



# AIRLINE

Payment Management Solutions  
Internet · Call Center

*"With CyberSource,  
we'll be able to scale  
more easily as we  
continue to grow our  
online business."*

*—British Airways*

**Reduce Online Payment Fraud. Lower Your  
Distribution Costs. Streamline Payment  
Operations. **Fast.****

- Automate Fraud Screening
- Centralize Payment Management
- Integrate Fast Using Our Experienced Team

**CyberSource®**  
the power of payment

## PAYMENT MANAGEMENT FOR AIRLINES

More Profit. Less Fraud. More Flexibility to Scale.

CyberSource provides comprehensive payment management to capture more profit through the entire “Payment Pipeline™”. From booking to reconciliation and security, we streamline and optimize payment operations. Experienced integration and management services further reduce burden on your operations.

## LOWER DISTRIBUTION COSTS AND INCREASE BOOKINGS

Add New Payment Types Worldwide, Fast

Add new payment types and localize payments for lower distribution costs and more bookings. Process directly or alongside GDS. Multi-currency is available. A connection to CyberSource gives you on-demand access to:

- Worldwide cards: Visa, MasterCard, AmEx, JCB
- Country and regional cards: Carte Bleue, CartaSi, Dankort, Discover, Electron, Laser, Maestro, Solo
- Bill Me Later
- eChecks
- Bank transfers
- Direct debit
- UATP

## REDUCE ONLINE PAYMENT FRAUD

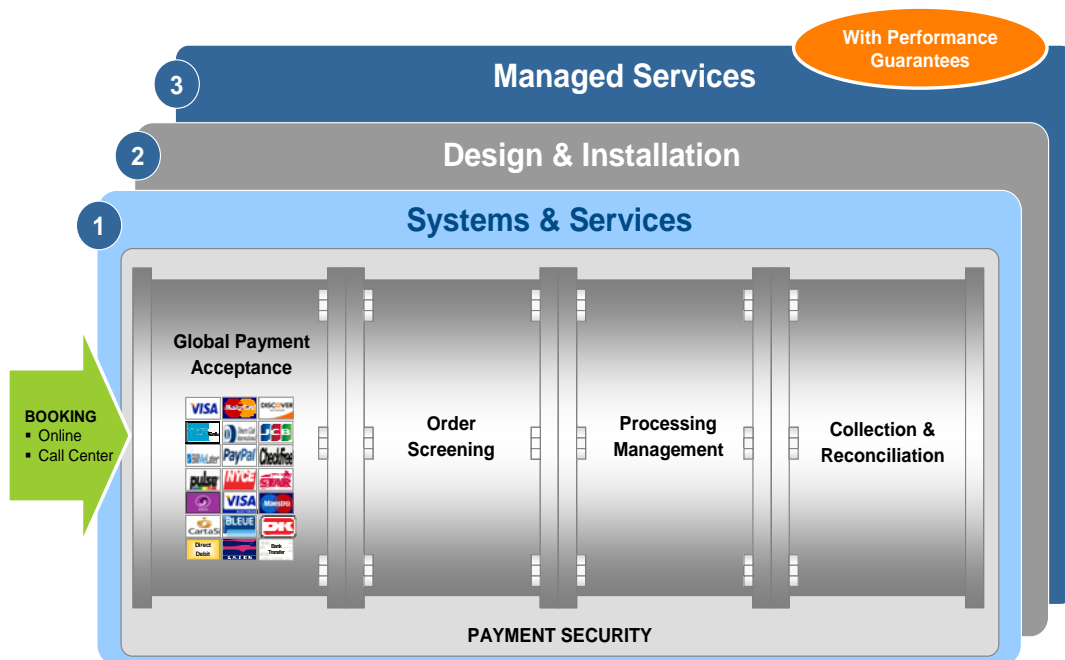
Lower Fraud Review Costs. Increase Booking Conversion

Automate order screening and payment fraud management to optimize inventory, lower review costs and gain better scalability. Make quick, accurate decisions on bookings, based on rules you create.

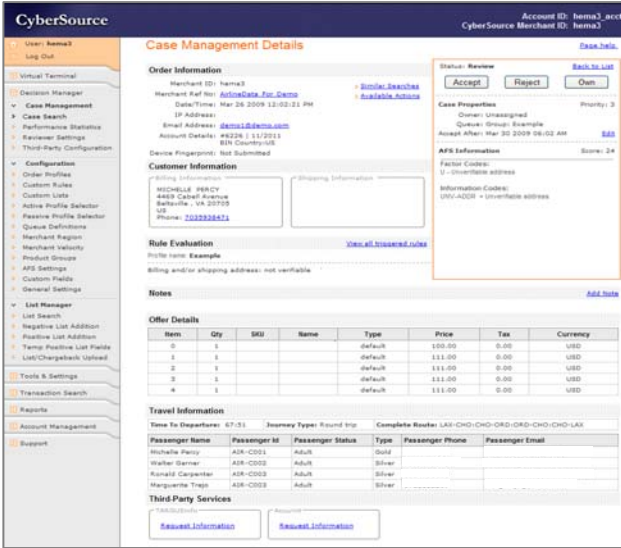
### Decision Manager with Intelligent Review Technology™

Use our hosted system that provides access to a full range of global fraud detectors, a business rule console that controls automated screening and case routing, and an advanced case management system.

