[CLAIMS]

[Claim 1]

An information processing apparatus comprising:

a matching means for having a first mode to match biometric information on a user acquired at a first gate of a plurality of boarding gates with a first group of registered biometric information on an expected passenger related to the first gate and a second mode to match the biometric information with a second group of registered biometric information on all expected passengers related to the plurality of boarding gates; and

a control means for, when a matching result in the first mode is that the matching is successful, permitting the user to pass through the first gate, and when a matching result in the second mode is that the matching is successful, outputting guide information that guides the user to a second gate associated with registered biometric information which successfully matches the biometric information out of the second group of registered biometric information.

[Claim 2]

The information processing apparatus according to claim 1, wherein the control means causes the matching means to perform a matching process in the second mode when the matching result in the first mode is that the matching is not successful.

[Claim 3]

The information processing apparatus according to claim 1, wherein the control means sets a mode of performing a matching process at the matching means to one of the first mode and the second mode based on an external input operation.

[Claim 4]

The information processing apparatus according to any one of claims 1 to 3, wherein the control means outputs, to an operation terminal associated with the second gate, information on the user who was refused to

pass through the first gate.

[Claim 5]

The information processing apparatus according to claim 4, wherein the information includes the biometric information on the user.

[Claim 6]

The information processing apparatus according to any one of claims 1 to 5, wherein the guide information includes map information indicating at least a positional relationship between the first gate and the second gate.

[Claim 7]

The information processing apparatus according to any one of claims 1 to 6, wherein the guide information includes information on a required time when a user moves from the first gate to the second gate.

[Claim 8]

The information processing apparatus according to any one of claims 1 to 7, wherein the guide information includes path information from the first gate to the second gate.

[Claim 9]

The information processing apparatus according to any one of claims 1 to 8, wherein the guide information includes information on a boarding start time at the second gate.

[Claim 10]

The information processing apparatus according to any one of claims 1 to 9,

wherein nationality information on the user is further associated with the registered biometric information included in the first group of registered biometric information and the second group of registered biometric information, respectively, and

wherein the control means changes displayed language of the guide information based on the nationality information associated with the registered biometric information with which a result of matching

of the biometric information is that the matching is successful.

[Claim 11]

The information processing apparatus according to any one of claims 1 to 10, wherein the control means generates display data that causes the guide information to be displayed on a screen.

[Claim 12]

The information processing apparatus according to any one of claims 1 to 11, wherein the control means generates print data that causes the guide information to be output on a paper medium.

[Claim 13]

The information processing apparatus according to any one of claims 1 to 12, wherein the biometric information is a face image.

[Claim 14]

An information processing method comprising:

performing a first mode to match biometric information on a user acquired at a first gate of a plurality of boarding gates with a first group of registered biometric information on an expected passenger related to the first gate;

performing a second mode to match the biometric information with a second group of registered biometric information on all expected passengers related to the plurality of boarding gates; and

when a matching result in the first mode is that the matching is successful, permitting the user to pass through the first gate, and when a matching result in the second mode is that the matching is successful, outputting guide information that guides the user to a second gate associated with registered biometric information which successfully matches the biometric information out of the second group of registered biometric information.

[Claim 15]

A storage medium storing a program that causes a

computer to perform:

performing a first mode to match biometric information on a user acquired at a first gate of a plurality of boarding gates with a first group of registered biometric information on an expected passenger related to the first gate;

performing a second mode to match the biometric information with a second group of registered biometric information on all expected passengers related to the plurality of boarding gates; and

when a matching result in the first mode is that the matching is successful, permitting the user to pass through the first gate, and when a matching result in the second mode is that the matching is successful, outputting guide information that guides the user to a second gate associated with registered biometric information which successfully matches the biometric information out of the second group of registered biometric information.

[Claim 16]

An information processing apparatus comprising:

a matching means for matching biometric information on a user acquired by a display terminal with registered biometric information related to a person boarding a vehicle from a boarding gate; and

a control means for causing the display terminal to display information indicating a change of the boarding gate when change information on the boarding gate is associated with the registered biometric information with which a result of matching of the biometric information is that the matching is successful.