

Managing Commissions for Online Bookings

The Online Booking system tracks all internet bookings made by Guests and Agents. Bookings may attract a commission that will vary depending on the value and source of booking. Commissions will be invoiced on the 8th of the month for all bookings completed in the previous month.

For many reasons bookings may not be completed. Or, a booking's value could change significantly if the guest cannot complete the full stay. It would be unfair to charge commissions when the accommodation is not paid for a booking. So, the system is designed to allow accommodation managers to control their own commission statements. Cancelling bookings, or editing bookings (up until the 7th of the month), in the Member's Area will change commissions. Changes made after the 7th will not be accepted.

To help managers stay aware of booking activity and commissions; an Activity Statement is sent to the 'Billing E-mail' address. This Activity Statement is sent on the 1st of every month. It is not an Invoice. It is a reminder that you have had bookings in the previous month so that you can make any necessary adjustments before you receive an Invoice.

It is the accommodation manager's responsibility to maintain their own bookings. The system has been designed to make this easy.

How Do I Adjust Commissions?

Go to [Network Commissions](#) in your Member's Area. This will display all bookings for a specific month. When this screen opens it will display the Current Month. If you are adjusting commissions for the Previous Month, then you must 'Fetch' a new report.

Where it says, "Find records in" please select the month and then click 'Fetch'.

Bookings
Availability/Rates
Agents
Parameters
Settings
Features/Images

Online Bookings | ✓ Network Commissions | Make A Member's Area Booking | Website Code

B2OZP:- Bookings > Network Commissions Aug-3: 2:06:15pm (+11:00)

Network Commissions

Find records in Aug 2007 where Booking ID has Sort by Booking ID down Display

50
Records
Fetch
➔

Booking ID	Portal	Agent	Date	Depart	Value	Tax	Service	Net Val	Comm'able	Total Comm
B2OZP59087W	WRS	BURCON	18-JUL-2007	01-AUG-2007	\$91.98	\$8.36	\$0.00	\$83.62	\$91.98	\$9.18
B2OZP52086-2W	WRS	WRS	19-JUN-2007	26-AUG-2007	\$658.70	\$59.88	\$0.00	\$598.82	\$658.70	\$19.76
B2OZP52086-1W	WRS	WRS	19-JUN-2007	26-AUG-2007	\$658.70	\$59.88	\$0.00	\$598.82	\$658.70	\$19.76
B2OZP44086-2W	WRS	WRS	28-MAY-2007	01-AUG-2007	\$418.16	\$38.01	\$0.00	\$380.15	\$418.16	\$12.54
B2OZP44086-1W	WRS	WRS	28-MAY-2007	01-AUG-2007	\$418.16	\$38.01	\$0.00	\$380.15	\$418.16	\$12.54
B2OZP43088-2W	WRS	WRS	23-MAY-2007	30-AUG-2007	\$914.83	\$83.17	\$0.00	\$831.66	\$914.83	\$27.44
B2OZP43088-1W	WRS	WRS	23-MAY-2007	30-AUG-2007	\$914.83	\$83.17	\$0.00	\$831.66	\$914.83	\$27.44
7 bookings	1 portals	2 agents	GRAND TOTALS:		\$4,075.36	\$370.48	\$0.00	\$3,704.88	\$4,075.36	\$128.66

Please Verify Billing Information (Update)

Site Name	Web Reservation System's Demo		
Billing Email	sales@webreservations.com.au	Contact	The Owner's Name
Currency	AUD	ACN/Company Number	

If you wish to adjust a specific booking, click the Booking ID, which will display the Booking Details.

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Canceling a Booking

Clicking the Booking ID in [Network Commissions](#) or [Online Bookings](#) will display Booking Details.

B2OZP:- Bookings > Network Commissions > Booking Details Aug-3: 2:20:22pm (+11:00)

Booking Details

Summary

Property: B2OZP
Booking Number: 44086-1W
Status: Review

[Cancel Booking](#) [Confirm Booking](#) [Open Room](#)

Guest Details

Guest: Julie Failor
Phone: 544444444
Email: brad.hoffman@alhgroup.com.au
State:

Booking Details

Suite	Double Room [DBL]	Rate	Double Room [DBL]
Suite	Great Double Room [3]	Adults	2
Arrive	28-JUL-2007	Children	0
Depart	01-AUG-2007	Infants	0

Additional Information

Message
Guest Diet
Special Req.
Office Only

Payment Details

Accommodation	\$418.16 (AUD)	
Extras	\$0.00 (AUD)	
Discount	\$0.00 (AUD)	Edit
Total	\$418.16 (AUD)	
Deposit	\$104.54 (AUD)	NOT Paid
Pay by	Phone or Fax	

Agent and Commission Details

Portal: WRS
Agent: WRS
Source: WEBSITE

Deposit and Cancellation Policy

For this example, we have set the system to ask for a 25% deposit at time of booking. This is a secure payment facility to allow the buyer to select from all the credit card types the hotel accepts. Of course you can write any message that helps you clarify your terms and conditions, i.e., "Only Happy People Allowed". XXX

To Cancel a Booking - click the Cancel Booking button (highlighted yellow). To prevent mistakes, you must confirm the cancellation.

