



## China Eastern Airlines Makes Traveling Easier with NCR Technology and Services

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*Airline expands NCR check-in solution and selects NCR as sole provider of multi-vendor services*

BEIJING--(BUSINESS WIRE)--Aug. 27, 2013-- [China Eastern Airlines](#) ("China Eastern") has selected [NCR Corporation](#), the global leader in consumer transaction technologies, to provide 40 additional self-service check-in kiosks, as well as multi-vendor, on-site support services for its entire fleet of 130 airline check-in kiosks. This includes NCR-branded kiosks and those made by another technology company, making NCR the largest airport check-in solution provider for the carrier.

China Eastern is expanding NCR self-service check-in for domestic airports, including Shanghai, Hefei, Lanzhao, Taiyuan and Nanchang. The airline is also extending the convenience of self-service check-in to off-site locations, including Xian Xianyang Aviation Hotel and the carrier's ticketing office in Lanzhou. This further enhances the passenger experience by bringing the convenience of self-service check-in, upgrades and other services to passengers before they arrive at the airport. Off-site access also reduces lines and wait times for passengers at the airport.

China Eastern selected NCR for its IT support service network in China, which includes parts depots and warehouses enabling NCR to provide efficient and fast on-site support and parts recovery services to its kiosks around the country.

"China Eastern's strategy has been to continually improve the customer experience and NCR has increasingly been utilized to bring that goal to fruition, not only through our solution but also services," says Tyler Craig, NCR Travel vice president and general manager. "We are particularly excited to extend NCR's leading multi-vendor service capabilities to the travel industry in China for the very first time. We will continue to focus on delivering quality solutions and services to maintain high customer satisfaction and make our customers' lives easier."

The kiosks also feature NCR's patented two-sided thermal paper technology, saving up to 40 percent on paper costs, reducing staff workload for paper replenishment and facilitating group check-in. The kiosks also read mobile barcodes, drivers' licenses and passports, making the check-in process even easier and giving China Eastern the potential to develop paperless self-service check-in in the future. All additional kiosks are expected to be installed in the third quarter.

China Eastern currently runs on the CUSS ("Common Use Self-Service") platform and applications provided by TravelSky Technology Limited ("TravelSky"), the chief information technology provider of China's air travel industry. NCR TouchPort kiosks passed the self-check-in compliance tests of TravelSky in May 2011, verifying that NCR kiosks are fully compatible with China Eastern's self-check-in system.

Today NCR provides airport check-in solutions for three of the top five airlines worldwide.

### **About China Eastern Air Holding Company**

China Eastern Airlines Corporation Limited has its headquarter located in Shanghai. As one of the three major airlines in mainland China, it flies a fleet of more than 430 long-haul and short-haul aircraft with an average age of less than seven years, China Eastern serves nearly 80 million travelers annually and ranks among the world's top 5 airlines in terms of passenger transportation volume. As an official member of SkyTeam, China Eastern has extended its flight network from Shanghai to 1000 cities in 187 countries via close cooperation with SkyTeam member airlines. Members of Eastern Miles can participate in the mileage accumulate and redeem program, enjoy member benefits and use any one of the 525 VIP lounges across the world within all 19 SkyTeam member airlines.

China Eastern has been striving to become a super excellent aviation service integrator to win "staff devotion, customers' loyalty, shareholders' satisfaction and public trust".

As the end of 2012, China Eastern has been rewarded the "Golden Ting Award" by China Capital Market Annual Conference 2012, been recognized as one of the 50 most valuable Chinese brands by WPP and been ranked among the top ten of FORTUNE China CSR Ranking 2013.

With the concept of "World-class hospitality with Eastern charm", China Eastern will create splendid travel experiences for global customers with an "accurate, delicate and precise" service quality.

### **About NCR Corporation**

NCR Corporation (NYSE: NCR) is the global leader in consumer transaction technologies, turning everyday interactions with businesses into exceptional experiences. With its software, hardware, and portfolio of services, NCR enables more than 300 million transactions daily across the retail, financial, travel, hospitality, telecom and technology industries. NCR solutions run the everyday transactions that make your life easier.

NCR is headquartered in Duluth, Georgia with over 26,000 employees and does business in 180 countries. NCR is a trademark of NCR Corporation in the United States and other countries.

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