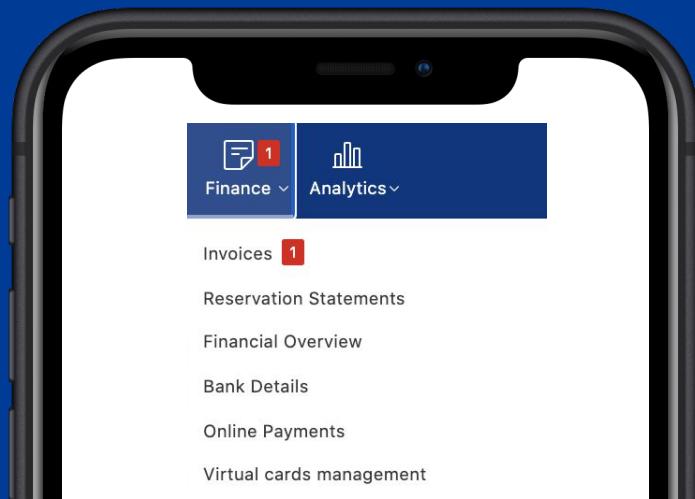


Booking.com

Invoicing and Reservation Reconciliation

**Finance Training with
Booking.com - How to
reconcile your invoice**

We're here to set you up for success



We'll provide suggestions on a variety of topics to help enhance your operations.

- Review procedures
- How to use tooling
- Share tips & tricks

Today's opportunity

Let's review our tooling and processes to enhance your operations.



Booking.com
invoice cycle



Utilizing our
reservations page



Communication
with your guests,
and Booking.com

Invoicing Cycle

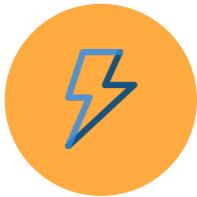


1st of Month



5th of Month
by 5:00PM EST

Reservation
Statement Generated



6th of Month

Modifications due

Invoices available in
the Extranet



19th of Month

Invoice payment due

Invoicing Cycle



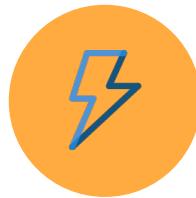
1st of Month

Reservation
Statement Generated



5th of Month
by 5:00PM EST

Modifications due



6th of Month

Invoices available in
the Extranet



19th of Month

Invoice payment due

1st of Month



Home



Rates & Availability



Promotions



Reservations



Property



Opportunities



Inbox



Guest Reviews



Finance



Analytics



Marketplace

Reservation Statements

Here you can see all reservation details that have been included in your invoice.

Period

2020-03



This invoice was issued on **Apr 6, 2020**, based on the information displayed below. Click here to view the reservations

Invoices

Reservation Statements



Financial Overview

Disputes

Disputes

Bank Details

Keep your **Reservations** up to date by making any necessary changes within 48 hours of the guest's check-out. That way you can reduce the time you spend on disputes. [Watch the video – How to avoid future disputes](#)

Something wrong with the invoice? You can submit a new dispute to cover exceptional cases.

Download XLS

Download CSV

Print this page

B.

1st of Month

Period: 2020-08 (not invoiced)

This invoice hasn't been issued yet.

[Download XLS](#) [Download CSV](#) [Print this page](#)

Book Number	Guest Name	Check-in	Check-out	Room Nights	Comm. %	Result	Original Amount (USD)	Final Amount (USD)	Commission Amount (USD)	Remarks
		Jul 30, 2020	Aug 4, 2020	5	18	Stayed	US\$479.54	US\$479.54	US\$86.32	
		Jul 30, 2020	Aug 5, 2020	6	18	Stayed	US\$497.34	US\$497.34	US\$89.52	
		Jul 30, 2020	Aug 3, 2020	4	18	Stayed	US\$770.30	US\$770.30	US\$138.6	Chargeable extra fees
		Jul 31, 2020	Aug 2, 2020	2	18	Stayed	US\$278.64	US\$278.64	US\$50.16	

B.

Invoicing Cycle



1st of Month

Reservation
Statement Generated



5th of Month
by 5:00PM EST

Modifications due



6th of Month

Invoices available in
the Extranet



19th of Month

Invoice payment due

5th of Month

Reservation statements

Here you can see all reservation details that have been included in your invoice.

