



Copa Airlines Taps NCR to Make Travel Easier, More Rewarding for Passengers

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NCR Software-Driven Technology Enables Seamless, Omni-Channel Interactions between Airline and Passengers

DULUTH, Ga.--(BUSINESS WIRE)--Jul. 1, 2013-- [NCR Corporation](#) (NYSE: NCR), the global leader in consumer transaction technologies, announced today that Copa Airlines has selected NCR technology to make everyday easier for passengers through faster and easier interactions with the airline.

First, access to the [Copa Airlines](#) mobile site, m.copaair.com, just got easier and more convenient with the launch of the airline's free NCR-developed iPhone app, which allows users to search Copa's flight schedules, [check flight status](#), [check-in for flights](#) and download [mobile boarding passes](#).

When Copa passengers use the app for check-in, electronic boarding passes are delivered directly to passengers' mobile phones. This allows passengers to save time by proceeding directly to security and avoiding the check-in counter. The new app is now live and available for download at Apple iTunes and the App Store.

Second, Copa will use NCR APTRA eMarketing platform to email boarding passes to travelers who choose to have boarding passes delivered that way.

Finally, the airline has purchased the NCR web check-in software built on the NCR shared travel framework, an innovative software platform that provides seamless integration across all airline systems, including kiosks, mobile and web. NCR supplied Copa's self-service check-in kiosks and developed Copa's mobile site, m.copaair.com. Therefore, incorporating this software platform will further improve the passenger experience by facilitating consistent and instantaneous delivery of changes such as schedules, fares and other updates across multiple customer-facing devices.

"Our focus is on providing exceptional passenger experiences by giving our customers the ability to more quickly and easily access the information they need," said Joseph Mohan, commercial and planning senior vice president, Copa Airlines. "NCR's ability to integrate all these systems helps us provide the best service for all our passengers."

"Copa has a tradition of making the travel experience easier for its passengers," said Tyler Craig, vice president and general manager, NCR Travel. "The airline remains at the forefront by implementing a self-service infrastructure to enable easy and consistent omni-channel interaction for its passengers."

Copa Airlines is a subsidiary of Copa Holdings S.A. (NYSE:CPA)

About Copa Holdings, S.A.

Copa Airlines and Copa Airlines Colombia, subsidiaries of Copa Holdings, are leading Latin American providers of passengers and cargo services. The airlines provide service to 65 destinations in 29 countries in North, Central and South America and the Caribbean, operating one of the youngest and most modern fleets in the industry, consisting of 86 aircraft: 60 Boeing 737NG aircraft and 26 Embraer-190s. To make reservations, check seat assignments, log on to a MileagePlus account, create a trip log, check-in for flights, print boarding passes or purchase tickets via secure transactions in 11 currencies, visit [copa.com](#).

Copa recently launched its mobile website, [m.copaair.com](#), becoming the first airline in Latin America to offer travelers the ability to use electronic boarding passes.

About NCR Corporation

NCR Corporation (NYSE: NCR) is the global leader in consumer transaction technologies, turning everyday interactions with businesses into exceptional experiences. With its software, hardware, and portfolio of services, NCR enables more than 300 million transactions daily across the retail, financial, travel, hospitality, telecom and technology industries. NCR solutions run the everyday transactions that make your life easier.

NCR is headquartered in Duluth, Georgia, with over 26,000 employees and does business in 180 countries. NCR is a trademark of NCR Corporation in the United States and other countries.

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NCR Corporation
Mark Scott, 678-808-7721
mobile: 404-771-8658

mark.scott@ncr.com