

Navigating the Complexities of **Cross-Border B2B Travel Payments**

Practical Insights for
Travel Intermediaries

Foreword

We are pleased to present this comprehensive white paper, tailored specifically for travel intermediaries. At SUNRATE, we understand the unique challenges associated with managing B2B travel payments. Our goal is to offer practical and actionable advice to streamline payment processes, reduce costs, and enhance efficiency.

Online Travel Agencies (OTAs), Travel Agencies (TAs) and Travel Management Companies (TMCs) often face high transaction costs, inefficiencies in payment processes, currency volatility, cross-border payment complexities, and the need for advanced risk management solutions. These challenges can significantly impact profitability and operational efficiency.

High transaction fees can greatly affect profit margins, while traditional, disparate payment processes are often slow and prone to errors, leading to operational inefficiencies. Additionally, cyber threats remain a constant concern, with many businesses experiencing fraud attempts.

Managing multiple currencies and complying with various regional regulations add layers of complexity, often resulting in additional fees and administrative burdens.

At SUNRATE, we recognise these challenges, and have developed tailored, technology-driven payment solutions designed to improve speed, security, and cost-effectiveness.

Our platform features real-time transaction tracking, competitive exchange rates, and robust

security measures, adapting to the specific needs of travel intermediaries and helping them improve how they navigate the complexities of the payment landscape.

SUNRATE's capabilities have expanded through the recent acquisition of the Capital Markets Services (CMS) licence in Singapore, enabling us to offer sophisticated hedging solutions and FX risk management tools. These tools support travel intermediaries in managing currency volatility and stabilising cash flows in a fluctuating market environment. On top of the CMS licence, SUNRATE is one of the few companies in Singapore which also holds MAS' licence as a Major Payment Institution (MPI).

SUNRATE also collaborates with leading financial institutions, such as Citibank and J.P. Morgan, as our primary settlement banks to provide secure management of customer funds and ensure seamless pre-funding. These partnerships enable efficient transaction processing, and create a streamlined experience for our clients.

As a principal member of Mastercard and Visa, SUNRATE leverages these global networks to deliver robust, secure, and seamless virtual card payment solutions that address the unique needs of travel intermediaries.

We extend our gratitude to our partners for their ongoing support. Together, we are committed to improving payment processes within the travel industry, ensuring a seamless and secure experience for all stakeholders.

Sincerely,
Qincheng Wang
Head of Product at SUNRATE
Shawn Qin
Head of Card Business at SUNRATE

The travel industry is evolving rapidly due to technological advancements, challenges and opportunities for travel intermediaries.



We are at a turning point for B2B travel payments

Amid the constantly shifting landscape of the travel industry, travel intermediaries are presented with a unique opportunity to redefine their B2B travel payments processes through cutting-edge solutions. This offers travel intermediaries both challenges and unprecedented opportunities for innovation.

Since its founding in 2016, SUNRATE has been committed to simplifying B2B travel payments, empowering travel intermediaries such as OTAs, TAs and TMCs to operate with greater efficiency and cost-effectiveness. SUNRATE's platform integrates seamlessly with existing systems and, in collaboration with partners, delivers an all-encompassing payment solution tailored for the travel industry.

By building strategic partnerships and leveraging technological advancements, SUNRATE addresses the unique pain points faced by travel intermediaries with a cohesive ecosystem designed to tackle their specific challenges. With global payment expertise integrated into travel-specific innovations, SUNRATE empowers businesses to execute cross-border transactions with ease, enhance fraud protection, and optimise payment processes.

This unified ecosystem allows travel intermediaries to harness advanced technology to transform their financial operations. Automated workflows, optimised liquidity, and real-time visibility into transactions are no longer just aspirations but achievable realities that drive operational efficiency and foster innovation.

Travel intermediaries that seize these opportunities can benefit from significant cost reductions, enhanced security, improved compliance and greater customer satisfaction.

This white paper aims to provide travel intermediaries with a comprehensive understanding of the current landscape of B2B travel payments and the potential for innovative solutions to augment their operations. By recognising and addressing the opportunities within the payment ecosystem, travel intermediaries can navigate the complexities of the industry with greater agility.

Global business travel spending is forecasted to rise by 11.1% in 2024, with an annual compound growth rate of 6.95% expected from 2025 to 2028.

- 2024 GBTA Business Travel Index Outlook – Annual Global Report and Forecast

Addressing key challenges in B2B travel payments

As the travel industry evolves, so do the complexities surrounding B2B travel payments for OTAs, TAs and TMCs. In a volatile industry, global events and economic shifts can drastically affect consumer behaviour, risking profitability, operational efficiency, and business reputation.

The recent pandemic has highlighted critical vulnerabilities within the travel sector. Airlines and hotels faced widespread service reductions, and travel intermediaries struggled with cancellations, refunds, and lost revenue.

