Heathrow Airports Limited and Airline Community

Combined Check-in and CUSS Commercial Protocol

Date :   April 2010 – March 2013

Prepared by: HAL

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1.0 **Introduction**

The purpose of this protocol is to define the method of allocating check-in desks and the commercial arrangements for the new combined charge covering both check-in desks and Common User Self Service (CUSS) kiosks.

This protocol will become effective on 1 April 2010.

This document has been produced by HAL and agreed by the Baggage Governance Group, having regard to current practice and consultation relating to baggage and check-in.

This document will clarify:

- The way check-in desks are allocated.

- The technical requirements for becoming a CUSS User and the process for requesting CUSS kiosks.

- The method of cost recovery.

- The equipment supplied.

- The responsibilities of the operator and HAL.

- The governance of the check-in facility.

It is intended that this protocol is reviewed and updated as required by the Baggage Governance Group.

2.0 **Background**

HAL undertook a formal consultation process with the airline community to establish the commercial structure and related operational arrangements for baggage and check-in charges to be effective from 1 April 2008. The consultation took the following form:

- Two papers (Stages 1 and 2) issued on 29th April 2005 and 6th February 2006 respectively inviting feedback and comments from interested parties.

- A Stage 3 paper issued by HAL in July 2006 which summarised feedback and identified HAL's preferred way forward.

- Subsequent discussions with a joint working group of HAL and the Heathrow AOC to establish the more detailed arrangements.

The principal reason for the papers was to establish revised commercial arrangements to enable the integration of Terminal 5 and the subsequent airline relocation programme.

Most of the context of the circulation papers related to baggage charges but they did establish that check-in charges should be separated from baggage in future and that CUTE principles and arrangements should apply to all check-in desks from 1 April 2008. This replaced the licensing arrangements which exist on some desks.

In 2008 it became clear that the Airline Moves programme would put capacity pressures on the check-in operation particularly in terminals 3 and 4. A CUSS and Check-in working group was established jointly between the AOC and HAL with the objective of reviewing the commercial arrangements for CUSS with the aim of promoting greater use. The greater use of CUSS would reduce the pressure on check-in and the need for expensive investment in check-in capacity. The group recommended to the Heathrow NRCG the following:

- CUSS should be a specified activity and the costs recovered using the transparent specified activity principles.
- CUSS and check-in costs should be combined and recovered using the Common User Terminal Equipment (CUTE) invoicing system, this is described later in this Protocol Document.

3.0 **Definition of Check-in**

This protocol relates to conventional check-in desks, transfer desks and CUSS kiosks within the Heathrow terminals.

This protocol is not intended to cover airline premium check-in products situated outside terminal buildings, e.g. limousine drop-off/check-in areas.

In the event that any desk has a dual purpose, this desk will be included in the total check-in pool. If deemed applicable an additional charge will be levied by HAL to the individual airline to reflect the additional functionality. HAL will not define bag drop, ticket upgrades and excess baggage charging as additional functionality. Use of the desk as a sales desk or a ticketing desk will be considered an additional function and will attract the additional multi-functionality charge.

A check-in desk will consist of the following:

Description	Supplied By
Desk	HAL
Operating space being six feet behind desk footprint	HAL
Chair	HAL
Phone/digicom	HAL
Check-in logo display screen	HAL
Network connection	HAL
Bin	HAL
Cleaning	HAL
Tensor barriers	HAL
Computer screen	AOC
Computer processor	AOC
Boarding card printer hardware	AOC
Bag tag printer	AOC

4.0 **Definition of CUTE**

CUTE stands for Common User Terminal Equipment. This can also be referred to as MUSE – Multi User System Equipment.

CUTE maximises the potential for use of check-in desks. It allows any airline or operator with the appropriate licences to activate a check-in terminal and use this to check-in passengers.

The current service provider for the provision of common check-in facilities for Heathrow's central terminal area is Arinc and for T4 is SITA. T5 will have CUTE capability in advance of multiple occupation.

When the operator activates the check-in terminal the service provider's system establishes a connection to the airlines network and thus facilitates the check-in operation.

This means any airline or operator can use any check-in desk, subject to the appropriate licences being held by the operator with the service provider.

