

CUSTOMER SUCCESS STORIES: FREQUENT FLYER TRAVEL



"...one of the key advantages of the services is the end of all the administrative tasks for us – no handling of thousands of checks anymore..."

– Mark Leidelinger, President, Frequent Flyer Travel

In-house commission handling can be challenging

Frequent Flyer Travel Paris is the leading business travel agency in France. As a typical travel management company (TMC), Frequent Flyer Travel (FFT) uses multiple channels and tools to ensure the most cost efficient booking practices for their clients. FFT found collecting commissions through a vast variety of sources and channels was a complex challenge. In fact, FFT estimated that about 25% of all commissions owed to them were never received.

Intent on improving this recovery rate, FFT decided to outsource commission handling to Net Trans (an Onyx CenterSource service) the world's leading provider of commission payment processing and reconciliation solutions for hotels and travel distributors.

FFT looked to Onyx to collect commissions for them more efficiently as well as to save on internal administrative resources needed to process and handle checks, manage VAT, and complete bank deposits.

Onyx: a more efficient and effective way to collect the commissions owed to you

Onyx's unique end-to-end approach – from gathering data from multiple sources to a direct dialogue with hotels – ensures that their collection rate is unmatched in the business.

Data is gathered and reconciled from all points of the booking process. The international client services team calls hotels around the globe, in their native language, to follow up on any missing data or payments.

Prior to utilizing Onyx, FFT estimates it was able to collect 75% of commission owed through their own process. After implementation of the Onyx service, that number rose to 96%.



Ready to close the loop?

Give us a call, send us an email, or visit our site at www.onyxcentersource.com.

Reduce your administration costs and lower bank fees

FFT also found that administration of the collection and depositing of a large number of small checks was time consuming for its staff, not to mention costly due to the large number of bank fees. With Onyx, FFT's percentage of commissions paid by check or single transfer went from 50% of all commissions, to just 1% due to the consolidation of a large number of payments into one single payment.

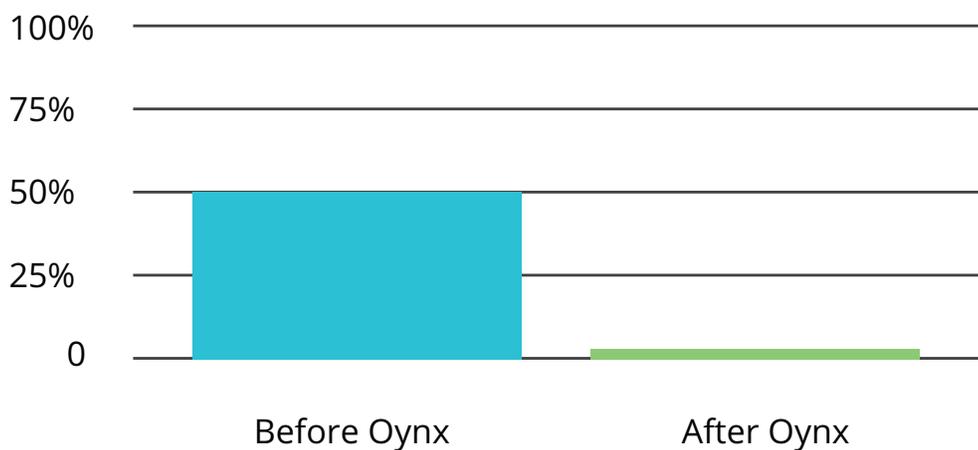
The number of discarded checks (due to small amounts) and amounts lost on checks due to foreign exchange rate fees and bank charges is now 0%. Further, FFT saved 5 hours/week in administration, reducing total administrative time spent on check handling to just minutes per month.

The Onyx CenterSource Difference

Onyx CenterSource' ability to link and reconcile data feeds from multiple GDS and hotel sources saves clients time and money. In addition, because of the extensive network of relationships Onyx CenterSource has with leading hotels around the world, they are able to provide a single data collection and funding system that eliminates redundancies and streamlines the commission process. Finally, Onyx CenterSource follows up on outstanding commission balances to ensure agents receive the most accurate, complete, and timely payments possible.

Greater hotel commission and reconciliation efficiency resulting in significant gains in commissions collected. Only from Onyx CenterSource.

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