

Taking Payment from Travel Agency Collect OTAs Procedure



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VERSION CONTROL

Table 1: Version Control

Version	Date	Author	Approval	Comments
0.1	5/09/2023	Guy Peterson	James Hyndes	Initial Draft
1.0	5/09/2023	Guy Peterson	James Hyndes	First Release



1.0 INTRODUCTION

1.1 BACKGROUND

Bookings made through Online Travel Agencies (OTAs) must be paid for by the guest in one of the two following methods:

- 1. **Property Collect** This is where payment is taken at the property for the booking directly with the guest. This method results in a single payment transaction between the guest and the property.
- Travel Agency Collect This is where payment is taken by the Travel Agency at the time of the booking. This method results in two payment transactions occurring, one between the guest and the travel agency, and a 2nd transaction between the travel agency and the property.

Within the 'Travel Agency Collect' method, there are various nuances that need to be understood and managed to ensure that the property correctly receives payment for these bookings.

1.2 PURPOSE

This document is intended to outline the procedures for taking payment for bookings which have been paid directly to the Online Travel Agency (OTA) by the guest.

1.3 AUDIENCE

Redhill Hospitality Accounts Department.

1.4 SCOPE

This procedure is applicable to all Redhill Hospitality group properties.

1.5 LEGAL & REGULATORY

N/A.



2.0 PROCEDURES

2.1 EXPEDIA

To ensure all payments are received and managed correctly for bookings made through the Expedia channel, we must:

- 1. Use RMS to identify all Expedia bookings;
- 2. Compare Expedia bookings within RMS to booking information within the Expedia Extranet;
- 3. Once confirming that booking information between RMS and Expedia is accurate, request payment from Expedia.
- 4. Once payment has been received within our business account, allocate it to the relevant bookings to clear them from Accounts Receivable. <u>Note. This step should</u> <u>not be completed until payment is received within the bank account, which usually</u> <u>occurs several days after requesting payment from Expedia.</u>
- 2.1.1 TAKING PAYMENT
- 2.1.1.1 RMS
- Step 1: Go to Accounting > Accounts Receivable
- Step 2: Within the 'A/R Type' field, select 'Travel Agent'
- Step 3: From the list of Travel Agents, select 'Expedia'
- Step 4: Within the 'Auto' column, select all bookings within the period that you will be requesting payment. (Note. This process should be completed at the beginning of each month for all bookings made during the previous month)