Period ▼

This invoice was issued on **6 Apr 2020**, based on the information displayed below. [Click here to view the reservations.](#)

[Download XLS](#) [Download CSV](#) [Print this page](#)

Book number	Guest name	Check-in	Check-out	Room nights	Comm. %	Result	Original amount (USD)	Final amount (USD)	Commission amount (USD) <small>?</small>	Dispute commission amount	Remarks
		27 Feb 2020	3 Mar 2020	5	15	Stayed	US\$1,80	US\$1,805	US\$270.75	<input type="checkbox"/>	
		27 Feb 2020	1 Mar 2020	0	15	Cancelled	US\$1,51	US\$0	US\$0	<input type="checkbox"/>	
		28 Feb 2020	1 Mar 2020	0	15	Cancelled	US\$1,36	US\$0	US\$0	<input type="checkbox"/>	
		28 Feb 2020	1 Mar 2020	2	15	Stayed	US\$90	US\$900	US\$135	<input type="checkbox"/>	
		28 Feb 2020	1 Mar 2020	2	15	Stayed	US\$82	US\$820	US\$123	<input type="checkbox"/>	

Disputes

Keep your **Reservations** up to date by making any necessary changes within 48 hours of the guest's check-out. This way you can reduce the time you spend with disputes. [Watch the video - How to avoid future disputes](#)

Something wrong with the invoice? You can submit a new dispute to cover exceptional cases.

B.

Utilizing the reservations page

1. How to get to Reservations Page
2. Mark “No Shows” by the 5th of each month
3. Update reservation status, stay dates or rates when guests make changes
4. Mark “Invalid credit card” if you could not charge the card



How to get to the Reservation Page

Reservation Statements

Here you can see all reservation details that have been included in your invoice.

Period 

This invoice hasn't been issued yet.

 [Download XLS](#)

 [Download CSV](#)

 [Print this page](#)

Book Number	Guest Name	Check-in	Check-out	Room Nights	Comm. %	Result	Original Amount (USD)	Final Amount (USD)	Commission Amount (USD) 	Remarks
		Mar 31, 2020	Apr 1, 2020	1	13	Stayed	US\$71.22	US\$71.22	US\$9.26	
		Mar 31, 2020	Apr 2, 2020	2	13	Stayed	US\$190.99	US\$190.99	US\$24.83	
		Mar 31, 2020	Apr 1, 2020	1	13	Stayed	US\$71.22	US\$71.22	US\$9.26	

How to mark a no show

Update this reservation

Change reservation dates & prices

Mark as a no-show

Report guest misconduct

Print this page

Report credit card fraud

Report other chargeback cases

Payment

Mark credit card as invalid

Update this reservation status to
“No Show”



Mark as no-show X

Studio (LaSalle #10)

Do you want to waive the no-show fee for this reservation?

Yes No

We'll let the guests know accordingly.

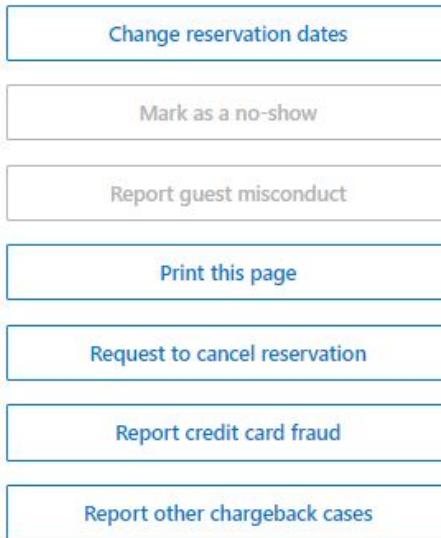
If you charge a cancellation or no-show fee for any reservation, Booking.com will charge commission on this fee.

Yes, mark as a no-show

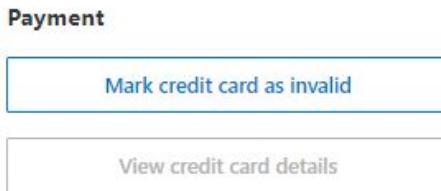
Cancel

B.

No Show AND Invalid Credit Card



If a guest no shows and you also could not collect funds, mark the reservation as a no show **and** invalid credit card.



B.

Updating Reservation Date & Price

Update this reservation

Change reservation dates & prices

Mark as a no-show

Report guest misconduct

Print this page

Report credit card fraud

Report other chargeback cases

Payment

Mark credit card as invalid

Ideally update before they check out.
Allows you to check availability



Change reservation dates & prices

Before saving the changes, make sure you have availability for the dates requested.

Date

Thu, Jul 30, 2020 — Tue, Aug 4, 2020 [Change](#)

Want to adjust the price?

This is entirely up to you. If you adjust the price, the new amount will be divided equally between the booked units. If you want to adjust the price per unit, select the units in the previous step.

New price

USD 300

Old price

US\$ 563.04

New commission

US\$ 54.00

Old commission

US\$ 86.32

Save

Cancel

B.

Report Credit Card Fraud or Guest Misconduct

Update this reservation

Change reservation dates & prices

Mark as a no-show

Report guest misconduct

Print this page

Report credit card fraud

Report other chargeback cases

We're here to support

B.

