Streamline your passenger operations

Solution Overview

Aviation Services & Payments Conference
Radisson Blu Hotel - Nairobi, Kenya
John Kiss
Director, Business Development

AIRLINE CHOICE
A Little Background
Company Profile—MIS Choice, Inc.

Founded in 1999

Three Lines of Business

Headquartered in Chicago

Serving over 45 Airlines, Handlers, Airports

Recent Awards & Recognitions
- 2015 - 2017 MSP 501 (Top 501 Global Managed Service Providers)
- 2015 - 2017 INC 5000 (Fastest Growing Private US Companies)
7 New Carriers

623% Pax Increase
2014 - 2017 YTD

8 PreCheck Certifications

2,086 Service Requests & Alerts Resolved YTD

434 Departure Airports

210 DCS Installed Airports
You’re in good company...

Air Carriers

Airports, Handlers & Industry Providers

[Logos of various airlines and airport authorities]
Our Clients Shape the Product

Annual User Conference

Participation in Industry Groups and Associations

Close Cooperation with Government Regulators

Customer Advisory Board

Real Time Customer Development Prioritization and Feedback
Platform Overview
What is Airline Choice?

Modular System of Software Designed for Passenger Handling

Mix of Delivery Options (Citrix, Web, CUTE, Mobile, Kiosk)

Services to Support Successful Operations

Worry Free Deployment & Delivery
Compliance Solutions

Global API Compliance
- Bermuda
- Brazil
- Canada (iAPI)
- CARICOM
- Tobago
- China
- Costa Rica
- Cuba
- Dominican Republic
- Spain
- Jamaica
- Japan
- Mexico (API only)
- Panama
- Portugal
- Russia
- South Africa
- Spain
- Taiwan
- U.A.E.
- UK
- USA

Currently Supported

In Development
- Korea
- Australia
- UK Interactive
- Thailand

Visa Waiver Program (ESTA)

PNR Compliance

Clearly Reconcile Multiple Vetting Responses from Different Countries
Expanding Global API Requirements

Early 2000’s

Today

Legend
- IAPI in force or authorized
- API in force or authorized
Security Solutions

Travel Document Authentication
- Comprehensive Global Document Database
- Document Capture & Authentication

Biometrics
- Facial & Fingerprint Recognition Capabilities
- Verification against ePassports

Passenger Risk Analysis
- Advanced PNR Profiling / Analysis
- Rules Based Engine

Travel Document Requirement Check
- IATA Timatic AutoCheck Integration
- Clear Pass / Fail Instructions to Agent
Operations Solutions

Departure Control System
- Seamless integration into Security & Compliance Requirements
- Intuitive and easy to use interface for agents
- Multiple Check In Options (Agent, Web, Kiosk, Mobile Agent)
- Interactive Seat Map & Boarding Module
- Positive Bag Match and Baggage Reconciliation
- Voucher Printing
- Flexible Ancillary & SSR setup

Integration
- Ability to integrate with Airline PSS Systems
- Auto-read in of PNL/ADL via email, TTY,
- Web Service
- Common Use Integration (CUTE):
## Passenger Details

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- **Checked-In:** 13
- **Not Checked-In:** 0
- **Boarded:** 0
- **Not Boarded:** 13
- **Total:** 13

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**Checked Bag Wt.:** 58  
**Carry-On Bag Wt.:** 0  
**Total Bag Wt.:** 58
Ancillary Solutions

Flexible Ancillary Sales
- Create Automatically Calculated Baggage & Seat Sale Charges
- Limitless Miscellaneous Charges
- Configurable Templates for different charges by city pairs / individual flights
- Full Audit Trail on Waived Charges / Collections
- Calculate allowances or charges based on SSR Codes

Multiple Collection Options
- Capture in Check In Screen
- Credit Card Swipe
- Flexible Payment Gateway Options
- Split or Group Payments
- Options to Capture via Separate Payments Desk
- Recording of Cash Payments
Web Check In Solutions

Web Check In Interface
- Standard Front End Web Check In Front End
- Brandable and deployed on airlines own domain name, not redirected to a 3rd party
- Enable Seat Selection, Baggage & Ancillary Sales via Online Check In
- Email Mobile Boarding Pass

Web Check In API
- Simple Web API for Web & Mobile Check In Integration
- Contract your own provider for front end development or interface into existing platform
- Query Flight Status / ETD into via Web API for Flight Alerts & Status
Self Service Solutions

Custom Kiosk Options
- Cost Effective Alternative to CUSS
- Design a Unique Passenger Experience
- Perform Document Authentication & Screening Checks at the Kiosk

CUSS and Self Service Bag Drop (SSBD)
- Integrate into Airport CUSS Kiosks
- Enhance Passenger Experience through Self Tagging and Bag Drop

