

Event Payments: IN FOCUS – October 23rd 2024

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Thank you to those who joined us at our *Event Payments: IN FOCUS* Webinar. With the recent introduction of third-party payment gateway fees, we understand how important it is to have clarity and control over your payment processes. That's why we invited our customers to take a deeper look at EventsAir Pay, our integrated payment solution designed for seamless event transactions.

Check out the recording of our webinar and the Q&A from each session below:

Q&A Questions

Show All

Can you please clarify, is the annual fee for Gateways other than Stripe?

The Third-Party Gateway fee is for non-EventsAir Pay gateways. If you switch to EventsAir Pay powered by Stripe or EventsAir Pay powered by AirWallex, you'll avoid the Third Party Gateway fee.

We have a long-standing relationship with Stripe with very good rates and pricing. Will we maintain this if we switch to EventsAir Pay powered by Stripe?

We're very keen to ensure EventsAir Pay is cost-competitive with your current arrangements. Please reach out to your Account Manager for a customized quote.

If we move forward with EventsAir Pay, will the Third-Party Gateway fee be removed?

Yes, the Third-Party Gateway fee does not apply to customers who solely use EventsAir Pay.

We use EventsAir Pay for one of our events but a third-party gateway for another. Will EventsAir help us in get that second event switched over to EventsAir Pay?

Yes, we can support you to switch your second event over. Please reach out to your Account Manager to discuss next steps.

How can we find out if you're supporting our current gateway?

You can view the list of supported gateways here: <https://eahelp.eventsair.com/home/external-payment-processors-payment-gateways>

If we move to EventsAir Pay from our current Third-Party Gateway, what does the transition look like? What's involved if our event is live?

Within EventsAir, our Customer Success team will update the payment provider in your event set up. We can then take you through how to add EA Pay to your new events as well as events that are already in progress (without any disruption to your registrations).

Is the annual Third-Party Gateway fee for all gateways we use? Or are we charged the annual fee for each Third-Party Gateway that we use?

The Third-Party Gateway fee covers all Third-Party Gateway you use. If you are using multiple supported gateways you will only be charged one annual fee.

How do we decide between EventsAir Pay powered by AirWallex or powered by Stripe?

Your Account Manager can take you through both solutions and work with you to determine which one best suits your needs.

What's the turnaround time for payments from EventsAir Pay to be deposited into our bank account?

This varies depending on your solution. EA Pay powered by Airwallex has a unique time frame for each client (this is determined by Airwallex); the funds go straight into your Airwallex Wallet and clear after this. For EA Pay powered by Stripe it will be T+2 or T+3 depending on the region.

Would we continue to have access to our Stripe account, or would this all be managed through the EventsAir platform?

With EA Pay solutions, you'll have a login to your Stripe/Airwallex dashboard and will manage your payment account from there.

Can you set up EventsAir Pay with my client's accounts? Like third-party gateways, where we can just add their details?

EventsAir Pay instances are in the business name which is the same as EventsAir (your business name). You can have multiple MIDs (Merchant ID's) within EventsAir Pay powered by Stripe.

Is there a user control feature for who has access to what?

Yes, EventsAir Pay has the role-based access controls so you can have full control of disbursements.

Does EventsAir Pay accept AMEX?

Yes, EA Pay can accept AMEX.

Are you going to discontinue all Third-Party Gateways?

No, we'll continue to maintain and support a reduced number of gateways, approximately 20.

Given the recent increases in license fees over the past few years, will payment gateway fees continue to increase?

These are two separate things. We're now offering an alternative to Third-Party Gateways, EventsAir Pay. We'll charge a small fee on Third-Party Gateways as these cost us to support and maintain. There are no immediate plans to increase the maintenance fee for Third-Party Gateways.

If we can make refunds through EventsAir, does this mean that the credit card details of the attendees are stored?

Card details are not stored in EventsAir from the payments page.

Are you going to discuss EventsAir Pay at AirTime?

Yes, both Chris our CEO and James our VP of Product will discuss EventsAir Pay at a high level.

Is EventsAir Pay available in South Africa?

We can work with you to support EventsAir Pay in South Africa. Please reach out to your AM if you'd like to get started.

For support enquiries about EventsAir Pay, who do we contact? Stripe?

Support will be managed by the EventsAir Global Support Team for EventsAir Pay. We have direct access to Stripe and AirWallex so can quickly resolve any issues.