The service provider will then produce a listing by specified area (Terminal etc), showing monthly usage by airline, on a quarter of an hour basis, which will be utilised as specified in the commercial recovery section of this protocol.

5.0 **Definition of CUSS**

CUSS stands for Common User Self Service check-in kiosks. These allow passengers to perform all aspects of the passenger check-in process including passport check, security questionnaire, seat selection and printing of boarding cards. The printing of bag tags is currently being trialled for some Airlines at their request.

Once the passenger has completed the check-in process at the kiosk they will take any luggage to a bag drop desk to allow their bags to enter the baggage system.

The Heathrow Airport strategy is that common user kiosks should, where possible, be placed in common areas i.e. not physically associated / located with a particular airline thus allowing all airline passengers to check-in on any kiosk.

From April 2010 the all kiosk hardware and software services are provided by ARINC .including the provision of support services such as fault reporting, card and paper jams and consumable stock replacement.
.
Hosting of Kiosks, if required by the Airlines, will be provided by Blackjack Promotions.

A CUSS kiosk will consist of the following Hardware & Software Specification :-

Kiosk Hardware Specification	
Kiosk Model	IBM A2 Series Kiosk
PC	Intel 1.86GHz Celeron M, 80GB HD, 2GB RAM, 1 Parallel port, 2 Serial ports and 6 USB powered ports.
Pedestal	Powder coated metal cabinet and base plate with plastic bezel
Touch Screen	17" Colour LCD with Surface Acoustic Wave technology touch screen
General Purpose Printer	Practical Automation ITK38 thermal roll fed Boarding Pas printer
Smart Card Reader	Nidec Sankyo ICM330-3R1395 Smart Card Reader
Bag Tag Printer	Zebra TTP2130 Bag Tag printer
Passport Reader 2d Bar Code Reader E-Passport Capability	Desko FP 500 full page passport and ID document reader
UPS	APC Back-UPS ES 700VA 230V
Network Interface Card	1st NIC – Marvell 2nd NIC - TBC

Kiosk Software Specification	
Platform – CUSS Middleware	IBMCUSS 1.2.8 (conforming to IATA 1.2 Standard)

Monitoring Tool	Kiosk Manager v4.2
Common Launch Application	IBM CLA - The menu of airline icons to the passengers for selection.
Support Module	IBM Extended Program Support (EPS)
Operating System	Microsoft Windows XP pro
Anti Virus	McAfee

Kiosk Colour	
	Cabinet - RAL 7012 'Dark Grey' in fine texture Front Bezel – PMS 428 U 'Light Grey' in fine texture

6.0 **Check-in Demand and Desk Allocation**

Check-in desk use will be based on an Allocation Plan derived from forecast desk demand.

Desk demand will be assessed using existing principles and is calculated on a terminal by terminal basis by airline by day of the week.

Schedules are assumed to be static throughout the season. There are two seasons; winter which starts on the last Sunday in October and summer which starts on the last Sunday in March. Both of these dates coincide with the GMT/ BST clock change.

The initial demand calculation is based on the peak weeks schedule assuming all flights are operating. This is based on the ACL/IATA co-ordination meeting schedule. [Note: in relation to slots an airline only needs to operate 80% to maintain "grandfather" rights.]

This is then run through a macro/algorithm which creates a desk demand profile based on the below measures:

What	How
Transaction time	Survey
Load factors (customs)	Historic
Transfer percentage	Survey
Premium/economy splits	Airlines/Historic
Pax reporting profile	Survey
Kiosk usage/internet check-in	Airlines/Historic
Max queue time target – 20 minutes (long haul economy), 12 minutes (short haul economy), 6 minutes (premium class)	Assumed Benchmark
Number of seats and Flight times	Schedule (ACL)

Any changes to the allocation plan shall only be made with HAL's agreement.

This process produces a report showing how many desks are required by airline by time.

This is then smoothed, where possible to ensure desks are not opening and closing for periods of less than 30 mins.

This is then plotted on to the Terminals' desk layout plan.

If available, additional desks may be allocated to meet airlines individual requirements subject to separate agreement with HAL.

If handling agreements are known to be less than the demand prediction for desks, then this would be reflected in the plan, otherwise it would lead to under utilisation.

HAL (Connections and Baggage) is consulted to ensure sufficient baggage spurs are available.

