

NEXXCHANGE



Solutions for golf clubs,
hotels & restaurants

Online card acceptance solution

Nexxchange | Worldline

Nexxchange Portal payments integration

Online payments (by card) are integrated as an additional step in the booking process.

Search

Details

Confirmation

Search

Details

Payment

Confirmation

Payment method

Pay on-site

Pay with credit card

Pay with customer account

XXXX - XXXX - XXXX - 1234

XXXX - XXXX - XXXX - 5678

XXXX - XXXX - XXXX - 1278

Add a card



Advantages of working with Nexxchange in the credit card business

All advantages arise from a uniform and comprehensible booking process on the neutral Nexxchange marketplace!

With Nexxchange Payment Services, you can sell tee times online on the marketplace directly. This results in the following application possibilities and advantages:

1. **Familiar** interface and **consistent** user experience

Golfers are already used to booking tee times as members and green fee players on the Nexxchange marketplace. By integrating a payment function into the existing booking interface, the customer can now also use the already familiar process for online payments by card.

The Nexxchange marketplace is mainly used for the following payment transactions:

- › tee time bookings
 - for green fee players
 - for members who book/pay for non-members
- › Rental articles and other bookings
 - E-cart, trolley, coaching lessons, etc.
- › Tournament registrations

How does the process **work**?

When a customer pays on the Nexxchange marketplace, the amount is immediately debited from the customer's account and the payment is marked as successful. In the event of a cancellation, the customer receives a refund and can then see in their own account exactly what was paid and refunded. Nexxchange does not use authorizations and subsequent debits to keep the customer experience consistent and to make transactions as transparent as possible.

Mandatory or optional payment with credit cards:

Obligatory payment with credit cards:

Online bookings are only accepted by the golf club if they are paid immediately by credit card. The club can define this in its settings in the golf suite.

Optional payment by credit card:

Here the customer decides whether they want to pay in advance with a card or not. If the golf club continues to offer the option to pay at the reception, then many customers will take advantage of the option to pay later, as the no-show risk then lies with the operator. To share the risk fairly, Nexxchange provides a no-fee cancellation period on the marketplace, which is a specified time interval by the merchant, where the customer can cancel their booking without incurring a penalty. After that, the customer does not get their money back.

Advantages for operators for mandatory card payments

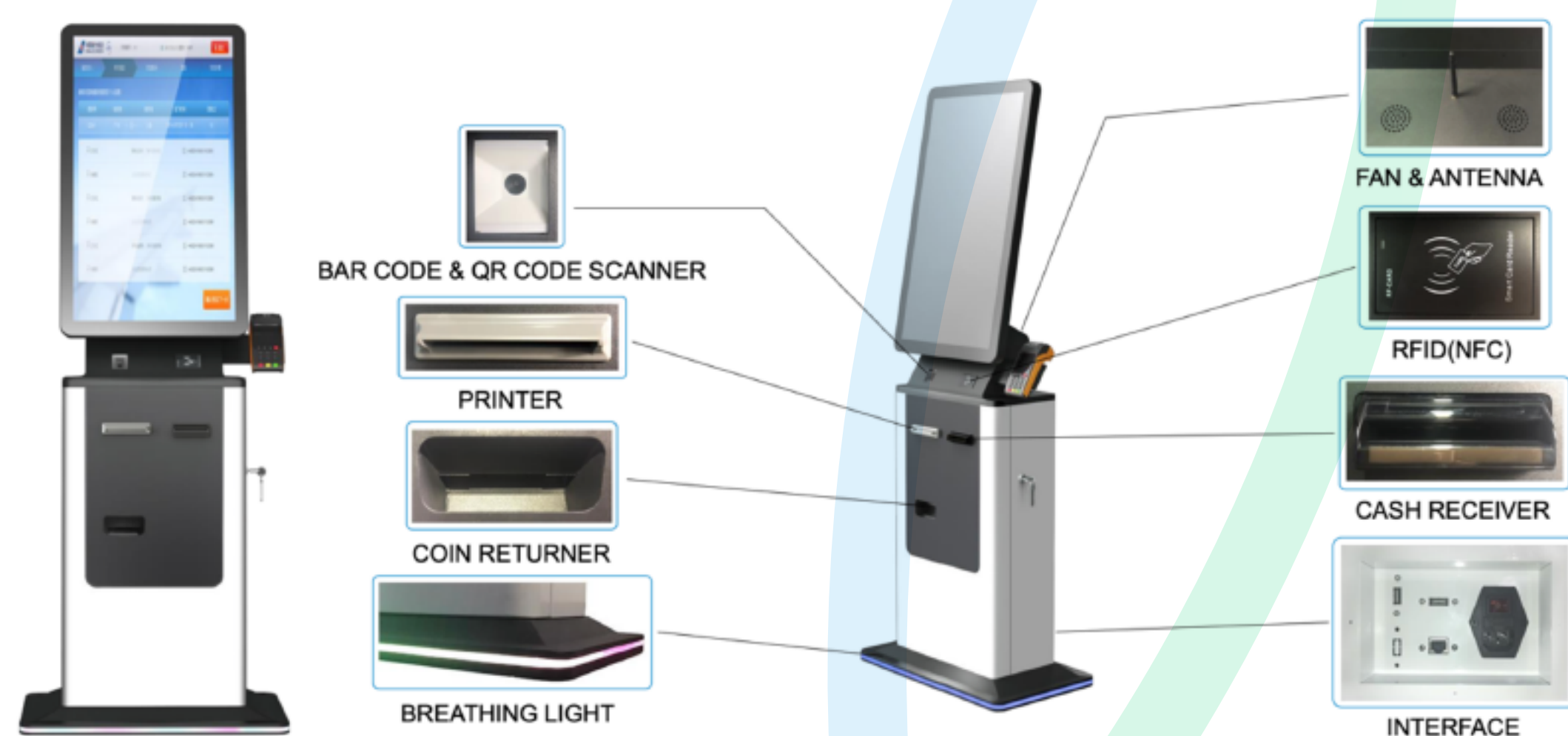
No no-show risk due to online payments:

