Hospitality Solutions

Powered by SynXis®

SynXis Commissions Payment

Manual

SynXis Commissions Payment

Paying commissions to travel organizations all over the world requires a lot of work and organization. SynXis Commissions Payment provides you with reliable and practical commission payment services to better serve your customers.
It also simplifies your organizational and financial efforts requiring a simple payment authorization process and just one monthly payment to Hospitality Solutions.

SynXis Commissions Payment offers a complete solution for all commission payments. This means that not only commission payments for bookings handled via SynXis but also bookings received via other sources or directly at the property can be processed via SynXis Commissions Payment.

On your behalf we consolidate the data you have activated and assure that booking agents receive their commission payments on a regular basis in their national or required currency drawn on a national bank. A statement including all the reservation details is automatically sent to the booking agent along with the payment.

After payout date, reports, showing commission payment details as payout date, amount and currency paid out can be created.

The advantages of SynXis Commissions Payment

For properties

- SynXis Commissions Payment is accessible through a separate URL and User ID.
- Reservations processed through SynXis and attached to a booking agency profile are displayed in SynXis Commissions Payment the day after departure.
- Reduced manual workload and simplified accounting controls.
- Decrease in costs for checks, mailing and personnel costs.
- Full control of payments.
- Strategic benefits (Payment handling for specific OTA's).
- (Consolidated) payments – reducing banking fees and allowing fulfillment of possible booking agent payment requirements.
- Only one payment per month to Hospitality Solutions.

For booking agents

- Commission payouts at least twice a month.
- 98 % of the payments issued by wire (EFT) which assures a high security of payment receipt.
- Payments drawn in the agency's local or required currency.
- No more foreign exchange fees.

In this manual the following points are covered:

- How to process your SynXis and Non-SynXis Reservations for commission payment.
- How to search for past and present transactions.
- How to read invoices and reports.
- How to handle commission claims.

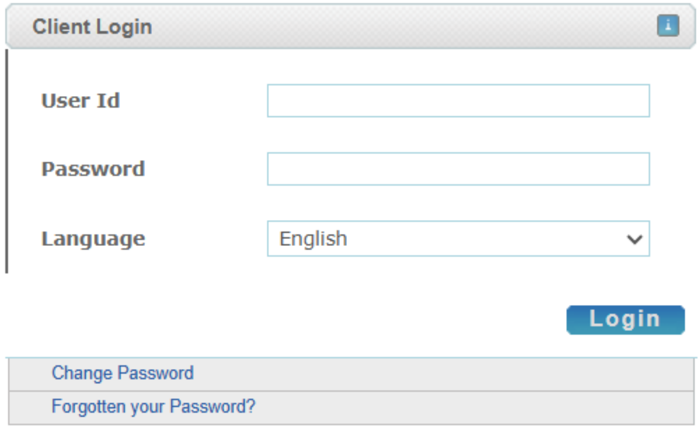
Recommended steps to validate your commissions in SynXis Commissions Payment:

- Check and where necessary, modify your SynXis Reservations.
- Enter any Non-SynXis Reservations.
- Modify the transactions which require correction and then **confirm** these.
- **Authorize as final step and store your Authorization Report electronically or as printed version for reference** and comparison of Hospitality Solutions's monthly Commission Invoices.

1. How to get started

Access SynXis Commissions Payment while using below URL:

https://commissions.synxis.com



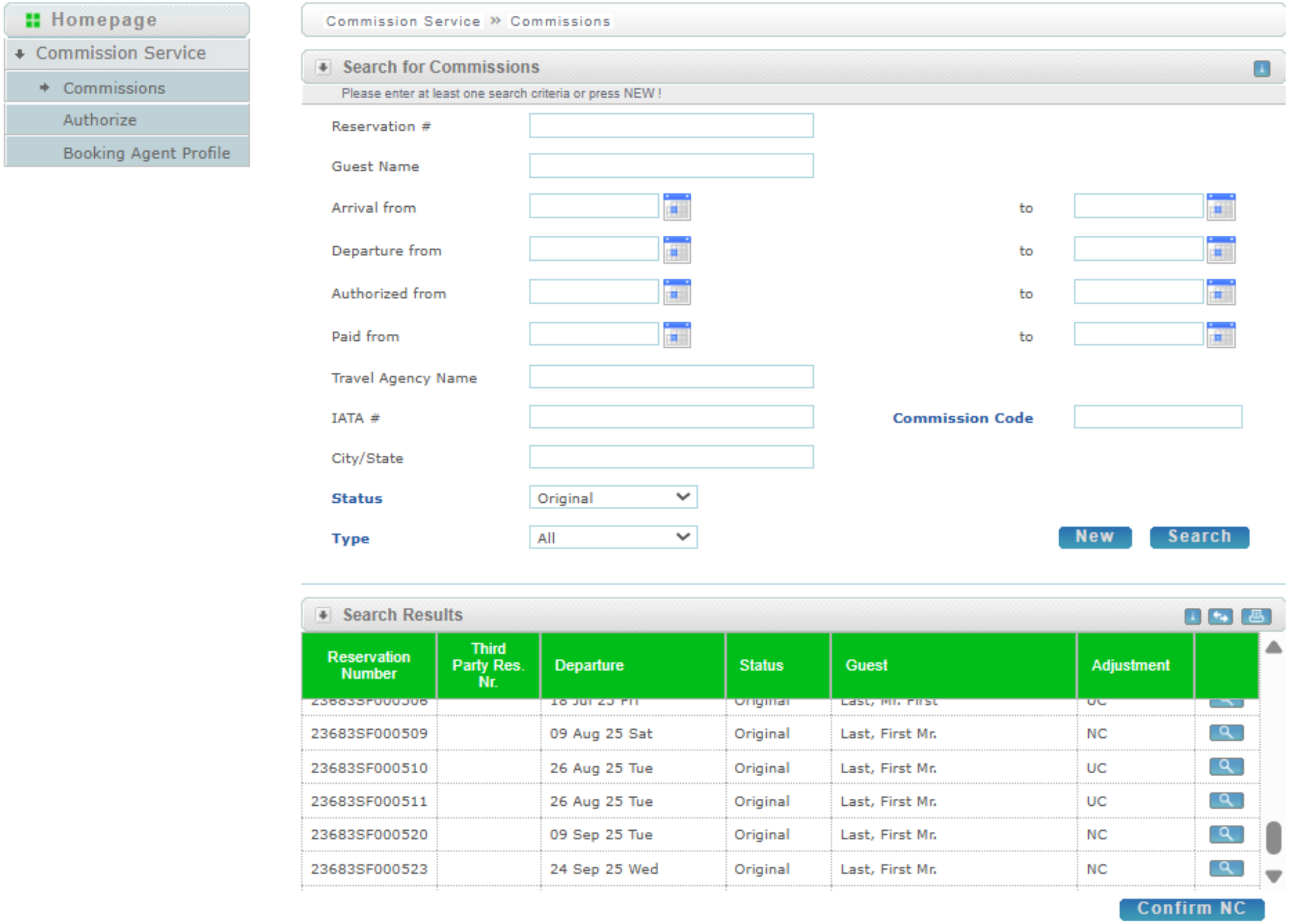
Reservations

Commission payment for SynXis reservations received on-line can be processed very easily.