The first draft allocation plan is then shared with airlines and handling agents and adjusted until best fit is achieved. It is anticipated this will occur 3 months following the IATA Scheduling Conference.

All Parties are involved in the formation of the allocation plan via the Terminal AOCA meetings.

When agreed the final plan is distributed to all airlines and handlers. This is then referred to as the check-in desk allocation plan. This will be delivered a minimum of 10 working days prior to the schedule starting.

HAL reserves the right to move airlines to ensure best fit for the community, meeting demand for slots and matching back of house operations etc.

Desks are not guaranteed to be in the same location season on season although HAL will endeavour to deliver this.

In practice HAL will use reasonable endeavours to ensure the same check-in desks are used and that these are located close to the other airline facilities, but this cannot be guaranteed.

The check-in desk allocation plan will always reflect the demand requirement and will not show any ad hoc desk usage.

7.0 **Changes to Agreed Check-in Desk Allocation Plan**

Changes can occur to the check-in desk allocation plan as below.

Operational Issues

These are varied in nature and impact. Impacted airlines and handlers will be made aware of the issue and expected to co-operate with the resolution, be it specific operating protocols for a given area, or a change to the allocation plan

Impacted parties will be notified by e-mail.

Existing Carriers

7.1 New Flights – New Regular Slot

Desk demand is calculated and a manual assessment is made for best fit in existing terminals and other terminals as a last resort. Negotiations are undertaken with any impacted carriers, to achieve best fit.

In these circumstances a new desk plan would be issued and circulated by email.

7.2 Existing Carriers – Ad Hoc

Manual assessment is made for best fit for check-in desk and baggage spur availability within the terminal.

Relevant parties, i.e. airline, handler, HAL Service Team are notified of allocated space by email.

No new desk plan is issued.

It will not always be possible to fit new services whether ad hoc or regular within an airline's preferred allocation area. In such cases HAL would work with both the airline and ACL to try to accommodate the best fit and service level achievable. This may require some flexibility in the timing of flights or location of check-in.

7.3 Additional Flights – One Off Charter, e.g. Thomson/Titan

Manual assessment and allocation is made based on seats/known loads, schedule and destination, i.e. domestic/international and any relevant connecting requirements, to identify the best fit terminal.

Slots will only be approved if there are sufficient facilities available and a HAL approved handler is nominated.

7.4 Aircraft Upgrades

Requests should be made to ACL for an aircraft upgrade to ensure it fits within the scheduling limit or there is a reasonable exception for a one off.

These are approved wherever possible recalculating desk demand and allocating additional facilities as appropriate, following the same method as regular/one off additional flights for an existing operator.

New Entrant Airline – Regular Slot

This would follow the standard LHR New Entrance procedure, involving consultation with the AOC. This process identifies the best fit terminal. The desk demand assessment is undertaken using the profile of a similar Airline, the Connections and Baggage Team are consulted to ensure there is a baggage spur available.

The plan is then reworked for the whole terminal, and any impacted Airlines are consulted and agreement reached. The new check-in allocation plan is issued to all operators and handlers by e-mail.

8.0 **Allocation of Preferred Check-in Facilities**

The CUTE arrangements to apply from 1 April 2008 are based on the principle of desk sharing to maximise the efficiency of desk use and to increase flexibility. However, it is recognised that some airlines/handlers may wish some desks to be allocated to them on a permanent basis, particularly where warranted due to the size and nature of their schedule.

In the event that an operator would wish to have a check-in desk permanently allocated the following would occur:

8.1   Normal allocation would take place.

8.2   The produced desk allocation plan would be assessed by HAL to deduce whether preferred allocation is possible.

8.3   If preferred allocation is possible and any Permanent desks are requested and allocated above the number identified as required by the allocation plan   ('the operational effectiveness level') they will be subject to an additional charge to be agreed between the Airline and HAL Commercial before final allocation is agreed.

8.4   Should Operational circumstances dictate it, HAL reserves the right to re-allocate these desks and a pro-rata re-imbursement of any additional charge paid by the Airline will be made.

9.0 **Process for Requesting CUSS and Qualifying Requirements**

When an airline wishes to start to use Heathrow's CUSS system for the first time or requires more kiosks to be installed they should contact Terminal Operations Management.

The process for all change requests including new users of CUSS is attached at Appendix 1.

