



Agency saves 300 staff hours a year with direct billing solution from Travelport and Conferma

Efficiency gains



300+
hours saved per year

25 minutes
saved on each direct transaction



Automated reconciliation
resulting in
**accounting
savings**



Eliminated card fraud

Company profile - Travel Leaders

Footprint



United States

Years in Business



41 yrs

The challenge

Established in 1976, Memphis based Travel Leaders is a thriving travel agency, serving 80% corporate customers and 20% leisure customers. The company's success is based on a unique blend of local, personalized service, backed by the expertise of an industry leader.

To provide the best experience for corporate clients, the agency offers a direct billing service for hotel stays so corporate travelers don't have to settle accounts when they check out of their rooms.

Warwick Garner, VP of Operations at Travel Leaders, says, "Our direct billing service for hotels is great for corporate travelers, but delivering it used to be very inefficient. First, we had to make a reservation in Travelport Smartpoint, call the hotel to request a third-party credit card authorization form, fill it in, fax it to the hotel, and follow up to make sure it was on file and approved. The whole process took an agent around half an hour to complete."

This totally manual process also increased the risk of administrative errors and fraud. "We occasionally had incidents where hotels didn't file the details correctly and travelers would experience delays checking out," adds Warwick. "We also had fraudulent payments appear on our corporate credit card from time to time, and we lost additional time reporting them to the card company."

“With Travelport Smartpoint and Conferma, the entire direct billing process is automated, which means it takes just five minutes from beginning to end, compared to half an hour previously.”

Warwick Garner, VP of Operations at Travel Leaders

The solution

To streamline the direct billing process, Travel Leaders is using Travelport’s Hotel Billback solution, which seamlessly integrates Conferma technology into the Travelport Travel Commerce Platform. Hotel Billback allows agents to automate the direct bill operations from within their Travelport workflow, making the whole process much faster and easier.

“Agents simply click to initiate the Conferma direct bill process from their Travelport Smartpoint desktop,” explains Warwick. “Once a reservation has been made, the Conferma system generates a virtual account number to pay for the hotel room and the details are sent through to the hotel using an electronic credit card authorization form.”

With everything happening automatically behind the scenes, manual work for agents is reduced dramatically. “With Travelport Smartpoint and Conferma, the entire direct billing process is automated, which means it takes just five minutes from beginning to end, compared to half an hour previously.”

The Travelport and Conferma solution has been extremely easy to deploy and adopt, allowing agents to make bookings much more efficiently. “We gave a couple of brief demos to our agents and no additional training was needed,” says Warwick. “They were able to start using the tool immediately, saving us time from day one.”

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Warwick Garner, VP of Operations at Travel Leaders

Results

Since deploying the Travelport and Conferma Hotel Billback solution, Travel Leaders has achieved significant administrative time and cost savings. “We save around 25 minutes on each direct bill transaction. Over the course of a year, that adds up to more than 300 hours saved, which our agents can spend on revenue-generating activities and customer service.”

As an additional benefit, virtual cards generated by the Conferma solution have eliminated card fraud, saving additional time and providing peace of mind for agents. “Virtual cards are generated for specific transactions and can only be used for a limited time period, which helps to stop fraud,” says Warwick. “Virtual cards also limit approved transactions based on a 20% variance, which means they can never be used for large, fraudulent transactions.”

With automated reconciliation of virtual card transactions at month end, the Travelport and Conferma solution is also delivering significant accounting savings. “We’ve eliminated manual reconciliation of credit card transactions, which saves us many hours a week,” Warwick adds. “It’s just one more example of how we’re working more efficiently with Travelport and Conferma.”

Finally, but no less important, the Travelport and Conferma solution is helping Travel Leaders to uphold its reputation for outstanding customer service. “With the automated process, there’s no risk of administrative errors that could impact travelers,” says Warwick. “That means we can provide better customer service – and that’s always our top priority.”

To learn more about how Travelport can help you boost your travel performance, contact your Travelport Hospitality Business Development or Travelport Account Manager.