BETA RMS 9+																
X 🔒 https://rcapp8.rmscloud.com Utilities/ Accounts Receivable																
RMS	◎ < ≈ ■ &	µ\$∎ B A	~	: 12 m B	Έ	EF- 99	im >				Reserva	tion Search	(2. im 🕀	ه و ۹	0 1
Menu Search	Accounts Receivable														€) S ×
													sh∽ Pay	/ment Method 🗸	Reprint Receip	t Process
Dashboard	Filters	۹	≡	Expedia Accounts - (Records Fo	und 35, Total	Dwing: 5,566.41)								
	A/R Type: Travel Agent	•		Guest Name	Res No	Arrive	Depart	Acc No	Room	Company	Contact	Inv Created	Inv No	Total Owing	Payment	Auto
	Name	Owing		Kate Mansur	116674	10-Aug-2023	11-Aug-2023	140351	22			10-Aug-2023	8474	125.99	y 125.99	
Reservations	Agoda	425.00		Emily Musumeci	116668	10-Aug-2023	11-Aug-2023	140341	09			11-Aug-2023	8478	125.99	125.99	
	AOT Group	1,900.00	0	Shane Stivala	116634	11-Aug-2023	12-Aug-2023	140280	08			11-Aug-2023	8481	134.05	134.09	
🖴 Accounting 🗸	CORPORATE TRAVELLER (ACT)	390.00		Jeremy Mackenzie	116704	12-Aug-2023	15-Aug-2023	140399	09			12-Aug-2023	8484	414.07	414.02	
Accounts Receivable	Corporate Traveller (VIC)	325.00		Daniel Warrener	116705	12-Aug-2023	13-Aug-2023	140401	10			12-Aug-2023	8485	180.00	180.00	
Cash Account	Expedia	5,566.41		Ekrem Taner	116223	12-Aug-2023	13-Aug-2023	139649	30			12-Aug-2023	8486	170.10	170.10	
casir/account	FCM PREMIER	1,174.00		Matthew Lawrence	116724	13-Aug-2023	14-Aug-2023	140427	13			13-Aug-2023	8487	130.50	130.50	
Gift Cards	The Hotel Network	550.05		Nathan Schofield	116752	15-Aug-2023	16-Aug-2023	140475	21			15-Aug-2023	8493	139.50	139.50	
POS Lite				ben Jerram	116775	17-Aug-2023	18-Aug-2023	140526	09			17-Aug-2023	8499	143.99	143.99	
Quick Account Access			0	Andrew Clark	116858	22-Aug-2023	23-Aug-2023	140637	18			22-Aug-2023	8515	153.01	153.01	
RMS Pay			0	David Stead	116795	23-Aug-2023	24-Aug-2023	140554	08			24-Aug-2023	8521	148.50	148.50	
Travel Agent	Search:		0	Ron Acom	116700	25-Aug-2023	26-Aug-2023	140393	11			25-Aug-2023	8526	152.11	152.11	
Commissions	Options	۹		Michael Ovington	116853	26-Aug-2023	27-Aug-2023	140629	06			26-Aug-2023	8527	175.49	, 175.49	
Housekeeping >	View: Unpaid Invoices	v		Samantha Graffham	116760	26-Aug-2023	27-Aug-2023	140493	10			26-Aug-2023	8528	175.49	, 175.49	
	Contact:	v		Anvar Kayumov	116933	26-Aug-2023	27-Aug-2023	140762	02			26-Aug-2023	8531	180.01	180.00	
🔅 Reports >	Departed Bookings Only			Stacey Long	116946	27-Aug-2023	29-Aug-2023	140782	21			27-Aug-2023	8533	283.49	283.49	
Accet Maintenance	Invoices Raised Between	20220 (0)		Darren Moss	116907	29-Aug-2023	30-Aug-2023	140713	21			29-Aug-2023	8537	153.01	153.01	
Asset Maintenance >	100ay (05-Sep-2023 - 05-Sep	-2025) 🖽	0	Adam Samuelson	118055	31-Aug-2023	01-Sep-2023	141943	30			31-Aug-2023	8548	143.11	0.00	
·	Legend		0	Jack Wray	118054	01-Sep-2023	02-Sep-2023	141941	22			01-Sep-2023	8553	139.50	0.00	
Nowra Motor Inn RMS Client No: 9917	Header Fully Baid Involcer		0	Yang Zhang	118041	02-Sep-2023	03-Sep-2023	141922	08			02-Sep-2023	8555	139.50	0.00	0
Acc Date: 05-Sep-2023	Unpaid Invoices									Receipts:	0.00	To be Allocated:		-5,144.30 Allo	ocated:	5,144.30

Figure 1: RMS Expedia Account

~ 2 ~



- Step 5: Take note of the amount shown at the bottom right corner of the table labelled 'Allocated'. This amount should be the total amount of revenue taken by Expedia for the period that we will be requesting payment. In the example shown above within Figure 1: RMS Expedia Account, this amount is \$5,144.30.
- 2.1.1.2 Expedia Extranet Site
- Step 6: Log into the relevant Expedia Extranet site
- Step 7: Select 'Payments' on the left side navigation bar
- Step 8: From the list of 'Quick Tasks', select 'Request payment from Expedia Group'
- Step 9: Select Data Range (Note. This process should be completed at the beginning of each month for all bookings made during the previous month)