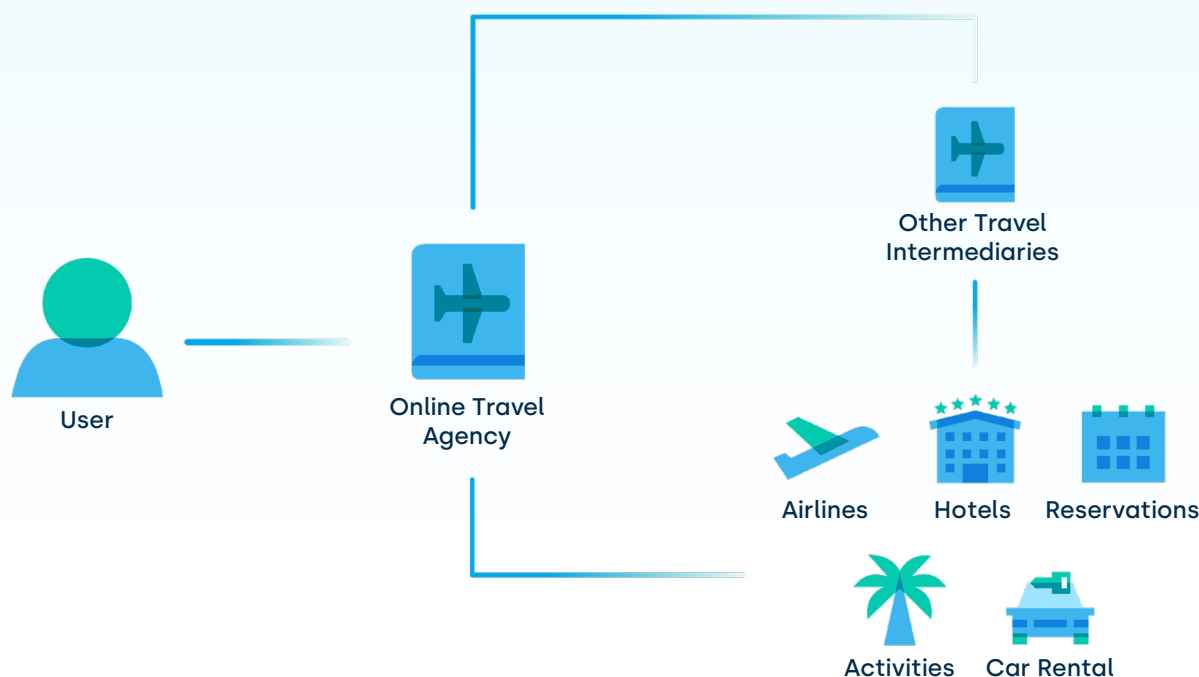
These intermediaries, central to bookings and payments, operate on thin margins and face high risks due to outdated payment systems. These legacy systems place the onus on travel intermediaries to manage the financial risks and costs associated with fluctuating prices, currency volatility, and market dynamics.

Ignoring these challenges can cause inefficiencies, security vulnerabilities, compliance issues, financial losses and legal complications.

Moreover, poor data management hinders decision-making and strategic planning, leaving businesses unprepared for market changes. Adopting modern payment systems is essential for operational stability and financial health in this dynamic environment.

This section explores pressing issues impacting travel intermediaries, from high transaction costs to regulatory compliance. Understanding these challenges is important for implementing solutions that streamline processes, reduce costs, and mitigate risks. Proactively addressing these issues enhances competitiveness in a complex market.

A single customer purchase can spark a chain of transactions





Pressing issues impacting travel intermediaries

1. Cross-border complexities

Dealing with multiple currencies and regulatory environments can be complex and costly for travel intermediaries. Cross-border transactions, in particular, can incur expensive processing fees and administrative costs, often adding up to 5% of the transaction value.

A global travel company operating in both Europe and Asia might find itself grappling with differing tax regulations, currency controls, and compliance requirements, which add administrative burdens and increase the risk of costly errors.

For instance, navigating the complexities of value-added tax (VAT) in the EU versus goods and services tax (GST) in Asia can be challenging without specialised knowledge and systems in place. Mismanagement of these factors can lead to non-compliance, resulting in fines or legal action.

Additionally, the time required to process cross-border payments can lead to cash flow issues, as funds may be delayed in transit due to regulatory checks and currency conversion processes.

2. High transaction costs

High transaction costs associated with cross-border B2B travel payments pose a significant challenge to travel intermediaries.

These costs become particularly financially burdensome due to the high volume of transactions and the multitude of foreign exchange mark-ups when facilitating payments across multiple payout corridors.

For example, many travel intermediaries struggle with currency conversion fees and international transaction charges that can erode profit margins.

The challenge becomes even more complex when these intermediaries operate across several countries, each with its own payment corridors.

The fluctuating costs and unpredictability of these fees introduce an added layer of financial uncertainty, making it difficult for businesses to maintain stable profit margins while navigating multiple international markets.

3. Inefficiencies in payment processes

Traditional payment methods such as automated clearing houses (ACH), billing and settlement plans (BSP), Airlines Reporting Corporation (ARC), and cash expose OTAs, TAs and TMCs to financial risks as they are slow and error prone.

Today, many travel intermediaries still rely on outdated practices like manual data entry for invoicing and payments, or inefficient methods such as calling and faxing for direct hotel billing—both of which increase the likelihood of errors and slow down the entire payment cycle.

These inefficiencies lead to delays in reconciling accounts, creating a backlog of unsettled transactions that strain cash flow and making it difficult to manage finances.

Moreover, manual payment processes can lead to increased administrative costs as more time and resources are spent correcting errors and following up on unpaid invoices.

Ultimately, this not only harms the financial health of the business but also affects relationships with suppliers and partners, who may experience delays in receiving payments.

4. Security concerns

Handling large volumes of financial data comes with inherent security risks, especially for travel intermediaries dealing with sensitive payment information across multiple platforms.

