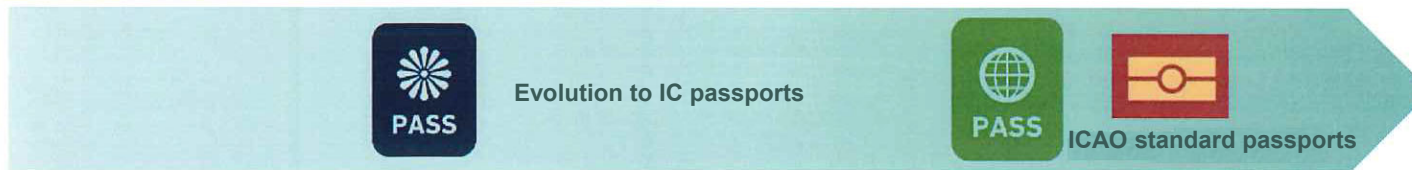




Overview of Face Express for International Flights at Haneda Airport

Changes in Check-in Procedures for International Flights

Changes to passports and airline tickets/boarding passes



Carbon copy boarding passes

Magnetic stripe boarding passes

Barcode boarding passes

Diversification of boarding passes

Changes in procedures



Manual procedures performed by staff

Introduction of check-in systems

Appearance of automatic check-in machines

Emergence of various automation technologies

Next-generation boarding procedures

Face Express

Evolution of recording media through the use of IT



Integration of biometric technology with passport and boarding pass information

Face Express

Evolution of automation technology and improved security

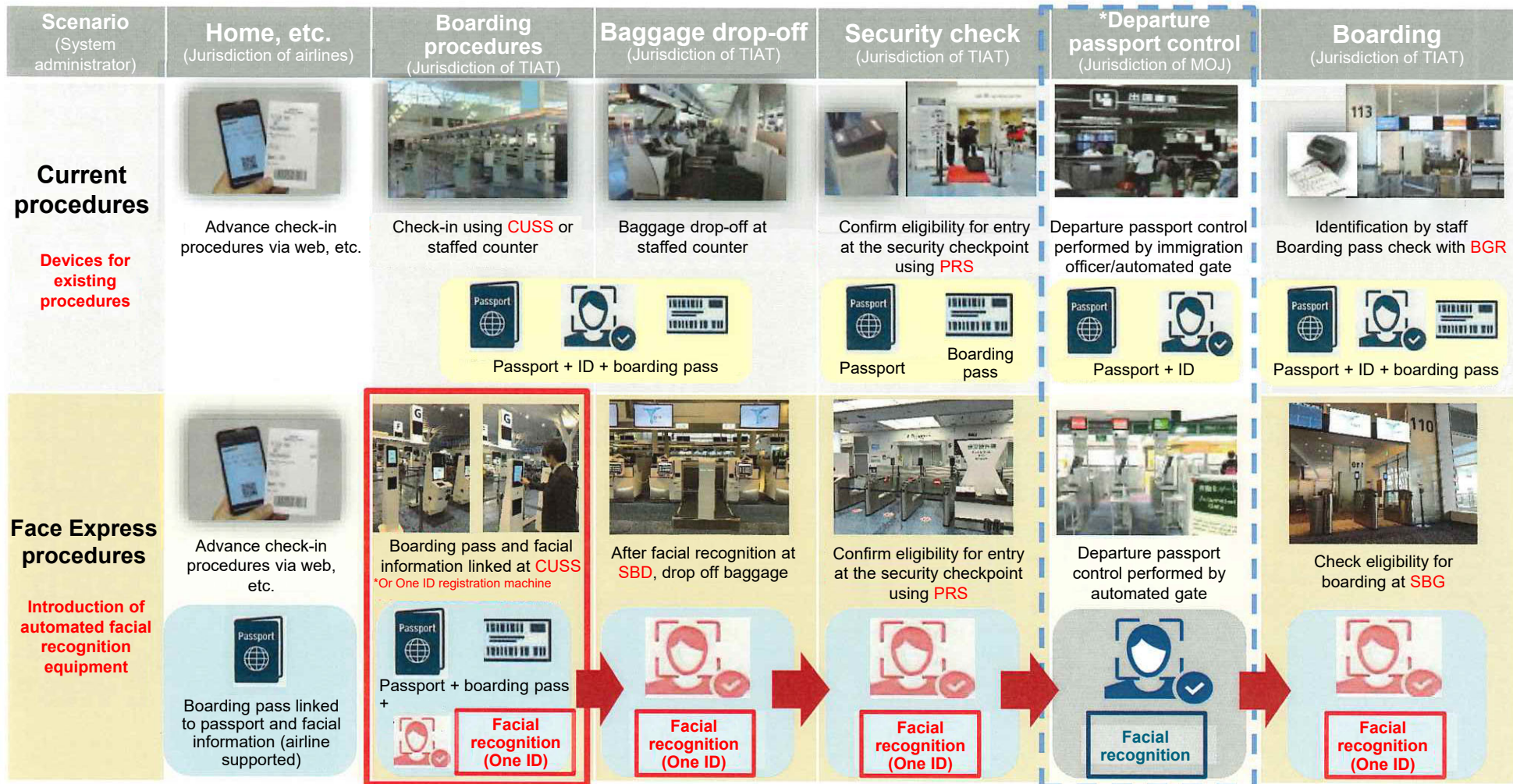


Integration of biometric technology with devices for each procedure

Conceptualization of Use of Face Express for International Flights at Haneda Airport

<Key points>

