

GMS Flash Alert

Immigration

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Laos – Digital Arrival and Departure Card System Introduced for Travellers

On 5 September 2025, Laos introduced a new digital arrival and departure card system for international travellers, replacing the previous paper-based process.¹ The initiative, effective from September 2025, aims to streamline border procedures and enhance data collection efficiency. Travellers entering or exiting Laos must now complete their arrival and departure information online through a dedicated portal before reaching immigration checkpoints.

The launch is part of Laos’ broader digital transformation agenda within its tourism and immigration sectors.

WHY THIS MATTERS

The system is designed to improve accuracy in capturing traveller data, reduce waiting times at border crossings, and support government efforts to modernise travel infrastructure. The digital cards are accessible via computers and mobile devices, and the process includes submitting personal details, travel information, and relevant documentation.

Authorities emphasise that the new system will facilitate faster processing and support public health and security measures by providing real-time traveller information.

Organisations involved in travel management or cross-border operations should update guidance for employees and clients to foster compliance with the new requirements. However, the new digital system may necessitate adjustments in pre-travel planning and may require some education for those individuals with plans to travel to Laos and those who are responsible for their travel affairs, particularly for those accustomed to paper-based processes and paper documentation. The change is expected to simplify procedures over time.

More Details

At this stage, there are four international check-points using the digital arrival-departure application form: Wattay International Airport, Luang Prabang International Airport, Pakse International Airport, and the Lao-Thai Friendship Bridge. Other international check-points still require the use of the paper-based arrival-departure form.

The Department of Immigration began using the Lao Digital Immigration Form from 1 September 2025. Furthermore, the full implementation is expected to commence at the beginning of the fiscal year 2026 and the arrival and departure card system will be used instead of the arrival-departure application form at certain international check-points according to official notifications at a later point in time.

There is no cost for travellers on this.

KPMG INSIGHTS

The digital system is expected to improve operational efficiency, reduce administrative burdens, and enhance data accuracy for government agencies. The implementation of this system marks a significant step toward modernising travel procedures and improving data accuracy.

For travellers and employers, in light of the introduction of the digital arrival and departure card system in Laos, the following actions may be helpful:

- Organisations may wish to review and update internal travel policies for Laos-outbound and -inbound travel to align with the new digital requirements. This includes making the relevant teams aware of the procedural changes (if they have not done so already) and if applicable, putting systems in place to support compliance.
- Employers and travel coordinators are encouraged to communicate the changes clearly to all travellers, providing step-by-step guidance on how to access the online portal and complete the online arrival and departure information forms.

What's Next?

If travellers – including mobile employees and/or their mobility managers who are responsible for their travel needs – have any questions or concerns about the new system and appropriate next steps, they should consult with their usual travel agent and/or immigration adviser or a member of the immigration team with KPMG in Laos (see the Contacts section).

FOOTNOTE:

1 The Department of Immigration of Lao PDR, "[Submit Arrival or Departure Digital Card](#)," PUBLIC NOTICES 2/09/2025, (also available in Lao and Chinese (Mandarin) at this link).

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Contact Us

For additional information or assistance, please contact your local GMS/People Services or KPMG Law professional* or the following professional with the KPMG International member firm in Laos:



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