# IER

## Extending the **Self-Service Experience**



# ALISS: CUSS Application

TAKE FULL ADVANTAGE OF CUSS KIOSKS AND
WITH ALISS GO BEYOND CHECK-IN WITH SERVICE & SALE

# BENEFITS

## For Airlines:

- Certified application for all CUSS kiosks
- Compliant with the latest CUSS standard and US DOT accessibility mandate
- Compatible with all DCS including AMADEUS ALTEA, SABRE and NAVITAIRE
- Easy to implement, configure and administrate
- Customizable with the company graphic style and business rules

## For Passengers:

- Fast check-in
- Self-tagging to avoid counter queues
- Flight irregularities handling
- Reassuring and user friendly interface
- Improve passenger experience

# DESCRIPTION

ALISS, the IER CUSS kiosk Application, has been designed for airlines or airports that do not want to invest in the development of a complex custom application or for airports or ground handling companies looking for a turnkey solution for their local use.

ALISS provides both paper and electronic ticketed passengers or groups of passengers. ALISS gives you the ability to check in for one or multiple flights and obtain a boarding pass for same day departures, in just a couple of screens.

# PRODUCT SPECIFICATIONS

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| **Identification** | Passengers can identify themselves through a complete list of identification means such as: |
| | - Card number (frequent flyer) |
| | - 2D barcode reading for check-in update |
| | - Passport reading |
| | - E-ticket number |
| | - Booking reference (PNR) |
| | - NFC or RFID reading |
| | - Passenger name and flight number |
| | - Any passenger form of identification |
| **Standard functionalities** | A complete set of functionalities is available for check-in such as: |
| | - IATA 2D barcode boarding pass printing |
| | - Check-in of single passenger or group passenger with the same booking reference |
| | - Seat selection according to the information sent by the DCS |
| | - Frequent flyer update |
| **Standard optional features** | Multiple airlines handling on the same ALISS kiosk application |
| | Advanced Passenger Information data capture (APIS) |
| | Passenger check-in update and offload |
| | Baggage weighing and excess baggage handling for piece and weight concepts |
| | Irregular Operation (IRROP), in case of flight disruption, an alternate flight can be suggested |
| | Flight change, passengers can change their flight provided that they keep the same itinerary |
| | Payment service may be provided for passengers if required |
| | On demand, special concierge handling: agent can provide multiple services as helping passengers to reprint or cancel their bag tags, providing unrestricted seat map selection… |
| **Customization** | Additional business rules |
| | Match needed Brand Look & Feel |
| **DCS connection** | The business logic has been isolated from the DCS connection logic |
| | All airlines DCS can be connected to ALISS application. IER will develop the needed connection to required host system (DCS). |
| **Remote administration** | Administrators can configure remotely all technical functional and business parameters |
| | ALISS also delivers statistics about the usage of the application by geographical location |
| **IER service** | Part of ALISS flowchart can be adapted to our customer specific business rules |
| | IER will provide ALISS installation, training and project follow up with a dedicated team |
| | Optional hosting solution is available to guarantee a good level of SLA and make check-in always available for passengers. |
| **User interface** | IER has developed an intuitive and simple user interface for an enhanced check-in process |
| | ALISS can be customized according to your company graphic style |
| | Multiple languages are handled: English & French are included in the standard offer. Other languages can be added on demand such as Arabic, Cyrillic alphabet, and more. |