

ANA offers Japan's first self-service baggage drop system

Launching July 1 at Haneda Airport for domestic flights

With plans to install the greatest number of systems in the world by end of 2015

TOKYO, June 30, 2015 - ANA today announced the introduction of “ANA Baggage Drop Services,” Japan’s first self-service baggage drop system, available for domestic departures from the airline’s hub at Haneda Airport’s Terminal 2 from July 1, 2015. The introduction is in line with the airline’s ongoing efforts to continually enhance the travel experience for all ANA guests, and is offered conveniently alongside the airline’s automated check-in machines, which contribute to shorter queues for passengers. ANA plans to install a total of 39 self-service baggage drop machines by the end of 2015, which will mark the greatest number of baggage drop systems in one airport in the world.

“At ANA, we continuously strive for the highest global standards of service, in order to enhance convenience for our customers,” said Tetsuo Fukuda, ANA Executive Vice President of CS & Products Services, Corporate Planning. “We are proud to offer the first automated baggage drop stations in Japan; this is the latest offering in our mission to create a seamless check-in process for our guests, and we plan to roll out more services in the months to come.”



The ANA Baggage Drop Services is available in English, traditional Chinese, simplified Chinese and Korean, to accommodate the rising number of foreign residents and visitors to Japan—May 2015¹ saw 49.6% more inbound travelers to Japan than the same period one year ago, with a total of 1.64 million visitors marking a record number for a single month.

¹ Source: the Japan National Tourism Organization

For added convenience, automated check-in machines will also be available in traditional Chinese, simplified Chinese and Korean beginning this autumn, and in spring 2016, ANA will introduce a new series of easily identifiable pictograms for passengers to help them locate the appropriate counter and amenities.



(Automated check-in)



(Baggage drop)



(ANA service counter)

ANA is the proud winner of the SKYTRAX award for the World's Best Airport Services" for three consecutive years, and the introduction of ANA Baggage Drop Services and the newly designed airport pictograms, demonstrate the airline's continued commitment to customer service.

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About ANA

All Nippon Airways (ANA) is the largest airline in Japan by revenues and passenger numbers. Founded in 1952, ANA flies today on 73 international routes and 117 domestic routes. The ANA group has 35,000 employees and a fleet of 245 aircraft. In FY2014, it carried 50.4 million passengers and generated revenues of 1.71 trillion Japanese yen. ANA has been a member of Star Alliance since 1999, and has joint-ventures with United Airlines on trans-Pacific and Asia routes, and with Lufthansa, Swiss International Airlines and Austrian Airlines on Japan-Europe routes. Its Frequent Flyer Program, ANA Mileage Club, has more than 26 million members. ANA was voted Airline of the Year for 2013 by Air Transport World Magazine, and in 2015 was awarded five stars for the third consecutive year by the world's leading Airline and Airport review site, SKYTRAX. ANA is the launch customer and biggest operator of the Boeing 787 Dreamliner.