

December 15, 2022

Public Relations & Communication Team, JTB Corp.

## Lump-sum and deferred accommodation fee payment service for overseas business travel launched

- Providing everything from reservations to expense settlement in a single package via Amadeus Hotel Billback for the first time in Japan -

JTB Business Travel Solutions, Inc. (hereinafter referred to as “JTB-CWT”), a company that provides a business travel management and business travel and expense settlement management solution, and JTB Business Innovators Corp., a company that provides financial and settlement services to corporate customers, introduce Hotel Billback,<sup>\*1</sup> a hotel payment platform equipped with Conferma<sup>\*2</sup> developed by the Amadeus IT Group S.A.<sup>\*3</sup> for the first time in Japan, and begin to provide a hotel reservation and settlement agency service using a virtual credit card number (“VCN”)<sup>\*4</sup> issued by JTB Corp. under the Mastercard® brand. This allows users to arrange everything from hotel reservations to expense settlement in a single package, increasing the convenience associated with overseas business travel.

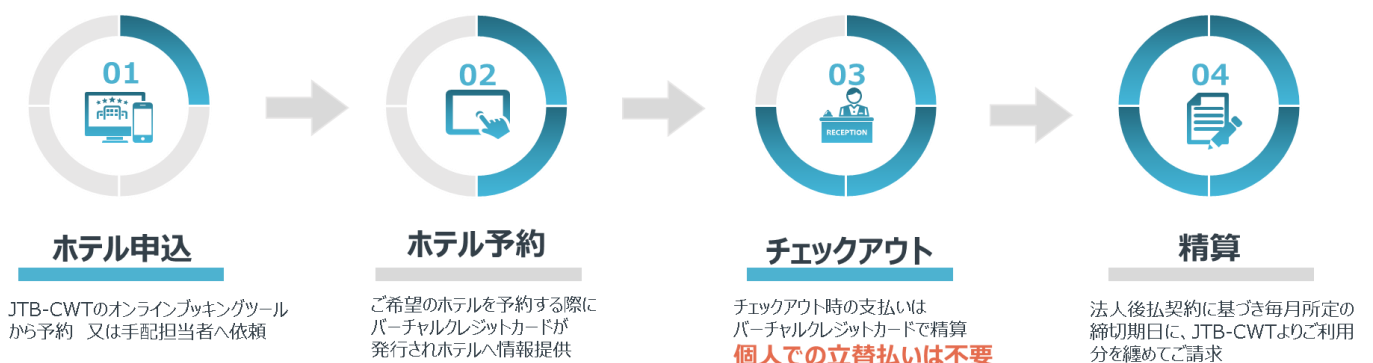
\*1: A product provided by Amadeus, which realizes secure and efficient hotel payment using VCN

\*2: A virtual payment solution provided by Conferma Pay

\*3: A company that provides a system that is used globally for airline, hotel, and rail reservations (Global Distribution System)

\*4: A corporate credit card that is issued with only a card number (no physical card) and allows user companies to set different conditions of use for each card number.

### Hotel Billback利用の流れ



### ■ Purpose and Background of this Service

Although the impact of the COVID-19 pandemic still continues, the infection appears to be peaking out, except in some countries and regions, and many countries are easing their border controls. Based on these circumstances, international travel for the purpose of business activities is showing signs of recovery. We have received a strong request from our clients in the era of the New Normal<sup>\*5</sup> to change the payment of hotel fees at

the hotel (paid temporarily by the employee) to a lump-sum and deferred settlement service by a company, as with airline tickets, which has been an issue with the overseas hotel arrangement. In order to respond to this request, we have decided to launch this service for JTB-CWT's contractor companies.

When a hotel reservation is requested of travel management companies (TMCs),\*<sup>6</sup> including JTB-CWT, the hotel is booked through the Global Distribution System (GDS),\*<sup>7</sup> and the employee is required to temporarily pay the hotel fee at the time of checkout. By introducing Hotel Billback, it will be possible to make reservations using VCN without using the employee's corporate card or personal credit card and complete all processes up to the settlement of the hotel fee. This will lead to a reduction of complicated tasks related to business travel. This includes eliminating the temporary financial burden of paying hotel fees during the trip, reducing the travel expense settlement processes after returning to the country, and improving the efficiency of the accounting staff's work (retaining receipts and checking fraud).

In addition, the use of VCN, which has restrictions on the conditions of use, for settlement reduces the leakage of credit card information, the risk of unauthorized use due to card loss, and the risk of the COVID-19 infection by not using physical plastic cards. Also from a risk management perspective, by requesting both airline and hotel arrangements from the same TMC, the employee's itinerary and accommodation information are managed in one place, enabling administrators to manage the entire business travel process (BTM: Business Travel Management\*<sup>8</sup>). This service solves a variety of issues starting from overseas hotel payment, improving the convenience of employees during business travel and ensuring the safety and security of the company and employees.

\*5: A movement to update all kinds of behaviors in the past, including lifestyles and economic activities, to fit the times.

\*6: A company that can provide comprehensive travel services (business travel in the main), including airline, hotel, and car rental reservations, itinerary management, and risk management.

\*7: A computer system for making reservations and issuing tickets for airlines, hotels, car rentals, etc. around the world

\*8: A business model that manages the entire business travel process in one place and provides optimal solutions

#### About JTB Business Travel Solutions, Inc.

Company name: JTB Business Travel Solutions, Inc.

Representative: Masamitsu Shibuya, President & CEO

Location: NBF Toyosu Canal Front, 5-6-52, Toyosu, Koto-ku, Tokyo

Established in: August 2000

Corporate website: <https://www.jtb-cwt.com>

#### About JTB Business Innovators Corp.

Company name: JTB Business Innovators Corp.

Representative: Tetsuo Nagayama, CEO & President Executive Officer

Location: 7F Shinagawa Tokyu Building, 1-6-31, Konan, Minato-ku, Tokyo

Established in: April 2006

Corporate website: <https://www.jtb-jbi.co.jp/>

#### About JTB Corp.

Company name: JTB Corp.

Representative: Eijiro Yamakita, President & CEO

Location: 2-3-11, Higashi-Shinagawa, Shinagawa-ku, Tokyo (Headquarters)

Established in: March 1912

Corporate website: <https://www.jtbcorp.jp/jp/>

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■Contact for inquiries from customers

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