



## Galileo FeeNett

### Fraud Prevention Guidelines for Galileo FeeNett Transactions

You and your consultants are the first line of defence in credit card fraud prevention.

1. Confirm the card is valid. A card is valid from first day of the 'Valid' month to the last day of the 'Valid' month inclusive.
2. Confirm the number on the card matches the number on the credit card receipt.
3. Confirm the person using the card is the actual cardholder/member.
4. Check whether the card looks as if it has been altered in any way or appears to be of a low quality. All print should be clear with clean edges.
5. Confirm the Card has a security code.
6. If the card is a Diners Club Card check the Diners Club International hologram is on the back of the card.
7. Confirm that the signature on the back of the card matches the signature on the transaction slip and that all other card details match those printed on the receipt e.g. the card number.
8. Be wary of:
  - Payments split over multiple cards
  - Multiple declines of cards provided
  - Large telephone/internet orders
9. Be sure who you are dealing with when transacting over the phone.
10. Remember, the maximum amount allowable for a Galileo FeeNett transaction is \$999.99.

To minimise the risk to agents when processing credit card transactions for service fee charges, eNett recommends the following wording is used in agreements with corporate agents and in documentation for leisure agents.





## **CORPORATE AGENTS**

Clause to be inserted in agreement between the Travel Agent and its client:

The Client by whom, or on behalf of which, this document is signed below, agrees that the following applies to each and every transaction between the Client and [INSERT TRAVEL AGENT NAME] ("**Travel Agent**"):

- (a) For any transaction the Travel Agent may charge a fee(s) for service (the "**Service Fee**"). The Service Fee is determined by the Travel Agent in its discretion, may differ depending on the type of transaction and may be varied from time to time. The amount of the Service Fee for any type of transaction is available from the Travel Agent upon request;
- (b) the Travel Agent may seek payment of the Service Fee by credit and/or charge card or by other agreed means. The Service Fee may be charged in conjunction with payment for the travel services in connection with which the Service Fee was earned; and
- (c) when such a credit and/or charge card transaction is processed, the supplier shown on the credit card statement will be Travel Service Fees Pty Ltd or [the supplier nominated by the Travel Agent].

Dated:

Signed for and on behalf of [INSERT CLIENT NAME]:

By ..... (Signature)

Print Name .....

Office Held .....

## **LEISURE AGENTS**

Agreement to be signed at Point of Sale and kept on file:

The Client by whom, or on behalf of which, this document is signed below, agrees that the following applies to each and every transaction between the Client and [INSERT TRAVEL AGENT NAME] ("**Travel Agent**"):

- (a) for any transaction, the Travel Agent may charge a fee(s) for service (the "**Service Fee**"). The Service Fee is determined by the Travel Agent in its discretion, may differ depending on the type of transaction and may be varied from time to time. The amount of the Service Fee for any type of transaction is available from the Travel Agent upon request;
- (b) the Travel Agent may seek payment of the Service Fee by credit and/or charge card or by other agreed means. The Service Fee may be charged in conjunction with payment for the travel services in connection with which the Service Fee was earned; and
- (c) when such a credit and/or charge card transaction is processed, the supplier shown on the credit card statement will be Travel Service Fees Pty Ltd or [the supplier nominated by the Travel Agent].

Dated:

Signed for and on behalf of [INSERT CLIENT NAME]:

By ..... (Signature)

Print Name .....

