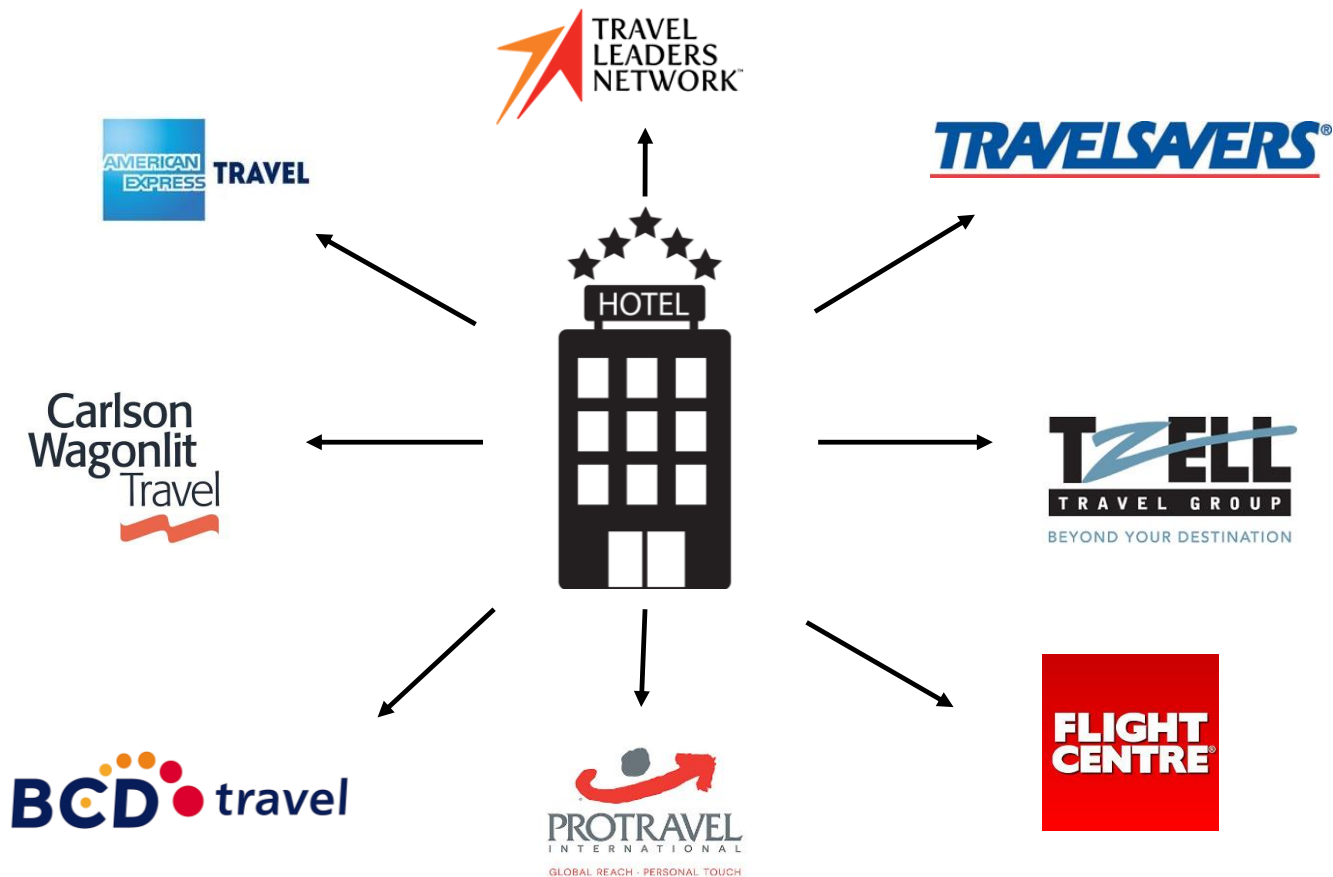




Travel Agent Commission Processing

Why is it so important to pay travel agents?



- Travel agents can and do filter their GDS hotel list to only include hotels that use a commission processing company.

```

PROPERTY INFORMATION
FITN  -Y-   CSNO  -N-   GOLF  -N-   POOL  -Y-   WCHR  -Y-
TENS  -N-   BCTR  -Y-   DINE  -Y-   MEET  -Y-   KIDS  -N-
CONV  -N-   PETS  -N-   DATA -Y-   NSMK  -Y-   DCLN  -Y-
JACZ  -Y-   BKST  -N-   INPL  -Y-   OUPL  -N-   KTCN  -N-
INTR  -Y-   RMSV  -Y-   HSPD  -Y-   SHTL  -N-   LCAL  -N-
EXEC  -Y-   BECH  -N-   PARK  -Y-   SMER  -N-   RFRG  -N-
WERM  -N-   RS24  -Y-   PBTR  -Y-   SMOK  -Y-   MINI  -Y-
WFPS  -Y-   HYPO  -N-   RSTR  -Y-   RMSF  -Y-   CFEE  -Y-
WEMR  -Y-   WATR  -N-   SKIO  -N-   BALC  -N-   NATV  -Y-
ADAA  -N-   FSPA  -Y-   ADLT  -N-   ECOH  -N-

COMMISSION PROGRAMS
WP - WORLDWIDE PAYMENT SYSTEM-WPS
  
```

- Onyx CenterSource recommend to their contracted travel agent partners that they **do not book hotels** that have no commission processor listed in the GDS.

