

Abstract

SYSTEMS AND METHODS FOR INTERACTIONS BETWEEN TICKET HOLDERS AND SELF SERVICE FUNCTIONS

- 5 Ticket information, such as an airline boarding pass may be stored on a mobile device. The presence of a geolocation device such as a Bluetooth beacon is detected by the mobile device in a departure location such as an airport. On detection by the mobile device of a further geolocation device when the mobile device is proximate a self-service function an application on the mobile device is triggered which directs the mobile device to a self-
- 10 service function such as a bag drop and instructs the mobile device user how to use the self-service function.