

Rate Loading: Strategies for Buyers and Suppliers

April 2005



By the NBTA Hotel Committee

Note: This document is written from a U.S. domestic perspective, although will have some global applications.

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Contents

Overview and Purpose.....	2
Timeline and Checklist for the Travel Manager	3
<i>Pre-RFP</i>	3
<i>RFP Process Execution</i>	5
<i>GDS Rate Audit Execution</i>	6
<i>Ongoing Management</i>	7
GDS Corporate Negotiated Rate Loading Form	Appendix A
Sample GDS Corporate Negotiated Rate Loading Form	Appendix B
GDS Corporate Negotiated Rate Loading Form Specifications	Appendix C
RFP, Online Auction and Rate Auditing Vendor Resource List	Appendix D

Overview and Purpose

Rate loading continues to be a hot topic among buyers, suppliers, and travel agencies. This white paper should provide an understanding of the hotel GDS rate loading process and explain how the travel buyer's involvement can positively impact the process. The focus will be process improvements that do not require extensive knowledge of the GDS systems. Planning and assigning responsibility for each step will help in identifying and fixing technical or non-technical breakdowns in the process. Often times, rate loading issues occur even after all parties believe they completed their part of the process.

The rate loading process consists of 4 stages with suggested actions during each stage:

- I. Pre-RFP
- II. RFP Execution
- III. Rate Verification / Audit
- IV. Ongoing Management

Why is the rate loading process important?

The access and availability of your preferred hotel rates in the GDS directly affects your company's bottom line, and the credibility of your travel program.

What can I, as the travel buyer really do? Don't hotel suppliers control the process?

The hotel supplier controls most of the process, **but** the buyer and agency have responsibilities that affect the outcome too. For the rate loading process to be a success, one must understand the various steps within the process and who is responsible for each step. The bottom line is, if the travel buyer helps in the overall management of the process, the return on investment will be significant.

I don't understand the technology...it is too complex!

You don't need to understand the intricacies of the GDS systems to improve the results. Many rate loading problems are a result of process, timing, and data integrity...not technological issues. Some of the most common causes of rate load failures and failed resolution attempts are:

- o Incorrect rate loading codes
- o Confusing rate loading instructions
- o Ineffective communication with hotel suppliers
- o Late acceptances
- o Incorrect rates that do not reflect negotiations
- o Insufficient rate audit information

The good news is you can positively impact all the above items!

It sounds like a lot of time, effort and \$\$. What is the advantage to me?

If your negotiated rates are not loaded, your travelers will book non-negotiated corporate rates, or even non-preferred hotels, incurring additional costs to your company. These costs are controllable and avoidable, and when quantified, the costs may justify additional resources to assist in the rate loading process.

Consider a Hotel Program with \$10 MM in annual hotel room spend, and the following realistic scenario:

- o 50% of reservations are made through the GDS = \$5 MM
- o Of those, 50% are booked into Preferred Hotels at the negotiated rate= \$2.5 MM
- o Assume that historically 30% of hotels fail to load rates affecting \$750,000
- o In those cases, a "Corporate Rate" is booked instead that is an average of 25% HIGHER resulting in additional cost
 - \$3,605 on a weekly basis
 - \$15,625 on a monthly basis
 - \$187,500 on an annual basis.

The analysis illustrated above may help justify the resources needed to improve your rate audit results.

Timeline and Checklist for the Travel Manager

I. Pre-RFP

During the Pre-RFP stage, the travel buyer needs to understand and communicate each person's role, responsibilities and requirements.

Travel Agency / Online booking tool

Goals: To understand the roles and responsibilities of your travel agency and online booking tool account managers. To understand the requirements of your travel agency and GDS. To create an updated, accurate list of Pseudo City codes and rate access codes and clear rate loading instructions.

- Determine contacts and scope of responsibility for each contact
 - ✓ Who at your agency manages hotel rate viewership? Is there a specialist that can work with you to write your rate loading instructions and troubleshoot issues when rates are not loaded or are loaded incorrectly?
 - ✓ Validation: Plan for an audit process of your rates and decide who will perform the rate audit. Third party? Agency? You? (Please refer to the NBTA Rate Loading Vendor Resource Sheet)
 - ✓ Do your GDS systems provide assistance with rate loading issues?
 - ✓ Does your agency contact have a working relationship with the GDS desks at the major hotel chains?

