

# Mastercard Travel Pass App Customer Journey



Dragonpass

A global travel and lifestyle service platform

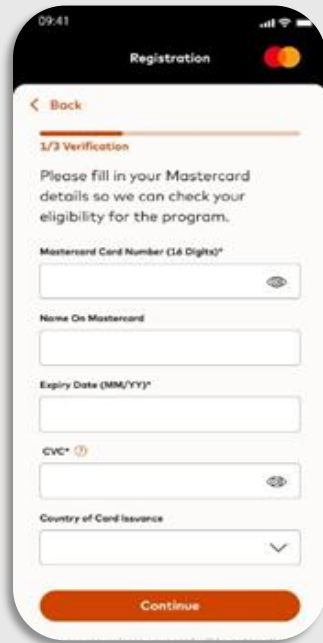


# App Customer Journey

## Cardholder Experience: Download & Registration

After downloading the app from the iOS app store or Google Play, the customer will enter their eligible Mastercard card details, as well as their name and email address to set up their membership.

Users can login more easily by enabling biometrics



Registration

< Back

1/3 Verification

Please fill in your Mastercard details so we can check your eligibility for the program.

Mastercard Card Number (16 Digits)\*

Name On Mastercard

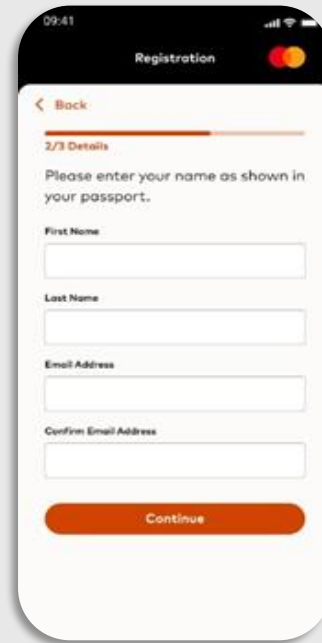
Expiry Date (MM/YY)\*

CVC\*

Country of Card Issuance

Continue

①



Registration

< Back

2/3 Details

Please enter your name as shown in your passport.

First Name

Last Name

Email Address

Confirm Email Address

Continue

②



Registration

< Back

3/3 Password

Create a Password

Password must contain:

- At least 8 characters
- At least 1 lower case
- At least 1 upper case
- At least 1 number
- At least 1 special character (!@#%)

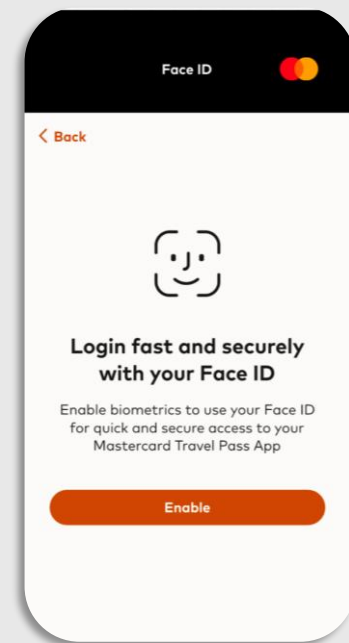
Confirm Password

I agree to DragonPass' Privacy Policy, Terms of Use and Terms and Conditions, and allow DragonPass to collect my personal information for use in relation to this Program. \*

I would like to receive updates on special offers, products, services and feedback opportunities.

Continue

③



Face ID

< Back

Login fast and securely with your Face ID

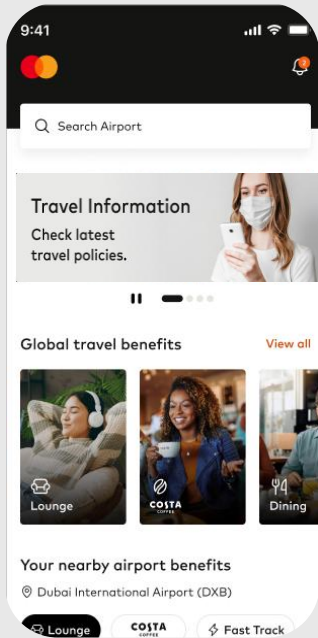
Enable biometrics to use your Face ID for quick and secure access to your Mastercard Travel Pass App

Enable

④

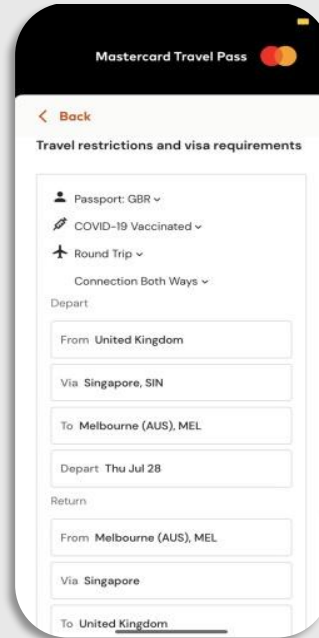
### Cardholder Experience: Travel Information

Get real-time airport and destination info in one place, so cardholders can travel with confidence every step of the way.



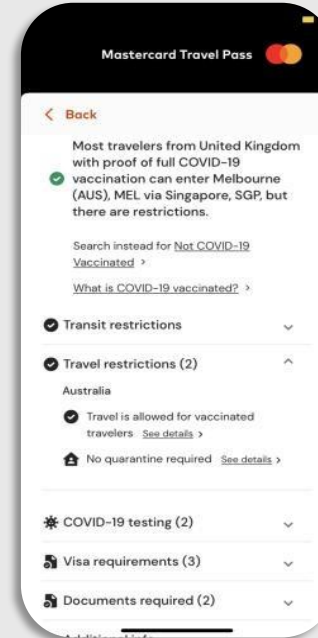
1

Click on 'Travel Information' banner on the homepage of the app.



