



Airline Payments - Multi Currency Services

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Payments
Taking Off

- Airline dpts affected:**
- Treasury
 - Digital
 - Revenue Accounting
 - Ticketing
 - Revenue Mngmt
 - Customer Services
 - Refund dpt

- Airline processes affected:**
- Payments
 - Refunds
 - Vouchers
 - Chargebacks
 - Support

- Payment strategy:**
- Cost reduction
 - Revenue generation
 - Conversion
 - Risk management
 - Ancillaries

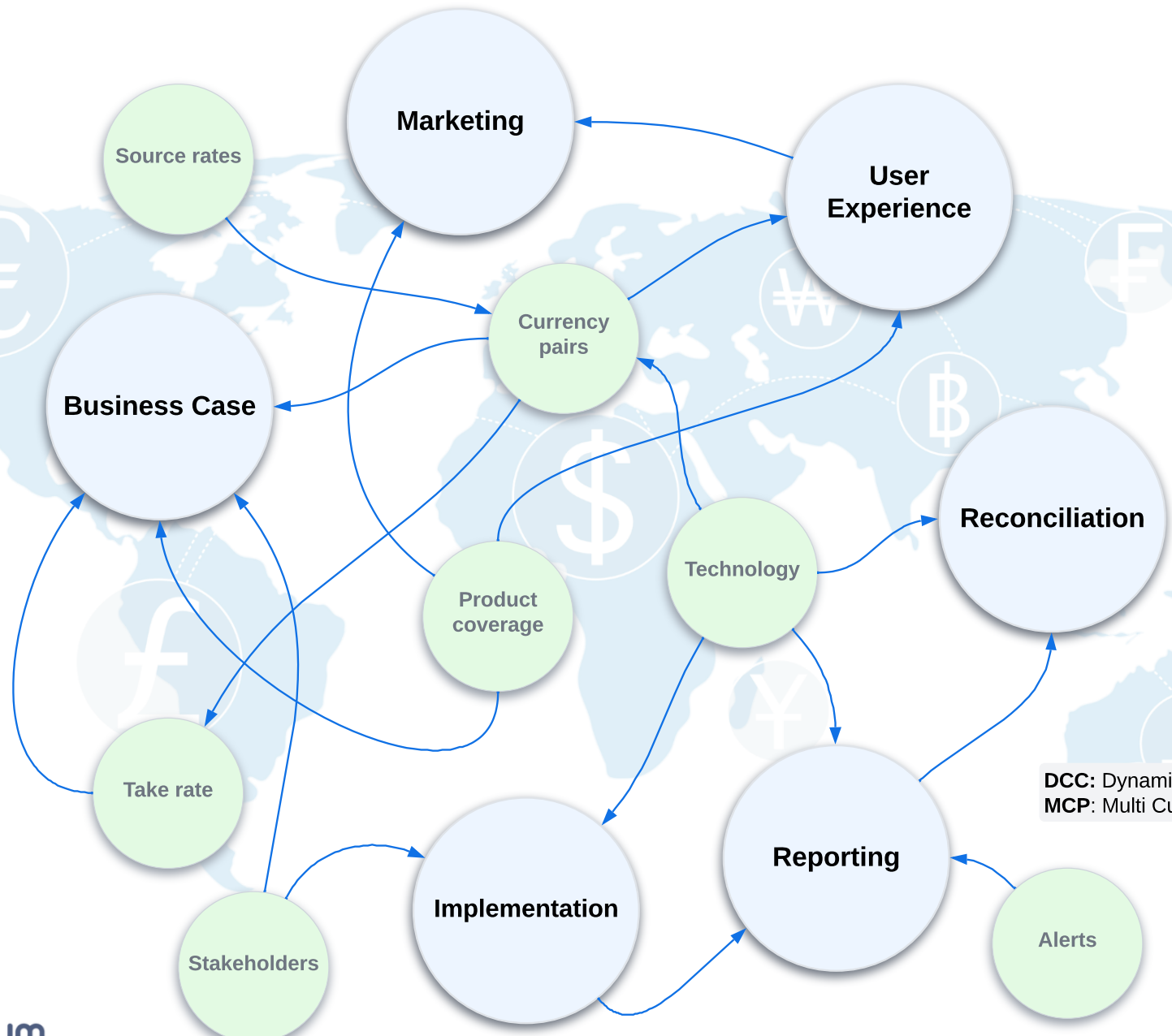
- Project:**
- Research
 - Resources
 - Decomplex
 - Stakeholders
 - Champion

- DCC vs. MCP:**
- Scheme rules
 - Conversion
 - Hybrid
 - Process impact
 - UX

- Currency Mngmt:**
- Treasury vs. Technology?
 - Hedging
 - Guaranteed rates
 - FX Bank

- Challenges?**
- EU regulations
 - Neo banks
 - Reputational risk
 - Open departure box
 - Tokenization
 - Mobile Wallets

DCC: Dynamic Currency Conversion
MCP: Multi Currency Pricing



"Where there is Mystery, there is Margin": Eamonn O'Shea, CEO Continuum