



Welcome to FastPay! FastPay is Hilton's centralized group commission payment program. The key program benefits are **faster** payments (weekly), **flexible** payment options, and workflow **efficiency**. We look forward to offering you centralized payment for all your group commissions, timely commission processing, detailed guest-level statements, and **one** centralized customer service for any commission inquiries.

Here is our FastPay checklist that will help confirm that the necessary steps are completed to ensure that your FastPay profile is set up properly:

☐ **Step 1:** Complete the W-9 form found [here](#).

☐ **Step 2:** Complete the grid below:

Company / Organization Information	Response
Company Name	
Company Mailing Address - Line 1	
Company Mailing Address - Line 2	
City, State	
ZIP Code	
Preferred Contact Person	
Preferred Contact Person's Email Address	
Preferred Contact Person's Telephone Number	
Organization IATA Number	
Does your company book on behalf of other accounts in an agency capacity?	☐ Yes ☐ No
Is your organization incorporated?	☐ Yes ☐ No

Please download or print this document or copy the grid into a Word document and return the requested information to distribution.services.fastpay.feedback@hilton.com. Should you have any questions, please schedule a phone consultation with a FastPay Analyst: [Click here](#)

Frequently Asked Questions (FAQs)

What is the typical payment cycle?

The payment cycle is dependent on receipt of the invoice from the meeting planner and the responsiveness of the hotel to provide final group pickup.

Typically, the payment cycle averages 3 ½ weeks.

Can I still contact the hotel for pick-up?

Yes, although it is not necessary that you contact the hotel for pick-up, we recognize that some companies are more comfortable collecting pick-up numbers directly from the property.

Would the level of detail be the same in the back-up for ACH payments versus check payments?

Yes, your preferred contact person will receive guest-record-level detail sorted by hotel, then by invoice (invoice number and meeting name to accommodate simultaneous bookings).

Should my IATA number be included on the invoice?

Yes, please include your IATA number on your invoice.

Where do I send the invoice?

Please forward your invoice to dsfp@hilton.com.

Whom do I contact with commission inquiries?

For commission inquiries, please email distribution.services.fastpay.feedback@hilton.com or to set up a phone consultation with a FastPay Analyst: [Click here](#)

Thank you for your continued business and support of Hilton's innovations that are intended to benefit both your internal operations and ours. We look forward to working with you and strengthening our partnership!

Best regards,

Hilton FastPay Team