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Payment Best Practices for the Air Transport Industry
Industry Trends - History

... Ancillary Fees in ATI

- 2007: Two US-based LCCs charged for first checked bag
- 2008: First major US carrier charged for first checked bag
- 2010: PCI DSS and Payments – initiated in IATA meetings
- Today: Airlines globally charge for checked bags or other services
- Airlines accept payments at Revenue collection desks or their back office, creating another queue for passengers – not PCI compliant and not using secure PED’s
- Airlines began using keyboards and kiosks to accept payments
- CUTE keyboard and kiosk mag stripe reader were designed for loyalty card reads for Form of ID, **not** payment

**NOTE** – This facility will be deprecated soon
ATI Challenges / Payment Flow

The Only Industry Where …
- Payment terminals are shared by multiple merchants (airlines)
- Single payment device transmits payment transactions to multiple banks

Payment Flow

Customer (Passenger) ➔ Merchant (Airline) ➔ Airline’s Bank / PSP ➔ CC Payment Processing ➔ Customer’s Bank

Approved/ Declined

Multiple Airlines ↔ Multiple Banks

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Meeting Industry Requirements

Payment requirements expressed in IATA, ACI and other ATI meetings.

### Requirement / Feature
1. Enable payments at the airport in a secure manner
2. Payment at common use desk, kiosk and bag drop
3. Compliant with EMV, PCI and P2PE standards, as defined by the PCI Council
4. Service fee model, not ‘per transaction’
5. Multi-Merchant: Airlines share a PCI compliant Pin Entry Device (PED) at airport
6. Multi-Merchant: Airlines use their existing Payment Service Provider (PSP) / bank
7. PCI P2PE solution and PCI PTS compliant hardware

### WHY?
1. Reduces costs, fraud risks, and chargebacks
2. Passenger experience, all check-in functions at one time, one place
3. Airlines can meet their bank and security requirements
4. Non-fluctuating fixed monthly cost
5. Uses common use infrastructure, enables shared costs of solution
6. Airlines retain and build on their existing bank relationships
7. Part of airport’s/airlines PCI DSS requirements are de-scoped

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Best Practice Payment Processes for ATI

1. Take payment at earliest point – Web, Desk or Kiosk
2. Make it simple for passengers and staff
3. Point to Point Encryption – P2PE & Reduce PCI Scope
4. Do not do payment at self bagdrop if possible
5. Check PIN entry devices and PCs for locally installed software or “skimming” devices
6. Teach your employees about security and protecting cardholder data
7. Fixed devices vs Portable devices
SITA Payment Services

- **SITA, first and only** Common Use provider to deploy Multi-merchant, single PED payment solution, validated to PCI P2PE standards.

- P2PE Solution: Significantly reduces risk of payment card fraud
  - Sensitive card data encrypted from card reader ➔ bank.

- Reduces PCI DSS scope for airline and airport

- Choice, Modular, Flexibility!
  - Airlines use existing PSP/bank, while other platform suppliers aggregator model forces airline to use the platform suppliers’ bank.
  - Customer selects quantity and location of payment terminals
  - Flat monthly fee – No Transaction Fees – Easy to budget

- 430+ Airports Globally with SITA CUTE