Cyber threats are a constant concern, with a significant percentage of businesses experiencing fraud attempts each year.

An anecdote from the industry involves a mid-sized OTA experiencing a data breach that compromised customer credit card information. The fallout included not only financial losses but also a significant blow to the company's reputation.

This incident underscores the critical need for robust security measures, such as encryption and multi-factor authentication, to protect against unauthorised access and data breaches.

The complexity of managing sensitive financial data across multiple platforms and partners further heightens security risks. Travel intermediaries must therefore invest in comprehensive security protocols that can detect and prevent fraudulent activities.

This includes continuous monitoring and updating of security measures to adapt to evolving threats. Integrating these protocols with systems from global distribution systems (GDS) partners ensures comprehensive coverage and unified security standards across platforms, providing a robust defence against potential threats.

Merchant losses from online payment fraud will exceed \$362 billion globally by 2028

- SUNRATE Research

5. Challenges in meeting regulatory compliance

The travel industry is heavily regulated, and maintaining compliance across different regions presents significant challenges.

Non-compliance can lead to fines and penalties, which adversely affect the bottom line. Keeping up with regulatory changes and implementing necessary measures is essential to avoid legal and financial repercussions.

For example, a TMC operating globally must simultaneously adhere to GDPR requirements in Europe while also complying with different data protection laws in the US and other regions. Non-compliance in either jurisdiction can lead to severe penalties, including fines and operational restrictions.

This complexity requires continuous monitoring and adaptation to new regulations, which can be resource-intensive and costly. Keeping up with changing laws and regulations often necessitates specialised legal and compliance teams, adding to the operational costs.

Furthermore, failure to comply can damage a company's reputation and erode trust with customers and partners.

6. Difficulties in data management and reporting

Effective data management is crucial for travel intermediaries seeking to make informed decisions and remain competitive. Inadequate systems can lead to errors, missed opportunities, and ultimately, poor business performance.

A common issue in the industry involves fragmented data systems that prevent businesses from obtaining a unified view of their financial and operational performance.

For example, companies that rely on disconnected data sources often struggle to track their cash flow, forecast demand, or manage costs accurately.

This fragmentation can lead to poor strategic planning, making it difficult to respond to market shifts or changes in customer behaviour. Inaccurate or incomplete data can result in misguided decisions, such as overestimating demand or underestimating expenses, ultimately leading to financial losses.

Additionally, poor data management can impede timely reporting and analysis, both of which are crucial for identifying trends, managing risks, and capitalising on new opportunities.

Fragmented data across booking systems, payment gateways and CRM tools makes it difficult for travel intermediaries to maintain visibility into overall business performance.

Travel intermediaries lacking access to real-time data often fall behind competitors who leverage advanced analytics to optimise their operations and make data-driven decisions. Without integrated and accurate reporting systems, OTAs, TAs and TMCs risk lagging behind in an increasingly competitive market.

These challenges highlight the importance of adopting modern, impactful, and secure payment solutions tailored to the needs of travel intermediaries. By addressing these issues head-on, OTAs, TAs and TMCs can improve their operational efficiency, reduce costs, and enhance overall profitability.



The way forward for travel intermediaries

The path forward for travel intermediaries in managing cross-border B2B travel payments is filled with both challenges and opportunities.

While OTAs may have led the charge in digitally transforming customer acquisition and marketing, their payment processes have often lagged behind, creating friction in the customer experience. As the travel landscape continues to evolve, working with a payment provider that truly understands these industry challenges is key to crafting a future-proof payment strategy.

As travel intermediaries take the next step in this rapidly changing environment, it is prudent to evaluate the significant advantages to be had from modern payment solutions such as virtual commercial cards and comprehensive treasury management tools.

These innovations can streamline payment processes, reduce costs, and enhance security, offering a more seamless and efficient experience for both businesses and their customers.

However, without a proactive approach to adopting these technologies, intermediaries risk falling behind in an industry where customer expectations are continually rising.

In this section, we aim to cover the key benefits and opportunities that modern payment solutions offer to travel intermediaries. By leveraging these tools, travel intermediaries can improve operational efficiency, boost security, ensure compliance, and position themselves to meet the demands of an increasingly global and complex market.



1. Enhanced digital transformation and automation

Digital transformation is no longer a luxury but a necessity for travel intermediaries looking to stay competitive in today's fast-paced industry. By leveraging advanced digital tools and technologies, OTAs, TAs and TMCs can automate complex processes, reduce manual labour, and improve accuracy in financial operations.



Automated reconciliation

A key feature in modern payment solutions, automated reconciliation allows for real-time matching of bookings to payments.

This reduces the need for manual labour, minimises errors, and increases transaction accuracy, ensuring that financial records are consistently up-to-date and reliable.



Cloud-based payment systems

Cloud solutions offer scalability, flexibility and enhance data management securely.

This allows payment infrastructures to expand with increasing travel bookings without needing substantial upfront hardware investments.



Modern API integration

The use of modern APIs enables seamless data flow between various systems, such as travel booking platforms and accounting software.

This integration ensures data consistency, reduces the need for manual data entry, and allows for real-time updates across systems, which is crucial for accurate financial tracking and reporting.



Integration with global distribution systems (GDS)

Integrating with GDS platforms provides access to real-time travel data from airlines, hotels, and car rental companies, streamlining the booking process and offering customers up-to-date information.

It also synchronises booking and payment information, reducing manual processing and enhancing overall efficiency.