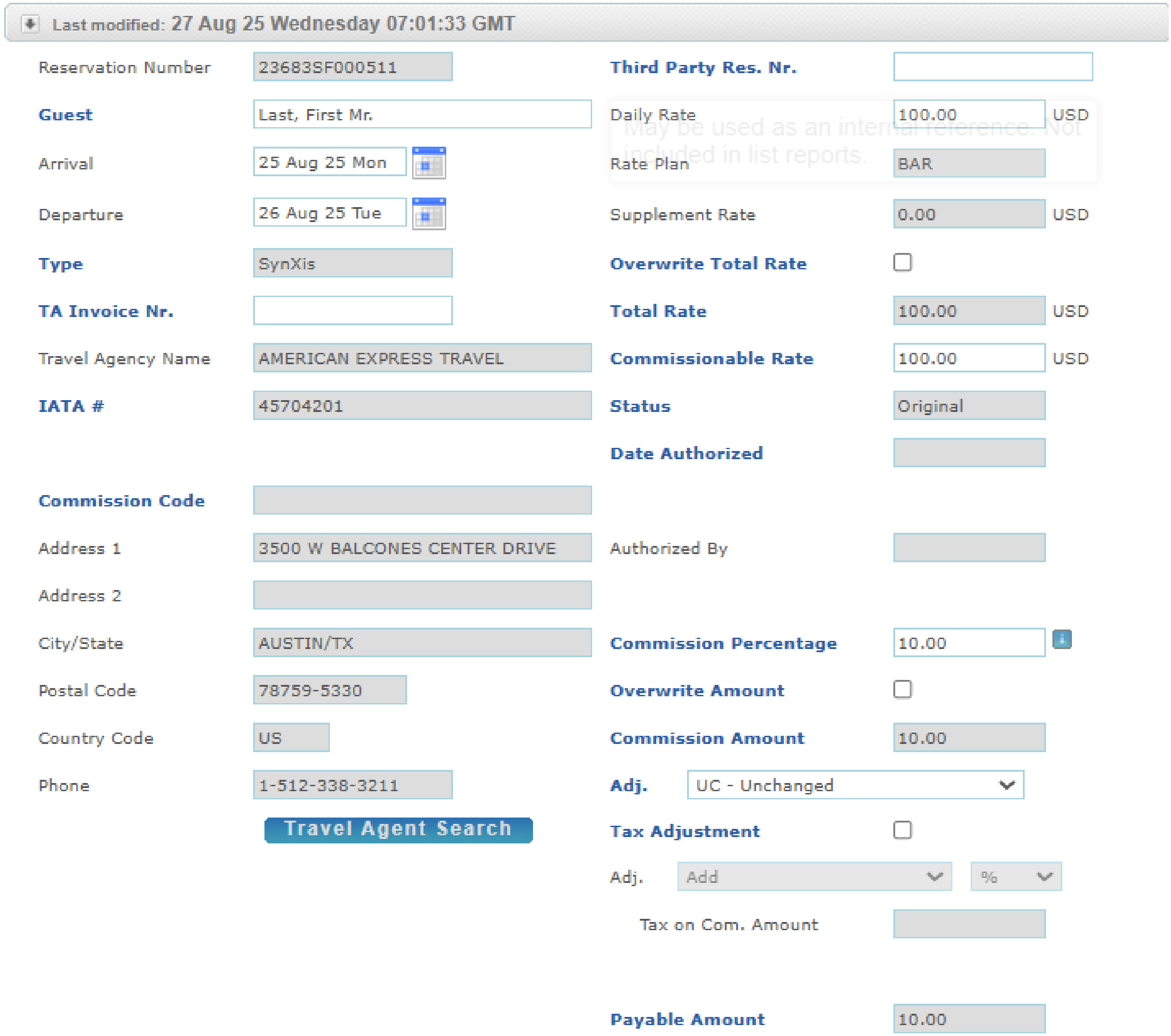
Click on Commissions:

To get a list of all outstanding SynXis reservations, click on the drop-down arrow in the field "**Status”** and select **"Original**". In the field "**Type”** select **"SynXis". ** Now click on search:

You will get a list of all SynXis reservations which you have not worked on yet, showing also the Adjustment Codes (UC or NC) in the overview for quicker handling.



Once the list appears, you just need to select the reservation by clicking directly on view and the transaction will automatically appear on your screen with all the reservation details filled in.



Last modified: 27 Aug 25 Wednesday 07:01:33 GMT
Reservation Number
23683SF000511
Third Party Res. Nr.
Guest
Last, First Mr.
Daily Rate
100.00
USD
May be used as an internal reference. Not included in list reports.
Arrival
25 Aug 25 Mon
Rate Plan
BAR
Departure
26 Aug 25 Tue
Supplement Rate
0.00
USD
Type
SynXis
Overwrite Total Rate
TA Invoice Nr.
Total Rate
100.00
USD
Travel Agency Name
AMERICAN EXPRESS TRAVEL
Commissionable Rate
100.00
USD
IATA #
45704201
Status
Original
Date Authorized
Commission Code
Address 1
3500 W BALCONES CENTER DRIVE
Authorized By
Address 2
City/State
AUSTIN/TX
Commission Percentage
10.00
Postal Code
78759-5330
Overwrite Amount
Country Code
US
Commission Amount
10.00
Phone
1-512-338-3211
Adj.
UC - Unchanged
Travel Agent Search
Tax Adjustment
Adj.
Add
%
Tax on Com. Amount
Payable Amount
10.00

Now check if all the details in the reservation screen are correct. You can adjust the information if you find something incorrect, (arrival or departure date, rate, commission percentage, etc.).

Where applicable you may enter the Invoice Number of the travel agency for your own reference (the information is not transmitted with payment).

