



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.
2. **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. **Note. This step should not be completed until payment is received within the bank account, which usually occurs several days after requesting payment from Expedia.**

2.1.1 TAKING PAYMENT

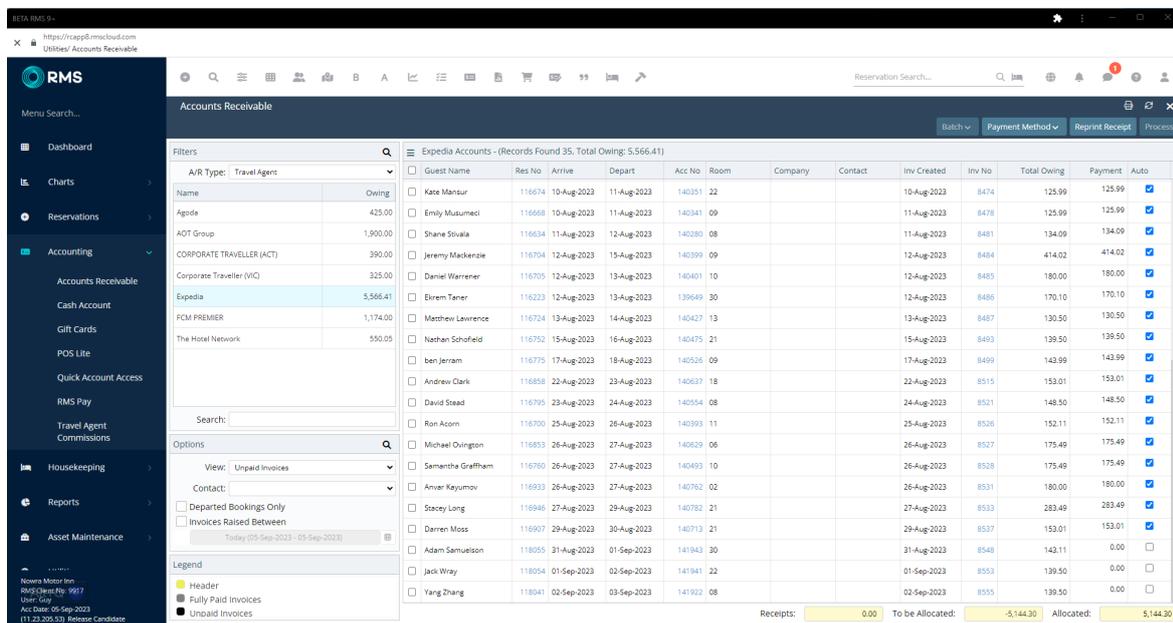
2.1.1.1 RMS

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)



