

4th Dimension Focus

ARE YOU GETTING YOUR PREFERRED HOTEL RATE?

A GUIDE TO HOTEL RATE LOADING & RATE AUDITS
THAT WILL SAVE YOU MONEY



ARE YOU GETTING YOUR RATE?

You have done a great job negotiating preferred rates for the new season.

You saved on hotel rates, minimized increases in hot markets, included ancillary services and consolidated your preferred hotels. – Well Done!!

The next critical step to protect your hard work is to make it stick! Your negotiated rates need to be loaded and audited regularly to ensure your travellers have access to these rates & inclusions, and are not paying more than you agreed to with the hotel.

4th Dimension Business Travel Consulting (4D) experience shows that up to 40% of client preferred rates are either loaded incorrectly or not at all.



40%
Incorrect or
missing rates

“4D carried out our rate loading and audits this year and we were very surprised how quick and thorough the process was. I was given a detailed report after the final round of checking that gave me complete confidence that our hard-won rates would indeed be availed. 4D even found instances where rates were loaded incorrectly and contacted the hotels to resolve any issues, thereby saving us money in addition to a great deal of time and energy.”



Fiona
Infrastructure Construction

RATE LOADING & AUDITING

4D manage your hotel rate loading & audits to ensure your program savings move from forecast to realised.

BENEFITS INCLUDE

- ✓ Delivers negotiated savings on rates and inclusions
- ✓ Improves preferred rate compliance
- ✓ Allows for effective contract management & negotiation
- ✓ Ensure contractual obligations are met by hotel for agreed rates, conditions & inclusions
- ✓ TMC & OBT direct access to your rates allows faster booking turnaround
- ✓ Eliminates the need to book other hotels (outside your program)
- ✓ Saves traveller time spent searching multiple websites and calls direct to hotels to make
- ✓ Centralised point of contact for hotels
- ✓ Accurate & consistent instructions to hotels
- ✓ Regular rate audits ensure availability all year round
- ✓ Customer Audit Report with a Status summary after each audit



“ We changed our Travel Management Company (TMC) globally and found out in the process that many of the hotels hadn't loaded our rate correctly with our old TMC. 4D - you saved us a lot of money when we started with our new TMC . ”



4D PROCESS



- Day 1** 4D issue rate loading instructions to hotels
- Day 2-10** Hotels action rate loading into the Global Distribution System (GDS)
- Day 10-20** 4D commence Rate Audit (x 3 times)
- Day 10-20** 4D action non-compliant properties (x3 times)
- Day 21** Customer Rate Audit Report
- Day 21** TMC OBT Audit
- Day 21** 4D issue Hotel Directory (online or document)

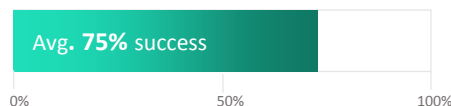
When 4D manage your Hotel Sourcing program and negotiations, hotels are automatically provided rate loading instructions at time of rate acceptance. Included in implementation are scheduled audits to ensure all rates are loaded in readiness for program 'Go Live'.

4D Rate Audit Findings

AUDIT#1



AUDIT#2



FINAL AUDIT



How long does it take for hotels to load rates into the GDS?

On average 7-10 working days for hotels to load negotiated rates and for rates to become active in the GDS system. Timeframe varies upon the hotel

**7 > 10
DAYS**



HOW 4D SAVES YOU MONEY



CLIENT 1



Paid +\$55/night too much
= Annual cost \$17,000 on one Hotel rate

Saved \$17,000+ in one year by running an audit

- Client rate at "ABC Hotel" is US\$260 per night (WIFI & Breakfast incl.)
- ABC Hotel neglects to upload rate to GDS
- Traveller books preferred ABC Hotel at rate of US\$315 per night - US\$55 more
- Total impact = \$55 X 200 room bookings per annum
- Annual loss = US\$11,000 plus cost of WIFI & Breakfast of US\$6000

RESULT 4D's proactive audit process identified and closed a gap in ABC Hotel rate loading process, minimising the impact on the client.

CLIENT 2



Paid +20-35% higher rate than negotiated
= Annual cost \$45,000 on one Hotel rate

Leaving money behind in hotel negotiations when rates were not audited

- Client negotiated a great Hotel program and launched to all travellers
- XYZ Hotel neglects to upload rate in the GDS
- Travellers book preferred hotel but the available rate varies +20-35%
- Volume targets are not tracked with hotel as the Client Rate is not booked
- Long term travellers compliance to your preferred program is reduced as they look for cheaper hotels

RESULT Future Client negotiation leverage is reduced. Program compliance is weakened. Several hotels outside program don't meet your safety standards.

SOLUTION: By engaging 4D for a Rate Audit the client would be able to eliminate the overpayments and ensure travellers had access to the safety and security agreed to.

4TH DIMENSION

BUSINESS TRAVEL CONSULTING

More Information about the 4th Dimension Focus

Loading & Auditing Preferred Hotel Rates

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