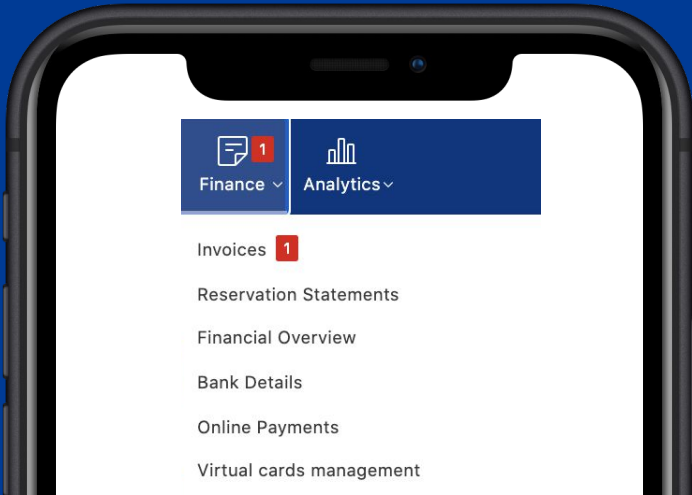


Booking.com

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



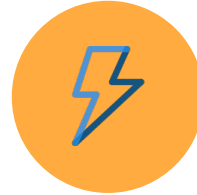
1st of Month

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

Invoicing Cycle



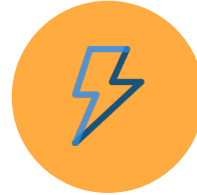
1st of Month

Reservation
Statement Generated



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Modifications due



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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

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

Download XLS

Download CSV

Print this page

Invoices

Reservation Statements

Financial Overview

Bank Details



Disputes

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.

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	

Invoicing Cycle



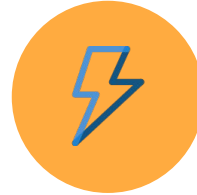
1st of Month

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 2020-03 ▼

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

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.

[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) 	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		
		28 Feb 2020	1 Mar 2020	0	15	Cancelled	US\$1,36	US\$0	US\$0		
		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"/>	

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 **2020-04 (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
		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

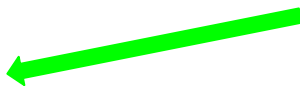
Report credit card fraud

Report other chargeback cases

Payment

Mark credit card as invalid

Update this reservation status to
“No Show”



Mark as no-show



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

No Show AND Invalid Credit Card

Change reservation dates

Mark as a no-show

Report guest misconduct

Print this page

Request to cancel reservation

Report credit card fraud

Report other chargeback cases

Payment

Mark credit card as invalid

View credit card details

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

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

X

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

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

Invoicing Cycle



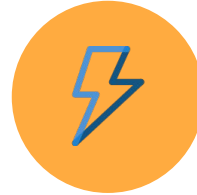
1st of Month

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



Home



Rates & Availability



Promotions



Reservations



Property



Opportunities



Inbox



Guest reviews



Finance



Analytics



Stay up to date!

Allow notifications and we'll let **Sheri Sly** know if you have any outstanding payments, number for this contact now. Please note that for text notifications, we'll need a mobile number. By adding a telephone number, you agree to receiving notifications by text and automated calls.



Invoices

Financial overview

Online Payments

Reservation statements

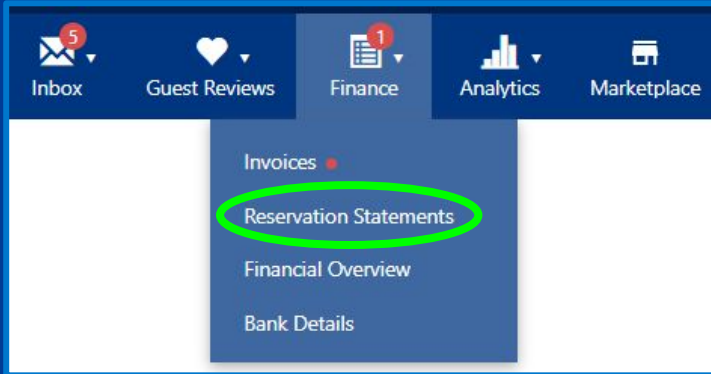
Bank details

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

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 Abuhijleh	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	
		Feb 24, 2020	Mar 1, 2020	6	18	Stayed	US\$4,764.07	US\$4,764.07	US\$857.53	<input type="checkbox"/>