With online sales you can avoid customers not showing up or cancelling at the last moment. By pre-paying for the service, the no-show risk is shifted to the customer who, made the decision to buy the tee time and explicitly accepted the cancellation conditions from the merchant. As before, even when booking the tee time online, the customer can still cancel within the cancellation period.

Relieving the secretariat of routine tasks:

If a compulsory payment (for example the green fee) is combined with dynamic pricing, then the best price for the customer is only visible via the online marketplace. Thus, the online booking share can be increased up to 90 % and the remaining routine tasks can be performed by a self-service terminal (available later).

Example: Self-service terminal (for inside use at the reception): touch screen & payment terminal



If one wants to strengthen this trend even more, one can introduce an additional booking fee (in the USA on average 2.50 USD) when booking over the phone, to take the extra effort into account. The reception will then be alleviated from all telephone booking tasks, as these will be outsourced to a call center, which will at the same time require card payments over the phone.

A marshal then only checks the arrival of the customers.

No online/tea-time broker sales tax:

Nexxchange ensures that the golf course operator is always the seller of the service in the marketplace. If the service is sold by a non-profit sports association that is exempt from VAT, the service can only be sold VAT-free if it is sold to end customers, who are members of an association. With Nexxchange, you do not have to worry about your VAT-exempt sale not working in e-commerce sales.

2. No intermediation fees & Transparent pricing structure for acquiring services

Nexxchange offers a transparent pricing model for acquiring services, where billing takes place via the Interchange++ fee structure. Thus, the individual costs for an online card acceptance solution are clearly structured and is composed as follows:

$$\text{Interchange++ fee} = \text{interchange fee} + \text{scheme fee} + \text{acquiring fee}$$

Billing: Visa / Mastercard / Maestro / Diners Club / UnionPay / V PAY

› Interchange fees

- are variable, set by the card issuer, the same for all acquirers (e.g. Worldline) and are charged by the cardholder bank for each card transaction
- are determined as pass-through fees
 - 0.30% for EU consumer cards
 - Approx. 1.5% for business or non-EU cards

› Scheme fees

- are variable, set by card schemes, the same for all acquirers and are charged for each card transaction depending on the card issuer
- are charged transparently
 - approx. 0.12% for EU consumer cards
 - approx. 0.6% for business or non-EU cards

› Acquiring fees

- are charged for transaction processing, cash settlement, reporting and customer service. These are assessed based on turnover.

Fee Structure:

Turnover (per year)			
from	to	Acquiring fee	Transaction costs
€0	€60,000	1.25%	Minimum €0.10
€60,001	€125,000	1.00%	
€125,001	€250,000	0.75%	

Chargebacks	€30 per chargeback
Account maintenance fee	AT: €49 (DE: €30) per year
One-time set-up fee	€ 179.00
Transaction fee	€ 0.14 per transaction

Example:

Interchange++ fee for a golf club
 with <EUR 60,000 turnover per year = 1.67% (+ 0.30% + 0.12% + 1.25%)

Advantage for the customer:

- › The correct individual price for the player will be automatically determined. This also includes all reciprocity agreements where the correct price for every individual customer is automatically displayed on the Nexxchange Marketplace.
- › Good user experience due to a unified booking process with a familiar interface to buy additional services and with consistent cancellation rules defined by the operator.
- › Once a credit card has been deposited, all facilities using Nexxchange's acquiring partner Worldline can be booked without having to enter the credit card data again (similar to Amazon bookings).

Nexxchange in numbers

- Represented in **9** countries
- **3** Golf associations as customers
- We run club management software for more than **300** golf clubs, we maintain more than 220,000 handicaps and have **200,000** online booking customers in the marketplace.
- Customer growth of **40%** in 2020, more than **100%** growth in 2021.
- **64,000** regular users and **800,000+** bookings per year in Austria, just on our platform
- **One third** of users book weekly
- **20** employees
- Capterra Rating: **5/5**
- Nexxchange GolfSuite in the golf business since the end of **2012**

Would you like to **learn more** about
Nexxchange?

We look forward to **meeting you** in
person.

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