

FastPay Invoice Best Practice Guide

Invoice Process

Hilton FastPay uses an automated invoice entry process that ensures your invoice is loaded in a timely and efficient manner. If you are not currently using your own invoice format, Hilton offers an invoice template that includes the information that is necessary for submission, which can be found [here](#).

Invoice Content

The following information need to be included on your invoice:

- Intermediary Company Name (i.e., Agency Name)
- IATA number (or ARC, CLIA, TRUE), if available
- Hotel Name and Address, or Hotel Code, which can be found [here](#).
- Meeting Name
- Meeting Start Date & End Date
- Room Nights (actual or contracted)
- Room Rate (Average Room Rate) (actual or contracted)
- Invoice Amount (commission due)

If any of the necessary information is missing from the invoice, the submitter will receive an automated email letting them know what information is missing, so that the invoice can be updated and resubmitted.

Invoice Submission

Please send your commission invoices to dsfp@hilton.com as soon as possible after the group checks out. **Invoices must be submitted within 180 days of checkout.** After 180 days, you will need to send the invoice to the hotel directly, and then the hotel can validate/approve and submit the invoice to FastPay if the hotel deems that commission is still owed. **Please Note:** dsfp@hilton.com is a no-reply automated email address that only accepts invoices. Please do not send questions or other documents to this email address because they will not be seen or forwarded.

Invoice Inquiries

If you have questions about your invoice, you can reach out to distribution.services.fastpay.feedback@hilton.com.

Invoice Reporting

You will receive an automated email when your invoice is entered into the FastPay system. If you submitted more than 1 invoice that day, all accepted invoices will be included in the email report.

You will also receive reporting when your invoiced commission is sent to TACS (Hilton's commission payment vendor), letting you know the details of the upcoming payment, including the payment amount and upcoming payment date.

Rebates

Rebates can be paid through FastPay if contracted with a rebate clause that states that the intermediary is collecting the rebate on behalf of the end-user client to offset the cost of the meeting or event. Rebates can be paid either as a percentage of the actualized room revenue or as a flat rate per room night.