9.1 Qualifying Requirements for using CUSS

New users of CUSS must have the following:

- .   An IATA accredited CUSS application
- •   A CUSS application or a ground handler that can provide one
- •   Their CUSS application certified on the ARINC platform
- •   Use GPP paper for boarding cards

It is part of Heathrow's strategy that the kiosks should remain common user and therefore non airline branded. Airlines must not apply any branding or signs on or immediately next to CUSS kiosks giving the impression that they are dedicated

10.0 HAL and the Check-in / CUSS Operator Obligations and Responsibilities

10.1 THE AIRLINE'S CHECK-IN OBLIGATIONS

The Airline AGREES with HAL:-

10.1.1 Fee

To pay the combined Check-in and CUSS fees as agreed each year.

10.1.2 Interest

Without prejudice to any other remedy available to HAL if the whole or any part of the Fee or other sum payable under this agreement shall have become due but remain unpaid for a period exceeding twenty one days of the due date to pay to HAL in addition to the Fee or other sum interest on it at a rate (calculated on a daily basis) of two per cent per annum above the Base Rate such interest to be calculated from the date when the amount becomes due until payment.

10.1.3 Rates and Taxes

10.1.4 To pay all existing and future rates taxes duties charges assessments impositions and outgoings of an annual or recurring nature for or in respect of the Check In Desks.

10.1.5 If the Check In Desks are not separately assessed for general or business rates to pay to HAL after HAL has received the relevant general or business rate demands a fair and reasonable proportion of the amount payable by HAL pursuant to the demand and HAL shall make available to the Airline's representative such information as is reasonably necessary to show that the proportion has been fairly calculated.

10.1.6 Value Added Tax

To pay on the receipt by the Airline from HAL of an appropriate tax invoice any Value Added Tax properly chargeable in respect of any sums payable under this agreement.

10.1.7 Permitted Uses

Not to use the Check In Desks except for the Permitted Main Uses and the Permitted Ancillary Uses.

10.1.8 To ensure that its employees contractors and agents at all times observe and comply with any directions given by the Secretary of State which affect operations at the Airport and any bye laws from time to time in force in relation to the Airport and all reasonable directions relating to the administration or operation of the Airport given by or on behalf of the Managing Director of HAL or by any person for the time being exercising his functions and to use all reasonable endeavours to ensure that all other persons using or going to and from the Check In Desks at all times observe and comply with such bye laws and directions.

10.1.9 Cleaning and Rubbish

To keep the Check In Desks in a tidy condition and to clean the desk tops of the Check In Desks and to place all rubbish in proper receptacles so as to facilitate removal of rubbish by HAL.

10.1.10 Statutory Requirements

To conform in all other respects with the provisions of and regulations and directions under any general or local Act of Parliament which may be applicable to the use of the Check In Desks and not do or omit to do any act or thing by which or by the omission of which HAL might become liable to pay any penalty.

10.1.11 Misuse or Damage

Not to misuse or damage the Check In Desks and to pay to HAL the reasonable and proper cost of making good (so far as the same shall not have previously been made good by the Licensee and provided there is no intention to demolish or redevelop the Check In Desks) any damage to the Check In Desks caused by the wilful negligence or misuse by the Permitted Occupiers or their employees contractors or agents.

10.1.12 Electricity Supply Furniture and Fittings

Not without HAL's prior written consent (such consent not to be unreasonably withheld or delayed):-

10.1.12.1 to connect or attach any apparatus (except apparatus supplied by HAL) whether for lighting power heating or otherwise to the electricity supply to the Check In Desks or the Baggage System; and

10.1.12.2 to bring into or use in connection with the Check In Desks any machinery furniture apparatus fixtures fittings or signs of any kind (except for such as may be supplied by HAL) provided that HAL be deemed to be unreasonably withholding its consent where the relevant apparatus or machinery comprises computer terminals or equipment or devices for information management commonly used by airline operators.

10.1.13 Alterations

Not to alter the Check In Desks without obtaining HAL's prior written consent both to the physical alterations and to any changes in design and branding (such consent not to be unreasonably withheld or delayed). Should an Airline wish to develop and display its own additional branding/signage or use the space for advertising or promoting its own products this will need to be subject to a separate commercial agreement between the Airline and HAL. Such agreement is outside this protocol.