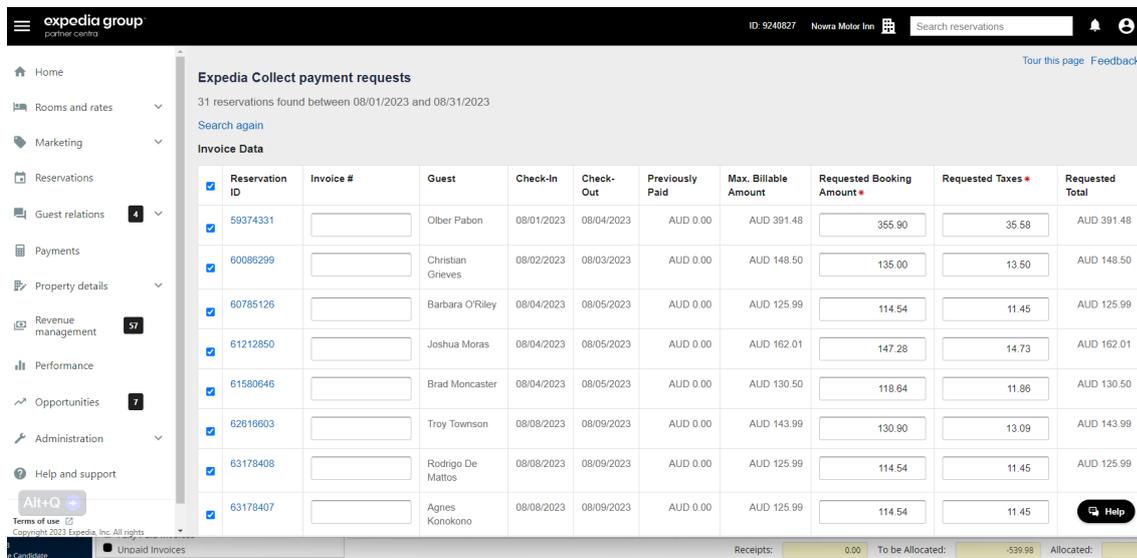
Expedia Accounts - (Records Found 35. Total Owing: 5,566.41)													
A/R Type: Travel Agent	Guest Name	Res No	Arrive	Depart	Acc No	Room	Company	Contact	Inv Created	Inv No	Total Owing	Payment	Auto
<input type="checkbox"/>	Kate Mansur	116674	10-Aug-2023	11-Aug-2023	140351	22			10-Aug-2023	8474	125.99	125.99	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Emily Musumeci	116668	10-Aug-2023	11-Aug-2023	140341	09			11-Aug-2023	8478	125.99	125.99	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Shane Sivola	116604	11-Aug-2023	12-Aug-2023	140280	08			11-Aug-2023	8481	134.09	134.09	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Jeremy Mackenzie	116704	12-Aug-2023	15-Aug-2023	140399	09			12-Aug-2023	8484	414.02	414.02	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Daniel Warrenner	116705	12-Aug-2023	13-Aug-2023	140401	10			12-Aug-2023	8485	180.00	180.00	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Ethem Taner	116223	12-Aug-2023	13-Aug-2023	139649	30			12-Aug-2023	8486	170.10	170.10	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Matthew Lawrence	116724	13-Aug-2023	14-Aug-2023	140427	13			13-Aug-2023	8487	130.50	130.50	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Nathan Schofield	116752	15-Aug-2023	16-Aug-2023	140475	21			15-Aug-2023	8493	139.50	139.50	<input checked="" type="checkbox"/>
<input type="checkbox"/>	ben Jerram	116775	17-Aug-2023	18-Aug-2023	140526	09			17-Aug-2023	8499	143.99	143.99	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Andrew Clark	116858	22-Aug-2023	23-Aug-2023	140637	18			22-Aug-2023	8515	153.01	153.01	<input checked="" type="checkbox"/>
<input type="checkbox"/>	David Stead	116795	23-Aug-2023	24-Aug-2023	140554	08			24-Aug-2023	8521	148.50	148.50	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Ron Acom	116700	25-Aug-2023	26-Aug-2023	140393	11			25-Aug-2023	8526	152.11	152.11	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Michael Ovington	116853	26-Aug-2023	27-Aug-2023	140629	06			26-Aug-2023	8527	175.49	175.49	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Samantha Graffham	116760	26-Aug-2023	27-Aug-2023	140493	10			26-Aug-2023	8528	175.49	175.49	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Amer Kayumov	116933	26-Aug-2023	27-Aug-2023	140792	02			26-Aug-2023	8531	180.00	180.00	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Stacey Long	116946	27-Aug-2023	29-Aug-2023	140782	21			27-Aug-2023	8533	283.49	283.49	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Darren Moss	116907	29-Aug-2023	30-Aug-2023	140713	21			29-Aug-2023	8537	153.01	153.01	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Adam Samuelson	118055	31-Aug-2023	01-Sep-2023	141943	30			31-Aug-2023	8548	143.11	0.00	<input type="checkbox"/>
<input type="checkbox"/>	Jack Wray	118054	01-Sep-2023	02-Sep-2023	141941	22			01-Sep-2023	8553	139.50	0.00	<input type="checkbox"/>
<input type="checkbox"/>	Yang Zhang	118041	02-Sep-2023	03-Sep-2023	141922	08			02-Sep-2023	8555	139.50	0.00	<input type="checkbox"/>

Figure 1: RMS Expedia 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 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)