- Update rate loading codes and compose rate-loading instructions.
 - ✓ For each travel agency or online booking fulfillment location that uses the GDS, you should have their corresponding:
 - o IATA/ARC Number(s)
 - o Name of GDS
 - o Pseudo City Code or Master Group Code
 - o Rate Access Code
 - o Office ID (office identification)

- ✓ Complete the NBTA Rate Loading Instructions Template
 - Include ONLY information that is necessary for rate loading.
 - Double check all codes after completion.

- ✓ If this is your first time creating a negotiated rate program, you may need to establish a new 3-5-character hotel rate access code for the GDS systems. After determining a list of potential codes, your travel agency manager needs to check the availability of these codes in your GDS to ensure another company is not using the same codes. Ideally you should choose a code that is available in all 4 major GDS systems. If your GDS system can use translation tables, then having the same code in all 4 major GDS systems is not as critical.

- ✓ Once you select a hotel rate code, each GDS needs to build the code and the appropriate rate access code name into their system. This process is performed by the hoteliers and the GDS and should be facilitated by your travel agency account manager. Depending on which GDS system you use, the agency may control the viewership of the security tables. Additionally, different GDS systems may require different coding to load negotiated rates. For example, in your Sabre HST table and your Worldspan SecuRate Hotel Translation Table, the code 'N' must be used for negotiated rates. The hotel chains must use the same code (in this example it would be 'N') that you used to build the rate access code and load the rates in their system.

- ✓ Your travel agency account manager (s) should :
 - Ensure the client ID and translation tables are updated with all combinations of negotiated rate access codes and hotel chain codes that you will utilize. If the agency does not build the proper combination, the negotiated rates will not appear in an availability search via your agency or your corporate booking tool, even if the hotel chain loaded the rates properly. This issue is unique to Sabre.
 - Ensure all branch locations are included in your main viewership table for each GDS. Opening viewership for a branch requires that entries be made both at the main pseudo city location and at each branch location.

Hotel Suppliers

Goals: To understand the roles, responsibilities and processes of your hotel suppliers. To create a contact list including the National Account Manager, GDS or Database Specialist, and on-property contacts where applicable. To provide updated rate loading data, and establish a clear process timeline with your hotel suppliers prior to the RFP Process.

- Provide updated rate loading codes & instructions to major chains / individual hotels prior to the RFP.
 - ✓ Use a concise format such as the NBTA Rate Loading Instruction Template.
 - ✓ The instructions should include ONLY information that is necessary for rate loading.
 - ✓ Call or meet with your top hotel suppliers to review the updated codes.
 - ✓ Request written confirmation once all codes are current and entered correctly into the system the hotel suppliers will be using to facilitate the rate loading process.
 - ✓ If you have other countries / regions operating independently of your program, communicate to your hotel supplier that their rate loading codes will be provided separately.

- Establish a process timeline with your hotel suppliers.
 - ✓ Review hotel supplier's rate loading process and timeline. Understand how it impacts your goals and timeline. Make realistic adjustments.
 - Is their process centrally controlled for multiple properties?
 - If there is an element of the loading process that must take place at the property level, ensure that the appropriate communication is taking place.

- ✓ Set a date when all RFP acceptances/ rejections will be communicated to your hotel suppliers. The acceptance/ rejection date should be no later than December 1, earlier if possible. Based on that date, request (in writing) the date the hotels guarantee to having all your rates loaded.
 - ✓ If you can not finalize your acceptances/ rejections by December 1st, you may want to consider allowing the hotels to preload the rates they originally submitted. Hotel chains submitting a large number of hotels with the majority of hotels historically accepted in your program are good candidates for preloading. This ensures your rates are loaded early. Once final decisions are made, the hotel supplier should update the rates to reflect any negotiations and remove properties rejected from your program. If you allow hotels to preload rates, discuss the process with your hotel supplier.
 - What is the hotels supplier's standard process?
 - How extensive will your negotiations be?
 - When is your acceptance date?
 - ✓ Obtain the hotel supplier's process (including the date) to verify and audit your preferred rates. Once they complete their audit, they should confirm in writing your rates are loaded correctly.
- Establish the rate terms and conditions that may affect how / when they display in the GDS
 - ✓ Agree on definitions of LRA, Standard Room Types, and rate yield management methods that may affect your negotiated rates.
 - ✓ Clearly communicate your position on "squatter" rates. (non-preferred hotels that load rates using your rate access codes)
 - Communicate Audit Process, Deadlines, and Consequences
 - ✓ Review audit process.
 - ✓ Establish a mutually realistic deadline.
 - ✓ Emphasize consequences for rate load failures that will be enforced.