Invoicing Cycle



1st of Month

Reservation
Statement Generated



5th of Month
by 5:00PM EST

Modifications due



6th of Month

Invoices available in
the Extranet



19th of Month

Invoice payment due

6th of Month

The screenshot shows a software interface for managing hotel reservations and financials. The top navigation bar includes links for Home, Rates & Availability, Promotions, Reservations, Property, Opportunities, Inbox, Guest reviews, Finance, and Analytics. The Finance section is currently active, indicated by a blue background. A green box highlights the 'Invoices' tab, which is also underlined. Below the tabs, there are sections for 'Stay up to date!', 'Financial overview', 'Online Payments', 'Reservation statements', and 'Bank details'.

Invoice	Description	Due by	Invoice amount	Status
1554905452 Download pdf	Period Jul 1, 2020 — Jul 31, 2020 Date: Thu, Aug 6, 2020 Invoice Type: Commission	Wed, Aug 19, 2020	US\$2,630.84 View statement	Unpaid: US\$2,630.84
1553845764 Download pdf	Period Jun 1, 2020 — Jun 30, 2020 Date: Mon, Jul 6, 2020 Invoice Type: Commission	Sun, Jul 19, 2020	US\$2,253 View statement	Unpaid: US\$2,253 In process: 2253.00 USD

B.

Invoice Example

Booking.com

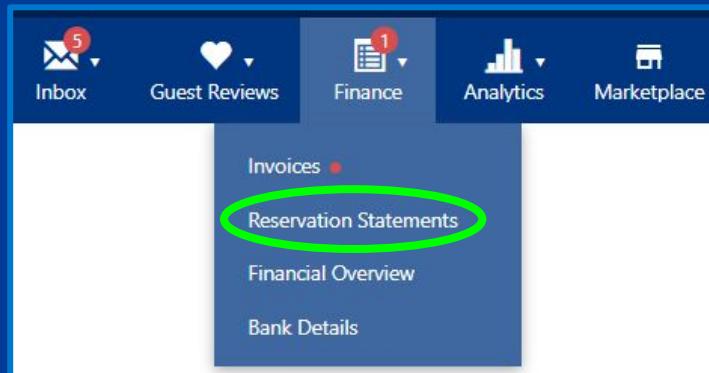
Booking.com B.V.
P.O. Box 1639
1000 BP Amsterdam
The Netherlands
Fax: 1 877 516 7483
Phone: East 877 266 5818/ West 866 938
2961
VAT number: NL805734958B01
Registered in the Netherlands No.:
31047344
www.booking.com

Accommodation number:
Invoice number :
Date: 8/6/17
Period: 7/1/17 – 7/31/17

INVOICE

Description	Room Sales	Commission
RESERVATIONS	USD 1156.00	USD 173.40
Total amount due		USD 173.40

How to dispute commission amount



Guest: Sajed Abu hijleh Check-in: 2020-02-27 Check-out: 2020-03-01

What's the reason for the dispute?
Reservation wasn't marked as "no-show"

Additional Info
You can add more info about the dispute here...

Original Amount 2288.00 USD	Original Commission 411.84 USD	
Amount Paid by Guest USD 0	New Commission 0.00 USD	Disputed Amount 411.84 USD

The submit button is available only for partner, please, direct them to reservation statement

Next

Book Number	Guest Name	Check-in	Check-out	Room Nights	Comm. %	Result	Original Amount (USD)	Final Amount (USD)	Commission Amount (USD) ?	Dispute commission amount
		Feb 20, 2020	Mar 1, 2020	0	18	Canceled	US\$6,333.20	US\$0	US\$0	<input type="checkbox"/>
		Feb 24, 2020	Mar 1, 2020	6	18	Stayed	US\$4,764.07	US\$4,764.07	US\$857.53	<input type="checkbox"/>

B.

Invoicing Cycle



1st of Month

Reservation
Statement Generated



5th of Month
by 5:00PM EST

Modifications due



6th of Month

Invoices available in
the Extranet



19th of Month

Invoice payment due

B.

How to pay your invoice

For fastest processing, submit a one-time ACH payment or opt-in for Direct Debit

Invoices

Legal company [Edit](#) [Info](#)

You can see the history of invoices you've received from us here.

[Pay invoices online](#)

Invoices are calculated based on the reservation check-out date.

Home  Rates & Availability  Promotions  Reservations  Property  Opportunities  Inbox  Guest Reviews  Finance  Analytics 

Bank Details

You can view and edit your current bank details here.

Receiving money from Booking.com



Booking.com might need to send you money for refunds or guest reservation payouts. Add your bank details now.

