

Traveler ID

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# Why Amadeus Travel Ready?

Amadeus. It's how travel works better.

# Seamless passenger processing is a challenge for...



## Travelers

### Damaged experience/frustration

- Confusion on travel requirements pre-departure
- Queuing at the airport to get manually verified
- Fear of being denied boarding
- Flight delays (caused by manual document checks)



## Airlines

### Facing the responsibility to verify travelers is time and cost consuming

- Damaged On-Time Performance (delays caused by manual document checks)
- Damaged traveler experience and brand image
- Fines for carrying non-compliant passengers
- Airlines ground agents under pressure
- Complex & changing travel regulations



## Airports

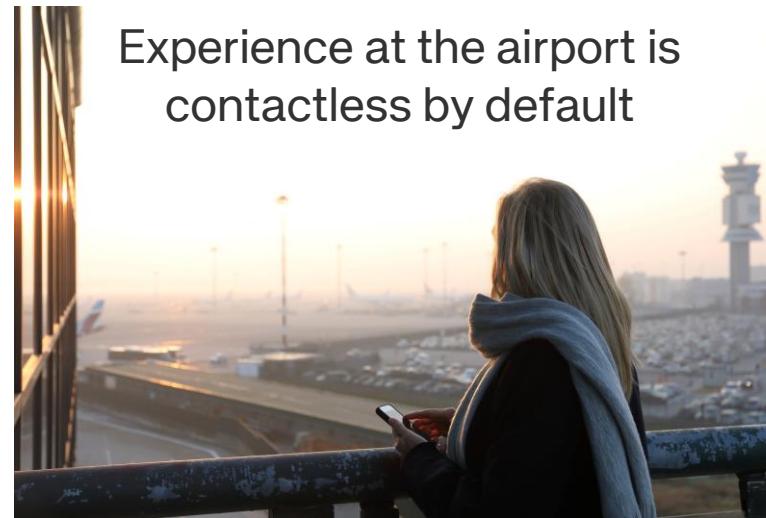
### Verifying travelers is causing terminal congestion

- Constraint on passenger traffic
- Damaged On-Time Performance (delays caused by manual document checks)
- Missed revenues opportunity airside

# Our mission: making travel easier and reducing queues



Passengers arrive at the airport ready to fly



Experience at the airport is contactless by default



Ground agents focus on exception handling and service

# Amadeus Travel Ready makes travel easier and reduces queues

- Automating and digitizing the document verification process
  - **Passengers** arrive at the airport ready to fly, saving time and skipping queues occurred by manual document verification
  - **Airlines** benefit from improved customer experience and optimized ground operations
- Preparing for biometric identification processes at the airport
  - Biometrics enrolment capabilities
  - At the airport checkpoints (check-in, bag drop, boarding, ...) **interoperable with all airports**



# Product benefits



## For the travelers

### A better travel experience

- Reducing confusion & stress pre-departure and at the airport
- Reducing queues at the airport to get manually verified (& corresponding delays)
- Contactless experience
- Personalized, premium experience



## For the airlines

### Improved customer experience and optimization of operations

- Improving customer experience, loyalty and brand image
- Operational efficiency at the airport, improving on-time performance (OTP)
- Enhanced security & reducing fines for carrying non-compliant passengers
- Improving ground staff conditions, less pressure, more valuable activities (services)



## Travel Ready key differentiators

- Fully integrated within airline trusted digital channels – for an optimized traveler adoption
- Native integration with DCS systems: traveler status is recorded and updated in real-time
- Unparallel industry expertise for your success

# They've been trusting us<sup>1</sup>

 AIR CANADA

 ANA

 Lufthansa

 AIRCARAÏBES

 Air Europa

 condor

 FINNAIR

 norwegian

 QANTAS

 SWISS

 AIR AUSTRAL

 ICELANDAIR

 TAP

[1] Including both Traveler ID for Safe Travel and Travel Ready customers



# Product Fact Sheet

**1M+ Travel Documents verified in 2023**

**97% Successful passport extraction rate<sup>1</sup>**

**25M+ Health Documents verified during Covid crisis**

[1] Straight Through Processing: automated process with no agent intervention or assistance.  
Figures computed from DEC 2023 production samples at pax level.



