



CSP

CSP (Conferma Settlement Plan) is an automatic solution for the manual, labour-intensive process of hotel billback.

Hotel billback is the method of paying for corporate transient accommodation in cases where the business traveller, for whatever reason, does not have a corporate credit card. The agency makes a booking on behalf of a corporate client and undertakes to pay the property's invoice after the business traveller's stay. It is a cumbersome process for all involved as it necessitates matching of limited information from different sources before a booking and bill can be reconciled and payment can therefore be made. It is time-consuming and the need repeatedly to deliver the data manually is fraught with the potential for error and is consequently a credit risk for all participants.

In contrast CSP makes use of a virtual credit card to integrate seamlessly the front and back end processes of hotel booking. It automates the hotel billback process which provides benefits to users in terms of efficiency, time, accuracy, security, visibility and accountability.

CSP also allows more data fields so that the corporate and TMC have fuller information. Whereas billback identifies only the hotel group, CSP identifies the property. Whereas billback identifies only the booked room rate, CSP includes any 'extras' that may have been incurred.

With CSP a company can decide whether a traveller should be covered for room only or for extra possible expenditure such as car parking or breakfast.

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Once a booking is made a virtual card is generated, the number of which is unique to that trip. This provides enough money to cover the traveller's stay and to guarantee the hotel payment. The automatic reconciliation and central settlement of the account means that the property will be paid within three days.

CSP is a PCIDSS compliant process for the deployment and reconciliation of cards and is globally accepted. It removes the credit exposure for agencies and for hotels. The card virtually eliminates the potential for any fraud.

The automatic entry of booking details, traveller details and payment card details, all of which are automatically faxed to the property, ensures an automatic and accurate matching of card and booking data. This comprehensive data process, combined with the automatic reconciliation and settlement which follow, means that there is a fully accountable audit trail.

CSP is independent not only of GDS and card company but also of agency. It is widely in use by most leading UK travel management companies. TMCs are delighted with CSP and regularly cite the saving of labour time and the increased visibility, transparency and accuracy for clients.