

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

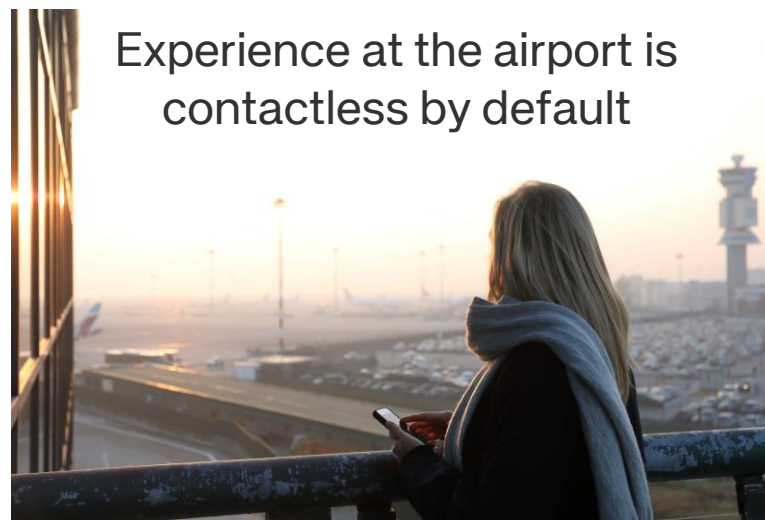
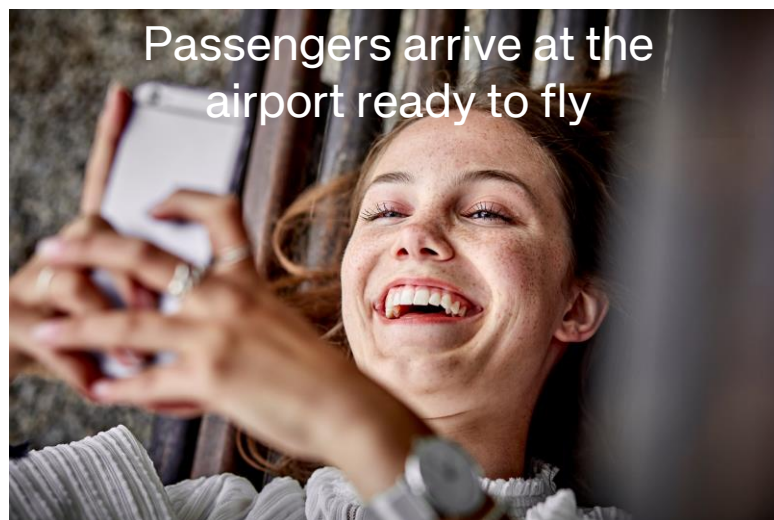


Airports

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



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 us¹



[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 rate¹

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)

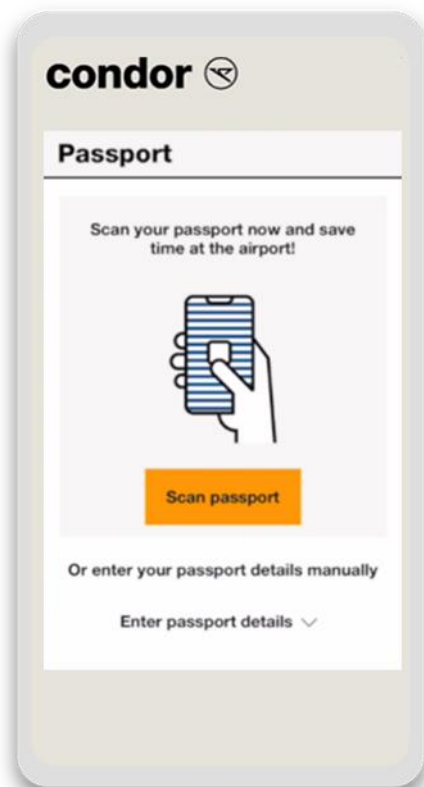
“From 30% travelers processed automatically instead of manually in one flight, we will be able to concretely save valuable time for the ground operations” (Head of Customer Experience, Air Europa)

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



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“**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



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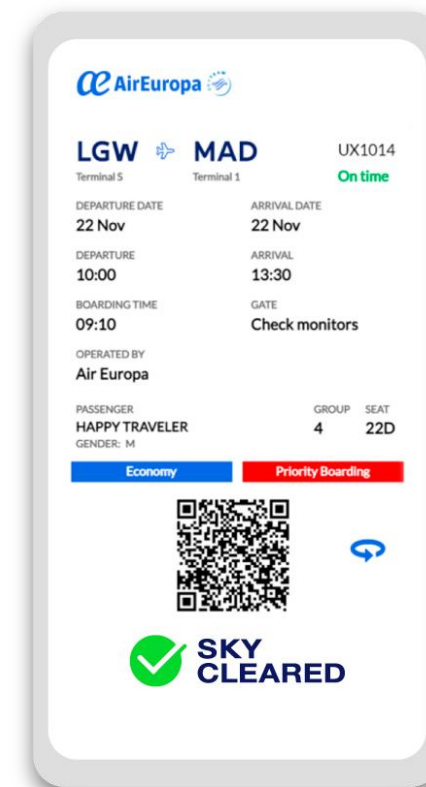


“We are very excited to work with **Amadeus Travel Ready** as it aligns perfectly with our **innovation strategy**.

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

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

