



UNITED LAUNCHES CBP'S INTERNATIONAL REMOTE BAGGAGE SCREENING ON SELECT INTERNATIONAL FLIGHTS

News / Airlines



United launches new U.S. Customs and Borders Protection initiative, the International Remote Baggage Screening, for connecting passengers with checked bags that eliminates re-checking bags on select international routes, making the connecting experience even easier and reducing potential missed connections. The new process is currently available for United customers traveling on United's daily service from Sydney, Australia (SYD) to San Francisco, California (SFO) with a connecting flight to a final destination.

Since launching the initiative, more than 160 passengers on each flight used the new process. These customers saved up to 45 minutes in their connection journey, relieving the stress of making their connecting flights to their final destinations.

Here's how the process works for connecting passengers on the Sydney to San Francisco flights:

- **Check bag at SYD** – Travelers drop off checked bags as usual with an agent at the check-in counter in the lobby.
- **Arrive at SFO** – Passengers connecting on a flight to another destination go to CBP for customs, immigration and agriculture inspections and then head directly to the Transportation Security Administration (TSA) for security screening – removing the step for these travelers to pick-up checked bags at baggage claim and re-check them to their final destinations, unless specifically referred by CBP for further inspection. As the flight is heading to the United States from Sydney, United, CBP and TSA work together to screen checked bags and once the flight arrives, the bags are loaded onto connecting flights.
- **Pick-up at final destination** – Travelers simply pick-up their baggage at baggage claim at their final destination and head on their way.

Jennifer Schwierzke, United's Vice President of Customer Operations Strategy and Execution commented: "We're streamlining the international arrival process by eliminating extra steps for travelers to pick-up and re-check their bags on connecting flights. Together with CBP, we're testing this new process on routes between Sydney and San Francisco and plan to expand to additional international routes in the months ahead."

United is partnering with Sydney Airport, BagCheck and Brock Solutions, leading baggage solution providers, to launch this initiative, streamline the connecting experience for customers and improve the efficiency of the bag inspection process.

Scott Charlton, Sydney Airport CEO stated: "It's great to see United Airlines trialing bag re-check elimination on the Sydney - San Francisco route, one of our busiest long-haul services. It's a win for passengers – saving valuable time, making connections easier, and showing how Sydney Airport and our airline partners are working together to deliver smoother, more seamless journeys."

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