



IT PAYS TO KNOW.

VIRTUES OF ENETT VANs FOR HOTELS.

eNett International is committed to working with our travel agency customers, hotels and other stakeholders to provide payment solutions that benefit all participants in the travel value chain. This summary provides an overview of eNett's latest report, which explores eight key benefits hotels can gain from accepting eNett Virtual Account Numbers (VANs):



1. Get paid on your terms.



2. Decrease bad debt and decrease risk.



3. Save on central billing processes.



4. Decrease fraud and reduce chargebacks.



5. Eliminate under-invoicing ('breakage').



6. Simplify payments for your hotels.

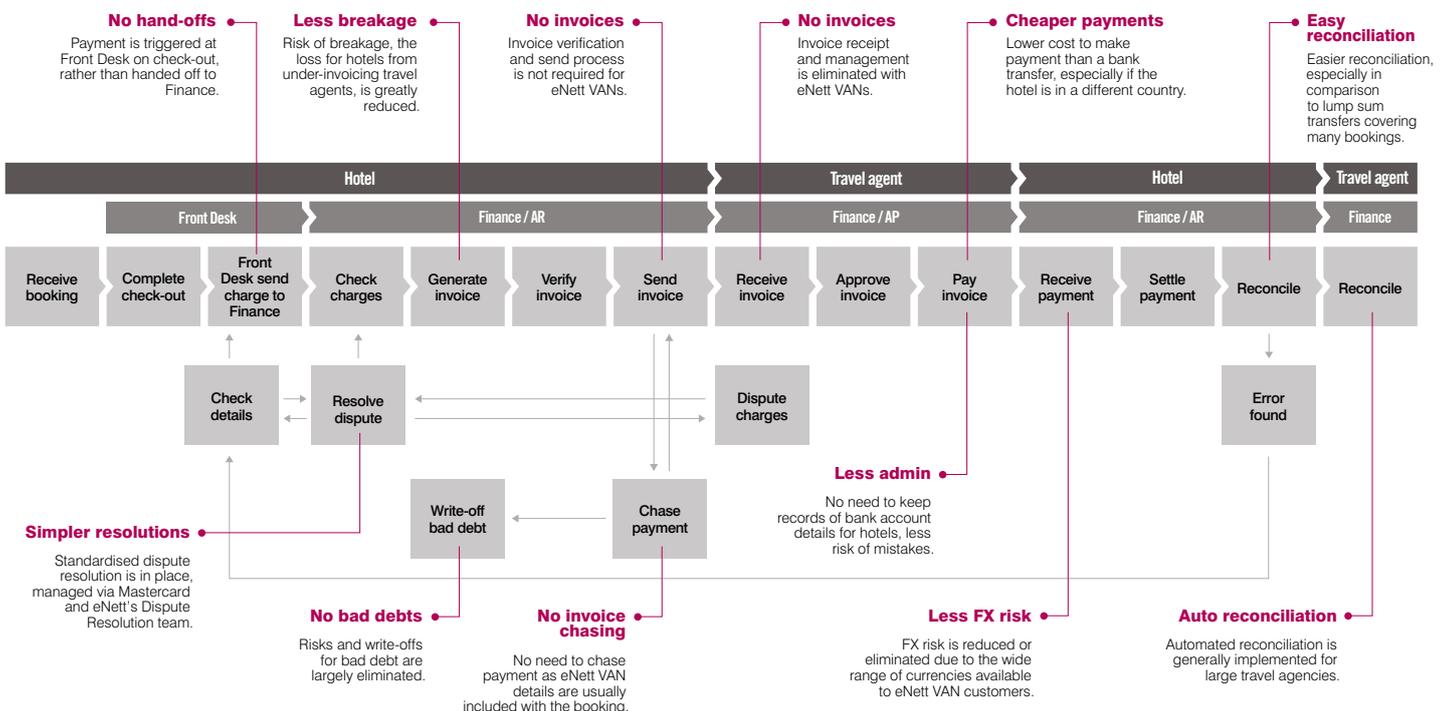


7. Gain volume from current and new travel agencies.

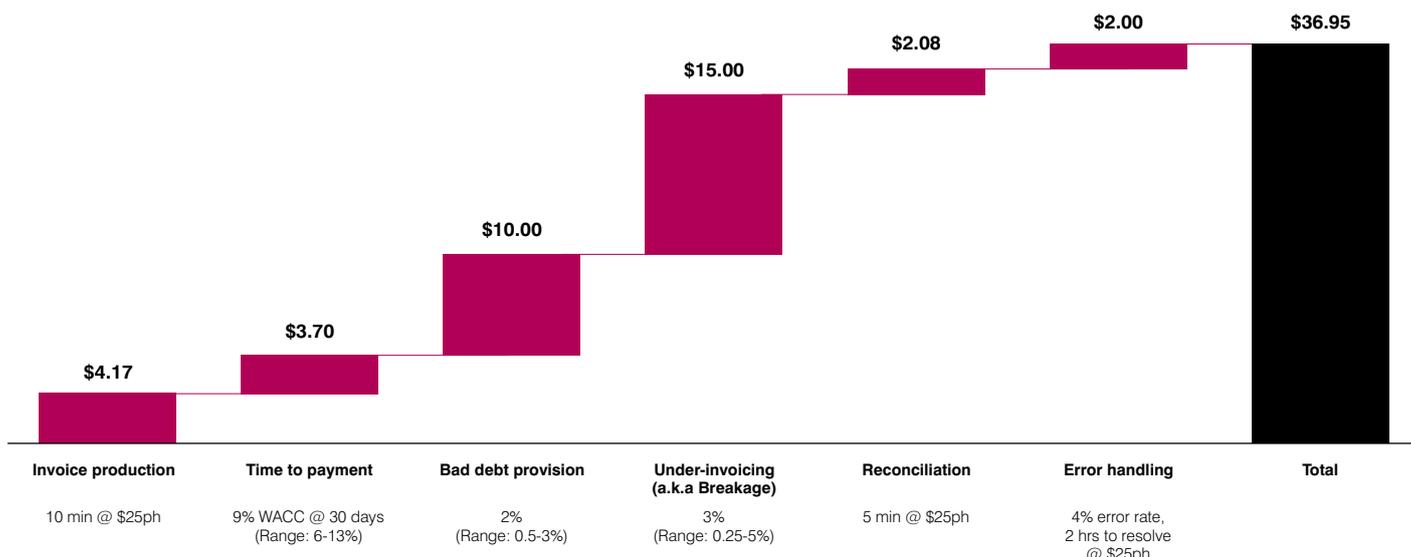


8. Accept customer preferred payment methods.

EXAMPLE PAIN POINTS THAT CAN BE REMOVED FROM THE PAYMENT CYCLE WHEN ENETT VANs REPLACE INVOICE BASED PAYMENTS



IT COSTS A HOTEL ~USD37 TO PROCESS A USD500 TRANSACTION USING INVOICING, ERODING OVER 7% OF VALUE



Our credit controller doesn't need to chase the debt... If we send a bill [to a travel agency] we may have to follow up with a chase call because it hasn't been paid in 30 days, but obviously [with] virtual cards [sent] through, it is paid instantly, it is [settled] within two days."

