



January 05, 2024

Control No. IT2024-001

To : Executive

From : IT Department

Subject : Re-implementation of QR code ticket scanning (Online booking)

1. Introduction

The goal of the proposed QR Code Ticket Scanning System is to expedite the ticket verification and validation procedure prior to onboarding on our vessels. The goal of re-implementing QR code ticket scanning is to improve speed, convenience, and offer a flawless experience to all passengers who book FastCat online.

2. Purpose and Objectives

The purpose of re-implementing QR code ticket scanning is to provide travelers with more convenient and enhancing their overall travel experience. The objectives include:

- Simplifying onboarding process.
- lowering the wait times at the ticket booths
- Reducing the stress of the travelers
- Enhancing the user experience for travelers.

3. Process Flow

A. Ticket Generation:

- Our passengers just need to go to our FastCat official website and click book now, our passenger will need to register and fill up the require information.
- Passengers to select date, route and schedule
- Proceeding and pay the exact amount with our payment processors partners (Paymongo) and automatically the passenger will received their e-tickets. (E-receipts will be provided by our payment partner).
- Passengers can download, print and screensot the e-ticket .

B. Passenger onboarding:

- Passenger can now go directly to FastCat vessel to onboard.
- Passenger just need to present the e-ticket(Printed or Screenshot) to the Sea marshall/Security guard to scan the ticket qr code.

C. QR Code Scanning:

- Sea marshall/Security guard to scan the ticket Qr code using the provided devices to them to verify the ticket and booking of the passenger and before allowing the passengers to onboard.

D. Validation Process:

- The backend server decrypts and verifies the QR code information.
- Checks include ticket validity, passenger name, schedule, route and to avoid duplicated scanning of tickets.

E. Feedback to passengers:

- Sea marshal will instantly notifies the passengers of successful scans or if there's any issues.

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5. Implementation

- The IT department will be conducting the re-implementation, re-orientation, trainings for the QR code ticket scanning to all ports and vessels.
- IT has also developed an updated app that will be installed in the devices for QR code scanning.
- IT department has also ready devices, postpaid simcards that can be used by re-implementing the QR code ticket scanning.

6. Timeline

The re-implementation will be scheduled by, once approved by the signatories.

- January 2024 - system orientation to the users all ports and vessels.
- February 2024 - All ports deployment of devices, issuance and actual training to all sea marshals.
- March 2024 - 100% Live usage and re-implementation of QR code e-ticket scanning.

7. Conclusion

The proposed re-implementation of QR Code Ticket Scanning System aims to revolutionize the passengers onboarding process, ensuring a secure, efficient, convenient and enjoyable experience for our passengers. Continuous improvement and adaptation to evolving technologies are key components for long-term success.

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