2. Improved cost management and transparency

In an industry where margins are tight and competition is fierce, effective cost management and financial transparency are vital for OTAs, TAs, and TMCs. Modern payment solutions offer a range of features that help businesses better manage their costs and gain a clearer understanding of their financial operations.



Transparent FX rates

Access to real-time, competitive foreign exchange rates with no hidden fees.

This transparency allows travel intermediaries to budget more accurately and manage their foreign currency exposure strategically. It also helps in avoiding unexpected costs that can erode profit margins.



Hedging solutions

Implementing forward contracts and options provides travel intermediaries with the ability to lock in favourable exchange rates to protect themselves against adverse market movements.

These strategies reduce currency fluctuation risks, ensuring more stable profit margins even in volatile market conditions.



Consolidated payments

The ability to batch payments can lower transaction fees by reducing the number of individual transactions.

This consolidation cuts down on fees and simplifies the financial reconciliation process, making it easier for businesses to manage their accounts and maintain accurate financial records.



Detailed reporting tools

Comprehensive reporting capabilities provide insights into transaction histories, fee structures, and overall financial performance.

These tools enable businesses to track and analyse their expenses, identify areas for cost savings, and make informed decisions about future financial strategies.



Optimised currency conversion

Platforms that offer optimised currency conversion can significantly reduce the costs associated with converting funds.

By providing competitive FX rates and real-time monitoring tools, these solutions help intermediaries lock in favourable rates, thus minimising conversion fees and improving overall cost efficiency.

3. Heightened security and compliance

Robust security and regulatory compliance are critical in a sector where sensitive financial data and customer information are constantly exchanged. For OTAs, TAs and TMCs, maintaining high levels of data protection and adhering to international standards are key not just to safeguarding operations, but also to preserving customer trust and business reputation.



Advanced encryption and tokenisation

These technologies are essential for protecting sensitive information. Advanced encryption secures data both at rest and in transit, making it unreadable to unauthorised parties.

Tokenisation replaces sensitive card details with unique tokens that are useless if intercepted, thus adding an extra layer of security to transactions.



Multi-factor authentication (MFA)

MFA enhances security by requiring multiple forms of verification before granting access to sensitive systems, such as a password, smartphone, or fingerprint.

This reduces the risk of unauthorised access and data breaches for travel intermediaries.



Compliance management

Staying compliant with international regulations such as PCI-DSS, GDPR, and other regional data protection laws is crucial.

Automated compliance checks and detailed reporting protect businesses from legal and financial penalties, and also enhances their reputation in the eyes of customers and partners.



Real-time fraud detection

Advanced payment systems often include real-time fraud detection capabilities, which can identify and mitigate fraudulent activities as they occur.

These systems use machine learning and other technologies to analyse transaction patterns and detect anomalies, providing an additional layer of protection.

4. Optimised cash flow and liquidity management

Effective cash flow and liquidity management are crucial for the financial stability and growth of travel intermediaries. With the right tools and strategies, OTAs, TAs and TMCs can ensure they have sufficient cash on hand to meet their obligations, invest in new opportunities, and navigate the seasonal fluctuations inherent in the travel industry.



Real-time cash flow monitoring

Access to real-time insights into cash positions allows travel intermediaries to manage their liquidity more effectively.

This capability enables businesses to monitor incoming and outgoing cash flows, anticipate shortfalls, and make timely financial decisions to maintain healthy cash reserves.



Defined settlement dates

Setting specific settlement dates helps in managing payment cycles efficiently. This practice ensures that funds are available when needed, reducing the risk of cash flow disruptions.

By coordinating settlement dates with revenue and expense cycles, travel intermediaries can optimise their cash flow and reduce the need for short-term borrowing.



Liquidity optimisation tools

Advanced liquidity management tools provide detailed forecasting and analysis, helping businesses understand their current and future cash flow needs.

These tools can highlight periods of surplus or deficit, allowing businesses to plan accordingly—such as setting aside reserves during peak seasons or managing expenditures during slower periods.



Flexible payment options

Offering flexible payment terms and options can enhance cash flow management.

For example, the use of virtual commercial cards or other digital payment methods can streamline the payment process, reduce the time it takes to settle transactions, and improve cash availability.



Working capital management

Having robust strategies in place to manage working capital management help ensure that the business has sufficient capital to fund daily operations.

This includes managing accounts receivables and payables, optimising inventory levels, and minimising unnecessary expenses.

5. Expanded global reach and efficiency

For travel intermediaries operating in a global market, having a payment solution that supports international operations is crucial. Efficiently managing cross-border transactions, multiple currencies, and international compliance can significantly enhance operational efficiency and customer satisfaction.



Multi-currency support

Multi-currency support allows businesses to accept payments in various currencies, minimising the need for conversions and associated fees.

This feature not only simplifies financial operations but also provides a better experience for international customers by allowing them to pay in their preferred currency.



Global collection capabilities

Global collection solutions can streamline the process of collecting funds from international customers, reducing the time and effort required to manage cross-border payments.

This is important for businesses dealing with a high volume of international transactions, as it helps in maintaining smooth cash flow and reducing administrative burdens.



Efficient cross-border payment processing

Streamlined cross-border payment processing capabilities enable travel intermediaries to manage international transactions quickly.

This includes the ability to handle different payment methods, such as credit cards, bank transfers, and digital wallets.