Invoicing Cycle



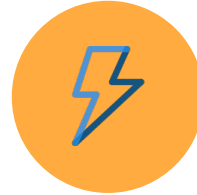
1st of Month

Reservation
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5th of Month
by 5:00PM EST

Modifications due



6th of Month

Invoices available in
the Extranet




19th of Month

Invoice payment due

How to pay your invoice

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

Invoices

Legal company 

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

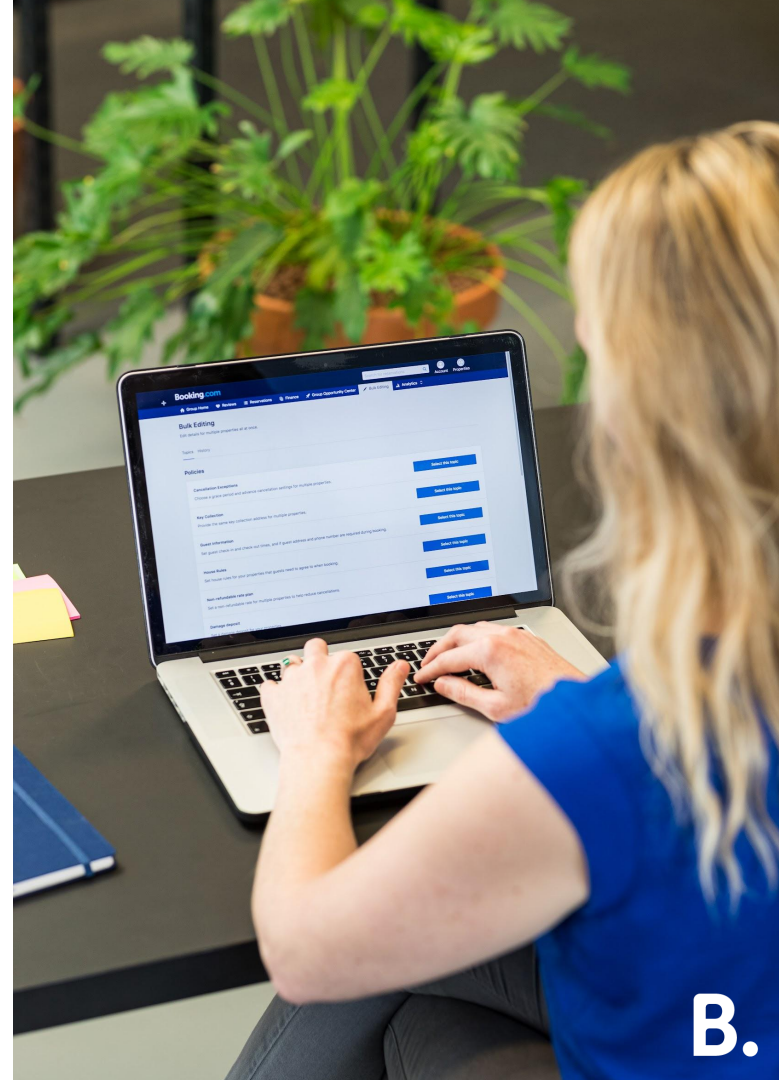
A direct debit will make paying Booking.com hassle free.