=	expedia group									ID: 9240827	Nowra Motor Inn 🚊 Si	earch reservations	▲ ⊖
A	Home	A	Exp	edia Collect j	payment requests							Tour th	is page Feedback
±10)	Rooms and rates	~	31 re	eservations found	d between 08/01/2023 a	nd 08/31/2023							
۰	Marketing	~	Invoi	ice Data									
	Reservations	- 1		Reservation ID	Invoice #	Guest	Check-In	Check- Out	Previously Paid	Max. Billable Amount	Requested Booking Amount •	Requested Taxes *	Requested Total
	Guest relations 4	~	•	59374331		Olber Pabon	08/01/2023	08/04/2023	AUD 0.00	AUD 391.48	355.90	35.58	AUD 391.48
	Payments	- 1		60086299		Christian Grieves	08/02/2023	08/03/2023	AUD 0.00	AUD 148.50	135.00	13.50	AUD 148.50
Þ	Property details	ř		60785126		Barbara O'Riley	08/04/2023	08/05/2023	AUD 0.00	AUD 125.99	114.54	11.45	AUD 125.99
ŧ	management 57	- 1		61212850		Joshua Moras	08/04/2023	08/05/2023	AUD 0.00	AUD 162.01	147.28	14.73	AUD 162.01
ılı.	Performance	- 1		61580646		Brad Moncaster	08/04/2023	08/05/2023	AUD 0.00	AUD 130.50	118.64	11.86	AUD 130.50
~	Opportunities 7			62616603		Troy Townson	08/08/2023	08/09/2023	AUD 0.00	AUD 143.99	130.90	13.09	AUD 143.99
6	Administration	Ť		63178408		Rodrigo De	08/08/2023	08/09/2023	AUD 0.00	AUD 125.99	114.54	11.45	AUD 125.99
A	t+Q	-		63178407		Agnes	08/08/2023	08/09/2023	AUD 0.00	AUD 125.99	114.54	11.45	🗣 Help
Copyr Copyr B e Candi	of use 🗹 ght 2023 Expedia, Inc. All rights	d Invoices	;			Копокопо				Receipts:	0.00 To be Alloc	ated: -539.98	Allocated:

Figure 2: Expedia Payments

- Step 10: On the top left hand corner of the table, select all bookings by clicking the box to the immediate left of the 'Reservation ID' field as illustrated above in Figure 1: Expedia Payments.
- Step 11: Navigate to the bottom of the table.



expedia group									ID: 9240827	Nowra Motor Inn	Search reservations	. θ
A Home	Î		69535146		ben jerram	08/17/2023	08/18/2023	AUD 0.00	AUD 143.99	130.90	13.09	AUD 143.99
Rooms and rates	~		72623540		Andrew Clark	08/22/2023	08/23/2023	AUD 0.00	AUD 153.01	139.10	13.91	AUD 153.01
Marketing	~		70293392		David Stead	08/23/2023	08/24/2023	AUD 0.00	AUD 148.50	135.00	13.50	AUD 148.50
Reservations			66504253		Ron Acorn	08/25/2023	08/26/2023	AUD 0.00	AUD 152.11	138.28	13.83	AUD 152.11
Guest relations	ř		68408947		Samantha Graffham	08/26/2023	08/27/2023	AUD 0.00	AUD 175.49	159.54	15.95	AUD 175.49
 Payments Property details 	~		72075106		Michael Ovington	08/26/2023	08/27/2023	AUD 0.00	AUD 175.49	159.54	15.95	AUD 175.49
Revenue 57			75194459		Anvar Kayumov	08/26/2023	08/27/2023	AUD 0.00	AUD 180.00	163.64	16.36	AUD 180.00
II Performance			75604086		Stacey Long	08/27/2023	08/29/2023	AUD 0.00	AUD 283.49	257.72	25.77	AUD 283.49
✓ Opportunities 7			74588564		Darren Moss	08/29/2023	08/30/2023	AUD 0.00	AUD 153.01	139.10	13.91	AUD 153.01
✗ Administration	~	31	of 31 included								Total invoice amou	nt AUD 5144.30
7 Help and support Alt+Q		I un for req	nderstand that it is my/p tax filing or reporting pu juired by and in accorda	roperty's obligation to correct irposes in jurisdictions outsid ince with local tax law. *	ly remit the applicable to e of the United States. I	axes and I confirm also note that this	that I will remit so statement does i	uch applicable taxes to not constitute an invoice	the relevant tax autho in jurisdictions outsi	wity related to the above boo de of the United States and d	kings. I understand that this statement loes not relieve this property from issui	cannot be used ng invoices as

