



**EXPEDITED BILLING &
ACCOUNTING SOLUTIONS
FOR WORKFORCE
TRAVEL MANAGEMENT
COMPANY**



CLIENT OVERVIEW :

LodgeLink is a workforce travel management solutions company established in 2016, owned by the Black Diamond Group, currently operating in Canada and the United States. They combine technology and customer service knowledge to deliver cost-effective, customized, and comprehensive crew management services for accommodation/lodging and ground and air transportation to their client base.

- Utilizing technology, they simplify bookings/payments, with a focus on Project Management with transparency and efficiency
- They also provide options for renting and selling accommodation workspaces to their customers
- They serve industries like Construction, Manufacturing, Engineering, Education, Military, and Financial Institutions, etc. along with Government organizations
- LodgeLink has over 50,000 hotels and 10 million rooms with clients like CitadelDrilling, Terrapro, and Zedcor.

CHALLENGE:

LodgeLink facilitates corporate companies with traveling and accommodation for expense management services of their large teams, receiving bills in the form of folios from their clients. The challenge was:

- To compare the folios with the actual bills to ensure consistency
- Provide support for a massive backlog of invoice charge sheets
- Quick resolution of existing folios without the additional cost of staffing
- Communicate on their behalf for customized arrangements and its subsequent expense record management
- Create a cost-effective, yet a time-regulated solution that could speed up current processes
- Ensure consistency in their accounting and billing procedures
- Calling and following up when folios aren't received and responses are delayed from hotels/lodging sites.





EXPECTATION :

- Support with Billing and Account Management functions for reconciliation and three-way matching of hotel folios for a vast client list – (Making sure the expense report matches the actual bill)
- Streamline all operations by calculating the charges on the folios, identifying discrepancies, and reporting accordingly
- Create accurate and timely charge sheets for invoices
- Increase overall productivity with high-quality support
- Reduce the internal processing cost
- Develop a process map for each unique case for internal documentation.



ACTION PLAN :

The Premier BPO team consists of Reservation Auditors and Folio collectors that handle all amounts charged to LodgeLink's clients; reconciling client and supplier billing records within LodgeLink's internal system. All hotel options are already pre-listed on the LodgeLink database, where their customers come and create reservations. This way all the expense management end is handled by LodgeLink and their clients only have to clear the charges after the project is done. LodgeLink creates consolidated billing for the ease of their clients instead of individual transactions; which is what the Premier BPO team facilitates. The functions performed by Premier BPO personnel include:

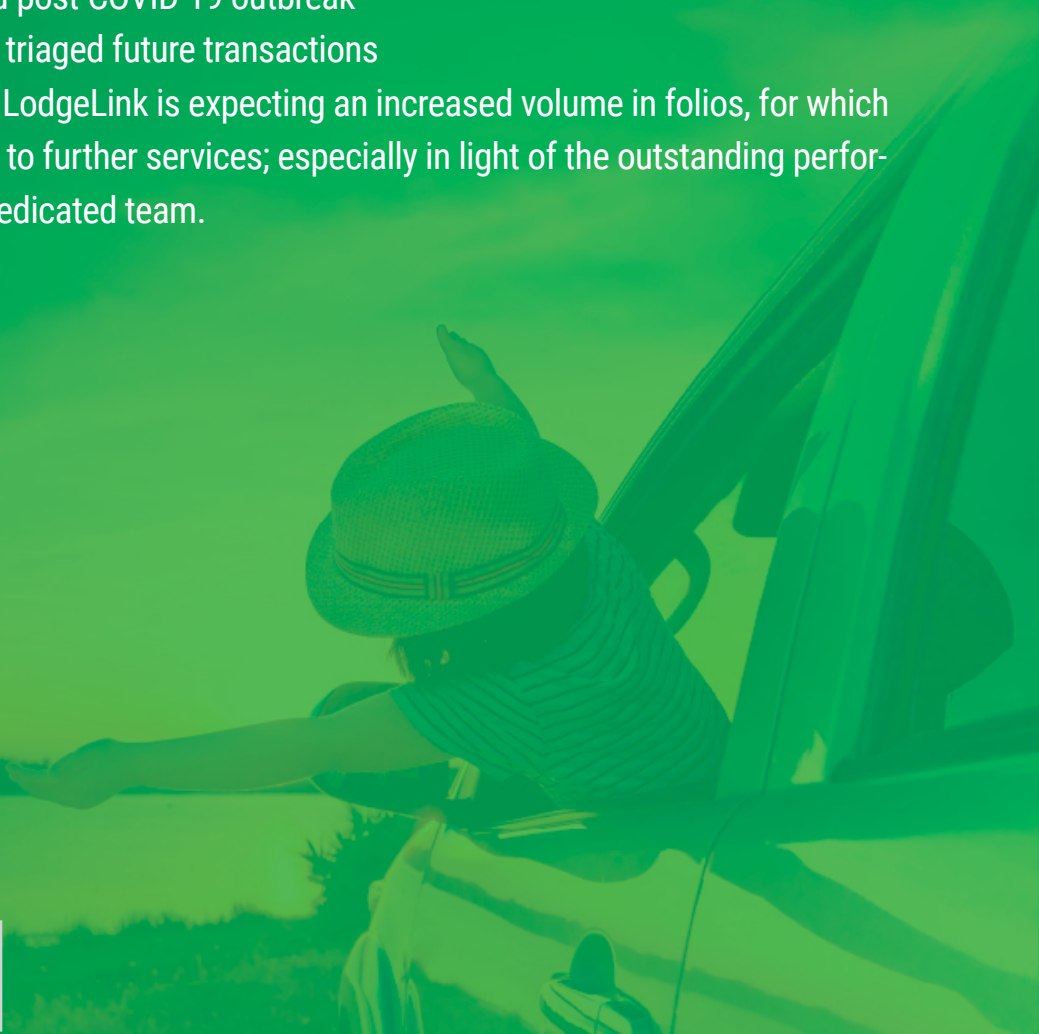
- Scrutinizing received folios and reconciling the reservation amounts charged to LodgeLink's client base regarding hotel specific fees, guest days, rates, taxes, etc. and;
- Creating subsequent accurate charge sheets for customers, making sure the folios are consistent with the agreed-upon terms
- Contacting hotels on the LodgeLink client list for missing or pending folios
- Maintaining digital supplier and customer records in LodgeLink's internal system
- Identifying overcharges or any discrepancies in billing over their web portal
- Passing on verified customer folios for invoicing to the LodgeLink team
- Reporting on everyday progress, communicating any obstacles to the team supervisor, escalating issues timely.

OUR VALUE-ADDED SOLUTION :

- Settled backlog of over 18000 folios collected from LodgeLink clients within a few weeks
- Internal checking and rechecking of all submitted and verified folios, ensuring QA and precision while eliminating maximum chances of error
- We also created a knowledge-based process that was documented for individual transactions for each team member, requiring the use of higher decision-making roles. Since every hotel/outlet has its own set of rules, we built our internal FAQs, manuals, and training materials to help speed up the reconciliation process. These materials are also communicated with the LodgeLink team to ensure consistency and to address any concerns.

OUR ACHIEVEMENT :

- An initial project-based commitment turned to other expanded services due to Premier BPO's stellar performance within six weeks of commencement
- Crossing defined target metrics, our team produced more than triple the required amount of charge sheets per week, augmenting operations and rendering exceptional results compared to LodgeLink's in-house team
- Increased response rate by proactively contacting the hotels, companies, and clients of LodgeLink on their behalf to expedite operations, especially those who had not submitted their folios or were delayed post-COVID-19 outbreak
- Increased work speed and triaged future transactions
- With restrictions lowering, LodgeLink is expecting an increased volume in folios, for which they are looking to expand to further services; especially in light of the outstanding performance of Premier BPO's dedicated team.



WHY PREMIER BPO:

Premier BPO is an established industry name in the Business Process Outsourcing world that provides personalized, cost-effective, process-improved solutions for any Back-Office business function. We combine technology and a skilled workforce for innovative and improved outcomes since 2003. Establishing long-term relationships, we always put our clients' needs first. We offer a wide range of services in multiple industries like Telecom, IT and Software, Healthcare, Finance & Accounting, E-Commerce, and more. To get a personalized consultancy for your business, please visit our website and drop us a query.

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