[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

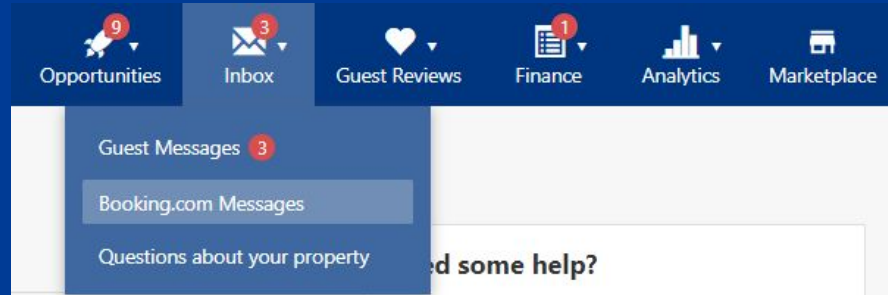


How to contact our finance team

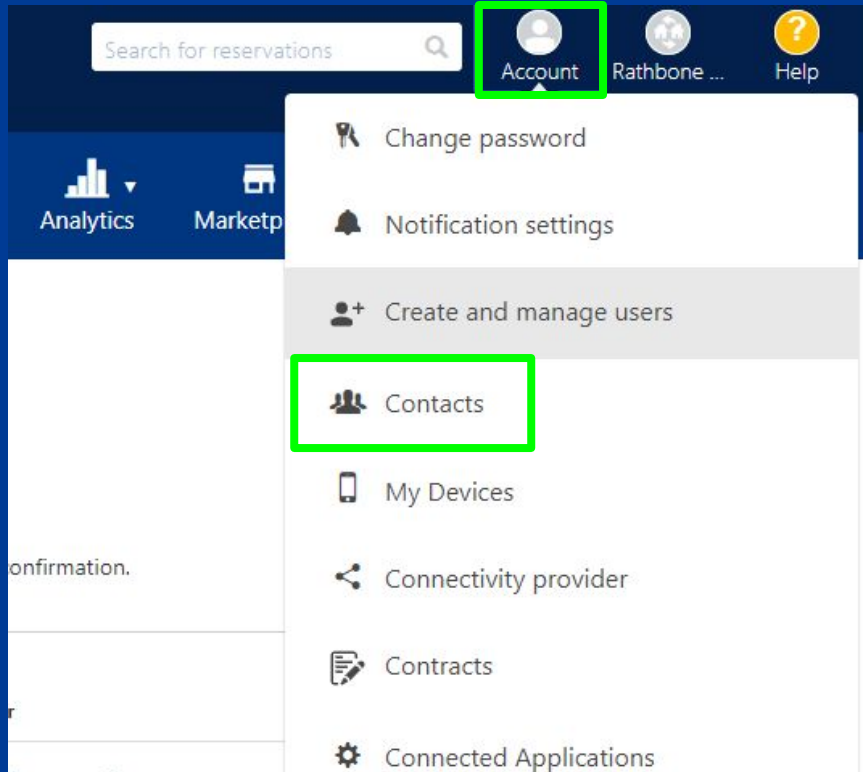
Inbox Tab

Booking.com Messages

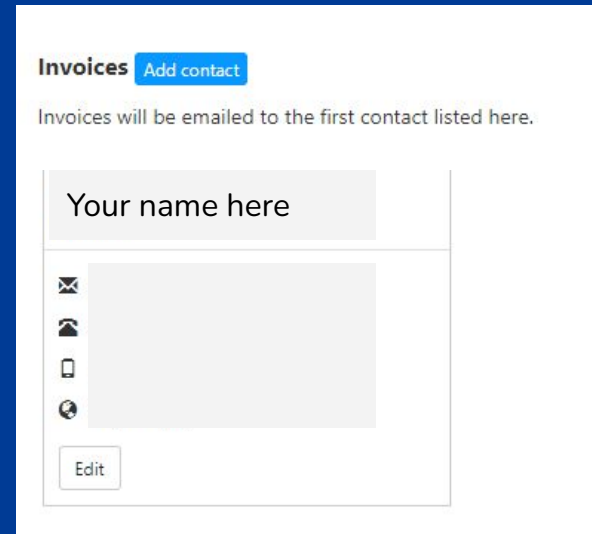
Topic: Finance (invoices and payments)