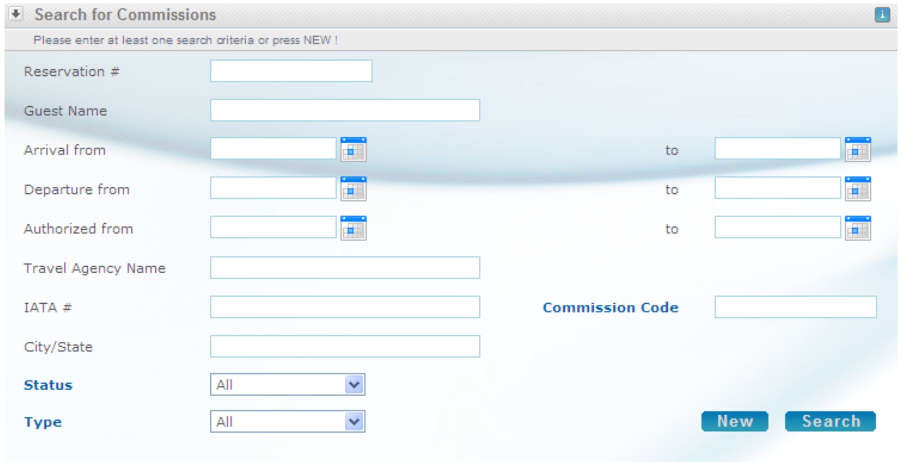
If you make changes on a reservation, please do not forget to use the adjustment codes which are explained later in this chapter. Select the appropriate adjustment to explain your modification and save the transaction with a click on "**Confirm**".

To send the commission payment to Hospitality Solutions you have to authorize the transaction. This is explained later in this chapter.

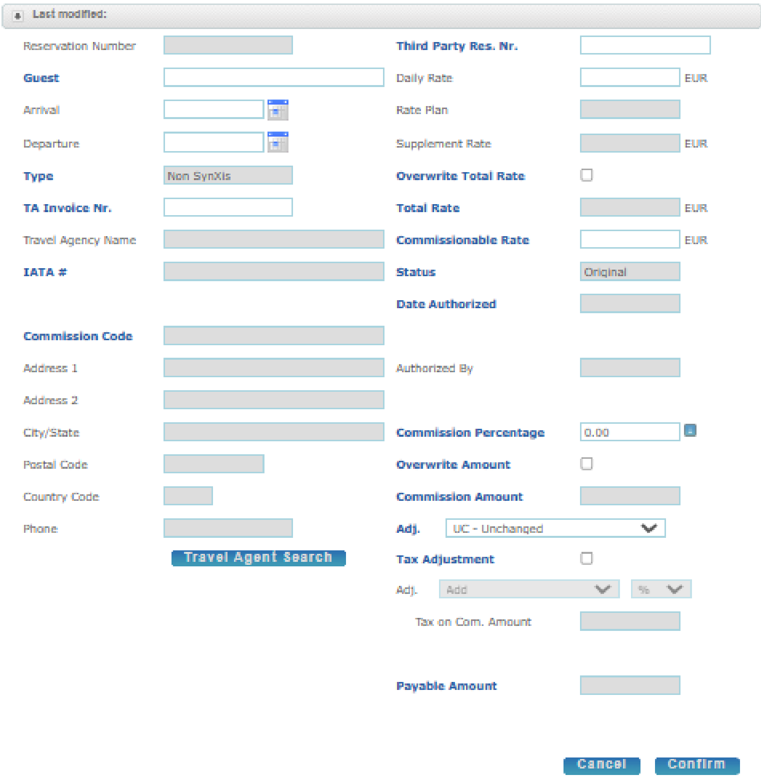
Non-SynXis Reservations

Reservations received via other sources than SynXis can also be processed through SynXis Commission Payment.
This also applies for transactions being expired (due to data volume, transactions in status "Original" are automatically removed from the system 12 months after departure date).

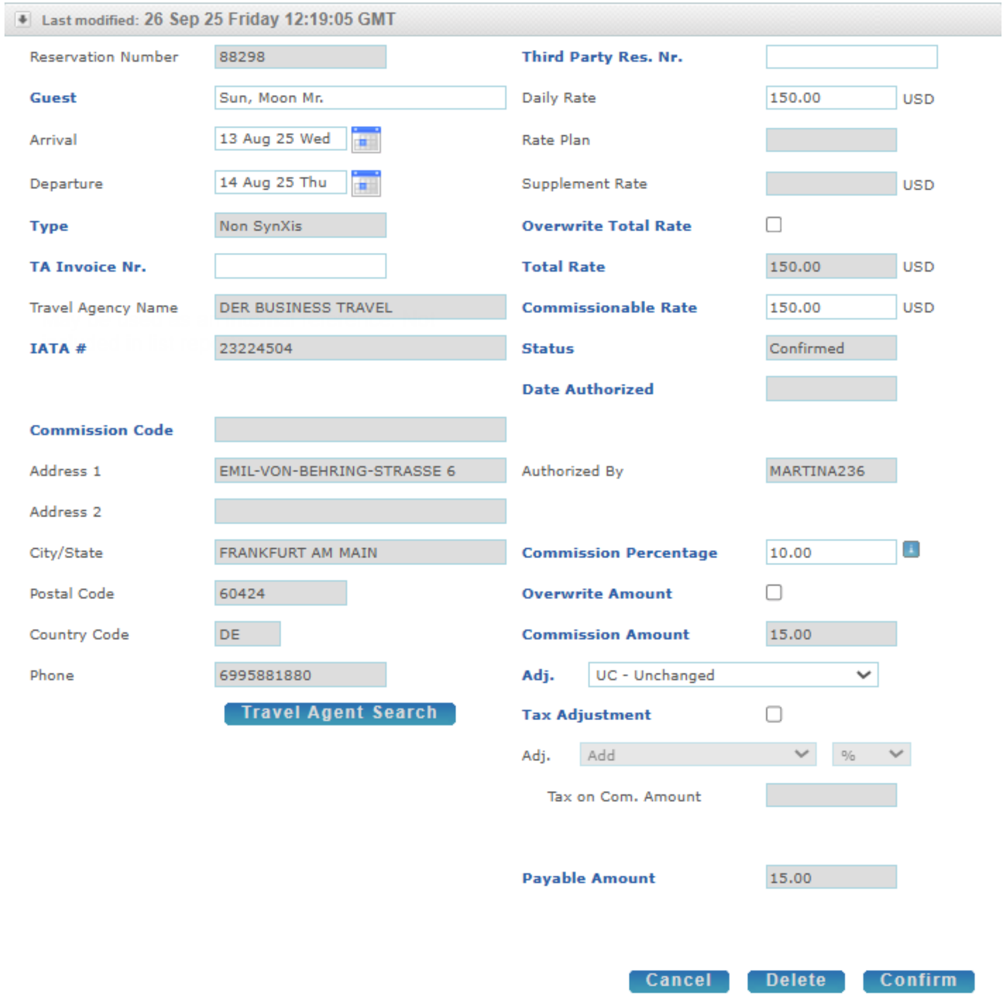
To enter a Non-SynXis reservation click on the button **"New"** in the first screen which appears when opening SynXis Commissions Payment.