- Hotel commissions are a key income source for travel agents.
- Hotel chains pay centrally and guarantee commissions will be paid to travel agents. Independent hotels need to do the same!
- Travel agents can and do blacklist hotels that do not pay their commission. They do NOT book these blacklisted hotels.
 - ProTravel in New York regularly provide the Preferred sales team with a list of our hotels they have blacklisted due to non payment of travel agent commission.

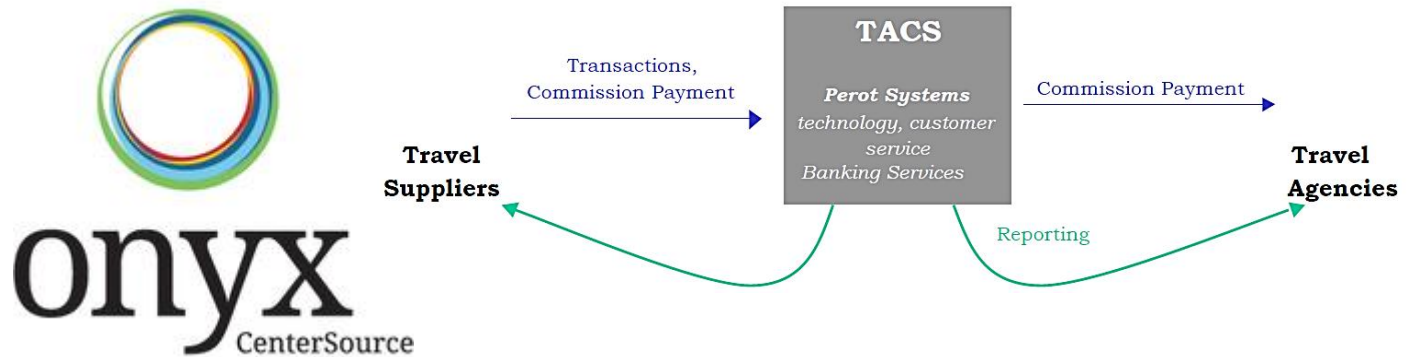




- Your Preferred contract has a clause (2.2) stating that you agree to pay travel agents their commission:
 - *‘Representative shall pay all travel agents their commissions earned from individual reservations processed through PHG **no less frequently than monthly.**’*
- **Preferred Hotels & Resorts fees and commissions are not travel agent commissions.**
- **Preferred do not pay travel agent commissions from these fees.**
- **Hotels must pay agents directly.**

How Can You Pay Travel Agents?

Travel Agency Commission SettlementSM



STEP 1



Receiving your data

Onyx receives booking data from you in the format of your choosing and on the schedule you prefer. This data can be either consumed data or pre-validated data. If the booking data requires validation, Onyx provides ValidStay, an editing tool to enable this process.

STEP 2



Remittance notice issued

Onyx issues either a pro forma or remittance notice in the currency of your choice.

STEP 3



Payments made to agencies

You then remit the funds to your Onyx account and we take care of getting payment to each of the agencies. One payment to Onyx equals many payments to multiple agencies.

STEP 4



Payments confirmed

Within a week of receiving funds, payment goes out to the travel agencies. Onyx then sends you a detailed confirmation report. Reconciliation and validation of commission payments is also available 24/7 for you and the travel agencies via our online portal.

STEP 5



Customer Service

To ensure we close the loop, Onyx provides research and follow up for any inquiries received from Travel Agents.



- Hotels can either use Onyx or TACS for automated travel agent commission processing.
- Data extract of bookings with travel agent details attached can be taken from the CRS or most PMS suppliers.
- CRS extract is an automated weekly process.
- Commission percentage can be set in the CRS for different seasons and/or rate plans.
- CRS transaction data does not include any PMS direct travel agent commissionable business – this must be added.
- PMS data extract is manual by hotel.
- PMS extract will include hotel direct travel agent commissionable business, so data will be ‘clean’ and pre-checked.

- Hotels only pay €1.00 (approx. US\$1.15) per commissionable transaction using Onyx CenterSource.
 - Plus your bank wire transfer cost for the total value of the monthly commission plus Onyx fees.
- Not all GDS transactions are commissionable to agents – commission is typically paid on public and consortia rates. Most corporation/company rates are NON commissionable.
- Cost example:
 - Your average rate for GDS commissionable business is US\$250 and your average length of stay is 2 nights. You average 20 commissionable transactions per month.
 - Your commission to agents is US\$1,000 (10% commission x \$250 ADR x 2 night LOS x 20 transactions) per month
 - Using Onyx, automated commission processing costs you €20 (approx. US\$23) per month (plus wire transfer cost).



Need to know more and start paying all agents regularly?

Click [here](#) for more information from Preferrednet.net,
contact your Preferred Revenue Account Director or
email commission@preferredhotels.com

Thank You!