

Air India upgrades baggage tracking with Apple air tag

- A Monitor Desk Report

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Dhaka: Air India announced on Thursday (April 3) that it has integrated Apple AirTag with its baggage-tracking system and mobile app.

The airline, which transports over 100 million pieces of baggage annually, also highlighted that more than 99.6pc of items are delivered alongside their respective passengers.

"For the small proportion that does not, due to issues with airport baggage systems, flight misconnection or other factors, this new AirTag integration will help locate items and expedite recovery," it said.

The integration builds upon the easy-to-use baggage tracking feature Air India offers on its mobile app and website, which leverages real-time information available from airports to keep guests informed.

For customers who have added their flight to the “My Trips” section of the app, baggage information becomes automatically available soon after the bags are checked-in, as well as on the “Track my Bags” tab of the website.

Customers may also scan the barcode on their baggage receipts to initiate tracking.

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