

Worldpay saves Caribbean Airlines £1m+ in operational costs

Worldpay helped Caribbean Airlines save a staggering £1m+ in chargebacks and fraud, here's how...

Redefining processes: Worldpay held payment optimisation workshops at Caribbean Airlines headquarters to understand their challenges and help implement best practices for more efficient fraud management.

Best in class tools: Caribbean Airlines uses Worldpay's real-time dispute management dashboard – a tool that allows them to organise and prioritise their chargeback workflow. This means all of their teams can manage chargeback workflow internationally, across all time zones, in real time.

Efficient fraud prevention: Worldpay's dedicated airline chargeback team defends Caribbean Airlines against a large number of chargebacks even before they reach the airline's fraud team.

A trusted advisor: In addition to seamless payment processing and chargeback management, Worldpay supports Caribbean Airlines with real time data analytics packed with actionable insights to help them make clear decisions and optimise operations.

Sector knowledge: As a payment partner with more than 25 years of experience in the industry, Worldpay's expertise is helping Caribbean Airlines to make the right choices as it grows.

Expansion of services: Another of Caribbean Airlines' challenges was to take airport point of sale payments for cargo transport in the United States. Worldpay centralised this facility and opened new revenue channels for Caribbean Airlines by making this a reality via the Worldpay US teams, based in San Francisco.

What did Caribbean Airlines need?

Caribbean Airlines needed an expert in airline payments to help them manage their business costs and risks. They needed a trusted payment advisor to understand their challenges, optimise their processes and grow their payment network to reach more customers worldwide.

The results

- 
8 – 10%
increase in global acceptance rates
- 
50%
decrease in fraud ratios
- 
£1+million
annual saving

"Understanding Caribbean Airlines position and day to day challenges meant that together, we could make a significant difference to their payment processes and deliver tangible benefits."

Tom Essenhigh,
Senior Relationship Manager at Worldpay

"Worldpay are a trusted advisor and partner to Caribbean Airlines. They provide industry expertise, experience and fresh ideas which add value and deliver financial benefits to support our objective to manage costs and grow our business."

Head of Payments
at Caribbean Airlines

"At Worldpay, we understand the importance of operational efficiency for carriers.

We support growing airlines like Caribbean Airlines and help them to cut costs and streamline processes."

Mike Parkinson, Vice President,
Airlines at Worldpay



About Caribbean Airlines

Caribbean Airlines is the flag carrier and national airline of Trinidad and Tobago.

Currently serving 16 markets across the Caribbean, South America, North America and the UK, Caribbean Airlines has 530 weekly scheduled departures with plans to expand their reach even further.

To find out more, please visit: worldpay.com/airlines