[Add bank details](#)

Direct Debit Payments to Booking.com



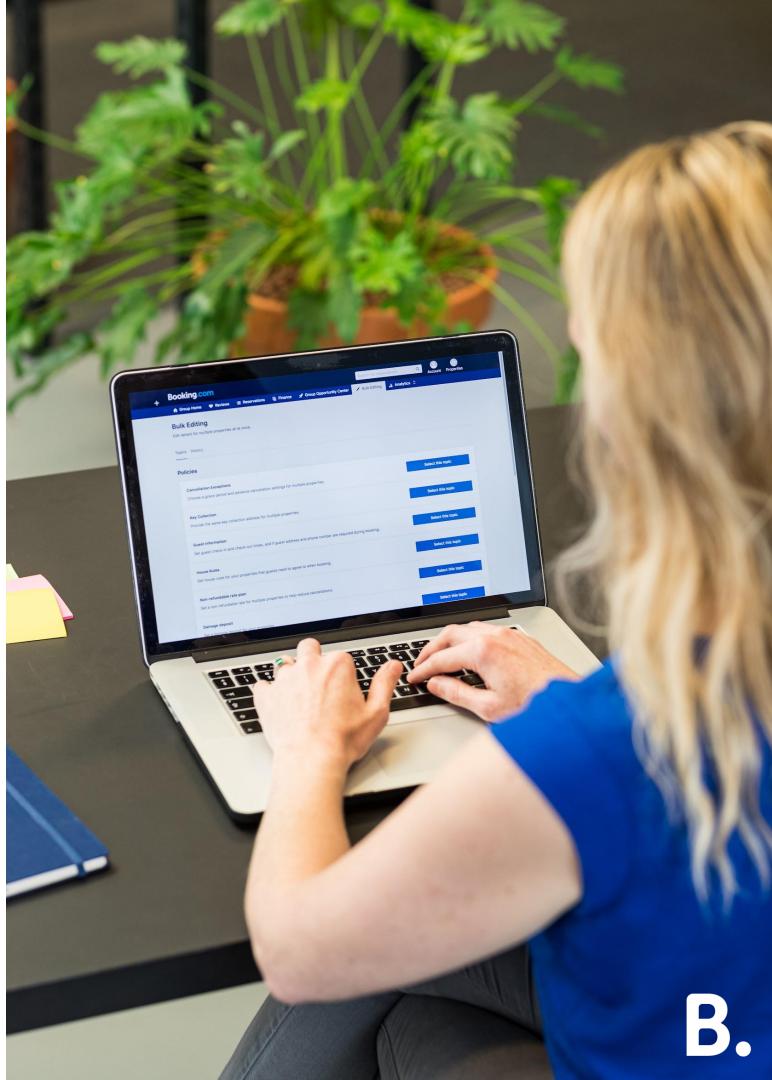
A direct debit will make paying Booking.com hassle free.

[Set up a direct debit](#)

B.

What do We know so Far

- **Step 1:** Source of truth is The Extranet
- **Step 2:** Reconcile before the 5th to avoid Commission Disputes
- **Step 3:** Download Pulse app to reduce workload
- **Step 4:** Always go to Partner.Booking.com for peer support

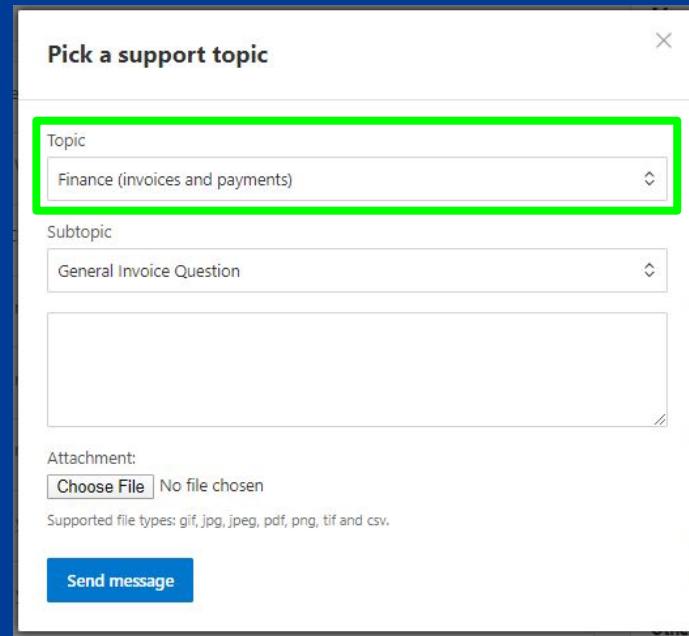
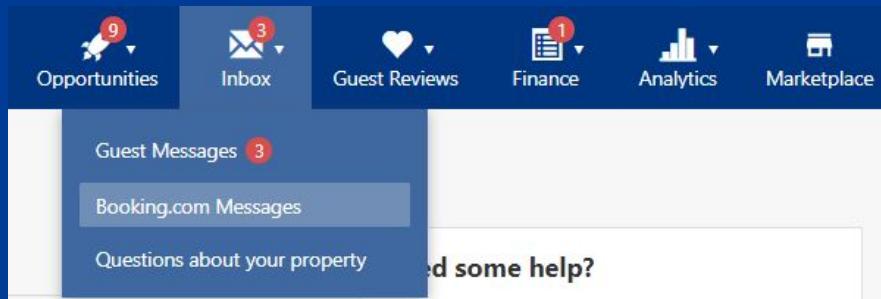


