

Caribbean Airlines/EuroCommerce

“Back office innovations – making BSP
and online payments work
successfully”

A Case Study of Recent Project
Delivered in Partnership with
EuroCommerce

Speaker: Sean Phillips of CAL
Senior Revenue Accounting Manager

Caribbean Airlines

- Launched 1 January 2007
- Hub Trinidad
- Boeing 737-800
- 530 weekly departures to Caribbean, Latin America, USA
- Full service product
- Friendly service

The Challenge

- Multiple Payment Types/Providers
 - Local CP (customer present) transactions
 - Online
 - ARC & BSP travel agents
- Difficulties included:
 - Whether all cash was received
 - Reconciling by provider
 - Reconciling to sales reports
 - Significant fraud

Selection Process

- Detailed RFP process, all major providers evaluated
- Selected EuroCommerce, part of DataCash as
 - Focused on Airlines
 - Deep domain knowledge
 - Integrated to Sabre, Navitaire, SITA etc.
 - Full Payments, Fraud, DCC and Reconciliation Solution
 - Over 40 airline references including:

RYANAIR.COM

norwegian.no 

germanwings.com  Deine Flügel

QATAR 
AIRWAYS القطرية

W!ZZ

tigerairways 

Alitalia 

vueling.com

KINGFISHER 
AIRLINES

The Solution

- Integration of All Ticket Points
 - Sabre reservation system (web and call center)
 - ARC & BSP travel agents
 - Online
 - Local
- Simplify Settlement Process
 - Single point for settlement for RBS, Amex, UATP etc.

The Solution (continued)

- Consolidated Reconciliation Process
 - EPA (Electronic Payment Advice) collected daily

All payments then reconciled at

 - Ticket level
 - Payment level
 - PNR level
- Automation
 - A single file is created daily and automatically uploaded in CAL financial system

The Project

- Professionally managed by top class EuroCommerce project managers
- All development done by EuroCommerce
- Testing done by CAL
- Project delivered on time, first time

Summary

- Significant cost savings delivered
- Significant operational efficiencies
- Clarity and confidence in reporting

Next Steps

- Fraud solution
- DCC solution

Thank You!

Questions?