The system will now show you a blank form:



and automatically create a transaction number unique to this booking once completed and confirmed.



Please fill in the required reservation details for the remaining fields to complete this form.

Please enter amounts using a "dot" instead of a "comma".

Once you have updated the reservation details please click on "**Confirm"** to save the transaction.
<u>For payout of commission to the respective beneficiary you have to authorize the transaction.</u>
<u>This is explained later in this chapter.</u>

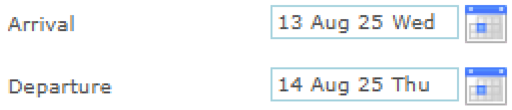
4. Field and function explanations

The following fields apply for SynXis and Non-SynXis reservations.

This is automatically filled out by the system. It is either the original reservation number from the SynXis reservation or an unique Non-SynXis number which is created automatically by the system once confirmed.

SynXis-Reservation: The name is taken from the original SynXis reservation or entered manually for Non-SynXis Reservations.

Non-SynXis Reservation: The guest name should not exceed 30 characters.
You can also use this field for a group or party name.



SynXis-Reservation: The Arrival/Departure date is taken from the original SynXis reservation.
If these dates have changed, please modify them accordingly.

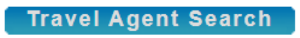
Non-SynXis Reservation: The arrival and departure date should be entered in the date format under which your property is configured in the SynXis System (DD/MM/YY for Europe and MM/DD/YY for the Americas). They could also be chosen from the calendar.

The below indicates whether this is a SynXis or Non-SynXis (manually entered) transaction.

To be completed for own usage if travel agency has issued a Commission Invoice to the property.

SynXis-Reservation: the complete travel agency details are displayed as shown in the SynXis booking.
If amendments /replacements are required the function Travel Agent Search needs to be used.

Non-SynXis Reservation: Agency records need to be chosen and integrated in transaction with function



While using any of the search fields and adding an asterix*

In case a Booking Agent Profile can't be retrieved a request needs to be sent to the Hospitality Solutions Commission Team for creation of the profile as for any other challenge related to adress records at

commission.services@sabre.com

SynXis-Reservation: Average daily rate of the stay. May be inclusive of taxes and ancillary products and reflects the daily rate originally booked. The field can be adapted manually, please be aware that modifications impact the whole commission payout calculation.

Non-SynXis Reservation: Simply enter the daily room rate / a Rate Plan can't be entered.

Only for SynXis-reservations: it reflects the rate code from the original SynXis reservation.

This amount represents the multiplication of the length of stay by the daily rate. It will always be calculated automatically.
If Overwrite Total Rate" is ticked, another rate can be entered as the "Total Rate".
Please be aware that modifications impact the whole commission payout calculation.

In case you require to overwrite the "Total Rate" the box has to be ticked.
Please be aware that modifications impact the whole commission payout calculation.

This field reflects the amount the commission calculation is based on and may differ from the amount displayed in field "Total Rate".
Calculations are based on Daily Rates and any tax calculations chosen (**see chapter Tax Calculations**).

Transaction status types are changing - according to process step at moment of checking.

Status of transaction when transmitted into SynXis Commissions Payment:

Original

Status of commissionable transaction transmitted into SynXis Commissions Payment as booked.

Or

NC / Non commissionable

A transaction status is automatically **"Original NC"** if a booking by a travel agency was made for a non-commissionable rate.

Transaction status to be set by property:

Authorized

Authorization of transactions authorized is the **final step of process** on the hotel side.

These transactions cannot be modified by Hotel User anymore.

Confirmed

When transaction has been reviewed by user and set to status **"Confirmed"** by user.

Confirmed / NC

As you are not going to pay commissions on this kind of bookings, you can confirm all of these with one mouse click.
Just select status type **"Original NC"** and click on "**Search"**. A list of all non-commissionable bookings appears.
Then click on the button [Confirm NC] and you can confirm them all in one go.

Deleted

The delete function should only be chosen in case the transaction was not supposed to be part of commission processing at all (error, confirmed by mistake, etc.) No valid agency identification number is needed to process a deletion and transactions can be deleted before departure date.

Transaction status set by Commission Team:

Limit

The amount of Advanced Payment provided by the hotel has been exceeded.

The respective transaction(s) are reviewed separately.

The property is contacted if necessary to identify the next steps.

On Hold

Only applies in cases when hotels / chains are using the "**Pre-Payment"** method.

During the time of data collection until issuing of Prepayment Invoice.

Paid

Displayed when payout to the travel agency has taken place.

Ready

The validation of data has been completed.

Rejected

The validation has failed, possible reasons are:

- property shows unpaid invoices
- account status exceeds the Advance Payment held
- registration for commission program is not finalized yet, but property had started data authorization
- property has left, still showing unprocessed authorized (possibly due to any of below listed reasons)

Rejected by provider

Data needs to be rejected in following cases to avoid wrong payments / payment losses:

- "Unable to locate payment recipient" (Banking details missing, recipient can't be identified)
- "Closed down recipient" (recipient not existing anymore)
- Duplicate confirmations
- The values shown are not corresponding (i.e.total amount of stay is lower than commission amount or equal to commission amount, tax calculations
- Payments authorized for agencies in any of the OFAC restricted countries to be retrieved under:

    https://home.treasury.gov/policy-issues/financial-sanctions

The respective information is provided and the chain / property is contacted for any further steps if required.

- Payment method "Advance": this information is stated in the report being attached to the monthly Commission Invoice and nothing is billed to the property.
- Payment method "Prepayment": an information is sent to the chain / property together with the respective Credit Note.

Sent to provider

- Appears when data has been consolidated for payout and is part of the upcoming payment cycle

Waiting

- Only applies in cases when hotels / chains are using the "**Pre-Payment"** method.
- During the time between issuing of invoice by Hospitality Solutions and receipt of payment from chain/property.
- Once the invoice has been paid to Hospitality Solutions, transactions are transmitted for pay out to the booking agents with the next available payment cycle.
- Status will change to **Ready /Sent to Provider.**

Date Authorized

This field reflects the date of authorization.

Authorized By

This field reflects the USER ID who authorized the payment.

Commission Percentage 10.00

This field reflects the commission percentage indicated. For SynXis bookings this field should be pre-filled according to commission information selected in the rate code.

Overwrite Amount

In case you need to overwrite the commission amount the box has to be ticked.
"Overwrite Amount" will allow you to manually input the commission amount.
If this box is not ticked, the commission amount will be calculated automatically.
Please do always double check the "Total Rate" before authorizing.
Please be aware that modifications impact the whole commission payout calculation.

