

Hospitality Use Case

How Choice Hotels Made Corporate Travel More Flexible with TreviPay



The Sector

The travel and hospitality industries were hit hard by the pandemic. Hotels, particularly midscale and budget properties, have struggled to return to pre-pandemic occupancy levels. But [forecasts](#) show business travel spending worldwide will likely jump more than 38 percent in 2022. With companies [spending more than \\$111.7 billion](#) on business travel every year, there's an opportunity for the hotel and hospitality industries to bring greater simplicity, accessibility, and financial management to corporate travel booking and payment experiences.

The Client

Choice Hotels International Inc., one of the largest lodging franchisors in the world, aimed to increase its average occupancy rate (AOR) and build loyalty among corporate travelers by facilitating a direct billing program for a seamless payments and invoicing experience. Corporate clients gain the ability to pay on terms, receive consolidated invoicing and have a dedicated financial relationship with the brand.

In addition, direct billing to the hotel makes commercial travel accessible for the business traveler who doesn't have access to company travel and expense cards or without personal credit cards to use for travel expenses.

The Challenge

Hotels across the globe have had one after another pandemic-related challenge thrown their way – from labor shortages to travel restrictions. In fact, according to [Statista](#), there's been a year-over-year decrease hotel industry key performance indicators. At the end of 2021, U.S. hotels had an occupancy of about 44%, showing a year-over-year decrease of 8.7 percent. Similarly, revenue per available room (RevPAR) dropped 8.3% at \$57.46 U.S. dollars.

On top of the new challenges that arose from the pandemic, many hotels are still spending unnecessary time on operations that can and should be automated. For example, manual invoicing is error prone and time consuming and many hotels still don't have the capability to easily issue an electronic bill to guests without manual intervention. This becomes even more complex for accounts receivable teams when there are many corporate guests visiting a

The Challenge (Continued)

hotel. By making the invoicing and payments processes more efficient for their A/R teams, hotels can focus on maximizing their bottom line and serving their guests.

There's an opportunity for hotels to leverage payments technology to build customer loyalty, solve operations pain points, and increase their occupancy and revenue while simultaneously ameliorating their own invoicing and accounts receivable processes.

The Solution

TreviPay's direct billing solution allows Choice Hotels' corporate clients to reserve stays and checkout without a physical payment card, as all stays are invoiced directly back to the employee's company. Choice Hotels' corporate clients benefit from a dedicated financial relationship and expense management through consolidated invoice billing and hotels become easier for corporations to work with, resulting in increased brand loyalty and more room nights booked.

The Benefits

Increase revenue per available room (RevPAR)

Enhance RevPAR by guaranteeing payment on time, every time from corporate bookings.

Build brand loyalty and increase AOR

A convenient booking experience equals more brand loyalty and increased occupancy rates for hotels. Corporate clients who can easily and conveniently negotiate rates, book bulk hotel rooms, and receive consolidated invoices will be more likely to do business with a hotel chain again and again.

Maximize your digital transformation efforts

Risk-free A/R automation enables your hotels to focus on boost AOR and RevPAR.

Become the business travelers' top hotel choice by being easy to do business with

Integrate digital billing and payments removes friction and gives your property a competitive advantage.

Time savings for accounts receivable teams

Hotels can simply generate one invoice for multiple employee guest stays, relieving them of having to track down payments for multiple invoices.

Easy integration

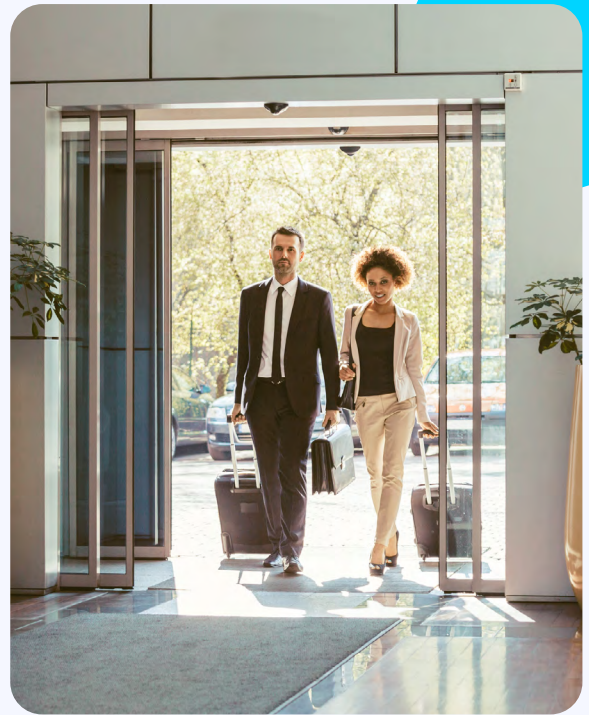
TreviPay APIs are quick and easy to integrate.



There is an opportunity to relieve companies and corporate travelers of these pain points while also making the billing and payments processes more efficient for their own accounts receivable teams.

Summary

As the corporate travel industry continues to rebound, providing a seamless way to pay for corporate travel on terms will help hotels better serve their corporate customers and enhance the hotel's bottom line as customer loyalty and occupancy rates increase. TreviPay is dedicated to providing innovative B2B payments solutions that make it easier for businesses to do business and is pleased to introduce its direct billing solution into the hotel and hospitality industry. TreviPay's frictionless payments experience offers hotel chains of all sizes across the globe an advantage over the competition when it comes to building share of wallet in corporate business travel.



About TreviPay

TreviPay is a global financial technology company specializing in payment and credit management for B2B companies through custom omni-channel payments solutions. We support merchants by streamlining the purchasing experience and supporting increased customer interaction in B2B Commerce, facilitating \$6 billion USD in transactions per year in 18 currencies for customers in more than 27 countries.

To learn more about TreviPay, visit www.TreviPay.com.