Third Party Consultants and RFP Processors

Goals: To ensure your third party RFP processor will support a successful rate loading process. (Communicate the third party consultants' contact information to hotel suppliers and agency managers)

- Third party consultants facilitating your RFP process should have the ability to:
 - ✓ Send rate loading instructions in attachment form to accepted hotels.
 - ✓ Work with the national sales offices of the major hotel chains.
 - Associate solicited and unsolicited bids with appropriate national account managers.
 - ✓ Generate a file that meets the needs of your audit process, or ensure they can provide audit services.

II. RFP Process Execution

Goals: To provide clear rate loading requirements with stated and enforced consequences for failure. To ensure your negotiation and acceptance process provides the correct finalized rates to the correct contacts within the supplier organization.

- Communicate the following items in your Bid Meeting and/ or RFP Instructions
 - ✓ Terms of rate: LRA, desired room types, etc.
 - Acceptance date
 - Load upon acceptance or pre-load?
 - Audit process, deadline, and consequences

- As you receive RFP responses
 - ✓ Ensure that your process notifies your National Account Managers when you receive unsolicited bids from their individual hotels.
- Negotiations
 - ✓ Ensure your national account managers are informed of all final negotiated rates prior to acceptances, so they can load the accurate renegotiated rates.
 - ✓ If direct negotiations occur with a hotel, notify your National Account Managers.
 - ✓ National account managers must be aware of any rate, policy, or amenity revisions that occurred after the original RFP submission.
- Acceptances
 - ✓ Provide a thorough acceptance list specifying the rates at which the hotels were accepted.
 - ✓ Note unsolicited bids that were accepted.
 - ✓ Require hoteliers to review accepted rates and verify which rates should be loaded.
 - ✓ Require hoteliers to validate that the rates are accurately loaded.
 - ✓ Schedule periodic calls with your National Account Managers and their GDS desks to review their progress.

III. GDS Rate Audit Execution**

Goals: To confirm your contracted rates are correctly loaded into the GDS. If rates are loaded incorrectly, provide a list of action items that will allow you and your supplier to quickly resolve the issue.

- The elements of an effective rate audit
 - ✓ A rate audit can range from a fully automated process contracted to a third party to simply an agent manually checking rates, depending on the size and complexity of your program.
 - ✓ Timing...Start mid-December to allow time for resolution before Jan.1.
 - ✓ Check at least three different dates and seasons that are similar to your typical arrival/departure patterns and length of stay (stay away from holiday weekends).
 - ✓ Compare available rates to contracted rates.
 - ✓ Results noted in three different categories 1) Negotiated rate found and accurate 2) Negotiated rate found, but not accurate 3) Negotiated rate not found.
 - ✓ When rates are inaccurate or not found, the rates and room types that were available should be noted. Sellouts / no availability should also be noted.
 - ✓ Searches for squatter rates, consistent with your requirements.
- Communication of failures to hotels or NAMS for resolution should include
 - ✓ GDS, PCC and Rate Access Code checked.
 - ✓ Dates checked.
 - ✓ Exact results that were found, for each date.
 - ✓ GDS / Travel Agency contact to assist hotels in resolution.

***These steps are provided as a general guideline. The specific actions required and the party responsible for successful rate loading is determined by factors such as service configuration and contractual agreements. The number of agencies, booking locations, and GDS system(s) used will determine the actual process. Responsibility for managing steps in the rate loading process - other than those managed by the hotels - may depend on who holds the GDS contract and the specific services a buyer has contracted with its travel agency or agencies.*

- ✓ Action steps for resolution, with a deadline and date of next audit, and FINAL audit.
- ✓ Specific consequences of a final failure.

- ✓ Provide a screen shot whenever possible, which includes the format used and the system's response.
- The consequences of an incorrect load must be enforced.
- Run multiple rate audits until you reach your target or on a regular basis (monthly or quarterly).
- Set up a process for your travelers and travel agents to report rate issues throughout the year for your follow-up.

