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Norwegian trials Amadeus document verification technology to create a smoother passenger journey

As an increasing number of travellers return to the skies, verification of health records at departing, in-transit and arriving destinations will become a time-consuming part of the passenger experience. That's why Norwegian has deepened its partnership with Amadeus to pilot [Traveler ID's](#) digital health verification capability.

The Amadeus solution will be embedded within the passenger self-service check-in experience, whether done through the airline app or website.

Travellers will be able to declare the required health documentation within the app which will then be checked against the destination's requirements.

"We are pleased to implement this innovative Amadeus technology which aims to improve the passenger experience. Through the integration with Altéa business rules, Traveler ID's health capability will know what documentation travellers should hold depending on their route and nationality. Norwegian is dedicated to being a leader in simplifying the customer journey, and our pilot trial of Traveler ID for Safe Travel technology marks an important step for the industry to ensure that passengers can travel in confidence while adhering to the latest travel regulations," says Tor-Arne Fosser, Norwegian Executive Vice President Products and Digital Development.

At a national level, Norwegian are also working with the airport authorities Avinor, the Norwegian government and the Norwegian Directorate of Health to ensure full collaboration across all parties as the airline works towards the common objective of restarting travel.

Traveler ID is also fully integrated into the airline's check-in system, meaning that once the traveler has completed the information it can be referenced throughout the entire trip in a fast, convenient and secure manner.

"We are excited to see Norwegian implement Traveler ID for Safe Travel, bringing the benefits of this innovative technology to its passengers," comments Johan Nordqvist, Vice President, Airlines Nordics & Baltics and Managing Director, Scandinavia at Amadeus. "Traveler ID is one of our offerings through our [Safe Travel Ecosystem](#). It helps to centralize and streamline the digital health record verification process in the wake of COVID-19, cutting out the need for multiple logins and varied apps, and allowing for a smoother and frictionless travel experience. We have more functionalities coming to market soon and look forward to updating the market on the roadmap of this partnership. "

Traveler ID's health capability is [currently live with five](#) airlines, with further customers to be announced soon. Traveler ID's solutions to verify digital identity and health documentation are also relevant for other customer groups, including hotels and airports.

Notes to the editors:

About Amadeus

Travel powers progress. Amadeus powers travel. Amadeus' solutions connect travelers to the journeys they want through travel agents, search engines, tour operators, airlines, airports, hotels, cars and railways.

We have developed our technology in partnership with the travel industry for over 30 years. We combine a deep understanding of how people travel with the ability to design and deliver the most complex, trusted, critical systems our customers need. We help connect over 1.6 billion people a year to local travel providers in over 190 countries.

We are one company, with a global mindset and a local presence wherever our customers need us.

Our purpose is to shape the future of travel. We are passionate in our pursuit of better technology that makes better journeys.

Amadeus is an IBEX 35 company, listed on the Spanish Stock Exchange under AMS.MC. The company is also part of the EuroStoxx50 and has been recognized by the Dow Jones Sustainability Index for the last eight years.

To find out more about Amadeus, visit www.amadeus.com

About Norwegian

Norwegian was founded in 1993 but began operating as a low-cost carrier with Boeing 737 aircraft in 2002. Since then, our mission has been to offer affordable fares for all and to allow customers to travel the smart way by offering value and choice throughout their journey.

Norwegian has been voted Europe's Best Low-Cost airline by Skytrax for six consecutive years and won Airline Program of the Year Europe & Africa at the Freddie Awards for four consecutive years. Since 2012, Norwegian has won over 55 awards for our service, product, and innovation in the industry.

We were the first airline in the world to join the UN Climate Secretariat's climate action-initiative in 2019, pledging to work systematically to become carbon neutral by 2050.

Norwegian operates a short haul network across the Nordics and to key European destinations providing customers with excellent quality at affordable fares.

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