

4th Dimension Focus

ARE YOU BOOKING YOUR NEGOTIATED HOTEL RATE?

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



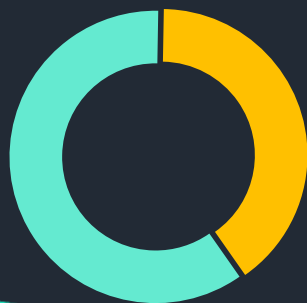
ARE YOU GETTING YOUR RATE?

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 accessible through your OBTA and audited to ensure your travellers have access to your negotiated rate, and are not paying more than you agreed to with the hotel.

4D have observed that if left unchecked 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 auditing that gave me complete confidence that our hard-won rates would indeed be available. 4D even found instances where rates were loaded incorrectly and contacted the hotels to resolve issues, thereby saving us money in addition to a great deal of time and energy ”



Fiona
Infrastructure Construction

RATE LOADING & AUDITING

4D manage hotel rate loading and Global Distribution System (GDS) audits to ensure your hotel savings move from forecast to realised.

BENEFITS INCLUDE

- ✓ Delivers negotiated savings on rates and inclusions
- ✓ Improves preferred rate compliance
- ✓ Allows for effective contract management and negotiation
- ✓ Ensures contractual obligations are met by hotel for agreed rates, conditions and inclusions
- ✓ TMC & OBТ direct access to your rate 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
- ✓ Accurate & consistent instructions to hotels
- ✓ Drives booking consolidation to leverage future negotiations
- ✓ 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 .”



Michelle
FMCG

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. Our program implementations include scheduled audits to ensure rates are loaded and ready for booking.

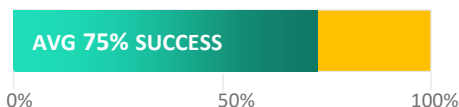


4D Rate Audit Results

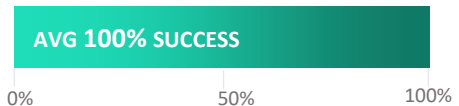
AUDIT#1



AUDIT#2



FINAL AUDIT



HOW LONG DO HOTELS TAKE TO LOAD RATES INTO THE GDS?

On average Hotels take between 7-10 days to load into the GDS
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 being incorrect

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 loads incorrect rate into the 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 = \$11,000 plus cost of WIFI & Breakfast of \$6000

RESULT 4D's proactive audit process identified and fixed the rate which was incorrectly loaded, 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 traveller compliance to the preferred program is reduced as they shop for cheaper hotels elsewhere

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 is able to eliminate the overpayments and ensure travellers had access to safety and compliant hotels.

4TH DIMENSION

BUSINESS TRAVEL CONSULTING

More Information about the **4th Dimension Business Travel Consulting**

Loading & Auditing Preferred Hotel Rates

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