IV. Ongoing Management

- Incorporate a monthly or quarterly rate load audit into your formal hotel supplier review process.
- Audit new hotels that you add to your program during the year.
- Create a process for your travel agents and travelers (online booking) to report rate availability issues for follow up.
- For hotel chains that maintain tables of your organization's pseudo city code(s) to authorize access to negotiated rates, ensure that they have the most current list of your locations. Update these hotel chains each time your organization has any adjustments to this list.

GDS Corporate Negotiated Rate Loading Form

Date prepared: _____

Section A – Required information**Company**

Company Name: _____

Company Address: _____

City, state/country, zip/postal code: _____

Corporate Travel Manager: _____

Telephone number: _____

Email: _____

Please load the agreed hotels as directed below.

Suggested Rate Plan Name: _____

Agency*Please provide access to the following Travel Agencies (use an Excel worksheet if more than 3 locations):*

Rate access code	GDS	PCC	IATA/ARC	Agency Name	Address	City/State/Country/Zip	Contact Person	Telephone

Online Booking Tool*Please provide access to the following Corporate Booking Tools (use an Excel worksheet if more than 3):*

Rate access code	GDS	PCC	IATA/ARC	Tool Name	Address	City/State/Country/Zip	Contact Person	Telephone

Section B – Optional Information (Additional information may not apply to all accounts)**Subsidiaries** – The following subsidiaries of this company must also have access to the hotels/rates in the program:

If the Rate access code/agency/PCC information is different for the above subsidiaries than what is listed in Section A, then submit another completed form with all the required details, and/or list here the *subsidiaries of this company that must NOT have access to the rates:*

Additional information: _____

When completed please notify: _____ at _____.

Sample GDS Corporate Negotiated Rate Loading FormDate prepared: 9/21/04**Section A – Required information****Company**Company Name: The Only Company in the WorldCompany Address: 123 Main StreetCity, state/country, zip/postal code: Anywhere, XX 12345Corporate Travel Manager: Mary ManagerTelephone number: 1-555-666-7777Email: Mary-Manager@only.com***Please load the agreed hotels as directed below.***Suggested Rate Plan Name: The Only Company**Agency***Please provide access to the following Travel Agencies (use an Excel worksheet if more than 3 locations):*

Rate access code	GDS	PCC	IATA/AR C	Agency Name	Address	City/State/Country/Zip	Contact Person	Telephone
BES	Apollo	YOYO	99887766	The Best Agency	555 Oak Tree Lane	Somewhere, US 55555	Joe Booker	222-555-5555

Online Booking Tool*Please provide access to the following Corporate Booking Tools (use an Excel worksheet if more than 3):*

Rate access code	GDS	PCC	IATA/ARC	Tool Name	Address	City/State/Country/Zip	Contact Person	Telephone
BES	Worldspan	XYZ	55667788	Acme Online Tool	555 Oak Tree Lane	Somewhere, US 55555	Joe Booker	222-555-5555

Section B – Optional Information (Additional information may not apply to all accounts)**Subsidiaries** – The following subsidiaries of this company must also have access to the hotels/rates in the program:n/a**If the Rate access code/agency/PCC information is different for the above subsidiaries than what is listed in Section A, then submit another completed form with all the required details, and/or list here the *subsidiaries of this company that must NOT have access to the rates*:**Second Best

Additional information: _____

When completed please notify: Mary Manager at 1-555-666-7777.

GDS Corporate Negotiated Rate Loading Form Specifications

Section A – Required Information

For rates to be loaded in any GDS, there is required information that must be submitted with the company's RFP. Section A contains the basic information a company must provide to a hotel or hotel chain for the negotiated rates and preferred hotels to be accessed through the GDS by the travel agency and/ or an online booking tool.

Company Information

This section contains the company details and primary company contact information.

Date Prepared – The date the Corporate Travel Manager completed this form. The date is useful in case information changes during the process the Corporate Travel Manager can use the date to ensure the most up-to-date company profile is being used.

Suggested Rate Plan Name – The name you prefer to describe your negotiated rate. This rate plan name will be viewed by the agents and the traveler if an online booking tool is implemented. Please note all chains may not be able to support the same way. There may be space and programming limitations that vary by GDS and CRS. The rate plan should reflect the name of the company.

