

Air Canada Expands Web Check-in for all Flights Canada-Wide

MONTREAL, Sept. 15 /CNW Telbec/ - With the expansion today of Air Canada's online check-in service for all flights Canada wide, the carrier has made checking-in for flights even easier. Effective immediately, Air Canada customers travelling on all domestic flights from coast to coast, with or without baggage, can check-in and print boarding passes from the convenience of their home or office by simply visiting www.aircanada.com.

Air Canada recently became the first Canadian air carrier to introduce this time saving feature for air travellers. By simply logging on to www.aircanada.com, Air Canada customers are able to enter their Aeroplan number or credit card used to purchase the ticket, select their seats and print out their boarding card - all before arriving at the airport. Eligible ticket holders may also standby for an earlier flight and request upgrades to Executive Class. Web check-in is available within 12 hours, and up to at least one hour, before a flight to give enough time for customers to arrive at the airport, proceed directly to security screening or the express baggage check-in counter and make their way to the departure gate.

"With the expansion of web check-in for all our domestic Canada customers, Air Canada is continuing to use technology to enhance our customers' experience by simplifying air travel and saving valuable time," said Steve Smith, Senior Vice President, Customer Experience. "Since becoming the first Canadian airline to provide web check-in, we are focused on continuing to lead the industry with customer-driven innovations that make air travel simple."

The introduction of web check-in follows other recent innovations by Air Canada that enhance air travellers' experience by putting more control in customers' hands through automation. Over the past year, the carrier became the first full service airline in North America to

introduce everyday low, simplified online fares across its Canada and U.S. network. Since then, it has launched a discounted Latitude Pass that provides customers with savings and flexibility to self manage frequent air travel using pre-purchased credits in a personalized online Flight Wallet.

Air Canada is also the only airline in Canada to provide Internet self service podiums at select major airports across Canada. With free access to www.aircanada.com, the podiums offer customers easy access to make bookings, change itineraries and select a growing array of Air Canada's self service products. Since pioneering in 1998 the convenience of Express Check-in Kiosks in Canada, Air Canada's popular self service check-in kiosks have grown to number more than 160 in major airports across Canada and at New York's LaGuardia airport, and they will continue to be enhanced with more time saving features that meet customers' needs.

Air Canada has long been the industry leader in using technology to simplify travel. The carrier launched electronic ticketing in December 1995, becoming the first Canadian carrier to offer customers the convenience of 'ticketless travel'. In June 2000, Air Canada and its Star Alliance partner, United Airlines, introduced the airline industry's first true interline electronic ticketing service, making it possible for customers to use a single electronic ticket for travel on more than one airline.

The screenshot displays the 'aircanada.com check-in' interface. At the top, it says 'Printing your boarding pass(es)'. Below this, a message congratulates the user and instructs them to print the page. There are 'QUIT' and 'PRINT' buttons. The main content is an 'ELECTRONIC TICKET' for 'HOSPITALITY' class. The flight is AC 400 on 28 JUL, with gate 120 and seat 16A. The boarding time is 08:00. The origin is 'SAMPLE' and the destination is 'AIRCANADA.COM'. The check-in/registration number is 9999. There is a barcode on the right side of the ticket. The bottom of the ticket says 'Boarding Pass | Carte d'accès à bord'.

Screen from Air Canada Web Check-in Application

Further Information

For more information on IBM e-access solutions, please visit www.ibm.com/kiosk, or send an email to eaccess@ca.ibm.com

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