# Value created for our customers

## Time saving at the airport

***“1 minute per passenger saved by the ground agent at boarding gate vs passport swipe”*** (Resp. ground ops, Condor)

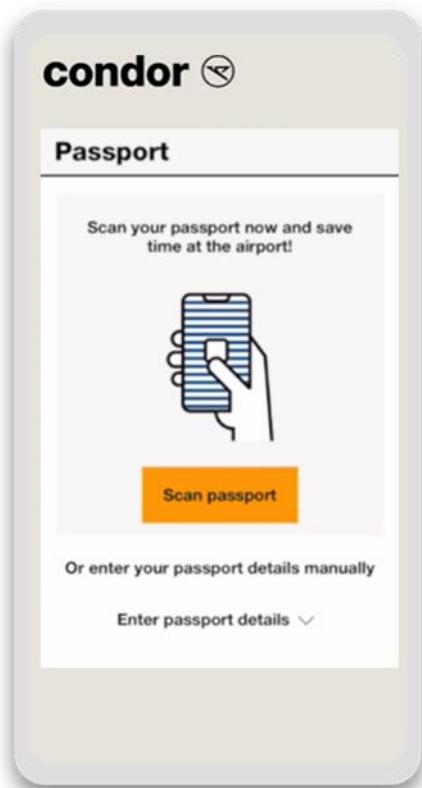
***“From 30% travelers processed automatically instead of manually in one flight, we will be able to concretely save valuable time for the ground operations”*** (Head of Customer Experience, Air Europa)

## Customer experience

***“I have used this new solution for online document verification at my last business trip and I didn’t have to queue for check-in, it was a great experience!”*** (Business traveler)



# What our customers say



**AMADEUS**



" Amadeus Travel Ready allows our passengers to verify their passports ahead of getting to the airport, giving them the confidence they are **ready to travel** and **reducing queuing time** at the airport for manual document check. It also **supports our agents at the airport**, relieving the stress of having to check every single passenger."

**Michael Ruplitsch**  
Chief Information Officer, Condor

**AMADEUS**



"We are very excited to work with Amadeus Travel Ready as it aligns perfectly with our **innovation strategy**. We want to deliver the experience our customers anticipate: an **easy and smooth journey**. We are looking for the development of biometrics enrolment capabilities which will **truly enhance the experience** for both our customers and agents."

**Estelle Leray**  
Alliances Director & Head of Customer Experience, Air Europa

**Air Europa**

**LGW → MAD**  
Terminal 5 Terminal 1 UX1014  
On time

DEPARTURE DATE: 22 Nov ARRIVAL DATE: 22 Nov  
DEPARTURE: 10:00 ARRIVAL: 13:30  
BOARDING TIME: 09:10 GATE: Check monitors  
OPERATED BY: Air Europa

PASSENGER: HAPPY TRAVELER GROUP: 4 SEAT: 22D  
GENDER: M

Economy Priority Boarding



**SKY CLEARED**

# Supporting the ecosystem for Digital ID adoption in travel

## Travel providers

Amadeus Travel Ready for airlines

- 2021: Digital verification of health documents
- 2023: Digital verification of passports & visas
- 2024: Digital biometric enrolment

## Industry standards

Supporting IATA OneID initiative

- 2023: part of the First Integrated Shopping to Travel Journey Using Digital Identity, with 10+ partners
- 2024: part of the POC 2.0, focusing on Digitalization of admissibility & contactless travel

## Governments

Supporting the EU Digital Wallet Consortium

- 2023: Part of the EU Digital Wallet Consortium for travel, with 60+ partners

## Other IT providers

IMP interoperability

- 2024: Biometric enrollment in Airline SSCI for biometric identification at the airport, interoperable with any IMPs
- 2024: Skycleared & Interoperability of biometric enrolment among Skyteam members

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Thank you

# What the press says is saying



14 Dec 2023 | Press release

## Air Europa passengers able to digitally verify passports with Amadeus Travel Ready

Bertrand Cognard  
Corporate Communications

English

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NOTICIAS DESTACADAS

## Los pasajeros de Air Europa podrán verificar digitalmente sus pasaportes gracias a Amadeus Travel Ready

20, Diciembre, 2023 – 281

Air Europa Boeing 787 aircraft in flight.