



The digital runway:

A partnered approach to payment modernization in the airline industry

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Traditional approaches hindered efficiency and experiences

- Call centers were cumbersome and time-consuming.
- Paper forms caused delays with inefficiency and errors.
- Manual communication slowed problem resolution.
- Sole reliance on in-person assistance prior to digital solutions.
- Limited automation resulted in slow responses and frustration.



Financial leader insights: the relationship between payment efficiency and customer satisfaction



50%

have received consumer complaints within the past year due to a poor payment experience.¹

69%

say that improving payments efficiency would give employees more time to engage with customers.¹

Emerging payment trends



Nearly 90%

of consumers now use at least one form of digital payment.¹

\$14.78 trillion

in digital payment transactions by 2027
(+11.8% Annual Growth Rate 2023-2027).²

x3

Mobile wallet market size is expected to triple in growth from 2023 (\$10.88 billion) to 2028 (\$35.63 billion).³

¹ Consumer trends in digital payments. McKinsey & Company. 2022.

² Digital Payments - Worldwide. Statista. October 2023.

³ Mobile wallet use projected to surge. ReportLinker. 2023.

Payment trends in the airline industry

Several payment trends are likely to continue to shape the airline industry:



- Contactless payments
- Biometric payments
- Blockchain technology
- Embedded payments
- Subscription-based models
- Tokenization
- Personalized payment experiences
- Regulatory compliance

Payment challenges facing the airline industry

In an era defined by digital transformation, the airline industry faces a myriad of payment challenges that require strategic navigation and innovative solutions.



Payment challenges:

- Fraud prevention
- Chargebacks and disputes
- Legacy payment systems
- Payment security compliance
- Inconsistent payment experiences
- Adapting to new payment technologies

Modernizing payments for airlines

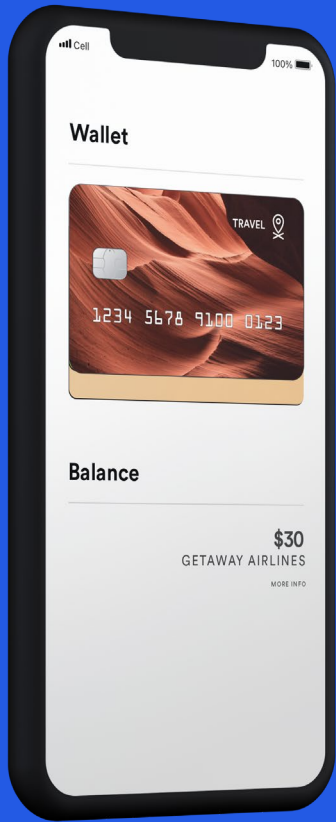
Airlines are increasingly embarking on digital transformation initiatives to revolutionize their payment systems and processes to address rapid payment advancements and shifting consumer preferences.



We're helping airlines:

- Modernize payments and upgrade systems
- Integrate mobile payments and digital wallets
- Enhance customer experiences via payments
- Capitalize on digital transformation to streamline payment processes

U.S. Bank Card as a Service (CaaS)



Greater flexibility, control and mobility

Easily create and send virtual cards to your travelers' and crews' digital wallets immediately – within your existing app or platform.

- Facilitate seamless, convenient and personalized customer experiences.
- Streamline the reconciliation process between vendors and airlines.
- Remove manual payment processes to get funds to travelers and crew in real time.
- Gain a competitive edge, boost customer satisfaction, and create new revenue streams.

Empower your crew and soar to new heights

Card as a Service: a crew-centric solution

Your crew receives funds quickly and reliably within your mobile crew app.

You gain greater oversight and control over spend and increase rebate potential.

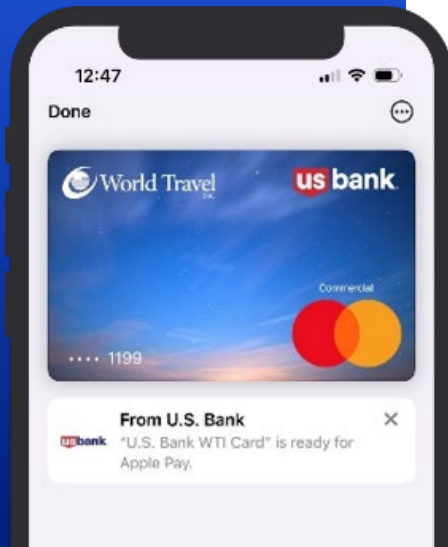
Send a virtual card in instances like...

- Travel reroutes
- Medical events
- Unforeseen weather disturbances



Solution spotlight

A global middle market leader in corporate travel management seeks to eliminate the cost and complexity of manual, fax-based payment processes.



Background:

The seventh largest TMC in the world, World Travel, Inc. is entirely focused on providing their clients with superior service, state-of-the-art technology, consulting services, and customization.

Solution:

Through integration with CaaS, World Travel, Inc. offers WorldVC – their new intuitive and user-friendly virtual payment solution to allow clients to push a virtual card to a traveler's mobile wallet on the spot.

Benefits:

- Reduces support calls from hotels
- Improves the check-in experience for business travelers
- Eliminates the cost and complexity of manual, fax-based payment processes
- Removes the need to reimburse employees (previously using personal cards)
- Allows for a focus for on-trip expenses (meals, rideshare and other related expenses)

Questions?



Thank you!



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