Confirm Cancellation of 44086-1W

[Do Not Cancel](#) B2OZP: Booking Number 44086-1W [Cancel Booking](#)

Current Status is Review

Guest	Booking	Date	Arrive	Depart	Adults	Children	Value
Julie Failor	44086-1W	28-MAY-2007	28-JUL-2007	01-AUG-2007	2	0	418.16 (AUD)

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Managing Commissions for Online Bookings

To Edit the Value of a Booking

Clicking the Booking ID in [Network Commissions](#), or [Online Bookings](#), will open a new screen that displays the Booking Details.

The screenshot shows the 'Booking Details' page with several sections: Summary, Guest Details, Booking Details, Additional Information, Payment Details, Agent and Commission Details, and Deposit and Cancellation Policy. The 'Payment Details' section is highlighted, showing a table of charges and an 'Edit' button next to the total amount. An 'Edit Payment' dialog box is open, prompting the user to enter a new amount, with the current value of 418.16 AUD highlighted in yellow.

Booking Details			
Summary			
Property:	B20ZP	Cancel Booking	Confirm Booking
Booking Number:	44086-1W	Open Room	
Status:	Review		
Guest Details			
Guest:	Julie Failor	Email:	brad.hoffman@alhgroup.com.au
Phone:	544444444	State:	
Booking Details			
Suite:	Double Room [DBL]	Rate:	Double Room [DBL]
Suite:	Great Double Room [3]	Adults:	2
Arrive:	28-JUL-2007	Children:	0
Depart:	01-AUG-2007	Infants:	0
Additional Information			
Message:			
Guest Diet:			
Special Req.:			
Office Only:			
Payment Details			
Accommodation:	\$418.16 (AUD)	Edit	
Extras:	\$0.00 (AUD)		
Discount:	\$0.00 (AUD)		
Total:	\$418.16 (AUD)		
Deposit:	\$104.54 (AUD)		NOT Paid
Pay by:	Phone or Fax		
Agent and Commission Details			
Portal:	WRS		
Agent:	WRS		
Source:	WEBSITE		
Deposit and Cancellation Policy			
For this example, we have set the system to ask for a 25% deposit at time of booking. This is a secure payment facility to allow the buyer to select from all the credit card types the hotel accepts. Of course you can write any message that helps you clarify your terms and conditions, i.e., "Only Happy People Allowed". XXX			

To Edit the Value of a Booking, click the 'Edit' button. A new window pops up. Enter the new amount and click 'Change' to make your adjustment

This screenshot is similar to the previous one, but the 'Edit Payment' dialog box now shows the new amount of 350 AUD entered in the input field. The 'Edit' button in the background is still visible.

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*Please note that the original value remains on the Booking Details as a historical record, but the Commission Basis is changed on the Network Commissions screen.

Payment Details	
Accommodation	\$486.32 (AUD)
Extras	\$0.00 (AUD)
Discount	\$0.00 (AUD) <input type="button" value="Edit"/>
Total	\$486.32 (AUD)
Deposit	\$87.50 (AUD) NOT Paid
Pay by	Phone or Fax

Network Commissions										
Find records in <input type="text" value="Aug 2007"/> where <input type="text" value="Booking ID"/> has <input type="text"/> Sort by <input type="text" value="Booking ID"/> down <input type="text"/>										
Display <input type="text" value="50"/> Records <input type="button" value="Fetch"/>										
Booking ID	Portal	Agent	Date	Depart	Value	Tax	Service	Net Val	Comm'able	Total Comm
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B2OZP52086-1W	WRS	WRS	19-JUN-2007	26-AUG-2007	\$658.70	\$59.88	\$0.00	\$598.82	\$658.70	\$19.76
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B2OZP59087W	WRS	BURCON	18-JUL-2007	01-AUG-2007	\$91.98	\$8.36	\$0.00	\$83.62	\$91.98	\$9.18
B2OZP44086-1W	WRS	WRS	28-MAY-2007	01-AUG-2007	\$350.00	\$31.82	\$0.00	\$318.18	\$350.00	\$10.50
B2OZP44086-2W	WRS	WRS	28-MAY-2007	01-AUG-2007	\$418.16	\$38.01	\$0.00	\$380.15	\$418.16	\$12.54
7 bookings	1 portals	2 agents	GRAND TOTALS:		\$4,007.20	\$364.29	\$0.00	\$3,642.91	\$4,007.20	\$126.62

In this example, we 'Edited' the value of Booking ID **B2OZP44086-1W** from \$486.32 to \$350, which changed the commission charged for the booking from \$12.54 to \$10.50.