

CASE  
STUDY



# How automatically sending passenger data saved Air Pink 2,500 hours in just 9 months



 **streamlane.**





## How automatically sending passenger data saved Air Pink 2,500 hours in just 9 months



Serbian charter carrier Air Pink connected to Streamlane's GOVlink API/PNR platform in 2022. By automating the process of sending passenger data, they saved thousands of hours of work for flight dispatchers, while also ensuring compliance with multiple states' rules.



**2,500 hours**

Estimated workload savings in just 9 months



**18 countries**

connected and more to come

### Air Pink profile

Air Pink is a private business jet charter airline based in Belgrade, Serbia. Founded in 2004, Air Pink today operates 17 Cessna business jets, and two Embraer Legacy 600 Business Jets. The carrier flies to over 500 airports in Europe, the Middle East, North Africa, plus the USA and CIS countries.





## The challenge: transmitting API/PNR data

Many countries where Air Pink flies require carriers to transmit advanced passenger information (API) and passenger name record (PNR) data to the relevant authorities before departure. Air Pink needed to enter this information into Leon (their flight management system), then upload it to each country's API PNR portal. This process created several challenges for the company.

First, for a charter airline like Air Pink, collecting and transmitting this data is a time consuming process. Flight dispatchers must enter each passenger's information manually into the departure and destination country's portal at least once (and sometimes more).

A second challenge is that the type of information that each destination country requires - and the format it requests it in - varies significantly.

**Dalibor Cortan, Flight Dispatcher at Air Pink explains:** *"Each country has its own PNR/API system that would be mostly adapted to companies that operate regular air traffic, so the dispatcher would have to be familiar with all those web portals that are mostly not user friendly".*

Another difficulty Air Pink faced was the fact that rules and requirements around API and PNR data change relatively frequently. Knowing which kind of data to send to each country's authorities, and staying compliant, is a real challenge. Failure to send the correct data could also result in penalties. **Dalibor says:** *"We were in constant fear that some of the countries where we fly would introduce new regulations that we would not be aware of, and that we would commit a violation by not sending passenger data to the agency who needed it".*

Finally, Air Pink's business is growing, and they are operating more flights every year. They were looking for a more efficient process that could scale with them.



### What Air Pink needed

Air Pink were looking for a solution that would deliver:

- ✓ **Automation:** The airline wanted to automate the process of transmitting API and PNR data to all requesting states from its flight management system.
- ✓ **Peace of mind:** Air Pink wanted to avoid the risk of paying fines or having their permission to fly revoked for failing to send the correct data.
- ✓ **Reduced workload:** Air Pink wanted to save their dispatchers and crews time entering and sending passenger data to state authorities.
- ✓ **Compliance:** The charter airline wanted to ensure compliance with the rules in every country they fly to, including for sanctions lists.





# Streamlane's GOVlink automates Air Pink's processes

In 2022, Air Pink engaged with Streamlane to activate our GOVlink API/PNR software which transmits data to individual states' systems. GOVlink is a simple solution which provides carriers with one connection to all states and authorities, ensures they comply with all regulations, while also meeting the highest data security standards.

Within one week, GOVlink was connected to the API/PNR systems of 14 countries where Air Pink flies who require this data to be transmitted. As part of our service, we keep Air Pink up to date with any changing rules or regulations in their destination countries. Since then 4 new states were added.

We also connected Air Pink to our sanctions list service, which ensures they do not unintentionally transport or deal with individuals who are under sanctions in the EU, USA or UK. This is especially valuable for a charter flight service.



## How GOVlink benefits Air Pink

Using GOVlink has helped Air Pink achieve several objectives:



### Saving time:

GOVlink reduces the need to manually enter data in various countries' API PNR portals. This saves Air Pink between 40 minutes and 1.5 hours of workload per flight.

**Dalibor Cortan explains:**

*“By introducing GOVlink and automating the process of sending passenger data, dispatchers have more time to deal with other jobs that are important for preparing the flight”.*



### Peace of mind:

Because GOVlink transmits the correct data in the format that each state requires, Air Pink no longer fears that they may send the wrong information or be non-compliant. In addition, Streamlane team does the link between the client and the authorities.

**Dalibor Cortan says:** *“GOVLink gives us the assurance that we are compliant with regulations and we are ready for further requirements that are imposed on us”.*



### Always up to date:

Streamlane continually monitors changing API and PNR requirements around the world, which means we update our systems and notify our customers of any changes, so they always remain compliant.

**Dalibor Cortan highlights the value this brings:** *“In case new states introduce requirements for sending passenger data, we will be ready and we will comply with the regulations”.*





# Streamlane helps you comply with API/PNR rules



Streamlane is the only pure player on the market that offers airlines of all sizes a reliable, fast and secure method of transmitting API/PNR data. Based in France and operating internationally, our combination of expertise, easy-to-use software, and rapid implementation mean you have the peace of mind that you are compliant with API/PNR requirements around the world - while also saving your staff valuable time.

**Contact us today, and save thousands of hours of manual work sending API/PNR data, while avoiding penalties for non-compliance.**

Contact Us



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