



AIR NZ INSTALLS “WORLD FIRST” SELF-SERVICE BAG DROP AT AUCKLAND INTERNATIONAL

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Air New Zealand will allow international passengers travelling from **Auckland** the option of checking in their own bag in what the airline describes as a world first.

The self-service bag drop kiosks read biometric data stored on passports using technology similar to the SmartGate passport control gates, with a camera to verify the passenger’s identity. Once the passenger’s identity has been verified, the bags are sent through to their flight. The airline said in a statement the kiosks use “world-first biometric technology”.

Air NZ said there five self-service bag drop kiosks have been installed, with plans for eight more to be added in early 2016. It also offers online checkin and has self-service kiosks in the terminal.

“We can now streamline the check-in process for our customers at Auckland International Airport and provide a more seamless airport journey,” Air NZ group general manager for airports John Whittaker said in a statement.

“It will reduce the time it takes for our customers to check in and free up our airport team to interact with customers and support them through the self-service process should they require assistance.”

Many airlines, including Air NZ, Qantas and Virgin Australia in this part of the world, already offer self-service bag drop facilities for domestic flights.

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