AirAsia moving toward touchless process for passengers

By **Rick Lundstrom** on May, 14 2020 | Airline & Terminal News

[AirAsia](#) will be rolling out several contactless procedures for essential travel including contactless payments at the airport, contactless kiosks, Passenger Reconciliation System (PRS) as well as enhanced features on its mobile app to help ensure a smooth and safe travel experience.

The airline has set up contactless payment options including Wave payments for [AliPay](#) and [WeChat Pay](#) at [Kuala Lumpur International Airport 2](#) (klia2) in Malaysia, which will include other airports gradually. Other options such as BigPay and Touch N Go will also be available soon.

The contactless kiosks were available at airports across Malaysia, Thailand, Philippines, Indonesia and Japan starting yesterday. Passengers can print their boarding pass and baggage tag after checking in online or through the mobile app, ensuring a full contactless check-in process.

Another contactless travel procedure will be the Passenger Reconciliation System (PRS) which will be available at klia2, followed soon by other airports in Malaysia where AirAsia operates. The PRS has no boarding pass exchange between passengers and aviation security as guests only need to scan them. Furthermore, AirAsia has also digitized the boarding process by scanning all boarding passes at the boarding gate instead of collecting stubs of physical ones.

AirAsia's mobile app will also see an enhancement later this month where users can scan their passports via the app itself, facilitating a more streamlined user experience and a seamless and contactless self check-in process. There are also plans to progressively add other features such as travel visa scanning capabilities in the near future.

"In addition to the existing strict safety measures on-ground, such as social distancing markers and Allstars wearing personal protective equipment, we are pleased to introduce our updated contactless procedures to deliver a more secure, safe, efficient, and contactless experience for our guests across the region," said AirAsia Group Chief Operations Officer Javed Malik. "The safety of our guests and Allstars is our utmost priority and these additional enhancements demonstrate our continued commitment to keeping flying safe in the new normal environment for air travel."