



Case Study:

**FrequentFlyerTravel**  
PARIS

“...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 that 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, a division of Onyx Payments, the world's leading provider of commission payment processing and reconciliation solutions for hotels and travel distributors.

FFT looked to Net Trans 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.

### **Net Trans: a more efficient and effective way to collect the commissions owed to you**

Net Trans' 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 call hotels around the globe, in their native language, to follow up on any missing data or payments.

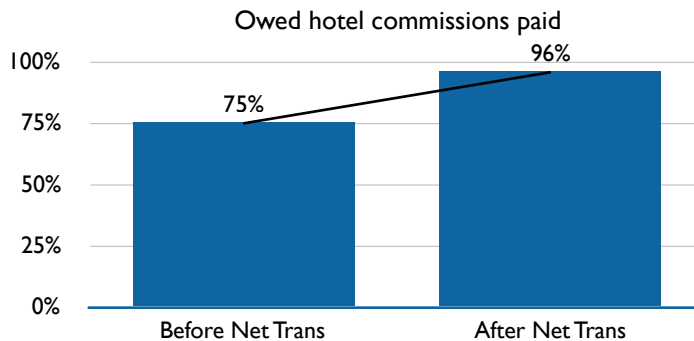
Prior to utilizing Net Trans, Frequent Flyer Travel estimates it was able to collect 75% of commission owed through their own process. After implementation of the Net Trans service, that number rose to 96%.

### **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, as well as costly due to the large number of bank fees. With Net Trans, 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 Net Trans-Onyx Payments Difference**

Onyx Payment's 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 Payments 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 Payments 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 Net Trans and Onyx Payments.



To see how your business can benefit from Onyx Payment's commission payment and reconciliation solution, please contact Trond Sorensen, Chief Sales Officer-Agency Services at 732-668-9214 or [trond.sorensen@nettrans.us](mailto:trond.sorensen@nettrans.us).