A service to get back prohibited items

Stop throwing away your prohibited items onboard
Opportunity

When we take a flight, we cannot bring some prohibited objects ... We must then "abandon" them!

- 13% of passengers have an object confiscated at the airport.
- 42% says they are interested in a solution to retrieve prohibited items.

The recovery of prohibited items is the first expectation of passengers (IATA Global Passenger Survey 2015)
Solution

• VALUE PROPOSITION

« To be able to recover a prohibited object confiscated at the airport, in deposit or at home »

• BENEFITS

For passengers :
- Improvement of the journey
- Less stress
- Increase in satisfaction

For the airport :
- Branding improvement
- Decrease in claims

For safety companies :
- Reduced stress and tension at the security checkpoint
- Reduction of queues in PIF lines
The customer experience

1. When an object with a pecuniary or sentimental value is confiscated, the security agent proposes to the passenger to collect it in airport deposit or to receive it at home.

2. The agent inserts the object in a dedicated package and gives the passenger a ticket and an explanatory flyer.

3. The passenger goes through the security checkpoint and connects itself on the website box.tripperty.com to order the recovery of the item.
The operational process

- The safety officer deposits the packaging in the secure boxes provided for this purpose at the end of the lines of PIF.

- A Tripperty agent or partner collects the boxes each day. It saves and stores the objects in a secure room. It processes customer orders.

- The objects are made available at the airport or sent by post.
Tripparty, a tested and approved service

DEPLOYMENT

- Service launched in Marseille Airport in July 2017
- In Roissy CDG Airport (Hall 2F, S3 et S4 in November 2017, then in Terminal 3 in May 2018)
- And in Nice Airport in May 2018

USER TESTIMONIALS

« Awesome. Extremely satisfied » Dorothee O. (USA)

« Bravo. What a big surprise when you have a gaucho knife with you, you think you have lost it forever and someone tells you “do you want to receive it at home or to collect it at the airport when you are back?” For a normal knife, I would not have cared, but this knife was a special one and I am very glad not to have lost it. » Clement S (Great Britain)