

What actually is Common Use and why do you need it?

A Complete Guide for Airport Decision Makers

Behind the scenes, inefficient passenger processing is quietly draining millions from airport budgets each year. Static infrastructure, siloed systems, and underused equipment are often accepted as the norm, even though they limit capacity, flexibility, and commercial potential.

Lower terminal capacity



Less operational flexibility



Unchecked commercial potential



What is Common Use?

Common Use technology - formally known as **Common Use Passenger Processing Solutions (CUPPS)** is the flexible, shared use of airport facilities serving multiple stakeholders simultaneously. Instead of each airline maintaining its own dedicated check-in desks, boarding gates, and hardware that sit idle much of the time, Common Use creates a shared environment where airports, airlines, and ground handlers access the same resources on demand.

CUPPS is built on globally accepted standards established by IATA, ensuring compatibility across airline systems and airport setups. The result: different users can switch seamlessly between software environments while sharing the same physical infrastructure.

Airlines	Ground Handlers
<ul style="list-style-type: none"> Reduced ground handling costs Operate from any kiosk, no lock-in to specific counters Ideal for seasonal routes or variable schedules Onboard new airlines quickly with zero hardware costs 	<ul style="list-style-type: none"> Serve multiple airlines efficiently from shared workstations Reduced equipment overhead and more competitive pricing through shared resources FBOs can serve both commercial and private aviation from a single platform

When should you adopt common use?

Outdated, legacy systems, once considered standard, are now holding airports back from delivering seamless travel experiences and unlocking new revenue opportunities. Early adoption of Common Use gives airports a clear competitive advantage, enabling rapid scalability, operational flexibility, and cost efficiency ahead of growing demand.

For airports seeking to modernize without disruption, Common Use is the key to increasing capacity, reducing costs, and improving the passenger journey, without building more terminals.

25%


Increase in passenger throughput.

50%

Increase in resource utilization.

29%

Cut in capital costs.



Core Common Use Modules

Passenger Processing System Monitoring

AeroCloud PPSM is the core user interface for airport agents, enabling multiple stakeholders to operate from shared hardware. Fully IATA CUPPS-compliant, PPSM allows check-in desks, gates, and other workstations to be used interchangeably by different agents.

- Remotely managed
- No limits on users
- 29% cut in capital costs
- Cloud hosted
- 25% rise in passenger throughput.



AeroCloud Departure Control System

Built for flexibility and ease of use, AeroCloud's eDCS streamlines airport and airline passenger processing, making check-in, boarding, and baggage handling faster and more efficient.

- Generate baggage instruction reports
- Access anywhere anytime on mobile
- Self-service integration
- IATA Messaging
- Built-in chat app



Common Use Self-Service

Shared self-service kiosks usable interchangeably across airlines. Passengers check in, print boarding passes, and complete key steps independently — reducing queue pressure on staffed desks.

- Contactless check-in and bag drop
- Biometric enrollment
- 15% decrease in energy costs
- 50% lower check-in times
- Verification system integration



Passenger Verification System

Passenger verification and tracking at every security touchpoint. Validates boarding passes against a central database, checking for duplication, flight schedule accuracy, and airline DCS integration.

- Simple and fast interface
- IOS and Android app
- Integrates with automated gates
- Seamless and secure
- Accurate, timestamped tracking



Why your airport needs common use

Behind the scenes, inefficient passenger processing is quietly draining millions from airport budgets each year. Static infrastructure, siloed systems, and underused equipment are often accepted as the norm, even though they limit capacity, flexibility, and commercial potential.

Passenger Experience

- Faster, frictionless journeys
- Better passengers autonomy and reduce queue pressure
- Increased dwell time, driving non-aeronautical revenue

Lower Costs

- No on-site IT infrastructure
- Maximizes existing space removing expansion needs
- Fewer check-in desks and gate equipment needed

Operational Benefits

- Central resource scheduling can handles more passengers
- Shorter queues & wait times
- Any desk, gate, or kiosk can support any airline at any time

Ready to transform your airport with Common Use?

For airports looking to modernize their airport without disruption, Common Use is the key to increasing capacity, reducing costs, and improving the passenger journey, without building more terminals.

Talk to our sales team today and discover how AeroCloud CUPPS can transform your airport terminal.

[Book a 30-minute CUPPS demo](#)

[See AeroCloud in action at PSP](#)



SARASOTA BRADENTON INTERNATIONAL
1.2M → 4.3M passengers

With limited resources & infrastructure, SRQ needed to upgrade their platform. SRQ deployed AeroCloud CUPPS to maximize space in checkin zones and democratize passenger processing. SRQ successfully scaled from processing **1.2 million passengers** in 2019 to **4.3 million** in 2024 through the **same 12 gates** and with no need for physical expansion.