✓ With the introduction of Face Express, **each procedure can be performed with a face pass after a total of one registration procedure (creation of a One ID token).**



* Face Express not available

CUSS: Common Use Self-Service
PRS: Passenger Reconciliation System

SBD: Self Baggage Drop
BGR: Boarding Gate Reader (conventional type) **SBG:** Self Boarding Gate

<Key points>

In order to ensure efficient operation of the limited terminal facilities and equipment, each airline conducts its daily operations based on the policy of **Common Use**.

- ✓ Terminal facilities, equipment and systems are provided by TIAT and leased to all airlines.
- ✓ Common Use operation means that check-in counters and gate allocations are not fixed.

⇒ Allocations are subject to change due to each year's summer/winter schedules, new flights, and the occurrence of incidents.



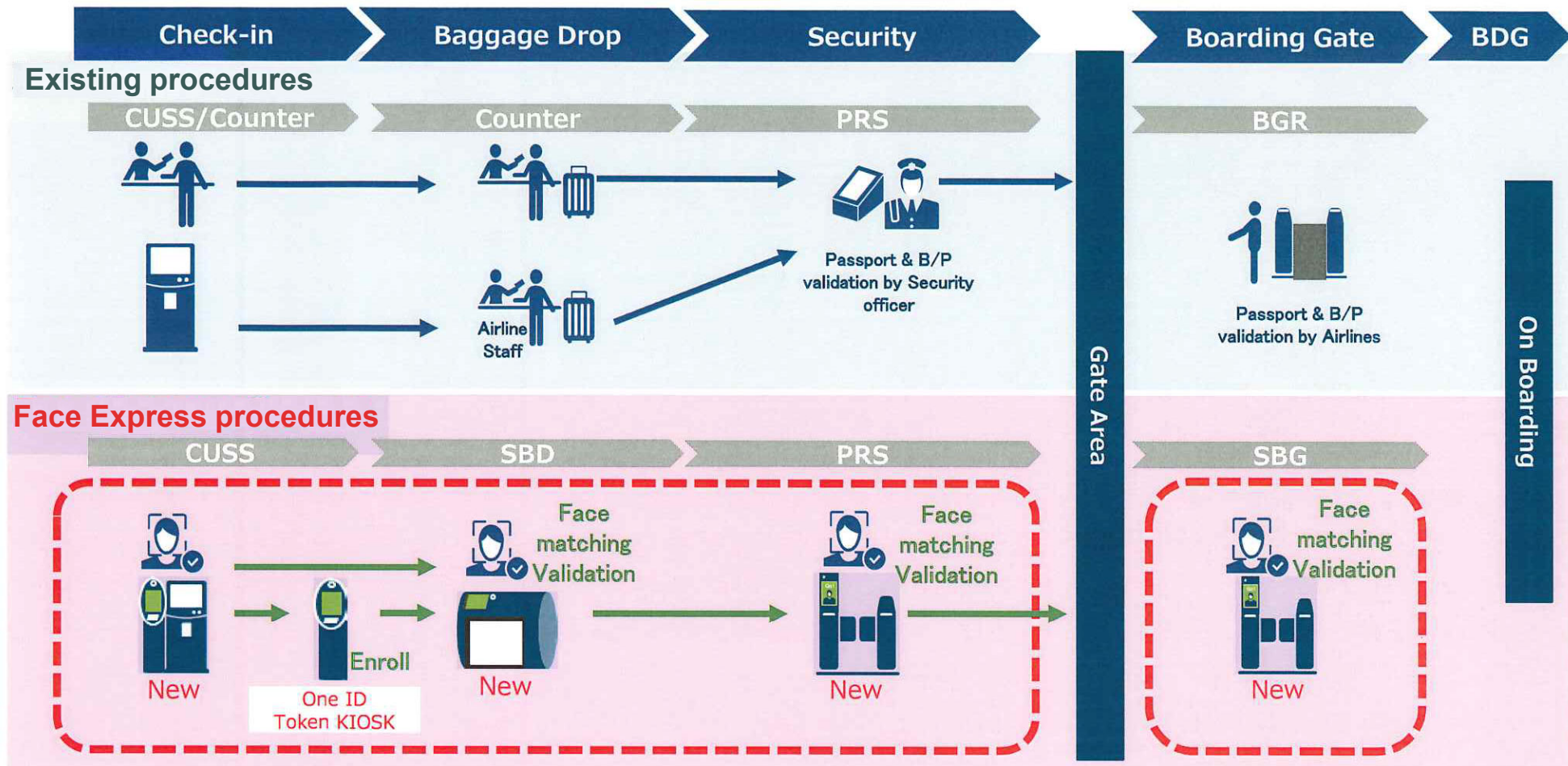
All equipment and systems related to boarding operations, such as check-in systems, are available at all counters and gates for all airlines