Figure 3: Expedia Invoice Amount

- Step 12: The amount shown in the bottom right corner of the table labelled 'Total invoice amount' should equal the amount noted within RMS. As can be seen above in Figure 3: Expedia Invoice Amount, the amount is \$5,144.30 which is the same as within RMS.
- Step 13: If the RMS and Expedia amounts are the same, select the 'I understand ' option at the bottom left of the page, and click on the 'Create Invoice' option.
- Step 14: If you have completed this step correctly, you should then receive a message saying "Your payment Request has been submitted successfully". Which completes the process within Expedia.
- Step 15: If the amounts between RMS and Expedia do not agree, this will need to be investigated and resolved before taking payment. The typical causes of this issue are most commonly the result of:
- Step 16: a booking which was not correctly moved to Accounts Receivable
- Step 17: a booking that was manually changed within the property management system, which creates a period change. In this instance the payment can still be processed from Expedia in alignment with the original booking date.
- Step 18: A booking that was cancelled by the OTA after it was moved to Accounts Receivable



2.1.2 CLEARING BOOKINGS FROM ACCOUNTS RECEIVABLE

This is the final step in the process to be completed once payment from Expedia has been received in the relevant business account.

2.1.2.1	RMS
Step 19:	Go to Accounting > Accounts Receivable
Step 20:	Within the 'A/R Type' field, select 'Travel Agent'
Step 21:	From the list of Travel Agents, select 'Expedia'
Step 22:	Within the 'Auto' column, select all bookings for which payment from Expedia has been received. (Note. These are the same bookings as identified in the previous steps)
Step 23:	Once all bookings have been selected, the amount shown in the 'Allocated' field at the bottom right of the page should be identical to the amount received in the relevant bank account.
Step 24:	At the top right of the page, select 'Payment Method', then 'Receipt'
Step 25:	From the receipt description, select 'Direct Credit' and change

Step 25: From the receipt description, select 'Direct Credit' and change the 'Date Banked' to the date that the money was received in the relevant bank account.

Step 26: Ensure the 'Total Amount' is the same as the amount received in the relevant bank account.

