



**CLC LODGING**

# UNCOVERING HIDDEN LODGING COSTS

Find out how to make the most  
of your investment in travel



Companies with teams that travel know how difficult it can be to manage workforce lodging—not only researching locations and amenities, negotiating with hotels, and booking reservations, but also managing reservation changes, supporting travelers, enforcing travel policies, keeping track of room lists, and collecting and auditing invoices.

After more than 40 years managing workforce lodging, we’ve seen firsthand that most companies are overpaying for their lodging program because of the complexity of managing everything that’s required to optimize spend, which leads to direct and indirect hidden costs.

**Curious about how you may be overpaying for workforce lodging? Here are 3 factors that could be affecting you today:**

**1. The administrative burden of hotel invoice auditing.**

Many companies incur hidden lodging costs because they don’t have the administrative resources to audit their hotel invoices.

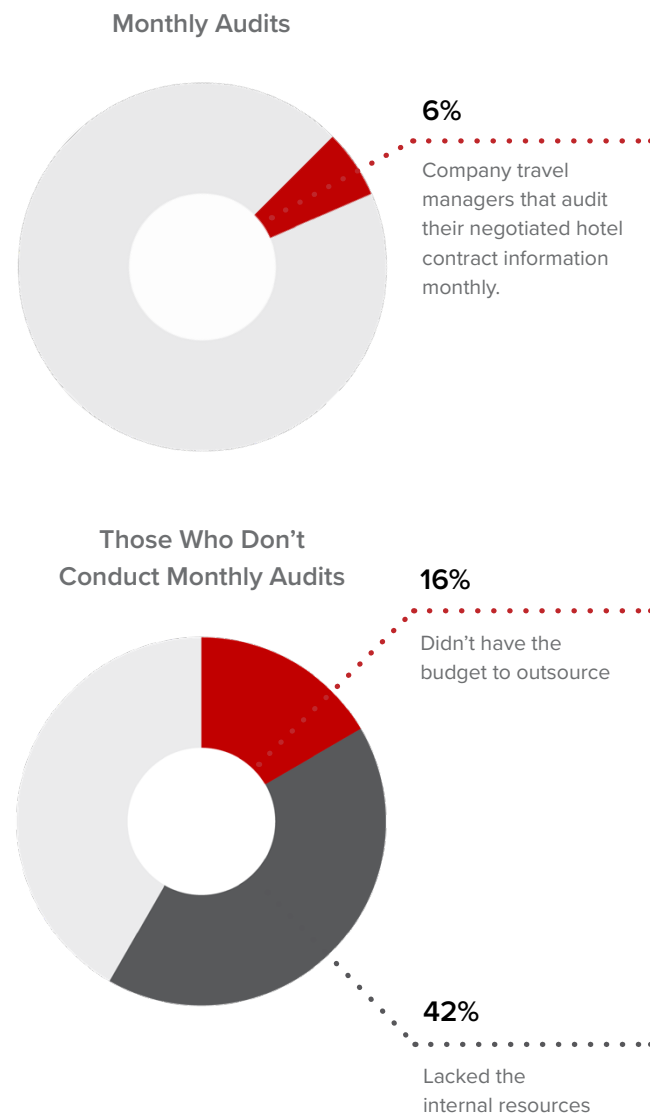
*“ When a discrepancy exists, companies that fail to double check expenditures pay 14% more on average than what was originally negotiated. ”*

In fact, according to the GBTA Foundation, only 6% of company travel managers audit their negotiated hotel contract information monthly, and only 4% do so weekly. Of those who don’t perform audits at all, 42% said they didn’t have the internal resources to do so, and 16% said they didn’t have the budget to outsource the task.

Why is regular auditing important? We typically find that over 25% of hotel invoices are wrong.

When a discrepancy exists, companies that fail to double check expenditures pay 14% more on average than what was originally negotiated. If someone isn’t catching and disputing every hotel invoice discrepancy or making sure that hotels are honoring the negotiated contract rate, businesses could be overpaying by thousands or even tens of thousands of dollars each year.