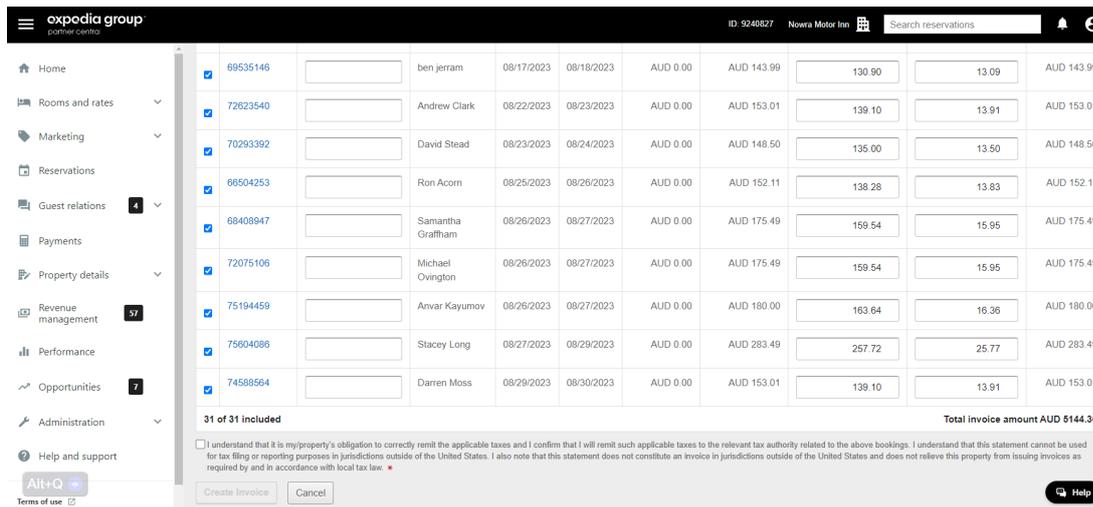
<input checked="" type="checkbox"/>	Reservation ID	Invoice #	Guest	Check-In	Check-Out	Previously Paid	Max. Billable Amount	Requested Booking Amount*	Requested Taxes *	Requested Total
<input checked="" type="checkbox"/>	59374331		Oiber Pabon	08/01/2023	08/04/2023	AUD 0.00	AUD 391.48	355.90	35.58	AUD 391.48
<input checked="" type="checkbox"/>	60086299		Christian Gieves	08/02/2023	08/03/2023	AUD 0.00	AUD 148.50	135.00	13.50	AUD 148.50
<input checked="" type="checkbox"/>	60785126		Barbara O'Riley	08/04/2023	08/05/2023	AUD 0.00	AUD 125.99	114.54	11.45	AUD 125.99
<input checked="" type="checkbox"/>	61212850		Joshua Moras	08/04/2023	08/05/2023	AUD 0.00	AUD 162.01	147.28	14.73	AUD 162.01
<input checked="" type="checkbox"/>	61580646		Brad Moncaster	08/04/2023	08/05/2023	AUD 0.00	AUD 130.50	118.84	11.88	AUD 130.50
<input checked="" type="checkbox"/>	62616603		Troy Townson	08/08/2023	08/09/2023	AUD 0.00	AUD 143.99	130.90	13.09	AUD 143.99
<input checked="" type="checkbox"/>	63178408		Rodrigo De Mattos	08/08/2023	08/09/2023	AUD 0.00	AUD 125.99	114.54	11.45	AUD 125.99
<input checked="" type="checkbox"/>	63178407		Agnes Konokono	08/08/2023	08/09/2023	AUD 0.00	AUD 125.99	114.54	11.45	AUD 125.99

Receipts: 0.00 | To be Allocated: -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.



ID	Name	Start Date	End Date	AUD 0.00	AUD 143.99	130.90	13.09	AUD 143.99
69535146	ben jerram	08/17/2023	08/18/2023	AUD 0.00	AUD 143.99	130.90	13.09	AUD 143.99
72623540	Andrew Clark	08/22/2023	08/23/2023	AUD 0.00	AUD 153.01	139.10	13.91	AUD 153.01
70293392	David Stead	08/23/2023	08/24/2023	AUD 0.00	AUD 148.50	135.00	13.50	AUD 148.50
66504253	Ron Acorn	08/25/2023	08/26/2023	AUD 0.00	AUD 152.11	138.28	13.83	AUD 152.11
68408947	Samantha Graffham	08/26/2023	08/27/2023	AUD 0.00	AUD 175.49	159.54	15.95	AUD 175.49
72075106	Michael Ovington	08/26/2023	08/27/2023	AUD 0.00	AUD 175.49	159.54	15.95	AUD 175.49
75194459	Anvar Kayumov	08/26/2023	08/27/2023	AUD 0.00	AUD 180.00	163.64	16.36	AUD 180.00
75604086	Stacey Long	08/27/2023	08/29/2023	AUD 0.00	AUD 283.49	257.72	25.77	AUD 283.49
74588564	Damen Moss	08/29/2023	08/30/2023	AUD 0.00	AUD 153.01	139.10	13.91	AUD 153.01
31 of 31 included								Total invoice amount AUD 5144.30

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'