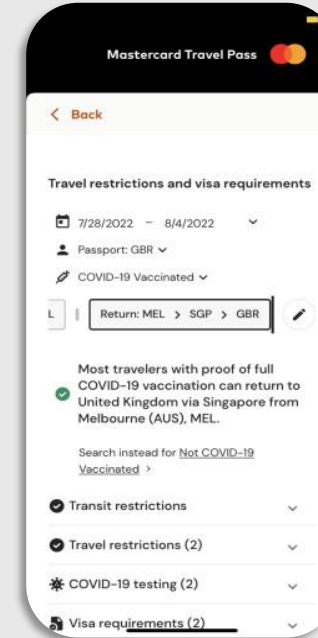
2

Provides travel information based on fields requested.



3

Latest travel information based on inputted travel information will be provided.



4

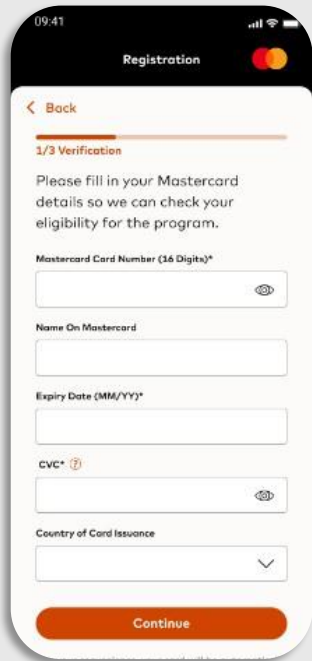
Ability to toggle between outbound and return journeys to view regulations specific to each leg of travel.



# Airport Lounge Access

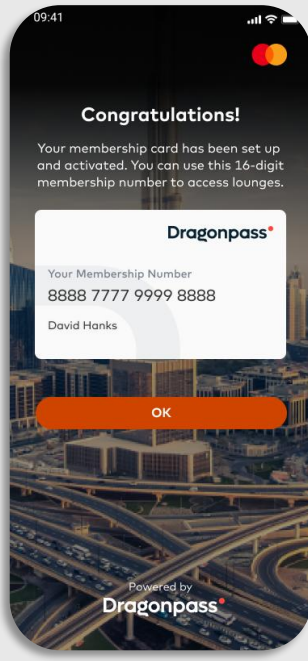
## Cardholder Experience: Lounge Searching & Booking

Generate your lounge access QR code in just a few taps



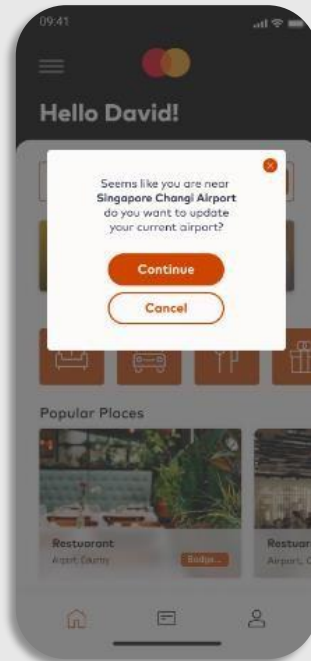
1

Cardholder registers their card (multi-cards supported).



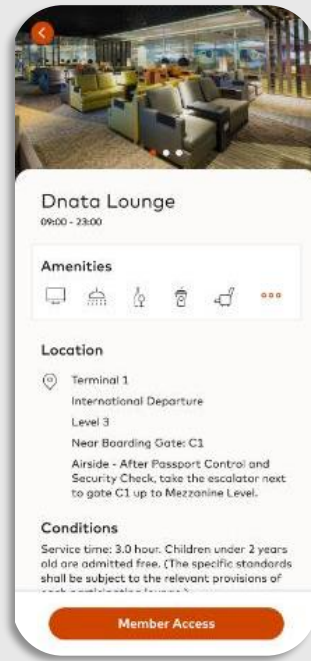
2

Confirmation with clear entitlement.



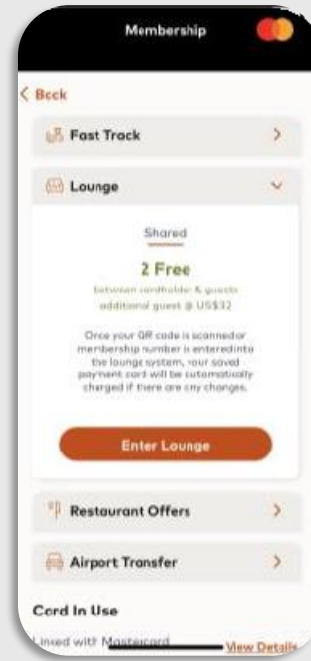
3

Real-time alert of nearest airport.



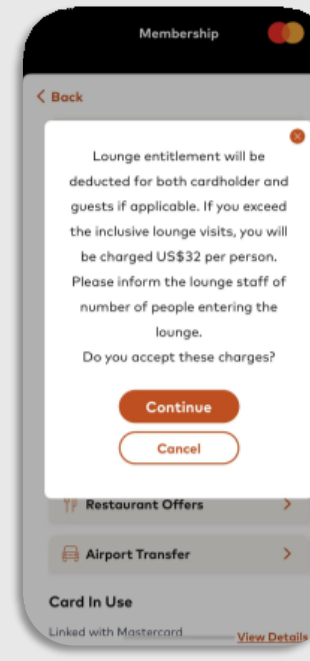
4

Choose lounge.



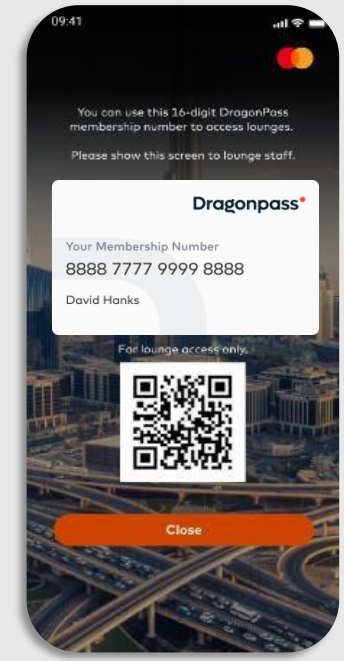
5

Entitlement reminder (by product).



