

Hilton FastPay (Centralized Group Commission Processing): Quick Reference Guide for Group Intermediaries (MPCs)

Updated: April 2026

This guide provides essential information to group intermediaries/meeting planner companies (MPCs) about Hilton's FastPay program, which automated payment processing of group commissions for Hilton Hotels in the United States, Canada, and parts of Mexico, to approved group intermediaries whom Hilton has agreed to pay commission for group bookings.

Important notes: Hilton facilitates payment of eligible commissions through a central payment system on behalf of hotels operating under the Hilton brands; however, Hilton is not a guarantor of payment and hotels are solely responsible for payments due.

Key terms

- **FastPay (Centralized Group Commission Processing):** Hilton's payment platform which centralizes the process for reconciling, calculating, and routing eligible group commissions for disbursement through TACS.
- **TACS (Travel Agency Commission Settlement):** Third party vendor who disburses commission payments and provides statements and reporting.
- **Group commissions:** Commissions associated with eligible group bookings (as applicable under program rules) that are processed through the centralized workflow.
- **Group Intermediary (MPC):** The agent/intermediary that books commissionable groups and ensures required agency/intermediary identifiers, payment preferences, and supporting documentation are accurate, and reconciles statements, and raises disputes when needed.

FastPay enrollment

FastPay enrollment forms may be obtained by sending an email to distribution.services.fastpay.feedback@hilton.com.

Group commission flow

1. **Upon group checkout:** Your agency submits your group commission invoice to FastPay's automated invoice entry process at dsfp@hilton.com within 180 days of checkout, with all required details included.
2. **Eligibility & calculation:** The FastPay team calculates the eligible commission due based on the pickup information submitted by the hotel.
3. **Settlement:** FastPay sends commission records to TACS for inclusion in the weekly payment run.
4. **Payment & reporting:** TACS issues payment in the intermediary's (MPC) selected currency and payment method along with payment statements/reporting.
5. **Inquiry process:** If you have questions about a commission that has been invoiced but has not been paid within 30 days, or for payments that you feel are incorrect, you can reach out to FastPay at distribution.services.fastpay.feedback@hilton.com. If you notice any incorrect payments, please provide evidence to verify that the reported data is inaccurate.

Invoice information

The following information should be included in your invoice:

- Intermediary Company Name (i.e., Agency Name) and, if available, the IATA number
- Hotel Name and Address, or Hotel Code, which can be found [here](#).
- Group Name
- Group Start Date & End Date
- Total Room Nights (actual or contracted)
- Total Room Rate (Average Room Rate) (actual or contracted)
- Invoice Amount (commission amount and/or rebate amount/subsidy amount if applicable)

Payments & reporting: what to expect

- **Timing:** Once the invoice is received, the average time until payment is cut is 3½ weeks.
- **Payment method/currency:** Options commonly include ACH, wire, and check, and selection of preferred currency (availability may vary by market). Contact TACS to setup preferences within the agency profile.
- **Statements:** Payments are accompanied by paper or electronic statements that typically include property name, guest/group name, confirmation/reference number, arrival/departure dates, and commission amount paid.
- **Consolidation:** Your payment statement will include all payments processed for your agency that week, listed by hotel.

MPC checklist (intermediary responsibilities)

- **Enroll in FastPay:** Email distribution.services.fastpay.feedback@hilton.com for enrollment forms.
- **Set up TACS preferences:** Register with TACS to set up a profile. Configure payment method, currency, statement delivery, and (if needed) consolidation across multiple branches/IDs/IATA numbers.
- **Manage user access:** Provide TACS with the list of users who should be able to view statements, and research transactions.
- **Submit invoice or template:** Submit a commission invoice or Hilton's invoice template, containing all required information, to dsfp@hilton.com within 180 days of checkout. If older than 180 days, send the invoice to the hotel directly, and the hotel will submit the invoice to FastPay if they deem that commission is still owed.
- **Reconcile your payment:** Utilize TACS statements and FastPay reports to reconcile your payments with your booking file and track expected vs. paid amounts.
- **Inquiry:** Email distribution.services.fastpay.feedback@hilton.com for commission questions not resolved after reviewing the FastPay reporting.
- **Update contact details promptly:** Notify TACS of changes to mailing address, banking details, or primary contacts to prevent returned payments or access issues.