

Next Generation Check-in Coming to Sydney

Sydney, 20 October 2010

Qantas today announced that Next Generation Check-in, including the ground-breaking Q Bag Tag, will launch in Sydney on 10 November.



Qantas CEO Alan Joyce said after a successful trial in Perth, with outstanding customer feedback, Next Generation Check-in is on its way to Sydney.

“When our customers told us that queuing was a point of pain we responded,” said Mr Joyce.

“Next Generation Check-in will dramatically reduce domestic check-in times for customers allowing them to move through the check-in area with speed and ease.

“With one touch of their Qantas card on our Q Card Readers, passengers will be checked in within seconds. The Q Bag Tag means bags can be dropped at the auto Bag Drop with another touch of the Qantas card,” Mr Joyce said.

From next week, Platinum, Gold and Silver Frequent Flyers and Qantas Club members will begin to receive their new Qantas card embedded with ‘intelligent Q’ chip technology, which will replace their current Frequent Flyer card or Qantas Club card. Platinum, Gold and Silver Frequent Flyers will also begin to receive new Q Bag Tags. All eligible customers are scheduled to receive their kits by early 2011.

Mr Joyce said the Q Bag Tag is a cutting edge innovation and Qantas is proud to be the first airline to introduce this world-leading technology to our customers.

The Q Bag Tag automatically links customers’ luggage with their flight details when they use the auto Bag Drop facilities located in Sydney T3 and Perth domestic terminals.



Qantas Frequent Flyers checking in at Sydney T3 and Perth domestic terminals will be able to use their Q Bag Tags when checking in bags for travel across the Qantas domestic network. Q Bag Tag technology will be progressively introduced to more ports across the Qantas network throughout 2011.

Mr Joyce said all customers travelling through Qantas’ Perth domestic and Sydney’s T3 terminals would benefit from the airline’s self check-in kiosks and automatic Bag Drop facilities.

Next Generation Check-in will be progressively introduced to Melbourne, Brisbane, Adelaide and Canberra throughout 2011. The program is scheduled for completion in the second half of 2011.

An online demonstration providing a step-by-step guide to Next Generation Check-in is available on qantas.com/nextgenerationcheckin

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