How to contact our finance team

Inbox Tab

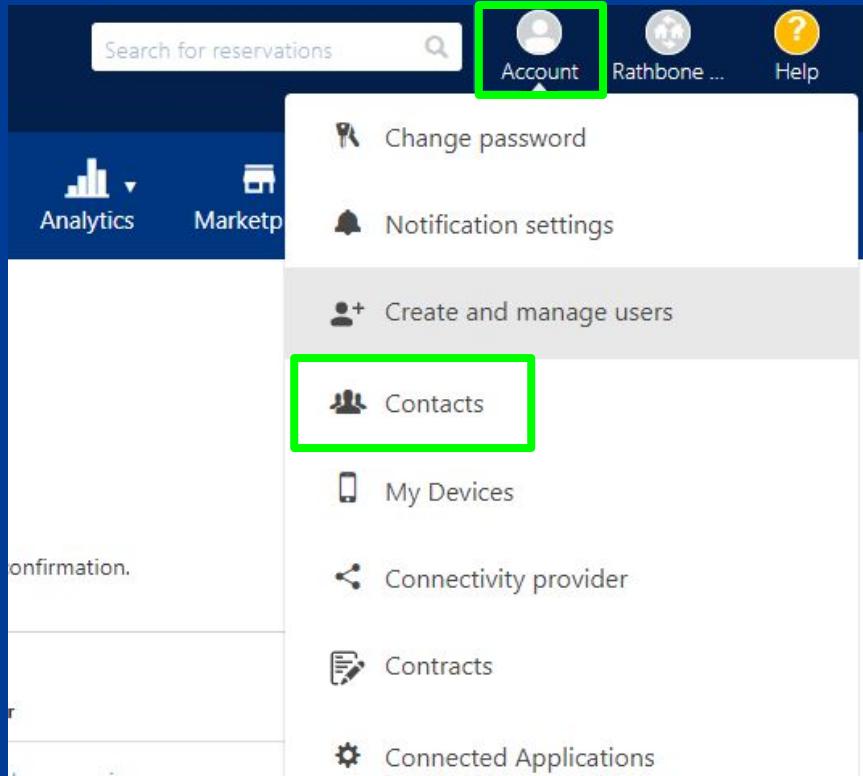
Booking.com Messages

Topic: Finance (invoices and payments)

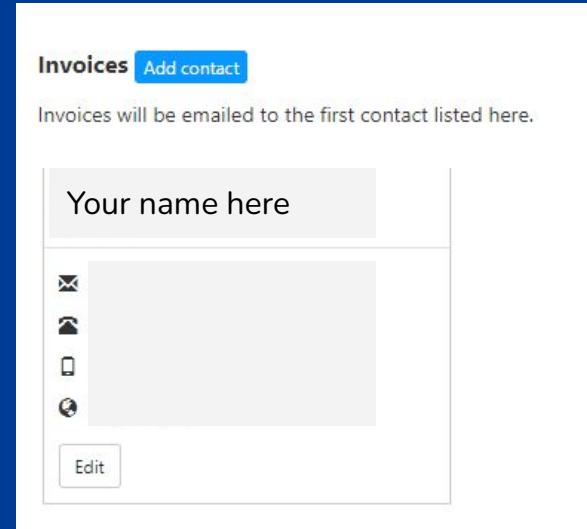


B.

Update contact information



Make sure Booking.com Customer Service is contacting the right contacts at your property!



B.