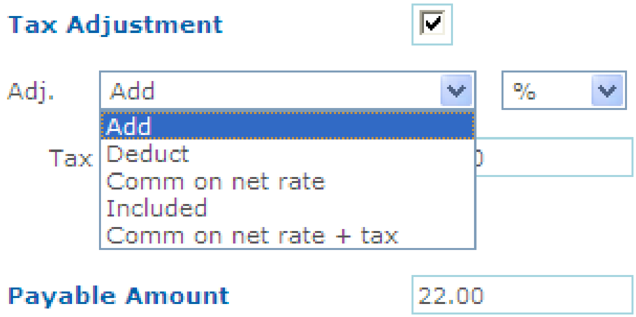
Commission Amount 15.00

This field reflects the commission amount, always depending on the rate code in the booking and the calculation operation chosen from the tax calculation fields (**see chapter 7 "Tax Calculations"**).

In case no tax calculation is activated, the amount to be paid out is reflected in that field.
The field "Payable Amount" will stay blank.

Adj. UC - Unchanged

All different codes are explained in chapter 4.2.



See chapter 7. Tax Calculations.

This field reflects the commission amount paid out to the travel agency.

This is either calculated automatically by the commission percentage entered, the pre-set or manually entered tax calculation or when ticking box "Overwrite Amount"
You can overwrite the Payable Amount manually **(see chapter 7 "Tax Calculations").**

<u>Please be aware that any modifications impact the whole commission payout calculation and display of VAT calculation on the agency side.</u>

To return to your Search Result Overview without saving changes click the "**Cancel"** button.
All changes will be lost.

To delete, no valid travel agency identification is needed.

Should you require to re-activate a deleted transaction, (<u>not being authorized yet</u>)
please choose status **"Deleted"** in **"Search for commissions"** mask and click on confirm.
Now the transaction is back in status **"Confirmed"** and ready for authorization.

Once you have updated the reservation details click on **"Confirm"** to save the transaction.

Error Messages:
Certain sections and fields require specific data and input. If this is not done or data is inserted incorrectly, error messages are displayed.

After clicking on the **"Save"** button, the back-end of the system checks first if all mandatory fields have been completed.
If not, an error message(s) will appear at the top of the page in red.

To check if an agency number is part of IATA, please use the IATA website at: www.checkacode.com.

4.1. 1. Commission payments for Bookig.com Ltd.

Booking.com confirmed that payments via third parties are not accepted. As per their contract they only accept payments made by the hotel directly.

This is why they are excluded from the SynXis Commission Service Program.

4.2. Adjustment Codes

The following Adjustment Codes are available:

1.) UC – Unchanged
This adjustment is displayed as a default of commissionable reservations being received in status
"Original". You can leave this adjustment code when the guest stayed at your property according to the original reservation. This adjustment should also be used for guest name changes and all necessary adjustments not reflected in any of the other adjustment codes and not relevant to the commission calculation. Commission amount has to be >0.

2.) NS – No Show
It might happen that a guest does not show up on the day of arrival. In this case, please select the adjustment **"No show".** The fields **"Commission Amount"** and **"Payable Amount"** are set to "0.00" automatically.

If you charge a no-show penalty to the travel agency or if you have debited the credit card used for guaranty, and if you have received the outstanding amount, you should pay the commission due on the no-show amount you have charged.

In such cases please:

- select adj. **"No-Show"**
- use tick box **"Overwrite Amount"**
- fill out field **"Commission Amount"** with respective amount
- use tick box **"Tax Adjustment"** if tax is applicable
- enter the adequate tax calculation(s)- (see chapter 7 "Tax Calculations") and confirm

3.) PP – Previously Paid
This adjustment should only be used in case the commission was paid already, e.g. the travel agency deducted the commission from their invoice. The commission amount and payable amount will adjust to "0.00" automatically.
This function should not be used for non- commissionable or no-show transactions.

4.) NC – Non-Commissionable
When the reservation was made for a non-commissionable rate, this is to advise the travel agent that no payment can be expected and to avoid an unnecessary claim. Once you have selected this adjustment the commission amount will automatically set to "0.00".

Non-commissionable bookings are already transmitted in status **"Non-commissionable"** and the field **"Commission Amount"** is set automatically to "0.00".

5.) CXL – Direct Cancellation
If the guest contacted your property directly to cancel the reservation it is recommended to use this adjustment to let the travel agency know. This saves a lot of commission claims. Once you have selected this adjustment the field "Commission Amount" is set to 0.00 automatically.

6.) CRR – Change Room Rate
If the guest requests a room with a different rate, you will need to select this adjustment.
Commission amount has to be >0.

7.) CNR – Change Number of Rooms
If the guest requests more / fewer rooms (, you can adjust the transaction accordingly. Commission amount has to be >0.

8.) CDS – Change Duration of Stay
If the guest changes his arrival or departure date, you will need to select this adjustment. Commission amount has to be >0.

After all necessary adjustments click on "Confirm" to save these changes.

Percentage set-up

The default commission needs to be set up within SynXis.
Please fill in the commission percentage which you would like to set as a default for your property.

Please keep in mind that you can at any time, overtype the commission percentage amount to an alternative percentage you wish to pay. The commission amount will be calculated accordingly. This might be useful for promotions where you offer 15% commission instead of 10%, e.g. during low seasons.

6. Authorizing of commission transactions

The handling of transactions in SynXis Commissions Payment always follow the same procedures.

Step One:

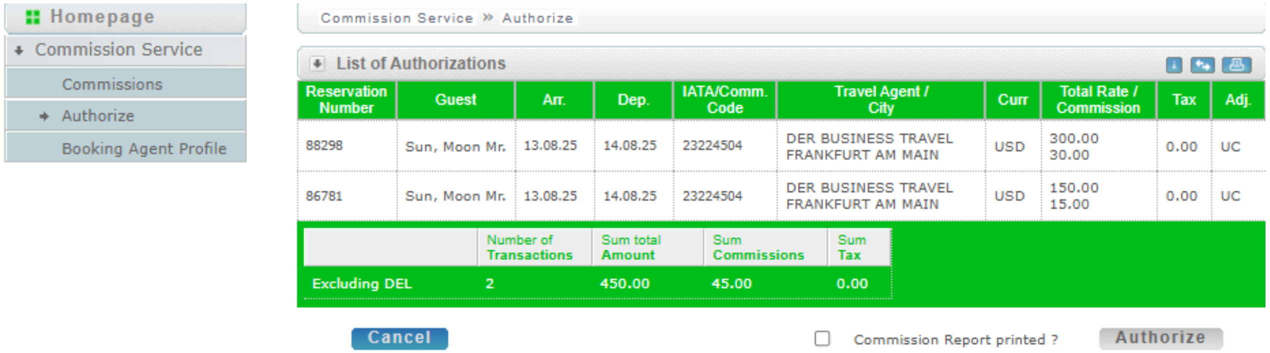
- Confirm or delete an individual transaction
- Transactions in status ***"Confirmed"*** can be amended as often as needed before the authorization process is started.