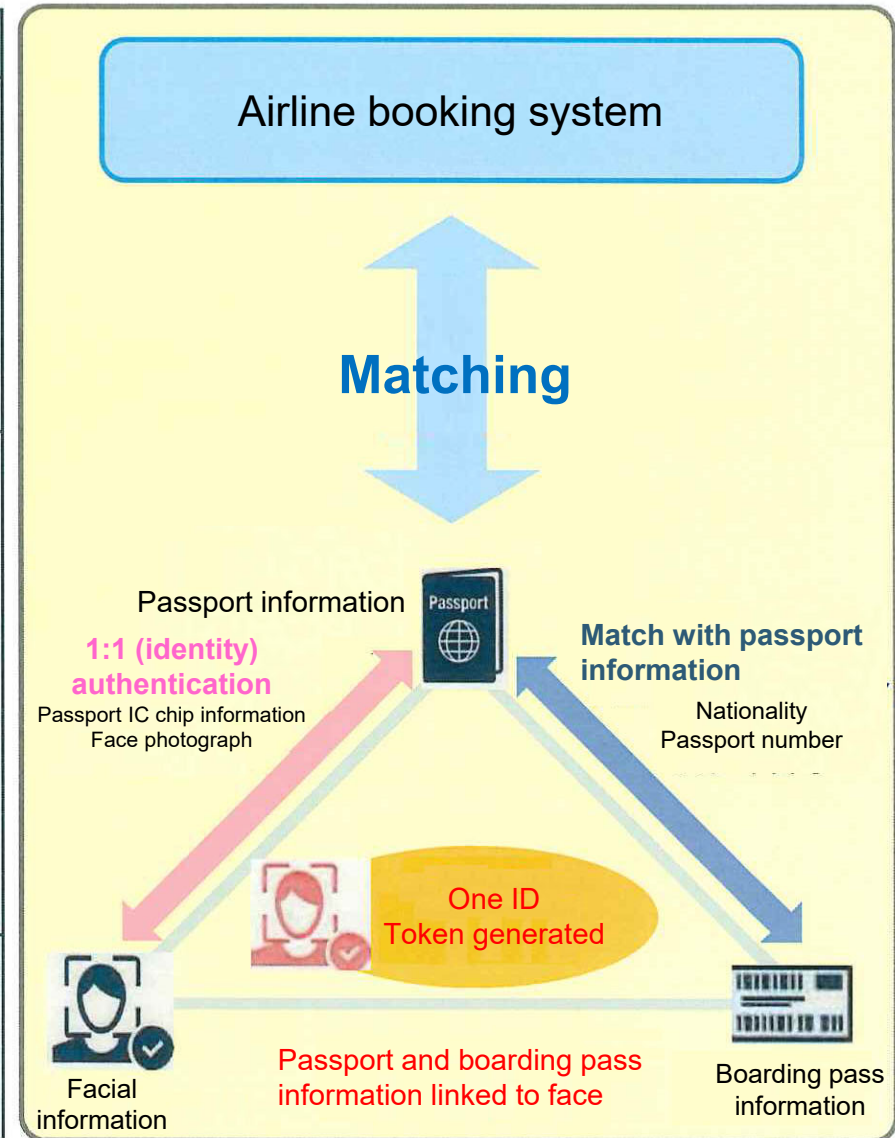
Overview of Face Express Features for International Flights at Haneda Airport

