

Passenger → Airline

Claim intake and processing automation for an air-claims business.
From web form to a signed claim filed with the airline. No manual steps.



CLIENT

Air passenger claims business (name withheld)

SCOPE

Complete claim flow: intake, contracts, filing, ops

BUILT

All flow logic and backend; design by others

INTEGRATIONS

Airline routing, Trello API, PDF generation, email

From a web visitor to a claim on the airline's desk

THE PROBLEM

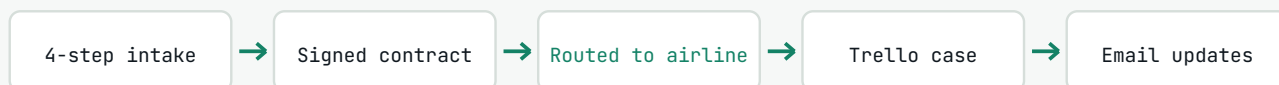
An air passenger claims business lives on intake: getting a stranded traveller from “my flight was cancelled” to a signed, complete, filed claim. Done by hand, every case means chasing flight details, documents and signatures, then filing with the right airline and tracking the case somewhere. It does not scale past a handful of claims.

THE INTAKE

A four-step flow on the client's site: flight details, contact data, document upload, then digital signature and agreement. Airports come from a validated worldwide airport database with type-ahead search: an airport that does not exist cannot be entered. A flight search was built on top, picking the real flight between those airports on that date instead of typing it, and the compensation owed is calculated automatically from the flight distance. Standard contracts are generated as PDFs, filled from the form. Passengers can pause and resume later, in Romanian or English.

AFTER SUBMIT, NOBODY TOUCHES IT

The claim is filed automatically with the airline, routed by the flight's operator. One submission can cover several passengers: each signs inside the same form, and the system files a separate claim per passenger, under that passenger's own name and signature, never as a group. The complete case lands on the operations Trello board, with data, attachments, signatures and contracts included, and email keeps the passenger informed along the way.



WHAT WAS MINE, WHAT WAS NOT

I built the entire flow and the logic behind it: the form steps, prefill, validation, the signature and agreement step, contract generation, airline routing, and the Trello and email integrations. The site's design and its other pages were someone else's work. I built the machine behind the form.

If your business runs on a form that turns into paperwork, the paperwork can file itself. Intake, contracts, routing, tracking: I build that pipeline.