— Finance Manager
Large Hotel

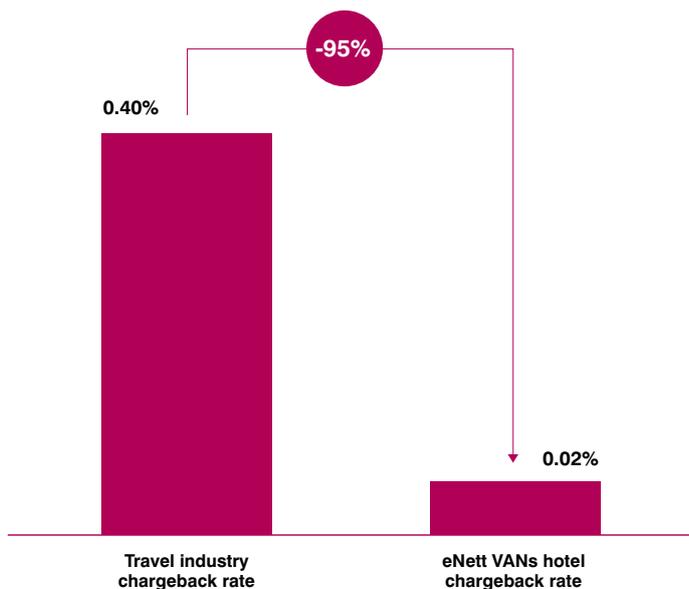
Payments with eNett VANs lead to less fraud and fewer chargebacks.

eNett VANs carry a much lower risk of chargebacks and fraud than travel industry benchmarks, including for card-present transactions.

Specifically for hotels, the chargeback rate on eNett VANs was 0.02% (by dollar value) during 2018. This means that on USD100,000 of volume there are around USD20 in chargebacks with eNett VANs, versus USD400 of chargebacks in the travel industry in general.

Fraud rates on eNett VANs used in hotel payments were close to zero, with a rate of 0.00044% or around four incidents per one million transactions. Total actual fraud incidents suffered by hotels is likely to be zero. Our analysis suggested that the majority of fraud attempts identified were related to organisations attempting to defraud travel agents while posing as hotels (e.g. fake hotel fraud toward travel agencies) or legitimate hotel accounts being taken over by fraudsters (e.g. fraudster takeover of payments inbound to hotel).

CHARGEBACK RATE WITH ENETT VANs IS MUCH LOWER THAN INDUSTRY BENCHMARK



Download the full report at www.enett.com/insights

