



Securidox delivers on IATA eTicket objectives

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Paper tickets from a self-service kiosk currently cost \$15 per ticket to issue. This is precipitating a move to eTickets and the traditional multi-coupon will cease to be issued. However, according to IATA's eTicket Working Group the paradox is that despite eliminating paper tickets it is a requirement nonetheless to provide 'paper ticket notices' usually in the form of an 'eTicket confirmation/receipt'.

By delivering eTicket notifications using the Securidox system from Securidox, airlines, travel agents and tour operators are able to satisfy these requirements without compromising on savings, appearance and efficiency.

At IATA's AGM in June 2004, Giovanni Bisignani, IATA's Director General and CEO said "We will drive paper tickets out of the system, reduce airline costs and at the same time improve customer service. IATA's aim of putting in place a paperless ticket system in three years' time is part of a four-point plan to reduce airlines' running costs through better use of technology."

IATA intends to have all self-service check-in terminals follow the same industry standards by replacing magnetic strips boarding passes with bar codes which can be printed by customers.

Moving in this direction, a number of airlines have initiated online printing of boarding passes. This is achieved by having the passenger print off the browser window whilst online. United Airlines FAQ's shows significant issues with passengers printing off HTML boarding cards online, such as:

- Printer setting problems
- Image download problems. i.e. the barcode may not appear
- Multiple page printouts - depending on browser, PC settings and paper size combinations

By its very nature, printing the browser screen results in extra, often cryptic text being printed on the top and bottom of each page. Where a document runs over multiple pages, it is almost impossible to mandate accurate and predictable page-breaks.

Securidox ensures that the passengers are delivered secure, self contained documents as PDF files. By their very nature PDF files are compatible with all systems and all printers. A barcode image is generated and embedded during the generation of the document. In addition, the template driven nature of Securidox ensures that marketing personnel always have the ability to modify the look of the document as well as the messages and offers included for each passenger.

Mark Scott, Managing Director Securidox commented: "The 'paperless ticket is now possible from airlines and agents, but passengers still require printed documents. Using Securidox, airlines can conform to IATA's stipulations without compromise, save on costly self service kiosks and better inform passengers of offers and events"

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