Reservations Page

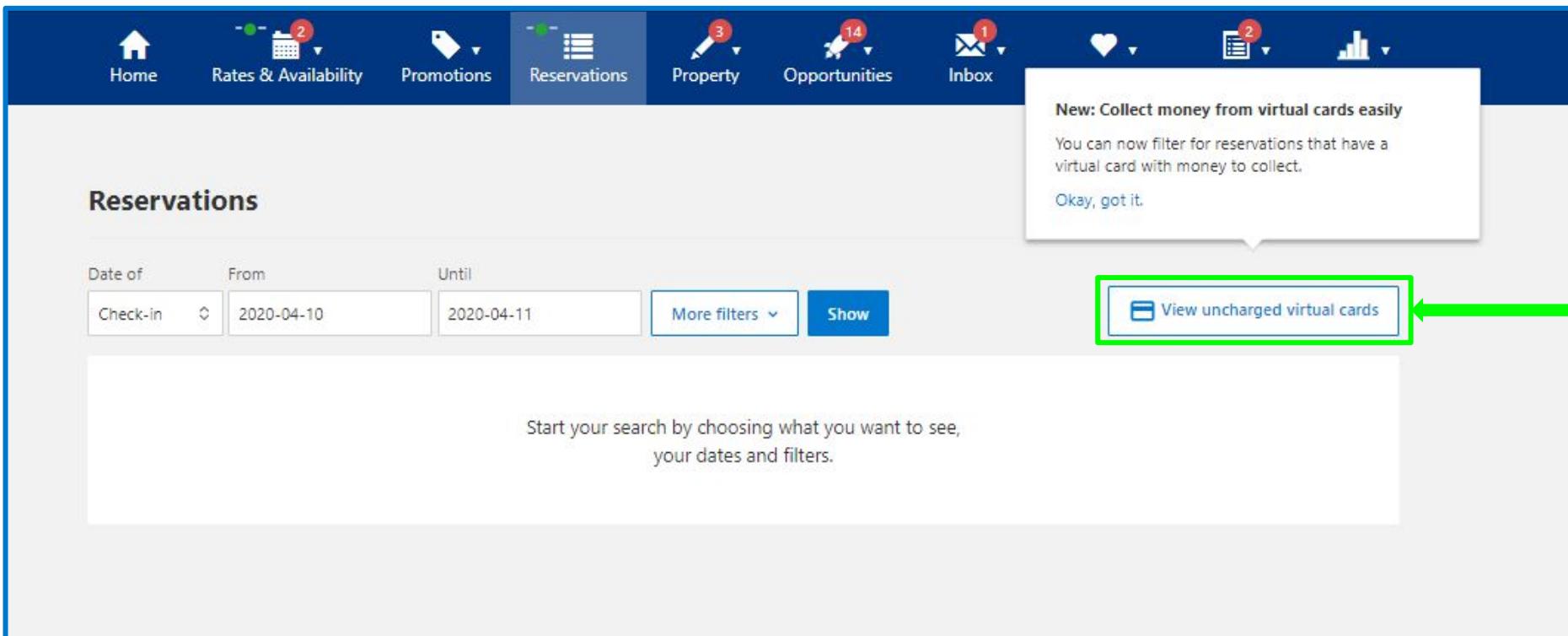
Statuses :

"Pending Credit Card"
"Updated Credit Card"
"Ready to Cancel"

Check-in		2020-09-02		2020-09-03		More filters		Show
Reservation Status		Guest Communication		Invalid credit card		Keywords		
<input type="checkbox"/> Ok		<input type="checkbox"/> Pending guest request		<input type="checkbox"/> Updated		Keywords (optional)		
<input type="checkbox"/> Canceled		<input type="checkbox"/> Invoice required		<input type="checkbox"/> Pending				
1 guest	Sept 14, 2019	Sept 19, 2019	Queen Room	Jul 24, 2019	OK Updated credit card	US\$711.90	US\$128.14	
1 guest	Sept 14, 2019	Sept 19, 2019	King Room	May 9, 2019	OK Updated credit card	US\$671.25	US\$120.83	←
2 guests	Sept 14, 2019	Sept 17, 2019	King Room with Lake View - Non-Smoking	Aug 25, 2019	OK Updated credit card	US\$546.75	US\$98.42	
1 guest	Sept 14, 2019	Sept 15, 2019	King Room with Lake View - Non-Smoking	Sept 9, 2019	OK  Ready to cancel	US\$218.70	US\$39.37	

B.

Filter to view uncharged virtual cards



The screenshot shows a software interface for managing hotel reservations. At the top, there is a navigation bar with several icons: Home, Rates & Availability (with 2 notifications), Promotions, Reservations, Property (with 3 notifications), Opportunities (with 14 notifications), and Inbox (with 1 notification). A tooltip message is displayed: "New: Collect money from virtual cards easily. You can now filter for reservations that have a virtual card with money to collect." Below the navigation bar, the main area is titled "Reservations". It features a date range selector with "Check-in" set to "2020-04-10" and "Until" set to "2020-04-11", along with "More filters" and "Show" buttons. To the right of these buttons is a button labeled "View uncharged virtual cards", which is highlighted with a green rectangular box and a green arrow pointing to it. Below this button, a message says: "Start your search by choosing what you want to see, your dates and filters." The entire interface is framed by a blue border.

B.

Virtual Credit Card Hub

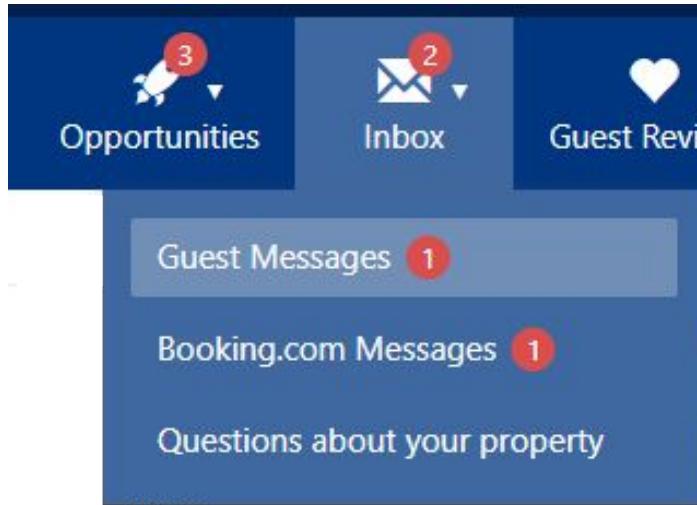


- Sorted by the earliest refund date
- Easy button to click and view the VCC details
- Link to our partner hub page for questions on VCC

