



# Barclaycard Business – the perfect package for Medinland

Medinland, a tour operator, sells and conducts package tour holidays to Spain. Set up in 1998 by Patricia Rossello-Palmer (Shine Awards Business Women of the Year, 2006) it now employs over 100 staff with its main office based in London. Medinland prides itself on the flexibility it gives to its customers. Unlike larger tour operators it tailor makes packages of any duration, flying any day from any airport according to the exact requirements of the holiday maker. With this formula it has reached a turnover of £29 million in just eight years.

Medinland has used the Barclaycard Business Corporate Card scheme since the start of its operation. Currently five employees hold cards, including the general manager and financial controller. These employees are selected on a basis of seniority and need.

Medinland's competitive advantage over its competitors is achieved through the unique level of flexibility it offers customers. Instead of just being able to fly on the weekend or book packages that last a set number of days, Medinland sources flights everyday of the week and searches for packages that work around the customer's needs, providing a completely flexible service.

The Barclaycard Business Corporate Card scheme is instrumental in allowing this to happen. The cards can be used to make purchases as, and when, the best offers arise and allow purchases to be made online.

The purchasing of services online is a key part of Medinland's operations. In organising holidays for its customers Medinland takes advantage of low-cost carriers and hotel which use internet booking systems. The Barclaycard Business cards are used to purchase flights and book hotels on behalf of customers. As Raj Jeyaseelan from Medinland accounts department, explains;



*'The Barclaycard Business Corporate Cards are the most convenient way to make our bookings. With much of our booking done over the internet the cards are often the only way to pay and ensure that our online transactions are secure. They allow us to deliver the flexible service we pride ourselves on.'*

As well as purchasing services the Barclaycard Business cards are also used by the senior management at Medinland. The cards allow the management team to meet their daily job requirements, assist with overseas travelling expenses as well as entertaining business partners. Raj Jevaseelan says;

*'It is good to be able to react to surprise visits or spontaneous occasions that arise from time to time. In these instances our management have the Corporate Cards at their disposal so they are always prepared for the unexpected.'*

A further benefit of the Barclaycard Business service is seen in the accounts department. Raj Jevaseelan highlights that the Management Information System sent to the company every month is 'a very practical way in which Barclaycard Business work to make the job in accounts that bit easier'. The transactions data is sent to the company every month already input into an excel spreadsheet. This removes the need for the accountant to input all the data themselves and makes sure that the records are maintained easily and accurately.

Barclaycard Business' customer service helpline has also helped the accounts department when fraudulent transactions were detected on the card. One of Medinland's cards suffered from card-not-present fraud. The fraud was investigated quickly and Medinland were refunded the full money and issued a replacement card. Raj Jevaseelan recalls:

*'When fraud occurs, you need appropriate advice and a fast response. This is exactly the service we receive from Barclaycard Business.'*

Barclaycard Business Corporate Card -  
Complete control wherever you are

For further information on how  
Barclaycard Business could help  
your organisation realise the benefits  
of corporate cards contact our  
Customer Services team on

**0870 1540 134**



This information is available in large print, Braille and audio format by calling 0870 154 0124.

Calls may be monitored or recorded to maintain high levels of security and quality of service. For BT business customers, calls will cost no more than 8p per minute, min call charge 5.9p (current at January 2007). The price on non-BT phone lines may be different.

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