<Key points>

- ✓ A system available to all airlines from a Common Use operational perspective.
⇒ Necessary to consider and accommodate airlines that do not use Face Express.
- ✓ A system that allows both existing boarding operations (check-in system) and boarding operations using Face Express.



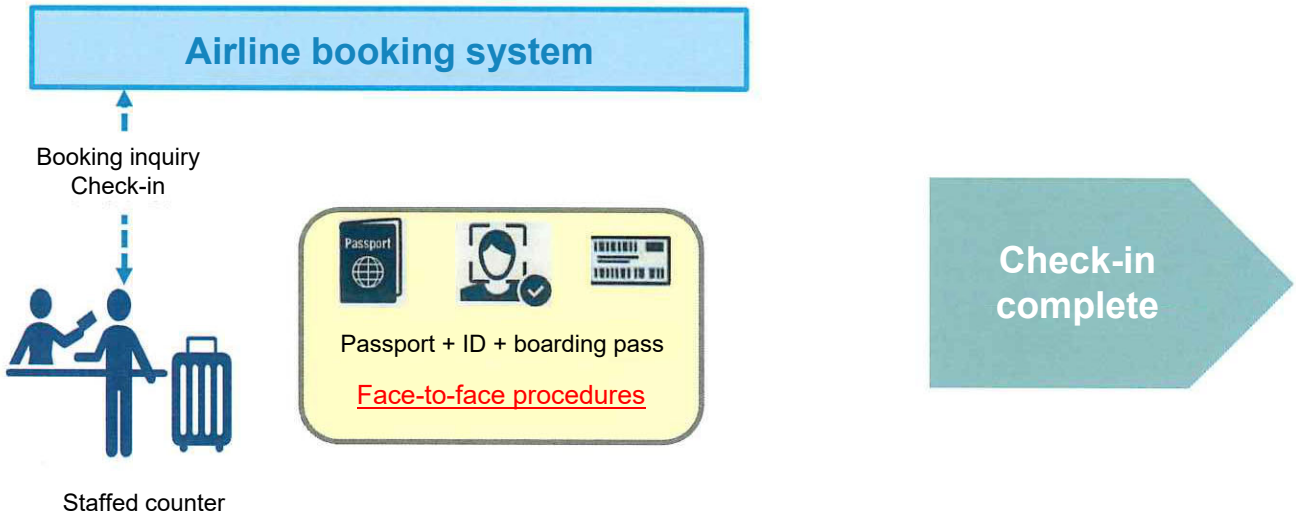
Source	Data acquired
Passport information 	Nationality Passport number Date of expiry Issuing country Surname Given name Date of birth Sex
Boarding pass information 	Passenger name E-ticket indicator Number of Legs encoded Booking number Origin Destination Airline code Flight number Date of flight (Julian date) Compartment Code Seat number Check-in sequence number
Facial information 	Photographed facial information



