



Reduce costs and ensure standards compliance with SITA's Boarding Pass API

Mobile boarding passes are now standard in the industry. Airlines are responsible for updating their design, ensuring they remain compliant to standards and managing the cost of creation and processing, which can be expensive and complicated. SITA's mobile boarding pass service delivers a low-touch mobile-enabled airport experience for greater efficiency and improved passenger satisfaction.

BACKGROUND

How do you create a mobile boarding pass and deliver it via email, SMS or push notification?

How can you ensure your boarding passes are compliant with IATA and US Transportation Security Administration (TSA) Pre✓™ standards?

How do you minimize the development costs associated with changing boarding pass design or functionality?

How do you keep up with changing standards and devices?

SOLUTION

A single solution that allows your airline's check-in system to make a single call to the API with the passenger name and flight details. The Boarding Pass API will create and deliver a boarding pass to your passenger's mobile device – saving the costs of managing this complex process in-house.

Boarding passes are delivered intelligently via SMS, email or by using push notifications to registered smartphone applications.

SITA's Boarding Pass API is compliant with US TSA Pre✓™ requirements for flights originating in the USA.

It also provides additional security features with barcode signing plus the management of security certificates.

BENEFITS

Open – SITA's Boarding Pass API integrates with all check-in systems and smart devices.

Secure – Provides security which is built into the core of the platform.

Flexible – Enables you to customize your branding and content on your communications such as SMS, email and web page.

Reliable - Highly available cloud-based system hosted in multiple regions.

Cost-effective – SITA provides a fully managed service that minimizes up-front investment.

Compliant – Meets IATA and TSA standards.

RESULTS

79 million
boarding passes
issued via SITA's
Boarding Pass API



How does it work?



SOLUTION COMPONENTS

1. Your airline's check-in system makes an API call with the passengers' name and flight details
2. The API will then manage a range of actions, including:
 - Issue Boarding Pass
 - Flight Cancellation
 - Departure Time Change
 - Gate Change
 - Cancel Boarding Pass
3. The API will then issue, revoke, reissue or query boarding passes and update flight information.
4. A range of custom templates is available for you to customize, including:
 - SMS
 - Web
 - Email
 - Push Notifications
 - Apple Wallet
 - Error

A bespoke portal is available to you, allowing your developers to customize your boarding card design, deliver analytics and provide support.

CASE STUDY

JetBlue - the New York based airline operating across the U.S., Caribbean, and Latin America – has renewed its relationship with SITA for mobile boarding pass services.

The agreement extends SITA's solution as a critical component of JetBlue's award-winning mobile application.

For more information, please contact us at info@sita.aero