6

Cardholder accepts any applicable charges before entry.

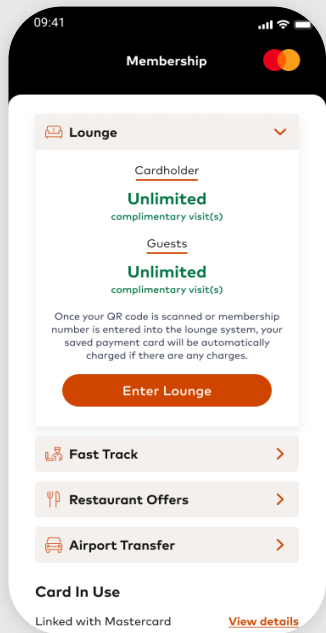


7

Access via online QR code OR offline DP card.

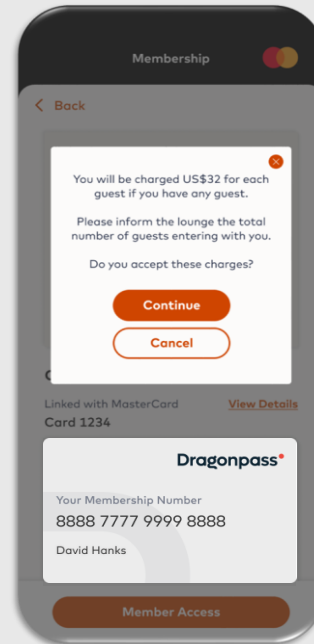
## Cardholder Experience: Lounge Walk-in

After downloading the app from the iOS app store or Google Play, the customer will enter their eligible Mastercard card details, as well as their name and email address to set up their membership.



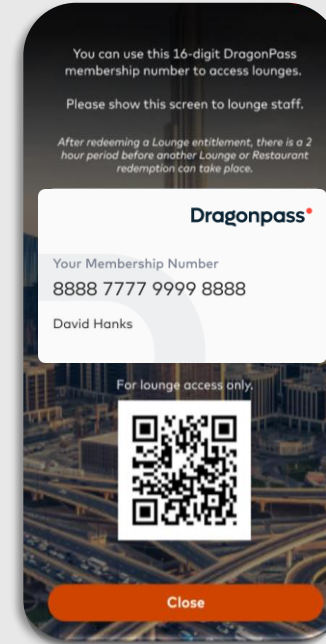
1

Pressing 'Walk-in' takes user to membership page where user can see 'Enter Lounge' button.



2

User will see pop-up to advise additional charges would apply if they do not have enough entitlement.

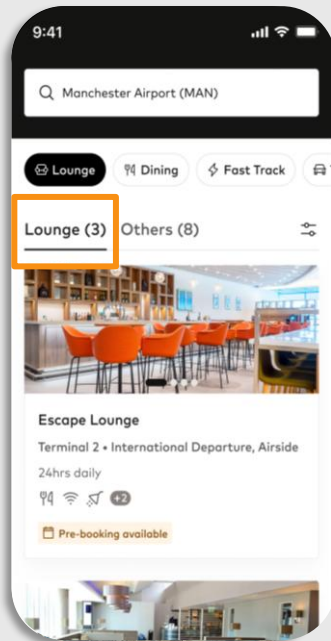


3

Pressing 'Continue' will provide the QR code and user can enter Lounge.

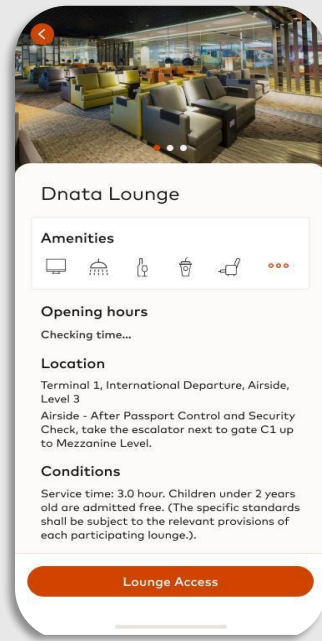
## Cardholder Experience: Lounge Pre-Booking – Part 1 of 2

User navigates to the lounge module and selects a lounge, clicking 'Lounge Access' where they can 'Prebook' or 'Walk-in'.



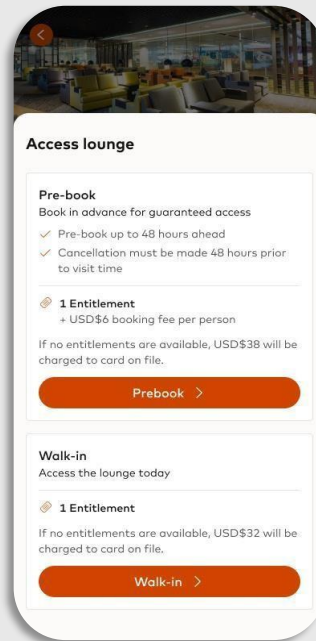
1

Cardholder searches airport lounge.



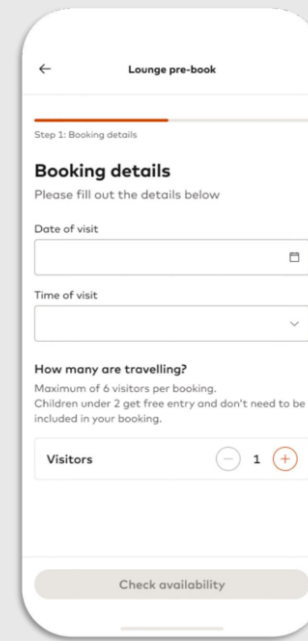
2

Select preferred lounge.



