

AirAsia goes hands off for health

This is a special feature from *PAX International's* June 2020 Asia-Pacific digital [edition](#).



A passenger uses the contactless AirAsia kiosk at klia2

It has been said that in order to see air travel return in significant numbers, passengers need to feel confident that every possible step is taken to ensure a healthy experience when traveling; and that the confidence needs to begin at the airport level.

One of Asia's more daring airlines over the years has been Malaysia-based [AirAsia](#). The low-cost carrier took a chance with a new company selecting the [Hawk seat from Mirus](#) in the United Kingdom four years ago. Its subsidiary company [ROKKI](#)'s platform partnered with Inmarsat for its high speed connectivity. Now after two months of careful planning, AirAsia is rolling out high-tech features to move towards contactless payments and other similar procedures at several airports.

"AirAsia has always been a pioneer of new technologies and we are proud to be able to provide a contactless solution in a short period of time," says Javad Malik, AirAsia Group Chief Operations Officer.

Indeed, work on the contactless check-in and boarding procedures started in earnest in mid-March. The airline concentrated on several areas: check-in and boarding procedures using its current digital kiosks and self-bag drop machines. By the end of April much of the work had been completed and the airline threw the switch on operations May 13. At that time, the contactless kiosks were also waiting for passenger service to resume at airports outside Malaysia in Thailand, the Philippines, Indonesia and Japan.

The airline has also implemented a Passenger Reconciliation System (PRS) at its home airport, known as [klia2](#), that allows airport security staff to verify that the passengers who have presented tickets at the check-in desk are the same passengers who are boarding the plane. At klia2, this can be done through a digitized boarding pass that does not have to be exchanged with airport security.

HOW TO USE AIRASIA CONTACTLESS KIOSKS

BEFORE GOING TO THE AIRPORT

Step 1
Check-in on the AirAsia mobile app or website.

Step 2
Complete all formalities including Security and COVID19 questions, then generate/print boarding pass.

AT THE AIRPORT

Step 1
If you do not have any Checked Baggage, proceed to the boarding gate with your boarding pass. OR If you have baggage to check-in, proceed to the AirAsia Contactless Kiosks.

Step 2
Scan your boarding pass QR code at the Kiosk to print a physical boarding pass and baggage tag. For an additional baggage tag, scan the QR code again. (If you have not checked-in, use your phone to scan the QR code displayed on the screen to check-in online and obtain your QR code.)

Step 3
Attach the baggage tag(s) to your Checked Baggage and proceed to the baggage drop counters for bag drop.

#InThisTogether



AirAsia is also enhancing features on its mobile phone app where passengers can scan their passports via the app itself. Visa scanning capability is also in the airline's plans.

What is needed now is a steady flow of confident passengers. So far, AirAsia has resumed scheduled domestic flights with reduced frequency, and in early-May added flights to Thailand.

"Once AirAsia's other operating countries commence operations with gradual restrictions lifted, we plan to have an advanced contactless procedure by July 2020," says Malik. "As we have to take into account other external parties involved such as airport operators and other relevant authorities."