Custom Kiosk Options
- Cost Effective Alternative to CUSS
- Design a Unique Passenger Experience
- Perform Document Authentication & Screening Checks at the Kiosk
Kiosk Hardware

Tablet Based Kiosk

- Cost Effective & Low Profile
- Microsoft Surface
- Simple Check In Flow
- Boarding Pass Printer & Passport Scanner Integration
Full Feature Kiosk

- Opens opportunity for self tagging baggage
- Integration with additional scanners (CC)
- Larger Format, 19’ screen
- Mobility option for wheels and battery
- No counter space or custom millwork needed
Airlines must track baggage at four key points in the baggage journey as follows:

- Passenger handover to airline
- Loading to the aircraft
- Deliver to the transfer area
- Return to the Passenger

http://www.iata.org/whatwedo/ops-infra/baggage/Pages/baggage-tracking.aspx
Baggage Reconciliation

Reduce Misloads and Lost Bags
- Ability to scan baggage progression through the journey (sortation, loading, unloading, etc)
- Alerts for expected bags not loaded
- Alerts on loading bags on the wrong flight
- Full Audit Trail on Bag History
- Rugged Mobile Device with Cell Data Capabilities

Positive Bag Match Made Easy
- Quickly Reconcile Remaining Bag Counts & Load Reports
- Identify loaded bags for offload for no-show pax
- Central Reporting & Audit Capabilities
Ops Dashboard

Web Based Operations Dashboard
- Quick Insight Into Flight Operations
- Alerts for Non Compliant Flights
- Flight Statistics
- Adaptable to Mobile Browsers

Operations Center Wallboard
- Wallboard Showing Days Top Departure Points
- First Check In & Last Check In Scheduled for the day
- Flight Statistics for the Month/Week
- Aggregate Alerts for all flights
AeroCRS DCS Integration

Two Way Data Interchange

Passenger Manifest Interchange
- PNL / ADL Messaging Interchange
- Rich Content
- Custom Defined Interchange Timings

Post Flight Reconciliation
- PFS / PRL Messaging Interchange
- Reconciles Flown / Not Flown Pax

API Interface
- Fully automated data interchange
Airline Choice Mobile

**Full DCS Functionality**
- Manage & View Active Flights
- Complete Passenger Check In, Including API Collection, Seat Assignment, Baggage Handling
- Easy Boarding Management
- Passenger Vetting & APIS Messaging
- Timatic Document Check
- APIS Flight Close Out Messaging

**Complete Device Compatibility**
- Passport MRZ Swipe
- Camera Passport & BP Reading
- Bag Tag & Boarding Pass Printing Flexibility
- Barcode Reader Scanning

**Reporting**
- Print, Email or View Reports from the tablet (Full Report Catalog)
- Full IATA Messaging Suite (PRL/PFS, etc)
AC Mobile – Fly Away Kits

No Setup Wireless Printing
- iPhone Automatically Pairs with Printer Kit
- No Airport Connectivity Required
- Data Connectivity via Cellular Network

True Fly Away Check In
- Storage for 2 iPhones & Grabba Scanners
- Self Contained Kit, Printers, Phones, Scanners & Printer Stock
- Only Setup is a Power Plug
Mobile Deployment Solutions

Mobility Solutions, Portable Check In
- Rugged, Customized Mobile Hardware Solutions
- Designed for airports with no CUTE or dedicated counter deployments
- Easy Station Deployment & Tear Down
- Compact Check In enclosed in a fly away kit for easy repositioning

Mobile Check In Trolleys
- Easy to deploy and move throughout the airport.
- Bring out for extra capacity when additional counter space isn’t possible
- Flexible design, full check in configuration, gate or document profiling station
Concierge Services

Ad-Hoc Flight Support
- Charter Flight Handling for APIS through Central Ops Desk
- 24x7 Availability, Scheduled & On-Demand

Customization
- Custom workflow & integration
- Data interchanges outside of industry standards

Consulting
- Government Certification Requirements
- Strategic Partnerships w/ Industry Leaders
  - DOT Regulations
  - Management & Operations Consulting
  - Security Training & Manual Development

Flight Following Service (OCC)

Training
- Station Deployment & Onsite Training
- Airline Choice HQ
- Online
The Changing Passenger
Why Invest in Automation and Technology?

Passengers Increasingly Seeking Out Self Service

More Options for Passengers to Choose From, Carriers Need to Stay Competitive

Save on Costs and Deliver a Better PaxEx with Self Service Technologies

Passenger IT Trends Survey 2017 - SITA
Questions?
Company Headquarters

300 N Martingale, Suite 250
Schaumburg, IL 60173
United States

sales@airline-choice.com
+1 224 265 8020
Teletype: CHIMCXH

www.airline-choice.com

John Kiss
Director, Business Development
john.kiss@mischoice.com