

Payment Processing Transition FAQs

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Sunsetting of Payment Gateways

Why is my payment gateway integration being retired?

For more than a year, we've been stressing the need to review payment processing options. We need to transition from the extensive list of 150 integrated gateways we used to offer our customers to a more sustainable number. Maintaining such a wide range of options is no longer possible due to security concerns and resource limitations:

- **Connecting to third party gateways raises risk and vulnerability.** The 'pass off' and disconnected nature of third-party payment processing has inherent vulnerabilities which bad actors are keen to exploit. We've seen a significant increase in Bin Attacks and card-washing attacks in recent years, creating significant reputational and financial risk to our customers.
- **Supporting third party gateways chews up support resources which can be better used helping you run events .** Currently, more than 20% of our overall support tickets logged are for payment gateway issues. This stretches our resources and reduces our ability to assist you with your events. In any case, the payment gateway support we can provide is limited, as we only have partial visibility. Customers are often stuck in the middle of our support desk and that of their payment gateway providers, despite our best efforts to resolve issues.
- **Supporting third party gateways distracts our developers from focusing on delivering great event management software.** Each of the 150 gateways currently supported within EventsAir needs to be maintained, so we have to divert developers from building great new event technology and make them work on gateways which may only support the needs of a couple of customers. This impacts our ability to deliver new enhancements quickly and efficiently.
- **We have a solution which has been purpose built for event planners.** EventsAir Pay has been developed as a powerful, secure, native solution which addresses all these concerns and provides competitive rates for our customers.

Why does this transition need to happen so soon?

The threat level around online payment processing has increased exponentially in recent years, along with the scrutiny around platforms seeking to remain accredited to industry standards. As an example, when we are regularly audited for PCI compliance, we are often given only a few weeks' notice from gateway providers to upgrade code to meet security standards exposed by a third-party gateway. These timeframes are unrealistic and put us and our clients in a challenging position. We must build a scalable platform and service for our clients.

Which gateways will EventsAir be supporting in the future?

Our list of supported payment gateways varies per region and country. Please contact your Account Manager for a list of third-party gateways available in your area.

What is EventsAir Pay and how does it work?

EventsAir Pay powered by Airwallex is a payment processing platform, built to replace your current gateway. It offers a superior payment experience for both yourself, the organizer and your attendees.

The fees for the services within the solution can be found elsewhere on this help site.

Is EventsAir Pay a new solution?

EventsAir Pay has been operating for more than 6 months now, with more than 80 clients around the globe already using the platform. Its full integration with EventsAir has improved visibility into transaction details, leading to a significant decrease in registration issues that impact our customers and their attendees. The number of support calls from clients using EventsAir Pay has also decreased.

As a result, our clients are spending less time chasing payment information through support tickets and calls between EventsAir and their payment providers.

What payment methods can be accepted with EventsAir Pay?

EventsAir Pay supports most major credit/debit cards including Visa, MasterCard and Amex as well as Apple Pay, Google Pay and WeChat Pay.

Can I issue refunds with EA Pay?

Yes! You can [directly process refunds within the EventsAir platform](#), eliminating the need to log in to Airwallex. This new feature will streamline your payments process and significantly speed up your workflow.

How often do I need to transfer funds out of my Airwallex account?

Unlike many payment gateways where funds need to be transferred out within 24 hours, EventsAir Pay allows you to choose when to transfer funds based on your specific needs. **The big benefit to this is the ability to optimize foreign currency conversion.**

As part of your Airwallex account, you'll be provided with your own Wallet, which acts a virtual bank account. From this account, you can make payments to yourself or other third parties.

Which countries are supported by Airwallex?

Airwallex issued cards are multi-currency and can be used for transactions in any currency supported by Visa, as long as you have sufficient balance in your Airwallex account to cover the transaction.

Which fees can I pass on to customers?

The ability to pass on fees to your customers can vary depending on the regulations in your region. While some fees may be eligible to be passed on, others might be restricted by local laws or industry standards.

We strongly recommend that you seek independent financial advice to understand the specific guidelines and regulations in your region. This will ensure that you remain compliant with local laws and make informed decisions regarding fee management. Please keep in mind that this information is subject to change, and professional advice will provide you with the most up-to-date guidance.

I currently use multiple payment gateways. Can I have multiple Airwallex accounts?

Airwallex accounts are limited to one per organization but you can have multiple currency accounts (USD, AUD, Euro, etc.)

Many of our customers have used multiple gateways to assist with their reconciliation process. However, after transitioning to EventsAir Pay, they've found that their reconciliation process has significantly improved. Even with a single account, the event ID is stamped against each transaction, enabling enhanced visibility and centralized reporting. In addition, you can hold funds in Airwallex and determine when you transfer them out.

What's needed to set-up an Airwallex account?

Information on how to set up your AirWallex account can be found here: <https://help.airwallex.com/hc/en-gb/categories/8352110252431-Getting-Started>

How long will my application take to process?

Once you submit all the information required by Airwallex, your application will be processed within 1-3 business days. During this time, our onboarding team might reach out to you via the email address you have supplied in order to gather more information or supporting business documents.

We unfortunately cannot expedite application processing times and all correspondence during the application process must be in writing — so keep an eye on your mailbox for emails from Airwallex.

How do I get support if I need help with EventsAir Pay?

While we've seen a significant reduction in the number of support tickets logged for EventsAir Pay compared to other third-party payment gateways, we understand that assistance may still be required. Rest assured that our team will provide you with the same high level of support you receive for the EventsAir platform.

For the fastest resolution, we recommend logging a ticket directly through our [Support Center](#).

For further information about EventsAir pay and additional support resources, please search this help site.
