

SAFETY IN (VIRTUAL ACCOUNT) NUMBERS.

40% of the travel industry globally cite fraud and supplier default as a major concern*. Not surprising, given the volume and value of payments made and received by travel companies daily. For this very reason eNett provides payment solutions that protect their customers from the risk of fraud and supplier default.

Challenge

In late 2016, All Leisure Group – the travel company that owned cruise lines Swan Hellenic and Voyages of Discovery – suddenly announced it had ceased trading. Many in the travel industry immediately began wondering how many travel agents and unknowing travellers would lose their bookings and pre-payments.

One leading Australian cruise wholesaler could have suffered a potential loss of \$240,000 AUD from All Leisure Group's liquidation. Thankfully, as a user of eNett VANs, they didn't lose a dollar.

eNett Solution

As eNett VANs are 16-digit Mastercard numbers, our customers can request a chargeback if they don't receive a service that was paid for, negating the risk associated with cash payment methods. As soon as they learned All Leisure Group had stopped trading, the Australian cruise wholesaler contacted the eNett Customer Service Team to request that chargebacks be processed. The team then gathered the required details, promptly processed the chargebacks and refunded the customer.

Results

eNett is proactive in keeping customer funds secure and implements tailored funding and chargeback processes that are unparalleled in their industry. This makes processing chargebacks fast and efficient for customers. It took eNett just nine working days from the All Leisure Group incident being flagged to full resolution for the customer. The benefits of eNett VANs as a fast, easy and safe payment solution have never been clearer.



Learning one of your big suppliers has gone out of business is a stressful experience – especially when you've made a number of payments to them for future bookings. But thanks to the chargeback function of eNett VANs which was processed in a matter of days, our stress turned to relief in no time. Thank you eNett!"



If you would like more information on how VANs can help your business visit: www.enett.com

*PhoCusWright Payments Unsettled Report 2013.

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