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ATPS APAC, Phuket, 2018
How do you deliver outstanding experiences without inviting fraud?

$858M  1-2%  72%

Cost of payment fraud to the airline industry each year
Of travel agency revenue is used to manage fraud
Of businesses worry about preventing fraud without turning away good customers

sift science
Machine learning can separate fraudsters from real travelers

It's only when you apply behavioral analysis on a large scale, looking at all of a user’s activity and all activity of users across the travel industry, that you can get an accurate picture of whether someone is truly who they say they are.

At Sift Science, we have over 16,000 signals we look at to identify fraud. Here are just a few examples:

- Account age
- Time until event
- Seat selection
- Order size
- Destination
- Buyer location
- Device type / ID
- Fare class

Sources: Statista, eMarketer, Zozi, IATA, Phocuswright, Sift Science

To learn more about how Machine Learning can help you prevent fraud email:
Tobias Abdon tobias@siftscience.com
Modernizing Distribution & Payments in the BSP

Andrea Simoes, Manager Industry Engagement
NewGen ISS and Transparency in Payments

Case for Change

Industry business problem – safety of airline funds

- Structural
- Unlimited Agency
- Default Risk

Outdated Rules for a bricks and mortar world

Industry business problem – Payment Cost Transparency

- Increased use of new payment products
- “Credit cards” as black box

ATPS APAC, Phuket, 2018
Agency Accreditation

Moving from one to three accreditation models

Accreditation models reflecting a wider array of agents

Agent choice of most relevant model

New Distribution Opportunities
Enhanced Risk Management

Going from unlimited to mitigated risk

- Reduction of default losses resulting from limitation of cash risk exposure (RHC)
- Going from 24h sales blind-spot to real time around the clock sale monitoring
- Safer environment & sales continuity through new payment options
IATA EasyPay
A new industry payment solution

Virtual Wallet for payment of tickets through the BSP

Secure alternative which will be globally available

Increased flexibility for Agents to keep selling under RHC
Transparency in Payments
Framework for transparency & consent

Airlines define their individual commercial policy

Enrolment process to ensure transparency for both Agents and Airlines

Mechanism to verify Airline consent

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Global Default Insurance

A new financial security option for Agents

Insurance provided by top credit insurance provider
No collateral required

Released assets can potentially be re-invested in Agency business

Cover can quickly and easily be adjusted as needed
Distribution & Payment Opportunities

Key Considerations

- Distribution via new Accreditation Models
- New Payment options (IATA EasyPay, Alternative Transfer Methods)
- Payment Transparency & Control
- Risk Management on Cash sales
Airline Readiness

What do airlines need to do?

- Define an integrated Strategy and Payment Acceptance Policy
- Assign a Champion to achieve strategic objectives
- Perform Technical Readiness Changes
- Define a Communication Plan for Travel Agencies
NewGen ISS & Transparency in Payments

Phased Roll-Out Across all BSPs

March 2018: NewGen ISS/TIP Resolutions effective

- 2017: Pilot/Wave 1
- 2018: Wave 2
- 2019: Wave 3
- 2020: Wave 4

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NewGen ISS & Transparency in Payments

20 Markets Live as at August 16, 2018

Live Countries
- Benin
- Burkina Faso
- Bulgaria
- Canada
- Cote d’Ivoire
- Cyprus
- Denmark
- Estonia
- Finland
- Greece
- Hungary
- Iceland
- Latvia
- Lithuania
- Mali
- Norway
- Senegal
- Singapore
- Sweden
- The Philippines
- Panama (TIP Only)
- Honduras (TIP Only)
Questions

For any additional questions, please contact us at newgeniss@iata.org