

Frequently Asked Questions

1. How do I activate Apple Pay?

You can either activate your AirPlus Corporate Card for Apple Pay with the AirPlus Mobile App or in your Apple Wallet. Select the AirPlus Corporate Card in the AirPlus Mobile App and click the button “add to Apple Wallet.” You will be forwarded to your Apple Wallet. Your number will be requested, and an authentication code sent to your phone.

2. How do I scan my vertical AirPlus Corporate Card?

During card activation, you will be asked to scan your credit card. Please scan the reverse of your card where your card number is shown. Place the card horizontally despite its vertical layout.

If the scan does not work, card details can be entered manually.

3. What are the technical requirements to use Apple Pay?

To use Apple Pay you need an Apple device with a so-called NFC interface and a biometric locking mechanism (Touch ID or Face ID). These devices support Apple Pay:

- > iPhone with iOS 10 or newer

Check out further Apple devices [here](#).

4. Where can I pay with Apple Pay?

You can use Apple Pay wherever you pay contactless with Mastercard®. Just look for the contactless symbol or the Apple Pay logo.

5. How do I pay with Apple Pay?

For iPhones without a home button, open the Wallet App by double-clicking the side button.

For iPhones with a home button, open the Wallet App by double-clicking the home button. Long-press the home button, then open the AirPlus Corporate Card to pay.

If you want to pay in shops or online, you need to authorize your payment with Face ID, Touch ID, or your device PIN number.

Using the Apple Watch, the authorization is made by a double click on the side button.

6. What are the benefits of Apple Pay?

Apple Pay’s strongest benefit is the mixture of convenience and security that makes it ideal for business travel. It’s secure, neither storing nor sharing personal card data, and has no influence on your statements or travel policies nor incurs any extra costs or admin effort. Payment is easy to handle with the devices you carry with you every day. Find out more here: [Apple Support](#).

7. Is it possible to pay offline?

Yes. You can use Apple Pay when mobile data is deactivated, or flight mode is switched on. However, there is a limited number of consecutive offline payments. You then need to go online to use Apple Pay again.

8. What if Apple Pay isn’t working?

Please check whether one of the following applies to your AirPlus Corporate Card:

- > Is the card locked?
- > Did you deposit a lock for specific transactions, for example online payments?
- > Is there a sufficient credit limit?
- > Is the trader’s terminal connected to the internet?
- > Does your device meet the technical requirements to use Apple Pay?

9. How much does it cost to use Apple Pay?

Apple Pay is free to use for your company as well as for AirPlus Corporate Card users.

In Germany, Apple Pay is also available to holders of the AirPlus Private Card.



Questions? Please contact
our local Service Team.

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