

CIP services at Changi

Singapore's Changi Airport launched private and luxury terminal services early in October, targeted at the commercially important person (CIP) market. The CIP terminal, operated by JetQuay, a Singapore-based joint venture, offers a full range of premium services. Users of the CIP terminal will enjoy a separate driveway and entrance away from the busy passenger traffic of the two main terminals. They will have access to separate, dedicated check-in, customs, immigration and security counters, as well as facilities that include nap rooms, a gym, spa and fine dining. Changi airport opened a budget terminal in March this year to help nurture low-cost, no-frills travel.

Gibraltar improves access

A historic agreement recently reached between Britain, Gibraltar and Spain is expected to breathe new life into the disputed colony, which has a unique British flavour. The accord calls on Spain, which claims sovereignty over the Rock, to ease access into and out of the British colony at its southern tip.

Gibraltar's airport – until now serving only a few daily flights to and from Britain because of Spain's restrictions on use of its airspace – will open up to Spain and points beyond. Until now the only commercial flights permitted to travel to Gibraltar have been from Britain.

PRODUCT LAUNCH

COST CUTTING

LOST BAGGAGE AND HIGH COSTS COULD BE A THING OF THE PAST



Most airlines misconnect between two and 50 items of luggage per thousand, incurring huge annual repatriation costs in the process. Add in the cost of an individual's below-par travel experience and you can see why airlines want to get it right first time.

Perfect baggage reconciliation and management would mean every item of luggage found its way, on time, to the correct container and onto the right aircraft. And while much progress has been made on this front over the past five years with a number of baggage reconciliation systems (BRS) hitting the market, the only one that boasts real-time visibility through an internet-based software application is Zafire Aviation's FirstBag. With this system airlines are able to monitor every item of baggage at all airports around the world at the click of a button.

Chris Beling is Zafire's director of operations: "A number of airports don't use BRS because they regard it as expensive. Yet if an airline is spending well over a million dollars a year on repatriating bags, and if FirstBag can prevent 50 per cent of those repatriations