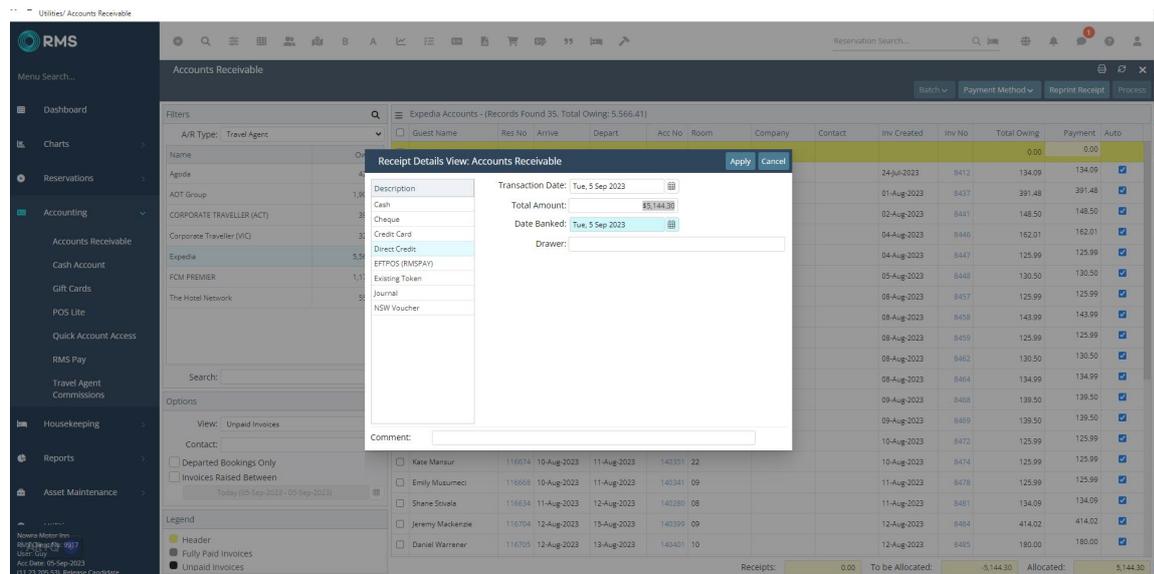
Step 22: Within the 'Auto' column, select all bookings for which payment from Expedia has been received. (Note. These are the same bookings as identified in the previous steps)

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 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.



The screenshot shows the RMS Accounts Receivable interface. A modal window titled 'Receipt Details View: Accounts Receivable' is open, displaying the following information:

- Transaction Date: Tue, 5 Sep 2023
- Total Amount: \$5,144.30
- Date Banked: Tue, 5 Sep 2023
- Drawer: (empty field)

The background shows a table of accounts receivable with the following columns: Name, A/R Type, Res No, Arrive, Depart, Acc No, Room, Company, Contact, Inv Created, Inv No, Total Owning, Payment, and Auto. The table lists various bookings with their respective dates and amounts.

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

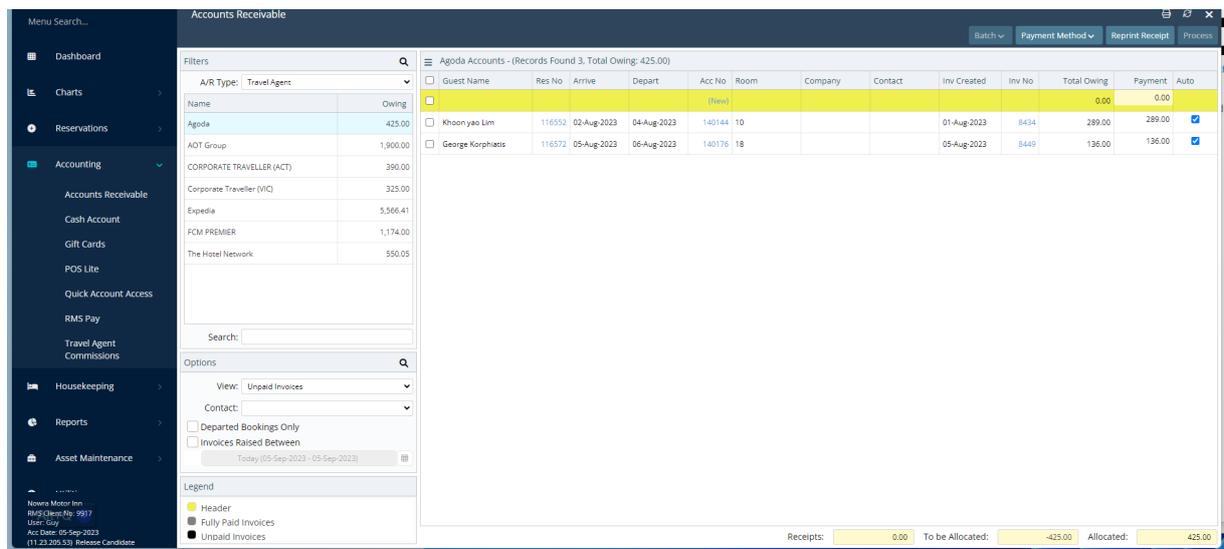
2.2.1.1 RMS

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)



