners, and Memoranda of Understanding. To the right is a sidebar with links: Bookmark this page, Send to a friend, Print this page, Contact StB, and StB FAQs. Below this is a section titled "100% E-ticketing in: 320 days, 08 hours, 55 minutes and 57 seconds." followed by links for "ET penetration graph", "StB Extranet", "What's new?", and "BBC Fast Track Video".

At the bottom of the main content area, there is a text box that says: "Please click on a project to access the site." Below this is a footer with links: Contact Us, FAQ, Privacy Policy, Help, and Terms of Use. The footer also contains the text: "© IATA 1997-2007. All rights reserved."