



The Customer's Experience

Laura Logan, Air Canada
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Overview

- Time of booking
- Check-in online
- Airport check-in
- Security
- Boarding
- Transfers

Time of booking

- Which countries are involved in the travel
 - Origin, destination, transfers, overflights
 - APIS requirements
 - Visas
 - TWOV
 - Permitted transfer times
- Which carriers are involved
 - Do they have an interline agreement
 - Do they code share
 - Do they accept each others' frequent flyer programs?

Check-in on line

- Is it permitted by all countries involved?
- Is it permitted by all carriers involved?
- Is it permitted for your travel status?
- Documents and identification details cannot be confirmed on line and require validation at the airport.

Airport Check-in

- Does the airline have check-in kiosks?
- Do they have through-check with all airlines in the itinerary?
- Do they read all travel documents?
- Does the airline have self tagging facilities?
- Does the passenger have special items in checked baggage?
- Are there any passengers in the party with special needs
 - Assistance
 - Dietary or other health concerns



Security screening

- What liquids and gels restrictions are in place at origin and each transfer point?
- Are there any applicable known traveller programs in place?
- Are there any special screening requirements for the passengers in the party?
- What is on the prohibited item list at the origin and each transfer point?

Boarding

- Does the airline have any kind of self boarding process?
- How does the airline process the boarding?
 - Special needs
 - Priorities
 - Classes of cabin
 - Windows first
 - Rear rows
- What documents are checked at the gate?
- How are gate bags handled?



Transfers

- Do passengers have to clear Customs?
- Do checked bags have to be reclaimed or do they transfer automatically?
- Does the passenger have to change terminals?
- Does the passenger have to re-clear security?
- Are Secure Tamper Evident Bags (STEBs) required/accepted for any duty-free LAGs? How are they processed?
- Was check-in successfully completed by the originating or does the passenger have to do that too?

Conclusions

- So many questions that it is hard for those of us in the industry to remember them and figure out where to get answers
- We need to standardize on
 - Procedures
 - Terminology
 - Regulations – LAGs, prohibited items
 - Information requirements – APIS data fields, handling
- Support the passengers' need for accurate information and guidance in terms they can understand – signage, assistance
- Adhere to international standards and agreements- variations drive confusion, complexity and cost.