

## PASSENGER ADVISORY

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**Manager Passenger Procedures & Facilitation**                      Signature on File

**SUBJECT:**                      1. ACCEPTANCE OF WEB AND MOBILE BOARDING  
PASSES

### 1. ACCEPTANCE OF WEB AND MOBILE BOARDING PASSES

South African Airways ("SAA") will shortly commence trialling 2D barcode boarding passes on 26 May 2010 generated both on home computers and printers as well as on cell phones (mobile phones). This service is only on SAA domestic routes outbound from JNB (i.e. CPT, DUR, PLZ, ELS on 3 digit flight numbers – not for SAX or Airlink).

Example of a home printed boarding pass:

Welcome to South African Airways On-line Check-In Page 1 of 1



**Boarding Pass**  
  
Security Number: 1  
E-Ticket: 0932166120061

**SOUTH AFRICAN AIRWAYS**  
A STAR ALLIANCE MEMBER 

 **Mr Dp Solan**  
No Frequent Flyer

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 **Flight: SA234**      **From:** Johannesburg (JNB)      **Date:** Monday February 15 19:50  
**To:** London (LHR)      **Date:** Tuesday February 16 06:25

**Class:** Premium/Business  
 **Seat: 1A**

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**Your Next Steps**       **Bag drop closing time: 18:50**

 **Terminal: G1**  
 **Gate: G01**  
 **Boarding time: 19:05**  
**Departure Time: 19:50**

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**Baggage**  
If you travel with baggage, please go to the baggage drop-off desk.

**Without Baggage**  
If you travel without baggage, please proceed directly to the boarding gate.

**Boarding**  
Warning! Please allow yourself enough time for Police and Security in order to respect time limit for boarding. If you do not respect the time limit for boarding your seat may not be confirmed.

**Identification Requirements**  
Passengers are reminded to produce positive identification such as an ID Document for domestic travel or a passport for international travel at the boarding gates. Failure could result in passengers being offloaded. Our general conditions of carriage for passenger and baggage are available at all South African Airways offices and on our website.

www.flysaa.com/

<https://checkin.pdt.si.amadeus.net/IASIHSSCWEBSA/88cwna/checkin?STTK=00000Z...> 2010/03/17

Mobile check-in enables passengers to check-in on their cell phones via a mobile portal. Passengers can select or update reserved seating and complete the check-in on their cell phones. Depending on predefined criteria (boarding point, origin & destination), passengers are offered a 2D bar-coded mobile boarding pass which is displayed on their phones immediately after mobile check-in has been completed. This service is accessible to all passengers and the results are displayed to the passengers on their cell phones via the mobile portal.

The visual image of the 2D barcode is read by 2D barcode readers at both security and the boarding gates, and is the only documentation needed to board passengers.

Example of a mobile boarding pass:



The following procedure will be applied by South African Airways:

#### AT THE AIRPORT – PASSENGERS WITH BAGGAGE

Passengers entering the airport with a home printed or mobile boarding pass and baggage do not wait in line at the check in counters with passengers that are checking in. These passengers will proceed direct to the bag drop counters which are currently utilized for passengers making use of the self service (CUSS) facilities.

The check-in staff member will verify the 2D home printed or mobile boarding pass at the bag drop counter and will verify travel documentation such as passports and other forms of identification. Usual baggage and passenger handling process is followed thereafter, including asking the required security questions.

### **AT THE AIRPORT – PASSENGERS WITH ONLY CABIN BAGGAGE**

These passengers will proceed direct to the security screening point without first going to any of the check-in or bag drop counters.

### **AT THE SECURITY CHECK POINT**

The airport authority is responsible for inspecting the one of the following boarding passes presented at the security check point:

- A conventional Automated Ticketing and Boarding (ATB) boarding pass
- A home printed boarding pass
- A self service kiosk generated boarding pass
- A mobile device boarding pass

Boarding pass verification is performed by scanning the 2D barcode via the reader and the security officer is advised of the validity of the boarding pass via a visual message on the reader advising the officer to accept or reject the passenger. Access to security central search points shall be based on the following minimum criteria:

- Automatic reading of boarding pass information as contained in the 2D barcode or magnetic stripe
- Validation of date and time of flight within the same day of travel
- Validation of terminal number
- No duplicate use of home printed or mobile boarding pass for any reason

The system will prevent the use of duplicate 2D BCBPs but the system detects duplications only and does not verify the passenger data. This means that there is a possibility of incorrect passenger presenting the 2D BCBP provided he/she is the first to present the boarding pass. When the second person scans a copy of the same 2D BCBP the system will detect the duplication and will notify security on the scanner screen and the security officer will send this passenger back to check-in for assistance. If the correct customer was second to check in and was the person sent back to check in the check-in staff will immediately notify the boarding gate and add a boarding instructing comment in the system not to board the first and incorrect passenger in question. The passenger and baggage will be offloaded from the flight and appropriate steps will be taken after proper investigation. It must be borne in mind that it is impossible to photocopy 2D BCBPs so the only way a duplicate 2D BCBP can be obtained is via access to the passenger's email or the passenger prints the 2D BCBP twice and gives away or loses the second copy. Mobile 2D BCBPs are even less likely to be duplicated and the only way this can happen is if the passenger actually forwards the MMS containing the 2D BCBP to a third party. Finally as explained below, passengers are still required to identify themselves during the check-in / boarding process to prevent use of another person's ticket and/or boarding pass.

### **BOARDING PROCEDURE**

As home printed 2D BCBPs do not have stubs they must be returned to the passengers so that on board crew can determine the seat number allocated to the passenger. For mobile 2D BCBPs the crew would read the seat number off the passenger's mobile device. The seating plan can be used by cabin crew to seat passengers during boarding. The airline will therefore not retain a portion of the document.

**Passengers must be asked to show an acceptable form of positive identification documentation at the boarding gates if the passenger made use of a self service or on-line / mobile check-in.** The passenger and baggage must be de-boarded and off loaded from the flight in the event of a mismatch.

In the unlikely event of a seat change at the gate the boarding gate staff must make a manual change on the printed boarding passes and signature of staff member next to the writing. Normal boarding passes must be printed and taken to the gate in the event of a seat change on a mobile boarding pass.

We request your co-operation and support towards the success of these trials.