Rate access code – Rate access code refers to an access code used by travel agents and booking tools in a hotel availability request to find the company's preferred hotels and rates. It is 3-5 characters in length and generally in alpha characters though numeric can be used as well, if required. Amadeus, Sabre, and Worldspan rate access codes are 3 characters in length. Apollo and Galileo can be 3-5 characters.

GDS – The Global Distribution Systems (GDS) are the booking engines used to store, process, and allow (or restrict) viewership. It is usually through a GDS where the hotel reservation will be processed.

PCC – Pseudo City Code (PCC) is a specific location address used to link the rate plan to allow exclusive viewership of your rates by your agency/ online booking tool. Typically, the PCC is 3-4 alpha numeric characters, but this may vary depending on which GDS is used for the booking process. The PCC information is usually provided by your Travel Agency Account Manager or online booking tool provider.

When there are multiple Pseudo City Codes that require viewership of your rates, your travel agency may provide a "Group" PCC. In this situation the agency is responsible for ensuring all the appropriate PCC's are linked to the Group PCC. Notify the hotel chain/NAM if a Group Pseudo City Code is used.

IATA/ARC – The IATA/ARC number identifies the agency to travel suppliers and is used for accreditation. This number is important for tracking and in some systems for viewership. IATA/ARC numbers must be eight digits.

Agency Information

Agency Name – The travel agency name that belongs to the IATA/ARC and PCC provided.

Agency Address – The travel agency's street address that has rate viewership based upon the PCC and IATA/ARC provided.

Agency City/State/Zip – The travel agency’s city, state, country, and zip/postal code.

Agency Contact Person – The key contact person who can answer questions or solve issues encountered during the process. This person is usually an agency employee, but can be the Corporate Travel Manager. This is important for testing viewership or should additional agency information be needed. This person should also have knowledge of GDS security table issues.

Agency Telephone Number – The Telephone number of the contact person (generally at the agency) in case there are issues or problems.

The completed Agency Information section should be similar to the below:

Rate access code	GDS	PCC	IATA/ARC	Agency Name	Address	City/state/country/zip	Contact person	Telephone
XYZ	SABRE	X4X8	12345678	THE BEST IN TRAVEL	123 MAIN STREET	ANYWHERE, US 99999	JANE DOE	555-111-9999

Online Booking Tool Information

If your company uses an online booking tool similar information is required in order for the hotel to have viewership to the rates. The online booking tool may be supported by a different GDS(s) requiring different Pseudo City, Rate Access, and IATA/ARC codes. Contact your online booking tool representative

Online booking tool name – The name of the Corporate booking tool that is being used. Some tools can be private labeled so also include the name of the purchased based product as well. For example – The company name for the tool could be called “Book My Own Travel” but the purchased booking tool is called Getthere, Trip Manager, Travelport, etc.

Online booking tool address – The street address of where the contact person overseeing the functionality of the tool is located.

Online booking tool city/state/zip – Location of the city, state or country of the person. The zip code or postal code of the agency.

Online booking tool contact person – The key contact person for follow up issues if not the Corporate Travel Manager for the CBT. This is important for testing viewership or should additional CBT information be needed.

Online booking tool telephone number – The Telephone number of the person where a hotel or hotel chain can contact the person regarding the CBT.

The completed Online Booking Tool Section should be similar to the below:

Rate access code	GDS	PCC	IATA/ARC	Tool Name	Address	City/state/country/zip	Contact person	Telephone
XYZ	APOLLO	1A2B	98877665	BOOK ME NOW/GETTHERE	666 MAIN ST	NOWHERE, US	JOHN SMITH	222-555-5555

Section B – Optional Additional Information

Depending on the size and need of the company, this area may not be necessary.

Additional subsidiaries – Some companies negotiate rates on behalf of all their subsidiaries and all have access to the same rates and rate access code. This information is helpful to the NAM of the account to understand what divisions will be able to book the hotels and rates.

The same is true for divisions or affiliations of a company that will NOT have access to the rates. Those divisions will have to provide their own loading information separately if required

Optional information – Any other information a corporate account may feel is necessary to provide at time of loading that would help the hotel or hotel chain.