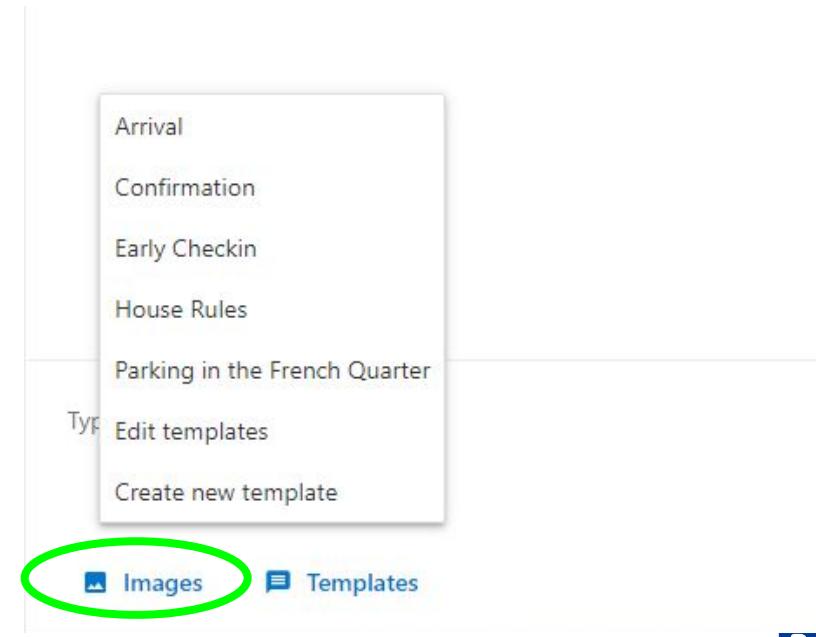
A screenshot of the 'Virtual cards to refund' page. It features a large icon of a credit card with a checkmark. Below the icon, the text 'No virtual cards to refund' is displayed, followed by the subtext 'Any virtual cards you need to refund will appear here.' A large blue letter 'B.' is in the bottom right corner.

How to contact your guests

Reservations Tab → Click on specific reservation



See all of your Templates to easily respond or update reservation



Pending Guest Requests

Date of

Reservation Status Ok Pending guest request Canceled No-show Paid online Corporate card Updated Invoice required Pending

Guest Name	Check-in ↑	Check-out	Rooms	Booked on	Status	Price	Commission	Booking number
4 adults	Sept 1, 2020	Sept 7, 2020	Degas #8	Jun 4, 2020	OK Paid online	US\$634.20 Virtual card	US\$114.16	2243065388
3 adults	Sept 3, 2020	Sept 6, 2020	Iberville #5	Jun 25, 2020	OK Updated credit card	US\$385.89	US\$69.46	2884846272
2 guests	Oct 25, 2020	Nov 2, 2020	LaSalle #10	Jun 11, 2020	OK Paid online	US\$1,159.52 Virtual card	US\$208.71	3793579746

Commission: US\$392.33 Total Price: US\$2,179.61

B.