Ó	RMS	© Q ≅ ⊞ £ ø 8	A 🗠 🚈		n in A			Reservat	tion Search	c) Im 🕀	4 9	0 ±
Menu S		Accounts Receivable) e x
									Bato	hiv Pay	ment Method 🗸	Reprint Receipt	Process
		Filters	🔍 🚊 Expedia A	ccounts - (Records Found 35, To	tal Owing: 5,566.4								
		A/R Type: Travel Agent	👻 🗌 Guest Na	me Res No Arrive	Depart	Acc No Ro	company	Contact	Inv Created	inv No	Total Owing	Payment	Auto
-		Name Ov	Receipt Details	View: Accounts Receivable			Apply Cancel				0.00		
•		Agoda 4		Transaction Date:		140			24-Jul-2023		134.09	134.09	
		AOT Group 1,90	Description	Tatal Amount	Tue, 5 Sep 2023	10			01-Aug-2023		391.48	391.48	
0 8		CORPORATE TRAVELLER (ACT) 35	Cheque	Date Banked:	Tue 5 See 2022	\$0,144.00			02-Aug-2023		148.50	148.50	
		Corporate Traveller (VIC) 33	Credit Card	Drawer:	10e, 5 sep 2025				04-Aug-2023		162.01	162.01	
		Expedia 5,54	Direct Credit						04-Aug-2023		125.99	125.99	
		FCM PREMIER 1,11	Existing Token						05-Aug-2023		130.50	130.50	
		The Hotel Network 5:	Journal						08-Aug-2023		125.99	125.99	
			NSW Voucher						08-Aug-2023		143.99	143.99	
									08-Aug-2023		125.99	125.99	
									08-Aug-2023		130.50	130.50	
		Search:							08-Aug-2023		134.99	134.99	
		Options							09-Aug-2023		139.50	139.50	
lam i		View: Unpaid Invoices							09-Aug-2023		139.50	139.50	
		Contact:	Comment:						10-Aug-2023		125.99	125.99	
•		Departed Bookings Only	Kate Mans	ur 116674 10-Aug-20	023 11-Aug-2023	140351 22	1		10-Aug-2023		125.99	125.99	
		Invoices Raised Between	Emily Mus	umeci 116668 10-Aug-20	023 11-Aug-2023	140341 09			11-Aug-2023		125.99	125.99	
•			Shane Stiv	ala 116634 11-Aug-20	123 12-Aug-2023	140280 08			11-Aug-2023		134.09	134.09	
~		Legend	Jeremy Ma	ckenzie 116704 12-Aug-20	23 15-Aug-2023	140399 05			12-Aug-2023		414.02	414.02	
Nowra M RMSCHits	stor Inn	Header	Daniel Wa	rrener 116705 12-Aug-20	023 13-Aug-2023	140401 10			12-Aug-2023		180.00	180.00	
Acc Date: (11.23.20	05-Sep-2023 5.53) Release Candidate	Fully Paid Invoices Unpaid Invoices					Receipts:	0.00	To be Allocated:		-5,144.30 Alloci	ated:	5,144.30

Figure 4: Allocating Payment within RMS

- Step 27: Select 'Apply'
- Step 28: At the top right of the page, select 'Process'.
- Step 29: All bookings for which payment has been allocated should now be removed from Accounts Receivable.



Step 30: This completes the process for Expedia bookings.

2.2 AGODA

To ensure all payments are received and managed correctly for bookings made through the Agoda channel, we must:

1. Use RMS to identify all Agoda bookings;

2. Compare Agoda bookings within RMS to booking information within the Agoda Extranet;

3. Once confirming that booking information between RMS and Agoda is accurate, take payment from Agoda by generating a Virtual Credit Card to be processed at the same time through RMS Pay, which will clear all Agoda bookings from Accounts Receivable once processed. Note that this step differs from Expedia in that we are taking payment through our payment gateway service and NOT receiving a direct credit payment.

- 2.2.1 TAKING PAYMENT
- 2.2.1.1 RMS
- Step 1: Go to Accounting > Accounts Receivable
- Step 2: Within the 'A/R Type' field, select 'Travel Agent'
- Step 3: From the list of Travel Agents, select 'Agoda'
- Step 4: Within the 'Auto' column, select all bookings within the period that you will be requesting payment. (Note. For Agoda, this should be all bookings)

