



COMMONWEALTH

Business Travel Group, Inc.



CTS

**Hotel Commission
Management
and Collection**



PROBLEMS ADDRESSED



Unclaimed Commissions

- About 50% of commissions will go unpaid without follow up.



More Commissions Collected

- CTS collects 97% of commissionable bookings – 25% more than the competition



Get Paid Quicker

- Through automation and established hotel relationships, get paid more and quicker

SUPERIOR RESULTS

30+ years in high-touch commission management



50% lower fees
vs competition

\$0 setup costs
+ more customisation



**RESOLUTION
RATE**

Compared to 60%
collected by agencies

300+
24/7 LIVE
COMPREHENSIVE
REPORTS



**GLOBALLY CTS
WORKS WITH**



1,300
IATA
AGENCIES

250K
HOTELS



GLOBAL FOOTPRINT



CTS CLIENT RECOVERY

**\$275
MILLION** ANNUAL
COMMISSION
COLLECTION

**\$2.75
BILLION** EQUIVALENT
CLIENT
REVENUE

PROOF POINT **14%** in 3 weeks = \$123k paid in uncollected commissions

INNOVATIVE LEADERSHIP



Supplier Payments Portal



Meeting & Events Solutions



Accelerating Payments &
Reconciliation



Independent Contractor
Platform



Advanced Data Integration &
Automation



Persistent, High-Touch
Recovery Model



AI-Led Predictive Analytics &
Custom Reporting



Continuous Product
Development

BEST PRACTICE COMMISSION RECOVERY

CTS's best practice end-to-end commission collection management is built on seamless integration of technology, automation, and personalized service



Process Enablement

- ✓ Supplier payment portal
- ✓ Corcentric strategic partnership
- ✓ Dedicated support
- ✓ Tailored hotel statements
- ✓ Check elimination
- ✓ Optimizes commission yield and supplier negotiations



IMPLEMENTATION EXPERTISE IN ACTION

THE CLIENT

GTI Travel is a U.S.-based, family-owned corporate travel agency, specializing in travel management for professional service firms and pharmaceutical clients.

“The biggest benefit has been the visibility and follow-up on hotel commissions. We now have a clear understanding of what’s owed and can finally recover revenue that was previously falling through the cracks. It’s taken a time-consuming task off our team’s plate and added real value to our bottom line.”

Jaime Palatnek
President, GTI Travel

THE CHALLENGE

Prior to partnering with CTS, GTI Travel faced significant challenges in managing hotel commissions:

- 1 Lack of Outstanding Hotel Commission Visibility**
- 2 Limited Time and Internal Resources**
- 3 Loss of Uncollected Commission Revenue**

THE SOLUTION

CTS Systems delivered a tailored commission recovery solution for GTI Travel, featuring:



**Clear Implementation
Guidance**



**Automated
Commission Tracking**



**Proactive
Follow-Up**

RESULTS

**INCREASED RECOVERED
REVENUE** from insight into
uncollected commissions



**IMPROVED
OPERATIONAL EFFICIENCIES**
through automation

**GREATER
STRATEGIC INSIGHTS**
through enhanced
commission visibility



REVENUE RECOVERY IN ACTION

THE CLIENT

myRiva is a travel management company that runs a lean organization, making commission recovery essential to its business model.

“Collecting as much commission as possible is very important to us. As a newer company, we run a lean organization, so partnering with CTS was perfect for us. CTS worked with us to develop optimal processes and has adapted as we’ve grown.

Their transparency allows us to know what the potential collections were, what was agreed to, and what had been collected. It allows us to better run our business.

Mike Kubasik
President, myRiva

THE CHALLENGE

As a newer company with a streamlined team, myRiva needed to maximize commission recovery to sustain its operations:

- 1 **Commissions Collection Revenue Essential to Business Model**
- 2 **Limited Internal Resources**
- 3 **Need Partner Adaptable to Evolving Processes**

THE SOLUTION

CTS Systems provided a collaborative and adaptive partnership, tailoring solutions to myRiva’s unique needs:



**Process
Development**



**Adaptive
Support**



**Transparent
Service**

RESULTS



MAXIMIZED REVENUE RECOVERY
collecting virtually all available commissions



IMPROVED OPERATIONAL EFFICIENCIES for myRiva’s team team from CTS’s hands on service



EMPOWERED DECISION MAKING through greater transparency in reporting provided by CTS

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MAKING IT HAPPEN

**Ensuring a seamless transition
from your current vendors to CTS**

Your dedicated account team will be there to facilitate the transition from start to finish to ensure service continuity and minimize disruption during implementation



Comprehensive training support
to enable adoption
of new processes



Collaborative approach
with CTM and
existing vendors



Establish regular status updates,
risk management &
escalation protocols



Risk mitigated plan with parallel environments ready to go live in 2 weeks





No risk, no commitment offer

1. Give us your 2023, 2024, 2025 reports
 2. Give us your ACH information
 3. We will deposit recovered commissions
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