Invoicing Cycle

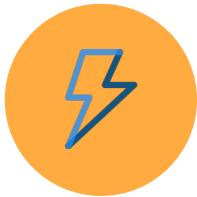


1st of Month



5th of Month
by 5:00PM EST

Reservation
Statement Generated



6th of Month

Modifications due

Invoices available in
the Extranet



19th of Month

Invoice payment due

In summary

Timeline

Reconcile by the 5th,
invoice generates on
the 6th & payment is
due on the 19th

Payment

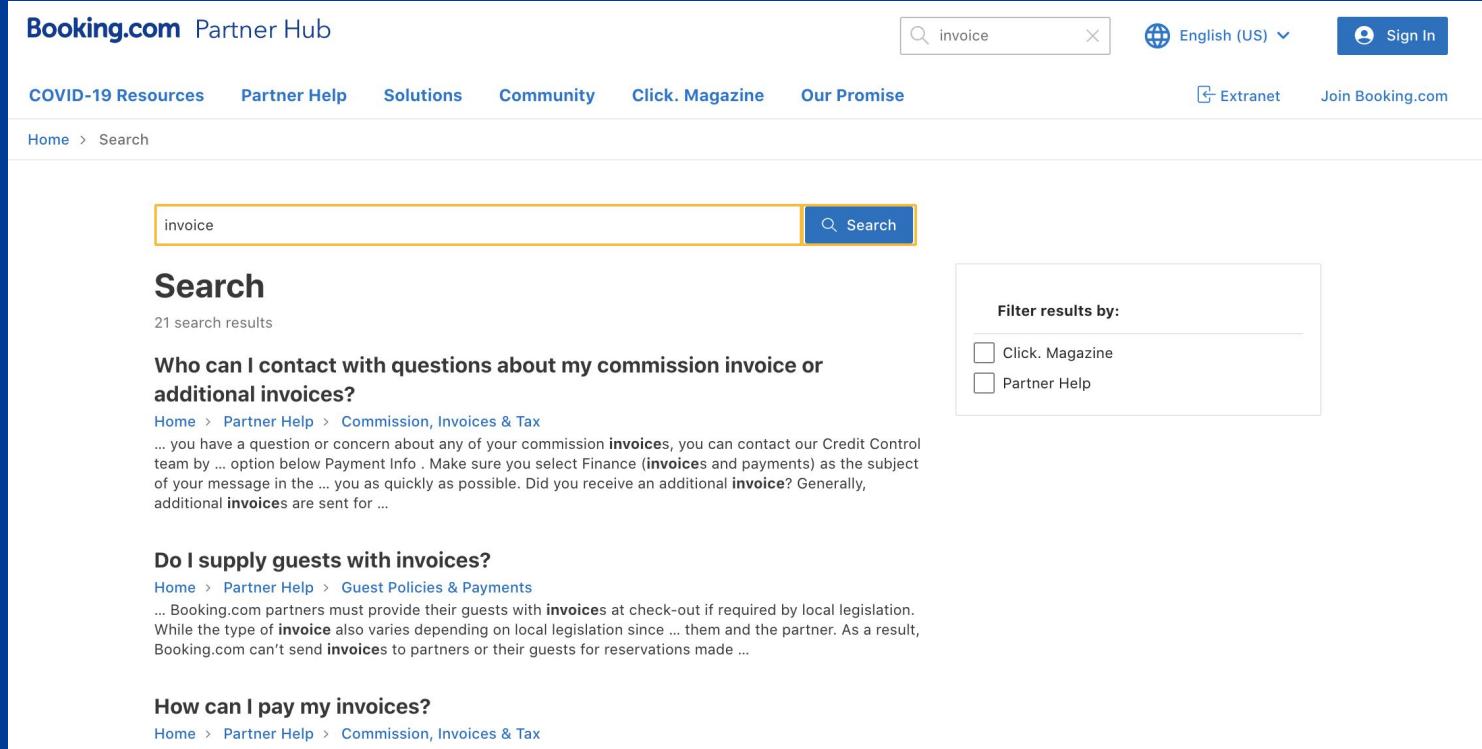
Direct debit or ACH
one time transfer are
the recommended
payment methods

Invoice Contact

Ensure the correct
email address is up to
date for invoicing in
the extranet

Partner.booking.com

Visit the partner help center and search “invoice” for additional information.



The screenshot shows the Booking.com Partner Hub interface. At the top, there is a search bar with the word "invoice" and a "Search" button. To the right of the search bar are language and sign-in options. Below the header, there is a navigation bar with links to COVID-19 Resources, Partner Help, Solutions, Community, Click. Magazine, and Our Promise. On the right side of the navigation bar are links for Extranet and Join Booking.com. The main content area shows a search result for "invoice". The search bar has a yellow border. The search results are titled "Search" and show "21 search results". The first result is a link to "Who can I contact with questions about my commission invoice or additional invoices?". The second result is a link to "Do I supply guests with invoices?". The third result is a link to "How can I pay my invoices?". Each result has a brief description and a link to the full article. To the right of the search results, there is a sidebar with a "Filter results by:" section containing checkboxes for "Click. Magazine" and "Partner Help".

Booking.com Partner Hub

COVID-19 Resources Partner Help Solutions Community Click. Magazine Our Promise

Extranet Join Booking.com

Home > Search

invoice

Search

21 search results

Who can I contact with questions about my commission invoice or additional invoices?

Home > Partner Help > Commission, Invoices & Tax

... you have a question or concern about any of your commission **invoices**, you can contact our Credit Control team by ... option below Payment Info . Make sure you select Finance (**invoices** and payments) as the subject of your message in the ... you as quickly as possible. Did you receive an additional **invoice**? Generally, additional **invoices** are sent for ...

Do I supply guests with invoices?

Home > Partner Help > Guest Policies & Payments

... Booking.com partners must provide their guests with **invoices** at check-out if required by local legislation. While the type of **invoice** also varies depending on local legislation since ... them and the partner. As a result, Booking.com can't send **invoices** to partners or their guests for reservations made ...

How can I pay my invoices?

Home > Partner Help > Commission, Invoices & Tax

B.

Thank you

Booking.com

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