Flight	Destination	From	To	Container	Count
AA001	AAA	01:00	Departed		0
AA002	BBB	01:00	Departed		0
AA003	CCC	01:00	Departed		0
AA004	DDD	01:00	Departed		0
AA005	EEE	01:00	Departed		0
AA006	FFF	01:00	Departed		0
AA007	GGG	01:00	Departed		0
AA008	HHH	01:00	Departed		0
AA009	III	01:00	Departed		0
AA010	JJJ	01:00	Departed		0
AA011	KKK	01:00	Departed		0
AA012	LLL	01:00	Departed		0
AA013	MMM	01:00	Departed		0
AA014	NNN	01:00	Departed		0
AA015	OOO	01:00	Departed		0
AA016	PPP	01:00	Departed		0
AA017	QQQ	01:00	Departed		0
AA018	RRR	01:00	Departed		0
AA019	SSS	01:00	Departed		0
AA020	TTT	01:00	Departed		0
AA021	UUU	01:00	Departed		0
AA022	VVV	01:00	Departed		0
AA023	WWW	01:00	Departed		0
AA024	XXX	01:00	Departed		0
AA025	YYY	01:00	Departed		0
AA026	ZZZ	01:00	Departed		0
AA027	AAA	01:00	Departed		0
AA028	BBB	01:00	Departed		0
AA029	CCC	01:00	Departed		0
AA030	DDD	01:00	Departed		0
AA031	EEE	01:00	Departed		0
AA032	FFF	01:00	Departed		0
AA033	GGG	01:00	Departed		0
AA034	HHH	01:00	Departed		0
AA035	III	01:00	Departed		0
AA036	JJJ	01:00	Departed		0
AA037	KKK	01:00	Departed		0
AA038	LLL	01:00	Departed		0
AA039	MMM	01:00	Departed		0
AA040	NNN	01:00	Departed		0
AA041	OOO	01:00	Departed		0
AA042	PPP	01:00	Departed		0
AA043	QQQ	01:00	Departed		0
AA044	RRR	01:00	Departed		0
AA045	SSS	01:00	Departed		0
AA046	TTT	01:00	Departed		0
AA047	UUU	01:00	Departed		0
AA048	VVV	01:00	Departed		0
AA049	WWW	01:00	Departed		0
AA050	XXX	01:00	Departed		0
AA051	YYY	01:00	Departed		0
AA052	ZZZ	01:00	Departed		0
AA053	AAA	01:00	Departed		0
AA054	BBB	01:00	Departed		0
AA055	CCC	01:00	Departed		0
AA056	DDD	01:00	Departed		0
AA057	EEE	01:00	Departed		0
AA058	FFF	01:00	Departed		0
AA059	GGG	01:00	Departed		0
AA060	HHH	01:00	Departed		0
AA061	III	01:00	Departed		0
AA062	JJJ	01:00	Departed		0
AA063	KKK	01:00	Departed		0
AA064	LLL	01:00	Departed		0
AA065	MMM	01:00	Departed		0
AA066	NNN	01:00	Departed		0
AA067	OOO	01:00	Departed		0
AA068	PPP	01:00	Departed		0
AA069	QQQ	01:00	Departed		0
AA070	RRR	01:00	Departed		0
AA071	SSS	01:00	Departed		0
AA072	TTT	01:00	Departed		0
AA073	UUU	01:00	Departed		0
AA074	VVV	01:00	Departed		0
AA075	WWW	01:00	Departed		0
AA076	XXX	01:00	Departed		0
AA077	YYY	01:00	Departed		0
AA078	ZZZ	01:00	Departed		0
AA079	AAA	01:00	Departed		0
AA080	BBB	01:00	Departed		0
AA081	CCC	01:00	Departed		0
AA082	DDD	01:00	Departed		0
AA083	EEE	01:00	Departed		0
AA084	FFF	01:00	Departed		0
AA085	GGG	01:00	Departed		0
AA086	HHH	01:00	Departed		0
AA087	III	01:00	Departed		0
AA088	JJJ	01:00	Departed		0
AA089	KKK	01:00	Departed		0
AA090	LLL	01:00	Departed		0
AA091	MMM	01:00	Departed		0
AA092	NNN	01:00	Departed		0
AA093	OOO	01:00	Departed		0
AA094	PPP	01:00	Departed		0
AA095	QQQ	01:00	Departed		0
AA096	RRR	01:00	Departed		0
AA097	SSS	01:00	Departed		0
AA098	TTT	01:00	Departed		0
AA099	UUU	01:00	Departed		0
AA100	VVV	01:00	Departed		0

at 10 percent of the cost, it means great savings for the airline and improved confidence for passengers. Not only does it pay for itself, it's also very simple. Once a bag is checked in and arrives down a chute, Zafire provides handlers with handheld computers that scan the bags and tell the operator exactly which container to load the bag into. If they try and load a bag into the wrong container, a warning will tell them not to. In this way we can simply minimise human error."

Guaranteed to improve the performance and efficiency of the baggage handling operation at every airport, the benefits of FirstBag are manifold: reducing costs through less repatriation and fewer baggage claims; fewer flight delays since bags can be pinpointed and rapidly pulled from an aircraft; improved efficiency

through better use of staff; enhanced bag security through alerting baggage handlers to a passenger's change in status; and full baggage visibility that at any time can be shared between ground handlers, airline load planners and airport authorities.

Already in use at Schiphol and Los Angeles airports, and validated by over a dozen international carriers, this simple-to-use browser-based technology is genuinely flexible and can be easily deployed and customised. What is more, it is 'future-proof'.

"When RFID technology is ready, we'll be waiting. It makes no difference to our software – all we need is the right information," maintains a confident Beling.

Please visit <http://www.zafireaviation.com> or telephone +44 1295 701 810 for more information



Geneva introduces CUSS kiosks

Geneva International Airport is partnering with SITA to improve passenger movement through the airport with common-use self service (CUSS) kiosks. This will mean that any of the airlines carrying the airport's nine million annual passengers will be able to check them in using any of 16 CUSS kiosks in

the international departures area. The innovation will eliminate the need for individual airlines to deploy their own kiosks and enable more productive use of the limited space.

"This will be a great benefit to airlines and passengers alike," said Geneva Airport's managing director, Robert Deillon.