24/7 FX dealings and real-time settlement

These features ensure that currency exchanges can be conducted at any time, accommodating different time zones and business hours.

Real-time settlement reduces the time funds are in transit, enhancing cash flow and reducing the risk of currency fluctuations impacting transaction costs.



Compliance with international regulations

Comprehensive compliance management tools help travel intermediaries navigate international regulations and standards, ensuring that all transactions meet the necessary legal and regulatory requirements.

This reduces the risk of fines and penalties and ensures that the business remains compliant with global financial standards.

6. Data-driven insights and decision making

Incorporating data analytics into financial management enables travel intermediaries to gain deeper insights into market trends, customer preferences, and operational efficiency.

By leveraging real-time analytics, businesses can make informed decisions, optimise pricing strategies, and enhance overall performance, positioning themselves to navigate the complexities of the travel market more effectively.



Real-time analytics

Immediate access to data helps businesses respond swiftly to changing market conditions, such as fluctuations in demand, currency exchange rates, or consumer preferences.

Real-time insights can also identify potential issues before they escalate, enabling proactive management.



Operational efficiency and cost optimisation

Data-driven insights can identify inefficiencies in business processes, such as bottlenecks in payment processing or high-cost areas in supply chains.

By pinpointing these issues, travel intermediaries can implement targeted improvements, reduce costs, streamline operations, and inform long-term strategic planning.



Integrated data sources

Bringing together data from various platforms—such as booking systems, payment gateways, and customer relationship management (CRM) systems—facilitates a holistic analysis of operations, revealing insights that might be missed when data is siloed.



Predictive analytics

Forecasting future trends and opportunities is invaluable for planning marketing strategies, managing inventory, and anticipating customer needs.

For instance, understanding seasonal travel patterns can help OTAs, TAs and TMCs optimise pricing and promotional activities.



Customer insights and personalisation

Detailed data analysis can reveal valuable insights into customer behaviour and preferences.

Travel intermediaries can use this information to personalise offers, improve customer service, and enhance the overall customer experience—increasing customer loyalty and drive repeat business.

A B2B cross-border payment solution built for travel intermediaries

SUNRATE is dedicated to delivering tailored solutions specifically designed to address the unique needs of travel intermediaries. Our global payment and treasury management platform supports Online Travel Agencies, Travel Agencies and Travel Management Companies worldwide on a single platform, enabling them to operate and scale seamlessly both locally and internationally.

At the heart of SUNRATE is an ecosystem powered by strategic partnerships with industry leaders. Each partner brings distinct strengths that collectively enhance our platform's capabilities, creating a comprehensive solution for travel intermediaries.



SUNRATE's **Mastercard Wholesale Programme** leverages virtual card technology, offering fixed interchange rates and transparent fees to reduce costs and risks while improving operational efficiency for travel agencies and suppliers.



Through its partnership with **Visa**, SUNRATE continues to offer seamless virtual commercial cards, allowing travel intermediaries to pay partners such as airlines and hotels quickly and securely.



J.P. Morgan

Citibank and J.P. Morgan further strengthen SUNRATE's platform by offering robust global liquidity management and extensive financial networks.

With their support, our treasury management solutions provide enhanced cash flow visibility and optimised liquidity, allowing travel businesses to manage multi-currency transactions and navigate the complexities of cross-border payments seamlessly.



Outpayce from Amadeus adds virtual payment technology to SUNRATE's ecosystem, improving and automating the B2B payments experience for travel sellers across the globe.

Utilising the Outpayce B2B wallet solution, this integration delivers travel sellers the ability to generate and use SUNRATE's virtual cards for their business needs, such as payments to airlines or hotels.



Sabre Direct Pay complements SUNRATE's platform with its expansive global distribution network and banking partners, granting access to more than 50+ currencies in 90+ markets.

This partnership enhances cross-border transaction efficiency and supports robust compliance measures, empowering travel intermediaries to optimise their payment processes and drive growth.



An integrated platform for optimised B2B travel payments

Together, these partners join SUNRATE to create a unique ecosystem that equips travel intermediaries with the tools needed to navigate industry complexities and seize new opportunities for growth.

By leveraging these strategic alliances, SUNRATE empowers businesses to thrive amidst the competitive travel landscape, providing unparalleled efficiency, security, and flexibility.

SUNRATE is committed to delivering integrated solutions tailored to the dynamic demands of today's travel industry.

Our Treasury Management, Foreign Exchange Solutions, Global Collection, International Payments and Virtual Commercial Card capabilities work together seamlessly to provide a unified platform that simplifies payment processes and optimises financial performance.



Treasury Management

SUNRATE's treasury management solutions offer travel intermediaries a streamlined approach to navigating complex financial operations while ensuring stability and growth.



Treasury Management

SUNRATE's Treasury Management Solutions equip travel intermediaries with the tools to mitigate FX risks, manage cross-border transactions, and enhance financial stability. This includes risk management tools, FX trading capabilities, and tailored hedging strategies for volatile markets.



Access global research data tools and insights

Manage FX transactions all in one platform

Provide over-the-counter derivatives, including FX Forwards, FX Options, and Structured Products

Leverage global research and insights

SUNRATE empowers OTAs, TAs, and TMCs by delivering expert market intelligence and tailored research on foreign exchange and regional market trends. These insights help travel intermediaries mitigate currency risks, navigate emerging markets, and anticipate market shifts.