Men	u Search													 Payment 	Method 🗸 🔰		Process
	Dashboard	Filters	۹	≡	Agoda Accounts - (Reco	rds Foun	d 3, Total Owi	ng: 425.00)									
1.2	Charts	A/R Type: Travel Agent	•		Guest Name	Res No	Arrive	Depart	Acc No	Room	Company	Contact	Inv Created	Inv No	Total Owing	Payment	Auto
	charts)	Name	Owing						(New)						0.00	0.00	_
•	Reservations >	Agoda	425.00	0	Khoon yao Lim	116552	02-Aug-2023	04-Aug-2023	140144	10			01-Aug-2023	8434	289.00	289.00	
		AOT Group	1,900.00		George Korphiatis	116572	05-Aug-2023	06-Aug-2023	140176	18			05-Aug-2023	8449	136.00	136.00	2
-	Accounting ~	CORPORATE TRAVELLER (ACT)	390.00														
	Accounts Receivable	Corporate Traveller (VIC)	325.00														
	Cash Account	Expedia	5,566.41														
	Gift Cards	FCM PREMIER	1,174.00														
	POSLite	The Hotel Network	550.05														
	POSILIE																
	Quick Account Access																
	RMS Pay																
	Travel Agent	Search:															
	Commissions	Options	۹														
•	Housekeeping >	View: Unpaid Invoices	~														
	Devente	Contact:	~														
	Reports >	Departed Bookings Only															
a	Asset Maintenance	Today (05-Sep-2023 - 05-Sep-2	:023)														
		Lerend															
Nowra	Motor Inn	Header															
RMS C User:	Hent No: 9917 Guy	Fully Paid Invoices															
(11.23	205.53) Release Candidate	Unpaid Invoices									Receipts:	0.00	To be Allocated:	-42	i.00 Alloca	ted:	425.00

Figure 5: RMS Agoda Account

Step 5: Take note of the amount shown at the bottom right corner of the table labelled 'Allocated'. This amount should be the total amount of revenue taken by Agoda for the period that we will



be requesting payment. In the example shown above within Figure 5: RMS Agoda Account, this amount is \$425.00.

- 2.2.1.2 Agoda Extranet Site
- Step 6: Log into the relevant Agoda Extranet site
- Step 7: Select 'Finance' on the top navigation bar
- Step 8: From the drop down list, select 'Current Transactions'

E	Booking Tra	insactions														E	oport to Excel
ŧ	Booking ID	Booking Date	Guest Name	Check-in Date	Check-out Date	No. of Rooms	No. of Nights	Booking Paid By	Currency	Ref Sales F	rom Agoda To	Agoda From C	ustomer	To Hotel	Booking Status	Approve	Dispute Deta
	379930559	01-Aug-2023	Khoon yao Lim	02-Aug-2023	04-Aug-2023	1	2	Agoda	AUD	340.00	289.00			289.00	Departed		
1	1022792965	02-Aug-2023	George Korphiatis	05-Aug-2023	06-Aug-2023	1	1	Agoda	AUD	160.00	136.00	- Total Approv	- ed Transact	136.00 ions : 2	Departed Total Approv	ed Amount :	AUD 425.00
														Selec	t all approved	Unselec	all approved
A	Adjustment	Transactions															
		Creation Date		Re	ference No.		Currenc	:y	Amour	nt		Adjustr	nent Rease	on		à	Remark
							0	No Pending Transa	tions								

Figure 6: Agoda Current Transactions

- Step 9: The amount shown in the bottom right corner of the 'Booking Transactions' table should equal the amount noted within RMS. As can be seen above in Figure 6: Agoda Current Transactions, the amount is \$425.00 which is the same as within RMS.
- Step 10: If the RMS and Agoda amounts are the same, select the 'Select all approved' option, then select 'Next' at the bottom right side of the page.
- Step 11: Select 'Submit' at the next page, which will generate a Virtual Credit Card Number to be used within RMS to take payment.
- 2.2.1.3 RMS.
- Step 12: Continuing from the previous RMS Steps, select 'Payment Method', then 'Receipt'
- Step 13: Select 'Credit Card', select 'Do Not Charge Transaction Fee', select 'Apply'.
- Step 14: Select 'Process' at the top right side of the page.
- Step 15: Manually enter the Virtual Credit Card Information provided by Agoda, then select the 'Pay' option.



- Step 16: All bookings for which payment has been allocated should now be receipted and removed from Accounts Receivable.
- Step 17: If payment has been correctly receipted by RMS, you may now return to the Agoda extranet page to acknowledge the 'Check here to ... ' option, and logout of the extranet.
- Step 18: This completes the process for Agoda bookings.