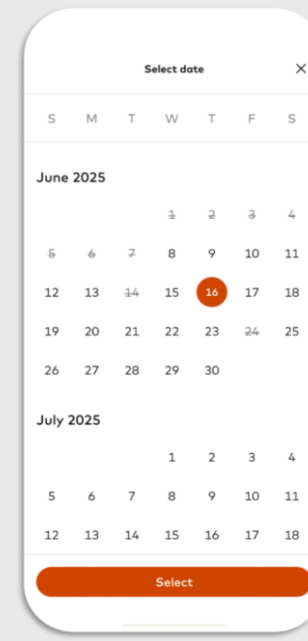
3

Lounge details page is opened with information about the lounge and 'Lounge Access' button.



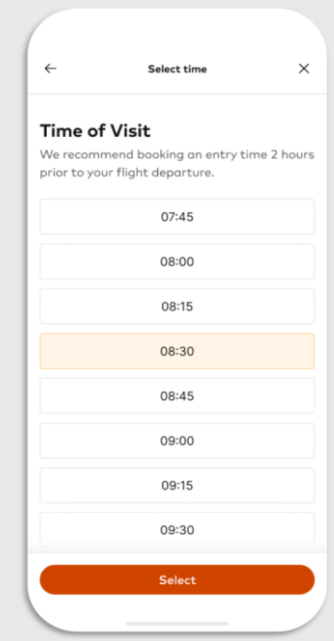
4

Select the date and time of visit, as well as how many visitors.



5

Select a day at least 48 hours in the future,

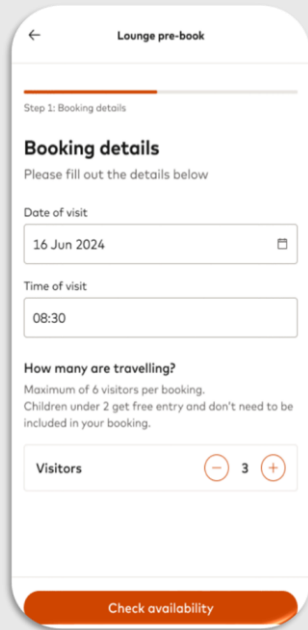


6

Select a time on that day to Pre-Book the lounge.

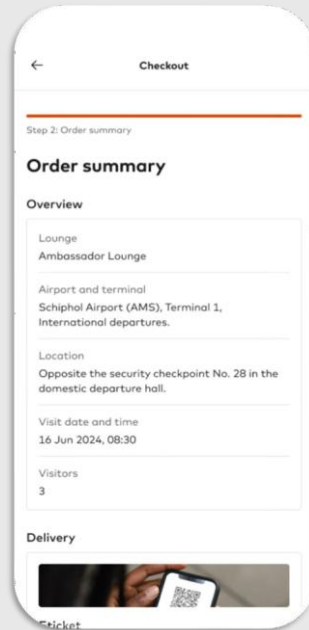
## Cardholder Experience: Lounge Pre-Booking – Part 2 of 2

User navigates to the lounge module and selects a lounge, clicking 'Lounge Access' where they can 'Prebook' or 'Walk-in'.



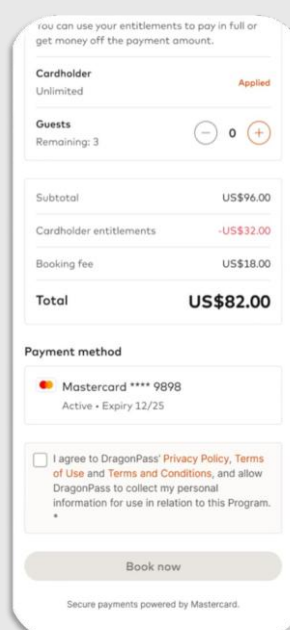
7

Update how many Visitors will be on the booking and click 'Check availability'.



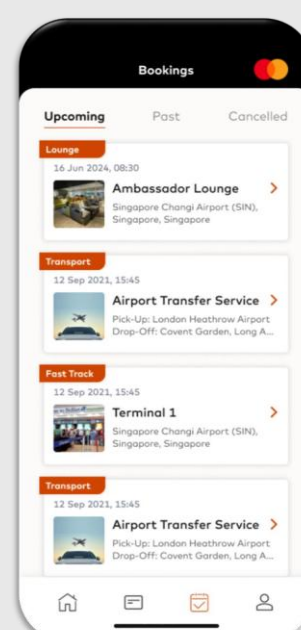
8

Checkout – Order summary page details the lounge selected for pre-book.



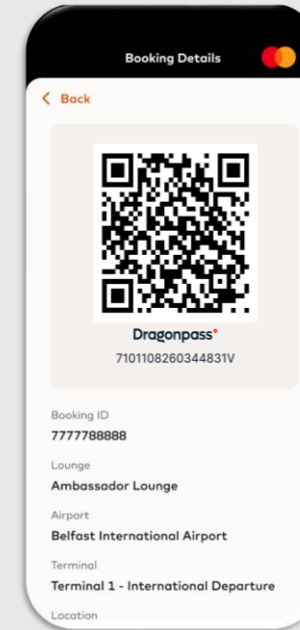
9

Breakdown of the booking fee and PAYG.



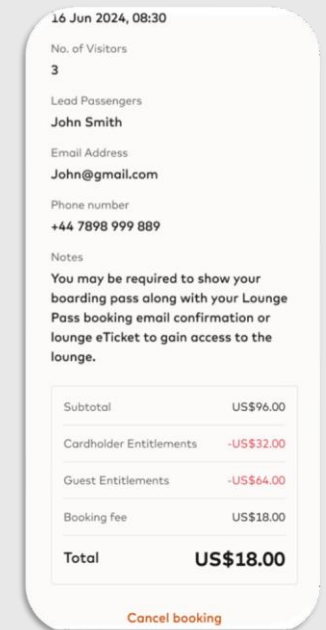
10

Pre-book Lounge is shown in the Bookings 'Upcoming' tab.