With real-time data on currency movements and macroeconomic developments, travel businesses can make well-informed decisions, ensuring smoother financial operations while expanding globally.

Optimise currency trading for travel transactions

Access a comprehensive FX trading platform designed to simplify cross-border payments. With over 130 currencies available, including G10 and emerging market currencies, SUNRATE's platform allows businesses to manage travel-related expenses efficiently.

Offering real-time spot trades, forwards, swaps, and non-deliverable forwards (NDFs), SUNRATE enhances cost control and streamlines international payments, ensuring better financial oversight during high-volume booking seasons.

Mitigate currency risks

To safeguard against fluctuating exchange rates, SUNRATE provides tailored hedging strategies like FX structured forward and other structured products, ensuring stability in travel-related cash flows.

Through our CMS licence, travel businesses can access advanced risk management tools, including structured OTC derivatives, to lock in favourable rates and protect margins.

These solutions enable intermediaries to achieve financial predictability even during volatile market conditions, ensuring stability across multi-currency transactions.



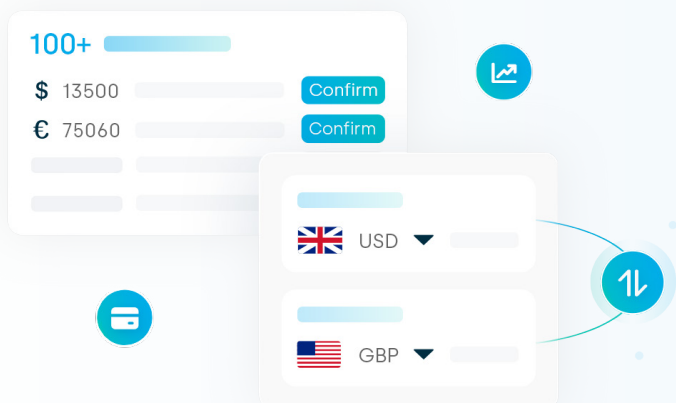
Foreign Exchange Solutions

SUNRATE's foreign exchange solutions offer travel intermediaries competitive rates and a straightforward FX experience.



Foreign Exchange Solutions

Features like 24/7 FX dealing, real-time FX rates with no hidden fees, and T+0 settlement for major currencies simplify the complexities of foreign exchange, ensuring fast, efficient, and transparent transactions.



24/7 currency conversion, over 100 currencies available globally

Live FX rates with real-time pricing and transparent fees

Lock in FX rates, manage risk, and ensure rate certainty

Get alerts and book transactions at target FX rates

Manage costs effectively with competitive FX rates

SUNRATE provides travel intermediaries access to real-time, transparent FX rates without hidden fees. This capability enables businesses to better manage costs, maintain budgetary control, and maximise profitability.

SUNRATE ensures that intermediaries can secure the most competitive rates, enhancing financial predictability and planning.

Streamline international transactions with enhanced efficiency

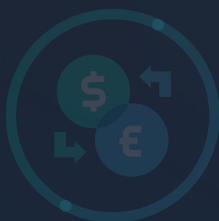
24/7 FX dealing and T+0 settlement streamline international transactions, crucial for managing global travel bookings. SUNRATE's platform supports round-the-clock FX operations and same-day settlements for major currencies, enhancing transaction speed and efficiency.

Improve cost control

Transparent FX practices provide better control over financial operations, aiding in cost management. SUNRATE's detailed FX reporting and monitoring tools help travel intermediaries track and manage their foreign exchange activities comprehensively.

Ensure reliability and speed

SUNRATE's robust FX infrastructure guarantees quick and dependable currency exchanges, minimising delays and operational disruptions. SUNRATE offers a resilient FX framework that supports seamless and uninterrupted business operations.



Global Collection

SUNRATE's global collection capabilities allow travel intermediaries to manage international and local collections flexibly, with minimal balance requirements compared to traditional banks.



Global Collection

With multi-currency accounts and live FX rates, SUNRATE simplifies global collection across 30+ currencies.



Global collection in 30+ currencies, local clearing in 10+ currencies

Seamlessly transition omni-channel, collect across scenarios, sync e-commerce funds

Quick activation, efficient cash flow management, real-time transaction visibility

Support diverse financial operations with flexible collection

Manage international and local collections seamlessly. SUNRATE's global collection solutions enable travel intermediaries to handle collections efficiently, regardless of geographical location, enhancing financial flexibility.

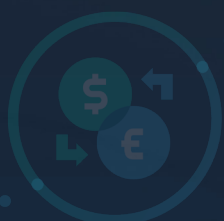
Manage funds seamlessly with multi-currency support

Hold and manage funds in multiple currencies. SUNRATE's multi-currency accounts allow travel intermediaries to manage funds across different regions effortlessly, simplifying international financial operations.

Enhance operational efficiency

Streamline collection processes to reduce administrative burdens and improve workflow efficiency, allowing travel intermediaries to focus on their core business activities.

SUNRATE facilitates seamless data flow and operational synergy, enhancing overall efficiency in financial transactions.



International Payments

SUNRATE supports local and international payment needs across the travel industry, offering improved time and cost efficiency through local and international clearing networks.



International Payments

With adaptive payment engines and card payment support for payments for real-time settlement and reconciliation, SUNRATE provides a seamless and efficient financial experience for travel intermediaries.