Step Two:

- "Authorize all transactions in status ***"Confirmed"*** in one go.
- Without authorization transactions are not processed to us.

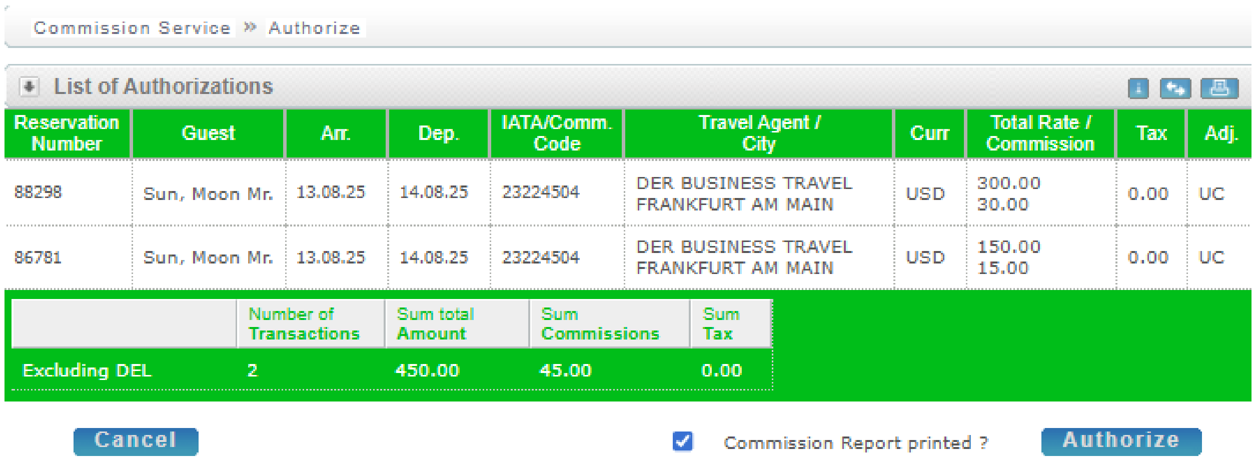
Please click on ***"Authorize"*** to get a list of all transactions which have been confirmed but not authorized yet. Deleted transactions are authorized together with all other transactions but are not part of the transmitting process for payout.

Now click on **Printable Version** to make a printout of these transactions. You can choose between a pdf. or an excel format version:



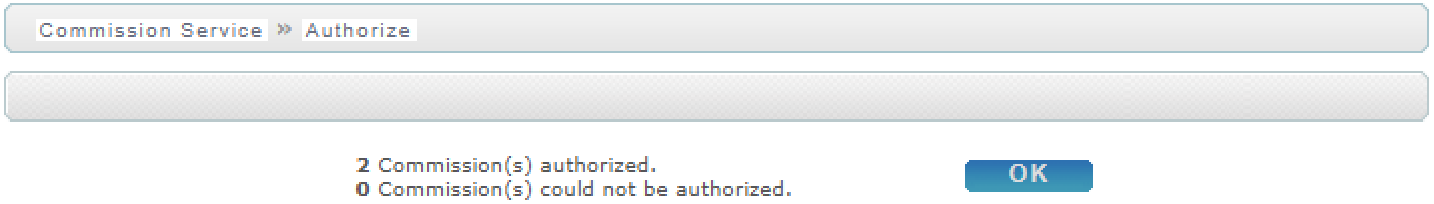
It is important to check this report carefully to assure that there are no errors in the payment details.
If you notice errors, you can modify and confirm the transactions providing they have not been ***"Authorized"***. Please click on ***"Commission"*** and enter at least one search criteria, choose Status Type ***"Confirmed"*** and start your search for the respective transaction to retrieve it again.

If everything is in order, please click the field ***"Commission Report printed"***, print the report and then click on ***"Authorize":***



<u>It is the responsibility of your property</u> to store this report electronically (Excel Format) and / or as printed version for your reference.

You will get a message that your transactions have been authorized.



In case you get an error message e.g. showing

0 commission(s) authorized
-XX commissions could not be authorized

This is generally related to an Internet connection problem.

Please try again and contact your IT Department before contacting us.

7. Tax calculations

With increasing requirements from global taxation, you have the possibility to choose amongst five different tax calculation options according to the tax laws applying for your country.

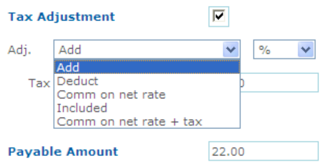
Preset tax calculations have been made for Germany, Switzerland and India.

Any commission amount calculations are based on the total booking amount displayed in the reservation.

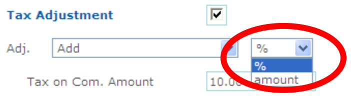
Each field can be used individually and contains several calculation operations which can be chosen by drop down menu.

- All calculations are reflected in the fields ***"Com. Amount"*** and ***"Payable Amount".***
- All calculations are linked to the choice made in the drop down menu in field ***"ADJ."***

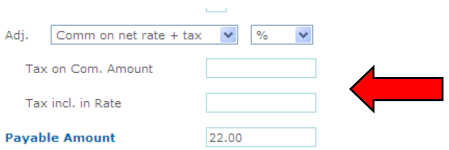
Different calculation operations in field *"Adj."* as follows:



Add	adds tax calculated from field "Total Rate"
Deduct	deducts tax calculated from field "Total Rate"
Comm on net rate	tax calculated from field "Total Rate"
Included	tax calculated from field "Total Rate"
Comm on net rate + tax	deducts tax from field "Total Rate" and adds tax on Com. Amount



Tax calculations can be based on a percentage (%) or a fixed amount by choosing an option from the dropdown menu as shown above.



The fields below for adding the respective percentage or fixed amount are free formatted.

For the countries Germany, Switzerland and India we have already preset the tax calculations based on actually known tax laws.

