



# MHE&A- ONYX COMMISSIONS PAYMENT PROCESS FOR MICE RESERVATIONS

July 2025



# 0. Introduction

MHE&A AND ONYX CENTERSOURCE.

ADDITIONAL FEATURES TO HELP SIMPLIFY AND SPEED UP COMMISSIONS CLAIMS

- Trusted and secure B2B intranet designed specifically for hotels and travel agencies.
- Easier invoice processing and with an intuitive user-friendly payments platform.
- Increased speed of commissions payments between travel distributors and hotels.
- Commissions Care Center and Onyx Support Service to help you with any query related to commission payments.

# 1. How to register

You can register in 2 ways:

1. PREFERABLE -> Via ONYX website. Please click on the link below to be taken to the registration page: <https://www.payments.onyxcentersource.com/peticioncodigos.shtm>
2. Contact the ONYX Support Center: <https://www.onyxcentersource.com/need-assistance/>

QUESTIONS AND ISSUES THAT MAY ARISE DURING REGISTRATION:

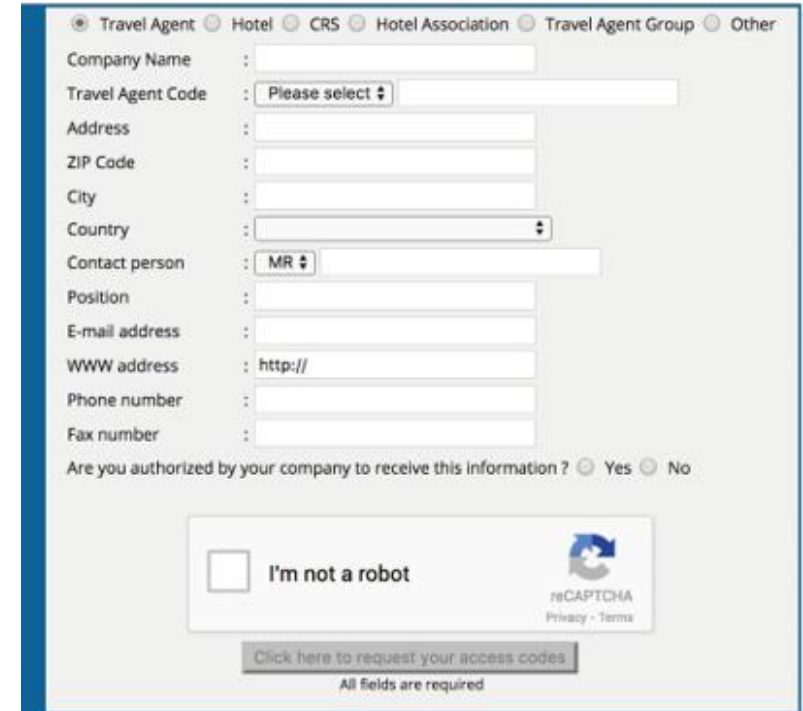
- Is an IATA number required?

It is not necessary to have an IATA number to register the company in ONYX.

- Your company is Recoverpro or Surepay agency, do you still need to register in this portal?

Yes, for MHE&A MICE commission claims. But for transient commissions, please follow your standard operative.

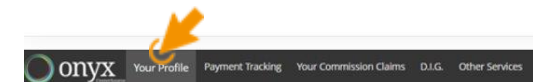
## ONYX Registration Page

The image shows a web form for ONYX registration. At the top, there are radio buttons for selecting a user type: Travel Agent (selected), Hotel, CRS, Hotel Association, Travel Agent Group, and Other. Below this, there are input fields for Company Name, Travel Agent Code (with a dropdown menu showing 'Please select'), Address, ZIP Code, City, Country (with a dropdown menu), Contact person (with a dropdown menu showing 'MR'), Position, E-mail address, WWW address (with 'http://' pre-filled), Phone number, and Fax number. At the bottom of the form, 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'.

Onyx will contact you to provide the login information to access the [www.payments.onyxcentersource.com](http://www.payments.onyxcentersource.com) platform.

**Click on Your Profile in order to confirm and complete all requested legal and banking data**

YOUR PROFILE



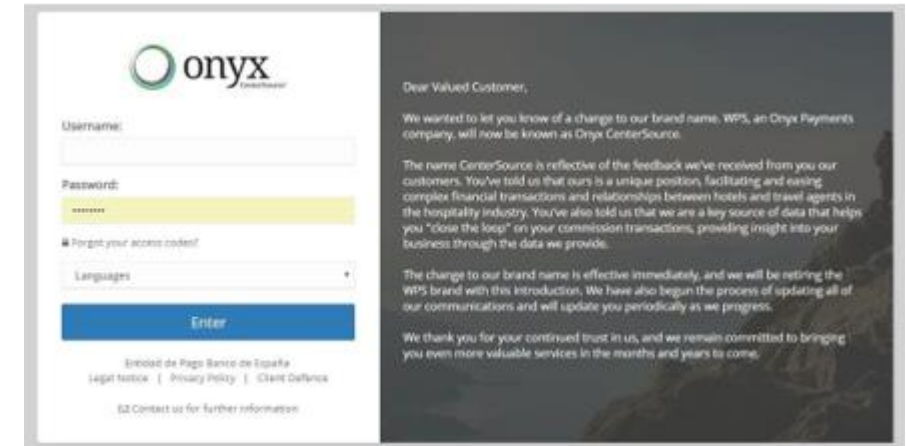
# 2. How to claim commissions

\*To avoid any delays on payments please make sure the commission amount has been agreed to before submitting the claim.

