How to compare your commission invoice against your reservations

A step-by-step guide
This guide explains how you can cross-check the commission you pay with the reservations you’ve received.
What is the process?

We provide a ‘Reservation Statement’ in the extranet. It lets you easily review the reservations included in your monthly commission invoice.

Your monthly commission invoice is calculated based on guests’ check-out date. For example, if a guest checks out on 2 February, that booking will show on the following month’s invoice, i.e. the invoice issued in March.

Your invoice is based on bookings you’ve received from Booking.com. To make sure your invoice is accurate, make any necessary changes in your extranet ‘Reservations’ tab as soon as you know about them.

Your commission invoice is ready for you to view on the first week of each month.
What is included in a Reservation Statement?

A lot of handy information at a glance:

- Book number
- Guest Name
- Arrival/Departure Dates
- Room nights
- Commission percentage and amount
- Status (No Show, Cancelled, Ok)
- Total Price
How to view your reservation statement?

First steps:

1. Log into the extranet.
2. Go to ‘Finance’ tab.
3. Click on ‘Reservation Statements’.
To print or download a ‘Reservation Statement’, click the appropriate blue button.

To view an individual reservation, click on a booking number.
In the ‘Finance’ tab, select ‘Invoices’ to view all your invoices.

Click ‘Download PDF’ to save a copy of an invoice.
How to make changes to your bookings to ensure an accurate invoice.

Mark ‘no shows’ within 48 hours.

This is easy to do:

1. Click on the ‘Reservations’ tab in the extranet and select the number of a specific reservation.

2. Click ‘Mark as a no show’ on the right-hand side of the screen. This reservation will be saved as a cancellation.

3. You and the guest will receive a confirmation email.

Make changes before the guest checks out.

This is easy to do:

1. Click on the ‘Reservations’ tab in the extranet to make changes to bookings, including date changes.

2. Click on the number of a specific reservation and select an option from the menu on the right-hand side of the screen, under ‘Change reservation dates & prices’.

Be sure to make any changes to bookings as soon as you know about them. This will ensure your invoice is accurate and save you time in the long run.
How to query your commission if you’ve made a mistake.

If you’ve forgotten to mark a no-show or invalid credit card within 48 hours of check-out, these bookings will appear on your invoice. It’s not guaranteed, but it may be possible to remove such reservations from your invoice by following these steps:

1. Log into the extranet, click on the ‘Finance’ tab and select ‘Reservation statements’.
2. Under the ‘Dispute’ column, tick the box for the reservation(s) you want to dispute and a blue ‘Dispute’ button will appear.
3. Click the blue ‘Dispute’ button and enter the actual amount of revenue received, choose a reason for the dispute, and along with comments to explain your query.
4. Click the ‘Submit dispute’ button. A member of our Credit Control team will get back to you as quickly as possible.

Note: the ‘Dispute’ feature is intended for use in exceptional circumstances only. Generally, you’re still expected to modify reservations within 48 hours of check-out. The final decision is at the discretion of the Credit Control Team. If a dispute is rejected, you cannot start another dispute for the same reservation.
Tips.

• Make sure to pay your invoices on time to keep your property open and bookable on Booking.com.
• Stay on top of your bookings and confirm all information is correct in the ‘Reservations’ tab before your invoice is created.
That’s it. You now know how to compare your commission against your reservations.

Do you have more questions about using your extranet? Click on the links below for tips and how-to guides from our Partner Help Centre.

- How to update your availability (PDF guide)
- How to add restrictions to availability (PDF guide)
- What is the Genius programme?
- How do I report a no show?
- How do I mark a credit card as invalid?
- Can I query the commission I’m charged?