



Booking.com Commissions Disputes Process Onyx

Business Processes – Operations
April 2025

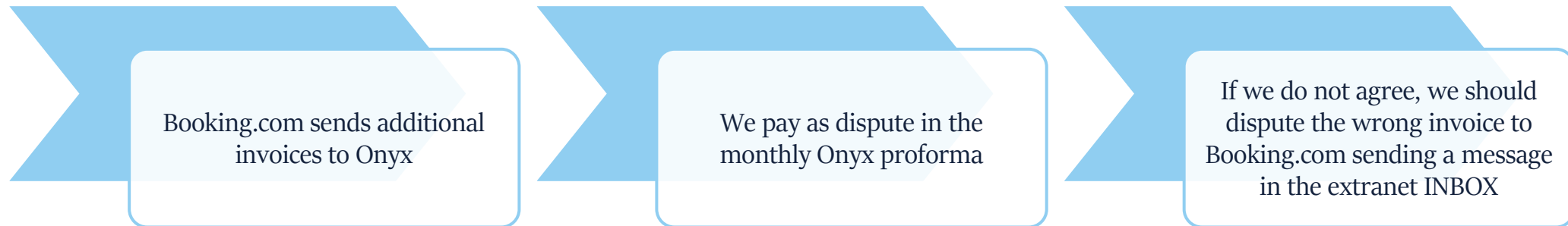


Booking.com Commissions Disputes Process

REGULAR PROCESS FOR COMMISSIONS DISPUTES



BOOKING.COM COMMISSIONS DISPUTES PROCESS













- Onyx disputes are not shown in the TMS Onyx monitor.
- They are posted once a month on the expense account 62910004 COMMISSION DISPUTE & CLAIMS.

Booking.com Commissions Disputes Process

ADDITIONAL INVOICES

- ❑ In addition to the monthly commission invoices, we can find other **additional invoices**:
 1. **Incorrect reporting - Normally, discrepancies due to no show reservations.**
 2. **Customer complaint costs.**
 3. **Debit note (Other receivables)**

Outstanding balances						
Document name	Number	Date	Period	Actions	Status	Amount
Incorrect reporting	1625658901 	8 Feb 2025	1 Jan - 31 Jan	PDF 	Overdue (due by 21 Feb 2025)	€ 37.18
Debit note	1624040507 	16 Jan 2025	1 Oct - 31 Oct	PDF 	Overdue (due by 29 Jan 2025)	€ 76.23
						Total amount due: € 113.41
						Amount to be paid: € 113.41

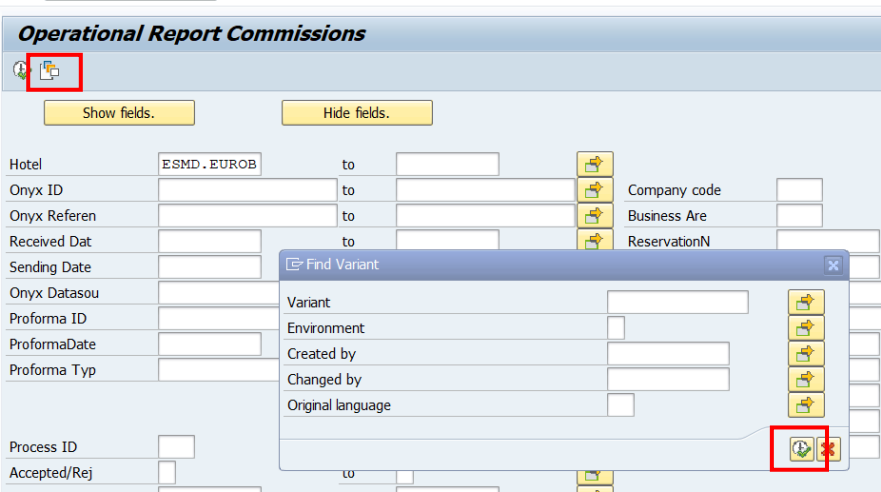
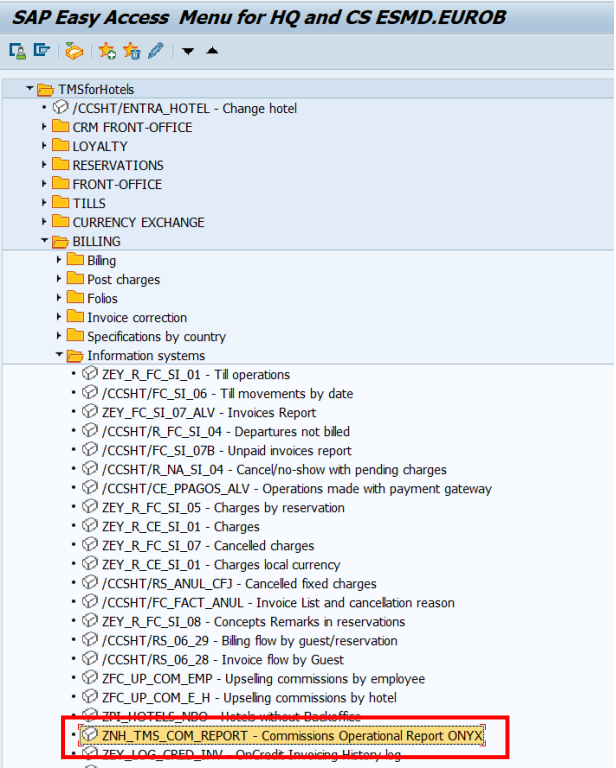
Outstanding balances						
Document name	Number	Date	Period	Actions	Status	Amount
Customer complaint costs	1625425201 	3 Feb 2025	1 Dec - 31 Dec	PDF 	Overdue (due by 16 Feb 2025)	€ 750.75
Incorrect reporting	1622436459 	8 Dec 2024	1 Nov - 30 Nov	PDF 	Overdue (due by 21 Dec 2024)	€ 56.70
Incorrect reporting	1617110185 	7 Sept 2024	1 Aug - 31 Aug	PDF 	Overdue (due by 20 Sept 2024)	€ 185.28
						Total amount due: € 992.73
						Amount to be paid: € 992.73