A screenshot of a web form titled 'Pick a support topic' with a close button (X) in the top right corner. The form has two dropdown menus. The first, labeled 'Topic', has 'Finance (invoices and payments)' selected and is highlighted with a green border. The second, labeled 'Subtopic', has 'General Invoice Question' selected. Below these is a large text area for the message. At the bottom, there is an 'Attachment:' section with a 'Choose File' button and the text 'No file chosen'. Below that, it lists 'Supported file types: gif, jpg, jpeg, pdf, png, tif and csv.' and a blue 'Send message' button.

Update contact information



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

A screenshot of the 'Invoices' section in the Booking.com dashboard. At the top, there is a blue button labeled 'Add contact'. Below this, a text line states: 'Invoices will be emailed to the first contact listed here.' The main part of the form is a large text input field containing the placeholder text 'Your name here'. To the left of this field are four icons: an envelope, a telephone, a smartphone, and a globe. Below the text field is a button labeled 'Edit'.

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

☐ Ok

☐ Canceled

Guest Communication

☐ Pending guest request

☐ Invoice required

Invalid credit card

☐ Updated

☐ Pending

Keywords

Keywords (optional)

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

Filter to view uncharged virtual cards

The screenshot displays a dashboard with a dark blue navigation bar at the top. The bar contains icons and labels for Home, Rates & Availability (with a red '2' badge), Promotions, Reservations (highlighted in a lighter blue), Property (with a red '3' badge), Opportunities (with a red '14' badge), and Inbox (with a red '1' badge). To the right of these are icons for a heart, a calendar (with a red '2' badge), and a bar chart. Below the navigation bar, the 'Reservations' section is active. It features a search area with 'Date of' (set to 'Check-in'), 'From' (set to '2020-04-10'), and 'Until' (set to '2020-04-11') fields. To the right of these fields are a 'More filters' dropdown and a blue 'Show' button. A green box highlights a button labeled 'View uncharged virtual cards' with a calendar icon, which is pointed to by a green arrow from the right. A white notification box in the upper right corner contains the text: 'New: Collect money from virtual cards easily', 'You can now filter for reservations that have a virtual card with money to collect.', and 'Okay, got it.' Below the search area, a large white box contains the text: 'Start your search by choosing what you want to see, your dates and filters.'

Home Rates & Availability Promotions Reservations Property Opportunities Inbox

Reservations

Date of From Until

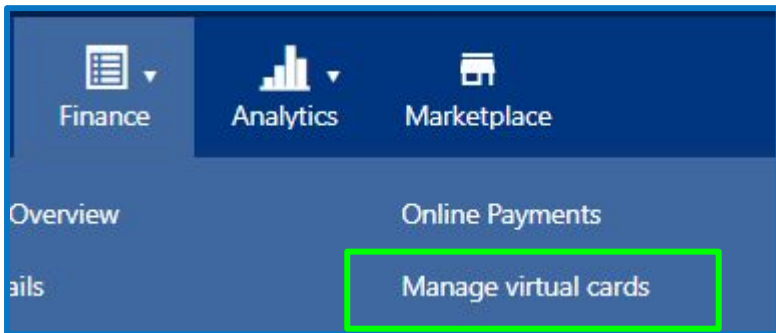
Check-in 2020-04-10 2020-04-11 More filters Show

View uncharged virtual cards

New: Collect money from virtual cards easily
You can now filter for reservations that have a virtual card with money to collect.
Okay, got it.

Start your search by choosing what you want to see,
your dates and filters.

