ARINC SELFSERV™

Easing congestion and improving efficiency

One solution for self-service check-in and bag drop

With passenger traffic expected to double over the next 20 years, capacity-constrained airports are attempting to combat this increased throughput with more check-in desks, more agents and more terminals. But real estate is at a premium, more staff means more operating costs, and new terminals cost billions.

The alternative is technology. Self-service solutions increase passenger throughput without the need for more physical space at the airport.

One solution for both check-in and bag drop

Collins ARINC SelfServ™ enables passengers to check themselves in and print a boarding pass at a kiosk in less than one minute. Bags can also be weighed and tagged, so both passengers and their luggage are ready to fly.

Improved operational efficiencies

ARINC SelfServ enables the check-in infrastructure and associated costs at an airport to be shared among airlines, maximizing the use of resources and terminal space. Agents can be redeployed to other tasks, and integrated payment capabilities mean that separate service desks for capturing ancillary fees are no longer required.

Key features & benefits

- One solution for a consistent check-in and bag drop experience
- Meets the latest IATA CUSS specifications for industry compliance
- Integrated with 100+ airlines for common-use deployment
- Biometric enablement for a secure, efficient passenger journey
- Payment capabilities for capturing ancillary revenues
- Wi-Fi® and 3G/4G/5G compatibility options for remote deployment
- Managed services and support for peace of mind and smooth operations

Collins Aerospace
An RTX Business

ARINC SelfServ™

Common use for all airlines, regardless of technology

Because different airlines use different software, some airports are forced to deploy different kiosks, resulting in confused passengers and an inefficient terminal.

SelfServ allows common-use-self-service (CUSS) applications to sit side by side with non-CUSS applications. Tailored baggage applications can be provided for non-CUSS airlines to allow each kiosk to be used for both check-in and bag drop. This also allows the use of kiosks to evolve over time without costly hardware replacement.

Ease congestion further with biometrics

As check-in capacity is increased without the cost of terminal expansion, queues are reduced and face-to-face interactions minimized. To increase throughout and security further, SelfServ is biometrically enabled, removing the need for repeated document checks. Passengers can enroll or validate at a SelfServ kiosk, even if travelling with an airline without a biometric-ready application.

Experience and support

With decades of common-use experience, Collins Aerospace has helped drive industry standards and delivered cost-effective passenger solutions around the world. Our global network of expert engineers and support teams provides a range of managed support and maintenance options to reduce pressure on local teams and keep operations running smoothly.

Specifications subject to change without notice.

Collins Aerospace
An RTX Business

COLLINS AEROSPACE

airports@collins.com

collinsaerospace.com

Collins Aerospace and ARINC SelfServ are trademarks or registered trademarks of Collins Aerospace companies.

All other marks are owned by their respective companies. Collins Aerospace is not associated nor affiliated with the foregoing companies.

© 2025 Collins Aerospace. All rights reserved. 4549903 5/25