

# Success story



## Giving wings to duty-free shopping with seamless payment solutions

### Background

#### Global duty-free and travel retail

Delhi Duty Free Services (DDFS) manages and operates duty-free stores at Indira Gandhi International Airport. The store provides beauty products, beverages, confectionery, and destination merchandise for travellers. Over the years, DDFS has emerged as an attractive shopping destination offering a diverse portfolio of leading local and international brands under one roof. In the next three to five years, it aims to become the world's best travel retail outlet.

### Challenge

#### Need for smooth payment transactions

With an increasing number of people travelling abroad, shopping at duty-free stores at airports has seen a steady rise. To capitalize on the growing opportunity, DDFS was looking to provide a seamless shopping experience to buyers. Also, with a busy airport shop floor it was very important for DDFS to have a real-time data sync with the POS. This was also the key to managing stocks and sales for omni-channel commerce.

## Solution

### Integrated payment gateway

DDFS has been using our Plutus payments platform since 2010. Plutus supports all kinds of payment methods, making it easy to accept payments from customers. Also, our Dynamic Currency Conversion has made transactions simple and transparent for international visitors, leading to increased footfalls. Moreover, with automated transaction routing, Onus and Offus transactions are seamlessly managed in real-time.

*"With an integrated payments solution and transparency in transactions, we are able to provide a seamless and speedy payments experience to customers without having to worry about manual transaction routing, settlement or reconciliation. With DCC, customers are happy to know the exact amount in their local currency and not worry about any currency risk," says Abhay Pandey, DDFS.*

## Result

### Smooth duty-free shopping

With our solutions DDFS has been able to deliver a superior shopping experience to customers. With fast checkout, convenience and transparency in transactions, it has been able to win the trust and loyalty of international shoppers.