10.1.14 Insurance Money

If the Check In Desks or any part of them shall be destroyed or damaged by a risk against which HAL has insured and the insurance money under any policy of insurance effected by HAL is by reason of any act or default of a Permitted Occupier or its agents employees professional advisers contractors and workmen wholly or partially irrecoverable to pay to HAL on demand the amount of such insurance money so irrecoverable.

10.1.15 That all cables and installations associated with the Airline's equipment on the Check In Desks installed by or on behalf of the Airline should be removed as soon as reasonably practical once the equipment they service becomes redundant or surplus to requirements or if the agreement has been determined or comes to an end.

10.1.16 **Operation of Desk's**

10.1.16.1   The Airline hereby undertakes that its representatives shall be in attendance at each individual desk for such periods as shall from time to time be agreed between HAL and the Airlines.

10.1.16.2   The Airline Check-in agent will assist passengers through the check-in process and hence needs to be well versed in the use of the Check-in process (Arinc or SITA systems, seat assignment, and baggage check-in/tagging).

10.1.16.3   The Airline Check-in agent must report promptly any Check-in desk faults to the Faults Helpdesk.   This ensures swift resolution and that any issues are logged for trend analysis.   The airline agent may be asked to answer simple queries by the remote help desk or second line support staff to assist fault diagnostics.

10.1.16.4   The Airline Check-in agent will assist with way finding and general queries from passengers, providing excellent customer service.

10.2   HAL's CHECK-IN OBLIGATIONS

HAL AGREES with the Airlines:-

10.2.1 Repairs, heating and lighting

To repair maintain decorate and provide lighting (including the illumination of signs) heating and air cooling for the Check In Desks to a standard which HAL reasonably considers appropriate to enable the Permitted Occupiers to carry on their business and to maintain their service to their passengers provided that HAL shall not be liable for any consequences of any breakdown or failure of any mechanical equipment forming part of the Check In Desks but in such an event HAL shall take all necessary steps to remedy such breakdown or failure as quickly as reasonably possible.

10.2.2 Check In Desks
To maintain the Check In Desks.

10.2.3 Weigh Scales
To keep the weigh scales in full working order and to comply with the requirements of the Inspector of Weights and Measures in respect of the weigh scales, such costs form part of the Baggage System Charges.

10.2.4 To rebuild
If the Check In Desks shall be destroyed or damaged so as to be incapable of use then to use best endeavours to obtain all necessary planning consents or permissions and to rebuild or reinstate the Check In Desks in substantially the same form or with such reasonable variations as the landlord may require provided such variations do not adversely affect the Permitted Occupiers or the quality of service offered to their passengers and unless the destruction or damage has arisen from the gross negligence or wilful misconduct of a Permitted Occupier the Fee shall be suspended from the date of such destruction or damage until the Check In Desks are fully available for occupation and use.

10.2.5 Electricity
To supply electricity for the Check In Desks

10.2.6 Cleaning
To clean the Check In Desks

10.2.7 Rubbish
To clear all rubbish from the proper receptacles provided for the Check In Desks at least once a day.

10.2.8 **Link to Baggage System**

To ensure as far as reasonably practicable that all the Check In Desks are at all times linked to the Baggage System.

10.2.9 **ALTERATIONS BY HAL**

10.2.9.1 **Alterations to the Building**

HAL may from time to time alter the interior or exterior of the Building (other than the Check In Desks) provided that:-

10.2.9.2

HAL shall give reasonable prior notice in writing of any proposed work likely to affect adversely the Permitted Occupier's use of the Check In Desk

10.2.9.3

HAL shall provide reasonable means of access to and from the Check In Desks at all times; and

10.2.9.4

HAL shall take all reasonable steps necessary to carry out such alterations in a manner which causes the minimum interruption and inconvenience to the Permitted Occupier's use of the Check In Desks

10.2.9.5 **Alteration or Maintenance of the Check In Desks**

HAL may from time to time maintain or repair the Check In Desks and in such circumstances access and use by the Permitted Occupier of those parts of the Check In Desks affected by such works may be temporarily suspended provided that:

10.2.9.5.1

HAL shall give reasonable prior notice in writing to the Airline (except in an emergency) of the proposed work; and

10.2.9.5.2

HAL shall take all steps necessary to ensure that such work is effected so as to cause minimum interruption and inconvenience to the Permitted Occupier's use of the Check In Desks; and

10.2.9.5.3
HAL shall ensure that the Check In Desks after such works are of no less a standard than before and remain suitable for the purpose for which they are intended and that such improvement maintenance or repair in no way diminishes such reasonable standards of customer service appropriate to checking in passengers offered by the Permitted Occupier to its passengers.

