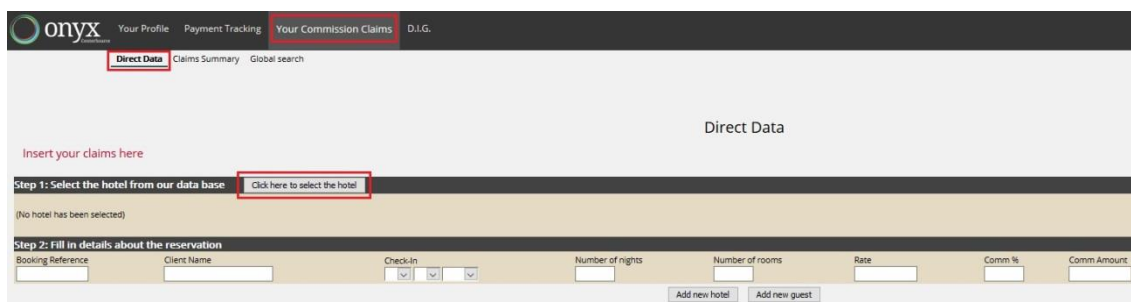




Commission claims – Direct Data in 5 Steps

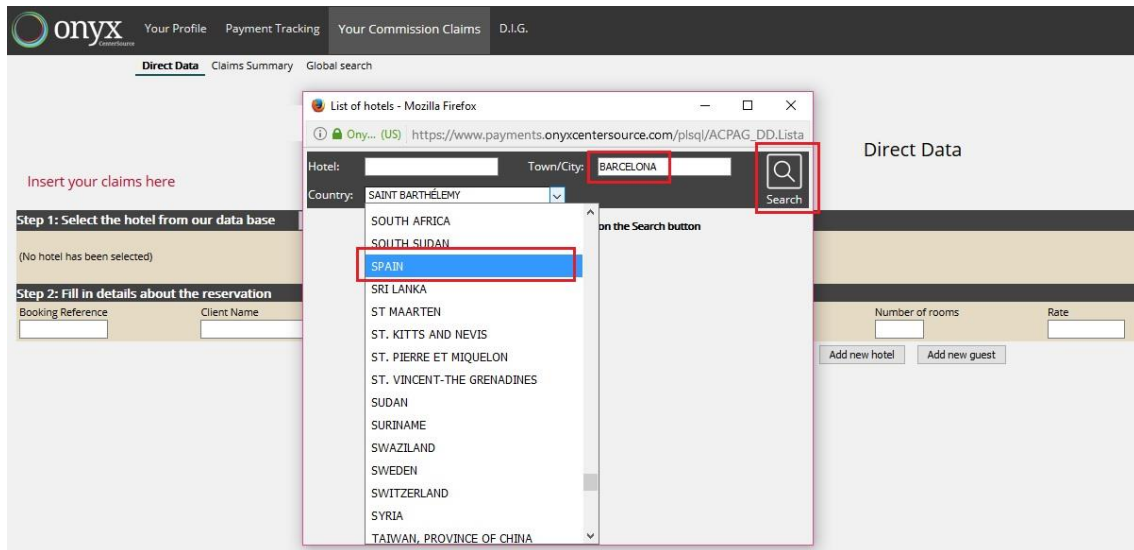
Step 1

Kindly enter into www.payments.onyxcentersource.com . 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.



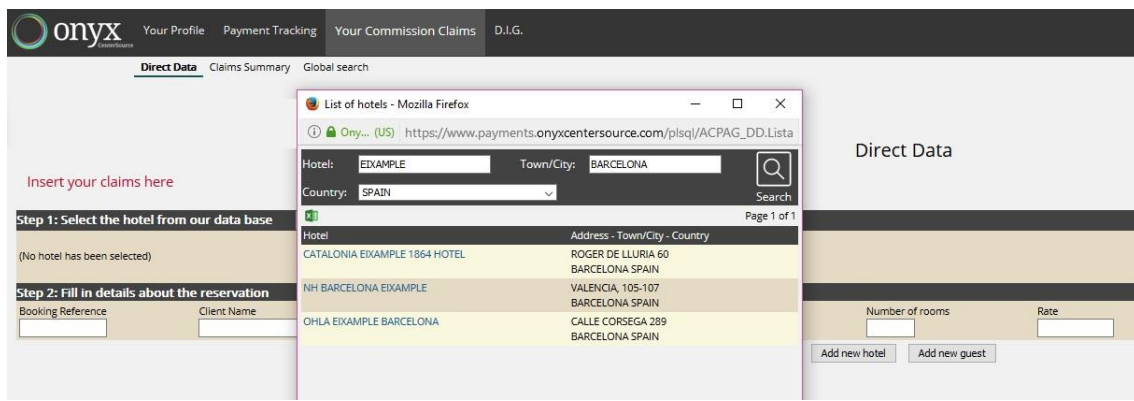
Step 2

A new window will pop up. Use the available fields to filter your Search. Country, City or Hotel Name are some of the requested fields.