11

User can view Pre-book QR Code and booking details.



12

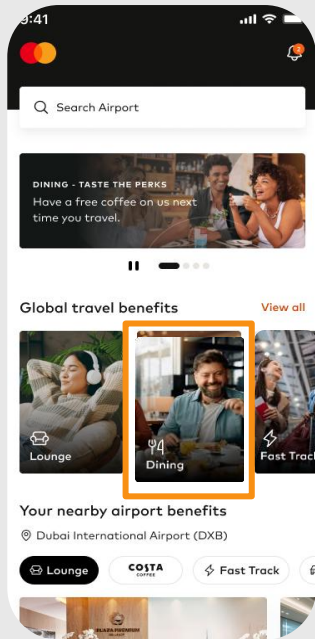
User can cancel booking up to 48 hours before the booking time for a refund.



# Airport Dining

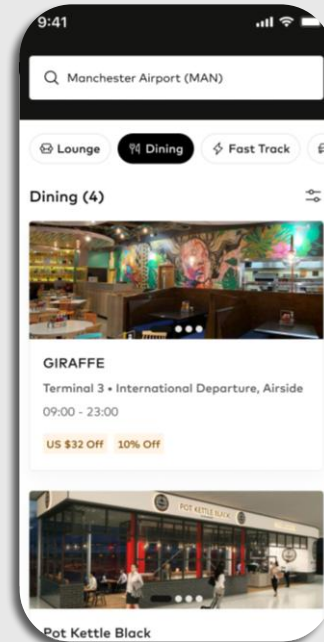
### Cardholder Experience: Dining – Set Meal

Enjoy a set meal as a lounge alternative



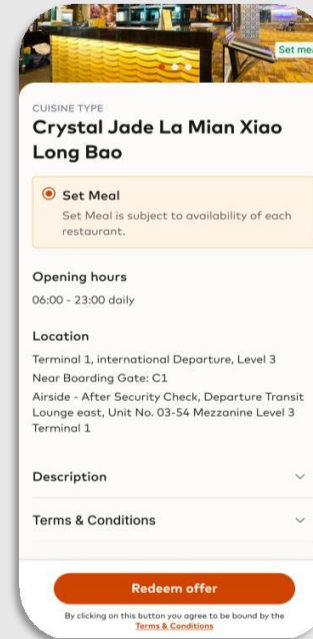
1

Click on the restaurant icon at the top or alternatively scroll down to Restaurants and click view all.



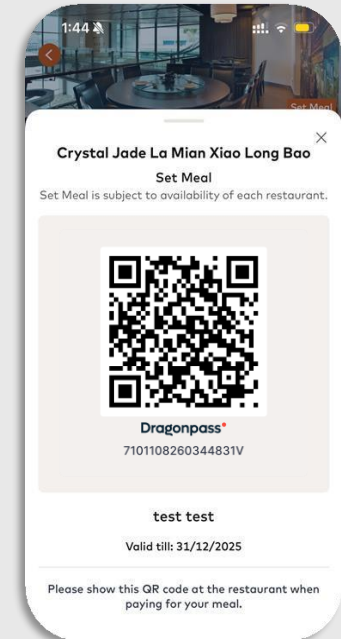
2

Available restaurants will show. Click on desired restaurant to enter the chosen restaurant page.



3

Click redeem at the bottom of the page to open the QR code.

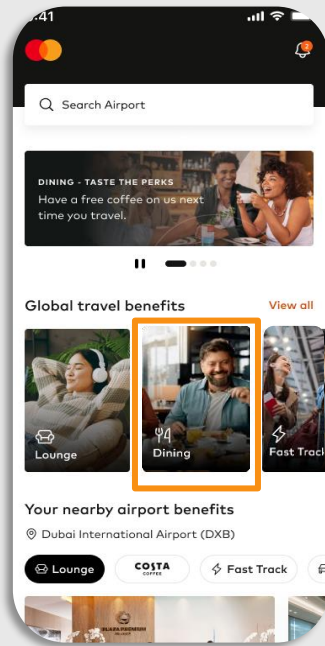


4

QR code shows with details of dining benefit. QR code to be shown at the restaurant.

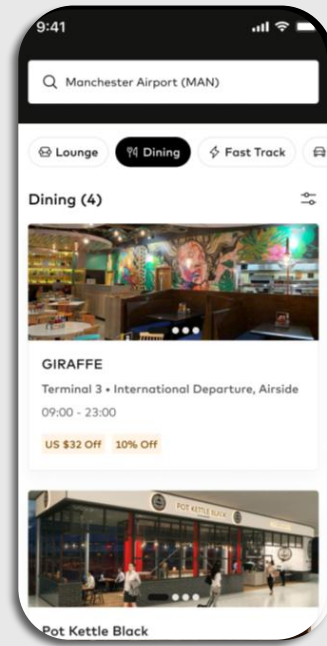
### Cardholder Experience: Dining – Discount

Enjoy special % discounts at participating restaurants



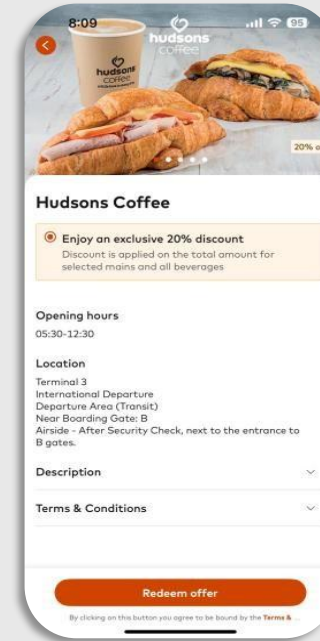
1

Click on the restaurant icon at the top or alternatively scroll down to Restaurants and click view all.



