

Melbourne, 21 July 2009

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Newsroom

Jetstar introduces new airport technology for customer benefit at New Zealand airports

Low fares leader Jetstar has introduced Self-tagging technology across all of its domestic New Zealand ports – Auckland, Christchurch, Wellington and Queenstown.

Self-tagging facilities have been introduced as part of existing Self-Check Kiosk facilities which have been available at all of Jetstar’s domestic New Zealand ports since its start-up on 10 June 2009.

Its rollout in New Zealand represents the first permanent introduction of Self-tagging facilities for checked-in baggage across Jetstar’s entire global flight network.

Jetstar Chief Executive Officer Bruce Buchanan said Jetstar’s New Zealand customers had shown strong support for airline check-in technology, with 50 per cent of passengers already choosing to either Web-Check at Jetstar.com or to check in via one of Jetstar’s Self-Check Kiosks when arriving for their Jetstar flight.

“New Zealanders have been quick to embrace our easy to use online check-in and airport support technology in our initial weeks of domestic operation, so we’re pleased to be able to offer this new product offering to further enhance the airport experience for our customers,” Mr Buchanan said.

“Jetstar is committed to offering all our passengers a hassle-free and value for money travel experience.

“The new technology importantly saves our passengers time as well as giving them greater control at check-in through a faster process around baggage that is required to be checked-in for a flight.

“At the same time the cost savings the new technology delivers for Jetstar represents a further area where the airline’s innovation supports our offer of the lowest every day fares for people flying within New Zealand.”

Mr Buchanan said the airline through working trials of the Self-tagging technology in both Jetstar’s New Zealand and Australian domestic operations had recorded up to a 50 per cent reduction in the processing time for checked-in baggage and had received positive customer feedback.

Jetstar will continue to provide the choice of traditional check-in counters, Web Check-in at Jetstar.com and Self-Check Kiosks at all domestic ports in New Zealand.

Passenger bag-tags are printed off as part of a seamless process at the Self-Check Kiosks at time of check-in before any checked-in luggage is presented and processed at a designated drop point.

Jetstar offers a total of 84 weekly return services between Auckland, Christchurch, Wellington and Queenstown with its modern A320 fleet.

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About Jetstar

About Jetstar Group

Jetstar first took to the skies in 2004 and has since flown more than 350 million customers across an extensive international and domestic network. The Jetstar Group is made up of Jetstar Airways (subsidiary of the Qantas Group) in Australia and New Zealand, Jetstar Asia in Singapore, and Jetstar Japan in Japan. A leading low-fares airline, Jetstar is committed to offering everyday low fares to enable more people to fly to more places, more often. As one of Asia Pacific’s fastest-growing airline brands, Jetstar was voted Best Low-Cost Airline in Asia Pacific in 2021 and was recognized for its excellent flight safety records and services when listed on the “2022 World’s Top 10 LCC” released by Airline Ratings.

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