

American Airlines First to Launch Mobile App Passport Scanning

12/4/2019

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New feature uses secure passport chip technology for faster international boarding

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“We are continuously adding features to our app to make travel easier and worry-free for our customers,” said Maya Leibman, American’s Chief Information Officer. “Mobile passport scanning removes a time-consuming step, providing our customers with a smoother check-in experience for international flights.”

Currently, customers departing on international flights who check in on the app, have their passports rechecked at the airport. This step is required even if the customer has uploaded a photo of their passport via the mobile app. With this new enhancement, the customer will be prompted to enter their passport information and then scan their passport with an iOS or Android device. The app provides easy-to-follow instructions for the process.

Mobile passport scanning is the latest in a long line of new customer features American has implemented to the airline's app to make travel easier for customers. Other recent introductions include boarding notifications, Siri shortcuts and a dark mode option. American has also rolled out additional services to improve the travel experiences, including biometric international boarding, virtual 3D aircraft tours online, a redesigned self-service kiosk menu that simplifies the check-in process and an improved family seating approach, which ensures adults and kids under 14, when traveling together on the same reservation, are seated together.

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