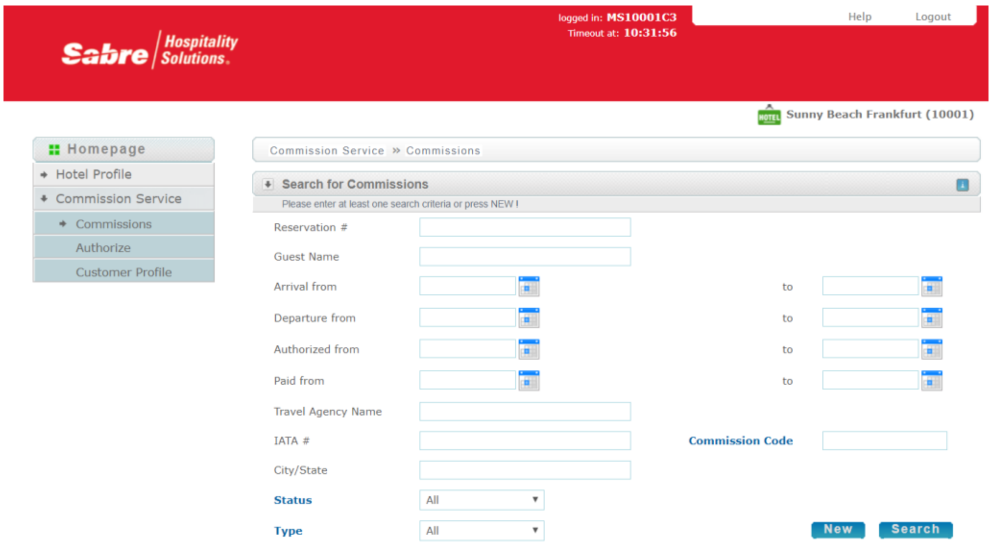
SynXis

Commission.Services@Sabre.com

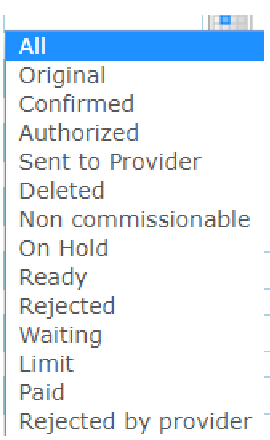
Checklist for status types



Below transaction status types are used, reflecting the processing step at moment of checking of transaction.

Just enter the reservation number and click on Search to view status of respective booking.

You can also choose any of below status types to create a report of transactions in the appropriate status.



Transaction status of transaction when transmitted into SynXis Commissions Payment Tool:

Original
Status of commissionable transaction transmitted into SCP as booked.

Or

NC / Non commissionable
A transaction status shows automatically **"Original NC"** if a booking was made with a non-commissionable rate.

Transaction status to be set by property:

Authorized
Authorization of transactions is the **final step of process** on the hotel side.
These transactions can't be modified by Hotel User anymore.

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

Deleted
The "Delete" function should only be chosen in case the transaction was not supposed to be part of commission processing at all (error, recipient not entitled for commission payment, etc.). No valid agency identification number is needed to process a deletion.

Transaction status set by SynXis Commissions Payment Team:

Limit
The amount of Advanced Payment provided by the hotel has been exceeded.
The respective transaction(s) are reviewed separately.
Hotel may be contacted by Commission Team.

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.

Paid
Displayed when payout to the travel agency has been executed, indicating date of payment as commission amount and respective currency.

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

Ready

The validation of data has been completed and the transaction will get transmitted for payout to the beneficiary with the upcoming cycle.

Rejected
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 authorized data still remaining for processing

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 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 and refunded to the property in case of Prepayment.
<u>The property is contacted for any further steps if required.</u>

Sent to provider
Appears when data has been consolidated for transfer to the payment provider.

Waiting (only shown when payment method "Pre-Payment" is applied)
Status is displayed between moment of invoice issuing and receipt of payment by Sabre.
Once the invoice has been paid to Sabre, transactions are transmitted for payout to the travel agents with the next available payment cycle.

Payments of Commission Invoices have to be made to:

Sabre Hospitality Solutions GmbH ° Main Airport Center (MAC) ° Unterschweinstiege 2-14 ° 60549 Frankfurt/Main ° Germany
t + 49 (69) 664 089 1501 ° f + 49 (69) 69 59 64 58 ° Internet: www.sabrehospitality.com
Place of Business: Frankfurt, Germany ° Managing Directors: Frank Trampert ° Registry Information AG Frankfurt HRB 30120
Bank Account: Commerzbank AG, Germany ° Account 3 501 425 00 SWIFT-BIC:DRES DE FF ° IBAN: DE 10 5008 0000 0350 1425 00
National Tax-Id N°: 045 236 06 554 ° VAT-Id N°: DE 114 222 813

Status will change to **Ready /Sent to Provider.**

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 Sabre Commissions Payment Department appreciates to help you.

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

Check the status in **SCP**:

1. **The status in SCP is "Original"**

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 "Confirmed"**

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 "Authorized"**

Authorization as final step on property level has been executed.

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

4. **The status in SCP is "Sent to Provider"**

The transaction has been finalized for payment.

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

6. **The status in SCP is "Rejected"**
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 Sabre Commission Invoices w Accounting

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 Sabre.

Action: assure payment of outstanding invoice(s). Once the invoice has been paid to Sabre, 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 and / or requires a payment proof, 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

What shall I do in case of a commission claim (sometimes together with a commission invoice) sent by Onyx Center Source ?

Please review status of transaction and proceed as above described – requests for transactions in status "Paid" can be entirely ignored.

Important: Any payments to Onyx Center Source or the agency directly are leading to double payments to the agency.