10.2.9.6
It is acknowledged and agreed that from time to time the parties may mutually wish to alter, extend and improve the Check In Desks and the capital costs associated with such works shall be amortised in accordance with HAL accounting standards and principles.

10.3 HAL's and the Airlines' CUSS OBLIGATIONS

Schedule 3, Support and Service Level Agreement, of the contract between Heathrow Airport Ltd and Arinc Incorporated contract number BAA/001961 for the provision of hardware and software contains the full schedule of all parties obligations.

These are attached at Appendix 2.

11.0 **Recovery of Check-in and CUSS Costs**

The check-in and CUSS recovery model seeks to recover the costs associated with the check-in and CUSS operation. These are a Specified Activity and as such all costs will be transparent. The costs will be balanced annually and any over/under recovery will be reflected in the following year's budget. The recovery of the combined check-in and CUSS costs will be via the CUTE invoicing mechanism.

- The total cost of check-in and CUSS for all terminals will be calculated and used to create a single pool of costs.

- The budget for check-in and CUSS will be produced and agreed with the NRCG before the recovery period starts.

- For the financial year 2010/11 it has been agreed between HAL and the AOC that as T5 will not be using the CUSS system the CUSS element of the combined charge will be recovered from check-in users in Terminals 1 to 4 only

- The agreed total budgeted cost of the Airport Check-in operation only will be divided by the total number of check-in desks. This will create an average cost per check-in desk.

- This average cost per check-in desk will then be multiplied by the number of Check-in and Transfer desks in Terminal 5. This sum will be attributed to Terminal 5 being its share of the total cost of HAL's Check-in operation.

- The remaining balance of the combined check-in and CUSS budget will be allocated to the HAL common check-in pool as its budgeted cost.

- The Check-in and transfer desk's in Terminal 1; Terminal 3; Terminal 4 and the FCC, will constitute the desks within the HAL common check-in pool.

- As stated in the CUTE section, the CUTE service provider will produce, monthly in arrears, the usage of all areas check-in facilities, by Airline in quarter hour elements.

- These will be totalled, producing the total period usage in respect of the HAL common check-in pool.

- The Area's budgeted cost as calculated above will be divided by the number of days in the year, then multiplied by the days in the recovery period (days in relevant month). This will then be divided by the total quarter hours used.

- The airline/operator will be charged for its usage as a percentage of total period's usage, the charge will be levied monthly in arrears.

- At the end of the financial year the total costs will be calculated and any surplus or deficit will be reflected in the following years budgeted cost.

The costs will include:

- Amortisation
- Site fees
- Utilities
- Rates
- Maintenance
- Cleaning
- Common user system costs
- CUSS systems technical support
- CUSS customer service support
- Any other attributable cost agreed, by the check-in governance group.

- In the event of a dispute the Operator logged in, is expected to settle the charge in full. This should then be resolved with the other party. HAL will then undertake any credit and re-invoicing in order that the annual usage figures are accurate, to deliver the year end balancing.

12.0 Check-in Operation

The Check in desk allocation plan is based on the peak week load and is therefore considered High demand.

There is an inextricable link between check in and central search, passengers move from check in to central search. To enable a better passenger experience the more predictable this is the better HAL can resource the central search operation. With the known transaction time a prediction of passenger output can be derived, but this only holds true if desks are operated to the plan. HAL realise that desks would not be operated to the plan when passenger demand is low as this would cost airlines in terms of desk usage and staff resource.

HAL will use passenger numbers to indicate when demand is High Medium or Low and issue desk plans according to this requirement.

Communication of operating the High Medium or Low plan will be made within the terminal, following both the method and giving the notice period agreed by the terminals AOCA.

Once a desk allocation plan is issued, airlines/handlers are expected to operate as allocated and co-operate with neighbouring airlines.

