

19 August 2019

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.



*Self-Service Bag Drops in Smart Check-in Zone (Diagram)

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

■ Number of "Self-Service Bag Drop" units to be Installed and Installation

| Terminal | Number of Units | Time Frame (Planned) |
|--------------------------|------------------------------------|--|
| 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)

| Terminal | Airlines that Intend to Participate |
|---------------------------------|--|
| Terminal 1 South Wing (4) |  All Nippon Airways  Air New Zealand  Scandinavian Airlines System  Ethiopian Airlines |
| Terminal 1 North Wing (3) |  KLM Royal Dutch Airlines  AIR FRANCE  Alitalia S.p.A. |
| Terminal 2 (6) |  JAPAN AIRLINES  CATHAY PACIFIC AIRWAYS  AMERICAN AIRLINES  QANTAS AIRWAYS  EMIRATES  FINNAIR |
| Terminal 3 (2) |  JETSTAR JAPAN  JETSTAR AIRWAYS |

*Imagery, actual unit may differ.

■ Use:



Step 1: Check in

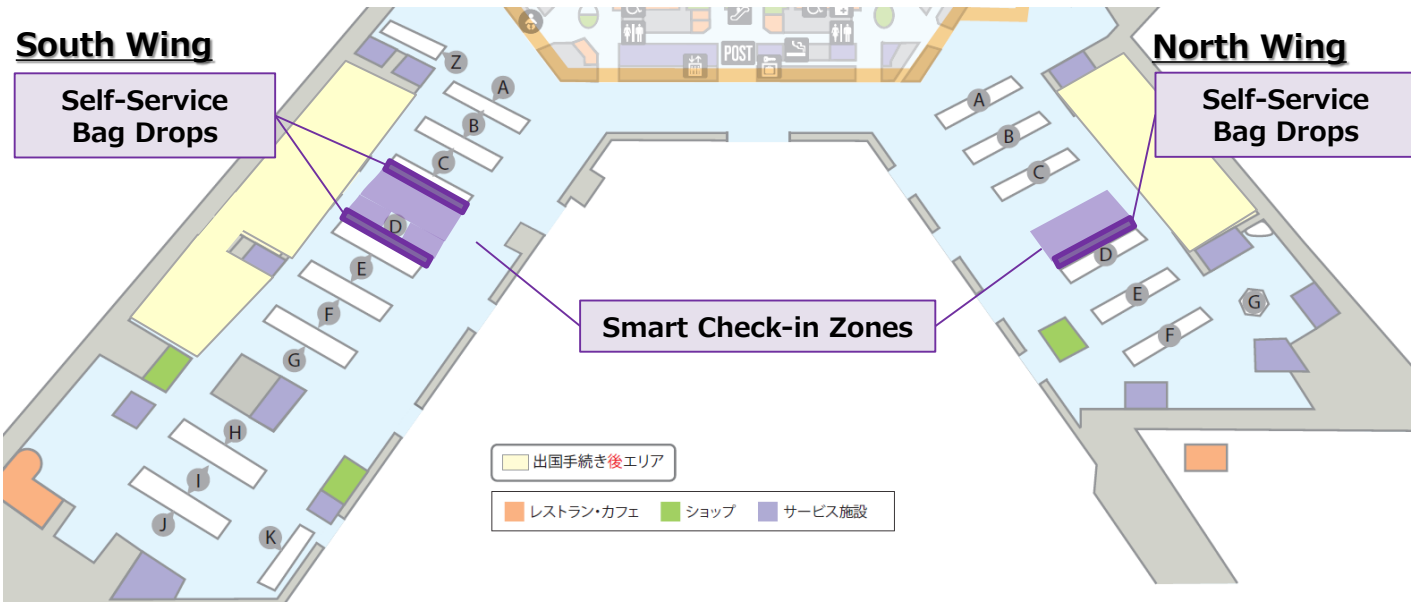


Step 2: Check in baggage

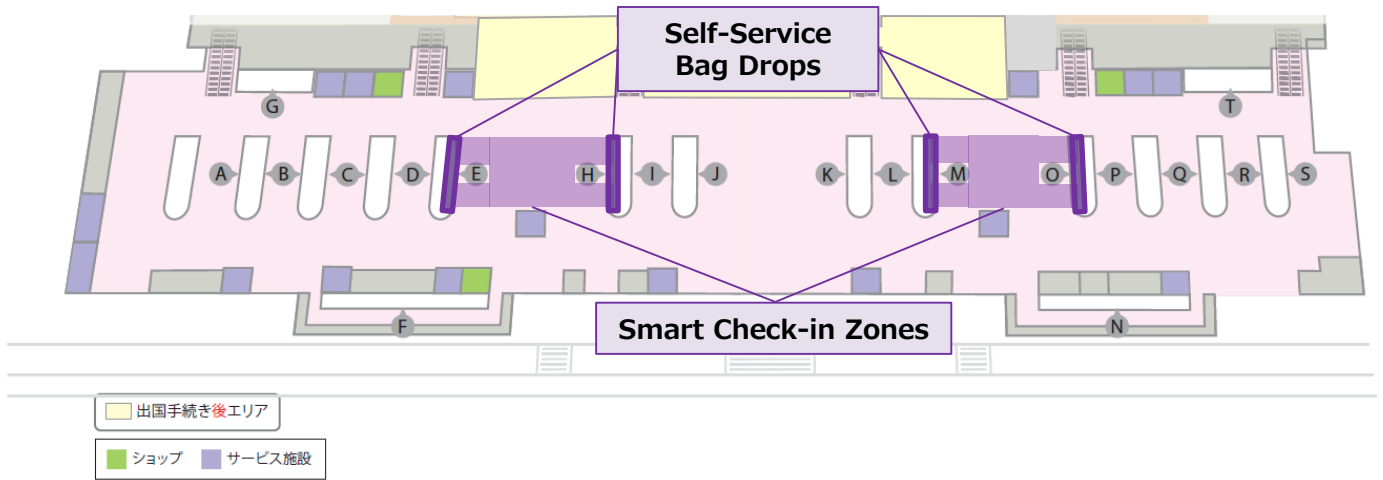
- Step 1: Check in online in advance or at a Self-Service Check-in kiosk at the airport.
- Step 2: Check in baggage at a Self-Service Bag Drop.

Smart Check-in Zones in the Terminals

Terminal 1



Terminal 2



Terminal 3

