

MHE&A - Onyx commissions payment process

Guide 2025

MHE&A AND ONYX CENTERSOURCE BRING ADDITIONAL BENEFITS TO YOU:



Trusted and secure B2B intranet designed specifically for hotels and travel agencies.



Free of charge service.
Easier collecting and invoicing process. Invoices are issued by Onyx.



Increased speed of commissions payment.
All payments are made within 14 and 45 days from the moment the hotel validates the commission claim.



MH dedicated department to help you with any query during the commissions payment process.
MH COMMISSION CARE CENTER
onyx@minor-hotels.com

**THIS ALL ADDS TO MORE EFFICIENCY, WHICH IN TURN,
MEANS WE CAN PROVIDE A BETTER SERVICE TO YOU.**

Frequently Asked Questions

1. WHAT KIND OF TRAVEL AGENCIES OR EVENT ORGANIZERS CAN RECEIVE COMMISSION PAYMENTS FROM MHE&A?

- Any travel agency can receive a payment from MHE&A as long as it is correctly identified on the Onyx platform.

2. HOW CAN TRAVEL AGENCIES LOAD OR UPDATE THEIR INFORMATION IN ONYX?

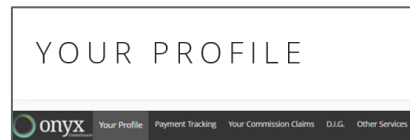
- For new travel agencies PREFERABLE -> Via Onyx website
<https://www.payments.Onyxcentersource.com/peticioncodigos.shtm>

The screenshot shows a registration form for travel agencies. At the top, there are radio buttons for selecting the user type: Travel Agent (selected), Hotel, CRS, Hotel Association, Travel Agent Group, and Other. Below this, the form includes fields for: Company Name, Travel Agent Code (with a dropdown menu), Address, ZIP Code, City, Country (with a dropdown menu), Contact person (with a dropdown menu showing 'MR'), Position, E-mail address, WWW address (starting with 'http://'), Phone number, and Fax number. At the bottom, there is a checkbox for 'Are you authorized by your company to receive this information?' with 'Yes' and 'No' options. Below the checkbox is a reCAPTCHA widget with the text 'I'm not a robot' and a 'Click here to request your access codes' button. A note at the bottom states 'All fields are required'.

- Or submitting a Support Case to ONYX through this link
<https://onyxcentersource.my.site.com/p/s/web-to-case-form>
- It is not necessary for an agency to have an IATA number to register in ONYX.
- If the agency is already registered but forgot their Onyx access, they can click on “Need your username or password” available in
<https://www.payments.onyxcentersource.com/> platform.
- Onyx will contact the agency to provide the login information to access the
<https://www.payments.onyxcentersource.com/> platform, where they can confirm or complete your profile information, register and follow-up commissions.



- To avoid any delay on payments, please, remind that it is very important to confirm and complete all the requested legal and banking data by entering into <https://www.payments.onyxcentersource.com/> platform and clicking on “Your Profile” section



3. ARE THERE ANY CHARGES FOR THIS SERVICE?

- The collection of the commissions of MHE&A through Onyx is free of charge. If you are paying any additional cost is because additional services agreed with Onyx (SurePay or RecoverPro) but not mandatory for our process.

4. HOW TO CLAIM COMMISSIONS?

- Do not upload any commission invoice to the Onyx platform.
- Entering into <https://www.payments.onyxcentersource.com/> platform. Once you are logged in go to Your Commission Claims / Direct Data and click on “click here to select the hotel”. This way you will select the hotel for which you need to claim a commission that has not been paid yet.

- “Voucher Code” for Transient Reservations and “Booking File” number for M&E (included in all the MHE&A contracts and Invoices) will be the referential matching codes to validate the partner claimed commission with the MHE&A internal data and therefore speed up the payment of the commissions.

5. HOW TO CHECK WHETHER OR NOT THE COMMISSION PAYMENT HAS BEEN MADE?

- One day after submitting their commissions requests, the partner can track the status via <https://www.payments.onyxcentersource.com/> platform as follows: 1 Click on "GlobalSearch" -> 2 Select the claim (in the "Claim Reference" field) and click on "Search" .

The screenshot shows the Onyx platform interface for 'Your Commission Claims'. The 'Global search' tab is active. Search filters include Claim Ref., Status, Client, Booking Reference, Address, Check-In, Check-Out, and Hotels. Below the filters, a table displays the search results.

Travel Agency	Hotel	Client / Check-In / Check-Out	Claim Ref. / Status
Travel Agency	HOTEL NH COLLECTION MADRID EUROBUILDING PADRE DAMIAN, 23 MADRID - SPAIN	Client: [Name] Check-In: [Date] Check-Out: [Date]	Non validated
Validated: Already checked and confirmed by the hotel concerned. In payment process in the following days.			
Travel Agency	Hotel	Client / Check-In / Check-Out	Status

- There are five different status types:
 - NOT VALIDATED: Claim has been entered into system by client and awaiting hotel validation.
 - VALIDATED: Hotel has already validated claim and will follow claims process calendar.
 - WAITING FOR FUNDS: Claim has been processed by ONYX and awaiting payment from MHE&A.
 - PAID: ONYX has already made payment to the agency as per agreement with MHE&A.
 - REFUSED: Hotel has rejected claim and payment process discontinued. If this occurs, the partner can contact the hotel or the Account Manager for an explanation.

6. SHOULD THE TRAVEL AGENCIES OR EVENT ORGANIZERS REGISTER THEMSELVES ALL THEIR COMMISSION CLAIMS?

- Yes, they must register their claims in Onyx, but some reservations are automatically managed and paid:
 - The transient reservations made through GDS.
 - If the agency agrees to be part of the automatic MICE interface with Onyx. Your commercial contact can provide more information.


7. HOW OFTEN ARE COMMISSIONS PAID?

- MHE&A issues a monthly commissions payment, the third Friday of the month (complete week). By default, unless stated otherwise, all payments are made in under 45 days from the hotel validates the commission claim.
- Some travel agencies have agreed with Onyx special payment instructions.

8. WHERE SHOULD TRAVEL AGENCIES SEND THEIR INVOICES?

- Onyx will be issuing the invoices either on behalf of the hotel or the travel agencies, therefore clients do not need to send invoices anymore to the MHE&A PO box.

9. WHO CAN TRAVEL AGENCIES CONTACT WITH QUESTIONS REGARDING HOW TO PROCESS CLAIMS, PAYMENTS OR TECHNICAL PROBLEMS WITH THE COMMISSION PLATFORM?

- Submitting a Support Case to ONYX through this link  <https://onyxcentersource.my.site.com/p/s/web-to-case-form>
- It is highly recommended to include the reference “Minor Hotels” in the “Subject of the request”

10. HOW CAN TRAVEL AGENCIES CLAIM ON COMMISSION AMOUNTS WHICH WERE REJECTED OR PARTIALLY PAID (DISPUTES)?

- Travel agencies need to contact the MH COMMISSION CARE CENTER onyx@minor-hotels.com . These disputes can only be loaded and processed to be paid by this MH department.

11. HOW CAN TRAVEL AGENCIES CLAIM ON COMMISSION AMOUNTS WHICH ARE OVERDUE (OLDER THAN 10 MONTHS)?

- Partners need to contact the MH COMMISSION CARE CENTER onyx@minor-hotels.com . These commission claims can only be loaded and processed to be paid by the MH Commission Care Center.



For any further doubt about the commission payment process of MHE&A, *please contact the MH COMMISSION CARE CENTER*
onyx@minor-hotels.com