**NEGOTIATED HOTEL RATE AUDITS**



**2. A disorganized booking and reconciliation process.**

Today, companies will frequently let their employees book their own hotels, usually with the guidance to book on price, then convenience. The reality is that people don’t always make decisions that save the company money.

Arranging travel individually on a personal company card also means that accounting has to deal with hundreds of hotel invoices and a lot of errors—not to mention the unpredictable costs that come with independent booking based on personal preferences.

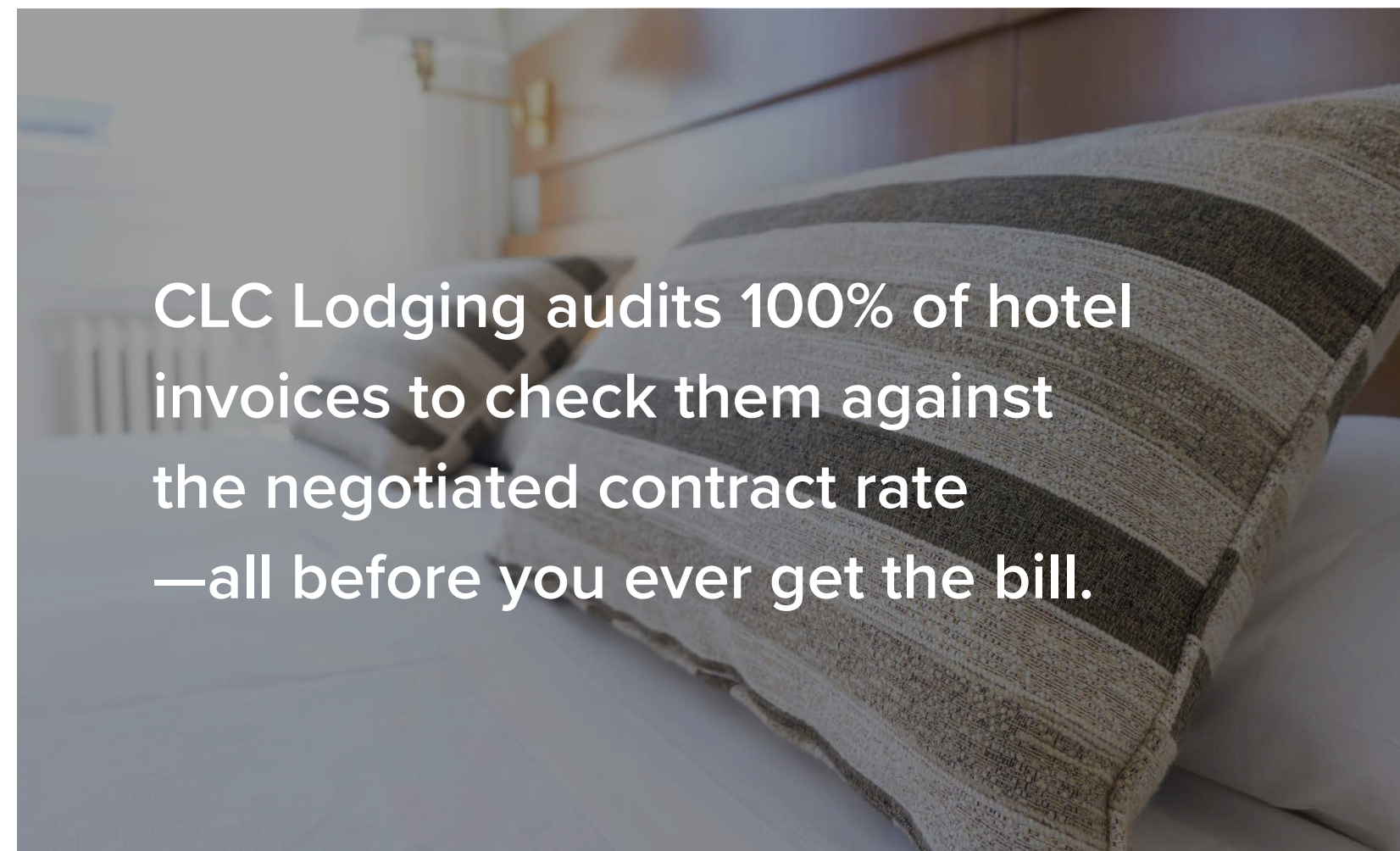
An inefficient process for hotel booking and invoice reconciliation can waste a lot of time and money, and make planning and budgeting almost impossible.