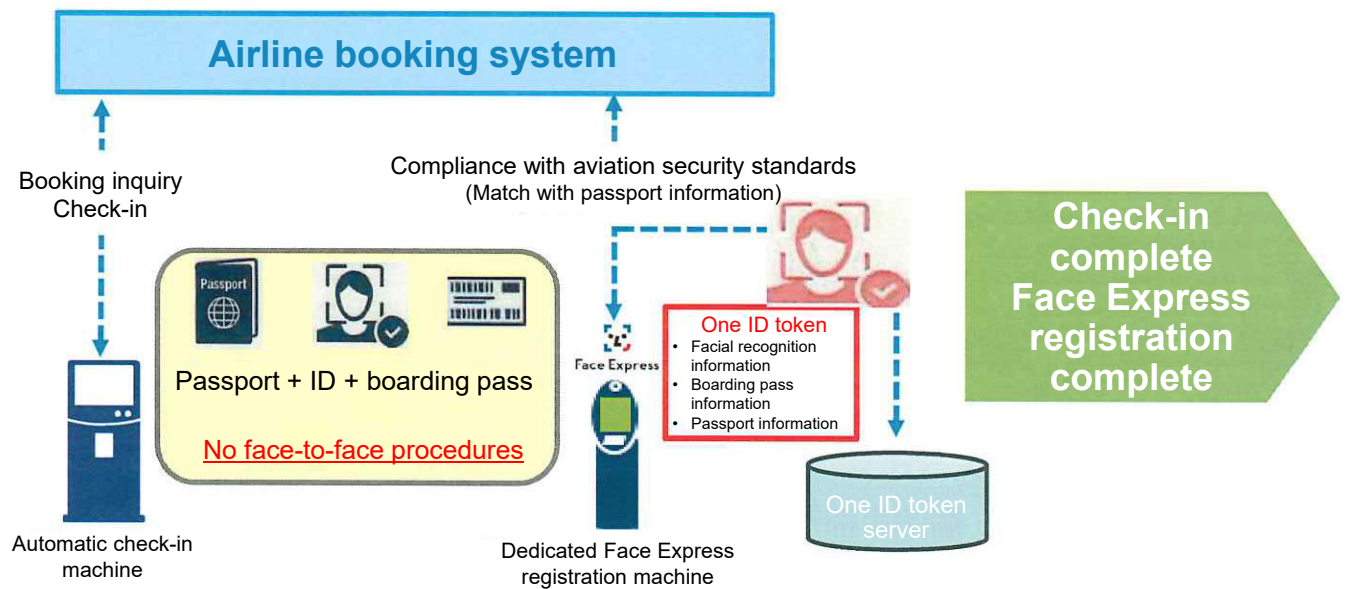
Conceptualization of Use of Face Express for International Flights at Haneda Airport