Follow these nine steps :

1. Enter user name and password.
2. Click on your commissions claim.
3. Click on Direct Data.

2.1 |



2.2 |



2.3 |



# 2. How to claim commissions

Follow these steps:

- 4. Click here to select the hotel.
- 5. Select the hotel your claim is for
- 6. Select MICE Claim.

2.4 |

2.5 |

2.6 |

## 2. How to claim commissions

Follow this step:

### 7. Fill in details about the reservation.

Orange fields are mandatory\*

- Booking file number: MB + 10 digits (old files: BF + 8 digits)
- Event name: Can be different to event name on file
- Client name: Final client or agency name, should relate to booking
- Check-in: Meeting start date
- N° of nights\*: Meeting duration
- N° of rooms\*: Approximate number of room-nights
- Comm Amount: Total amount of claim (without VAT). This amount must not be "0" otherwise, claim will need to be manually processed and will take longer.
- Currency: As input on the system
- VAT Amount: Never fill in this field as commission should be posted without VAT.
- Do not upload any commission invoice to the Onyx platform.

\*NB. To be completed for each booking file number. If an event has 2 different numbers (eg. allocated accommodation and contracted accommodation) then two different claims need to be submitted. Should you have more than one hotel in your booking file click on “add new hotel” at the bottom of the screen and complete the information as per above

\*\*Exact figure not necessary. To submit, please enter an amount, do not leave "0".

2.7 |

The screenshot shows a multi-step form for claiming commissions. Step 1 is 'Select the hotel from our data base' with a link to select a hotel. Below this, 'CASINO DE MADRID' is selected, and 'MICE Claim' is checked. Step 2 is 'Select the travel agency from our data base, or fill in the below fields' with a link to select a travel agency. Fields for Travel Agency Code, Name, Address, City (KOELN), Country (GERMANY), Phone, and Fax are present. Step 3 is 'Fill in details about the reservation' with fields for Booking File Number, Client Name, Check-in, Number of nights, Number of rooms, Rate, Comm %, Comm Amount, V.A.T. Amount (1), Currency, and Rate Code. An orange arrow points to the 'OK' button. At the bottom, there are links for 'Add new hotel', 'Add new travel agency', and 'Add new guest'. A footnote states: '(1) The VAT amount (NOT THE VAT %) can be used when dealing with domestic commissions. The VAT amount should be included in the total commission to pay.'

# 2. How to claim commissions

Follow these steps:

- 8. Review your claim before submitting.
- 9. Submit claim to ONYX.

2.8 |

Review your claim before submitting it to Onyx

Page 1 of 1

Hotel	Client Name	Check-In	Number of nights	Number of rooms	Rate	Comm %	Comm Amount	Rate Code
CASINO DE MADRID					XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX		
ALCALÁ					XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX		
MADRID - SPAIN					XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX		
MB0000000000	LUCIA	17/09/2017	2	30	EUR		EUR 150	
Event name: Lucia 2								

Page 1 of 1

Step 4: Submit claim to Onyx

Your pending claims will be available for hotel validation 30 or 60 days after the check out date, depending on the hotel's commission processing calendar.

Submit claim to Onyx

To receive information about your claims by email, please enter your email address

2.9 |

Review your claim before submitting it to Onyx

Page 1 of 1

Hotel	Client Name	Check-In	Number of nights	Number of rooms	Rate	Comm %	Comm Amount	Rate Code
CASINO DE MADRID					XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX		
ALCALÁ					XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX		
MADRID - SPAIN					XXXXXXXXXXXXXXXXXXXX	XXXXXXXXXXXXXXXXXXXX		
MB0000000000	LUCIA	17/09/2017	2	30	EUR		EUR 150	
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# 3. Calendar payment

Claim submissions normally take 24 hours to reach our systems. Once we can see the claim, the hotel will validate the claim or modify it if the amount differs.

Please check the amount to be claimed with the hotel or your Account Manager before entering it into the system.

This will avoid unnecessary delays and ensure prompt payment.

- **MHE&A issues the commissions payment to Onyx once a month, each third Friday (complete week).**
- **All payments are made within 45 days from the moment the hotel validated the commission claim.**



# 4. Claims summary

The status of your claim can be tracked via ONYX as follows:

- 1. Click on "Global Search".
- 2. Select the claim (in the "Claim Reference" field) and click on "Search".
- 3. Claim status will automatically appear on your screen.

There are five different status types:

NOT VALIDATED: Claim has been entered into system by client and awaiting hotel validation. If status continues after 7 days, please contact the hotel or your Account Manager.

