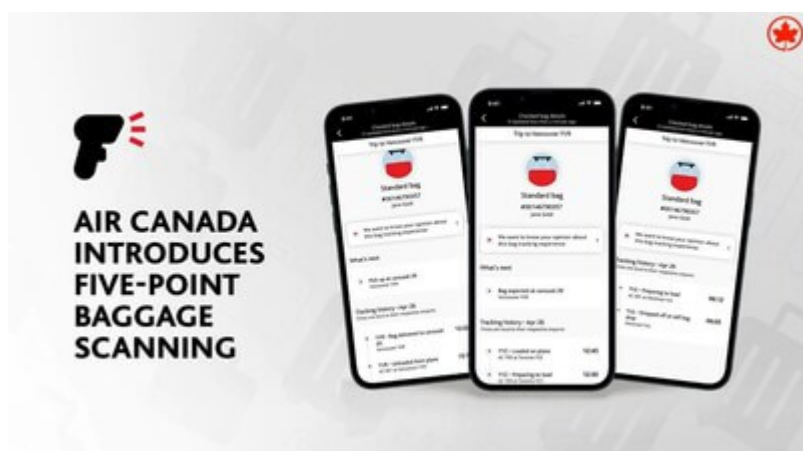


# Air Canada app upgrade enables passengers to track bags, mobility aids



Air Canada's mobile app

[Air Canada](#) has announced a new feature in its mobile app, enabling passengers travelling within Canada to track their bags and mobility aids in real-time throughout their journey. The feature is designed to give travellers confidence and improve their overall experience, the press release said.

"At Air Canada, we know that apart from a safe, comfortable journey, the prompt delivery of baggage and mobility aids is a top priority for our customers. We already achieve a very high-reliability rate, but to further elevate our service we are introducing a new tracking feature in the Air Canada mobile app to give customers real-time information, greater certainty about the movement of their belongings during their trip, and heightened convenience," said Tom Stevens, Vice President, Customer Experience and Operations Strategy at Air Canada.

Passengers can track baggage and mobility aids on the mobile app on Canadian domestic flights based on the tag scanning information Air Canada employees use at each stage of handling these items. Tracking will be possible at key points on the journey including check-in, airport handling, bags entering the aircraft, airport connections and on arrival at the final destination. The app will also enable passengers requiring mobility aids to track their movement under Air Canada's enhanced accessibility protocols.

There is a "What's Next" feature in the app that tells the passengers where they should expect to see their baggage arrive next, including where to pick up the baggage (baggage carousel number).

When bags are delayed, passengers will receive information via the app in addition to the usual text or email notifications. The app can provide details about delayed items and provide a detailed baggage report plus work with the passengers to arrange baggage delivery, saving them time at the airport baggage counter. Travellers will receive a confirmation that the report is submitted with a file number and a link to follow up on any updates.

While the tracking option is only available to passengers travelling within Canada during the initial stage of this initiative, the airline expects to extend the same services to passengers travelling on US flights next year, and eventually to international destinations.