



Hawaiian and Alaska Airlines Single Passenger Service System (PSS)

Hawaiian Airlines and Alaska Airlines began using one Passenger Service System on April 22 to offer guests a modern and consistent travel experience across both airlines. A shared PSS streamlines booking, check-in, loyalty programs, airport operations, and employee support, while delivering more benefits for travelers.

Key Improvements

At Home

Single Alaska Hawaiian app with new features:

- Change/cancel flights; same-day changes.
- Apple Pay.
- Add lap child on domestic flights.
- Share boarding passes.
- Book 30+ partner airlines with cash/points.
- Pre-order First Class meal (starting in May).
- TSA Touchless ID for Atmos Rewards members.

At Airports

- Hawaiian and Alaska share lobbies in major cities (LAS, LAX, JFK, PHX, PDX, SMF, SFO, SJC, and starting April 23, SEA).
- Signage updates: Airport signage is being updated to reflect combined operations, with Hawaiian or Alaska branding taking prominence depending on location.
- New bag-tag kiosks and mobile/web check-in simplifies the airport experience.
- Boarding groups: Hawaiian and Alaska now use letters A–F.

oneworld Alliance

- Hawaiian is now part of oneworld, joining Alaska and a family of the best airlines serving nearly 1,000 global destinations.
- Atmos Rewards members can earn/redeem points and enjoy elite perks and lounge access (where eligible) as they explore a global network.

Onboard

- Hawaiian Airlines guests will continue to experience the sights, sounds and flavors of Hawai'i, reflected in island-inspired meals by Hawai'i chefs, local products and music.
- Complimentary alcohol for Premium Class and Atmos Gold/Platinum/Titanium members on Hawaiian Airlines transpacific flights.
- Stay informed on how we are enhancing the Hawaiian Airlines brand and experience through the ongoing combination with Alaska Airlines at <https://www.hawaiianairlines.com/content/hawaiian-is-here-to-stay>.