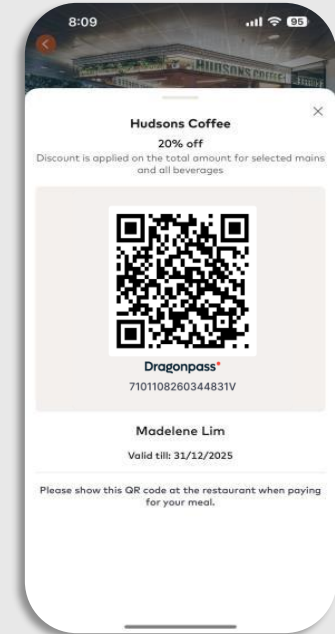
2

Available restaurants will be displayed. Click on chosen restaurant to view details..



3

Click Redeem offer at the bottom of the page to open the QR code.



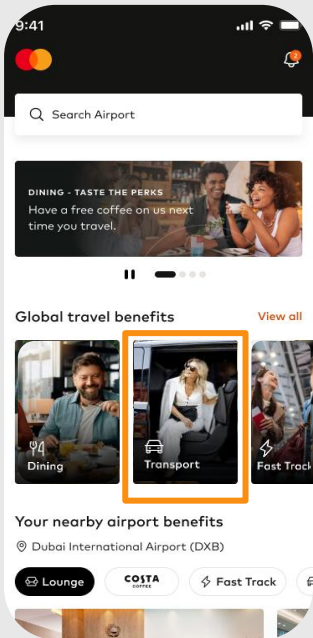
4

A QR code with dining benefit details will be displayed. QR code to be presented at the restaurant.



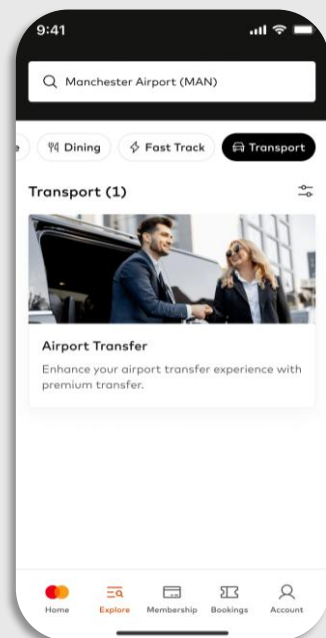
# Airport Transfer

Cardholder Experience: Airport Transfer – Part 1 of 2



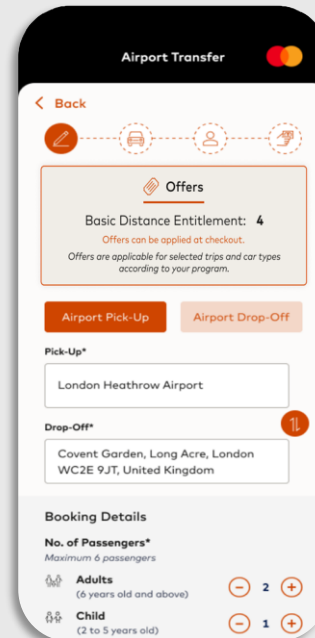
1

Tap on the Transport icon.



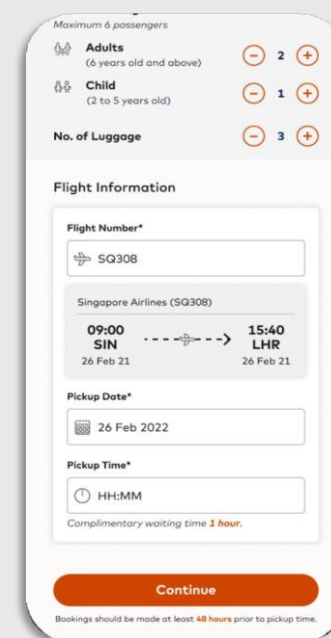
2

Select Airport Transfer and fill in booking details.



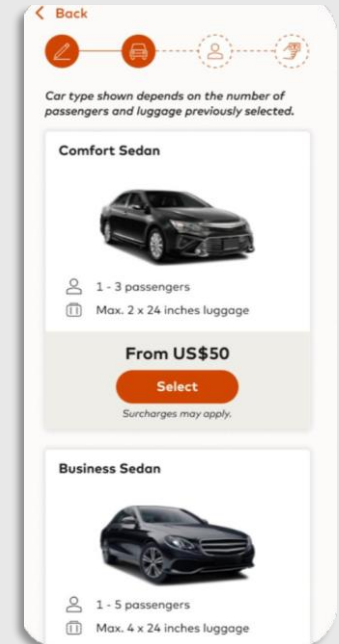
3

Starts Booking journey. Users select Airport Pick- Up or Airport Drop-Off.



4

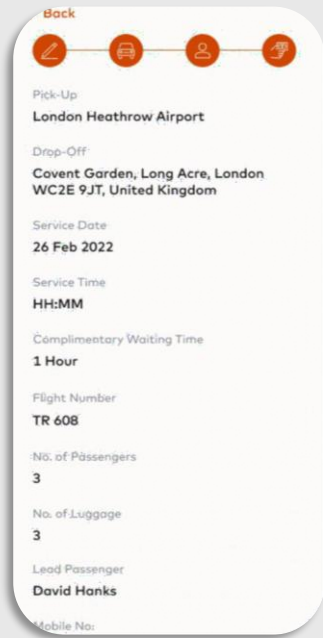
Enter flight details, pick-up date and time.



5

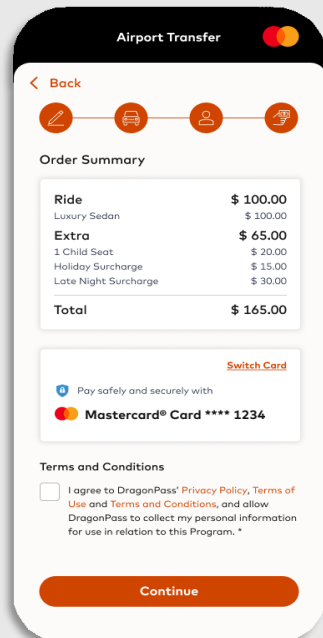
Select vehicle type.