Guest Name	Res No	Arrive	Depart	Acc No	Room	Company	Contact	Inv Created	Inv No	Total Owning	Payment	Auto
Khoon yao Lim	116592	02-Aug-2023	04-Aug-2023	140144	10			01-Aug-2023	8434	289.00	289.00	<input checked="" type="checkbox"/>
George Korphiatis	116572	05-Aug-2023	06-Aug-2023	140176	18			05-Aug-2023	8449	136.00	136.00	<input checked="" type="checkbox"/>

Summary: Receipts: 0.00 To be Allocated: -425.00 Allocated: 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

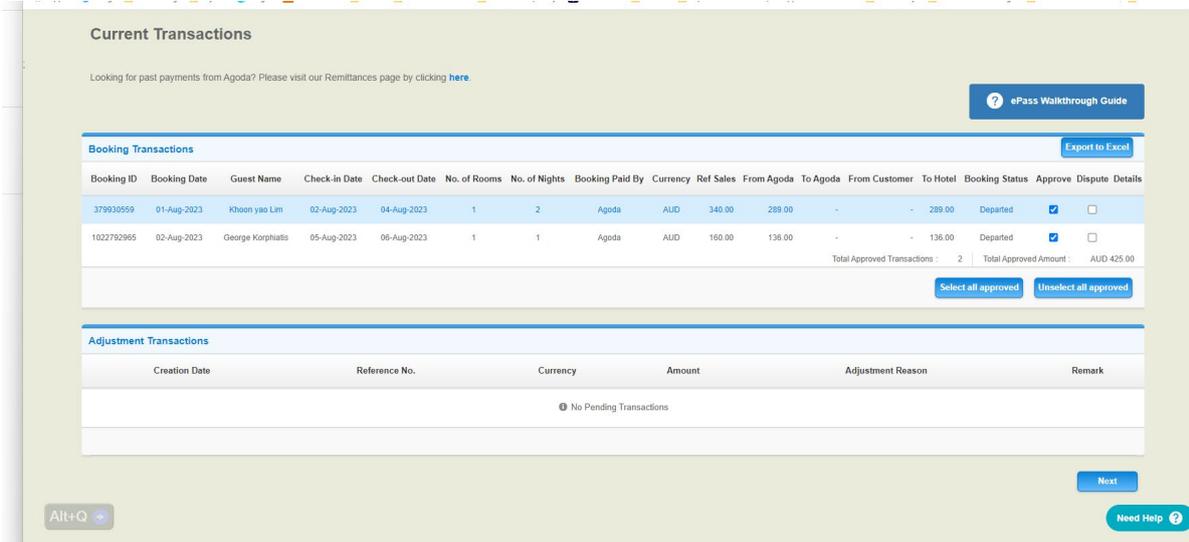
be requesting payment. In the example shown above within Figure 5: RMS Agoda Account, this amount is \$425.00.

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'



Current Transactions

Looking for past payments from Agoda? Please visit our Remittances page by clicking [here](#)

[ePass Walkthrough Guide](#)

Booking Transactions [Export to Excel](#)

Booking ID	Booking Date	Guest Name	Check-in Date	Check-out Date	No. of Rooms	No. of Nights	Booking Paid By	Currency	Ref Sales	From Agoda	To Agoda	From Customer	To Hotel	Booking Status	Approve	Dispute	Details
379930559	01-Aug-2023	Khoon yao Lim	02-Aug-2023	04-Aug-2023	1	2	Agoda	AUD	340.00	289.00	-	-	289.00	Departed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
1022792965	02-Aug-2023	George Korphiatis	05-Aug-2023	06-Aug-2023	1	1	Agoda	AUD	160.00	136.00	-	-	136.00	Departed	<input checked="" type="checkbox"/>	<input type="checkbox"/>	
Total Approved Transactions : 2														Total Approved Amount : AUD 425.00			

[Select all approved](#) [Unselect all approved](#)

Adjustment Transactions

Creation Date	Reference No.	Currency	Amount	Adjustment Reason	Remark
No Pending Transactions					

[Next](#) [Need Help ?](#)

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.