**3. Not enough resources or expertise to manage unpredictable lodging needs.**

Irregular project schedules that require complicated bookings can tax resources and challenge otherwise effective project management. Sometimes it’s a two-day, eight-person stay, and other times, it’s two-month, 20-person stay—all at changing locations across the country.

Each project requires a new round of hotel negotiations by the in-house lodging team. If a project needs to start quickly, you’re limited on choices and captive to whatever price a hotel demands. If a project ends early, you usually have to pay for rooms you don’t use.

Most in-house administrative teams don’t have the resources or expertise to get the savings, locations, or flexibility that might be out there.



**CLC Lodging audits 100% of hotel invoices to check them against the negotiated contract rate—all before you ever get the bill.**

## Why CLC Lodging?

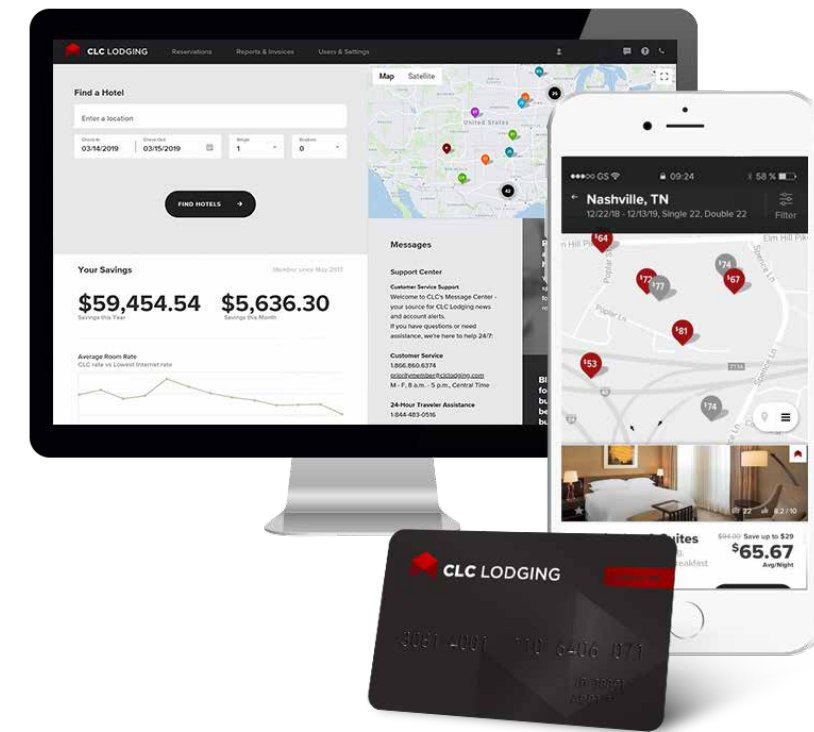
We help with the hard work of managing your workforce lodging — from negotiating rates and streamlining your lodging program to auditing and reporting.

CLC Lodging is America's leading negotiator of workforce lodging rates for businesses. We purchase more than 17 million hotel room nights annually, which means we can leverage \$1.4B in purchasing power to secure lower hotel rates for our members.

For more than 40 years, CLC has built the CLC Network of thousands of hotels along with state-of-the-art data management and payment processing systems that offer our members total transparency into their company lodging costs.