Existing procedures



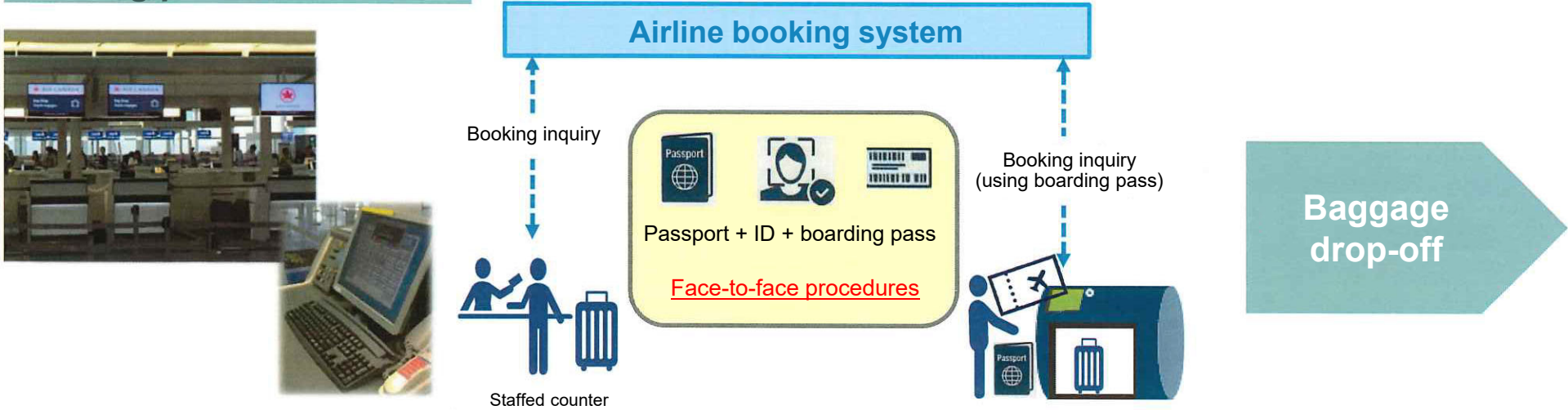
Face Express procedures



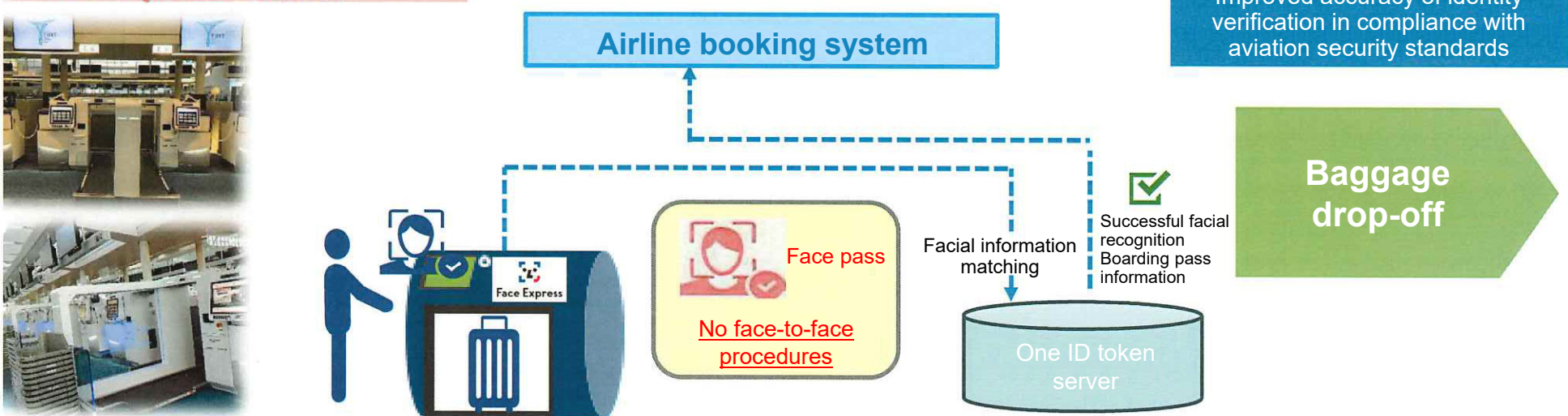
Conceptualization of Use of Face Express for International Flights at Haneda Airport



