Narita Airport’s “Smart Check-In” at all Passenger Terminals to start phasing-in this Summer

— Moving forward on “Fast Travel” initiatives with full scale implementation of the “Self-Service Bag Drop” units —

The full-scale implementation of the “Self-Service Bag Drop” units in all Passenger Terminals at Narita Airport commencing this summer will mark the launch of “Smart Check-in”, a self-service boarding process using Self-Service Check-in kiosks and “Self-Service Bag Drop” units.

Installation of “Self-Service Bag Drop” units

The “Self-Service Bag Drop” underwent proving trials and operational testing in Terminal 1 North Wing and are expected to greatly reduce passenger waiting time and relieve congestion around the check-in counters. As a result, a total of 72 “Self-Service Bag Drop” units will be placed in all terminals before the Tokyo 2020 Olympic and Paralympic Games.

Start of Smart Check-in

With the start of full scale installation of the “Self-Service Bag Drop” units, Smart Check-in zones will be established for the Self-Service Check-in kiosks and “Self-Service Bag Drop” units. Information signage will be upgraded to facilitate the flow of passengers and the airlines will be encouraged to optimize the use of their limited personnel resources.

NAA wish the number of airlines which can take advantage of the Smart Check-in will increase and less time standing in queues and faster bag drop would lead to a smoother stress-free airport departure experience for the passengers and their baggage so that we can meet the diversifying customer needs.

NAA: NARITA INTERNATIONAL AIRPORT CORPORATION
<table>
<thead>
<tr>
<th>Terminal</th>
<th>Number of Units</th>
<th>Time Frame (Planned)</th>
</tr>
</thead>
</table>
| Terminal 1 South Wing | 20 (International) | Side E, Zone D (Summer 2019)  
Side C, Zone D (Autumn 2019) |
| Terminal 1 North Wing | 8 (International) | Side C, Island D (Autumn 2019)         |
| Terminal 2            | 28 (International) | Island O (Autumn 2019)  
Island H (Early Spring 2020)  
Island M (Spring 2020)  
Island E (Summer 2020) |
| Terminal 3            | 16 (International and Domestic) | Island D (Early Spring 2020)  
Island C (Summer 2020) |

* Time frames are subject to change depending on work progress.  
In addition, the availability of the Self-Service Bag Drop units will be different for each airlines, so customers are requested to contact the airline.

### Participating Airlines (15 in total)

<table>
<thead>
<tr>
<th>Terminal</th>
<th>Airlines that Intend to Participate</th>
</tr>
</thead>
</table>
| Terminal 1 South Wing | ANA (All Nippon Airways)  
Air New Zealand  
Scandinavian Airlines System  
Ethiopian Airlines |
| Terminal 1 North Wing | KLM Royal Dutch Airlines  
AIR FRANCE  
Alitalia S.p.A. |
| Terminal 2            | JAPAN AIRLINES  
CATHAY PACIFIC AIRWAYS  
AMERICAN AIRLINES  
QANTAS AIRWAYS  
EMIRATES  
FINNAIR |
| Terminal 3            | JETSTAR JAPAN  
JETSTAR AIRWAYS |

*Imagery, actual unit may differ.

### Use:

- **Step 1:** Check in  
  - Check in online in advance or at a Self-Service Check-in kiosk at the airport.
- **Step 2:** Check in baggage  
  - Check in baggage at a Self-Service Bag Drop.
- Smart Check-in Zones in the Terminals

**Terminal 1**

**South Wing**
- Self-Service Bag Drops

**North Wing**
- Self-Service Bag Drops

**Terminal 2**
- Self-Service Bag Drops
- Smart Check-in Zones

**Terminal 3**
- Self-Service Bag Drops
- Smart Check-in Zones