RFP, Online Auction and Rate Auditing Vendor Resource List

These vendors who are able to support the NBTA Modular RFP format. Vendors responding to our request for information have submitted the contact information and service descriptions listed below. NBTA does not in any way endorse the vendors listed below and suggests that buyers contact prospective vendors directly for more information.

Cendant - Travel Distribution Services Division

7 Sylvan Way
Parsippany, NJ 07054
Contact: Debra Taube, Director Key Account Management, N.A., Supplier Services
Phone: 734.495.9700
Email: debra.taube@celandant.com
Company URL: www.wizcom.com and/or www.cendant.com
WizCom - EasyAccess Plus Rate Manager

Description: Rate Manager was developed to address one of the most problematic issues in the hotel industry, the accurate and timely loading of negotiated rates into the GDS. Rate Manager functionality literally allows users to do in minutes what used to take hours, weeks and months. Rate Manager is a stand alone web-based internet application that provides the ability to initialize, populate and manage all rate data for storage and distribution to the four GDSs accurately and on time. It is designed to allow customers to 'mass transfer' their rate information simultaneously to multiple GDSs through one entry point, rather than separately to each GDS. Clients are now able to create a profile of specific negotiated rate codes at the chain level, which can then be transferred and activated at the property level. By routing the data through a single interface, EasyAccess Plus - Rate Manager significantly improves the accuracy of the rate information being delivered in a time efficient and effective manner. Rate Manager is designed specifically to maximize resource efficiency for rate loading and distribution AND to fully support the RFP rate negotiation and loading process. Rate Manager assimilates both the NBTA corporate RFP and consortia RFP data elements, including: Expanded tax and service charge options, Expanded meal inclusions, Rate code amenities, Blackout dates, Block space programs, Expanded room criteria - standard/upgrade, last room availability and allotments.

DIRECTCONNECTIONS

Jan Willbanks
220 A Twin Dolphin Drive
Redwood Shores, CA 94065
Phone: 650.632.1560
Fax: 650.632.1562
Contact e-mail: jan@DirectConnectionsww.com
Company URL: www.DirectConnections.com

Description: Full-Service preferred hotel program company featuring people leveraging technology which accept electronic NBTA RFPs. In addition, upon request, create websites that essentially "publish" custom corporate hotel directories, which indicate not only rates, but also, individually negotiated amenities and special services which are normally housed on the secured DirectConnections extranet. DirectConnections also offers Rate Auditing Services and Rate Audit Reporting.

eCLIPSE Advisors

2401 Walnut Street
Philadelphia, PA 19103
Amy Lettich, Manager, Business Development
Phone: 215-977-4877
Fax: 215-977-4703

Contact email: amy.lettich@eclipseadvisors.com
Company URL: www.eclipseadvisors.com

Overview: Full service consulting and technology provider to corporations and hotel suppliers for lodging procurement. Travel buyers and suppliers can achieve increased savings through use of Hotel RFP services, rate audit services or continuous management and optimization of their hotel program.

Specific Services: Negotiation Support, Online RFP Management, Platform Integration, Rate Audit Tool, Program Compliance Analysis, Benchmarking Studies

References: eCLIPSE Advisors is proud to include many Fortune 250 companies and leading hotel chains. We will gladly provide a list of current references upon request.

Lanyon, Inc.

Chris Wichers
COO

Lanyon Inc.

chris.wichers@lanyon.com

702 408 2910

Contact e-mail: chris.wichers@lanyon.com

Company URL: <http://www.lanyon.com>

Description: Content Control Center is used by more than 120 hotel brands around the world, representing over 30,000 properties, and more than 23 global TMC's to automate the RFP process. The Control Center's RFPpublisher facilitates the collection and processing of marketing information, enabling hotel companies to deliver electronic data files with the preferred content and in the preferred format of each agency and corporate partner, including the NBTA format. As part of the Property Vault product suite, which repurposes hotel content for delivery to multiple electronic distribution channels, Lanyon also provides RatePublisher to automatically load rates into a CRS and the four GDS's; HODpublisher to create and update hotel property descriptions in the GDS; ChannelPublisher to deliver content to alternative distribution systems, like Internet sites and publications; and, DRSpublisher to update hotel reference pages in the GDS.