Access 190+ countries, 130+ currencies, settle via global networks efficiently

Batch payments to 1,000+ people, low transaction fees, automate payouts via API

Custom verification for high security and strong encryption to enhance protection

Achieve time and cost efficiency

Streamline payment processes with local and international clearing networks and adaptive payment engines.

SUNRATE's systems enhance both the speed and cost-effectiveness of financial transactions for travel intermediaries, helping to save up to 99% on telegraphic transfer (TT) fees.

Enable real-time settlement

Card payment support through SUNRATE's partners allows for real-time settlement and easy reconciliation.

This capability is crucial for managing travel-related financial transactions, ensuring that payments are processed quickly and accurately.

Enhance control over payment processes

Better control over payment processes reduces errors and operational costs.

SUNRATE's adaptive payment engines offer enhanced oversight and precision, minimising errors and improving cost management.

Ensure global reach

Seamless support for international payments ensures smooth financial operations across different regions.

Our extensive network facilitates reliable and efficient international transactions, supporting global operations for travel intermediaries.



Virtual Commercial Cards

SUNRATE's virtual commercial card solutions, developed in partnership with Mastercard and Visa, are designed to streamline supplier payments and operational expenses for travel intermediaries.

Virtual Commercial Cards

These virtual commercial cards offer real-time issuing and instant spending, support for multiple currencies, and high security with PCI-DSS Level 1 certification.



Principal member of Mastercard and Visa, settlement of card spends in 15+ currencies

Instant card issuance, customise limits, real-time transaction statements

Payment Card Industry Data Security Standard (PCI-DSS) Level 1 certified, secure issuance, full data encryption

Streamline payments and settlement

Automate and optimise payment processes to enhance efficiency and reduce costs, vital for handling large volumes of transactions.

SUNRATE's virtual commercial cards ensure seamless and efficient transaction processing.

Improve cost visibility

Transparent FX rates and transaction charges increase visibility and control over financial operations, helping intermediaries have better oversight on budgets.

Additionally, SUNRATE's virtual commercial cards provide detailed reporting and real-time tracking of expenses.

Enhance security

SUNRATE's virtual commercial cards feature high-level security standards, including PCI-DSS Level 1 certification, tokenisation and multi-factor authentication, enhanced by global fraud

detection systems. These robust security measures protect against fraud and ensure compliance with international regulations, safeguarding sensitive travel and payment information.

Optimise cash flow

Define settlement dates and manage liquidity to support financial stability and growth, ensuring peak travel demands can be met.

Enjoy flexible settlement options, ensuring timely and efficient cash flow management.

Leverage global network for efficiency and security

SUNRATE's extensive networks ensure high levels of security and efficiency, meeting the specific needs of travel intermediaries.

These partnerships provide global acceptance, reliable transaction processing, and enhanced security features, ensuring smooth financial operations across different regions.



Shaping the future of B2B travel payments

SUNRATE delivers a robust blend of payment and treasury management solutions that is purpose-built to address the unique challenges of travel intermediaries.

By integrating cutting-edge technology, advanced financial products like hedging strategies, and industry-leading partnerships, SUNRATE optimises payment processes, reduces costs, and enhances security.

The inclusion of hedging solutions through our CMS licence further enables travel intermediaries to mitigate currency risks and stabilise cash flows amidst volatile markets. This comprehensive approach empowers travel intermediaries to streamline operations and gain a competitive edge in an ever-changing market.

As an agnostic and independent payment service provider, SUNRATE is committed to protecting the interests and data of its clients. In a landscape where some travel intermediaries are observed to consolidate and provide payment solutions within their ecosystems, others must carefully evaluate their choice of payment providers to ensure their operations and customer data remain secure.

SUNRATE safeguards the trust between travel intermediaries and their customers, offering a secure approach to financial governance.

With a focus on driving innovation, SUNRATE provides travel intermediaries with the tools needed to efficiently manage financial operations and adapt to evolving industry demands.

Our partnerships enable us to offer solutions that simplify complex payment landscapes, offering a solid foundation for sustained growth and success.



CASE STUDY

Easybook achieves payment efficiency and security

Easybook's expansion sparked a new need

Easybook, Southeast Asia's premier online booking platform, serves over 10 million users with more than 1.5 million transactions annually. As the company expanded, optimising payment processes became essential to support its growth.

Challenges faced



High costs with overseas supplier payments

Easybook faced significant expenses due to high FX fees and telegraphic transfer charges imposed by traditional banks.

The lack of transparency in these charges made it difficult to predict total costs, risking potential disruptions in supplier relationships due to inaccurate payments.



Inefficient payment process

Managing expenses with physical credit cards for online payments to transport service providers was inefficient and prone to fraud risks.

The manual reconciliation process was time-consuming, delaying Easybook's ability to secure tickets promptly for users.



Lack of dedicated support

Local banks failed to provide timely assistance and clarification, causing operational delays and financial uncertainties.

Inadequate customer support also hampered Easybook's ability to manage their cross-border transactions effectively.

Optimising Easybook's payment operations

SUNRATE partnered with Easybook to deliver customised solutions addressing these challenges. Leveraging SUNRATE's **global interbank clearing and local networks**, Easybook significantly reduced transaction costs with transparent fee structures.

Customisable virtual commercial cards with enhanced security features and real-time fraud monitoring provided better control over spending and streamlined reconciliation.

Each SUNRATE account was also assigned a **dedicated manager**, ensuring expert handling of financial transactions and reducing operational delays.