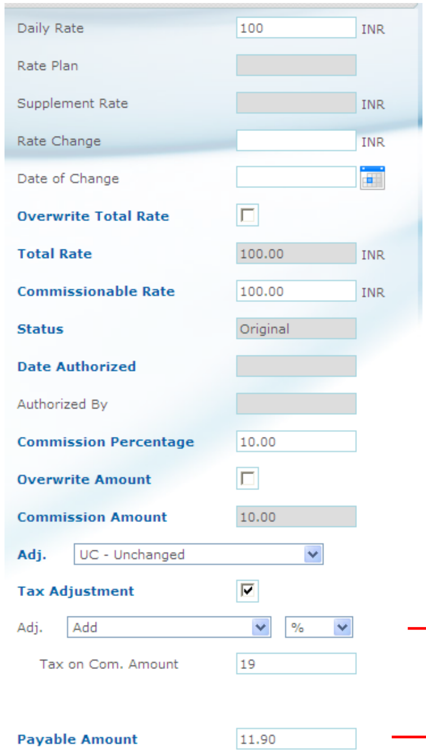
Please note, that Hospitality Solutions can't warrant for the accuracy of the tax calculations, as tax requirements of each country are subject to regular change. It is within the responsibility of the customer to review and check the calculations.

In such cases with country presetting, the tick box "Tax Adjustment" is already activated as shown in the above screenshots.

You can always amend the single fields if required, but please note that the original tax preset calculations **are not** reproduced automatically. If needed such calculations have to be re-entered manually by yourself.

Different calculation operations can be entered, according to the various possibilities in the new fields.
operations. **The SynXis Commissions Payment System is just following your set up on a calculation basis only and is not viable for such calculation.**

<u>Add (percentage)</u>

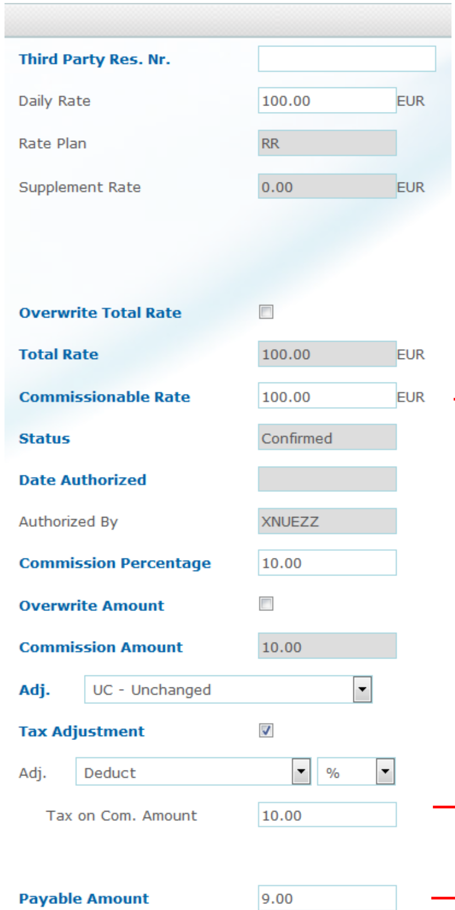


Commission based on Commissionable Rate

Adding x% on Commission Amount

This amount will be paid to Travel Agency

Deduct (percentage)



Commission based on Commissionable Rate

Deducting x% from Commission Amount

This amount will be paid to Travel Agency

If an **Indian hotel** pays commission to a **travel agency** based **in India the "Tax Adjustment" box is ticked and the tax calculation is preset** according to the actual tax law in India (tax of 10% is deducted from commission amount).

If an **Indian hotel** pays commission to a **travel agency** based **outside India the "Tax Adjustment" box is not ticked** and no tax calculation is preset.

Comm on net rate (percentage)

Third Party Res. Nr.		
Daily Rate	827.00	CHF
Rate Plan	X19	
Supplement Rate	0.00	CHF
Overwrite Total Rate	☐	
Total Rate	827.00	CHF
Commissionable Rate	796.72	CHF
Status	Sent to Provider	
Date Authorized	27 Oct 16 Thu	
Authorized By	LLW1626	
Commission Percentage	8.00	
Overwrite Amount	☐	
Commission Amount	63.74	
Adj.	UC - Unchanged	
Tax Adjustment	☑	
Adj.	Comm on net rate	%
Tax incl. in Rate	3.80	
Payable Amount	63.74	

Total Rate including TAX of 3,8% (103,8%)

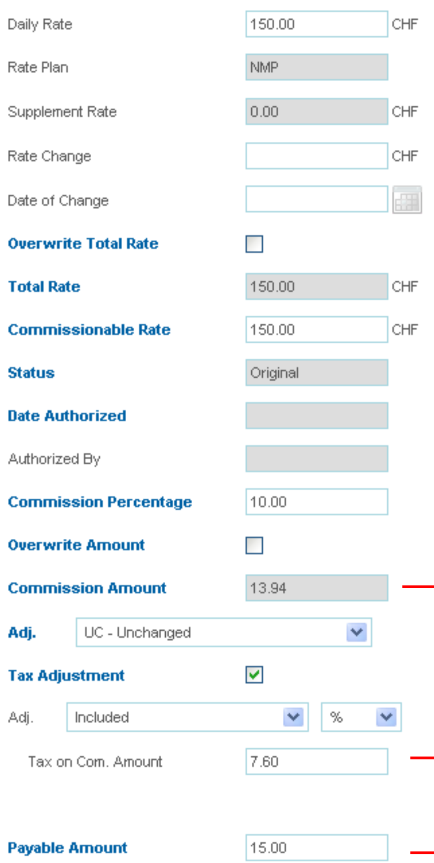
Commissionable Rate excluding 3,8% (100%)

Commission amount based on Commissionable Rate

Deducting x% from Total Rate

This amount will be paid to the travel agency

If a **Swiss hotel** pays commission to a **travel agency based in Switzerland the "Tax Adjustment" box is ticked and the tax calculation is preset** according to the actual tax law in Switzerland (tax of 3.8% is included in rate).



Daily Rate	150.00	CHF
Rate Plan	NMP	
Supplement Rate	0.00	CHF
Rate Change		CHF
Date of Change		
Overwrite Total Rate	☐	
Total Rate	150.00	CHF
Commissionable Rate	150.00	CHF
Status	Original	
Date Authorized		
Authorized By		
Commission Percentage	10.00	
Overwrite Amount	☐	
Commission Amount	13.94	
Adj.	UC - Unchanged	
Tax Adjustment	☑	
Adj.	Included	%
Tax on Com. Amount	7.60	
Payable Amount	15.00	

Commission amount excluding tax percentage

Deducting x% from Commission Amount

Commission amount including tax, payable amount to agency

If a **Swiss hotel** pays commission to a **travel agency outside Switzerland the "Tax Adjustment" box is already ticked and the tax calculation is preset** according to the actual tax law in Switzerland (tax of 7,6 % is calculated on commission amount).