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

Virtual cards to refund

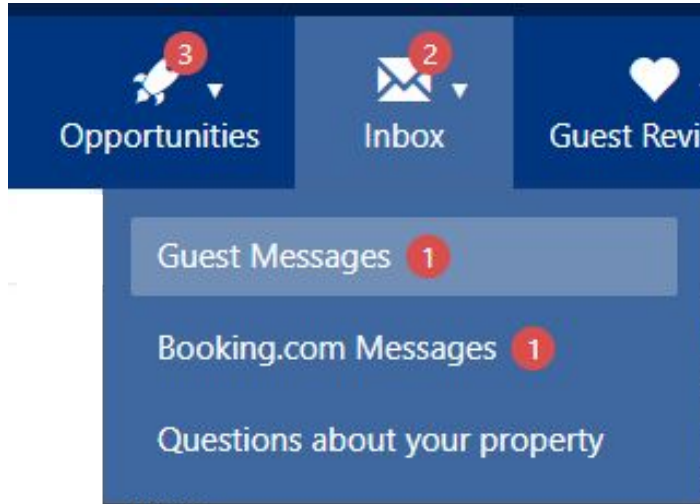


No virtual cards to refund

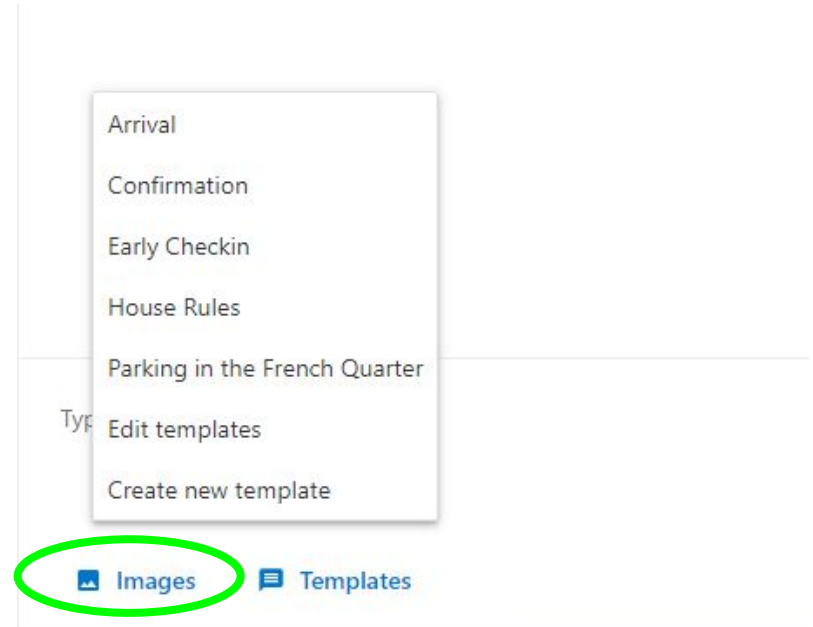
Any virtual cards you need to refund will appear here.

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

From

Until

Check-in

2020-09-02

2020-12-31

More filters (1) ^

Show

Manage your virtual credit cards

Reservation Status

Guest Communication

Invalid credit card

Keywords

☐ Ok

☒ Pending guest request

☐ Updated

☐ Canceled

☐ Invoice required

☐ Pending

☐ No-show

☐ Paid online

☐ Corporate card

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

Invoicing Cycle



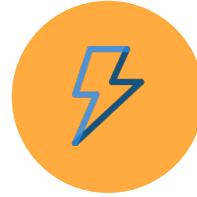
1st of Month

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

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.

Booking.com Partner Hub

English (US)

Sign In

[COVID-19 Resources](#) [Partner Help](#) [Solutions](#) [Community](#) [Click. Magazine](#) [Our Promise](#) [Extranet](#) [Join Booking.com](#)

Home > Search

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](#)

Filter results by:

- ☐ Click. Magazine
- ☐ Partner Help

Thank you

Booking.com

