

## KAC Launches *Express Self Check-in*® KU System

July 10, 2006

KAC launched its KIOSK project in the middle of July, by installing the *Express Self Check-in*® KU portal that is the first fruit of its full-fledged strategic plan for the automation of customer services.

Chairman and Managing Director Sheikh Talal Mubarak Al-Sabah inaugurated the new service installed at Kuwait International Airport during his summer season tour in the airport that embraced visits to all KAC operational sectors.

For his part, Director of Public Relations and Media Department, Adel Mohammad Boresly said in a press statement, that this service was just the start of developing KAC passenger automation services that would be followed by programming of these systems for the issue of E-tickets by KAC sales bureaus.

He indicated that other automated systems are in the pipeline, including passenger magnetic boarding passes (ATB2) and E-tickets by end of the year as well as workforce automatic and decision making systems. This is in addition to allowing passengers to confirm flights over the PC and allowing first and business class passengers, as well as holders of Oasis Gold Club Cards, to complete travel arrangements over the phone.

Moreover, Boresly said that KAC installed check-in machines at Departure Hall No. 1 and passengers carrying no luggage would no longer have to wait in queues to obtain their boarding passes and choose their seats.



Passenger using the kiosk



Kuwait Check-in Kiosks at Kuwait International Airport

He said a passenger can now enter his flight ticket number or Oasis Club membership card into the kiosk and after the host confirms his reservation, the kiosk will automatically print out a boarding pass. Also the seat number can be changed easily by the passenger. Concluding, he said KAC is ready to render this service to all other airlines operating at Kuwait International Airport.

The Kuwait Airlines team monitoring the process of installing the *Express Self Check-in*® KU system included Walid Al-Majed as head and Mohammad Al-Rashid, Majed Salman Al-Shammeri and Maha Al-Ali as members.

IBM implemented the hardware and software solution, providing both consulting and integration services.



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