For a minimal nightly transaction fee per hotel room booked, our members gain access to:

- ▶ **Discounted rates** at 15,000 pre-negotiated CLC Network hotels and 30,000 Expanded Network hotels.
- ▶ **Consolidated, accurate invoicing** with no surprises, errors, or missing job codes. We audit every invoice before you ever get the bill.
- ▶ **Comprehensive reporting** that lets you measure and control your direct and indirect costs, analyze every transaction and spending trend, and make decisions to optimize their overall spend.
- ▶ **24/7 traveler support** to make sure your employees always have the support they need while they're on the road.
- ▶ **Simple hotel booking** using your preferred booking method—online or with our mobile app, calling the CLC Reservation Team, calling the hotel directly, or walking in to the hotel and presenting the CLC Lodging membership card.
- ▶ **Travel policy compliance** to fit your budget, proximity, and accommodation requirements, so every hotel room booked adheres to your exact travel policy.



## Uncover the hidden costs of your lodging program and eliminate them.

### Audit 100% of hotel invoices.

Whether your business books 5 rooms or 250,000 room nights per month, CLC Lodging audits 100% of hotel invoices to check them against the negotiated contract rate—all before you ever get the bill.

We perform billing audits after every single transaction to track and prevent unauthorized charges, and provide centralized, coded billing reports for full travel program visibility.

With CLC Lodging, you gain the peace of mind knowing that you're paying exactly the negotiated rate for your hotel every single time.

### Streamline your booking and reconciliation process.

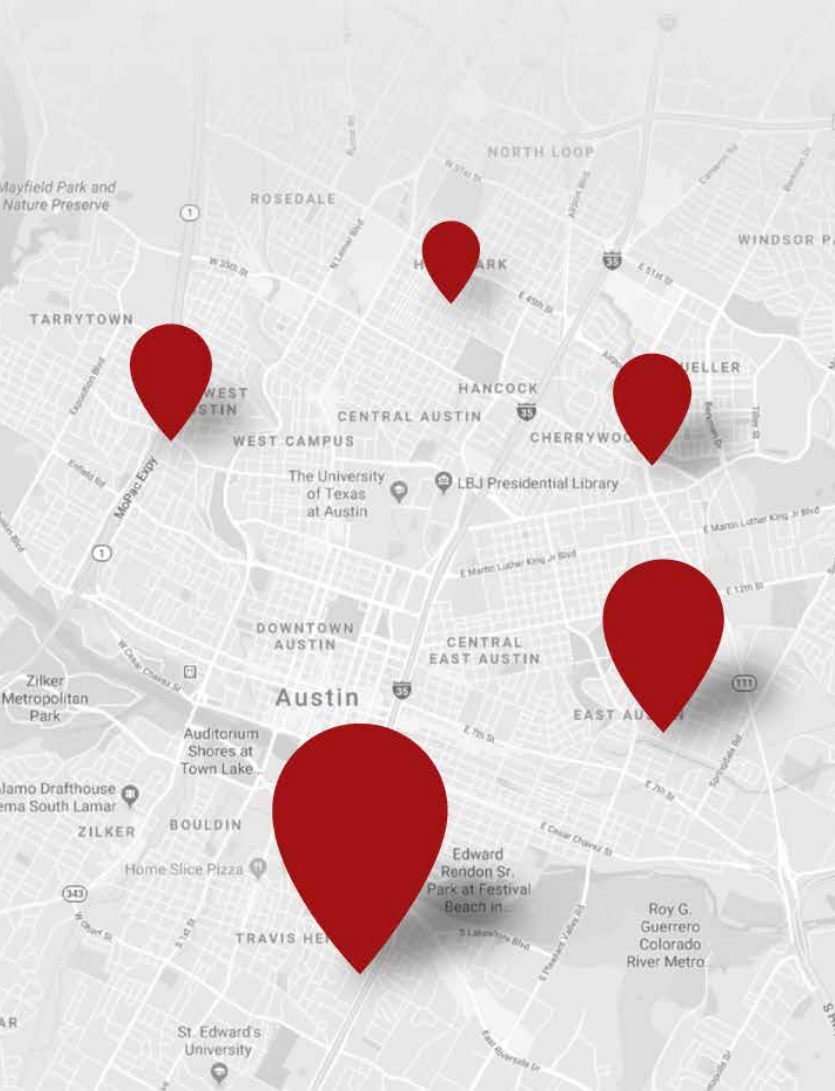
CLC Lodging can help businesses with limited internal resources make sure they're saving as much as possible on their travel program.