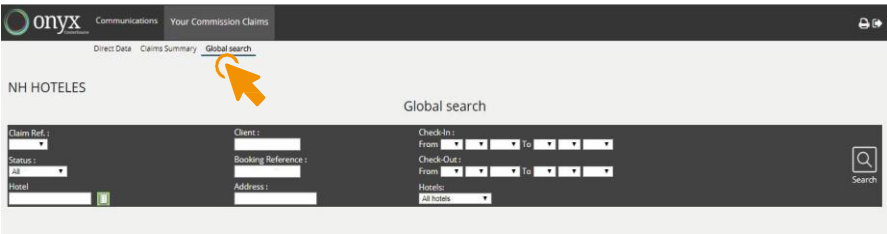
VALIDATED: Hotel has already validated claim and will follow claims process calendar. If your claim was entered after the 2nd Friday cut-off date, invoice will be processed in following month and may take up to 45 days.

WAITING FOR FUNDS: Claim has been processed by ONYX and awaiting payment from MHE&A. This is the time period between 3rd Tuesday and 1st Friday of the following month (when ONYX pays commissions claims).

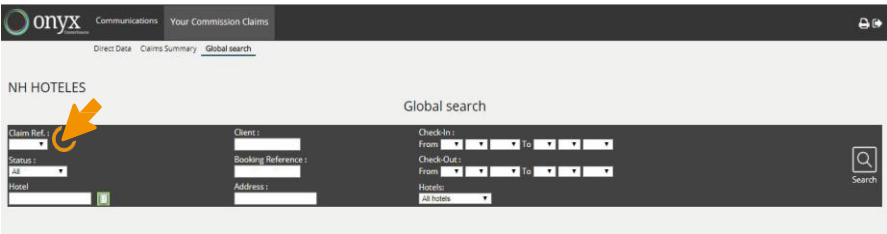
PAID: ONYX has already made payment to the agency as per agreement with MHE&A.

REFUSED: Hotel has rejected claim and payment process discontinued. If this occurs please contact the hotel or your Account Manager for an explanation.

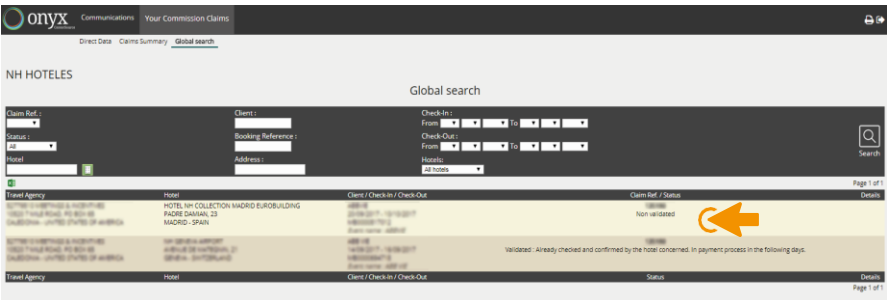
4.1 |



4.2 |



4.3 |



# 5. Automatic Interface

- MHE&A will interface with Onyx to send the commission and avoid the client inputting the claim himself.
- The interface speed up the payment of the commissions because the time to inform Onyx and approve the commission amount is reduced.

## Without Interface

- Agency needs to input the commission in ONYX then the commission claim gets to the hotel and the hotel validates it.



The Travel Agency registers/ Sends Commissions Claims

Commissions Validation & Payment Issuing

Payment to Travel Agency

## With Interface

- For agencies included in this model, after final invoicing of the group/event MHE&A sends the commission calculated to Onyx.
- The agency will not need to upload the commission claim into ONYX, as our system will do so automatically.



Automatically Send Commissions Claims

Commissions Validation & Payment Issuing

Payment to Travel Agency

# 5. Automatic Interface

- The interface only works for commissions of MICE reservations invoiced after the date of entry.
- Your agency must be registered in Onyx according the MHE&A requirements to be able to receive payments.
- It's critical you agree with the hotel the final invoice and commission amount to know the exact payment you will receive.

How the interface works:

- This is a free of charge service for MICE agencies claiming Commissions with MHE&A.
- 5 days after the hotel submits the final invoice for the event SAP TMS will send the commission information to Onyx, commencing the process.
- Afterwards, Onyx will send it to the hotel and in most cases, they are automatically accepted so no additional action is required.
- Payment will follow the normal payment calendar.
- In the event the amount is not correct MH Commission Care Centre will manually create another line to compensate the difference. To avoid these situations, it's very important to agree with the hotel the total commission amount.
- You can still monitor their payments through ONYX when the status is "PAID" or "REFUSED".
- Only commissions of MICE reservations will be paid through the interface.
- You should inform your local MHE&A Account Handler of your interest in being included in the interface.
- From the entry date, you should not manually register more commission claims for MICE reservations to avoid duplications.



### **Contact information:**

For any further doubt about the commission payment process of MHE&A,  
please contact the MH COMMISSION CARE CENTER

**[onyx@minor-hotels.com](mailto:onyx@minor-hotels.com)**

**[MINORHOTELS.COM](http://MINORHOTELS.COM)**