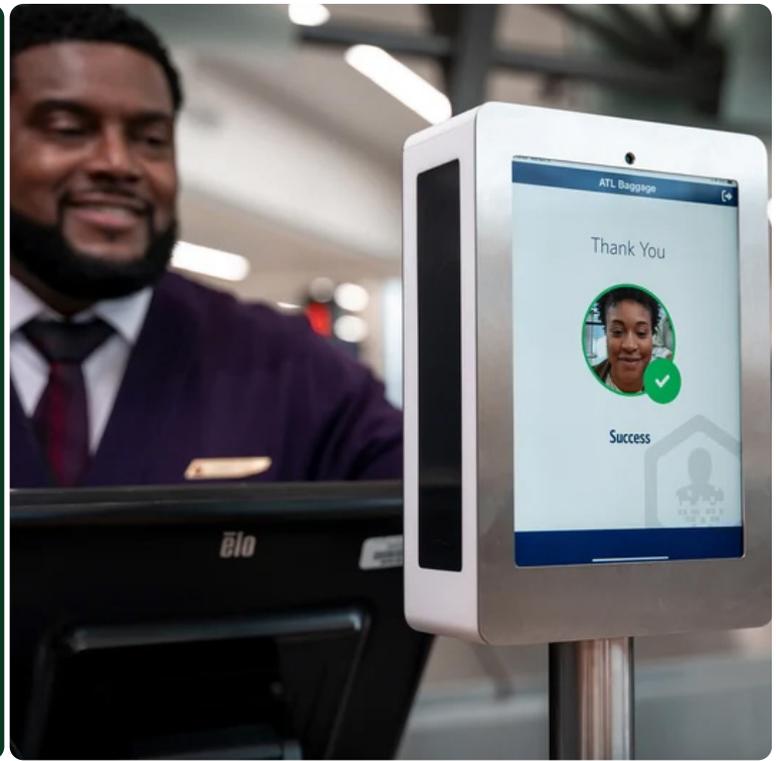




SITA DIGITAL TRAVEL ID FOR AIRLINES



Your identity process is costing you more than you think

Most airlines still treat identity as a gate-side formality – too late to prevent fines, inadmissible travelers (INADs), and brand damage. Identity should be a strategic control point, not a checkpoint.

Manual checks are slow, error-prone, and can't scale. INADs, though under 1% of passengers, cost millions annually in fines, rebookings, and operational disruption. With governments shifting more responsibility to airlines, the risk of non-compliance is growing.

The hidden cost of inaction

INADs are preventable. But the real cost is lack of control. Without early verification, airlines are flying blind. Financial impact on carriers can range from US\$1,000 to US\$10,000 per violation. On average, airlines pay in the region of US\$2 million a year in fines related to INADs. However, one well-known airline incurred US\$4.5 million in INAD fines in 2024.

Take control of identity before it becomes a problem

Imagine: A traveler boards their flight without issue, but upon arrival, immigration authorities determine that their visa has expired. The airline is now responsible for managing the consequences - offboarding the passenger, arranging return travel, and covering associated costs. These disruptions are expensive, time-consuming, and damaging to the airline's reputation.

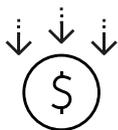
Now imagine a different scenario:

That same traveler creates a **SITA Digital Travel ID** at home, days before departure. Their identity and travel documents are securely verified in advance, giving the airline time to detect and resolve any discrepancies - like an expired visa - before the traveler even reaches the airport. The result? No INAD, no offboarding, and no unexpected costs.

That's the difference SITA Digital Travel ID makes.

Unlocking value with SITA Digital Travel ID

Fewer INADs,
fewer fines



Verify travelers before departure against trusted government systems.

Faster
turnarounds



Reduce bottlenecks at boarding and bag drop.

Higher Net Promoter
Scores and consumer
loyalty



Offer a faster, easier, biometric-driven journey.

Improved
compliance



Meet evolving government regulations without slowing operations.

Without SITA Digital Travel ID

- Travelers verified too late
- Fines, rebooking costs
- Delays at check-in
- Frustrated passengers
- Regulatory risk

With SITA Digital Travel ID

- Travelers verified pre-departure
- Reduced INAD related costs
- Faster boarding and bag drop
- Higher NPS and loyalty
- Improved compliance

Why SITA?

Most solutions digitize the same broken process. We challenge it.

SITA is the identity layer for global aviation – trusted by 700+ airlines and present in 1,000+ airports. We don't just plug into your systems – we orchestrate identity across the entire journey, combining real-time biometrics, government-approved standards, and deep airline integration.

Need to know more?

Still checking documents at the gate? Let's talk about how your airline can take control of identity – before it controls your bottom line.