Instead of having to go back and double check bookings or transactions to find the inevitable errors, we can streamline what is often a chaotic and costly reconciliation process to save both time and money.

Having travel in one place simplifies accounting and provides total visibility to monitor past,



Access up to  
**45,000**  
 pre-negotiated  
 and discounted  
 hotels available  
 nationwide



present, and future stays and trends, while consolidated, coded invoicing provides faster, more accurate reconciliation—no more missing job codes, surprise errors, or unauthorized charges.

We also set up customized hotel directories to make sure that all travel complies with your company policy so you keep your travel program costs within budget.

**Let our experts help you manage your lodging—from simple to complex stays.**

CLC Lodging offers the industry's only comprehensive lodging solution for shorter-term, transient stays and complex, long-term projects. You can choose your program's level of service and support—from self-service instant hotel booking through our online tools to full-service support from our lodging experts for your workforce travel projects.

And for the more complex project-based lodging programs, CLC negotiates options at any hotel based on your unique project needs, according to your exact policy. We can also provide options to set up corporate housing for stays over 90+ nights.

## It's easy to join the CLC Network.


### 1. Sign up online or by phone.


You can join the companies who saved a combined \$420M last year with CLC Lodging by signing up online or talking to one of our lodging solutions experts at 1.866.369.4755.


### 2. Instantly search, book, and save.


By joining the CLC Network, you will instantly be able to access up to 45,000 pre-negotiated and discounted hotels. Our hotel partners include brands like Holiday Inn, Choice, Hilton, Marriott, and many, many more.

### 3. Find and reserve hotel accommodations.

 **Book online:** Our web-based hotel search tool lets you easily search your customized hotel directory by amenities, locations, and rates, and reserve a room with the click of a button. Your upcoming stays and account information is all in one place.

 **With our app:** Find and reserve rooms while you're on the go with our CLC Lodging Hotel Locator mobile app for Android or iPhone. You can map and find CLC Network hotels using current GPS location or city, state and zip, and easily route driving directions to your hotel.

 **Calling the reservations team:** Our lodging experts can help you find a hotel that meets your exact needs and complies with your predetermined travel policy. Simply call 1.866.857.9747 for hotel assistance in the area you'll be traveling.

 **Directly with the hotel:** Many of our customers typically book on-the-go. That's why we've made it easy to call or walk into a CLC Network hotel and book directly. Just use the CLC Lodging membership card at the front desk.

### 4. Gain total visibility.

With all of your lodging in one place, you can gain complete visibility into your lodging spend. Track trends and transactions like hotel usage, room spend, direct and indirect savings, room nights, average daily rates, total summary charges with taxes and fees, and more.

You can also keep track of your employees while they're on the road with an interactive Traveler Tracking map. Search for travelers currently staying in hotels, so in case of emergency, you always know where your teams are and can provide duty of care. With data-driven insights in a single portal, you have all the information you need to cut out hidden costs and optimize your total lodging program.





**\$1.4 Billion**

In Purchasing Power

**\$420 Million**

In Savings for Our Clients Annually

**17 Million**

Nights Booked a Year



**CLC LODGING**

We offer more than just great rates. Speak to a solutions expert to learn more about how to improve your total lodging program with our award-winning solutions.

[clclodging.com](http://clclodging.com)

| 866.369.4755