

Verifyflight International



Travellers Information Service

Advanced Interactive Communications

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www.verifyflight.com



From: Verifyflight.com
Subject: New Service

Verifyflight.com announce their new Travellers Information Service to all passengers. Now all participating passengers will receive flight information including delays and boarding instructions via SMS, Blackberry Email, Voice or Pager.

Travellers Information Service

Informing the travelling public by transmitting flight announcements and information to passengers via SMS, Blackberry Email, Voice and Pager.



Travellers Information Service is a unique messaging system designed to automatically inform passengers of their domestic or international flight status and details, even before they leave for the airport. Notifications are sent via SMS, Blackberry Email, Voice or Pager and include:

- Departure times
- Schedule changes
- Check-in reminder and counter number
- Contacts the passenger if they have not checked in (if system used by the airport)
- When to go to the gate lounge
- Hotel Notification

TIS confirms the flight departure time and provides the passenger with instructions throughout the check-in process right through to boarding stage.

Should a flight be delayed by more than 30 minutes, TIS will automatically notify and send updated ETD flight details to the passenger. Hotels, rental car and limo services can be notified about passengers late arrival at destination.

In the event of an emergency or disaster, a specific message can be broadcasted from the airline via TIS to all passengers and subscribers, alleviating any potential inconvenience or danger.

TIS not only offers this automated service to travelling passengers but to all subscribers, whether they be travel industry related organisations or family, friends and loved ones requiring ETA information at point of destination.

As a marketing tool, TIS is effective in promoting flight specials, events tours and entertainment providing easy booking and processing options for both traveller and travel agent/airline alike.

TIS can be integrated with many forms of transport including Planes, Trains and Ferry transport



Check-in reminder and counter number

Travellers Information Service will notify the passenger when the check-in process has begun and the check-in counter number they are required to go to. When the passenger flow needs to be adjusted, notifications can be staggered to ease congestion.



When to go to the gate lounge

To guide passengers through the airport process, passengers are advised when they are required to proceed through passport and/or security control, and when to proceed to the gate lounge. For added safety and security, passengers are reminded to turn off their cell phone prior to departure.





From: verifyflight.com
Subject: Delay Notice

Verifyflight.com announce FLT DJ814 to Melbourne has been delayed! ETD is now 22:30 Check-in is now @ 20:30 For further information please contact 555 12345

Delays

Should a flight be delayed more than 30 minutes, TIS will automatically notify and send updated ETD flight details to the passenger.

Emergency Broadcasts

In the event of an emergency or disaster, a specific message can be broadcast from the airline via TIS to all passengers and subscribers, alleviating any potential inconvenience or danger.



Passenger response

Travellers Information Service is a full duplex service allowing the passenger to respond to their message notifications at any time. Should the passenger wish to cancel their flight they can do so by simply returning an SMS Pager/Email message notifying the airline system directly. This allows the airline to process seat re-allocation and stand-bys in a more timely and efficient manner.

Passenger location

In the event where a passenger has not checked-in, or has checked-in but has not boarded a flight due for departure, the airport can send a message to the passenger directly requesting that they immediately respond and/or proceed to the departure lounge. Airlines can minimize delays on the ground thus saving carbon credits.



Arrivals

Once the passenger has arrived at their destination, passengers are informed when their baggage is available to be collected from the appropriate baggage claim carousel

This service is not restricted to passengers only!

TIS not only offers this automated service to travelling passengers but to all subscribers, whether they be travel industry related organisations or family, friends, and loved ones requiring ETA information at point of destination.



Multi-Languages

As the world is becoming a smaller place the need for multilingual systems is becoming greater. Travellers Information Service is able to transmit in multiple languages. This service is not limited to English character sets.

