

# Faster Rebate Payment, Increased Credit for Rooms Booked and an Enhanced Reservation Process for Teams



*“PSE and their staff have exceeded our expectations. PSE is serious about building relationships with not only FirstPitchBaseball.com, but also with our host hotels and the teams that are participating in First Pitch Baseball tournaments. The hotel experience for each of the overnight teams is as important as the actual tournament itself and PSE is keenly aware of the role they play in assisting that our teams have a first-class tournament experience. PSE truly understands the tournament business and is valuable partner with FirstPitchBaseball.com.”*  
Don Flynn, Tournament Director, First Pitch Baseball, Inc.

## Background

Established in 2003, [First Pitch Baseball](http://www.firstpitchbaseball.com) hosts over a dozen baseball tournaments in the Midwest, specifically Illinois and Indiana. Approximately 60% of their attending teams are from out-of-town and need hotel accommodations.

## Pre PSE Housing Situation

First Pitch Baseball utilized the local Sports Commission/Convention & Visitors Bureau to handle the housing needs for their tournaments.

## Objective

First Pitch Baseball wanted to maximize their tournaments revenue stream through hotel rebates and provide out-of-town teams with convenient way to book their rooms at quality hotels.

## Problem

- ⇒ Lost rebate revenue and not getting credit for rooms booked due to teams booking around the room blocks.
- ⇒ The Sports Commission didn't have the staff or resources to handle the influx of reservations, phone calls and inquiries therefore teams would get frustrated and book directly with hotels.
- ⇒ Slow and infrequent rebate payment: The nature of relationship between the hotels and the Sports Commission made it difficult for the Sports Commission to effectively collect rebates from the hotels and stay on them to make their payments. As a result, rebates very extremely delayed and infrequent.
- ⇒ Frustrating reservation experience for the teams and attendees.

## Solution: What PSE Provided

Working together with the local Sports Commission, PSE took over the entire housing process.

- ⇒ Contractually secured dedicated room blocks & best available rates for each tournament to ensure that quality hotels in close proximity to the fields were available for the teams.
- ⇒ Provided a dedicated reservation webpage for each tournament location so that teams could view each available hotel in detail, exact availability of each hotel in real-time and the convenience of booking online or over the phone in one simple step.
- ⇒ Accurate tracking of each room booked and a simple reservation process for the teams.
- ⇒ Actively manage and administer the entire reservation process for teams & handle all hotel related issues.
- ⇒ PSE handled the entire rebate collection process to ensure full and timely rebate payment.



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## Results

- ⇒ Teams are provided with a dedicated reservations service that's convenient and user-friendly.
- ⇒ Accurate tracking of each room booked.
- ⇒ Increased hotel related revenue by 15% in the first year and the number of room nights they were credited for jumped 45%.
- ⇒ The tournament director receives full rebate/commission payment within 45 days of each tournament.
- ⇒ The tournament director no longer has to wait for rebate payment and wonder if he's getting full credit for room nights booked.

