

December 23, 2024  
Keisei Electric Railway Co., Ltd.

## Keisei's Skyliner to Introduce Skyliner E-Ticket Face Check in Go, an AI-Driven Facial-Recognition Boarding System

**System to Launch on January 24, 2025**

On January 24, 2025, Keisei Electric Railway Co. Ltd. (Head office: Ichikawa City, Chiba; President: Toshiya Kobayashi) will launch a facial-recognition boarding system called Skyliner E-Ticket Face Check in Go. Skyliner E-Ticket Face Check in Go uses a facial-recognition platform managed by Marubeni Corporation (Head office: Chiyoda-ku, Tokyo; President: Masumi Kakinoki) for passengers who have purchased a Skyliner e-ticket online. The new boarding system will create a seamless boarding experience and better rideability on the Skyliner services operating between Keisei-Ueno Station and Narita Airport Terminal 1 Station.



Skyliner E-Ticket Face Check in Go allows travelers to collect their tickets and board without having to wait in line at a kiosk or ticket-vending machine. Having uploaded an image of their face in advance, travelers turn their face to a terminal installed at the ticket gate. The system then prints the reserved-seat tickets for the next Skyliner service to depart. \* Keisei Electric Railway is the first railway operator in Japan to use facial recognition technology to enable boarding on a reserved-seat train.

**\* The tickets printed will be for the service departing soonest after the system has authenticated the traveler's face, in accordance with the Skyliner E-Ticket terms of use.**

Skyliner E-Ticket is a service that lets travelers to Japan buy discounted Skyliner tickets (the base fare ticket and the limited-express ticket). Skyliner E-Ticket Face Check in Go is available to all travelers (Japanese residents as well as overseas visitors). Keisei Electric recommends the Skyliner E-Ticket as a convenient way to travel. The company will analyze the experience of Skyliner E-Ticket users to identify ways to further improve the service.

Further details about the service are shown below.

## Information About the Facial-Recognition Boarding System for Skyliner E-Ticket

- 1. Summary** The new boarding system uses facial recognition technology to enable users of Skyliner E-Ticket (an online ticket purchasing service) to board a Skyliner service without having to collect their tickets beforehand at a kiosk or ticket-vending machine.
- Travelers will still have the option to collect their tickets at a kiosk or ticket-vending machine.
  - Travelers should collect their tickets at a kiosk or ticket-vending machine if they wish to reserve a particular seat or board a later service.
- 2. Name of Service** The service is named Skyliner E-Ticket Face Check in Go Accessibility  
The service is accessible in [Japanese](#), [English](#), [simplified Chinese](#), [traditional Chinese](#), and [Hangul](#).
- 3. Launch Date** The launch date is January 24, 2025. From that date, travelers will be able to upload an image of their face after purchasing their e-tickets and use the facial recognition system to board.
- 4. Rail Services Covered** The service covers Skyliner services.
- 5. Tickets Covered** The service covers the one-way Skyliner e-ticket. It does not cover round-trip Skyliner e-tickets or the Keisei Skyliner & Tokyo Subway Ticket.
- 6. Railway Stations Covered** The service covers four stations: Keisei-Ueno, Nippori (North Gate [Gate A] only), Narita Airport Terminal 2・3, and Narita Airport Terminal 1.

## 7. How to Use the Service



After purchasing your e-ticket, use the camera app on your PC, smartphone, or other device to photograph your face and then upload the image to the Skyliner E-Ticket website to register it.



At your starting station, go to a ticket gate equipped with Face Check in Go and turn your face to the screen of the terminal. At Nippori Station, only the north gate (Gate A) is equipped with Face Check in Go.



Once Face Check in Go has authenticated your face, proceed through the gate. The ticket-vending machine will produce your train tickets. Anyone accompanying you on your journey should proceed through the gate with you.



After checking your tickets, board the Skyliner service indicated on the ticket and sit in your designated seat.



Keep hold of your tickets until you have reached your destination.



At your destination station, go to a manned ticket gate and present your ticket to the attendant there (the tickets will not work with the automatic gates).

Appendix: Companies in Facial-Recognition Boarding Project and Their Roles in the Project

Keisei Electric Railway:	Developed the scheme for facial-recognition boarding system, runs the system
Marubeni:	Provided the facial-recognition platform, evaluated commercial potential
Melon Technologies:	Developed the facial-recognition technology
Hitachi:	Updated the system for reserving seats

Company:	Marubeni Corporation
Address:	4-2, Ohtemachi 1-chome, Chiyoda-ku, Tokyo
Representative:	Masumi Kakinoki (President and CEO)
Date founded:	December 1949
Businesses:	<ul style="list-style-type: none"> <li>- Cross-border trade (between Japan and another country or between other countries) and in-Japan trade in a wide range of areas, including: lifestyle; IT solutions; foodstuffs; agriculture; forestry products; chemicals; metals and mineral resources; energy; power; infrastructural projects; aerospace and ship; finance, leasing, real estate; construction machinery, production machinery, mobility; next-generation business development; next-generation corporate development</li> <li>- Services</li> <li>- Internal and external investments</li> <li>- Resource development in Japan and other countries</li> </ul>
Company website:	<a href="https://www.marubeni.com/jp/">https://www.marubeni.com/jp/</a>

Company:	Melon Technologies Inc.
Address:	Floor 18 of Yebisu Garden Place Tower, 4-20-3 Ebisu, Shibuya-ku, Tokyo
Representative:	Hideki Saito (President and CEO)
Date founded:	December 2023
Businesses:	<ul style="list-style-type: none"> <li>- Development, sale, and maintenance services in facial-recognition products and other products involving AI</li> <li>- Software development</li> </ul>
Company website:	<a href="https://melon.co.jp/">https://melon.co.jp/</a> (Information about the facial-recognition project is available here: <a href="https://www.saffe.jp/">https://www.saffe.jp/</a> )

Company:	Hitachi Ltd.
Address:	6-6, Marunouchi 1-chome, Chiyoda-ku, Tokyo
Representative:	Keiji Kojima (Executive Officer, President and CEO)
Date founded:	1910
Businesses:	Social innovation combining information technology and operational technology with products
Company website:	<a href="https://www.hitachi.co.jp/">https://www.hitachi.co.jp/</a>