Air Culinaire

CASE STUDY

AIR CULINAIRE WORLDWIDE PARTNERS WITH CSI TO ELIMINATE REOCCURRING CREDIT CARD FRAUD AND INCREASE PRODUCTIVITY OF STAFF

BACKGROUND

Air Culinaire Worldwide specializes in catering and concierge services for private jets around the world. They currently own 23 kitchens that cover all major markets in the United States and Europe, and their strong network of partners enables them to provide services practically anywhere in the world.

Prior to coming onboard with Corporate Spending Innovations (CSI), Air Culinaire processed most vendor payments via plastic credit card. When an order was placed, the Guest Services Team would provide the credit card information to the vendor directly over the phone or via email. The accounting team would later attempt to reconcile all the credit card charges as they posted to their account.

Since the method in which credit cards were being provided to vendors was not secure, the information would often be compromised. Each month, at least 50% of cards were being cancelled because of fraudulent activity.

In addition, they occasionally dealt with duplicate charges. Some of their vendors would provide multiple services a day for the same customer, and Air Culinaire would get charged twice for the same order. This led to requesting refunds, and eventually following up to ensure the refunds were received. It was a very frustrating and time-consuming process.

With the reoccurring headache of both fraudulent and duplicate charges, it was time to implement an alternative payment solution to alleviate these major pain-points.

SOLUTION

Air Culinaire explored multiple payment solutions to find one that would fit with their business needs and get their vendors paid in a timely manner. They landed on CSI because of the control and fraud prevention capabilities they offered.

The training and implementation process was relatively quick and seamless, and the team now requires very minimal assistance in using CSI's platform on a day-to-day basis. The biggest obstacle in the transition was getting vendors to understand the new process and addressing their concerns.

> ***"The scavenger hunts to match charges on our physical credit cards to orders in our system has virtually been eliminated with our current CSI processes requesting that our order number be used anytime a card is issued. That alone was probably a couple of hours a week in time savings."***

RESULTS

Since integrating with CSI, Air Culinaire's pain-points have been eliminated and the process has become more streamlined and efficient. Vendor invoices are submitted and processed through their current accounts payable system and at the end of each day, a smart list is pulled from their accounting system and uploaded into CSI Paysystems. A payment batch is generated, approved, and within 30 minutes, virtual cards have been generated and sent out to vendors for payment.

They have seen a significant reduction in reconciliation time, and all the tasks associated with a compromised credit card have been eliminated - calling banks, closing cards, waiting for newly issued cards, and getting caught up with payments for those waiting on new card information. Air Culinaire has been able to free up a full-time employee to focus their efforts elsewhere.

> ***"If you're looking to maintain more control of credit card expenses, or experiencing a lot of fraud, Corporate Spending Innovations is a great alternative to providing that additional control and security."***
>
> *– Trent Murphy, Accounting Manager at Air Culinaire*