Cardholder Experience: Airport Transfer – Part 2 of 2



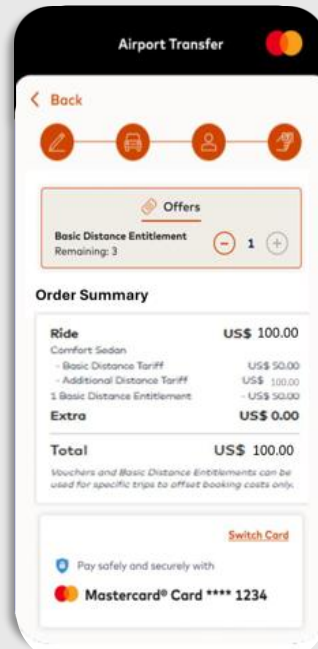
6

Check booking details.



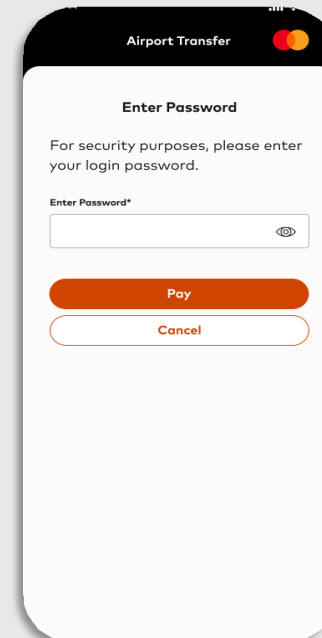
7

View order summary.



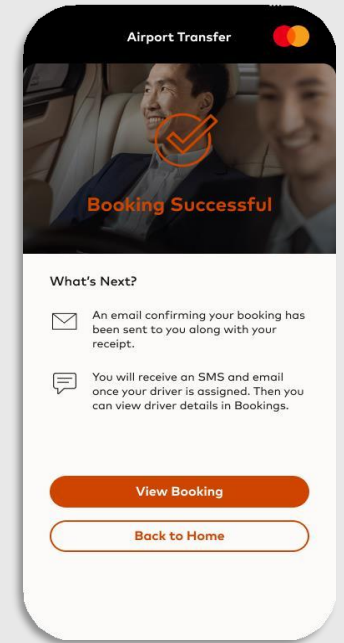
8

If there are entitlements, cardholder can apply in checkout to deduct the payment amount.



9

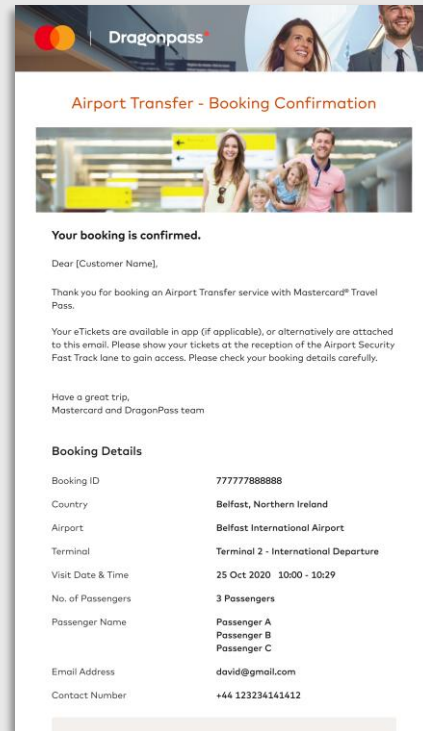
Enter password.



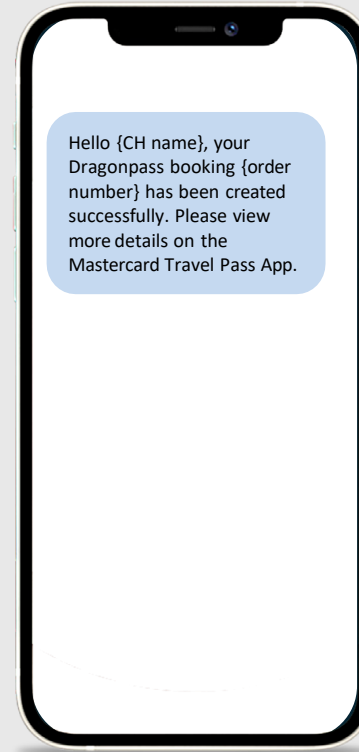
10

Booking successful.

## Cardholder Experience: Airport Transfer – Confirmation



Booking confirmation email will be sent to cardholders.

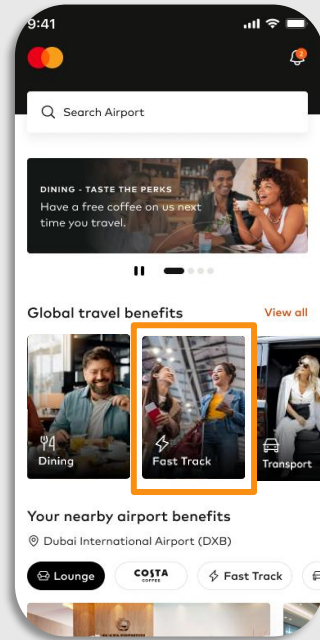


Cardholders receive SMS notification when the booking is successful.



