ELECTRONIC CABIN BAG (ECB)

CONNECTED, EFFICIENT AND SECURE

Improving passenger experience while increasing ancillary revenue

Today's airline passengers expect exceptional service through the use of automated systems that streamline operations. Collins Aerospace Electronic Cabin Bag (eCB) is an in-flight purchasing solution that provides a valuable service to your customers and additional revenue opportunities for your airline.

Collins eCB enables passengers to purchase products and enter service requests during their flight. From the comfort of their seats, they can browse available items on their phones and learn more about your offerings.

Real-time inventory management ensures true stock levels are reflected. The need for cabin crew to do a manual inventory search is eliminated. And by using their own device, eCB reduces the frequency of non-essential passenger and crew contact, providing a safer contactless interaction.

Easy and secure, our eCB solution improves your airline's opportunity to increase ancillary revenue. When passengers are aware of eCB, they will likely browse available offerings to pass the time. Often, browsing leads to a purchase. By providing live credit card authorization, eCB reduces the risk of fraudulent transactions and increases the range of sales for higher value items and services.

KEY FEATURES AND BENEFITS

- Increase ancillary revenue
- Consolidate all accessible services to one platform
- Reduce non-essential physical contact
- Streamline and enhance operational efficiencies
- Reduce waste with real-time inventory management
- Available for use on any mobile device

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CONNECTED CREW EXPERIENCE

Offering a connected cabin experience enables your cabin crew to be more available to better serve your passengers. Collins eCB provides one platform for all passenger services accessible throughout all stages of flight, enabling immediate access to crew manuals, reports, training schedules and catering services. By digitizing documents and automating in-flight processes, airlines can reduce paper-based operations and streamline operations – improving the cabin crew experience.

PERFORMANCE IMPROVEMENT

Collins eCB data and analytical insights support strategic, tactical and operational reporting. Collecting and analyzing data can help identify patterns and forecast future trends, enabling airlines to respond accordingly.

Data can be optimized to help your cabin crew deliver and improve frontline sales and performance in accordance with your airline's goals. With eCB, you are able to manage delays or cancellations in real time and equip the cabin crew with information they need in the event of flight disruption.

Customizable to meet your individual requirements, eCB offers a range of selectable, modular applications. Hardware agnostic, the platform can work with any third-party system or provider to meet the evolving demands of airlines and passengers – now and into the future.

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