



KOREAN AIR LAUNCHES FULL-SCALE ELECTRONIC DOCUMENT SYSTEM

News / Airlines



Korean Air has launched a full-scale digitalization of travel documents by introducing an e-Document system (e-DOC), becoming the first airline in the world to implement such an electronic document system. Customers will be able to fill out 23 types of documents, including pet transportation declaration, unaccompanied minor and health condition declaration forms, on their digital devices. In addition, information gathered upon reservation, such as email address, contact information and frequent flyer number, will automatically be reflected on the documents, further facilitating the document fill-out process.

Data shared by customers will be safely managed in a secure server. Information stored in the server will be accessible in real time through dedicated terminals at domestic and overseas branches. Rapid information processing will significantly reduce customer wait time, and security of personal information will be strengthened as documents are automatically stored and deleted in a managed server.

“The introduction of the e-DOC system is the result of Korean Air’s efforts to enhance customer-centered services as a leading global airline,” said Seungbum Lee, Korean Air’s Chief Customer Service Officer & Executive Vice President. “We plan to actively engage in

ESG management and further improve customer convenience by providing innovative solutions.”

Meanwhile, Korean Air continues its efforts to enhance customer service. The airline was not only named Air Transport World’s 2021 Airline of the Year, but also received a SkyTrax 5-star COVID-19 safety rating and a 5-star global airline rating by the Airline Passenger Experience Association (APEX). In December 2020, the carrier also became the first airline in Korea to receive consumer-centered management (CCM) certification by the Korean Fair Trade Commission.

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