

The travel industry can be disrupted by changing schedules, weather delays, and seasonality trends leading to chargebacks.

Disruptions often lead to disgruntled customers. Airlines and travel businesses are then challenged by consumers that dispute legitimate transactions to get a refund. This can lead to illegitimate disputes, adding financial risk and operational strain.

Merchant Experience



- Merchants are notified too late of disputes, making it impossible to land a resolution with the customer.
- In-flight purchases and additional low ticket ancillary purchases are often disputed as customers forget, leading to friendly fraud.
- Lack of insight into transactions or a lengthy resolution process contribute to a negative passenger experience.

Benefit



- Prevent friendly fraud and disputes on common fees and ancillary costs.
- Enrich customer experience through purchase transparency and immediate delivery of digital receipt.
- Replace full fare and ticket sales otherwise lost to disputes.



PREVENT – Order Insight®

Sharing transaction detail with issuers provides greater insight at the point of customer inquiry. With the correct data, issuers can deflect disputes at the predispute stage on your behalf leveraging Visa's Compelling Evidence 3.0 rule. This removes the headwinds airlines face with consumer disputes.

RESOLVE – RDR and CDRN®

Quickly resolve disputes with issuer collaboration. Issuers send you dispute notifications for immediate refund – or facilitate automated resolution – preventing a chargeback from occurring.