- ❑ Now, we do not pay any amount to Booking.com out of Onyx. All these additional charges must be processed by Booking.com using Onyx.

Booking.com Commissions Disputes Process

1. CHECK THE DISPUTES USING TMS

- ❑ Available monthly, from the 4th Friday (complete week).
- ❑ Use the TMS report **ZNH_TMS_COM_REPORT** - Commissions Operational Report ONYX (available in the folder Billing > Information Systems).
- ❑ Select de **VARIANT /oBOOKING D-CN - BOOKING DISPUTES CREDIT NOTES**.
- ❑ Select your hotel if it not displayed and fill in de dates (complete corresponding month). Some fields are automatically completed, do not change!



ABAP: Variant Directory of Program ZEY_TMS_COMMISSIONS_REPORT01

Variant Catalog for Program ZEY_TMS_COMMISSIONS_REPORT01

Variant name	Short Description	Environment	Protected	Created by	Created on	Changed by	Last Changed On
/oBOOKING D-CN	BOOKING DISPUTES CREDIT NOTES	A		E00000088163	05.04.2025	E00000088163	05.04.2025
/oCOMMISSIONS	Commissions Onyx-TMS	A		E00000088163	25.05.2017	E00000022453	09.10.2018
/oDISPUTES	Onyx Disputes & Credit Notes	A		E00000088163	24.05.2017	E00000088163	26.05.2017

Operational Report Commissions

Show fields. Hide fields.

Hotel: BEBR.BERLA to []

Onyx ID: [] to []

Onyx Referen: [] to []

Received Dat: [] to []

Sending Date: [] to []

Onyx Datasou: [] to []

Proforma ID: [] to []

ProformaDate: 01.03.2025 to 31.03.2025

Proforma Typ: DDPF to []

Process ID: [] to []

Accepted/Rej: [] to []

Check in: [] to []

Check out: [] to []

Vendor: [] to []

Save file at /usr/sap/DaRT/wps folder.

☐ File

Select layout

Layout: [] /BOOKING ADD

Booking.com Commissions Disputes Process

1. CHECK THE DISPUTES USING TMS

Operational Report Commissions

Hotel	Name 1	Onyx Unique ID	Proforma Id	Date	Invoice ID	Date	WPS Ref. R	Surname 1	ε	Proforma Net Comm.	εProforma Gross Comm.	Crcy PRF	Customer	Vendor
BEBR.BERLA	BOOKING.COM BV	250200179121227	3555464	18.02.2025	1612834202	07.07.2024	4491536713	GIAN TUTUMLU (STAYED_NO_SHOW)		62,40	62,40	EUR	500543	7000001
	BOOKING.COM BV	250300181181911	3565400	17.03.2025			1601772438	CREDIT NOTE		83,03-	83,03-	EUR	500543	7000001
	BOOKING.COM BV	250300181182322	3565400				61	OVERPAYMENT		21,19-	21,19-	EUR	500543	7000001
	BOOKING.COM BV	250300181182324	3565400				62	OVERPAYMENT		102,09-	102,09-	EUR	500543	7000001
										143,91-	7	143,91- EUR	8	



1. ONYX PROFORMA ID.
2. ONYX PROFORMA DATE.
3. INVOICE ID. Number of the invoice of Booking.com (available in the extranet).
4. INVOICE DATE. Date of the invoice of Booking.com.
5. WPS. REF. Normally, Booking.com voucher number. For credit notes is the Booking.com credit note number and for Overpayments, it is irrelevant.
6. SURNAME. Guest identification.
7. PROFORMA NET & GROSS AMOUNT IN CURRENCY PROFORMA.
8. PROFORMA OF THE CURRENCY.