Queuing protocols are agreed with respective airlines/handlers by the Terminal Planning Team.

Queue management is the airlines/handlers responsibility. Tensa barriers will be supplied and maintained by HAL, unless airlines prefer to have their own branded barriers which will be their responsibility to maintain.

HAL's Terminal Service Team will assist with queue management when operational issues arise. (E.G. T3 provides "customer service assistants" to assist in peak periods.)

The desk allocation system allows 15 minutes clear time between different users to allow sufficient time for change over.

If an allocated desk is not being used, airlines must allow another user to utilise.

If a dispute arises, to ensure continuity of operation, the HAL Terminal Planning Manager will have the final decision. The dispute can be escalated to the Terminal AOCA, for final adjudication.

13.0 **CUSS Operation**

CUSS is an integral part of the check-in operation and therefore the paragraphs above on queuing protocols and management apply equally to CUSS.

ARINC is responsible for the technical support and operation of the CUSS system. Additionally they are responsible for the customer support function in particular dealing with re-stocking of consumables and minor fault investigation and resolution. If the fault is of a technical nature it will be escalated to ARINC.

Appendix 2 details the CUSS service targets and response times.

14.0 **Delays and Cancellations**

If airlines need to delay or cancel flights they need to notify HAL as follows:

14.1 **On the Day**

HAL Terminal Service Team to be informed. Pax should be checked-in as per the plan wherever possible as we cannot guarantee desk availability later in the day.

If necessary the HAL Service Manager will use the desk plan to identify any later desk availability. However, there is no guarantee as to which zone/area this will be in.

Pax should be notified of delayed check-in unless a later desk allocation has been agreed with the HAL Service Manager.

14.2 **Known in Advance**

The slot must be cleared by ACL.

The HAL Check-in Integrated Planner should be contacted to check for alternative desk availability. This will be accommodated following the usual procedures outlined in Section 5.

HAL will endeavour to assist where possible but cannot guarantee preferred location or number of desks.

In all instances HAL must be informed as soon as possible to assist the operation.

15.0 **Fault Resolution**

Printers/pc hardware – Service Provider

Network – HAL IT (via Service Provider)

Desk carcass – HAL Engineering Fault Desk

Baggage belts – HAL's appointed maintenance contractor – HAL Engineering /Alstec / Vanderlande.

Chair/bin/cleaning/storage – HAL Terminal Management

Digicom/phones – BT Faults

CUSS Faults – Report all faults to ARINC.

CUSS card / paper jams or stock-outs – ARINC to resolve

CUSS Technical faults – ARINC

.

The dedicated telephone no.s for CUSS support are :

T1 and T3   0800 0150 564

T4   0800 0480 158.

16.0 **Governance**

The Check-In and CUSS governance will be the responsibility of the Baggage Charges Governance Group which will be chaired by HAL Commercial.

This group will meet once a month and be responsible for reviewing the check-in and CUSS financial and operational performance including desk utilisation and desk and kiosk numbers to ensure that the service is delivered within the budget and the annual commercial agreements.

17.0 **Developments**

The CUSS supply contract with IER ended on the 31 March 2010.
A Project Board and Working Group consisting of representatives from
HAL and the Airline community was established to run a full OJEU
compliant tender and supplier selection process.

This process resulted in the selection of ARINC as the new CUSS Supplier
at Heathrow from 1st April 2010. ARINC have been contracted to replace,
and extend, the entire estate of Kiosks in T1, T3 and T4 at Heathrow,
during the 2010/2011 Financial year. Leading to a total estate of 202
ARINC kiosks at the Airport.
The capital costs of this programme are covered in the RAB and
remunerated via Airport Charges.
 The Opex costs associated with the daily support and maintenance of the
kiosks will be part of the Combined Check-in and CUSS charges as
agreed annually by the NRCG and recovered as detailed in section 11 of
this Protocol.

With the combining of the CUSS and Check-In charge and roll out of a
common CUSS platform across HAL, it is anticipated that the demand for
CUSS kiosks will increase across all terminals thus providing an
opportunity to drive enhanced customer service levels as well as operating
cost reductions.

Appendix 1 -Change Control Process.

X:\HAL Connections\
HAL Connections Dep

Appendix 2 - Schedule 3 Support and Service Level

X:\HAL Connections\
HAL Connections Dep