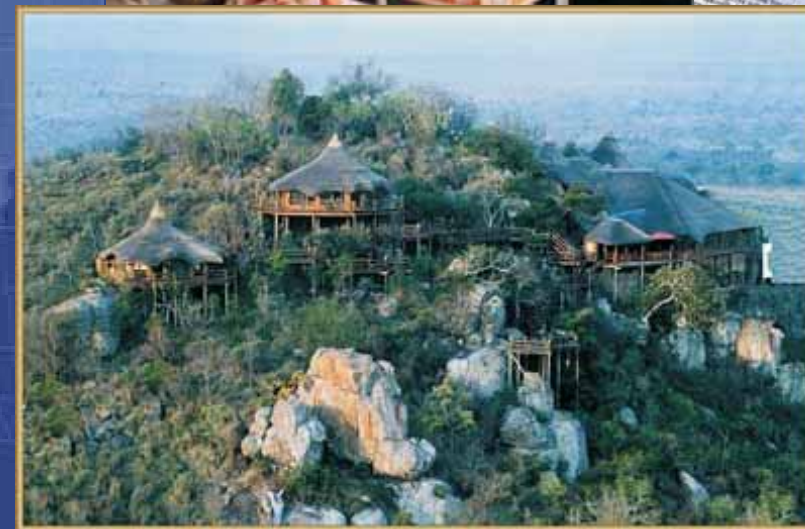
Multi Destinations

Travellers Information Service works in any participating airport throughout the world. If a passenger is travelling via multiple airports the same service is offered for transit and short stay visits.



Voucher System

Travellers can select from a menu of local tours, events and entertainment which are available at point of destination. This information is included in the traveller's itinerary with a corresponding code. The traveller simply selects the corresponding code for the relevant event or tour and sends the code back to the airline or travel agent via TIS. The request is then processed and booked by the airline or travel agent and a message is returned to the traveller quoting a voucher number which is then redeemed by the vendor. The cost of the event is charged directly back to the traveller's account.



Why use Travellers Information System?

Travel Agent 's Perspective

- Point of difference
- Greater customer service
- Added security
- Added revenue
- Delay notification
- Different languages
- Different modes of transport
- No need for airport PA systems
- Marketing and feedback opportunities
- Notification for hotels advising passengers' late check in



Why use Travellers Information System?

Passenger's Perspective

Easy access to flight information

Delay notification

Greater check in convenience

Less frustration

Simple instructions

Different languages

Added security

Greater options

Passenger pick up

No loss of hotel bookings due to late check in

Peace of mind



Passenger List

Destination Country/City
Date/Time/Airline
Ticket Number
Flight Number
Seat Number

Integration



T.I.S.

autocommunicator
messaging broadcast system

T.I.S. sends information as a SMS, Pager or voice via Autocommunicator to the designated Telco provider

TELCO



Departure Board

Airline	Date	DOT	Flight No	Destination	ETD	Status
	17:25	EA421	BRISBANE / DUBAI	17:25	Boarding	
	17:25	QF321	SANTAGO	17:25	Boarding	
	17:30	UA9575	SYDNEY	17:30	CANCELLED	
	17:30	NZ107	SYDNEY	17:30	CANCELLED	
	17:50	BA7303	LOS ANGELES / LONDON	17:55	GO TO GATE	
	17:55	AA7359	LOS ANGELES	17:55	GO TO GATE	
	17:55	QF25	LOS ANGELES	17:55	GO TO GATE	
	18:00	EK413	SYDNEY / DUBAI	18:00	CHECK IN	
	18:00	QF44	SYDNEY	18:00	CHECK IN	
	18:05	BA7344	SYDNEY	18:05	CHECK IN	
	18:05	LH9809	SAN FRANCISCO	18:05	CHECK IN	
	18:50	NZ8	SAN FRANCISCO	18:50	CHECK IN	
	18:50	AA3519	SAN FRANCISCO	18:50	CHECK IN	
	20:30	UA9570	SAN FRANCISCO	20:30		
	20:30	LH9759	BRISBANE / BANGKOK	20:30		
	20:30	TO984	BRISBANE / BANGKOK	20:30		
	20:50	KX824	IN CHEON	20:50		

A simple interface between the Travel Agent's passenger database, along with the flight information system is all that is needed to drive the Travellers Information System.



Blackberry Email



Pager



Mobile



Land line & Facsimile



Coverage

As the world is becoming a smaller place and the need for multilingual and multimediuim systems are growing. Passengers are now travelling further and to a wider range of destinations and the requirement for passenger assistance has never been greater.

Verifyflight's coverage is constantly expanding...currently we cover:

Region	% Of Airports serviced
<i>USA*</i>	96.35%
<i>North America*</i>	97.95%
<i>South America</i>	65.96%
<i>Europe</i>	91.34%
<i>Asia</i>	79.02%
<i>Australia & New Zealand</i>	89.60%
<i>Middle East</i>	53.35%
<i>Africa</i>	97.90%

**Includes all scheduled flights on over 1200 carriers Coverage in US at 99.8% without non-instrument flights in AK and HA*



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