Booking.com Commissions Disputes Process

2. CHECK FOR MORE INFORMATION IN BOOKING.COM EXTRANET

- ❑ Search for the invoice **FINANCE > INVOICES** based the number, the date and the total amount. Since the invoice is already paid it will be not in the section Outstanding Invoices.


Outstanding balances

Document name	Number	Date	Period	Actions	Status	Amount
Incorrect reporting	1622435155 	8 Dec 2024	1 Nov - 30 Nov	PDF 	Overdue (due by 21 Dec 2024)	€ 43.20



















Total amount due: € 43.20
Amount to be paid: € 43.20

To pay your invoices, refer to the [payment instructions](#).

Filter by year

2024 

[Download all 2024 PDFs](#)

Document name	Number	Date	Period	Payment date	Actions	Status	Amount
Commission	1624038047 	16 Jan 2025	1 Dec - 31 Dec	31 Jan 2025	PDF  View statement	Paid	€ 27,723.62
Commission	1622496804 	12 Dec 2024	1 Nov - 30 Nov	27 Dec 2024	PDF  View statement	Paid	€ 20,888.51
Commission	1620936075 	13 Nov 2024	1 Oct - 31 Oct	28 Nov 2024	PDF  View statement	Paid	€ 26,239.14
Commission	1619196174 	16 Oct 2024	1 Sept - 30 Sept	4 Nov 2024	PDF  View statement	Paid	€ 23,287.03
Commission	1617195638 	12 Sept 2024	1 Aug - 31 Aug	25 Sept 2024	PDF  View statement	Paid	€ 10,881.84
Commission	1614964764 	16 Aug 2024	1 Jul - 31 Jul	29 Aug 2024	PDF  View statement	Paid	€ 18,382.17
Commission	1612883654 	11 Jul 2024	1 Jun - 30 Jun	24 Jul 2024	PDF  View statement	Paid	€ 22,288.95
Incorrect reporting	1612834202 	7 Jul 2024	1 Jun - 30 Jun	27 Feb 2025	PDF 	Paid	€ 62.40
Commission	1611025197 	14 Jun 2024	1 May - 31 May	26 Jun 2024	PDF  View statement	Paid	€ 22,128.03

Booking.com

HEM DIEGEM N.V.

DE KLEETLAAN 14

B-1831 DIEGEM

Belgique

Identifiant de l'établissement:

20052

N° de TVA:

BE0471530361

N° de facture:

1612834202

Date:

07/07/2024

Période:

01/06/2024 - 30/06/2024

Booking.com B.V.

Oosterdoksade 163

1011 DL Amsterdam

Pays-Bas

N° de TVA: NL805734958B01

Enregistrée aux Pays-Bas sous le

N°: 31047344

<https://www.booking.com>

FACTURE

Description	Vente de chambres	Commission
D10 - Facture supplémentaire pour la réservation n° 4491536713		EUR 62,40
Montant Total Dû		EUR 62,40

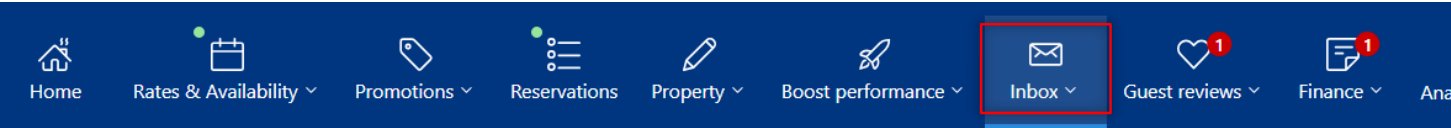
- ❑ Check all details on the pdf copy and compare with TMS information.

Booking.com Commissions Disputes Process



3. DISPUTE DESAGREE INVOICES

- If you do not agree, you should address a dispute to Booking.com sending a message in the extranet INBOX and follow up the resolution, reviewing if a credit note is issued.



4. CREDIT NOTES

- Credit notes follow the same process that additional invoices, they are deducted monthly in the Onyx proforma.
- Now, you can also find refunded amounts corresponding to OVERPAYMENTS (without invoice or CN number)

Operational Report Commissions

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HOTELS

Thank You

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