Existing procedures



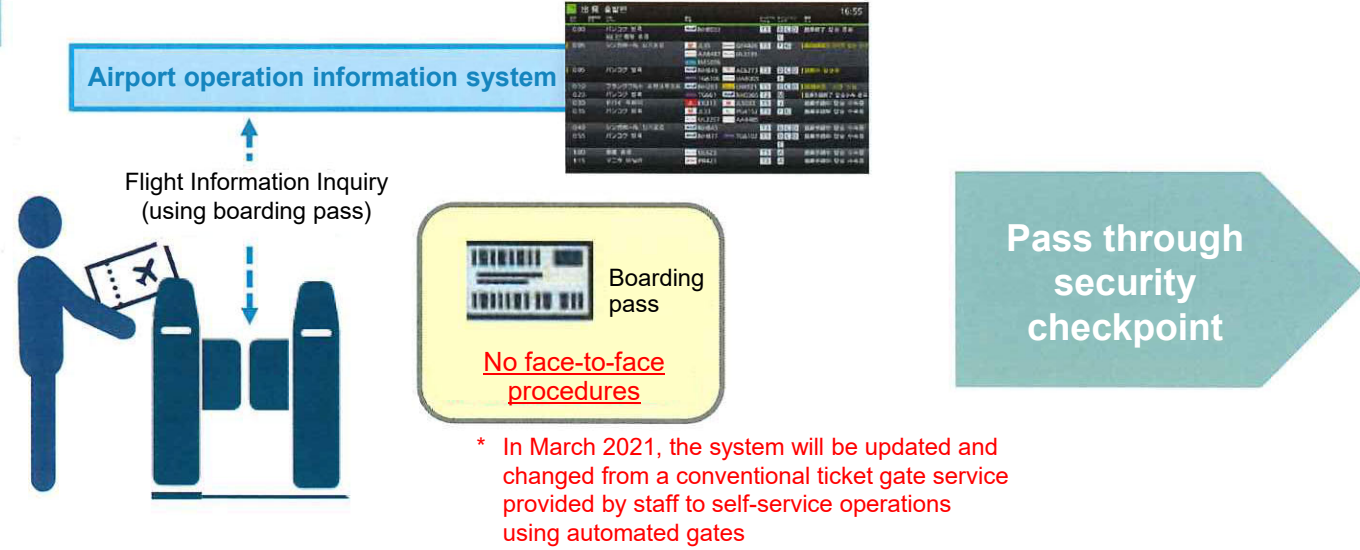
Face Express procedures



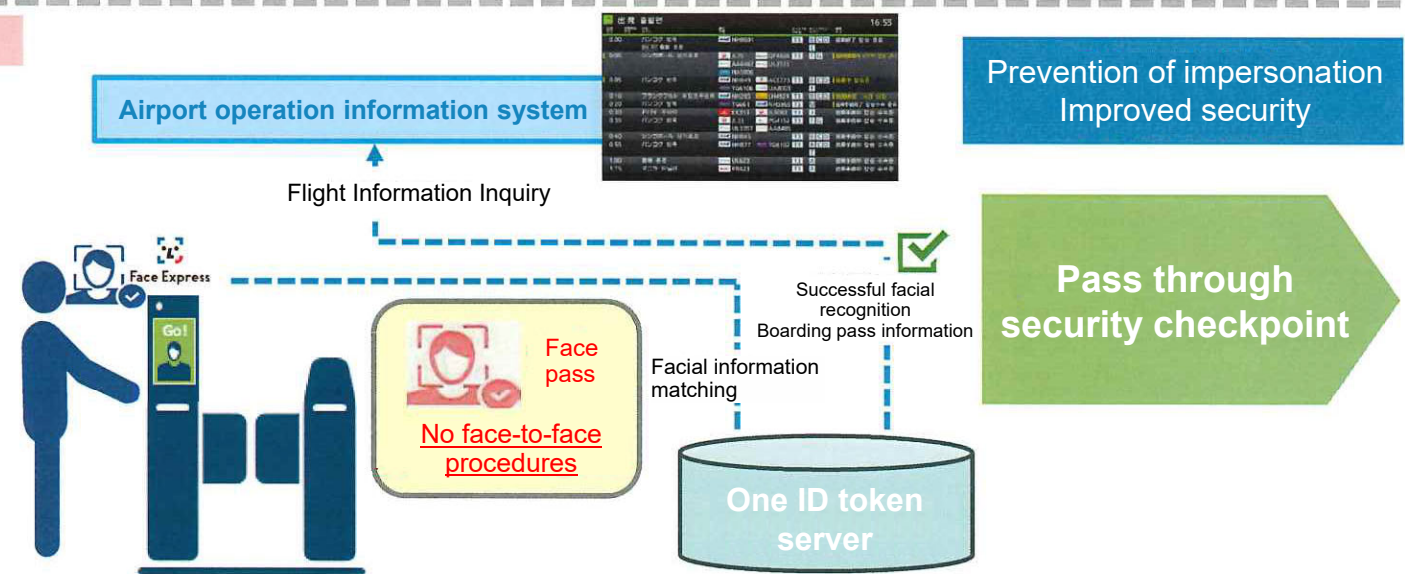
Conceptualization of Use of Face Express for International Flights at Haneda Airport