What are the fees to use EventsAir Pay?

We offer competitive rates – please reach out to your Account Manager for a customized quote.

Will you have a dedicated support team for EventsAir Pay?

Our global EventsAir support team will support you with EA Pay. We also have direct support from both Stripe and Airwallex.

If EventsAir Pay is powered by Stripe, why are people already using Stripe being charged a fee?

The current implementation of Stripe you're using is independent and not the instance that is EventsAir Pay. You can transition to the EventsAir Pay powered Stripe account. We recommend you do this but if you don't wish to, then there'll be a 3rd party gateway fee.

What banking regulations do you comply with if holding cash on account?

EventsAir Pay powered by Airwallex complies with the regulatory requirements for the regions they operate in.

Is EventsAir Pay available in all regions?

We can offer EA Pay to our clients in AU, US, UK, EU, UAE, Canada, Singapore and Hong Kong.

Do delegates get charged a fee when they make payment? If so, is it variable depending on which country they're paying from?

There is the ability to oncharge the processing costs in EventsAir.

If a delegate abandons in the moment of payment, we will have their contact data?

If a delegate reaches the payment page, you'll see the delegate surname in the payment history as a created payment in EA Pay Airwallex.

EventsAir Pay seems good for credit card payments but how does it help where you get a mix of credit card and EFT payments for event attendance?

One of the upfront benefits of EventsAir Pay is the diversification of payment types, well beyond credit card. Everything from Apple and Google Pay to non card payment types. [*EventsAir Pay powered by Stripe doesn't yet support Apple Pay.] The Australian Reserve Bank is working towards the New Payments Platform (NPP) which will simplify direct debits and credits from bank account to bank account. We expect to support this with EventsAir pay when available. We still have the existing 'Pay later' functionality in the platform to direct customers to EFT payments.

Does EventsAir Pay have a direct bank feed into Xero?

Our Xero SmartConnector allows you to get payments data into Xero to assist with this reconciliation. We can also support getting the bank transfers (disbursements) into Xero from EventsAir Pay depending on the version you choose.

Does the registration fees automatically go into your own bank account or are these held by EventsAir and paid at a set time?

Funds get dispersed into your account like any other payment processor. We are not a financial intermediary and won't be 'holding funds'. However in all payment processors there is a normal delay in disbursements.

Is there a way to look at a demo of the pay to see the features and stuff before we decide to pay and use it?

Your Account Manager can give you detailed demonstration of EventsAir Pay outlining how to use it.

If we need another license for our finance people to get transaction reports out only, will this be the same cost as a regular license?

In the Payment Portal, you will control who you give access too, it is separate to your EventsAir instance and licenses.

With the ability to see abandoned registrations will this function also be able to reinstate the registration? or will the delegate still need to go through the registration process again?

The abandoned registrations will show within Airwallex /Stripe. However, if the attendee navigates back to the interactive site that they have started, it will ask them to continue with the registration. This is standard functionality of the interactive site, not specifically related to EventsAir Pay.

Will training be provided if we move to EA pay?

EventsAir Pay has some additional benefits and features above what your current gateways have. We do have an onboarding process that helps you understand what's available and how to use it. Additionally, we have articles and how-to videos on EventsAir Help to support your transition.

Will we be able to oncharge the fees to the customer as we can now?

Yes you can oncharge the payment processing fees, we have built this into EventsAir.

Can we test the process before deciding if we want to use it?

Yes you can. You can set up EventsAir Pay for a specific event and it is simply a link in EventsAir Pay that you configure. If you decide to move back to an approved gateway, you are free to do that.

What sort of reporting can we obtain with payments processed through your system?

We have a walk through demo that showcases some of the reporting available.

<https://eahelp.eventsair.com/home/eventsair-pay-user-guides-and-how-to-information>

What will show on the customer's bank statement – EventsAir or our company name?

The company name is the Merchant on Record that shows on the statement. You can add your trading name.

Is the EventsAir Pay portal, a feature built into each of our events. Or do we have to log into a separate platform?

They are separate portals that host your payment details securely, allowing you to give access to the right people in your business, eg – Finance team have access to the payment portal and the Events team use EventsAir.

Will I still be able to see all my transactions in Stripe, including history and reporting across multiple events?

Yes you will be able to see each transaction with a payment reference that can be used for reconciling back to payments in EventsAir.