How did Easybook benefit?



Financial clarity through transparent pricing

With SUNRATE's tailored solutions, Easybook significantly reduced FX costs and cross-border payment fees. SUNRATE's transparent fee structure also facilitated more precise financial planning, resulting in up to 30% savings in operational expenses.



Streamlined operations

Automated payment workflows and virtual commercial cards improved expense management and control and enhanced Easybook's financial oversight by reducing payment processing times from days to seconds.



Strengthened supplier relationships

Enhanced cash flow management ensured timely and accurate payments to suppliers, fostering trust and strengthening Easybook's business relationships.



Increased customer satisfaction

Easybook's customers benefited from faster payments and robust security measures. Real-time transaction visibility allowed for quicker settlements, providing clients with seamless and reliable payment experiences.

"Working with SUNRATE has been a game-changer for us. Their solutions have allowed us to significantly save on unnecessary fees, improve our cash flow management, and streamline our payment processes. We highly recommend SUNRATE to any business looking to improve their global payment operations."

– Clive Chong, Account Executive at Easybook.com



CASE STUDY

Quantum Reservation transforms their payment operations

Quantum Reservation needed better control over payments

Quantum Reservation Pte Ltd, a top B2B hotel aggregator, offers extensive accommodation options to travel agencies, tour operators, and corporate clients. As the company expanded their offerings globally, it encountered significant operational and financial challenges—particularly in managing payments efficiently and securely.

Challenges faced



Vulnerability to fraud

Quantum Reservation relied on personal credit cards to pay their suppliers. This made it difficult to control user access, while increasing their exposure to fraud risks.



Unpredictable conversion fees

Using personal cards also introduced volatile currency conversion fees, complicating accounting and budget management processes.



High operational costs

Quantum Reservation's profit margins were also eroded by escalating costs, due to unfavourable FX rates and high transactional fees from money changers and local banks.

Streamlining global transactions for Quantum Reservation

To address Quantum Reservation's challenges, **virtual commercial cards** were introduced to enhance budget management and user access control, while significantly reducing the risk of card information leakage.

International payment services enabled smoother, more cost-effective cross-border transactions, eliminating dependency on money changers and banks. SUNRATE's competitive foreign exchange solutions also provided substantial cost savings across international transactions, streamlining overall financial operations and ensuring more predictable expenses.

How did Quantum Reservation benefit?



Significant cost savings

Quantum Reservation achieved up to a 49% reduction in FX costs and cross-border payment fees by switching from traditional money changers and banks to SUNRATE's international payment services and competitive FX solutions.



Boosted customer satisfaction

Faster payments and enhanced security measures significantly elevated customer satisfaction for Quantum Reservation. Real-time transaction visibility provided by SUNRATE's platform allowed Quantum Reservation to offer quicker settlements, ensuring that their clients experienced seamless and prompt payment processing.



Enhanced budget management

With virtual commercial cards, Quantum Reservation saw improved transparency and control, allowing for better financial planning and resource allocation. This improved operational efficiency by 55%, as it eliminated the complexities and inefficiencies associated with managing multiple personal credit cards and manual expense tracking.



Improved security measures

Virtual commercial cards and advanced security features, including tokenisation and multi-factor authentication, provided Quantum Reservation with robust protection against unauthorised transactions.

"SUNRATE's solutions have revolutionised our payment processes and financial management. Their virtual commercial cards and competitive FX rates have not only saved us money but also enhanced our operational efficiency and security. We highly recommend SUNRATE to any business looking to optimise their payment solutions."

– Agnes Tong, General Manager at Quantum Reservation Pte Ltd



Conclusion

The rapidly evolving B2B travel payments landscape presents both challenges and opportunities for travel intermediaries. To stay competitive, travel intermediaries must embrace digital transformation to optimise their B2B payment processes.

SUNRATE is dedicated to providing OTAs, TAs and TMCs with the right payments infrastructure to navigate the complexities of the travel industry with precision. Through strategic partnerships with Citibank, J.P. Morgan, Mastercard, Visa, Amadeus and Sabre, we offer seamless operations across different regions and currencies.

SUNRATE's comprehensive solutions—encompassing treasury management, foreign exchange, global collection, international payments, and virtual commercial cards—are designed to streamline financial workflows, improve cost visibility, and enhance FX management. These are critical capabilities for managing high transaction volumes, mitigating risk, and ensuring regulatory compliance.

Understanding the unique challenges faced by travel intermediaries, SUNRATE is dedicated to empowering businesses with the tools and expertise needed to thrive in a competitive environment. These solutions not only reduce costs and improve operational efficiency but also set new standards for security and innovation in the B2B travel payments industry.

Together, with its partners, SUNRATE is building a more efficient, secure, and profitable travel industry, fostering an environment where innovation and success flourish.

By choosing SUNRATE, businesses gain a partner in excellence, equipped to transform travel payment processes and drive growth in an ever-changing market.



Need assistance with your B2B travel payment solutions?

For in-depth assistance and customised solutions tailored to streamline payment processes for travel intermediaries, reach out to SUNRATE. Our specialists are dedicated to helping OTAs, TAs and TMCs enhance efficiency, reduce costs, and ensure robust security.

Contact us today to learn how SUNRATE can transform your B2B travel payment processes:



marketing@sunrate.com



<https://www.sunrate.com/>

We're here to help you navigate the complexities of B2B travel payments and drive your business forward.