hopae.

CASE STUDY · TRAVEL & AVIATION

# Trip.com turns the phone wallet into the booking form

Trip.com uses Hopae's digital identity infrastructure to let travellers book flights with one-click, wallet-based identity, with the support of IATA.

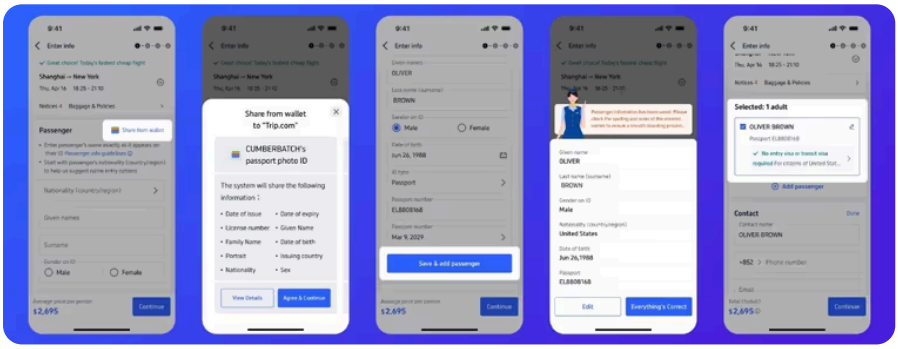
hopae. × Trip.com | SUPPORTED BY IATA

**1 click**
to share a verified identity from a mobile wallet and autofill booking details

**75+ eIDs**
national digital IDs and wallets reachable through a single Hopae integration

**78%**
of passengers want one phone wallet for ID, booking and payment (IATA, 2025)

## SEE IT IN ACTION: THE TRIP.COM BOOKING FLOW




**01 Share from wallet**
One tap on the passenger form

**02 Consent**
Traveller sees exactly what is shared

**03 Autofilled**
Verified passport data drops in

**04 Confirm**
Quick check, then add passenger

**05 Done**
Passenger added, entry needs checked

## THE CHALLENGE

Booking a flight online has long meant typing names, dates of birth and passport details by hand. Every keystroke risks a mismatch between ticket and travel document, driving failed check-ins, costly name corrections and abandoned checkouts. IATA's **One ID** vision of a document-light journey has to start where the trip starts: at booking.

## THE SOLUTION

With Trip.com's **Customer ID**, travellers reuse verified identity data already stored in their mobile wallet instead of retyping it. Hopae provides the digital identity infrastructure that requests, verifies and maps wallet credentials into the booking flow, supported by IATA under its Data and Technology Strategic Partnership.

## WHY HOPAE

Interoperability and trust are the industry's biggest hurdles. One Hopae integration accepts and verifies credentials across **75+ eIDs** and wallets, so travel platforms can serve every market without building and maintaining each connection.

> **"In an AI-driven, interconnected travel landscape, no single player can create value alone."**
>
> CT Ooi, Global Head of Flight Business, Trip.com Group

> **"Digital identity is a key enabler of a more seamless travel experience."**
>
> Nick Careen, SVP Operations, Safety & Security, IATA

**Fewer booking errors**
Data comes from a trusted credential, not manual typing.

**Less friction**
One tap replaces multi-field form entry on mobile.

**Traveller control**
Travellers see and approve exactly what they share.

**Built for the full journey**
The same credentials extend to check-in, visas and boarding.

**Make identity the fastest part of your booking flow.**
Accept and verify 75+ eIDs and wallet credentials with one integration.

hopae.com →

Sources: Trip.com plans digital ID pilot using Google and Apple wallets, PhocusWire · AI and Digital Identity Drive Aviation's Next Chapter: Trip.com Group at Airline Global Conference, PR Newswire