Description: RatePublisher automates rate updates and is an ideal companion to Content Control Center. A key feature of RatePublisher is its ability to automatically load rates in all major GDSs, eliminating repetitive, slow, costly, and error-prone manual processing. Rates entered into PropertyVault during the RFP process can be loaded in the GDSs directly from PropertyVault or after they are loaded in your host system. The combination of Content Control Center and RatePublisher provides hotels and hotel companies a single-point-of-entry for their content, promptly delivering accurate and consistent information to their distribution partners. Lanyon also provides a negotiated rate auditing service.

Lodging Logistics

9827 Thompson Highway

Richmond, TX 77469

Phone: (281) 545-3000

Fax: (815) 301-3698

Jennifer Granskog

Vice-President, Business Development

Phone: (281) 545-3000 Ext. 4

Email: jennifer@lodginglogistics.com

Company URL: www.lodginglogistics.com

Description: Web-based collaboration tools for hotel RFP process management, program implementation and measurement to maximize return on investment for all stakeholders. The ProLodgic Hotel Procurement Suite has a full suite of product services to achieve maximum compliance without a mandate. ProLodgic provides services for corporate travel managers, hotel chains, travel management companies/travel consulting departments, on-line booking tools, automated expense reporting tools and the traveler.

Nexus World Services

7114 W Jefferson Ave, Suite 110
Denver, CO 80235-2309
Contact: Glenn Erickson
Phone: 303-988-1243, ext 1000
Fax: 303-988-1402
e-mail: gerickson@nexusworldservices.com
Company URL: www.nexusworldservices.com

Description: Nexus World Services offers fully integrated Internet based Sales and Marketing Solutions to the Hotel Industry. The Nexus platform comprises tools for completing Data Collection, RFP Processing, Rate Loading as well as ongoing Key Account Management. Tailored specifically to the unique needs of hotel chain corporate offices and individual hotels globally the system supports the NBTA standard RFP form, consortia formats as well as custom RFPs and offers a variety of functionalities to manage the RFP process efficiently.

RFP Express

Joseph N. Friedmann
National Director of Sales
5095 Murphy Canyon Road, Suite 105
San Diego, CA 92123
Toll Free: 800.473.6748
Phone: 619.400.8800
Fax: 619.400-8819
Contact e-mail: jfriedmann@rfpexpress.com
Company URL: www.rfpexpress.com

Description: RFP Express provides a service that automates the entire request for proposal process. It is the first fully interactive Internet site for managing preferred lodging programs. RFP Express has a long list of clients including Fortune 500 companies, hotel chains, property management companies, national account managers and travel agencies. The RFP Express database system is compliant with the NBTA standards, with functionality to allow for data exchange in either the previous or new NBTA format. The RFP Express product offers vast capabilities for reporting, negotiating and electronic consortia response.

Uversa International

Jo Ann Baynes
11266 Fairwind Way
Reston, VA 20190
Phone: +1 (703) 435-6120
Fax: (703) 435-9008
Contact e-mail: jbaynes@uversa.com
International Contact: Claudine Seifert
Phone: +44-208-954-8922
International contact e-mail: cseifert@uversa.com
Company URL: www.uversa.com

Description: Uversa International has developed an Internet based electronic RFP program to facilitate the RFP process and offers 100% capability with the NBTA Modular Hotel RFP. We

offer a full range of services for the corporate client including: data analysis, bid distribution and collection and our web-based program, RFP Runner, designed to allow the corporate travel manager to monitor the bid process and give full access to the database throughout the bid process with online negotiations. We also offer data formatting for electronic booking services, loading of data into your company Intranet or Web Site and year-round hotel database maintenance. Uversa has a Reverse Auction tool based on the NBTA standard format allowing you to negotiate any fee or service in the client specific core module. In addition to the RFP services, Uversa also offers full-service technology consulting including web design and construction for the web, intranets and extranets. Uversa also offers Chain Runner and Hotel Runner to assist hotels with bidding to corporate clients in the NBTA modular format.

WorldTravel BTI

Shannon Garcia

VP, Business Development

TPS Hotels

1055 Lenox Park Blvd. 4th Floor

Atlanta, GA 30310

Phone: 404-923-9577

Fax: 404-949-6543

Company URL: www.worldtravel.com

Description: Full program development consultation, RFP Pro web-based RFP, Rate loading facilitation, Hotel Check automated rate audit, and ROI reporting to measure hotel program effectiveness