Comm on net rate + tax (percentage)

Total Rate including TAX of 7% (107%)

Commissionable Rate excluding 7% (100%)

19 % VAT to be added to Com Amount

Payable Amount is the Com Amount based on the net amount plus the German VAT of 19 %

In case a hotel has negotiated a commission payment on net rates but the daily rate is including VAT we recommend choosing Tax Adjustment “Com on net rate + tax”.

Below example reflects the Tax Regulations within German Hospitality Business.

If a **German hotel** pays commission to a **travel agency based in Germany the “Tax Adjustment” box is already ticked and the tax calculation is preset** according to the actual tax law in Germany (tax of 19% is added to commission amount).

If a **German hotel** pays commission to a **travel agency** based **outside Germany the “Tax Adjustment” box is not ticked** and no tax calculation is preset.

All tax amounts calculated with this functionality and based on the methods explained above, will be shown on the respective commission / tax reports on Property Level.

Rate Display in SynXis

The commission data displayed in the SynXis Commissions Payment Tool is based on the "Total Rate before Tax".

There are no changes to the tax calculation pre-set for below scenario:

a **German hotel** pays commission to a **travel agency based in Germany**
the "Tax Adjustment" box is already ticked and the tax calculation is preset according to the actual tax law in Germany (tax of 19% is added to commission amount)

<u>In case a hotel wants to pay commission based on a different rate it is recommended to adapt the "Daily Rate".</u>

The system is calculating the commission amount according to entry adaptations.

8. Payout Process Description

According to the Processing Calendars provided, all commissions authorized within a specific time frame, are consolidated for pay out to the booking agents.

The Processing Deadlines and the respective payout dates also depend on the contracted payment method.

Advance Payment

For example:
- commissions being authorized by 04th November (Processing Deadline), are paid out to the agencies on 21st November
- commissions being authorized by 18th November (Processing Deadline), are paid out to the agencies on 05th December

Prepayment

For example:
- commissions being authorized by 28th October(Processing Deadline) are invoiced to chain/property beginning of the following month
- receipt of payment to Hospitality Solutions before 18th November, commissions are paid out to the agencies on 05th December

Specific pay out requirements set up by travel agencies might impact the payout dates and therefore not match with the payout dates stated in the Processing Calendars.
- only monthly or quarterly payments
- payments only when a certain amount is reached
- payments just to one entity within an organization

Always check your Payment Report attached to the Commission Invoice and / or the "Paid" information displayed in the transaction.

09. Invoicing

Related to your agreement within your hotel organization a Commission Invoice is sent
to your property directly or to the Head Office of your hotel group – once per month.

<u>The Commission Invoice contains:</u>

- The commission amount and the contracted fees for transactions **authorized** within the respective deadlines of a specific month (according to the Processing Calendar).
- Commission Invoices are issued by Hospitality Solutions in Frankfurt, according to the payment method contracted:

Payment Method "Advance" within 2 weeks after the last payment cycle of the preceding month

Payment Method "Prepayment" at the beginning of the following month after authorization

- A Payment Report reflecting all transactions authorized and invoiced accordingly is attached to each Commission Invoice.

10. Commission Claim Handling

The following steps will help you to assist a Travel Agency with their commission claim. In case you encounter any difficulties during your research, the Hospitality Solutions Commissions Payment Department appreciates to help you.

What shall I do in case of a commission claim by a Travel Agency?

<u>Check the status in **SCP**:</u>

1. **The status in SCP is <u>"Original"</u>**

The Payment has not been authorized by your property and therefore not been integrated into the **SCP** payment cycle (yet).

Action: Please "***confirm***" and **"authorize"** the transaction in case the payment has not been issued from your property directly to the agency.
The payment should be part of the next available payment cycle (according to our Processing Calendar).

2. **The status in SCP is <u>"Confirmed"</u>**

The final step of authorization is missing.
Action: Please authorize the transaction in **SCP** for processing payment.

The payment should be part of the next available payment cycle (according to our Processing Calendar).

3. **The status in SCP is <u>"Authorized</u>**"

Authorization as final step on property level has been executed.

Action: Please check Processing Calendar for deadline of processing to Hospitality Solutions and identify the scheduled Travel Agency pay-out date according to the Processing Calendar.

4. **The status in SCP is <u>"Sent to Provider"</u>**

The transaction has been finalized for payment.

Action: Please check your Processing Calendar for pay-out date.

6. **The status in SCP is <u>"Rejected"</u>**

Possible reasons are:

- property shows unpaid invoices
- account status exceeds the Advance Payment held
- registration for commission program is not finalized yet, but property had started authorizations
- property has left, but there is authorized data remaining for processing

Action: Please review status of payment of Hospitality Solutions Commission Invoices with your Accounting Team.

7. **The status in SCP is "Rejected by provider"**

Data needs to be rejected in following cases to avoid loss of payments or wrong payments:

- "Recipients banking information unavailable" (Banking details missing, no wire transfer possible)
- "Recipients location n closed / no longer existing"
- "Invalid amount" (the values shown are not corresponding, i.e. booking amount lesser or equal than commission amount).
- "Payment refusal to OFAC countries" (Payments authorized for agencies in any of the OFAC restricted countries

This information is also stated in the report being attached to the monthly Commission Invoice (when payment method "Advance Payment" is applied).

The transactions are not billed to the property (when payment method "Advance Payment" is applied) **or refunded to the property** (when payment method "Pre-Payment" is applied)**.**

The property is contacted for any further steps if required.

Action: Please review report attached to your monthly Commission Invoices.

8. **The status in SCP is "On Hold"** (only shown when payment method "Pre-Payment" is applied)

Status is displayed during the time of data collection until issuing of Prepayment Invoice.

Action: nothing to do from property side, as data is in billing process, only to keep the agency informed accordingly.

9. **Waiting** (only shown when payment method "Pre-Payment" is applied)

Status is displayed between moment of invoice issuing and receipt of payment by Hospitality Solutions.

Action: assure payment of outstanding invoice(s). Once the invoice has been paid to Hospitality Solutions, transactions are transmitted for payout to the travel agents with the next available payment cycle.

10. **Paid:** In case a travel agent is still unable to allocate their commission, please advise them to address their request to our partner, executing the payments under:

https://onyxcentersource.my.site.com/p/s/web-to-case-form

11. Stop Payment (if possible)

Possible Stop Payment reasons are:

- the transaction has been authorized by the chain / property by mistake
- the payment had been made to an invalid / wrong travel agency
- the travel agency has not received payment, although payment was processed correctly

In all these cases please contact the Hospitality Solutions Commissions Payment Department for further investigation and advise.
Please indicate below information in the subject line:

- Hotel ID number and Purpose of email

Further information is required as:

- Hotel name
- Reservation number
- Guest name
- Arrival and departure date

12. Contacts

commission.services@sabre.com