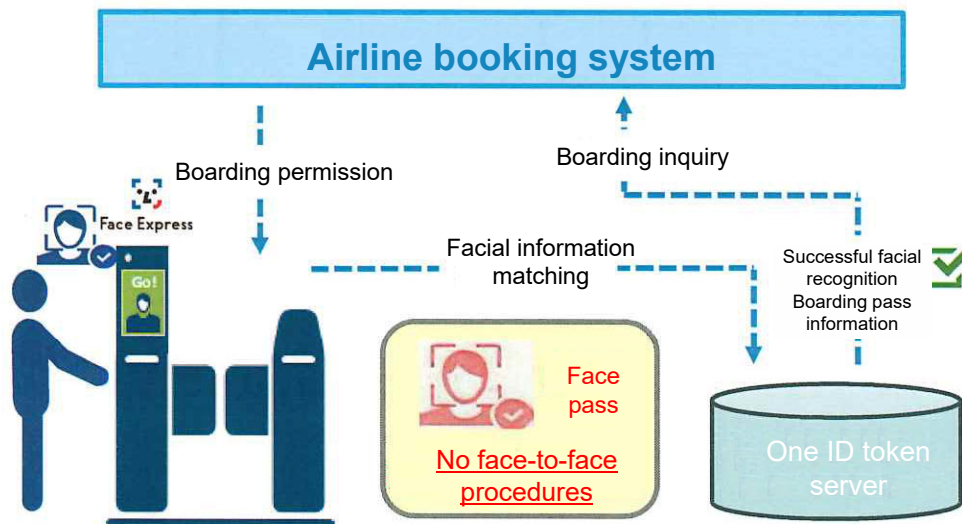
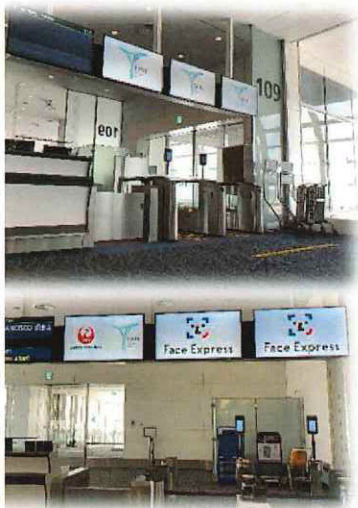
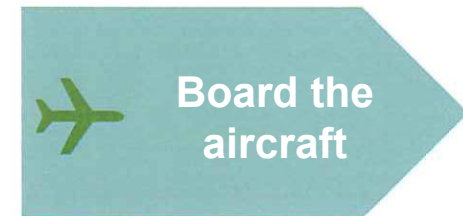
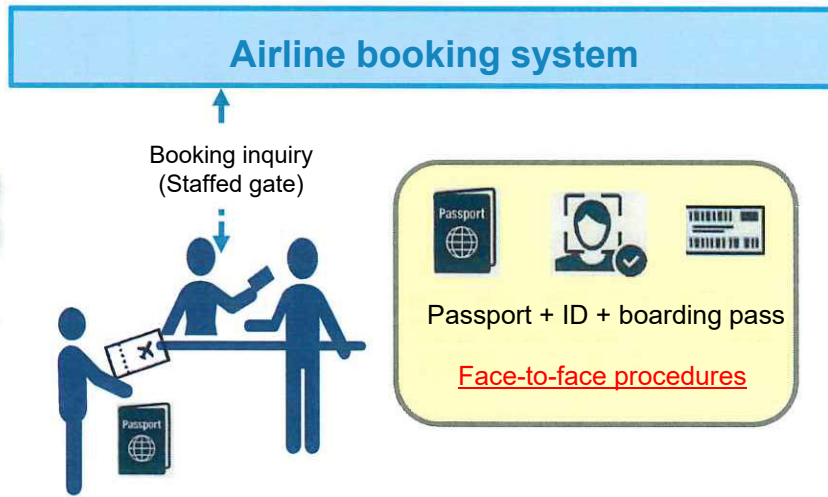
Existing procedures



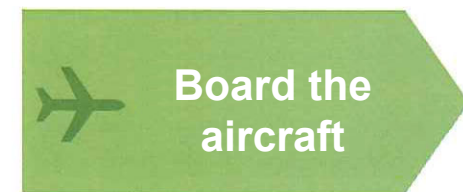
Face Express procedures



Conceptualization of Use of Face Express for International Flights at Haneda Airport



Improved efficiency and accuracy of identity verification
Reduced congestion at gate
Prevention of boarding under a false identity



Issues to Keep in Mind Regarding Advanced Technology

— From the Front Lines of Introduction
at Haneda T3 —

Issues regarding installation

Raising awareness among passengers

System response to unexpected events

Issues regarding widespread adoption

Communicating the benefits to passengers

■ Raising awareness among passengers, etc.

- 1 Dealing with passengers who do not look at the information on the monitor screen
Contactless ⇒ Passengers need to understand how to correctly operate the system



- 2 Differences in attitudes toward services due to differences in national identity
Differences between U.S./Europe and Japan



■ System response to unexpected events

- 1 Suitcases with numerous past barcodes attached, etc.

Unmanned service \Rightarrow System response needs to be defined for all cases



- 2 Handling of restricted items

Unmanned service \Rightarrow Passengers need to understand restricted items, etc.

■ Communicating the benefits to passengers

Difficulty of appealing to passengers in a situation where international demand remains weak

⇒ Being late in communicating the benefits could lead to the image of the service being tarnished



■ Causes of stress for passengers ⇒ largely resolved

(1) No need to remove PCs from bags

(2) Able to deal with multiple passengers at once

