



ACI Worldwide eCommerce Data: Ticketing Sector Bounces Back with 342 Percent Increase in Transactions in Third Quarter

October 25, 2021

The total volume of global eCommerce transactions continued to rise by over 6 percent in Q3 2021, compared to the same period in 2020

MIAMI, FL – October 25, 2021 – [ACI Worldwide](#), a leading global provider of [real-time payments and digital payment software solutions](#), today announced that the ticketing sector has made a strong comeback in the third quarter, with transactions rising 342 percent and average ticket values increasing by \$87, compared to the same period in 2020.

The travel sector also continued its recovery in the third quarter, with eCommerce transactions increasing by 12 percent, compared to the third quarter in 2020. September was the strongest month in 2021 to date, with the number of transactions increasing by 65 percent compared to the previous month, as individuals booked holidays with more confidence against the backdrop of rising vaccine rates and the reopening of international borders.

The recovery in the travel sector and newer flexible booking and payments options offered to travellers have given rise to new loopholes for fraudsters. Fraud attempts in the sector have increased by two percent over the last two months, with the average fraud attempt increasing by \$149 in one month alone (\$332 in August 2021 to \$481 in September 2021).

“After months of lockdown, many consumers around the world are now enjoying the opportunities to visit concerts and sporting events or to book a trip abroad,” commented Erika Dietrich, head of merchant payments analytics, ACI Worldwide. “As always, the risk of fraud is ever present. All players in the industry—from airlines to travel operators, law enforcement, banks and payment providers—must do more to collaborate, such as sharing intelligence through industry consortia and networks, to win the battle against fraud and keep consumers safe when shopping online.”

Key Figures at a Glance:

Global eCommerce Transactions:

- Volume of transactions globally continued to rise by more than 6% in Q3 2021, compared to the same period in 2020, despite physical stores reopening in many countries

Ticketing Sector:

- Volume of transactions rose 342 % in Q3 2021 compared to Q3 2020
- Average ticket value increased by \$87
- The sector saw only a small rise of fraud attempts of just under 1%

Travel Sector:

- Volume of transactions rose by 12 % in Q3 2021, compared to the same period in 2020
- Fraudsters are targeting this sector in particular: Over the last two months, fraud attempts have increased by 2 %, with the average fraud attempt increasing by \$149 in one month alone (\$332 in August 2021 to \$481 in September 2021)

Payment Methods and Channels:

- New methods and channels such as Buy now pay later (BNPL), mobile eWallets, in-app mobile payments and Buy Online, Pick-up in Store (BOPIS) continue to grow in popularity.
- BNPL transactions saw a 118% increase in Q3 2021, compared to 2020, with consumers and retailers increasingly more comfortable with the new channel, with the average basket value for this channel increasing by more than \$20.

- Transactions via mobile increased by 2 % in Q3 2021, compared to Q3 2020; the value of transactions increased by \$18, with an average payment value of \$110.

About ACI Worldwide

[ACI Worldwide](#) is a global software company that provides mission-critical [real-time payment solutions](#) to corporations. Customers use our proven, scalable and secure solutions to process and manage [digital payments](#), enable [omni-commerce payments](#), present and process [bill payments](#), and manage [fraud and risk](#). We combine our global footprint with local presence to drive the real-time digital transformation of payments and commerce.

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