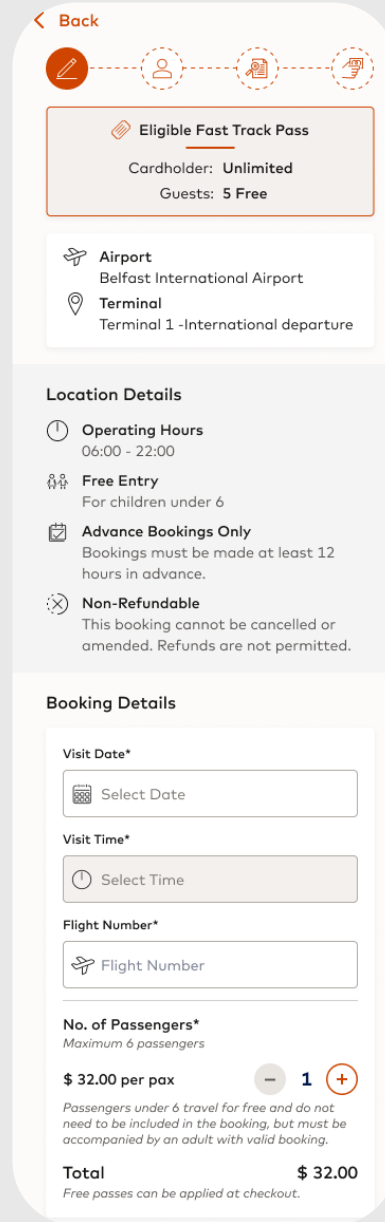
# Fast Track

Cardholder Experience: Fast Track – Part 1 of 2



1

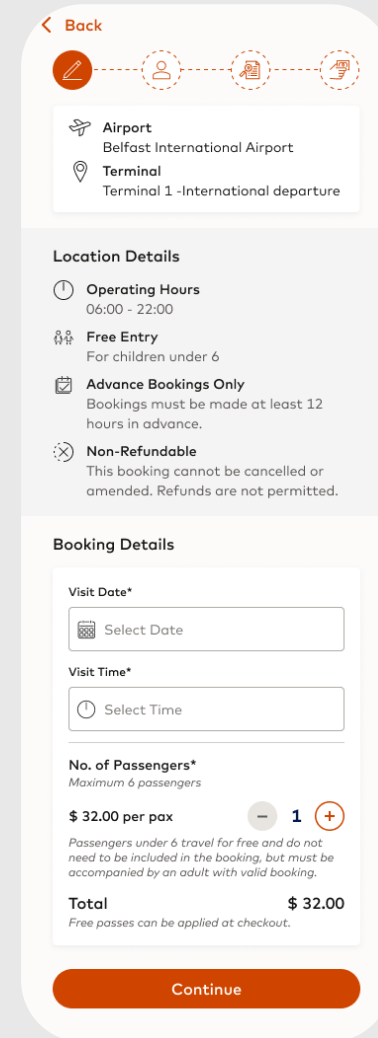
Tap on the Fast Track icon or select available Fast Track service.



If there are entitlements, it will be shown here

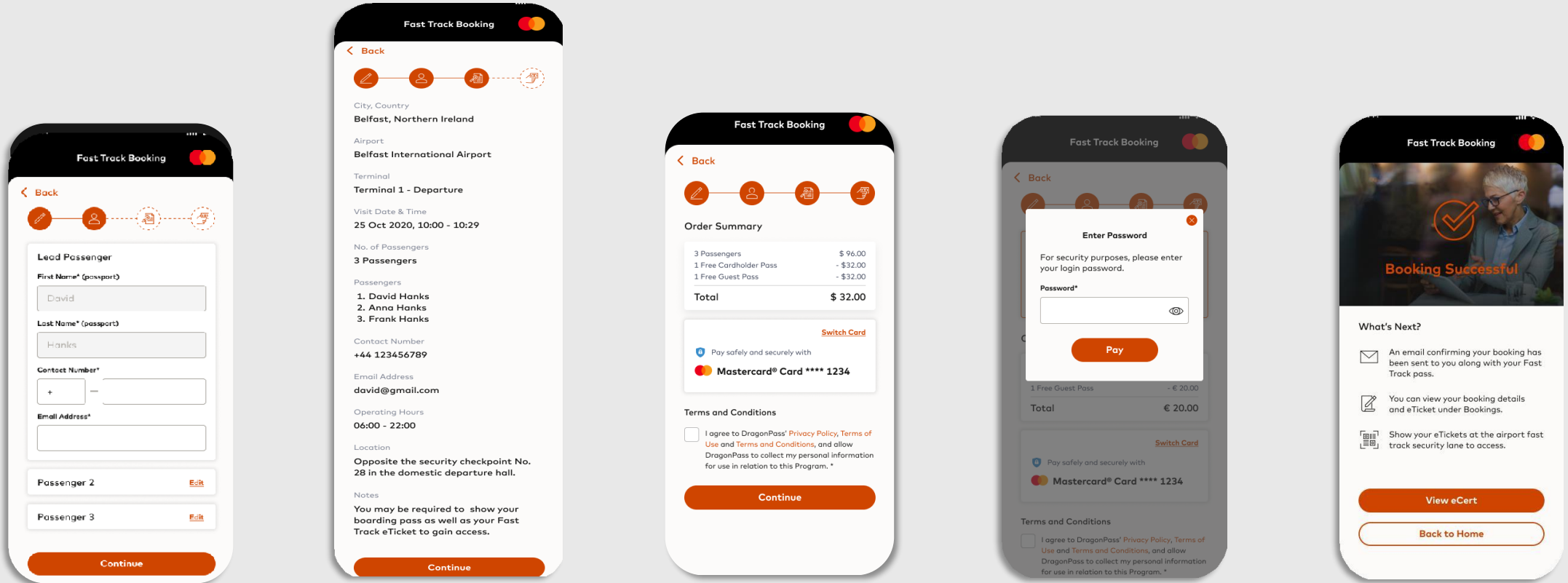
2

Enter booking date, time, no. of passengers and select Continue.



No entitlement

Cardholder Experience: Fast Track – Part 2 of 2



3

Enter passenger details and review booking.

4

Confirm details before tapping Continue.

5

Review payment page.

6

Enter password to proceed with booking.

7

Booking successful.



Thank you