- On-demand access to 150+ global validation tests
- Custom data imported from your systems – passenger names, routes, frequent flyer numbers, and more
- A powerful business-user rule console that enforces acceptance policies based on test results
- Automated case routing based on established rules, booking profiles, and built-in callouts to validation services, with automated queue management, including prioritization by flight departure times
- Supports any electronic payment channel, including call center and web
- Supports cards, direct debit, PayPal, Bill Me Later
- Works with any payment system or vendor



CyberSource: Profit optimization at every stage of the payment pipeline



Decision Manager with CyberSource Intelligent Review Technology

### Payer Authentication

Provides the online guarantees offered by Verified by Visa and MasterCard SecureCode.

### Managed Services

CyberSource Managed Services enable you to scale your expertise and capacity without adding fixed headcount. Our staff of fraud analysts stand ready to back your team or even manage complete portions of your operation. Backed with performance guarantees.

- **Performance Monitoring** to support your team, with fraud experts for help with configuring rules and detectors, and monitoring process performance
- **Screening Management** includes Performance Monitoring service, plus our expert review staff to manage manual order review per your policies

## SCALE ACCOUNTING OPERATIONS

### Automate Reconciliation & Chargeback Management

Automate reconciliation and streamline chargeback management for easier scaling, less manual work, and more opportunities to capture additional payment. We can integrate your booking, banking, and payment processing data so you can:

- Automatically capture reports from payment networks
- Automatically match payment transactions to bookings for easier reconciliation
- Search for transactions online
- Automatically export data to legacy finance and accounting systems
- Automatically generate exception and chargeback reporting

## STREAMLINE PCI COMPLIANCE AND MITIGATE SECURITY RISK

### Eliminate Payment Data Storage and Handling

Protect your brand and streamline PCI compliance by taking sensitive payment data off your networks with CyberSource payment data management services:

- Secure Storage services – manage payments without storing payment data
- Hosted Acceptance services – never touch payment data. Accept and transact payments using CyberSource hosted payment fields within your online booking application
- PCI consulting and remediation services

### MARKET-PROVEN RESULTS



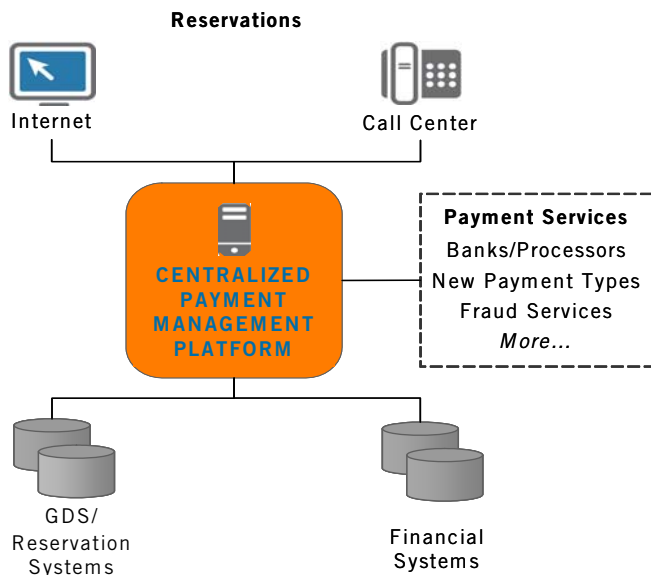
AeroMexico	Amadeus	jetBlue	SpiceJet
Air Canada	British Airways	Jet Airways	TAM Brazilian Airlines
Air China	Cebu Air	Kingfisher Airlines	TAP Portugal
Air France	IATA	Korean Air	Virgin Atlantic
Air India	Insel Air	LOT Polish Airlines	WestJet
AirTran Airways			

## SCALE PAYMENT CAPABILITIES ON DEMAND

Add New Payment Features Quickly: Centralize Payment Management

For additional operating gains, CyberSource can provide the technology and integration to centralize payment management across your direct channels and between web services and legacy systems. Adopt our proven solution as part of your long term plan:

- Link legacy systems/GDS to web-based services for rapid service expansion
- Centrally manage all payment processing, screening and reconciliation
- Speed adoption of new payment services and payment policies



*The centralized payment management platform is middleware that provides scalability and extensibility to quickly and easily add new payment services to address both current and future needs.*

## SIMPLIFY IMPLEMENTATION AND MANAGEMENT

One Connection – Proven Airline Integration Expertise

CyberSource offers the systems and expert integration services needed to make implementation easier, faster:

- Single API integration provides access to all services, including multiple payment processors and fraud management services
- Web-based hosted services – no need to manage upgrades and updates
- Implement modularly or as a fully centralized payment system
- Airline-experienced Professional Services team can handle entire integration
- Also available as fully managed services with performance guarantees

## GET STARTED TODAY

CyberSource processes millions of transactions every day, accounting for \$1 out of every \$4 spent online in the United States. We have more than 253,000 customers, including:

- 35% of the Internet Retailer 100
- 31% of the Fortune 100
- Over 50% of the Dow Jones Industrial companies

Our payment management solutions are used by airlines and other travel-related companies throughout the world.

For more information about CyberSource, call 1-888-330-2300 or email [info@cybersource.com](mailto:info@cybersource.com) to get started.

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