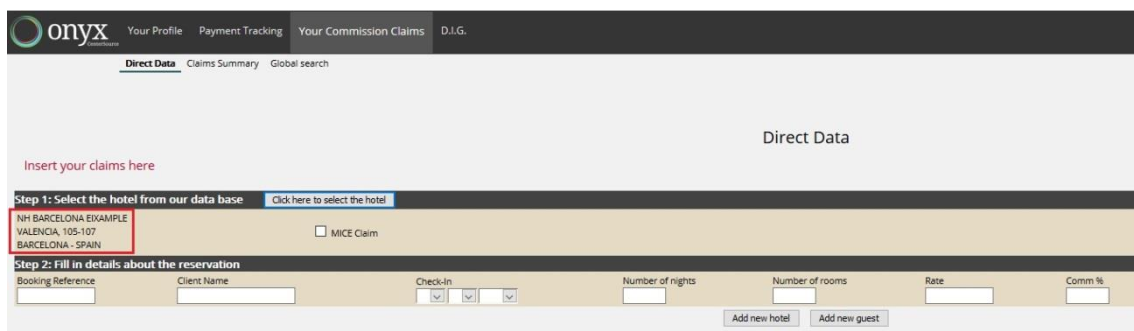
Step 3

Once found the hotel, please click on the name.



Step 4

Hotel details will be updated automatically.



Fill in the details about the reservation:

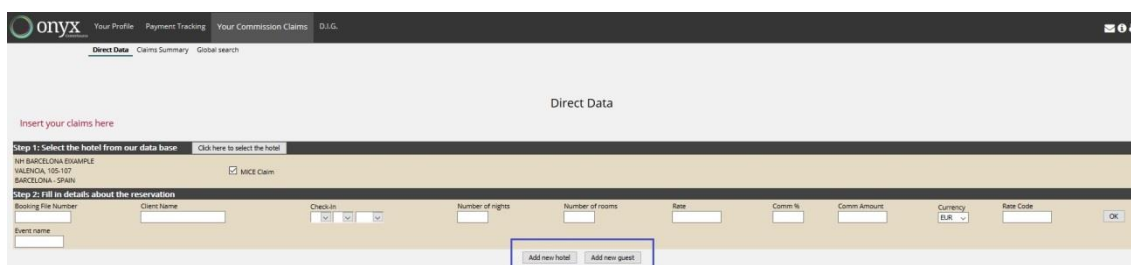
- For TRANSIENT claims, the following fields are mandatory: CLIENT NAME, CHECK-IN and CHECK-OUT. Note that COMM % and COMM AMOUNT are strongly recommendable.
- For MICE claims, please click on MICE Claim. The following fields are mandatory: EVENT NAME, BOOKING FILE NUMBER, CLIENT NAME, CHECK-IN and NUMBER OF NIGHTS. Note that COMM % and COMM AMOUNT are strongly recommendable.



Please use “.” Instead of “,” for amounts

For MICE Booking Reference Number please use the code MB+10 digits or BF+8 digits

- In case you need to add more bookings, but for a different hotel, please click on ADD NEW HOTEL
- In case you need to add more bookings for the same hotel, please click on ADD NEW GUEST



Step 5

Once finished, please click on OK (on the right) to confirm all bookings. Finally, click on Submit claims to WPS.

onyx
Your Profile
Payment Tracking
Your Commission Claims
D.I.G.

Direct Data
Claims Summary
Global search

Direct Data

Insert your claims here

Step 1: Select the hotel from our data base
Click here to select the hotel

NH BARCELONA ESAMPLE
VALENCIA, 105-107
BARCELONA - SPAIN

☐ MICE Claim

Step 2: Fill in details about the reservation

Booking Reference	Client Name	Check-in	Number of nights	Number of rooms	Rate	Comm %	Comm Amount	Currency	Rate Code	OK
		10/10/10/10						EUR		

Add new hotel
Add new guest

Review your claim before submitting it to Onyx

Page 1 of 1

Booking Reference/ Booking File Number	Client Name	Check-in	Number of nights	Number of rooms	Rate	Comm %	Comm Amount	Rate Code	Status
NH BARCELONA ESAMPLE VALENCIA, 105-107 BARCELONA - SPAIN	SMITH	27/09/2017	1		EUR	10	EUR 25.50		Not found

Edit
Delete

Page 1 of 1

Step 3: 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 hotels commission processing calendar.

Submit claim to Onyx

After submitting

Once your request is recorded in our data base, we will associate a Reference Number to your claim. (Note that our system takes one working day to process the information). The status of the commission claimed and/or any information provided by NH Hotels will be available in Your Commission Claims / Claims Summary under that specific Claim Ref. Number.

You can check commission status through: www.payments.onyxcentersource.com

HELP OR MORE INFO: Please create a support case through this link:

<https://www.onyxcentersource.com/need-assistance/>

+1 888 417-4811