

United Launches CBP's International Remote Baggage Screening on Select International Flights



New security initiative streamlines the travel experience for connecting customers by eliminating bag re-check

on select international routes

Airline launches new process on daily service from Sydney, Australia to San Francisco, California and plans to expand to additional routes

CHICAGO, Sept. 29, 2025 /PRNewswire/ -- United today announced the launch of a new U.S. Customs and Borders Protection (CBP) initiative, the International Remote Baggage Screening (IRBS), for connecting passengers with checked bags that eliminates re-checking bags on select international routes, making the connecting experience even easier and reducing potential missed connections. The new process is currently available for United customers traveling on United's daily service from Sydney, Australia (SYD) to San Francisco, California (SFO) with a connecting flight to a final destination.

Since launching the initiative, more than 160 passengers on each flight used the new process. These customers saved up to 45 minutes in their connection journey, relieving the stress of making their connecting flights to their final destinations.

Here's how the process works for connecting passengers on the Sydney to San Francisco flights:

- **Check bag at SYD** – Travelers drop off checked bags as usual with an agent at the check-in counter in the lobby.
- **Arrive at SFO** – Passengers connecting on a flight to another destination go to CBP for customs, immigration and agriculture inspections and then head directly to the Transportation Security Administration (TSA) for security screening – removing the step for these travelers to pick-up checked bags at baggage claim and re-check them to their final destinations, unless specifically referred by CBP for further inspection. As the flight is heading to the United States from Sydney, United, CBP and TSA work together to screen checked bags and once the flight arrives, the bags are loaded onto connecting flights.
- **Pick-up at final destination** – Travelers simply pick-up their baggage at baggage claim at their final destination and head on their way.

"We're streamlining the international arrival process by eliminating extra steps for travelers to pick-up and re-check their bags on connecting flights," said Jennifer Schwierzke, United's Vice President of Customer Operations Strategy and Execution. "Together with CBP, we're testing this new process on routes between Sydney and San Francisco and plan to expand to additional international routes in the months ahead."

United is partnering with Sydney Airport, BagCheck and Brock Solutions, leading baggage solution providers, to launch this initiative, streamline the connecting experience for customers and improve the efficiency of the bag inspection process.

"It's great to see United Airlines trialing bag re-check elimination on the Sydney - San Francisco route, one of our busiest long-haul services," said Scott Charlton, Sydney Airport CEO. "It's a win for passengers – saving valuable time, making connections easier, and showing how Sydney Airport and our airline partners are working together to deliver smoother, more seamless journeys."

CBP's IRBS is the latest way United is improving the connecting experience for travelers. Earlier this summer, United launched [new, personalized mobile app features](#) for customers with connecting flights at United's U.S. hub airports. They can now access a special section of the app that includes a countdown to connecting flights, customized turn-by-turn directions to their connecting gate with estimated walk times, real-time flight status updates, tips for longer layovers and notifications if United's ConnectionSaver technology has been activated to hold the plane for them. Since launching the features, more than 3.5 million customers have used the new features, achieving a 95% success rate making their connection.

For more information, visit [united.com](https://www.united.com).

About United


At United, [Good Leads The Way](#). With U.S. hubs in Chicago, Denver, Houston, Los Angeles, New York/Newark, San Francisco and Washington, D.C., United operates the most comprehensive global route network among North American carriers and is

now the largest airline in the world as measured by available seat miles. For more about how to join the United team, please visit www.united.com/careers and more information about the company is at www.united.com. United Airlines Holdings, Inc., the parent company of United Airlines, Inc., is traded on the Nasdaq under the symbol "UAL".

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